

Service Update

We hope you have had a successful first half to the year and the second half is looking positive for your business. We promised to keep you up to date with developments at Staircraft which we hope will reassure you that our team are fully focused on doing all we can to keep you building.

You won't be surprised to read that we have faced an unprecedented demand for Staircases, i-Joist Floor-Kits and Door-Kits over the past 24 months, which when compounded by material and labour challenges, has on occasions resulted in you not receiving the service Staircraft team prides itself on.

In response to these challenges, I am delighted to announce an exciting expansion to our Customer Delivery Team, which first and foremost will increase the proactive support we already provide, whilst giving our staff well-deserved career development opportunities.

Our new structure will allow us to continue to deliver on all the good things we already offer and crucially give us the time and resource to improve on the areas where you have told us we could do better.

We will move forward with 3 Customer Delivery Managers, all promoted from within the Customer Delivery Team over recent months after fantastic work as Customer Service Managers. Congratulations to **Laura Groom**, **Megan Bond** and **Kim Summers** who all bring with them a wealth of experience and a real understanding of what you need.



Andy Hinks
Head Of Customer Delivery



Laura Groom
Customer Delivery Manager
Eastern & Scotland



Megan Bond
Customer Delivery Manager
South West & North



Kim Summers
Customer Delivery Manager
Central & Regional

We have also recently invested in recruiting across our Design, Estimating and Customer Service teams, and now have our largest team to date in order to support you.

Working closely with our Operations, Site Liaison and External Sales Teams, the Customer Delivery Team will support our customers with a best-in-class service from the ground up, strengthening relationships and help keep you building.

All the best.



Andy Hinks

Head of Customer Delivery

For Preferential Deliveries Download Our Call-Off App

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For More Information Email technical@staircraftgroup.com