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Latest News from Gold Oak Windows

Sales boost delivers a fitting 4th birthday present for Gold Oak

A Black Country double glazing specialist is celebrating its 4th birthday in style after doubling sales over the last twelve months.

Gold Oak Windows, which is run by local entrepreneur Ian Palmer, has seen turnover rise to £350,000 after winning a string of new residential and commercial contracts from across the West Midlands.

The company is combining its family-run ethos and outstanding levels of customer service with a wide selection of high-quality doors and windows and this approach has also helped its founder become the Official Checkatrade Trophy Tradesperson for Wolverhampton Wanderers.

As part of its expansion, the firm has created three new jobs with a new fitting team and invested in a dedicated storage facility in Lower Gornal.

“I’ve been working in the double glazing sector since leaving school 20 years ago, learning the trade with my Dad before deciding to go on my own in 2015,” explained Ian.

“What I was always taught was the importance of attention to detail and making sure you deliver exactly what the customer is looking for and that’s two of the main reasons we have had such a successful year.”

He continued: “Our industry has a reputation for poor customer service and that’s something I wanted to put right with Gold Oak. I think we are doing this, reflected in the number of referrals we have from residential, commercial and industrial clients.”

Gold Oak Windows, which is FENSA registered, supply and fit UPVC windows, doors, garage doors, porches and conservatories for homes, businesses and industrial units.

The company offers tens of different on-trend designs to suit the home makeover enthusiast or architect and come with a 10-year guarantee to keep properties, warm, dry, secure and, increasingly important, energy efficient.

It also works with high-profile brands, including Residence 9 for flush casement windows, Solidor for composite doors and Ultion, which offers the best performing locks in the UK and are ideal for additional security.

“We are always listening to our customers and that is why we have just introduced a flexible payment option through ‘Improveasy’, giving clients the chance to spread the cost of their home improvement project over a period of time,” added Ian.

He concluded: “All of the TV programmes covering design and makeovers have created a real desire for grand designs and upgrading existing properties instead of choosing to move. We are certainly benefitting from this interest and hope to grow again in 2019.”

Gold Oak, which is a member of ‘No Rogue Traders Here’ and part of Dudley Trading Standards’ Fix-a-Home scheme, plans to invest in additional storage facilities and maximise the launch of its new website (www.goldoakwindows.co.uk).

For further information, please visit www.goldoakwindows.co.uk or follow @goldoakwindows on twitter.

Pic Captions:

Gold Oak (P): (l-r) Steve Wasley, Ian Palmer and Lee Wasley (all Gold Oak Windows)

Gold Oak (L2): (l-r) Joanne Palmer and Ian Palmer (both Gold Oak Windows)