



## Castle Glass – Oakleys Case Study

### Summary (for Local Directory advert)

#### Independent Case Study

Mr and Mrs Oakley live in a 4-bedroom detached house in Straight Bit, Flackwell Heath, Buckinghamshire. In May 2011 they decided to invest further in the house by replacing some worn out windows.

But who could they trust? Would they still be satisfied a year on?

The Oakleys wanted to be absolutely sure before they settled on a supplier.

Find out why they chose Castle Glass and what happened after they did.

[www.castleglasscompany.co.uk/oakleys](http://www.castleglasscompany.co.uk/oakleys)

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### Summary

Mr and Mrs Oakley live in a 4-bedroom detached house in Straight Bit, Flackwell Heath, Buckinghamshire. In 2011 they decided to invest further in the house by replacing all of the worn out windows and doors. Their requirement was for ten casement windows, kitchen and garage doors.

They carefully investigated potential suppliers and drew up a short list. After speaking to previous customers of these suppliers the Oakleys made their final decision. They chose Castle Glass and, a year later, they are still delighted with their choice.

## **The Problem**

In 2011 the Oakleys noticed that all their existing timber window frames, front and back had peeling paint and were becoming unsightly. They decided to invest in new REHAU UPVc windows that would be low maintenance but would look great for a long time.

In a local directory they noticed an advert for Castle Glass and called in owner Gerry Castle to provide a quote.

## **The Solution**

At that point the Oakleys were still hesitant. “We needed to be absolutely sure before we made a decision,” explains Mrs Oakley. “We weren’t going to spend a lot of money only to regret it later. Gerry had to convince us that Castle Glass was a safe choice.”

Castle Glass is a family firm that has been in business over 10 years. Gerry made a big step towards building confidence with the Oakleys when he gave them, without being asked, names of previous customers to contact. Mrs Oakley took up the offer and found that the references were excellent.

“By now we trusted Gerry and asked him if he could supply us a new front door as well,” says Mrs Oakley. “He explained all the colours, materials and options available without any pressure to buy. Eventually we chose a composite UPVc door with golden oak wood effect outside and white inside.”

The Oakleys went on to order new guttering, soffits and fascias from Castle Glass too. The existing timber fascia and soffit was completely removed and replaced with new white UPVc maintenance free roofline products. The existing UPVc gutter was replaced with MUSTANG continuous aluminium gutter.

“The fitters, Bryan and Mark, used a machine which formed and shaped the gutter on site from a long flat roll of aluminium,” continues Mrs Oakley. “This meant they could make it in one long piece without any

joins. It's brilliant. There won't be any annoying leaks and that's important to us."

## **The Result**

Nearly a year on, Castle Glass's workmanship is still evident. The windows, doors, gutters, soffits and fascia are now completely maintenance free and continue to look attractive. The Oakleys note these points in particular

- The installation lasted three days – exactly what Gerry promised
- Windows look great and feel solid
- Window clasps have a satisfying feel when they clip into place
- The front door fits tight and has no draughts
- Gutters are still sleek and firm

"I would choose Castle Glass again today, if we needed anything else done," affirms Mrs Oakley. "Bryan and Mark were polite and tidy – in fact the whole team worked very smoothly together. My husband and I made the right choice."

## **Contact**

Contact can be made with Castle Glass & Windows Limited as follows:

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**This case study** researched by Ciaran Nagle of [Case Study Global](#) on 5 March 2012.

Case Study approved for publication by Mrs Oakley and by Gerry Castle of Castle Glass on 9 March 2012.