



DGCOS

Ombudsman
Scheme

Conservatory Survey Report

2023

CONSERVATORY SURVEY REPORT 2023

At DGCOS, we continuously strive to find out what challenges our members face in their daily working lives, so that as an organisation we can provide the optimum level of support. We recently put the focus on conservatories. We conducted a survey of our members who install conservatories to dig deeper into the factors they have to consider, where they might have difficulties, and how they approach a conservatory installation from the beginning.

HOW DO YOU ASSESS THE GROUND TO ENSURE THE CORRECT FOUNDATIONS ARE EITHER IN PLACE OR NEED DOING?



- 7% Local knowledge
- 7% NHBC tree app
- 40% Test dig
- 47% Inspection

WHAT DO YOU CONSIDER WHEN DESIGNING A CONSERVATORY / ORANGERY?



- 3% Not applicable
- 11% Ground conditions
- 19% Planning permission and building regulations
- 33% Customer needs and purpose
- 33% Survey and design

WHEN WOULD YOU INVOLVE SOMEONE FROM BUILDING REGULATIONS, AND AT WHAT STAGE? E.G. DURING THE BUILD, BEFORE THE BUILD ETC.



- 8% At review
- 17% Before filling in
- 17% Throughout the whole build
- 25% At an inspection stage
- 33% Before build

Below are some direct quotes from DGCOS members on how they would consider all points a-e.

HOW DO YOU CONSIDER:

- Build over agreements
- Soakaways
- Box gutters
- Low sloping roofs
- Tree proximity (especially for subsidence)

MD will assess the property and advise the customer on the install, whether base work is required, the proximity of trees in neighbouring gardens, if piling is needed, and any special requirements.

With caution.

Manufacturer will design roof, box gutters etc these will only be manufactured if they are within the acceptable pitch for that style of roof.

Knowledge.

This is all considered in the design taking in all aspects then decide which is the best way to design so it all works well.

- Build over agreements: As most work is on rear of property very rarely that close to a mains sewer.
- Soakaways: Kept well away from building.
- Box gutters: If is unavoidable, customers made aware of inherent problems with tree leaves.
- Low sloping roofs: To manufacturers recommendations
- Tree proximity: Dependent upon type of tree & size

Local authority approval.

We do a first site visit measure and end plans off to our manufacturers which would show if the pitch would be suitable, the box gutter would usually be known on site, but any queries would be asked to our manufacturer. Everything else would be looked at on site and then final survey with our builder and site surveyor.

NHNC depth calculations

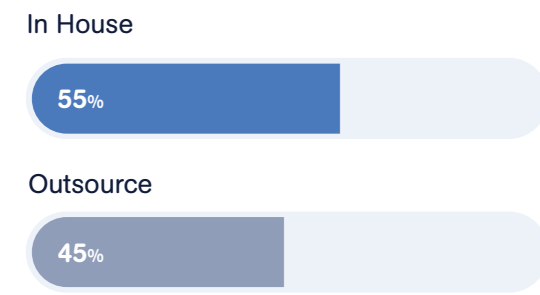
Agreements - it's part of an initial quote and assessment - surveyor is sent out to assess each section of above.

Experience.

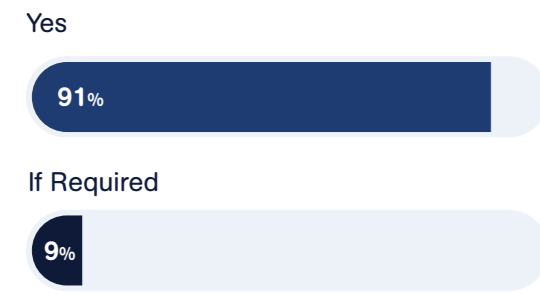
- The type of Drain/Sewer is surveyed, and we bridge over the drain to prevent collapse (dependent on type), relocate the rodding eye/manhole access (as preference) outside of the conservatory within local authority guidelines or building regulations dependent on build type. If it cannot be moved, we install a raise and seal manhole cover which enables flooring to be attached with little visual impact.
- Soakaways we try not to use if possible, however if required we specify the soakaway to be at the relevant depth with stone.
- Box Gutters are always fine if the client maintains them and removes debris. We try not to specify if possible as customers neglect this regular maintenance. We specifically mention this in our Guarantees however it is always troublesome as the general public prefer to threaten to go to social media etc. As a company we do box gutters under duress.
- We do not build projects without a fall so even a flat roof construction will have a pitch. If the project falls below our minimum pitch, we often change the specification, especially if a lightweight tiled project. Velux Roof Lights we install no lower than their advised pitch.
- Regarding tree proximity we have to use common sense and if a tree is too close to the project, we would advise it's removal by professionals prior to work commencement.

Style of property.

HOW DO YOU ASSESS THE CONTRACTORS FOR THE BASE WORK? DO YOU USE IN HOUSE OR OUTSOURCE PERSONNEL?



WITHIN YOUR CONTRACT DO YOU INCLUDE BASE WORK?



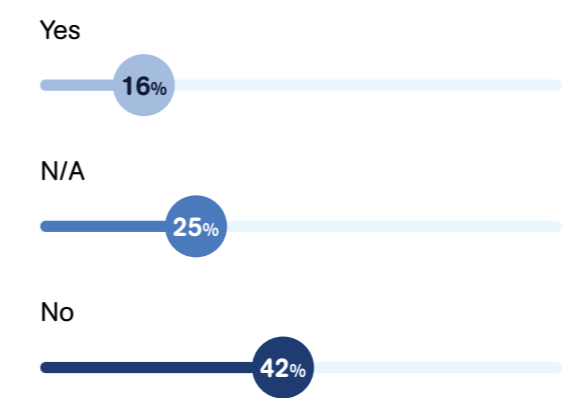
WHAT MANUFACTURERS DO YOU USE AND WHO DO YOU BUY FROM?

- Ourselves
- SWC
- Jedsons
- Eurocell
- Eurotech
- Ultraframe
- Premier Roofs
- Atkinsons
- Jewsons
- YIBS
- UKWG
- Direct Trade Ltd
- Prefix
- MKM
- Myers
- Origin
- Aluco
- Evolution
- Korniche
- System 3
- Tuff X
- Dekko
- Shepley
- Apex
- Simms Builders
- Profile 22
- Emplas
- Warmer Roof
- Leka
- Specialised Conservatories
- North East Conservatories
- Guardian Warm Roof Ltd
- Heritage Trade Frames
- Conservatory Works

WHO IS THE BEST MANUFACTURER IN TERMS OF CUSTOMER SERVICE (TO YOU AND THE CONSUMER)?

- SWC
- Jedsons
- Eurocell
- Ultraframe
- Premier Roofs
- Atkinsons
- Jewsons
- MKM
- Myers
- YIBS
- Prefix
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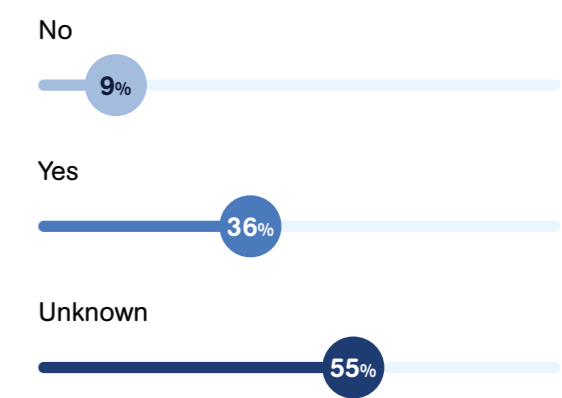
ARE THERE MANUFACTURERS YOU WONT USE, DUE TO QUALITY / CUSTOMER SERVICE ISSUES?



WHAT IS THE AVERAGE MANUFACTURERS GUARANTEE FOR THE PRODUCTS YOU INSTALL?



CAN A CUSTOMER STILL MAKE A CLAIM ON THE MANUFACTURER GUARANTEE IF YOU CEASE TRADING?



HOW ARE THE MANUFACTURERS GUARANTEES PROVIDED TO THE CONSUMER, TO ENABLE THEM TO CLAIM?



WHAT PROBLEMS HAVE YOU EXPERIENCED WITH CONSERVATORIES IN THE PAST?

- Leaking
- Door adjustments
- Sealed unit
- Gutters
- Customer maintenance
- Cladding
- Glass
- None
- Various
- Sealants
- Adjoining structure
- Condensation
- Subsidence
- Incorrect sizing

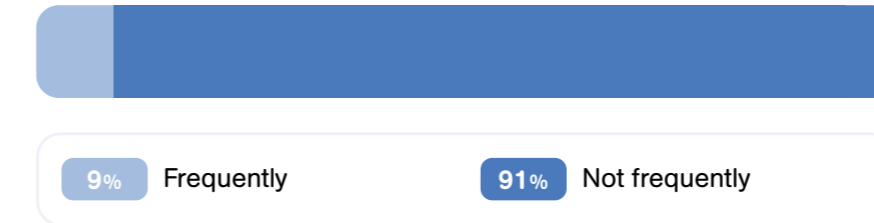
WHEN A CUSTOMER CONTACTS YOU UNDER YOUR WARRANTY AND REMEDIAL WORK IS NECESSARY, WHAT PROPORTION IS DUE TO YOUR WORKMANSHIP AND WHAT PROPORTION DUE TO MANUFACTURER DEFECTS?



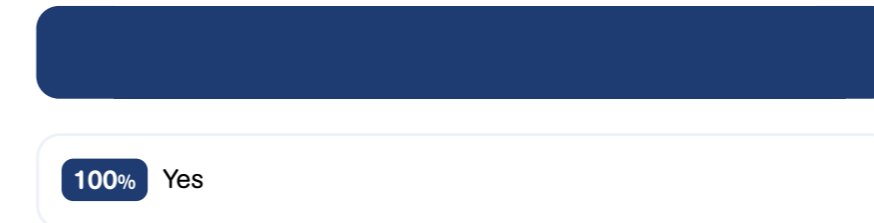
WHAT INFORMATION ARE CONSUMERS PROVIDED TO ENSURE THEY KNOW HOW TO FULLY MAINTAIN THEIR INSTALLATION?



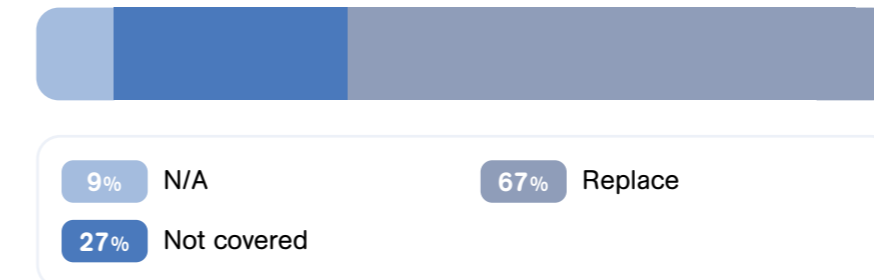
HOW FREQUENTLY DO YOU DEAL WITH FAILED IGUS?



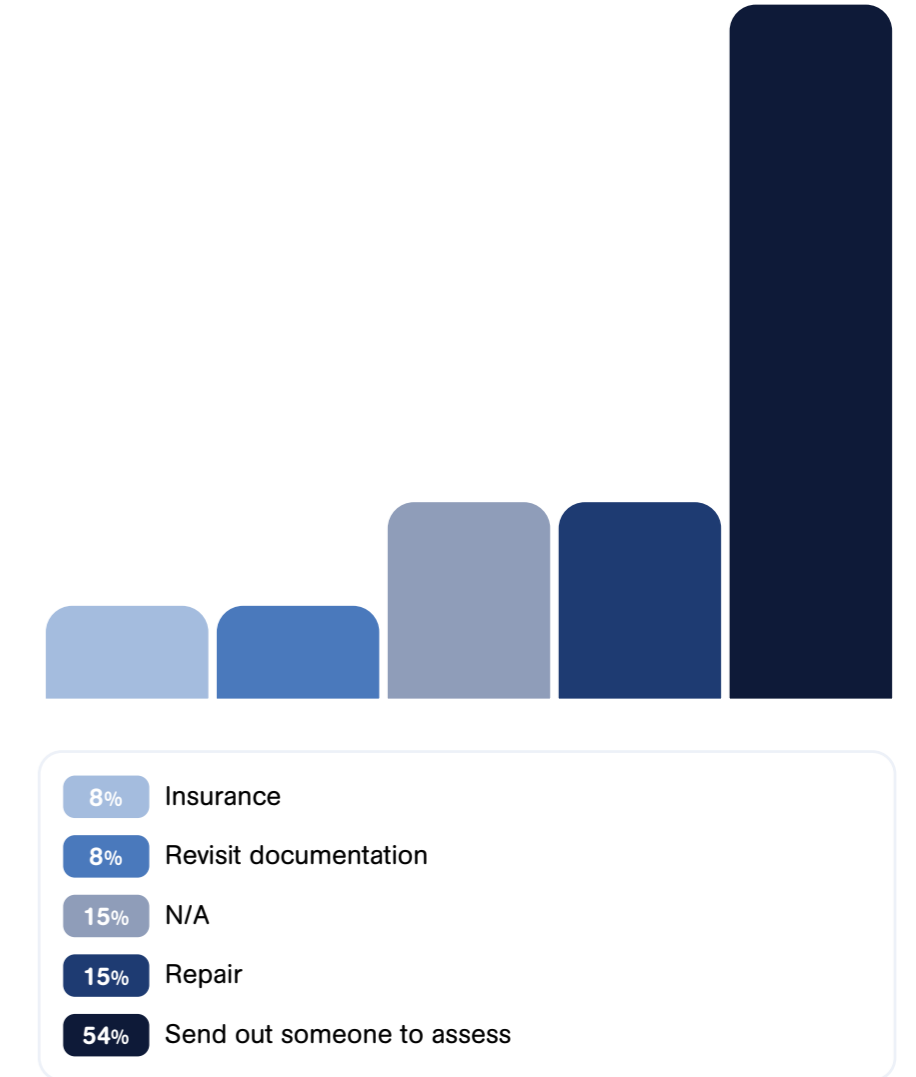
WHEN AN IGU FAILS DOES THE MANUFACTURER GENERALLY COVER THIS?



HOW DO YOU HANDLE SPONTANEOUS GLASS BREAKAGE?



HOW WOULD YOU HANDLE CONSUMER CONTACTS REGARDING GROUND MOVEMENT OR PANELS (I.E. IMPACT OF STORM / MAINTENANCE)





DGCOS

Ombudsman
Scheme

0345 053 8975

info@dgcoss.org.uk

installers.dgcoss.org.uk

The Double Glazing and Conservatory Ombudsman Scheme (DGCOS) is a consumer protection scheme for the installation of double glazing products. Being a member of DGCOS shows that as an installer you are committed to complying with high standards of consumer protection.

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