



The Flooring Group Ltd.

The Flooring Group has been established as a family business since 1973, with showrooms throughout London and a Commercial Division servicing the South of England. The Flooring Group has a 100% customer satisfaction guarantee.

100% Customer Satisfaction Policy

With every installation we undertake, we adopt a 100% satisfaction policy. Until you are 100% happy with the product we have supplied and the work carried out – then we are not happy. It is this dedication to customer care that has resulted in most of our new business coming through customer recommendations.

Personal Care

From start to finish your installation will be supervised by a dedicated member of staff, who will ensure that everything goes smoothly. If at any time you have a question or query, feel free to call or email.

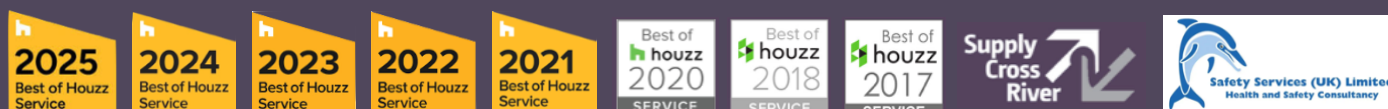
Our Installations

Please see pages 2-3 of this welcome pack to view some of our installations. We have many more images of our fittings on our website – www.theflooring.group.

Testimonials

The Flooring Group comes highly recommended after over 50 years of service – please see pages 6-8 of this welcome pack. We also have many more testimonials on our website - <https://www.theflooring.group/commercial-testimonials/>

Accreditations:





The Flooring Group provides the highest quality flooring to clients throughout Greater London & South of England.

Over the years we have installed many highly-stylised, intricate custom flooring designs for all types of customers:

- Schools
- Government Agencies
- Hotels
- Sports Arenas
- Residential Care Homes
- Hospitals
- Surgeries
- Office
- Shops

Carpets

- We use traditional skills and modern methods which ensures that your contract gets finished on time! Our aim is to minimize disruption and inconvenience to your premises. Increasing range of quality carpets to choose from with face to face expert advice.

Hardwood & Vinyl Flooring

- High-quality products professionally fitted including Amtico, Karndean, Parquet and many more. Floor sealing, Screed levelling/repairs & wooden floor rejuvenation service.

Resin Flooring

- The Flooring Group will help you identify the right resin flooring for your requirements, with a full contract service including supply & installation.

Bespoke Designs

- We can provide both, computer aided flooring design, and traditional hand designs. Designers work closely with contracts managers to ensure accurate reproduction. Examples of our border work and design pieces can be seen on our website. Larger contracts are provided with an on-site quality control manager.

Subfloor Preparation

- The Flooring Group have over 40 years of experience in all aspects of subfloor preparation. Preparation is dependent upon the subfloor and the flooring to be installed.



Westminster Central Hall



Barbican Centre



Stansted Airport



**Department for Work &
Pensions Ashford**



Queen's Tennis Club



The Flooring Group

**Commercial
Customers Portfolio**



Arcelor Mittal Orbit



RAF Lakenheath

Clients We Work With



The Flooring Group Ltd

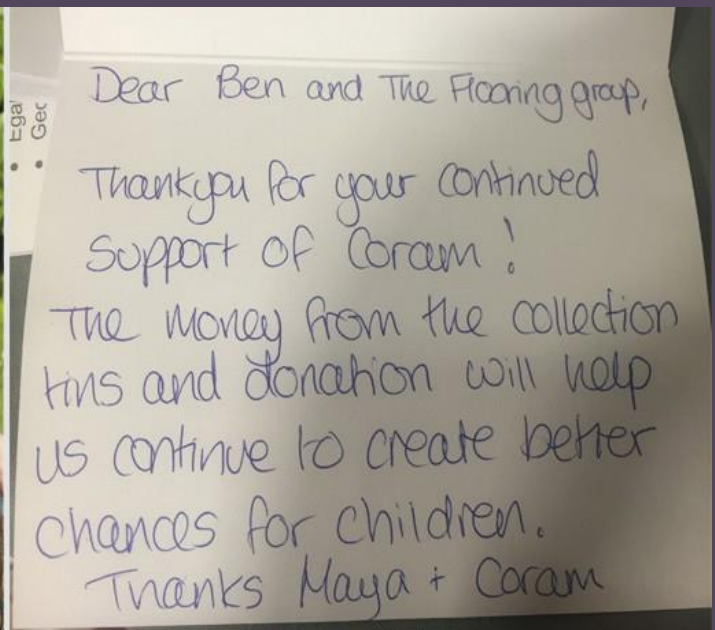


Social Responsibility

The Flooring Group believes it has a responsibility to exist for the benefit of the community. Consequently, at the time of writing, 40% of The Flooring Group's employees have been brought through the business as local trainees & apprentices. Inclusion and diversity are priorities in a workplace that encourages progression.



The Flooring Group donates a portion of its profits to local causes, with its greatest beneficiary being the kids charity Coram; www.coram.org.uk.



With a 100% customer satisfaction guarantee and monitored environmental impact, please visit [our website](http://www.theflooring.group) for more information.

Our Commercial Customers Testimonials

I must write and express my very sincere thanks to you and your team for your magnificent efforts, which you made this week to ensure our "last minute" gallery space was fully carpeted, ready for the Art Show Preview yesterday evening.

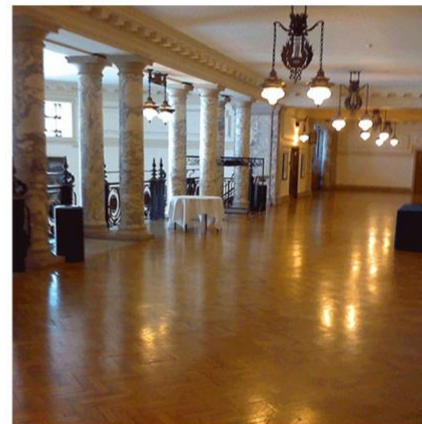
This year marks the Tercentenary of our Founder John Wesley's birth and at Central Hall we are privileged to be hosting unique Methodist Art Collection, which contains many valuable and important works.

Your team's efforts were soon graced by a distinguished group of "previewers" yesterday evening, including some Lords, Ladies and MP's.

Please pass my most grateful thanks to all concerned.



**CENTRAL HALL
WESTMINSTER**



Gents,

GREAT NORTHERN HOTEL

I would like to take this opportunity to thank you and your company for the effort and hard work that was put into completing a number of flooring works around the hotel that included, sanding, carpets and tile refurbishment, in a very short time allocation to be ready for our big launch date a couple of weeks back, it has taken me some time to recover from that week.

I was really impressed by the professionalism and quality of work that your guys delivered and wouldn't hesitate to use them again or recommend them to any other business that would require this service.

Many thanks and I look forward to working with you again as we continue to maintain a high standard of finish within the Great Northern Hotel.



I just wanted to say that the flooring works you carried out on our offices were of an excellent standard. We were very happy with the finish and appear to have a good, durable vinyl ready for all the office wear. Thanks again for your services!

I just wanted to send you an e-mail thanking you and your workmen for their outstanding job on our premises. You have been very helpful and knowledgeable throughout and I will definitely return to you when I have future flooring requirements.

**ESPRESSO
CHEZ LE BOULANGER**

Our Commercial Customers Testimonials

My apologies for my delay in writing to express my thanks to you and your operatives for making such a superb job of renovating the Cafe's wooden floor and replacing the floor covering to the catering preparation areas - often in most difficult circumstances.



**CENTRAL HALL
WESTMINSTER**

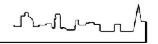
We are receiving many complimentary remarks for the "new look"!



Thank you for the fast and efficient service that your company has provided. You work tirelessly to do a good job for your customers and I have been very pleased with all the communication and supply provided. I look forward to dealing with you again in the future.

I am very happy with all the service provided by The Flooring Group with their work on my offices - from the beginning to the end. They were very fast and very professional. I am an architect by training and I like perfection. That is why I am going to use The Flooring Group again and again.

NORTH LONDON CITY LETS
GUARANTEED PEACE OF MIND



I would like to thank you once again for an excellent installation of our new rubber floor. Stephen has been an excellent project manager and everyone whom we have dealt with has always been informative and helpful.

I would highly recommend The Flooring Group and their commercial work. They have displayed true workmanship and professionalism throughout the project.

Working with The Flooring Group has been stress-free. It understood the brief with all its logistical complications and responded with excellent solutions on recommended carpeting, costs and timescales. They have worked hard to implement the least disruptive scheduling and have project-managed the process to remove that burden from me. I can heartily commend The Flooring Group.



falconbury

Neil Thomas, Chairman, Falconbury Ltd, Shoreditch, London

Our Commercial Customers Testimonials

I just wanted to put into print a few words of thanks regarding your handling of our floor replacement "saga".

Many thanks for your patience throughout, and your regular visits to our premises to help us resolve the various issues which unfolded as the project unfolded. I would also mention that all of your staff who attended our offices were excellent to deal with too.

working partners

The logo for LPA London Professional Aesthetics, featuring the letters 'LPA' in white on a black background, followed by 'london professional aesthetics' in white text on a purple background.

We had our new clinic fitted with flooring from The Flooring Group. Steve Foster has excellent customer service skills and ensured that everything was finished to our satisfaction at the end of the project!

*Great Job Stephen,
Much appreciate all your effort in this.*

Kind Regards,

*Alin Popa
Project manager*

E C O R E

The logo for GPS Griffin Property Services, featuring the letters 'GPS' in a large, bold, red serif font.

*Griffin Property Services
Griffin Development Group*

*Dear Les,
Would you also please send the invoices for the original deposit? I do not seem to have received this.*

*I am told by my colleagues the carpet look and feels great.
Thank you for your efforts.*

*Peter Lawford
Group Property Manager*

Hi Harita,

I have enjoyed working with you, and look forward to working with you again in the future.

*Kindest regards,
Marcia Newsam*

The logo for Amber Construction Services Ltd, featuring the word 'Amber' in a bold, orange, sans-serif font, with a stylized orange swoosh above it, and 'Construction Services Ltd' in a smaller, orange, sans-serif font below it.