

## Linbrook and Magnet A Partnership for Decent Homes

Linbrook Services have over 40 years experience working in the maintenance and refurbishment of social housing so with this track record it was inevitable that they should be deeply involved with the government's Decent Homes initiative. The replacement of kitchens and bathrooms are a major part of the initiative, so it is particularly important that Linbrook is able to offer the choice, quality and value for money that the residents and landlords demand. The identification and selection of supply partners in this area is therefore crucial. The right supply chain partner can make the difference between a successful project and one beset with problems

Linbrook chose to partner with Magnet for the supply of kitchen units as they offer a high specification, high quality, value for money product. Also they are very flexible in the service they provide, for example their 'just in time' delivery service means that Linbrook needs to hold less stock on site saving space while their ability to use vehicles of various sizes makes working on sites with difficult access easier. In addition Magnet's standard range of products and national network of stores allows operatives to source spare parts quickly and the fact that the product range is common for both trade and retail customers allows



residents the option of purchasing additional units and accessories. Magnet and Linbrook also share some key common values such as a commitment to customer satisfaction, continuous improvement and protecting the Environment. Linbrook's focus on customer satisfaction and



quality management means it is important that the design and selection of each kitchen meets the needs of the resident and is approved before work starts. Linbrook uses a mix of pilot homes and mock-ups to give residents a better idea of the choices available to them and highlight any problems that may arise during installation.

Linbrook's Resident Liaison Officers work with the residents during the planning and selection phase to explain the choices and plan the installation so that disruption is kept to the minimum.



Magnet's support during this phase of the project with design services, literature and on site kitchen displays makes for a smoother process and an improved resident experience.

Magnet has been a prime supply chain partner to Linbrook for over 3 years and during that time we have worked together to improve our working practices. Both residents and client like the product and services that Magnet provide and Linbrook is currently installing Magnet kitchens at a rate of over 500 a year and growing.