

How do I know the work undertaken won't need redoing in a few years?

It is a fact of most commercial business that when a company is in a competitive tender situation for work where the lowest bidder usually secures the contract, everything has to be pared to the bone. This means in the case of windows and doors, the product is designed, manufactured and installed to meet the minimum requirements of a specification (if one exists) yielding an acceptable profit rather than length of service.



Ideal Windows Solutions only fit quality hardware (ISO 9000 and PAS 011 certified where possible) and sealed units kitemarked to BS 5713.

They will offer unbiased advice on the upgrading of windows and doors to satisfy service conditions based on over 20 years of manufacture and installation experience.

With the above philosophy and the continuing development of hardware, many windows and doors serviced by **Ideal Windows Solutions** will operate to a higher level of performance and longevity than when they were originally installed.

Want to Know more?

For further information on any of our services

- Surveys of existing glazing and fenestration
- Window & door replacements
- Responsive and planned window & door maintenance and repair
- Glass replacement
- Specification upgrades to satisfy glazing, security, energy conservation and ventilation standards


idealwindowsolutions
home of the **envirowindow®**

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Repair and Maintenance Problems with Windows and Doors?



A Single Call to Ideal Window Solutions Solves Them.

**01329
238399**

Or visit our website at
www.idealwindowsolutions.co.uk



Who are Ideal Window Solutions...

Ideal Window Solutions are specialists in responsive repair and maintenance of PVCu and Aluminium window and door systems. Since 1996 we have provided our services to organisations that have had windows and doors installed by companies who are no longer trading or where warranties are no longer valid. Our varied client base includes social housing providers, private landlords, national house builders, education providers and property management companies. We successfully complete over 300 responsive repair calls per week and because of the extensive and varied parts we stock an average of 92% of our calls are completed in one visit. We have worked for the same clients for many years, testimony to the highest levels of service we provide to our clients.

Based in Hampshire our service engineers operate throughout central southern England. We tailor our service level agreements to suit our client's requirements with response times for some as low as 4 hours.

Our service and professionalism have been recognised by our inclusion on Hampshire County Council Trading Standards approved list under their Buy with Confidence Scheme, in addition we are Trustmark approved contractors and members of the respected Checkatrade consumer protections service.

Our engineers and installers are fully experienced and as you would expect have been subject to Criminal Record Bureau vetting.


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Our services include

- Responsive Repairs with SLA's tailored to clients needs
- Planned or cyclical maintenance programmes
- Emergency call out service
- Out of hours service available
- Surveys of existing fenestration
- Security, safety, ventilation and energy efficiency upgrades to existing fenestration
- Full replacement service in PVCu, Aluminium and Timber

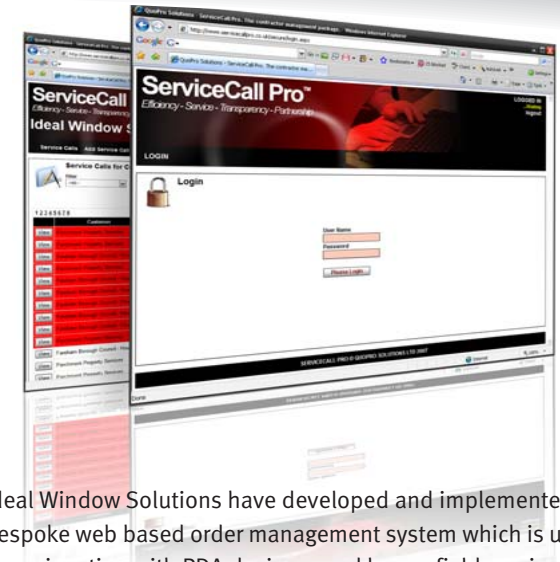
Our clients include;

- Fareham Borough Council
- Havant Borough Council
- Adur District Council
- The Guinness Trust
- Taylor Wimpey Homes
- Barratt Homes
- Miller Homes
- Your Move Residential Lettings
- Portsmouth City Council Places of Education

 **Exclusive supplier**

ServiceCall Pro

The Ability to Track Your Orders Online Real Time



Ideal Window Solutions have developed and implemented a bespoke web based order management system which is used in conjunction with PDA devices used by our field service technicians. **ServiceCall Pro** enables our volume customer to log in to the application through a web browser and have total visibility of their current and historical orders. The system also provides strong reporting and filtering functions enabling our clients to monitor our service levels and performance. **ServiceCall Pro** is hosted on our own server ensuring all information is held securely.

ServiceCall Pro has virtually eliminated the paperwork previously involved in the order process and drastically reduced our telephone call volumes. Now when an occupier calls our clients to check on the order progress the information is instantly available at the click of a mouse. The system also enables us to digitally capture home occupiers signatures confirming satisfactory completion of works.

We believe this system is unique and truly sets us apart from our competitors.

For more details of this application please visit www.idealwindowsolutions.co.uk/repairs/servicecallpro