



Birmingham City Council specify Kitemark® Insulated Glass Units for the doors and windows in its property portfolio.

Customer needs

- Consistent product quality across its property portfolio
- Cost savings through eliminating the need to carry out its own product testing
- Means to ascertain product quality that is robust and independent
- Specialist knowledge of the product and its characteristics

Customer benefits

- Avoidance of product replacement with associated inconvenience and cost
- Time and cost savings through specialist testing and certification
- An efficient, cost effective solution
- Surpassed expectations

“We decided that specifying the Kitemark would provide a straightforward, efficient and cost-effective solution – and that’s exactly how it’s worked out in practice. The units covered by the Kitemark are meeting or exceeding our requirements and expectations in every respect.”



Background

Birmingham City Council is the largest local authority in the UK with a billion annual turnover makes decisions and provides vital services on behalf of local communities and those who live and work in them.

It is the most populated local authority in the United Kingdom (excluding counties) with 120 councillors representing over one million people, in 40 wards.

The council is responsible for one of the largest stocks of social housing in the UK and takes seriously, its duty of care to the community in delivering efficient, effective and safe products to its properties.

Customer needs

Birmingham City Council's dilemma was that it needed to ensure consistent quality, performance and durability of the window and door products fitted to its properties. In order to accomplish this Birmingham City Council now specifies that all double-glazed units supplied for use in those properties must be covered by a BSI Kitemark licence relating to BS 1279 Parts 2 and 3.

Since it is responsible for one of the largest stocks of social housing in the UK, Birmingham City Council has good reason to look carefully at the quality, performance, durability and value of all of the products it specifies. This is especially true in the case of double-



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glazed units, as the Council owns many high-rise properties and replacing a faulty window in one of these is a difficult and very costly task.

Benefits

The specification of Kitemark quality products will produce substantial cost savings for the Council, as it eliminates the need for it to carry out its own testing and investigations to verify product quality.

The Council still carry out testing on some products themselves but for some - such as Insulated glazed units - the work involved is too specialist and too time consuming.

The Council decided that this would be the case for gas-filled double-glazed units but they felt they needed some dependable method of ascertaining product quality.

Why BSI?

Best value: After discussions with BSI, and after looking carefully at the rigorous procedures that apply to Kitemark licensing, Birmingham City Council decided that specifying the Kitemark would provide a straightforward, efficient and cost-effective solution – and that's exactly how it's worked out in practice.

Kitemark® Brand: The units covered by the Kitemark are meeting or exceeding the Council's requirements and expectations in every respect.

Market Access: Kitemark brand benefits specifiers, businesses and consumers. When necessary, the Council invites tenders from fabricators throughout the UK and Europe. It has found that these fabricators are also embracing the Kitemark requirement, as it helps them reliably demonstrate that their products meet the Council's needs.

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You could benefit from specifying Kitemark® in your projects just like Birmingham City Council.

To find out more visit www.Kitemark.com/specifiers or call **0845 076 5600** for details.



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