



Time for change



At John Lewis great customer service is key to our business ethos and even more so within the KBB sector. John Lewis is keen to support the iKBBI, who are striving to improve the standard of fitting in this industry and address the root cause of the current bad press and consumer perception."



Matt Thomas, Buyer of Fitted Furniture –
John Lewis Partnership & Founding supporter
of The iKBBI Installation Standards Pledge

John Lewis





The Right Honourable Brian Binley MP
& iKBBI Patron



“Without change on how the KBB industry approaches installation quality, unsatisfied customers and associated negative press will continue, which is bad for business and in turn the economy.

“We now have a unique opportunity to work together on installation standards, which is not only long overdue in my opinion, but also timely.”

Executive Summary

The fact is that the kitchen, bedroom and bathroom market is in competition with other industries for an ever decreasing amount of disposable income. Negative noise around the home improvement market, and in particular kbb installations, continues and is bad for business. Even those retailers who operate a robust and effective installation proposition today will be affected by those consumer who chooses a holiday or new car over kbb product & services.

The Institute of Kitchen, Bedroom & Bathroom Installers (iKBBI) is the UK's first and only organisation of its kind. Dedicated to the kbb installation sector, the iKBBI is government sanctioned, industry supported and registered as not-for-profit.

Launched in 2007, the iKBBI's objective is to support kbb installation businesses with their commercial aspirations, whilst raising standards and providing consumers with an informed choice.

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For Consumers

Embarking on a home improvement project can be a daunting task, especially considering the negative press around rogue traders and infamous cowboy builders. The unfortunate fact is that lack of research on tradesman being invited into the consumers home can often be the source of disappointment.

“The iKBBI independently accredits members to a stringent entry criteria”

The iKBBI independently accredits members to a stringent entry criteria, which includes provision of a proven track record, professional indemnity insurance, gas & electrical credentials and a criminal record check - providing vital peace of mind and assurance.

Our installer and retail members are mapped within our consumer website, utilising Google mapping technology. The website also includes useful information, links and news for consumers which is all free to use.



To find local kbb installation specialists, visit:

www.professionalfitters.org



Installer membership

Unfortunately, kbb professionals are in direct competition with rogues, cowboys and the incompetent, with the consumer often being price led into a home improvement nightmare.

So what's the solution?

Well, the fact is that there is no single answer, however, the combination of many factors will support an important change within the sector. Educating the consumer is something the press

are tackling, but it remains the responsibility of the professionals to step up, separate themselves from the rest and initiate change.

Independent accreditation from a government sanctioned and industry specific organisation will add value to your business, providing your clients with valuable peace of mind and assurance that they're dealing with an industry professional.

Invest in your future today, step up and take control of your future

Benefits of membership include:

- *Free & exclusive listing on our consumer website www.professionalfitters.org*
- *ID card & certificate of membership to demonstrate your professional status*
- *Specific online business support with our partners at Business Link*
- *Use of the iKBBI logo to market your service with a professional edge*
- *Access to our members website for news, views and technical updates*
- *Network with fellow installer members and link in with our retail partners*
- *Commercial cost savings on a variety of business products & services, including:*
 - *Commercial insurance*
 - *Waste removal*
 - *Fuel & breakdown cover*
 - *Promotional materials to help market your business*
 - *Healthcare*
 - *Tools*
 - *Workwear & PPE*

Membership starts from just £149+VAT

Full details can be found at www.ikbbi.org.uk or by calling 0845 519 2007



Retail membership

As part of the iKBBI Installations Standards Pledge, retailers of kitchen, bedroom & bathroom products who offer or recommend an installations service are being invited to become an iKBBI Installations Standards Partner. This is part of a government supported initiative to raise installation standards within the sector.

“Whether your business is a single family run showroom or a national brand, the iKBBI is committed to working with you...”

Supported by our patron, the Rt.Hon.Brian Binley MP, the pledge will be working with local, regional and national retailers of KBB product with an objective to change an often poor consumer perception of home improvement service providers.

Whether your business is a single family run showroom or a national brand, the iKBBI is committed to working with you and your installers to raise standards and encourage consumers to choose kbb product.

Benefits of membership include:

- *provide your clients with peace of mind*
- *Use of the iKBBI Installation Standards Partner logo to market your accreditation*
- *Access to cost effective POS to promote your installation service*
- *Individual press pack to promote your association*
- *Discounted commercial insurance*
- *Regular updates via our e-newsletter*
- *Advice on contracts and Terms & Conditions*
- *Access to a network of professional installers*
- *FREE listing on our consumer website www.professionalfitters.org*



Becoming an Installation Standards Partner is **FREE**, subject to entry criteria

Full details can be found at www.ikbbi.org.uk or by calling 0845 519 2007



Corporate membership

iKBBI Corporate Membership offers many benefits to businesses who provide products and/or services to the kitchen, bedroom & bathroom sector, especially those who want to link in with installation specialists in the UK.

- Use of the iKBBI Corporate Membership logo
- Discounted commercial insurance
- News, views and updates via our e-newsletter
- Access to commercial cost savings, including fuel, insurance and marketing
- Access to our network of installation specialists
- FREE business listing on our consumer website www.professionalfitters.org

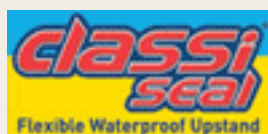
Corporate membership starts from just **£299+VAT** is subject to entry criteria

Full details can be found at www.ikbbi.org.uk or by calling 0845 519 2007

Sponsorship

The iKBBI is sponsored by some great industry brands, all of whom have invested time and money into supporting our aims and objectives. In return, we work with our sponsors on many projects, including the introduction and development of their products and services with our members.

For information on sponsorship, please contact Drew Carter on 0845 519 2007



To pledge or
mittere : com-, con-
com•mit•ment
committing, esp.:
b. Official

KBB solutions

The iKBBI have extensive experience within the domestic kitchen, bedroom and bathroom installation sector, working with some of the UK's largest and most respected brands.

Our experts offer tailored and cost effective consultancy packages to businesses in the UK and overseas, who may be looking to break into the installation market, develop their existing model, or for those businesses wanting to explore installation opportunities.

Categories of businesses we've worked with include:

- Retailers (local, regional, national and international)
- Manufacturers
- Distributors
- Designers
- Developers

Contact Us

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