

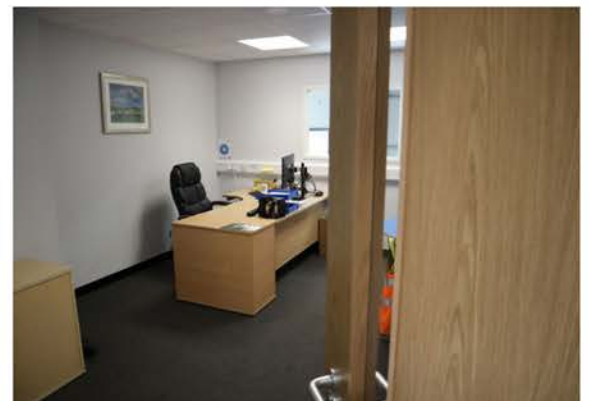


OFFICE REFURBISHMENT & MEZZANINE FLOOR

Background to Plumbworld

Plumbworld is the go-to destination for all things bathrooms, kitchens and heating. Based in the market town of Evesham and founded in 1999 by James Hickman, Plumbworld have served over 1.7 million UK customers including trades and the general public.

When they launched all those years ago, they had one aim – to provide high-quality products that everyone can afford. The successful online retailer offers their customers next day and choose a day delivery, as well as interest-free credit payments for higher value items. Proud of the service their team delivers, they currently have over 60,000 reviews on Trustpilot measured at 4.8 out of 5.

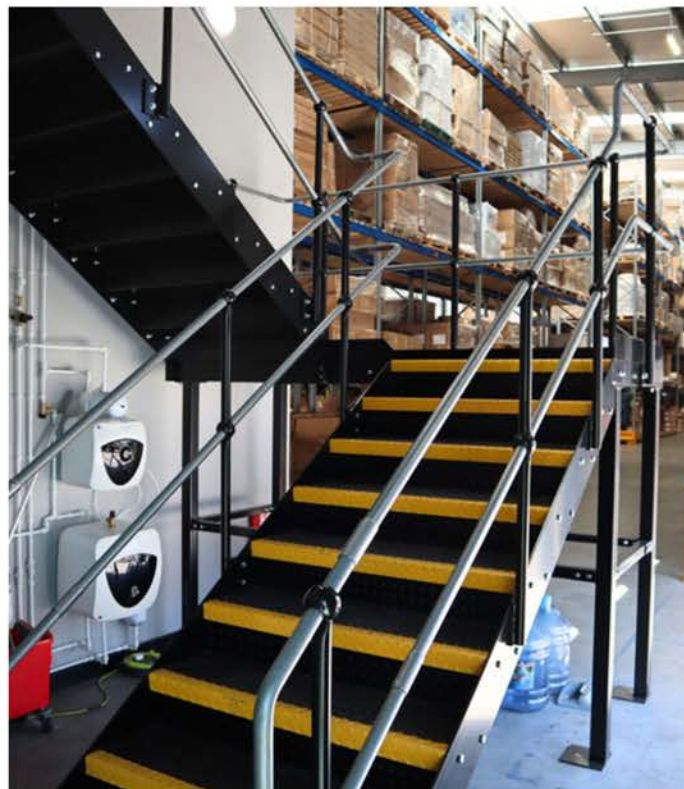


What Were Plumbworld's Challenges?

We sat down with Andrew McCluskey, the Facilities and Equipment Manager at Plumbworld.

After almost 17 years of service with the business, Andrew has a good grasp of almost every aspect of the Plumbworld operation having worked in product returns, picking, packaging and stock control during his tenure.

Approximately 4 years ago, they acquired the warehouse on Asparagus Way with original plans to utilise it for storage and have 7-8 members of staff working there.



Due to rapid growth since the COVID pandemic, it soon became apparent that a warehouse designated to storage was no longer fit for purpose. Therefore, this warehouse was reconfigured for distribution. With continuous growth and an increase in operational headcount to 60, there was a requirement for additional office space and employee facilities, ensuring that all staff enjoyed the environment during breaks and lunches.

Having worked with another contractor in the past, who sadly had let them down on more than one occasion, they reached out to the team at Total Interiors Direct having previously worked with them on another project.

What Solutions Did Total Interiors Provide?

Happy with our presentation and felt we offered good value for money, the team got to work very quickly.

The foundation of the project was the refurbishment of their offices on the ground floor inside the Asparagus Way site.



This space is now 75 sqm and the refurbishment included an office, stock control room, meeting room, comms room, toilet with urinal and WC, two separate WCs and an accessible WC.

In addition to this, we added a mezzanine floor to the existing part of the inside building. The mezzanine level, measured at 77 sqm, comprises of a Breakout Room, Kitchen (base units, wall units, drawers, sink, fridge, dishwasher & sink heater), Breakfast Bar, Office & Locker Room.

The result? Doubling the footprint from their existing infrastructure and adding another level through the mezzanine installation – totalling approximately 170 sqm.

As this was a project with lots of moving parts, Plumbworld appointed the Total Interiors Direct team as CDM/Principal Contractor.

This meant that we oversaw the entire project from conception to completion, including the commissioning of contractors, electrical works, building regulations and compliance, waste management, site health and safety, fire safety protections, decorating, new drainage works and Armco building protection.





What Did Plumbworld Think To Total Interiors' Team?

When we asked Andrew what had exceeded his expectations having worked with us, he said:

"What was promised at the start was met. There were **no issues of note.**"

He continued:

"There was a start date and a finish date, and **they finished on the finish date.** We had in the back of our minds that delays happen, and third parties don't always fulfil on their promises, **but no everything went to plan**"

We also asked Andrew what he would tell someone considering Total Interiors Direct for a project, he stated:

"I'd say, go for it."

Nicely put Andrew! A big thank you to you and your team for putting your trust in us throughout the course of this project.

If you, or anyone you know, has a challenge when it comes to space and capacity get in touch with our team. We'll come out to your site for free to conduct a survey and provide you with detailed drawings and a bang up proposal to match!



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