



ANGLIAN BUILDING PRODUCTS,  
SOVEREIGN DEVELOPMENT CONSORTIUM  
& WESTWORKS  
WORKING TOGETHER

Appendix A -  
Service Information Booklet  
(21-04-09).pdf





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## COMPANY PROFILE

Anglian are the largest supplier and installer of PVCu windows in the UK and have operated successfully since 1966. We are market leaders in the provision of PVCu windows and doors to the public sector.

We operate throughout the UK but our regional operations centre in Basingstoke, Hants is responsible for co-ordinating the service required for our SDC/SHG/Westworks partners.

Anglian recognise the importance of developing close working relationships and being easy to do business with. We are committed to the training and development of our staff and are accredited with the 'Investors In People' Standard.

The organisation has an integrated in-house supply chain that extrudes its own PVCu profile, cuts and processes glass into double-glazed sealed units, and assembles all components together into fabricated and fully glazed frames.

Our in-house Research & Development and Design facilities ensure that our products meet the latest performance requirements including thermal performance, security, and extended product life cycles.

Anglian provide a full range of product and service support options that are designed to suit the full range of diverse client needs. As specialists in innovative hardware solutions, we incorporate high quality Securistyle hardware and ironmongery into all of the window frames provided to SDC/SHG/Westworks members.

We are committed to working together with consortium members to develop increasingly, smarter, easier and more efficient ways of working, focussing on delivering all parties with an excellent best value service.

## KEY CONTACTS



### **John Fairweather (main contact) - Technical Director**

**john.fairweather@angliangroup.com**     Anглиan Building Products

**Mobile: 07764 290710**                     59 Hurricane Way

**Office: 01603 422032**                     Norwich NR6 6JB

John Fairweather is the Anglian Account Director responsible for working with SDC/SHG/Westworks partners. John is the focal point for all project pricing enquiries and once orders are placed will work alongside our dedicated project delivery teams to ensure that high levels of clients and resident satisfaction are delivered.

John is specifically supported on this consortium framework by Nigel Wardle. Both hold senior positions within the organisation and will ensure that all matters are dealt with promptly and efficiently.



### **Nigel Wardle - Refurbishment Director**

**nigel.wardle@angliangroup.com**     Anглиan Building Products

**Mobile: 07711 111409**                     Unit 5 Marlborough Mews

**Office: 01256 472247**                     Crockford Lane, Chineham  
Basingstoke, Hants RG24 8NA

## EXTRANET FACILITY

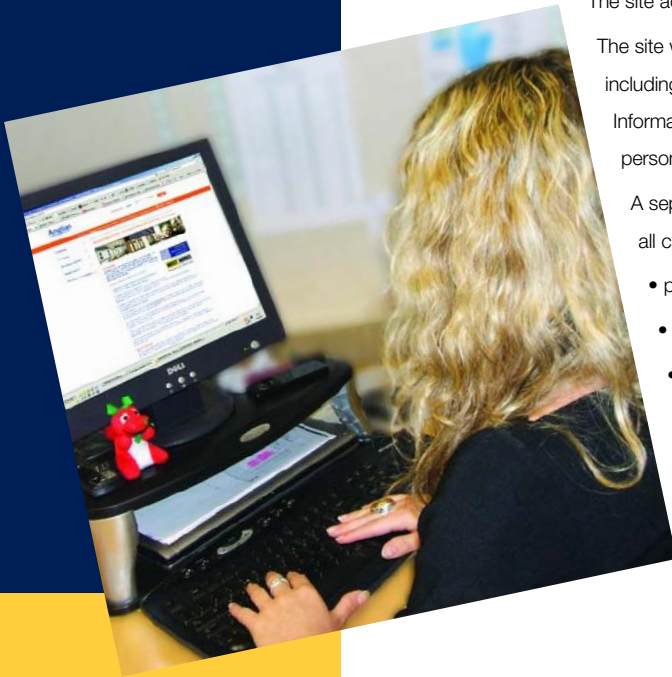
Our shared extranet facility will provide all SDC/SHG/Westworks partners with access to important and updated documentation.

The site address is <http://sdc.anglian-building.co.uk>

The site will contain all the latest versions of all agreement documentation including: Service Level Agreement, Service Information Booklet, Technical Information. As well as information and contact details for key Anglian personnel.

A separate password protected section is in development that will provides all clients, HAs and contractors with access to:-

- price lists
- monthly reports on annual sales/orders and associated data
- key performance indicators
- further information and latest news as it becomes available.



## PRODUCT RANGE

The Service Level Agreement with the Consortium provides for the following 3 core products:-

- White PVCu outward opening casement windows
- White PVCu fully glazed french doors, single and double.
- White PVCu In-line sliding patio doors

## SERVICE OPTIONS

Anglian offers the following options:-

- Supply and delivery
- Survey, supply and delivery
- Survey, supply, delivery and installation
- Resident liaison, survey, supply, delivery and installation
- Lintol installation (where required)
- Associated builders works and making good

A fast-track service is available for voids and urgent maintenance issues.

This service impacts on operational efficiency so its use should be avoided where possible.

Our new build installation service is to be agreed on a site specific basis.





## SPECIFICATION

The standard agreement specifications are as follows:-

### **Outward Opening Casement windows**

- 'U' value of 1.4 W/m<sup>2</sup>/K
- BFRC Window Energy Rating B (Energy Index: -7 KWh/m<sup>2</sup>/yr)
- 'Secured by Design' compliant.
- 70 mm front-to-back frame
- Internally glazed
- 150mm external cill
- Reinforced to British Plastics Federation COP 323/1
- Fully fusion welded corners & junctions, finished with a groove
- Concealed drainage system
- Co-extruded gaskets
- Titon Select trickle ventilation fitted to top rail of all opening casements
- Dual-sealed, 24mm double glazed unit with 16mm air-gap, kitemarked to BS EN 1279, incorporating 1 pane low-E 4mm glass.
- Toughened and laminated safety glass as required.
- Clear glass generally except Stippolyte obscure glass to bathroom, toilet & store windows
- Securistyle austenitic (300 series) stainless steel friction stays
- Securistyle 90° 'Defender Egress' friction hinges and intuitive easy-release Winkhaus 'OBV' surface mounted restrictors to all fire escape windows
- Securistyle 'Defender Restricted' friction hinges fitted to large non-egress openers first floor and above
- Securistyle espagnolette locking system
- Securistyle 'Vector Excluder' ancilliary security devices fitted to all openers.
- Securistyle white offset 'Vision' espagnolette handles
- Ironmongery fixings austenitic (300 series) stainless steel



### **Fully glazed French doors**

- 'U' value of 1.6 w/m<sup>2</sup>/K
- 'Secured by Design' compliant.
- 70 mm front-to-back frame
- Internally glazed
- Standard PVCu threshold
- Reinforced to British Plastics Federation COP 323/1
- Fully fusion welded corners & junctions, finished with a groove
- Concealed drainage system
- Co-extruded gaskets
- Dual-sealed, 24mm double glazed unit with 14mm air-gap, kitemarked to BS EN 1279, 1 pane toughened low-E 4mm clear glass, 1 pane 6.4mm laminated clear glass.
- Laird 'Challenger 3D' adjustable high security hinges.
- Yale 'Asgard' high security 3 point hook lock
- Gege 6 pin, anti drill, anti pick lock cylinder
- Hoppe advanced PAS 24 security lever/lever door handles

### **In-line sliding patio doors**

- 'U' value of 1.6 w/m<sup>2</sup>/K
- 'Secured by Design' compliant.
- 70mm front-to-back frame
- Internally glazed
- PVCu threshold door
- Reinforced to British Plastics Federation COP 323/1
- Door frame flat packed for site assembly
- Door leaves fully welded corners & junctions
- Concealed drainage system
- Co-extruded gaskets
- Dual-sealed, 24mm double glazed unit with 14mm air-gap, double glazed units, kitemarked to BS EN 1279, 1 pane toughened low-E 4mm clear glass, 1 pane 6.4mm laminated clear glass
- Schlegel combined shootbolt/mushroom locking gear.
- Gege 6 pin, anti drill, anti pick lock cylinder

### **Other products available include:-**

- Windows with BFRC Window Energy Ratings A & C
- Woodgrain and coloured products
- Vertical Sliding Sash Windows
- Tilt and Turn Windows
- Composite doors



# PERFORMANCE STANDARDS

## Performance to BS 6375-1:2004

Product	Strength	Watertightness	Air Permeability
Outward opening casement	Standard 1200 pa	300 pa	600 pa
Single door	2000 pa	300 pa - PVCu standard threshold 600 pa - wheelchair threshold	300 pa Inward opening 600 pa Outward opening
Double door	1200 pa	300 pa - PVCu standard threshold 600 pa - wheelchair threshold	300 pa Inward opening 600 pa Outward opening
Sliding door (2100 x 2100)	1200 pa	300 pa	600 pa



**BS EN 12150**  
TOUGHENED SAFETY GLASS



**BS 7412**  
WHITE PVCU WINDOWS



**BS 7950/7412**  
ENHANCED SECURITY WINDOWS



**BS EN 1279-2**  
SEALED DOUBLE GLAZING UNITS



**BS EN 1279-3**  
SEALED UNIT GAS LOSS TESTING



**BS EN 12608**  
WHITE PVCU PROFILE FOR WHITE PVCU WINDOWS



**PAS 23-1**  
GENERAL REQUIREMENTS FOR DOOR ASSEMBLIES



**PAS 24-1**  
ENHANCED SECURITY REQUIREMENTS FOR DOOR ASSEMBLIES

## British Standards Institute Standards

**PVCu Profiles** BS EN 12608 PVCu profiles for the fabrication of windows and doors. Impact Modified Type A. Anglian Licence No. KM 12876.

**Windows** BS 7950/7412 Specification for enhanced security performance of windows. Anglian Licence No. KM 33533.

**Doors** BSI PAS 23-1 General performance requirements for door assemblies - part 1: single leaf, external door assemblies to dwellings. Anglian Licence No. KM 502053, 512433.

BS PAS 24-1 Enhanced security performance requirements for door assemblies -part 1: single and double leaf, hinged external door assemblies to dwellings. Anglian Licence No. KM 502053,512433.

**Hardware** All hardware passes the physical operation and strength requirements of BS 6375-2:1987

**Glazing** BS 6206 Flat safety glass for use in buildings. Anglian Licence No. KM 07438

BS EN 1279 Part 2 (formerly BS 5713) Insulating Glass Units. Anglian Licence No. KM 07431.



## British Board of Agreement (BBA)

Anglian hold the following certificates 96/3264 (windows), 05/4223 (Interceptors), 94/3000 (doors)



## British Fenestration Rating Council



BFRC Band Rating	BFRC Cert Number	U window	G window	L factor	BFRC Rating Index
A	188	1.4	0.43	0.01	0
B	122	1.4	0.41	0.01	-7
C	88	1.6	0.41	0.01	-19

Further details [www.bfrc.org](http://www.bfrc.org)

## Secured by design

Anglian Building Products are an official Association of Chief Police Officers (ACPO) Licence Holder.

All systems purchased through this agreement shall meet the requirements of 'Secured by Design'.



Full copies of all certificates are available from the extranet.

## DURABILITY

PVCu is a low maintenance long life building material. The Building Research Establishment (BRE) have recognised that PVCu windows have a reference service life of at least 35 years. The British Board of Agreement (BBA) suggest that the Anglian White Knight PVCu windows and doors will have a life of at least 25 years.

As windows are intended to be exposed to the elements, including wind, rain and UV light, some limited, superficial changes can occur. However, the only effect this could have would be a loss of gloss on the surface finish of the frame. Impact strength, structural integrity and colour fastness will continue to meet requirements for the lifetime of the window. Colourfastness tests are carried out internally by Anglian and are independently verified by BSI as part of Anglian BS EN 12608 Kitemark Licence.

The Securistyle window ironmongery used on this contract has been tested to 30,000 cycles which equates to each window being opened and closed once each day for over 82 years! The British Board of Agreement have independently tested the friction stays for 30,000 cycles, and the locking system for 25,000 cycles.

Occasional cleaning and maintenance prolongs life and helps maintain good product aesthetics. Full instructions are provided to both the client and residents.



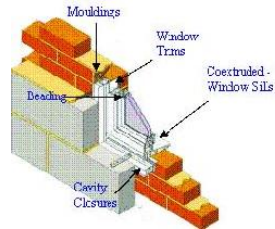


## ENVIRONMENTAL ISSUES

Anglian are very proactive with regards to recycling and sustainability issues, having recycled materials since the 1980s. Anglian have an approved Recovinyl Recycling Centre at its head office in Norwich. The company recycles on average over 800 post consumer windows every week in addition to manufacturing waste. The PVCu material is extruded by Anglian into new building products. Glass is either re-used by our glass supply chain partners or used in the production of roof insulation. And the reinforcement and hardware is processed by a local waste management specialist partner.

Anglian also recycles paper, cardboard, timber, glass, phones, printer toner cartridges.

Our products are designed with eventual end-of-use deconstruction in mind with different materials types being easily segregated. For this reason we do not co-extrude gaskets to our main profiles as this would reduce future recycling options.



A number of our products have been designed to incorporate recycled materials in non-critical locations by using advanced co-extrusion techniques. The diagram (left) illustrates the typical uses.

Anglian are committed to reducing site waste sent to landfill and work with local recycling specialists to achieve this goal.







# QUALITY CONTROL AND ACCREDITATIONS

Quality is built in throughout the overall process. All windows and doors are made to measure and pass through numerous quality control checks both on and off line.

Our quality management system is fully accredited to ISO 9001:2000 for both the manufacture and installation processes. We receive regular audits by the British Standards Institute.

This quality regime extends to site where all installed products receive an independent final inspection.

We are also accredited by Constructionline, Exor, FENSA and Investors in People.



British Standards  
Institute ISO 9000  
Certificates

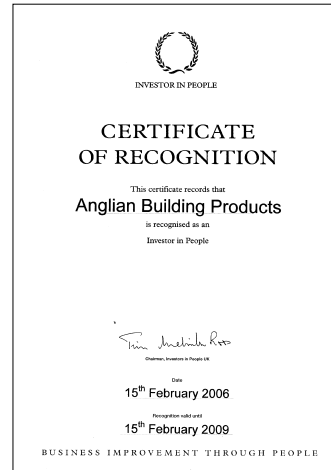


Constructionline  
 Membership  
 No: 2910



Exor  
 Registration  
 No: CK9765

Fenestration  
 Self-Assessment  
 Scheme  
 (FENSA)  
 Registration  
 No: 13229



Investors In  
 People

Copies of full sized certificates are available on the extranet.



## PRICING

Under the SDC/SHG/Westworks consortium agreement, all works will be priced in full accordance with the agreed pricing schedule.

All new enquiries and requests for surveys should be addressed to Chris Seward. Contact details listed in Key Contact Section.

On works to existing properties a site survey will be undertaken. Anglian's surveyor will enter all relevant information into their electronic survey system. This information is then transferred to the Costing Department which, through their ICT pricing database, will automatically price up each new proposal in full accordance with the agreed schedule. An individual Property Account Summary is produced for each property. This shows how the total price is built up; including extra-overs (if applicable). This is available in both hard and soft formats.

Prices will be provided within 2 weeks of a survey.

Prices for new build projects would normally be generated from detailed schedules and drawings supplied by the client.

### **Supply only**

The 'supply only' cost, based on the standard agreed specification, is provided through a series of pricing tables. There is a separate table for each style. Costs are determined by taking the nearest 100mm size increments.

There are standard agreed extra/over rates for:-

- fire egress hinges
- fire egress restrictors
- toughened glass (where not allowed for)

These base rates include standard delivery, preliminaries, overheads and profit.

The costs of providing product solutions to suit individual residents with specialist needs are assessed on a site/project specific basis.



# INSTALLATION

## Installation (Works to existing properties)

Rates are provided for installation based on the removal of existing windows, and for installing new windows into face brick/blockwork for properties not exceeding 2 storeys.

The rates are broken into the following elements of cost:-

- site surveys
- standard window/door installations
- site supervision
- storage, removal & disposal costs
- standard fixings, and trims etc.
- supply & installation of lintels (where required)

Preliminary costs, overheads and profit are then applied to these base rates at an agreed percentage.

Costs for the following are assessed on a site/project specific basis:-

- non-standard installation costs
- scaffolding etc (over obstructions and above 2 storeys)
- resident liaison service

## Installation (New properties)

Anglian offers an installation service on a project specific basis. The availability of this service will depend on individual project size, build programmes, construction methods and site location



## BATCH SIZES

For Anglian, product is manufactured and delivered most economically in batch sizes of between 50 and 150 window/door units. Clients are to have regard to this when planning programmes of work, placing orders and arranging deliveries. Anglian will seek to utilise its client base to maximise its operational efficiency where it is reasonable to do so.

## PROJECT ADMINISTRATION

Each project is allocated a unique 7 digit contract number that is retained throughout the life of the project, from initial enquiry through to warranty issues. A new contract number will typically be issued for each phase of a project.

All contract numbers will be linked through Anglian's business management system database to provide all SDC/SHG/Westworks members, and their developer/contractor partners, with a range of reporting levels that are specific to their organisation.

Each individual property within a project will be assigned a unique 6 digit job number. This job number will have one of the following prefixes dependant on the contract type.

<b>Refurbishment</b>	<b>Prefix</b>	<b>Newbuild</b>	<b>Prefix</b>
Supply & Delivery	SP	Supply & Delivery Interceptor Windows/doors	LI LP
Supply & Installation	SF	Supply & Installation	LF

Each individual job number is tracked through our manufacturing and distribution system providing real time status information.



## PROJECT MANAGEMENT

On receipt of an official order Anglian will appoint a dedicated Project Manager who will have overall responsibility for the delivery of that individual project. It is vital that the project timeline is closely managed and monitored.

All project managers will be accountable to Chris Seward, as the SDC/SHG/Westworks Account Director.

For each new project, Anglian will request a formal pre-start meeting structured around a standard formal agenda.

This will typically include the following (as appropriate):-

- Roles & Responsibilities
- Information provided
- Commencement/Completion Dates
- Programming/product call-off procedures
- Specification Issues
- Varying resident needs
- Surveying and fenestration approval
- Delivery procedures/notification/paperwork
- Product protection
- Health & Safety
- Handover procedures
- Resident Satisfaction Surveys
- FENSA Registration
- Valuations/Invoicing

Anglian will produce and maintain a detailed programme in accordance with client requirements, and ensure that access problems (where relevant) are minimised.

The Project Manager will liaise internally with Anglian's planning, surveying, manufacturing and distribution departments to ensure that goals are aligned and that the project is successfully delivered.

All Anglian's fitters can be CRB checked prior to commencement of work on request.

Operationally, works to existing homes shall be project managed in broad accordance with the agreed procedure (see Partnering Proposal Document – Appendix 'F').



## APPOINTMENTS

Mutually convenient appointments are made for both survey and installation.

We strive to personalise the service by using resident names in all correspondence.

## RESIDENT LIAISON

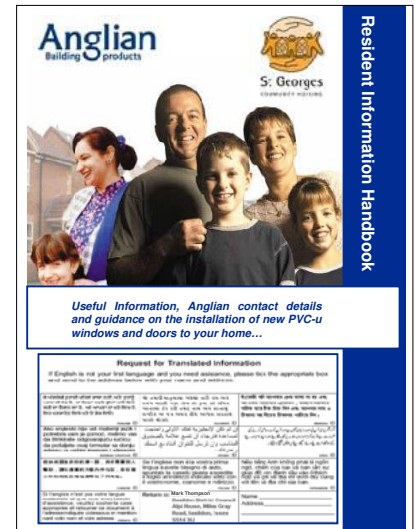
We recognise that clients will have varying resident liaison requirements.

Our resident liaison service options include:

- Group Consultation meetings
- Outlining proposals to residents at initial survey stage
- Resident profiling and identification of differing needs
  - Product related (e.g. low handles, cord control vents, remote winding gear)
  - Social (e.g. aged, vulnerable person)
  - Communication (e.g. language, sensory)
  - Health (e.g. breathing, dust allergies)
  - Cultural (e.g. faiths, customs)
  - Lifestyle (e.g. shift worker)
- Visits during the work and at handover
- Resident Information Handbooks (tailored to suit each project's requirements.– see example)
- Resident Liaison Officer

Anglian are also contracted with Language Line.

This includes organising translations for residents whose first language is not English.



## IDENTIFICATION OF ANGLIAN PERSONNEL

All personnel carry a numbered photographic identification card and wear Anglian corporate clothing. All vans are identified with corporate livery vans. See typical examples below.





## SITE SURVEY & DESIGN

Anglian's survey lead-in time is normally 2 weeks. Both external and internal property access is required. Convenient appointments for carrying out the initial survey are agreed directly with the residents.

A site survey is undertaken on each individual window/door aperture, checking for varying plaster lines and critical locations for safety glazing. We will also propose the appropriate fenestration layout taking into account both safe use and cleaning all in accordance with the stated guidance.

Product solutions can be provided to suit individual residents with specialist needs, such as low handle positions, remote opening options and cord control ventilators.

Surveys are normally carried out well in advance of the delivery programme to enable site queries and fenestration proposals to be approved by the client. All survey work is undertaken by experienced trained dedicated Surveyors. When a site visit is not appropriate Anglian will work from drawings and schedules that have been provided.

The full resources of Anglian's in-house Research and Development and Design Departments can be called upon to deal with unusual project requirements. Full working drawings with structural calculations can be provided. For further information please contact John Fairweather, Anglian's Technical Director. His contact details are listed in the Key Contacts section.

## MANUFACTURE & DELIVERY

Windows and doors are processed in economic batches against the project programme.

Deliveries are made via Anglian's dedicated transport fleet with fully itemised delivery paperwork.

Standard delivery times are 3 weeks from confirmation of order details. Faster delivery times can be arranged on request.

All products are labelled with property and window location labels which should be removed at point of installation.

The main window profiles are stamped with the Anglian's name and the year of manufacture.

All windows are identified with discretely located tamper proof Window Energy Rating labels, these identify whether the product is A, B or C rated.

# INSTALLATION & SITE QUALITY CONTROL

## Standards

- All installation works are undertaken in accordance with the British Plastics Federation's Codes of Practice for the installation of PVC-U windows and doorsets 357/1 (for existing buildings) and 356/1 (for new build)
- Lintel replacement/reinforcement is provided where required
- All installation works are self-certified as complete by the trained installers.
- A handover inspection is undertaken by an Anglian Supervisor using the Site Inspection Form below; alleviating the need for an inspection by the client's own Contract Administrator.

## Respect

The following is considered as standard practice:-

- Internal dust sheets and external ground sheets are used as appropriate
- All damaged surfaces are made good (as far as is practicable)
- Every attempt is made to minimise the impact on the resident's comfort
- All waste is removed from site daily. All related dust is vacuumed up.



sovereign development consortium		INSTALLATION OF NEW PVC-U WINDOWS SITE INSPECTION CHECK-LIST					Anglian BUILDING SERVICES	
ADDRESS: _____								
<b>LOCATION</b>	Hall	Classroom	Kitchen	Lounge (front)	Lounge (rear)	Raw Store		
<b>Check all opening components and handles to ensure:-</b> <ul style="list-style-type: none"> <li>• There are no binding, loose or damaged components</li> <li>• Weight and motion operate correctly</li> <li>• Handles operate smoothly</li> <li>• Internal decorations have been made good to match the existing</li> <li>• External marks have been applied neatly</li> <li>• External surface repairs have been applied neatly and match the existing</li> <li>• There are no other obvious outstanding works or defects</li> </ul>								
<b>LOCATION</b>	Landing	Bedrooms (front left)	Bedrooms (front right)	Bedrooms (rear right)	Bathroom			
<b>Check all opening components and handles to ensure:-</b> <ul style="list-style-type: none"> <li>• There are no binding, loose or damaged components</li> <li>• Weight and motion operate correctly</li> <li>• Handles operate smoothly</li> <li>• Internal decorations have been made good to match the existing</li> <li>• External marks have been applied neatly</li> <li>• External surface repairs have been applied neatly and match the existing</li> <li>• There are no other obvious outstanding works or defects</li> </ul>								
NAME: _____	POSITION: _____		COMPANY: _____					
SIGNED: _____	DATE: _____							



## HEALTH & SAFETY

Anglian are fully aware of its responsibilities with regards to Health and Safety.

Accredited within the Contractors Health and Safety Assessment Scheme (CHAS), Anglian are also members of the British Safety Council; see certificates below:-

Constructors  
Health & Safety  
Assessment  
Scheme  
(CHAS)



British Safety  
Council  
Membership  
No: 33157

Copies of full sized certificates are available on the extranet.

On major projects, Anglian often act as the Principal Contractor under the CDM Regulations 2007; and can undertake the Planning Co-ordinator role when required.



## HANDOVER

At the end of each working day, and upon completion, residents are shown how to operate and secure their new windows and doors, and are provided with advice on how to make the most of their new units.

At handover, residents are provided with 1 key per locking handle (3 in the case of doors).

This advice service at handover may typically include:-

### Windows

- The location of the fire egress window(s)
- How to operate the push-to-release key locking and non-locking handles
- How to open and close the casements and adjust friction if required
- How to operate the restrictors
- How to operate the easy clean facility on the fire egress stay
- How to partially lock the window in the ventilation position, and the risks associated with this feature
- How to control the adjustable trickle ventilators
- The importance of not tampering with any gas combustion ventilators.

### Doors

- How to use the spyhole and door chain fitted to the front door
- How to operate a split spindle front door lock, i.e. throwing the hook bolts and deadlocking with the key, also paying special attention on avoiding accidental lock-outs
- How to operate a solid spindle rear door lock, i.e. throwing the hook bolts and deadlocking with the key.

Residents are also requested to complete a Residents Satisfaction Survey, the core format of which we shall seek to agree across the Consortium.



## BUILDING CONTROL NOTIFICATION

In accordance with Building Regulations Part L, Anglian will register the completed installation with Building Control through the Fenestration Self Assessment Scheme (FENSA), and organise for individual certificates to be forwarded to the client.





# WARRANTY & AFTER SALES SERVICE

Anglian provide a comprehensive guarantee on all products and all works.

- 15 years - Glazed units
- 12 years - Securistyle Ironmongery
- 10 years - All other construction and workmanship

Replacement components will generally remain available for 15 years after purchase.

We also provide a copy of the applicable Window Energy Rating label which gives an assessment of the overall window performance and the individual contributing factors.

Upon handover, a customer guide to operation and maintenance is provided for each property (see example below)

Guarantee		
<b>Example HA</b> <b>7 Pleasant Avenue</b> <b>Somewhere</b> <b>Someshire</b>	<small>Guarantee no. (please quote in all correspondence)</small> <b>1234567</b>	<small>Installation/Delivery Date:</small> <b>25/12/2007</b>
	Empty space for details	

Should any fault appear in any product manufactured by, or work executed by, Anglian Windows Limited (The Company) within the periods stated above due to defective materials or workmanship the Company will, subject to the exclusions stated overpage, repair or replace (at its option) the defective product/work free of charge.

This Guarantee will come into effect upon receipt of full payment.


Any repair or replacement work carried out within the guarantee period under the terms of this guarantee will also be covered by the guarantee, but only to the extent of replacement of the original guarantee period.

In the event of a transfer of ownership of the property covered by this guarantee the Company will permit the benefit of the remaining period of this guarantee to be assigned to the new owner of the property and will recognise such new owner as the person entitled to the benefit of this guarantee, subject to prior payment of a £75 transfer administration fee and notification in writing to the address below of the change of owner to within one month from the date of the change.

In the event of a claim, the Company will require access for inspection and any repair/replacement work during normal working hours (Monday to Friday 9.00 am to 5.00pm).


All correspondence in respect of any matters relating to this guarantee, including claims and notification of change of ownership, should be sent to:-  
 The Customer Service Manager  
 Anglian Building Products



**Anglian**  
Building Products



## THE ANGLIAN CUSTOMER GUIDE TO DOOR & WINDOW CARE AND OPERATION

You have now had top quality Anglian products installed in your home. These will give you many years of trouble-free use and will require just a little care and maintenance. The purpose of this leaflet is to explain the operation of our products and includes helpful tips about cleaning to help prolong the life of your new product.





Visits from one of Anglian's Service Engineers during the Warranty Period can be arranged through:-

**The Service Department**                      [southern.service@angliangroup.com](mailto:southern.service@angliangroup.com)  
**Anglian Building Products**              Office tel. 01256 472247  
**Unit 5 Marlborough Mews**  
**Crockford Lane**  
**Chineham**  
**Basingstoke, Hants RG24 8NA**

#### **Response times**

- within 10 working days for adjustments and the fitting of standard parts
- within 15 working days when bespoke materials are required

Anglian's ICT based Customer Service System provides weekly status reports that can be emailed regularly or on demand. Preferences can be discussed directly with Anglian's Service Manager.

Anglian can also provide training for client maintenance personnel and a full spares service.

## EQUALITY & DIVERSITY

Anglian recognise the diversity within the UK population, that not all people are the same and that each individual in any group of people may be different. We therefore realise that people will hold different values, attitudes, cultural perspectives, beliefs, skills, knowledge and life experiences. This also means that they will have differing needs.

Anglian believe that customers should all be treated fairly and given fair chances. We recognise that equality is not necessarily about treating everyone the same, but about recognising different needs and finding appropriate solutions.

A copy of Anglian's Equal Opportunities policy is available on the extranet.



## PERFORMANCE MANAGEMENT

Anglian are committed to working together with SDC/SHG/Westworks members and their residents to both improve the quality of the service and find better, easier, more effective ways of working.

The use of key performance indicators help us to objectively measure our performance, and through benchmarking, enable us to identify those areas of the service that we should seek to improve.

Anglian typically record and report upon the following:-

- Resident Satisfaction
- Client Satisfaction
- Zero Defect Handover
- Works to Programme
- Health & Safety

## SERVICE LEVEL AGREEMENT

More detailed information regarding Anglian's partnering agreement with the SDC/SHG/Westworks Consortium is provided within the main Service Level Agreement.