

Chatsworth had been our chosen and very satisfactory installer for the front elevation several years ago. At that time everything ran smoothly and the finishes and product performance exceeded our expectations. Their ongoing customer service included giving us ample warning of a profile change should we wish to install further matching windows and immediate and apologetic free replacement of some brittle bubble seal.

Having already experienced excellent customer service and product performance Chatsworth was our sole choice to quote for the 2008 refurbishment of the remainder of the house. From the initial enquiry through to the supply of final paperwork/guarantees their service has been consistently patient and courteously professional with never a whiff of a "one size fits all" approach.

In order to fully appreciate the Chatsworth modus operandi I have broken down our experience as follows:

#### **Initial Enquiry and Sales Visit**

Our initial telephone enquiry quickly led to a home sales appointment. At no time did we sense any sales pressure merely a careful teasing out of our needs with the offer of a number of innovative and appropriate solutions. The visit concluded with a quotation measure which was quickly translated into a firm written quotation and arrangement to view recent installations.

#### **Surveying and Ordering**

A full measured/photographed survey, including handing of windows was recorded and agreed in duplicate for the avoidance of any doubt by either party. At this stage an installation date 2 months hence was diaried.

#### **Installation**

Our NVQ qualified installation team arrived, at the agreed time, in a fully kitted, Chatsworth branded vehicle. They introduced themselves and outlined their plan of action to facilitate our household running. The same team of two followed the job through from inception to completion. They quickly assessed that we knew our own minds and involved us in any potentially contentious decision even down to positioning of door stays. The inside of the house was thoroughly dust sheeted before any work was started with respect shown for our furniture, decoration and us. At the end of each day a thorough sweeping and vacuuming was undertaken with all waste material removed from site.

During our installation we experienced the worst snow storm for several years. We were not left guessing whether our guys would make it through but received an apologetic 8am phone call cancelling the day's work. In our minds a totally correct call although our fitters genuinely felt they had let us down!

The only fitting "error" was the provision of the wrong decorative panel in the front door. This was directly attributable to a printing issue in the supplier brochure not any fault of Chatsworth. The correct glass panel was sourced and fitted within the week bringing the whole job to a satisfactory conclusion.

#### **Administration and Finance**

All correspondence was professionally produced on letter-headed paper. The language was clear and uncomplicated using correct grammar and spelling. Key decisions and contractual documents were fully explained prior to obtaining agreement and signatures, with copies provided at each stage. A cost breakdown of the various elements was provided in September to facilitate our financial planning but no up front deposit was requested. An invoice and supporting guarantees were delivered by the installation team on day 1 with payment due upon satisfactory completion. As the first day of installation (1<sup>st</sup> December) co-incided with the introduction of the 15% VAT rate there was initial confusion around the bottom line. However, this was amicably resolved within hours with the appropriate reduction in total cost in the spirit of the government's intention.

#### **Green Business Practices**

Rehau profiles are delivered in bulk to the Chatsworth site in Northallerton, thus reducing mileage and CO2 emissions, where bespoke windows are assembled by skilled tradesmen. The installation of a state of the art CAM cutting machine ensures that profile is used in the most cost effective manner and that from any length a maximum of only 4" of profile is ever deemed "waste". All of this "waste" is stored on site for collection of loads by a specialist company who will recycle the material. All cardboard packaging is compacted and baled on site for specialist collection and recycling. The company has just announced the introduction of an A rated option window.

#### **Recommendation**

I feel Chatsworth has provided excellent value for money – a good job, using high quality material, professionally and cheerfully delivered, on time and on budget – how often do you hear that in the construction industry! The external appearance of our home is vastly improved and internally it is warmer and far more secure than before. I would recommend the Chatsworth team unreservedly to future potential customers and would be delighted to see Chatsworth Windows recognised as Fensa Installation of the Year.

