



Case Study: Muswell Hill, Aldwyck Housing

When the bathroom specification for a development of luxury apartments in London needed to change at short notice, having a brassware manufacturer that could quickly offer suitable alternatives and a local stockist was imperative to keep the build on schedule. Here's how Bristan's breadth of range and commitment to great customer-centric service helped to deliver the perfect spec for Lea Valley Homes.

Background

30 Muswell Hill is an exclusive development in North London, designed and built by Lea Valley Homes. Lea Valley Homes is owned by Aldwyck Housing Group, a registered charity providing social housing in London and the south east. The profits from 30 Muswell Hill will be put back into the construction of new homes for Aldwyck's social housing tenants.

Neil Sivins, Employers Agent at Aldwyck, said: "We wanted the bathroom and en-suite shower rooms to have a luxury feel, creating a hotel-standard finish at home. To do this, we really focused in on the details like the brassware, as these are ultimately what separates good design from great design."

Neil had used Bristan products in his previous role with a housebuilder and had always been pleased with the quality of the fixtures and the service he received from the company.

Spa Indulgence

Neil continued: "We wanted to keep the family bathrooms very clean and uncluttered, so Bristan suggested its Chill bath shower mixer. We loved it! It had the modern, designer look we were after and initially we specified it for all apartments."

The Chill bath shower mixer, from Bristan's designer range, brings a touch of spa indulgence to any home. It has a distinctive spout, with a swan neck arc, which has been inspired by infinity pools and the feeling of total relaxation.

However, when it came to fitting the Chill bath shower mixers, the plumbing team discovered an issue with the dimensions of the baths installed. Neil explained: "The baths we had installed had a limited space between the lip and the wall and it wasn't wide enough for the Chill bath shower mixers. We went back to Bristan and they immediately sourced an alternative from its designer range – the Descent – which had similar aesthetics and the right dimensions for the baths."

Added Peace Of Mind

The Descent bath shower mixer adds drama to any bathroom with its wide spout and; it has an anti-limescale handset and a five-year guarantee for added peace of mind.

Neil said: "Bristan's designer product range is contemporary and competitively priced with a great after sales service. This was aptly demonstrated by the support and quick response we received from the Bristan team when we discovered the issue with the bath sizes.

Without Delay

Sophie Taylor, Specification Manager from Bristan, said: "We pride ourselves on our customer service, and when its put to the test, we certainly impress our clients. On the 30 Muswell Hill project, we showed that we have the breadth of range to quickly offer alternatives to match a changing specification plus the local knowledge and connections to ensure we can source products without delay to our customer. Our team will always go the extra mile to ensure our clients get the products they need, when they need them."

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t: 0330 026 6273 e: contractenquiry@bristan.com w: thebristangroup.com