



Frequently asked questions

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What has happened?

Whitehouse Construction Limited thought that their flood door held a valid Kitemark. This is because they worked with another organisation to design, manufacture, and market a flood door. The partner organisation had a Kitemark for manufacturing this flood door at their premises. The partner organisation ceased trading in March 2019.

This issue was identified by the Environment Agency and reported to the British Standards Institution (BSI). Their investigation has confirmed that at no point has Whitehouse Construction held a Kitemark for the doors they manufacture in Derby.

What happens if flooding is expected near my property?

We have no evidence to suggest that the door will fail. You should continue to maintain and engage the flood door should flooding be expected, as per your homeowner flood plan. We advise, if you haven't already, that you sign up to the Environment Agency's flood warning service if available. This can be done at: <https://www.gov.uk/sign-up-for-flood-warnings>

Do I need to get a new door?

We have no evidence to suggest that the door is faulty.

Will I be compensated?

No. Whitehouse Construction Limited are offering all properties a free flood door inspection. Any maintenance requirements will be carried out free of charge. If requested, flood doors will be replaced with a Kitemarked alternative.

What are you going to do?

Whitehouse Construction Limited will:

- Test the flood door to the new, more stringent, industry standard (BS851188).
- Offer a free door health check and carry out any required maintenance to your door/s at no cost to you.
- Offer a free like for like replacement of your door/s should you want a Kitemarked alternative.

Is my flood door the same as the flood door manufactured under the Kitemark?

No. The doors provided by Whitehouse Construction Limited have been altered following customer feedback. The door is therefore not identical to the door manufactured by the partner organisation.

What changes have been made?

Several changes have been made. Additional colours and glazing options have been introduced to provide extra choice to property owners. Door handles have been increased in length to enable lighter operation. The locking mechanism within the handle has also been changed.

Do these changes affect the performance of the flood door?

We do not know. Since changes to the door handle have been made, no industry testing has been carried out to ensure that the seals engage correctly. This is why we have asked for updated testing.

Is my flood door faulty?

We have no evidence to suggest that a fault exists.

When is the flood door being tested?

We are working with the BSI to confirm a programme of testing. We expect testing to take place in September. The results and Kitemark certification, if successful, are expected in October. These dates depend on the availability of testing facilities and are therefore subject to change.

The flood door will be tested to the new, more stringent, industry standard (BS851188).

Is my flood door the same as that being tested?

Whitehouse Construction Limited have assured us that the door they are testing is identical to the doors fitted on your property.

If testing is successful, will my flood door be Kitemarked?

No. Kitemarks cannot be given retrospectively.

What happens if the flood door fails its Kitemark test?

If the flood door fails testing, it will need to be replaced with a Kitemarked alternative. Whitehouse Construction Limited will replace the door at no cost to you.

Does it matter if my flood door doesn't have a Kitemark?

A Kitemark provides property owners with additional confidence that the door will operate as expected during a flood. This is because it has been tested to a recognised industry standard (PAS1188) and a certificate has been provided by the BSI.

Will this affect my insurance?

This is unlikely. Insurance companies do not normally stipulate if a flood door is Kitemarked. They usually ask if action has been taken to reduce the chance of flooding. We suggest that you check your insurance plan to confirm whether it stipulates Kitemarked products.

My insurance plan does state that a Kitemarked flood door is in place. What should I do?

We suggest that you contact your insurance company for advice.

I want a Kitemarked flood door. Can I have my door replaced?

Yes. We have produced a briefing note for those who want their doors replacing. Please contact Whitehouse Construction Limited for a copy of this briefing.