

Magnet Trade Contract Kitchen Solutions Service Proposal

Here at Magnet Trade Contract Kitchen Solutions, we undertake to provide the following:

- Dedicated Project Design Manager to supervise the project at every stage and ensure satisfaction
- Resident liaison days or evenings with manned displays and sample display units
- Factory visits for supply chain members and resident groups
- Contractor training
- Full on-site survey and design service
- 3D virtual reality designs to inform and inspire residents

Survey services

Each Magnet Trade kitchen designer can survey on average 7-8 dwellings per day. We target a minimum of 6 and do not charge for this service. In our experience, most contractors require a survey bank of kitchens in advance of the first delivery to provide a contingency in case of changes to the programme. At Magnet Trade we are happy to accommodate this. With our largenumber of surveyors, all prepared to work flexibly, we are able to react swiftly to fluctuations in survey numbers.

Resident liaison

This is acknowledged as the key to success of every programme and we engage residents whenever it is practical, as well as working alongside clients' or contractors' resident liaison officers throughout the whole contract. All our kitchen designers are fully trained and experienced in dealing with residents courteously and professionally. We assist in obtaining colour preferences, handle selections and signatures as appropriate, and make electronic records available for all parties.

We organise resident liaison evening or afternoon meetings and provide manning and static displays so that residents can view their kitchen options and discuss them with trained refurbishment specialists. Surveys and drawings are completed onsite alongside the residents to ensure that the survey is accurate and the end-user is satisfied.

Standard procedure

Typically the Contractor's Resident Liaison Officer confirms kitchen designer appointments, with the aim of achieving a minimum of seven per day. We recommend that Magnet Trade kitchen designers are accompanied on each appointment by a surveyor from the relevant contractor, authorised to make design variation decisions such as resiting boilers and windows.

Kitchen surveys and designs are completed on site and printed for approval by the residents during the appointment. On many projects Magnet Trade has accommodated a 'cooling off period' in which residents can review their decisions and agree any changes.

Short lead times for delivery ensure flexibility

Since all stock is held locally, Magnet Trade can offer substantially reduced lead times from order.

- Standard 7 days
- Replacement 24 hours
- Reactive 2 – 3 days

Shorter lead times have been shown to improve resident satisfaction, enhance programme flexibility and increase the number of kitchen repairs accomplished on time.

Frequency and accuracy of deliveries

Magnet Trade uses state-of-the-art computerised load planning to ensure that loads are planned effectively, with no limit to the number of deliveries that can be made. Deliveries can be made on a specific day if this is arranged at the time of ordering. Kitchen surveys and designs are completed on site and printed for approval by the residents during the appointment. On many projects Magnet Trade has accommodated a 'cooling off period' in which residents can review their decisions and agree any changes.

Product identification on site

Every individual piece of each delivery is labeled with the following information:

- Description
- Range
- Colour
- Carcase type
- Address
- Customer name
- Advice note number
- Plot or dwelling

Our load planning computers ensure that each plot's cabinets are kept together whenever possible, for easier sorting on site.

Contractor support

On-site contingency

If required we can provide contractors with a free 'first aid' to prevent unforeseen errors delaying the project or inconveniencing residents. The spares usually include hinges, legs, support brackets, handles, doors and drawer boxes.

Contacts

Field-based and internal contact details are provided to the site and buying offices, with direct dial phone numbers and email addresses to ensure prompt resolution of issues as they arise.

Refurbishment contract start-up

If necessary we will commence surveying up to 8 weeks ahead of the contract start date. Because contracts typically have a short lead time between instruction and first deliveries, we can deliver the first kitchens within 5 working days of the order date.

After-delivery service

Our extensive nationwide network of Magnet Trade branches allows us to provide any replacements within 24 hours of notification. However we request that all shipments are 100% checked at the time of delivery.

Key performance indicators

We work with contractors and clients to continually assess performance and always seek ways of improving our service or tailoring it to the needs of the contract. We advise that Key Performance Indicators are best agreed before the contract, and will produce internal data to assist assessment of the contract.

Guarantee

Magnet Trade kitchens come with a guarantee of quality covering every aspect of manufacture. We offer a 15 year guarantee on on both cabinet and frontal manufacturing defect.

Pricing

Magnet Trade products combine high quality, style and desirability with competitive pricing. We provide a range of frontals in price band C, specifically designed for the social housing market.

After contract completion

Each branch in our network carries quantities of spare components including drawer boxes, hinges, legs, support brackets and handles, available whenever replacements are required throughout the lifetime of the installation.

If you would like to discuss any of the above in more detail, please contact the Magnet Trade Contract Kitchen Solutions team on 0845 6715506, or contractkitchensadmin@magnet.co.uk