

Case Study 1 – Mr & Mrs Startin

Location: Melksham, Wiltshire
Kitchen Style: High Gloss Maple
Appliances: Neff & Liebherr

Mr & Mrs Startin live in a modern, mid-nineties 4 bed detached house. The original kitchen with its traditionally styled white gloss doors, was starting to show signs of its age. The Startin's wanted to refresh the kitchen within a sensible budget, and to retain the easy-to-clean finish of a gloss kitchen. They had already visited a number local outlets and weren't particularly pleased with the quotes they had been given – they wanted lasting quality, good design and great value - so they gave us a call.

We started with a quick chat on the phone to identify the kitchen styles that interested them and then followed up with a free 'in kitchen' consultation to get a feel for the space and how they wanted to use it. From the selection of samples and designs we went through, there was one particular door that stood out from the start – a great starting point for the design.

Following the free consultation, we returned to present the initial designs approximately 1 week later. Using the 3-D design software on a laptop, the Startins were able to make any 'real time' changes they wanted to see. Following a few minor amendments, we reached a final design.

With the design agreed, we then moved on to selecting the appliances. It was important to the client that they had well built, stylish, and cost effective appliances. Bearing this in mind, we chose the Neff range.

There was though, one appliance that the Statins had seen in a friend's kitchen in Germany - a pullout fridge with internal drawers. We happily sourced this for them and included it in the specification.

Having thoroughly detailed the entire specification a quote was prepared and when compared to previous quotes, the Statins seemed pretty happy. Once all aspects of the project had been finalised, we proceeded to order everything for them – including their lovely German fridge.

For the installation, we arranged for our fitter to visit the Startins, along with our plans, designs and notes, to provide them with a quote for installing the kitchen and appliances. We were asked to start the installation the week after they returned from a trip abroad, which we were happy to do.

The kitchen and appliances were delivered directly to the client's home, and with tiling, the whole fitting took about 10 working days to complete. At the end of the installation, an inspection was made with the clients to ensure they were happy with the finished product.











