

THE SASH
WINDOW
WORKSHOP

Established 1994

The Sash Window Workshop

“The Sash Window Workshop manufactures and installs the finest timber windows and doors across London and the South and operates a supply only service across the rest of the country. If you would like to take a tour of our workshops in Bracknell, please contact the office to arrange a convenient time.

We believe that windows and doors are an important feature of any home and should stand for themselves in terms of their quality, durability and elegance.

This brochure outlines our various different products and services, and the timber, glazing, paint and ironmongery options available to you. If you have any questions, please contact your sales surveyor.

Thank you for your interest in our company. We hope you enjoy looking through our brochure celebrating 25 years of The Sash Window Workshop.”

Richard Dollar and Shelley Kainth

Our Workshop - 2018





25 Years - Our History

Founded in 1994 to meet the needs of discerning homeowners with period properties, we started operating out of a converted pig shed in Ascot with three carpenters.

The initial focus of the business was draught sealing, repair and restoration of windows and doors. Since the early years the company has gone from strength to strength. We are now based in purpose built workshops in Bracknell, where we employ over 80 staff.

Windows and doors are vital features of any home. They should be as durable and energy efficient as possible, meet exacting quality standards and fit sympathetically into your home.

We pride ourselves on our ability to understand the individual needs of our customers, to manufacture the finest timber windows and

doors from the best materials and to deliver our products and services with the highest standards of customer service.

We manufacture all our own windows and doors, allowing us to ensure they meet the high quality standards we expect. We encourage prospective customers to visit our workshops. Here they can meet our staff, take a guided tour, and we can show what we do and most importantly how well we do it.

Our aim is to ensure that your windows and doors enhance both the look and value of your property and that you are delighted with the service.

Our First Workshop - 1994



“I’m delighted with all the windows and doors they have installed for me over the years and wouldn’t use anyone else.” - Ms S



Our Product Range

We are unique in providing our customers with a wide range of product and service options for their timber windows and external doors.

Our services cover complete new replacement items; the installation of new sashes (moving parts) into existing window frames; reglazing of windows and doors; and draught proofing and repair services.

All of our products, which include sash windows, casement windows, front doors, bi-fold doors, sliding doors and French doors, are manufactured by us. For properties across London and the South we offer supply only, supply and fit and repair services. We are also able to offer a supply only service for new joinery across the rest of the country.

Where necessary our complete new joinery items, which include frames, conform to or exceed the relevant standards. We are part of the FENSA self assessment scheme meaning that a sample of our windows and doors are tested to ensure that they are competently installed and meet building regulations.

Please note, if the building is over 18 metres from the ground, FENSA will no longer issue a certificate. A certificate confirming compliance with building regulations, if required, will instead need to be obtained through Local Authority Building Inspectors.



“We are incredibly happy with the windows! In fact our whole process from the initial visit to completion has been excellent.” - Ms R



New Timber Sash Windows

Our sash windows are designed to blend seamlessly into your period home.

The windows are designed to be elegant, efficient and practical, and are built to provide a trouble free service over many years.

Our product range includes:

- Traditional cord hung windows
- Spiral hung windows
- Sash window bays
- Vertical and horizontal sliding sashes
- Fixed sashes
- Vertically sliding secondary glazing

Most of our sash windows are made to our Classic Range specifications, which draw from our extensive experience of replacing windows into period properties. We understand that to meet your needs there is often a requirement for flexibility in the specification of the window and our Classic Range allows for this.

However, if specialist or unique features are required, we can replicate any detail and tailor the specifications to suit your home.



“I am extremely happy with the windows installed. The quality is superb.” - Mr S



Sash Window Case Study

Complete new sash windows manufactured and installed in a period property in Berkshire.

We were approached by a couple who own an early Edwardian home in Berkshire. Unfortunately 20 years ago the previous owner had decided to install uPVC windows at the property, which destroyed the character of their home.

Looking for a specialist in the restoration and replacement of timber windows in period properties, the couple contacted us. We then arranged for one of our trained sales surveyors to meet them and advise which style of windows would best match the period of the property.

In addition to replacing their 19 sash windows, we also replaced a French door, and provided our draught sealing and double glazing service for their front door. They were delighted with the results.

Making these changes to their home has allowed them to restore it to its former glory. They now love living with their new traditional, but double glazed, windows. This has not only made their home more comfortable, but has also significantly increased its value.



“The complete new timber sash windows have made the house more comfortable and nicer to live in, increasing its value.” - Ms L



New Sashes Into Existing Frames

If your window frames are in a good condition, it is quite likely that we can simply replace the moving parts of the window.

Fitting new sliding sashes into existing window frames offers several benefits, including minimising disruption and saving you money. A FENSA certificate is not required for this work.

When replacing the moving parts of the window, a high level of attention to detail is required and the replacement sashes are measured and manufactured to fit precisely.

During the installation process, the old sashes are removed, before the new sashes are carefully hung in their place. The windows are then draught sealed to help keep your home warm and improve energy efficiency. Finally, new ironmongery is fitted.

For most clients, the sashes we fit to existing window frames are specified to be double glazed unless single glazed is expressly required.



“A real professional approach from start to finish. Excellent followup, detailed quotations and workmanship. Highly recommended.” - Mr C



Sash Window Ironmongery

Our standard range of ironmongery for sash windows is specially selected for being high quality, hard wearing, and elegant.

There is a vast range of ironmongery available for windows and doors. Below are some examples of our standard ironmongery. Our standard finishes are brass, polished chrome and brushed chrome; other finishes are available, but will usually incur an additional cost.

If you require specialist ironmongery that is not part of our standard range, please talk to your sales surveyor who will help you source it. Please note that some specialist ironmongery may not be suitable for our product.



Fitch Catch



Brighton Catch



Beehive Quadrant Catch



Rola Lock



Pulley



Ring and Hook



Standard Sash Lift



Recessed Sash Lift



D-Handle

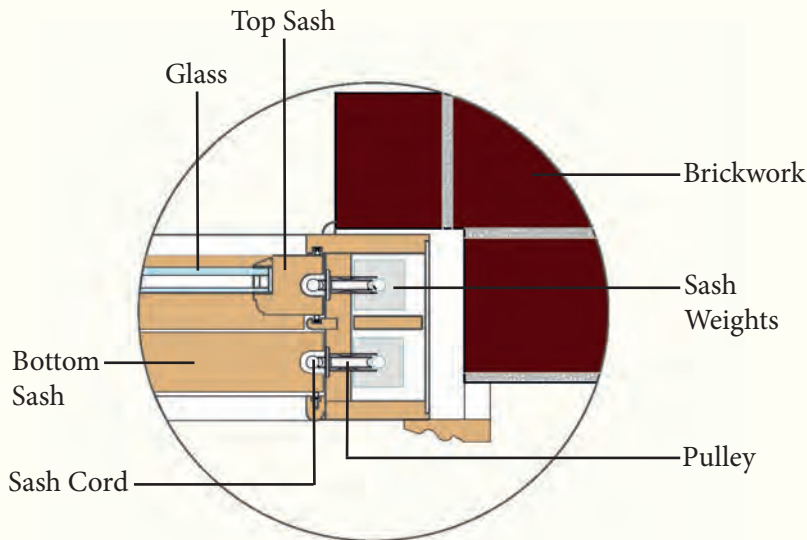


Cord Hung or Spring Balance

Timber sash windows can either be hung on cords or spring (spiral) balances, depending upon your requirements and the existing window opening.

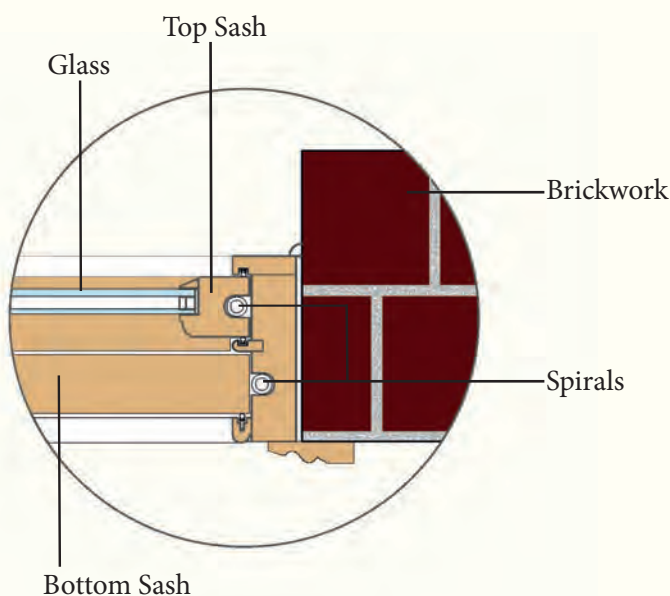
Cord Hung Sash Window

In a traditional cord hung sash window, the cords are connected to weights which sit inside the frame. The frame would normally sit behind a brick 'reveal'. Cord hung sash windows are more durable than spring balanced windows and should function for decades without any issues.



Spring Balance Sash Window

Spring balanced sash windows are generally found in more modern buildings with 'flush' openings and allow for a narrower frame. This means that sash windows can be fitted into openings which were not originally designed for sash windows.





Specialist Work

We are regularly asked to replicate windows and doors that are entirely unique in design, meeting our customer's exact requirements.

Whether required to meet strict planning or listed building requirements, or just installing bespoke windows and doors to give your home extra character, working to unique design specifications is extremely challenging as it is vital to pay extraordinary attention to detail.

Over the next few pages you can view a selection of the more unusual designs that we have manufactured and installed.

Design A - Bespoke casement bay.

Design B - Single 'windoor'. A door that appears as a sash window externally when closed.

Design C - Varnished French door with fixed casement windows, made from utile timber.

Design D - Triangular projecting window bay with toughened glazed bottom.

Design E - Arched new sashes installed into existing frames.

Design F - Large bowed windows, new sashes installed into existing frames.

A



"I am delighted with the quality of my replacement window and the virtually exact copy of the original non-standard window." - Ms M





C

D



“Excellent, meticulous, workmanship. They handled our out-of-the-ordinary (complex shape) job perfectly.” - Prof K



E

F



“Charming, professional, efficient, considerate workmen who did a cracking job despite the problems of a very old house.” - Mr Y

Repair Services

We provide an extensive range of window and door refurbishment services where customers require their windows and doors upgrading but not replacing.

Draught Sealing

Our draught sealing and overhaul service is designed to bring new life to tired windows and doors, thereby dramatically improving their performance.

This service includes draught sealing, minor repairs to damaged timber, and fitting new ironmongery and locks.

Re-Glazing

If your windows are in good condition, we may be able to re-glaze them. We can accommodate double

and single glazing, with a range of glass types.

Small Repairs

As part of our minor repairs service in central London and the Home Counties, our skilled teams can carry out a wide range of window repairs efficiently and at short notice.

Painting

We have a limited in-house on-site decoration facility. We can also coordinate with your preferred decorator when we are repairing your windows to ensure the best standard of finish.





Heritage and Listed Buildings

Due to the need for specific permissions for listed buildings and buildings in conservation areas, homeowners are often restricted when making changes.

Listed Buildings

Any change to the external fabric of the building will require consent from the Planning Authorities. This includes the window joinery and glass.

Conservation Area under Article 4 Direction

Enforced by the local council to either an area or a specific building, an Article 4 direction imposes a restriction on the 'Permitted Development' rights for the property. This makes formal planning consent a legal requirement for any changes to windows and doors.

Conservation Area not under Article 4 Direction

Properties in Conservation Areas generally retain their 'Permitted Development' rights. The distinctive

change in terminology means that new windows can be fitted if they are "in keeping". They do not have to therefore be "like for like". The key here is that the general appearance must be retained, within reason.

Planning Permission

Customers are responsible for obtaining their own planning permission and other consent, for example for a listed building. We can supply technical drawings of any proposed windows to support an application once an order has been placed.

If there is any doubt about the need for planning permission we recommend that you speak with your council directly.





Previous Projects

We have worked on a wide variety of projects with architects, contractors and developers to manufacture and install the finest timber windows and doors.

These are some of the historic buildings we have worked on:

- Buckingham Palace
- St James' Palace
- The Admiralty Buildings
- The Royal Academy of Music
- The Kenyan High Commission
- The Rural History Museum - Reading
- The Royal College of Nursing
- Clandon Park
- The Grove Hotel
- Oxford Wildlife Trust

These are some of our previous clients:

- The Bedford Estates
- Cadogan Estates
- The Grosvenor Estate
- The Crown Estate
- Berkeley Group
- Willmott Dixon
- Snell David Architects
- The Palladian Group
- Kelling Designs
- Boldfort
- Premier Build





Complete new sash windows manufactured and installed.

Timber Selection

The quality of the timber that we use is of paramount importance to the lifespan of our windows and doors. To that end we use the best timber available.

At The Sash Window Workshop we consider a range of key factors when deciding which timber to use:

- Durability.
- Straightness of the grain for stability.
- Texture - the finer the grain the easier to finish to a high standard.
- Availability of supply.
- Sustainability - we are fully FSC certified.
- Cost - purchasing timber on the basis of cost is almost always a false economy!

With these points firmly in mind we make most of our timber windows and doors from Accoya™ and Tricoya™. These materials are reasonably forgiving of any subsequent lack of maintenance or neglect, allowing us to offer extended warranties.

For non-external facing timbers and decorative mouldings we use a variety other FSC certified timber and materials.

If there is a alternative timber that you would like to use, we can accommodate this on request.





Paint

Our standard paint has been chosen to produce a high quality finish for your windows and doors.

We take great pride in the paint finish on our windows and doors. All our products have at least three factory-applied coats of paint, comprising basecoat primer, undercoat and a semi-gloss top coat finish.

The correct application of paint is a far more difficult operation than most people realise. We monitor standards within our paint shop very carefully, regularly checking wet and dry film thicknesses, humidity and temperature levels, and

drying times, to make sure we achieve the best possible finish.

The quality of the finish is extremely important, not only aesthetically but also for the durability of our timber windows and doors.

We can match any colour that you require using a durable spray paint finish. If you have individual paint requirements, please talk to your sales surveyor.





Choosing the Right Glass

The glass specified for use in your windows is very important as it will determine the key characteristics of performance and appearance.

There is a wide range of glass types available. The most common problems we help to solve are:

- Heat loss
- Security issues
- Safety issues
- Privacy issues
- Noise
- Fading of fabric, furniture and pictures
- Window cleaning at high level

Our glass products conform to the following industry standards:

- EN1279
- Document L Building Regulations
- Document N Building Regulations
- BS6262
- Window Energy Ratings WER A-C
- CE marking in accordance with EN14351-1 2006



“They select only the finest glass and my new windows display this.” - Mr B



The Order Process

Choosing the right windows and doors, means you should only have to replace them once during your lifetime. The following is an outline of the process that we follow.

Quotation and Order

During our sales visit our experienced sales surveyor will inspect your windows, discuss what we can offer and provide you with a detailed formal written quote.

Manufacturing Survey

Once you have placed your order we will arrange a manufacturing survey (if required). We will check the specification of the work carefully and take full manufacturing measurements. We recommend that you are present in case you wish to ask questions or check any details.

Production

Once your survey has been drawn up and cross

checked, the order is placed into production.

Installation

Once in production, we will call you and book your installation at a date convenient to you. Please note that dates for delivery will vary depending on the complexity and size of the job.

Our skilled, experienced fitting staff will arrive in our company livery with plenty of dust sheets to help protect your home. Our installers will clear up at the end of each day to a good standard.

If we are installing new joinery, any old windows or doors will be removed by our installers, brought back to our workshop and disposed of.

Our Installation Team





Customer Service

We believe that the quality of our service is every bit as important as the quality of our product.

We aim to deliver a responsive, courteous and efficient service. We try hard to make sure that we deal with issues and responsibilities swiftly. Our aim is to exceed your expectations.

We recognise that our staff who will be working in your home must be trustworthy, flexible enough to work around your needs and lifestyle, self-sufficient and able to meet your exacting standards.

Our fitting staff are carefully trained to deliver the best customer care in your home. They will minimise any disruption and keep work areas clean and safe.

We have two installation managers dedicated to ensuring high standards on site. We try to ensure that they visit every installation that we carry out.

Further to this, our comprehensive after sales service allows any minor issues or problems to be dealt with promptly.

Our aim is to ensure that both our product and service represent excellent value for money. We are very proud to have a 5 star rating on Trustpilot and to be a Which? Trusted Trader.

If you are concerned about the quality of any aspect of our work, please notify us at once.



“First class service and product. Rare to find this level of customer focus in the building trade!” - Mr S



Sustainability

We are mindful of the importance of sustainability and the environment. To meet our responsibilities we endeavour to minimise our environmental impact.

Sustainable Timber

We are fully FSC certified. We aim to ensure that all of our timber is from sustainable sources. For further information please visit www.fsc-uk.org.

Minimising Environmental Impact

Timber shavings and dust waste from our workshop and machines are burned in our wood waste furnace. The resultant heat is used to provide central heating to our workshop.

Iron and lead sash weights, paint tins and ironmongery metal are collected and sent for recycling.

Our vans are replaced every three to four years to ensure that we operate up to date vehicles with the latest fuel efficiency and CO2 emissions technology.

Where we can, and provided the customer is content, we use technology to reduce the volume of paper we generate.

Our waste is disposed of in the most environmentally efficient way possible.

We recycle as much as we can. Office waste, ranging from paper to bottles, is sorted into the correct recycling bins for collection.





Next Steps

To arrange your free, no obligation quote, please contact us:

Call: 01344 868 668

Email : info@sashwindow.com

Visit: 4 Kiln Lane, Bracknell, Berkshire, RG12 1NA

Website: www.sashwindow.com

Accreditations and Testimonials

We are proud to have had numerous happy customers over the years, many of whom have recommended us to friends and family. Below are two recent testimonials that we have received:

“I was very impressed with the team you sent round to fit the windows. They were extremely professional and polite. They put down dust sheets and hoovered up afterwards. The fitter explained how the window locks worked and how to fit them. The windows look fantastic. Thanks so much for making my home look great.” - Ms D.

“I have no hesitation in recommending The Sash Windows Workshop. Their end-product is unbeatable as are their quality control and project management. Their staff are helpful, reliable, attentive to detail and get on with the job. On both occasions when I have used their services to provide replacement windows, they have left the rooms as clean as they found them. We are delighted with the result.” - Mr J.



The mark of
responsible forestry







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