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## **Specification Support Service**

Helping you make an informed decision.

## The importance of specification.

Windows and doors are the most vulnerable part of a building in terms of safety and security, longevity and maintenance. However critical choices on components that play a crucial role - the hardware - are often overlooked.

These decisions are vital, and should never be left to third parties.

If you work in the social housing sector you must evaluate the potential for improvement in all the products and services you specify and purchase. The fitting of inappropriate hardware may only come to light in the event of an accident. The best way to ensure such a situation does not happen to you is to consider all the issues, specify the correct hardware and specify in great detail.

Yale's Specification Support Service aims to help you make the right choices in window and door hardware. We'll provide a clear and impartial guide to the issues you need to address, the legislative requirements that you must meet and the products most suited to the application and environment in which they need to operate. You can rest assured that Yale's extensive industry experience will help you find the best hardware solutions, for you and your residents.

## Best value, sustainability and client satisfaction.

Of course housing providers have to operate within tight budgets, and the drive to achieve best value has become more important than ever.

To achieve this, specifiers must consider the whole life costs of windows and doors and specify high quality products that provide safety, security, long-term best value and compliance with legislative requirements.

These better quality products are more sustainable, requiring minimal maintenance, reducing costs in the long term and offering enhanced performance. Using hardware of a superior standard also serves to improve client satisfaction, an important indicator of achieving best value.



## Making an informed decision.

With over 499,000\* burglary incidents, 35,000\*\* dwelling fires and 4,000\*\*\* children falling from windows each year, specifiers have a number of very serious issues to address:

- How do we ensure residents enjoy an appropriate level of security?
- What needs to be done to ensure security provision does not interfere with the need for easy rapid escape in case of fire?
- How do we achieve a safe window, for those both inside and out?

There is good news - much of the work has already been done to minimise the risk of things going wrong. Compliance with the building regulations is of course mandatory, and by following the relevant British Standards, we demonstrate total commitment to fulfilling your duty of care to your residents. There is also valuable guidance from organisations like Secured by Design and the NHBC to help reduce risk for residents, sometimes referred to as industry common practice.



## Answers from the experts.

Yale's Specification Support Service offers the opportunity to take a detailed walk through the relevant legislation, standards and guidance, enabling housing providers and specifiers to make an informed choice.

We continuously review our RIBA accredited CPD seminars and are happy to present to groups, or on a one-to-one basis. Our service includes template specifications that can be tailored to the individual needs of your residents.

## Why leave things to chance when specialist support is available?



Details of our latest RIBA approved CPD seminars can be found on the RIBA website [www.ribacpd.com](http://www.ribacpd.com)

# Securing added value.

## Partnership Pledge Plus.

Specifiers need information, assurances and guarantees from manufacturers and suppliers to ensure that the most suitable window and door products have been chosen for the intended design life of the application. Hence an extended product guarantee is highly valuable, as premature failure of a component, such as a hinge or lock, may prove very costly.

Yale offers the 'Partnership Pledge Plus' audit scheme, which is linked to a 15 year warranty. Under the scheme, which involves no cost to either the fabricator or specifier, Yale will monitor individual contracts to ensure the right hardware components have been employed.

As part of the scheme, Yale visits fabricators who have won the work to provide technical support on the correct implementation of the specified hardware. Site visits are also made to oversee any hardware issues that may arise during the installation process. A 15 year warranty is issued where the specification has been met in full.

## Austenitic – the best choice for high level corrosion resistant performance.

Products manufactured from austenitic stainless steel are guaranteed to provide the most robust long term corrosion resistance, aiding lifetime performance for the project. Wherever possible, specifying an austenitic hardware suite helps to ensure the cycle of maintenance is reduced.



### Yale Door and Window Solutions

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\* Source ONS Statistical Bulletin 'Crime in England and Wales: Year ending December 2015'

\*\* 'Accidental' dwelling fires in Britain Home Office Fire Statistics Monitor: April 2015 to March 2016

\*\*\* Royal Society for the Prevention of Accidents website; Home safety facts and figures [www.rosa.com](http://www.rosa.com)

**THE YALE BRAND**, with its unparalleled global reach and range of products, reassures more people in more countries than any other consumer locking solution.

**THE ASSA ABLOY GROUP** is the world's leading manufacturer and supplier of locking solutions, dedicated to satisfying end-user needs for security, safety and convenience.

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Due to a continuous programme of development the company reserves the right to make alterations without notice.

(Products which are not a stocked item will be subject to a longer lead time which needs to be agreed with your Yale representative).