



TWOTWENTY

Case study:

**KLF Developments
Kings Avenue, Poole**

**New build
project**

New England glamour comes to leafy Poole

How TwoTwenty helped to create a striking entrance for two New England style properties in a tree-lined Poole suburb.

Dorset-based KLF Developments built two high specification New England style properties, close to picturesque Poole harbour.

A specialist in creating bespoke, luxury homes on the English south coast, KLF worked with local architects Anders Roberts Cheer to design the properties and secure planning permission for the build.

With planning permission granted, the developer forged ahead, starting the build in the autumn of 2016 with the homes completed, sold and handed over to the new owners by June 2017. The ground works were completed within just one month and the timber frames, which were put up in just 10 days, also aided the rapid build time.

Range of stair designs the deciding factor

With a contemporary and stylish finish in mind, when it came to

choosing the staircases for the two properties, Josh Falla, project director, was looking for something different.

“We had used a local company for our staircases for years,” he said, “but had become a little frustrated as they could only offer us one stair design.

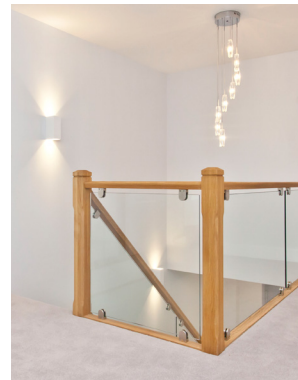
“We always put in an oak staircase with a glass balustrade, which is the level of quality that our customers expect. However, for these homes, I wanted a staircase that could offer a real ‘wow’ factor which was in keeping with the design of the properties.”

“The service we had from TwoTwenty was exceptional, and was just as good as working with a local supplier.”

**Josh Falla, Project Director,
KLF Developments**

Josh picked up a TwoTwenty brochure at his local builders’ merchant, Jewson, took it back to the office and had a look on TwoTwenty’s website.

“The detailed pictures on the website showed both the range of designs and details that TwoTwenty could offer,” he said. “The close-up shots were really the deciding



factor.”

Rapid and friendly expert service

Josh called TwoTwenty and Jason, the sales rep for the area, came to visit him on-site.

“Jason was amazing,” said Josh. “He came within a week, measured up and was able to provide a quote there and then.”

Jason suggested increasing the width of the stair from 900mm to one metre and adding a feature bullnose bottom step to give an additional sense of grandeur in the spacious hallway.

Josh added: “The service we had from TwoTwenty was exceptional, and was just as good as working with a local supplier.

“TwoTwenty’s rapid service was excellent. I’m extremely busy and it’s useful to have all the information so that I can make decisions quickly. I gave TwoTwenty instructions the next day.”

Smooth and easy process

TwoTwenty delivered the two staircases separately to suit the timings on the build.

Josh explained: “The whole process was very smooth and the deliveries were made to schedule. On the second property, we had to delay the delivery as we weren’t ready and I didn’t want the staircase on site before we were ready to fit it. We contacted TwoTwenty and this wasn’t a problem at all.

“The customer service from TwoTwenty was exceptional throughout. When I telephoned the draughtsman in the office to make a couple of tweaks he was very helpful. “There were a couple of problems with the original newel posts, but I called Jason and he sent a replacement by special delivery that arrived the next morning.

“When things go wrong – which is inevitable with all building projects –



what matters is how the supplier puts it right, and how quickly they do that. TwoTwenty sorted this problem out straight away.

“It’s great to work with good people who you get on well with. It can be very stressful working on site, so working with a supplier like TwoTwenty makes life so much easier.”

High quality squeak-free staircases

“Our carpenter was extremely impressed with the quality of the treads and risers and the way they are put together. You can see there has been so much work put into manufacturing the staircases to get a high-quality finish.

Josh added: “Also there are no squeaks. Most staircases only have three blocks on the back to provide support, one at each end and one in the middle.

The TwoTwenty staircases have five blocks on the back of each step. This proper support stops the squeaks and I am so happy with that.

“The other thing that impressed our carpenter was that all the newel posts come cut and finished to size. With other suppliers, newel posts are delivered over-sized, and the carpenter has to cut and finish them on site, which is a time-consuming job.

“In addition, the newel posts have the same finish at the top and the bottom. This is really nice detailing and shows that a lot of thought and work has gone into manufacturing the

staircase.”

Working with builders’ merchants

Josh said: “Two Twenty’s relationship with builders’ merchants also helps to make the process very straightforward. Merchants like Jewson have the strength and size to provide an extra level of service for builders.

“We work with Jewson to price up the materials we need. Thanks to TwoTwenty visiting site and measuring up, we can now price up the staircase too. It’s a really good starting point to get accurate prices at the beginning of a building project and simplifies and speeds up the process.

“We will definitely work with TwoTwenty again. We’re building a development of eight apartments at the moment and I will ask TwoTwenty to quote.”

Project key facts

- Bespoke oak staircases with glass balustrade
- Architect-designed high specification new build
- New England style properties

Visit KLF Developments online at:

www.klfdev.co.uk

4 ways we'll make your life easier...



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