

FAO: Contractor

Dear Sir/Madam

Re: Certass Glazing Membership

Thank you for the interest you have shown in becoming a Certass member. Certass (Certification & Self Assessment) is a Competent Persons Scheme, licensed by the Department for Communities and Local Government. Certass Glazing is a scheme in respect of the installation of replacement windows, doors and associated glazing products in domestic properties. Approval by Certass Glazing will allow member contractors to Self-Certify work, therefore Certass Glazing will be in a position to issue Building Regulation Completion Certificates to homeowners.

The Certass Glazing Membership year runs from the date of initial approval therefore each contractor's annual period will be unique.

The attached registration pack includes:

- ***Application Form***
- ***Terms & Conditions / Membership Requirements***
- ***Direct Debit Mandate***
- ***Pricing Structure***
- ***Guidance Notes***

PLEASE ENSURE THAT YOU HAVE READ, UNDERSTOOD AND SIGNED ALL ASPECTS OF THE REGISTRATION PACK BEFORE SUBMITTING TO THE ADDRESS ABOVE. FAXED OR SCANNED APPLICATIONS CANNOT BE ACCEPTED

You must include the following items when returning your application as failure to do so will result in your application being delayed or possibly returned.

Completed Application Form (printed clearly and accurately in capital letters)
Registration fee of £50.00 (plus VAT)
Completed Direct Debit
Copy of Consumer Contract (to include 7 day cooling-off period)
Copy of Employers Liability (at least £10 Million) and Copy of Public Liability (at least £2 Million)

*Please note that after becoming a member of Certass, we must receive your installations within 6 weeks of the completion date.

Yours faithfully



On behalf of Certass Limited

Certass Glazing - Application Form

Applicant Information

Contact Name:

Company Name:

Trading Name (if applicable):

Address:

Postcode:

E-Mail:

Tel:

Fax:

Mobile:

Web:

Type of Business (Please tick where appropriate)

Sole Trader (complete part 1)

Partnership (complete part 2)

Limited Company (complete part 2/3)

Sole Trader (1) (If less than 2 years at current address please provide previous details)

Owners Full Name:

Owners Home Address :

Previous Address:

Owners Date of Birth:

Partnership (2)

1st Partner/Director Full Name:

1st Partner/Director Home address:

1st Partner/Director Date of Birth:

2nd Partner/Director Full name:

2nd Partner/Director Home address:

2nd Partner/Director Date of Birth:

3rd Partner/Director Full name:

3rd Partner/Director Home address:

3rd Partner/Director Date of Birth:

Limited Company (3)

Company Registration Number:

Date of Incorporation:

Additional Information

VAT Registration Number (if applicable):

Number of Employees:

Referred By:

Number of Window/Door installations carried out in the last year:

Estimated number of Window/Door installations to be carried out this year:

Approximate annual turnover relevant to the installation of Windows/Doors:

Please select the format that you wish to use when submitting installation details:

<input type="radio"/> Online (Preferred Format)	<input type="radio"/> Post	<input type="radio"/> Fax	<input type="radio"/> E-mail
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Insurance Information

Do you take deposits in advance of installations:	<input type="radio"/> Yes	<input type="radio"/> No
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If yes, how are these deposits insured/indemnified (options may include deposit indemnity insurance or approved trade association guarantee schemes such as GGF fund):

Are you currently providing Insurance Backed Guarantees:	<input type="radio"/> Yes	<input type="radio"/> No
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IF NO, PLEASE REFER TO THE GUIDANCE NOTES

If Yes, who is your provider:	Registration/Membership Number:
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Who is the Insurance Company Underwriting the risk:

Address of Insurance Company:

Declaration

I/We confirm the information contained in this application is correct and I/We agree to notify Certass Limited of any changes made to the above. I/We have read and understood all registration documents and the Certass Scheme requirements and agree to comply with Certass Limited Terms and Conditions.

I/We understand that when Certass Limited assess this application and any future renewal the information will be used for financial checks against the Certass Scheme requirements. I agree Certass Limited may make financial checks and take up such references relating to the business as they consider necessary, including from independent agencies, as part of the assessment process.

I/We agree to the business name, address and contract details that are or shall lawfully become part of the public domain and held on the Certass Limited database being disclosed to the general public.

I/We understand that we will be charged for Inspections, including where no installations have been registered. I/We have read and understood the pricing structure provided and agree to payment being collected by variable Direct Debit as and when necessary.

I/We agree to notify Certass in writing should we wish to cancel our membership and understand that any fees collected before this will be non refundable.

I/We agree declare that this application is signed on behalf of the business whose details are recorded on this form and understand that false information may result in exclusion from the Certass Scheme and may affect membership of other competent person schemes.

Signed:

Name:

Position in company:

Date:

Please include as a MANDATORY requirement with your application one copy of each of the following current documents:

- Consumer Contract Documents with Terms & Conditions, to include a 7 day cooling off period.
- Employer's Liability for at least £10M and Public Liability for at least £2M, Documents submitted must show the breakdown for Public and Employee Liability insured amounts separately.

FOR USE OF CERTASS STAFF ONLY

- Cheque payable to Certass Ltd - £50.00 + VAT
- Signed Direct Debit Mandate
- Copy of Public and Employee Liability Insurance Document(s)
- Copy of contract showing 7 day cooling off period

Date Received		Date Returned (if necessary)	
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Date Declined		Date Accepted	
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CERTASS Glazing Membership Number	
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General Pricing Structure

- **Annual Registration Fee**
Annual registration fee of £50.00 + VAT payable to Certass Limited with completed registration form. Direct Debit will be used for all subsequent payments.
- **Individual Registration Fees**
Certass will issue a Building Control Certificate based on the rates below:

Fee Per Installation (Preferred Submission)	Additional Fee Per Installation (If Faxed/Posted)
£1.25 + VAT	+ 50p

(Please contact Certass directly to confirm that these rates have not been amended)

- **Inspection Fees**
The number of inspections required is based on the number of installations per annum. Inspections will normally be carried out on 1% of your installations, subject to a minimum of 2 per annum and a maximum of 100. The Inspection fees will be spread over the membership year. Please note any abandoned inspections are chargeable.
- **Re-Inspection Fees**
In the event of a failure in a routine inspection a re-inspection will be required and the fee for this will be £80.00 + VAT per inspection.
- **Insurance Provision**
Several Insurance providers have negotiated special rates in respect of the above. Before returning your application form we would strongly advise that you discuss your application with your existing provider.

Guidance Notes

Preferred Submission format

It is the preference of Certass Glazing that installations are submitted in an electronic format as this will enable us to process your requests accurately and promptly. You can easily submit and review entries in the Members area of our website. Alternatively you can fax, post or use our excel spreadsheet format, which is specifically set up for use with our systems. You will be issued with a personalised Building Control Certificate Request Form, with your Acceptance Letter & Certass Glazing Membership Number.

Insurance

When a Certass Glazing member accepts a payment in advance of installation, it is a condition of membership that some form of indemnity is given to the customer. This protection may be given either by insurance or trade association indemnity schemes.

Certass Glazing members must also provide a guarantee which is insurance backed or provide a guarantee and arrange for the customer to be offered insurance by an authorised person. **The importance of providing insurance is such that no application can be considered unless appropriate arrangements have been made with a Certass Glazing Approved insurance provider.**

The undernoted list details the insurance providers who have satisfied Certass as to the standard of cover provided and strength of insurer underwriting the insurance. The list may well be added to as further insurance providers apply for inclusion. If your present provider is not on the list, we would ask you to invite them to apply.

Consumer Protection Association

Tel: 01462 850062 ~ www.thecpa.co.uk

Guarantee Guild

Tel: 01480 218271 ~ www.guaranteeguild.com

HomePro

Tel: 08707 344344 ~ www.homepro.com

HPL

Tel: 01268 779782 ~ www.hpl.uk.com

Incorporation of Plastic Window Fabricators & Installers

Tel: 0844 8004125 ~ www.ipwfi.co.uk

Independent Warranty Association

Tel: 01604 604511 ~ www.iwa.biz

Installations Assured

Tel: 01234 855377 ~ www.iaibq.co.uk

Insurance Guarantee Association & Quality Assured National Warranties

Tel: 01292 268020 ~ www.qanw.co.uk

Plastics Window Federation

Tel: 01582 456147 ~ www.pwfed.co.uk

UK Trades Confederation

Tel: 0844 8044575 ~ www.uktc.com

TERMS & CONDITIONS

1. Application

- 1.1. Applications for registration with the Certass Glazing Scheme (to be known here as the "Scheme") will be accepted by Certass from any enterprise; sole trader, partnership, limited company, public limited company or other organisation; carrying out installation of windows, rooflights, roof windows or doors in existing domestic properties.
- 1.2. Certass will undertake certification in accordance with the Scheme Assessment Criteria.
- 1.3. All applicants shall permit Certass to appoint such person or persons for the purpose of conducting assessments or inspection visits.
- 1.4. Certass will determine the extent and duration of the assessment and inspection visit by the size, scale and geographic spread of the work undertaken by the Applicant.
- 1.5. Applicants and Member Contractors (to be known here as "Member") will be expected to meet inspectors and make available for inspection sufficient work, both in progress and completed, as well as business documentation relevant to the initial application and for ongoing renewal of membership.
- 1.6. On completion of the inspection visit the applicant will receive a report indicating any areas where the Applicant or Member fails to meet the criteria (known as non-compliance). The report will explain the remedial action required and provide timescales for completion of this action.
- 1.7. The applicant will be required to demonstrate the corrective actions that have been undertaken which, where possible, will be by submission of additional records or similar means, but may include a further site visit if appropriate to verify these actions for which a further fee or charge may be due.
- 1.8. Application and Inspection Fees are Non Refundable

2. Fees and Charges

- 2.1. Applicants and Members shall pay to Certass the fees and charges as prescribed and published from time to time by Certass. The fee for registration covers the administrative cost involved in processing the application, assessment and inspection of the Contractor.
- 2.2. All fees and charges shall be payable within 30 days of the date of invoice, without any set-off or deduction and shall be subject to VAT at the applicable rate. Any payment not made by the due date will bear interest at the rate of 4% above the base rate of Royal Bank of Scotland PLC from the due date until payment is made in full.
- 2.3. Assessment and inspection will not be conducted until payment has been received.
- 2.4. If payment is not received by the due date Certass reserve the right to suspend or withdraw certification.
- 2.5. Where an Applicant or Member fails to provide facilities for or attend an inspection visit for which reasonable notice has been given, or cancels an arranged inspection visit with less than 48 hours notice, the Applicant or Member shall be responsible for Certass costs as are determined and published from time to time by Certass.
- 2.6. Where an Applicant or Member fails to meet the Scheme Assessment Criteria, Certass will notify it of the observations and non-compliances, which may require further inspection or assessment. The Contractor shall be responsible for its own costs and for Certass costs for further inspections and assessments as are determined and published from time to time by Certass.
- 2.7. The periodic assessment of shall be subject to payment of the annual fee as determined and published from time to time by Certass to be paid within thirty days of the date of invoice.
- 2.8. The Direct Debit set up when registering with Certass is variable. This means that the amount may vary from month to month in keeping with the Pricing Structure provided at the time of registration.

3. Members Responsibility

- 3.1. Applicants and Members shall, at their expense, provide Certass or its representatives with copies of all documents, information or access to such material records and data necessary to perform the certification service. Certass shall have no liability for any loss or damage to such material records and data however caused.
- 3.2. Where required by the Scheme, the Member shall permit Certass to conduct periodic inspection visits of sites or offices for the maintenance of Membership.
- 3.3. Where any representative of Certass is required to access a site or property of a Contractor for the purpose of conducting an inspection visit or assessment, then the Contractor shall provide safe access and safe working environment, which complies with all health & safety requirements.
- 3.4. Members shall give notice in writing to Certass of any change in Ownership or Directors, trading address, legal constitution, trading or other change of title or any other significant particulars upon which Membership was approved.

4. Certification

- 4.1. Certass will notify the Applicant of the decision to award Scheme Membership. The Certificate issued will state the Applicant has achieved the Certass Glazing Scheme criteria and is judged able to comply with all relevant requirements of the Building Regulations and is able to self-certify works.
- 4.2. In being granted Scheme Membership the Member agrees to continue to comply with the requirements of the Scheme for the period of the certification.
- 4.3. Certass will undertake periodic assessment on an annual basis of Members' Certification in accordance with the Scheme Criteria.

5. Termination

- 5.1. After the termination of this Agreement for whatever reason any Certificate requested by a Contractor will not be processed. Any Certificates that have already been processed prior to termination will not be affected by this.
- 5.2. Membership may be subject to cancellation by Certass as a result of:
 - 5.2.1. wilful misrepresentation of the Scheme Logo
 - 5.2.2. bringing the Scheme into dispute by failure to abide by the Code of Practice
 - 5.2.3. failure to undertake appropriate action to resolve a customer complaint
 - 5.2.4. creating or causing to create risk to life or limb or other serious breach of health and safety
 - 5.2.5. failure to maintain payment of Scheme fees
 - 5.2.6. failure to maintain the warranty cover through non-payment of premiums.
- 5.3. This agreement may be terminated by written notice at any time by either party in the event that:
 - 5.3.1. either party commits any breach of any of the terms of this Agreement which in the case of breach capable of remedy is not remedied by that company within 14 days of written notice of such breach being received by it; or
 - 5.3.2. a receiver or administrative receiver is appointed in respect of the business, property or assets of either party; or
 - 5.3.3. either party makes a composition or arrangement with its creditors or becomes subject to an administration order or ceases or threatens to cease trading; or
 - 5.3.4. either party goes into liquidation (except for the purposes of amalgamation or reconstruction and in such manner that the company resulting therefrom effectively agrees to be bound by or to assume the obligations imposed under this Agreement).
- 5.3.5. Subject to the provisions of paragraph 5 above, one party giving one month written notice to the other to expire on the anniversary date of the Scheme Certificate may terminate this Agreement.
- 5.4. Termination of this Agreement will not cancel any liability or obligation owed by one party to the other that has arisen before the date of termination including the Members' obligation to pay for services carried out by Certass but not invoiced up to that date.

6. Data Protection

- 6.1. Certass will treat as confidential any information of a confidential nature relating to the technical processes, products, data, business affairs or finance or other confidential information relating to a Member.
- 6.2. Certass will not at any time or for any reason disclose or permit to be disclosed to any person, or otherwise make use of (except for the purposes of this Agreement) or permit to be made use of the above-mentioned confidential information. This obligation will not apply to information that is or shall lawfully become part of the public domain or is required to be held on the Scheme Database for use by the Office of the Deputy Prime Minister.
- 6.3. Certass shall endeavour that they at all times comply with the provisions and obligations imposed by the Data Protection Act 1998 and the Data Protection Principles together with any subsequent re-enactment or amendment thereof in the storing and processing of data relating to this Agreement.

7. Liability

- 7.1. The Member agrees to indemnify Certass against any costs, losses, expenses or damages for which Certass becomes liable as a result of action by any third party arising out of the misuse of any Certification granted under this Agreement.
- 7.2. Certass will be under no liability to the Member for any indirect or consequential loss, expense or damages that arise out of or in connection with the provision of the Certification Services under or in connection with this Agreement.
- 7.3. Certass does not imply or express any warranty with respect to the Members' product or service and assumes no responsibility for defects or failure of service. Certass shall have no liability to the Member for loss, damage, costs expenses or other claims arising from the provision of non-conforming products or services.

8. Appeals

- 8.1. A Member may make written representation against any decision by Certass to grant or cancel Members Certification, other than for non-payment of fees. Such notice shall be served by recorded delivery within 14 days of the date of notification of any disputed decision.
- 8.2. The Directors of Certass will consider the appeal initially. If this internal process does not resolve the matter, then an independent appeal committee would consider the appeal.

9. Governing Law

- 9.1. The application and certification process shall be governed by and interpreted in accordance with English Law.

Certass Glazing Scheme

Membership Requirements

To be eligible for Membership of the Certass Glazing Scheme contractors must:

- Be engaged in the installation, as a replacement, of a window, rooflight, roof window or door in existing domestic buildings
- Work in a competent and responsible manner in accordance with the law and health & safety legislation
- Hold a copy of current relevant Building Regulations and comply with all relevant requirements
- Be able to provide satisfactory evidence of a fixed trading base
- Make available for inspection sufficient completed and/or work in-progress. Please note any abandoned inspections will be chargeable.
- Have or be prepared to train, appropriately skilled and qualified persons
- Be willing to use standard documentation to provide customers with clear information quotations, contractors and services offered
- Provide to Certass in an agreed format details of all installations undertaken **within 6 weeks of completion** for the purpose of Building Regulation notification
- Maintain a record of any complaints made about the standard of work undertaken and details of any action taken to resolve the complaints
- Hold Public Liability Insurance and if applicable Employers Liability Insurance
- Offer customers an Insurance Backed Warranty for all work undertaken

**Instruction to your
Bank or Building Society
to pay by Direct Debit**

Please fill in the whole form using a ball point pen and send to:

Certass Ltd 37 Carrick Street Ayr KA7 1NS
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Originator's Identification Number

5	5	7	4	8	1
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Reference Number

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Name(s) of Account Holder(s)

Instruction to your Bank or Building Society

Please pay Certass Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee.

I understand that this Instruction may remain with Certass Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank / Building Society
Address	
Postcode	

Signature(s)
Date

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the Payer.

**The
Direct Debit
Guarantee**

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Certass Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Certass Ltd or your Bank or Building Society you are guaranteed a full and immediate refund from your branch of the amount paid
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.