



CHANGES TO BUILDING REGULATIONS & HOW THEY COULD AFFECT YOU

Factsheet & customers' FAQs

Background information

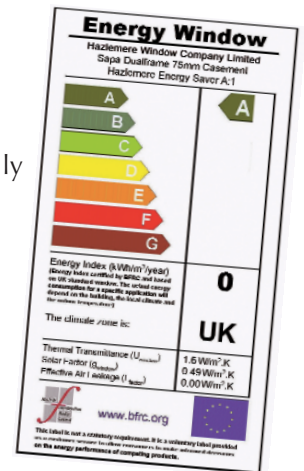
In the late 1990s the Government signed up to the Kyoto Protocol which aimed to protect the environment by reducing harmful emissions. One of the key areas targeted under the Kyoto Protocol was the insulation of buildings and, specifically, the quality of the glazing in our homes.

Successively since then, window and door technology has improved to enable more thermally efficient products to be produced that make our homes warmer and contribute to a reduction in wasted energy. These changes have been laid down as legal requirements under Building Regulations since 2002 which has meant it has been a legal requirement that only windows that met a certain thermal efficiency standard could be installed into homes. Different standards were applied depending on whether the windows were for a new build property or extension, replacement windows or if they were installed into commercial type premises. You may have heard of these standards referred to as 'Part L requirements', which is the section of Building Regulations they come under.

In the last few years Window Energy Ratings (WER) have been introduced to help homeowners easily recognise the most energy efficient windows for their home - you will probably have seen our own A, B and C energy rating labelled windows.

In May 2010, the Government published details of their plans for the thermal efficiency of windows to be improved further. In summary, with effect from 1st October 2010, any replacement or new windows you purchase for domestic properties must achieve a Window Energy Rating of C or above.

This change has consequences for our customers and the orders you place with us, which is why we are writing to you now, so you have the opportunity to consider whether it affects you and gives you time to act if necessary. The following Frequently Asked Questions will cover some of the main areas of the recent changes and more information is available on line via our website www.hazlemere.co.uk. Alternatively call us on **FREEPHONE 0500 011561** or visit our showroom where our helpful staff will be pleased to answer all of your questions.



FREQUENTLY ASKED QUESTIONS & WHAT TO DO NEXT

How have modern windows and doors been improved - isn't double glazing all the same? In striving to offer better levels of insulation and therefore savings in heating and the bills that go with them, the window industry has developed frames and glass that performs extremely well in keeping the cold out and the heat inside our homes. The real challenge for our industry has been to make these new windows and doors affordable. Double glazing is not all the same, it all depends on how thermally efficient you want your windows and doors to be. For 25 years we have been offering a range of different frames and glass that are affordable and that offer real savings in fuel efficiency.

Will I have to replace the windows in my home?

No. There is currently no plan in place to force homeowners to replace the windows in their home for more energy efficient versions.

You've recently installed new windows for me. Are the new ones better? Hazlemere has been committed to offering thermally efficient windows to our customers since 1985 and since 2007 our customers have had the option of windows that carry A, B or C Window Energy Ratings.

I have some windows on order with you now - do I need to be concerned? Again, no. The windows you have ordered carry either an A, B or C Window Energy Rating and meet the new standards or, they meet the current building regulations. All of our windows are the highest quality and carry a fully comprehensive 10-year warranty.

Turn over for more FAQs and helpful information on what to do next...

Several years ago you replaced some of the windows in my home and now I want to replace the rest. Will the new ones match the old ones? The answer here is conditionally yes, but only if you order by 30th September 2010. We've introduced new window systems in the last few years which are even more thermally efficient. We have always been committed to supplying high quality thermally efficient windows but some of these do not quite reach the standards of the revised Building Regulations and we will therefore be discontinuing them. If matching your older windows is important to you then this new Building Regulation legislation means that we will only be able to do this if you place your order, in writing, before 30th September 2010. **Stock levels of these 'old' style windows will be limited, therefore please call us to discuss your requirements without delay.**

What about doors - do they carry energy ratings?
Even if you are only planning to replace or add a new

door to your property after 1st October 2010 it will still have to achieve a high energy rating under the new Building Regulations. Please contact us to find out more.

I am looking at adding a conservatory to my home - will this be affected? Yes and no! Whether or not a conservatory is covered by these Building Regulation changes all depends on the size of the conservatory, how it adjoins your home and how you intend to heat it. Either way, all of our conservatories offer outstanding energy efficiency and our conservatory consultants can easily talk you through all of the issues, so please just ask.

I have a business. Do these changes affect my business premises? Yes, although commercial premises are covered under a different section of Building Regulations with different requirements. Our commercial department would be pleased to answer your questions about commercial premises.

WHAT ACTIONS DO I NEED TO TAKE BEFORE THE 30TH SEPTEMBER 2010 DEADLINE?

The new revised Building Regulations coming into effect on 1st October 2010 will have consequences for many of our customers. The following will help you to understand what, if any, action you should be considering:

Should you need products to match those in your property PLEASE NOTE: Double glazing suppliers and installers will not be allowed to provide products from 1st October 2010 that do not comply with the new legal energy saving requirements. You have until 30th September 2010 to order products that whilst meeting today's Building Regulations do not quite reach the new standard Building Regulations that come into force on 1st October 2010. **REMEMBER, STOCKS OF 'OLD' STYLE WINDOWS WILL BE LIMITED AND THEREFORE ORDERS WILL BE ACCEPTED ON A FIRST COME, FIRST SERVED BASIS. PLEASE CONTACT US WITHOUT DELAY TO DISCUSS YOUR REQUIREMENTS.**

You need take no action if:

- your property is already fully double glazed or,
- you have products on order or,
- you have no intention of ever replacing your existing windows and doors

If you are planning to:

- replace windows and/or doors after 1st October 2010 or,
- build an extension or,
- build a new property,

In all these circumstances it would be wise to budget for the additional costs associated with installing the higher specification products required by the new building regulations.

DO THESE CHANGES AFFECT YOU?

The new Building Regulations changes that are due to come into force on 1st October may affect you if:

- You have ordered windows from us in the past and intend to order more that need to match the existing windows.
- You are considering placing an order soon.
- You already have an order with us and may want to add more to the order in the future.
- You've only got until 30th September 2010 to order products under the current Building Regulations and save money - so act now.

This Factsheet and Frequently Asked Questions has been prepared to summarise some of the main issues of the changes due to take place to Part L of the Building Regulations on 1st October 2010. Detailed information is available on our website www.hazlemere.co.uk, by calling us on **FREEPHONE 0500 011561** or by visiting our showroom where our friendly and helpful consultants are on hand to answer your questions.

Alternatively you can also find out more by visiting www.planningportal.gov.uk and following the links to the latest Building Regulations.



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