



*Our experience is the difference...*



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# How We Work

We've purposely structured our customer journey to be as easy as possible. We understand having any work completed in your home has to be carefully planned and considered. Our aim is to be there for you every step of the way, offering any help or advice you may need.

## 1. Enquiry

You can contact our friendly team in several ways, by visiting our showrooms, giving us a call or even contacting us online via our website. If you're not able to speak to someone right there and then, we aim to get back to you within 2 working days.

## 4. Presentation

During the survey we will arrange for you to visit us in one of our showrooms to have your design and costings presented to you. This will include 3D CAD's (computer aided design) of your new project and your complete bespoke costing and specification. This is the perfect time to talk through your project in more detail and ask any questions you may have.

## 2. In-store appointment

This gives us time to really listen to you as our customer so that we can understand your wants, needs, ideas and visions. It's also a lovely opportunity for you to see our showroom displays and be inspired! At this stage we'll also be able to advise you on timescales and project costs.

## 5. Going Ahead

You've decided to go ahead with your kitchen/bathroom installation so now we just need a start date. We will agree a week commencing date and ask for a deposit to secure this. Between now and your start date you will be invited back into the showroom to confirm your final choices with a member of our showroom team.

## 3. Survey

The survey is a very important part of our journey as this is where our designer will visit your home. They will measure your room/s and discuss your design vision. We will also be paying particular attention to any technical considerations.

## 6. Installation and sign-off

Your installation will be carried out by our skilful in-house team and your project director is on hand to ensure a smooth process from start to finish. Once your project has been completed, your installation is signed off and we'll send you your final paperwork. We'll then follow up in a few weeks time to ensure you're enjoying your new kitchen or bathroom.

# Why NBK?

Deciding to renovate your bathroom, kitchen or even both isn't just a property improvement project but also part of making your house a home. Choosing who to work with in your home is a considered choice and here's some of the reasons why working with NBK is that much more enjoyable.

- ✓ Established for over 25 years by owner Gareth Pendleton who continues to run the business today with his long serving team
- ✓ Feel reassured by working with local people and a local business
- ✓ Enjoy the benefits of having an initial home survey appointment where one of our designers will visit your home to discuss your requirements in detail (our survey appointments normally range between 1 - 2 hours)
- ✓ 3 year workmanship guarantee on all labour
- ✓ Individual product guarantees up to a lifetime\*
- ✓ Technical site visit carried out prior to your installation start date\*\*
- ✓ Full in-house and dedicated project management
- ✓ Full in-house installation team including all required tradesmen
- ✓ Qualified and certified electricians and gas safe installers
- ✓ Certified waste removal and disposal (zero landfill)
- ✓ Home delivery of all products and materials required
- ✓ Average lead time from deciding to go ahead to installation start date is usually 10-12 weeks
- ✓ Friendly and experienced showroom team, dedicated to helping you make your product and design decisions
- ✓ Staged payment structure to ensure our customer's feel comfortable and have security right up until project completion. Including an itemised changes tracker which notes any cost changes during your installation

\*Product guarantees vary depending on manufacturer. Please see product paperwork or alternatively search online for product information (please note most manufacturers guarantee information is now provided via their own dedicated websites). \*\*A technical site visit may not always be required.



# Project Management

As part of our service, all of our installations are fully project managed by our own team. You will work with our installations manager who is in charge of scheduling and organising our tradesmen and also our project director who will carry out regular visits to your home during your installation.

Your installations manager and project director will be in daily communication with your tradesmen to ensure satisfactory completion of your project.

Having your installation project managed means that NBK commits itself to carrying out the following:

- ✓ Allocating the required tradesmen in accordance with your project specification well in advance of the installation start date
- ✓ Organising specialised trades where required
- ✓ Ordering, quality checking and delivering products as per your specification
- ✓ Organising specialised materials where required
- ✓ Ensuring that all work listed on your specification is carried out (in certain circumstances it is possible that agreed works may alter to better suit your requirements. If any changes take place during your project, the details of such will be discussed and agreed with you as necessary)
- ✓ Identifying and addressing any unforeseen matters that may arise during your installation
- ✓ Weekly site visits as standard (depending on the complexity or simplicity of your project your site visits may take place more or less frequently - should you have any specific requirements regarding site visits please discuss these with our team prior to the start of your project)
- ✓ Daily communication with your tradesmen to ensure your project is being carried out as required
- ✓ Organisation of waste removal with zero landfill
- ✓ Timescale planning
- ✓ Completion sign off with your fitter (this is where your project director and fitter will discuss your project completion, ensuring all works have been completed as agreed)



# Thinking of you...



**1.** You've gone ahead with your project, congratulations! This is where you'll pay your deposit and we'll book in a week commencing start date. Please note that your start date cannot be secured until your deposit has been paid.



**2.** We will work with you to complete your final specification. This will include all of your product choices and finer details discussed with your designer and is the time to confirm that any additional/ further details required are noted on your specification.



**3.** We will be in contact with you regarding the next steps of your installation. This is also when you will receive your second invoice which is due prior to your installation start date.



**4.** Your start date has arrived! Your Fitter will commence your installation and your project director will be on hand to oversee your project. If you have any queries your project director is your main point of contact. The rest of the team is also on hand should you need them.



**7.** Approximately 2 weeks after your installation has been completed, you will receive a courtesy call from our showroom team to ensure you're happy with your new kitchen or bathroom. Should you have any questions thereafter, you are always welcome to contact us for any guidance or support needed.



**6.** Your installation is complete! We will be in contact with you to ensure you're fully satisfied with your project. We will also provide you with your final paperwork including your installation changes tracker and final invoice.



**5.** During your installation you can expect:

- ✓ Fitters/Tradesmen carrying out your installation.
- ✓ Goods will be delivered.
- ✓ Waste will be collected.
- ✓ Project director will visit to oversee your project.

# Services NBK offers

In addition to carrying out full bathroom & kitchen installations, which usually include: plumbing, carpentry & cabinet fitting, tiling, floor laying, electrics, plastering and remedial works, NBK also offers a comprehensive package of other services which are detailed below:

## **Building work:** (construction work)

- ✓ Architectural plans
- ✓ Planning permission applications
- ✓ Listed building consent liaison
- ✓ Building regs / building control
- ✓ Structural engineering reports (load-bearing walls, beams, footings)
- ✓ Large and small extensions, alterations, Velux windows, new roofing
- ✓ Asbestos tests, reports and removal
- ✓ New internal / external doors / French & bi-fold doors / timber, aluminium UPVC window & doors
- ✓ Scaffolding
- ✓ Waste removal with zero landfill

## **Bespoke Services:**

- ✓ Bespoke glass templating / installation for kitchens & showers
- ✓ Bespoke Quartz worktop templating and installation

## **Carpentry**

- ✓ Bespoke units for kitchens, utility rooms & bathrooms
- ✓ Repairs to damaged floors
- ✓ Internal doors, skirting, door liners & architraves
- ✓ Bedroom & dressing room installations

## **Flooring:**

- ✓ LVT flooring throughout your home

## **Electrics:**

- ✓ New consumer / fuse boards
- ✓ Electrical heating solutions
- ✓ Under floor heating installation
- ✓ New switches and sockets throughout your home
- ✓ Tailored ventilation solutions for kitchens / bathrooms
- ✓ External electrical works
- ✓ Fire & Smoke Alarms both wired and battery operated systems

## **Plumbing:**

- ✓ New boilers including oil & gas
- ✓ New radiators
- ✓ Hot water cylinders both traditional and unvented
- ✓ Heating controls
- ✓ Heating & plumbing upgrades







# Kitchen Cost Guide

We understand that purchasing a fitted kitchen for your home is often a considerable investment. Please see below, a brief guide on how much your kitchen project is likely to cost with NBK.

## **Small Kitchens**

£15,000 - £25,000+

## **Medium Kitchens**

£25,000 - £40,000+

## **Large Kitchens**

£35,000 - £70,000+

\*Prices are an estimated cost and are indicative of fully completed projects. All printed prices include labour, products, materials and are inclusive of VAT. All prices are current at time of print and are subject to change. Each project can vary greatly depending on individual requirements and personal choices. However, when we carry out your home survey, we will be able to provide you with a more accurate indication of how much we believe your project will cost.



# Bathroom Cost Guide

A beautiful new bathroom can be a wonderful addition to your home. At NBK we understand that investing in a new bathroom needs to be carefully considered. Please see below, a brief guide on how much your bathroom project is likely to cost with NBK.

## **Cloakrooms**

£5,000 - £10,000+

## **Bathrooms / Shower Rooms**

£15,000 - £30,000+

## **Wet Rooms**

£18,000 - £30,000+

## **Bathrooms With Shower & Bath**

£20,000 - £50,000+

## **Newly Created Room**

£15,000 - £50,000+

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# Building Works Cost Guide

Building alteration costs can vary greatly depending on the level of work required. Once we have carried out our building works survey, we will be able to provide you with your bespoke itemised costings.

## **Small Building Work**

£5,000 - £20,000+

## **Large Building Work**

£10,000 - £50,000+

\*Prices are an estimated cost and are indicative of fully completed projects. All printed prices include labour, products, materials and are inclusive of VAT. All prices are current at time of print and are subject to change. Each project can vary greatly depending on individual requirements and personal choices. However, when we carry out your home survey, we will be able to provide you with a more accurate indication of how much we believe your project will cost.





# Our Showrooms

You will always find a warm welcome at our showrooms and our team is always ready to listen to your ideas and offer advice on the planning of your beautiful new kitchen or bathroom/s...

You can contact us using the details below and if you're looking for more inspiration in the meantime, why not visit our website where you can view videos and photos of many of our recent projects. [www.n-b-k.co.uk](http://www.n-b-k.co.uk)

## **Norwich - Bathroom & Kitchen Showroom**

2 Heigham Street, Norwich, Norfolk NR2 4TE  
01603 219 957 / [sales@n-b-k.co.uk](mailto:sales@n-b-k.co.uk)

## **Diss - Bathroom & Kitchen Showroom**

Inspire House, 1 Vinces Road, Diss IP22 4HQ  
01379 640 812 / [sales@n-b-k.co.uk](mailto:sales@n-b-k.co.uk)

## **Opening Times**

Our showrooms are open Monday to Friday, 9am until 5pm. If you require a weekend appointment, these are available by appointment only at our Heigham St and Diss showrooms on Saturdays. We are closed on Sundays.

**NBK is closed on Bank Holidays and also during the Christmas and New Year period.**

All images featured within our brochure are NBK customer projects and can be found on our website... [www.n-b-k.co.uk](http://www.n-b-k.co.uk)



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