



Replacement Windows & Doors

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The property

Ronald and his wife June from Farnham moved into their 3-bed detached home in 1995. Since then, they have continually improved and upgraded the house by building extensions, adding improved heating systems and insulation but avoided replacing the windows and doors. Their timber framed, single glazed windows were at least 30 years old, it was time to replace. It was during a conversation with one of our surveyors that Ronald realized SPS could help.

“Our local council had recommended SPS to help us with some loft insulation improvements. When the surveyor arrived, who was a very nice young man, we started talking about our windows. There seemed little point further improving our insulation without doing the windows, so because of their reputation, I instructed SPS to investigate.”

Ronald Potter, Farnham, Surrey



Our findings

Our surveyor Aiden initially attended the property in July 2025 after Surrey County Council had asked us to help Ronald improve his loft insulation. On arrival Ronald was struggling to open his warped timber rear door. As Aiden continued to inspect the home he started to notice condensation build-up on the inside of the old windows.

Ronald's wife June explained that condensation had been occurring for years, and the rear door had been sticking for a good five years at least. Ronald also explained that when it rained the rear door had a leak from somewhere. It was true to say Aiden had an obligation to explain the benefits of a complete window and door replacement for their home.

"I am ashamed to say that some of our windows were almost falling out and there were some days we couldn't even open the warped rear door. I am pleased Aiden took the time to explain why replacing our windows and doors also had a considerable impact on the thermal value of the house."

Ronald Potter, Farnham, Surrey



Our approach

It was time for the big guns to follow up Aiden's original survey. Our Operations Director, Mark, who oversees all things related to glazing, arranged to conduct a more detailed technical survey of the existing windows and doors for Ronald.

Mark explained the benefits of upgrading from the original timber framed windows to UPVC replacements. Ronald and June loved the timber appearance of their existing windows. No problem for us even when moving from timber to UPVC! We offer wood-effect UPVC windows....you would be hard pushed to notice the difference. Ronald and June wanted black frames and to maintain the original window designs. Easy for Mark.

Without hesitation Ronald wanted to proceed as soon as possible.

“June loved Mark! He explained everything so well and it was easy for us to understand. With SPS' reputation and high recommendations from the council, it made perfect sense to move forward with them”.

Ronald Potter, Farnham, Surrey



The results

Throughout the property we installed new UPVC 28mm double glazed sealed, A-rated units along with a new rear door. As per building regulations, trickle ventilators were included on all new windows. These allow a constant trickle of airflow which should help eliminate the condensation issues Aiden witnessed on his original visit.

Our upgrade has led to energy savings. Ronald and June are now projected to save £200 per year on their energy bill. They have also reduced their carbon footprint and noise pollution from the nearby road.

This case highlights the profound difference that essential but simple upgrades like replacement windows and doors and ventilation improvements can make in both comfort and energy efficiency.

“Nick and Mike, the installers, were efficient and very pleasant. They made sure everything was clean. They worked hard. Within three days the job was done. Fantastic workmanship. We are pleased we listened to the advice SPS gave us. The windows have made such a difference, and we can even open the rear door!”

Ronald Potter, Farnham, Surrey



**For our retrofit
services call:**

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