Roundhouse

THIRTY 30 YEARS

The way we work

Each Roundhouse project is about so much more than beautifully crafted bespoke furniture. Our architectural expertise, spatial planning skills, and award-winning design experience allows us to create spaces that truly elevate everyday living.

The way we work has been meticulously honed over almost three decades. With well-established, rigorous processes in place, we can guarantee industry-leading customer service and quality results for every project, every time.

This detailed guide outlines exactly what you can expect when you partner with us, and why entrusting in Roundhouse is a decision you'll never regret.

So much goes into each and every Roundhouse project and delivering the very best possible results takes time, but we’re with you every step of the way.

Nine easy steps:

Establishing the brief

01 Initial Consulation

The design process begins at one of our showrooms, where you’ll have the opportunity to touch and feel the quality, craftsmanship and range of finishes and materials available. This is when:

A designer will take a detailed brief, discussing your priorities, expectations and the way you use your space.

The floorplan or room dimensions are shared, and any structural details/building work identified (architect’s drawings are welcome).

Your budget and timescales are discussed.

Initial design presentation – a small deposit secures our partnership

02 Presentation & Engagement

Next your designer will prepare detailed plans, elevations, a comprehensive quotation and visualisations. This is when:

We showcase our capabilities and ensure our vision aligns with your expectations.

Your designer arranges a meeting to present initial designs.

At this stage, a non-refundable 10% deposit will be required to secure our mutual commitment to delivering your complete design package.

Refine the brief, select storage, fittings and finishes and introduce Rehome

Every detail and decision is checked and finalised

03 Design Development

Over the next few weeks, you and your designer will work together to refine every detail, sharing ideas, thoughts and requirements. This is when:

A detailed storage plan is devised to ensure every item is perfectly placed for cooking ease and efficiency.

You'll receive material samples of your chosen finishes and colours to help with other décor decisions in your kitchen and home.

Appliances, taps and sinks will be discussed where applicable. We can explain the latest technology and innovations and make recommendations to suit your needs.

Our designer may come visit your home to take measurements, see how you live currently and to discuss how you would like to use the space in the future.

You'll be involved hands-on in the selection of materials and finishes, visiting stone yards and showrooms as required to personally select your unique worktop slabs and perfect appliances.

We introduce you to Rehome, our sustainability partners, who can arrange to dismantle your existing kitchen for re-sale, donation or responsible recycling. Rehome is dedicated to protecting the environment while helping you profit from your old kitchen and other furniture.

04 Final Design Meeting

We review and finalise every detail before proceeding to the site survey. Any necessary design adjustments are made to ensure everything is perfect and all final decisions are confirmed before our technical team schedules your site survey and production begins. This is when:

We review every detail thoroughly to ensure you are completely satisfied with all aspects of the design.

We confirm your site is ready for the upcoming survey.

Any changes requested after this stage may influence both the delivery timeline and final project cost.

Surveyor visits to take measurements and explain delivery and installation procedures

Our FM (for manufacture) pack and T&Cs are fully digested and signed

05 Site Survey

Once your design is finalised, our surveyor will visit your project to take precise measurements. For any dimensions that cannot be measured directly, our surveyor will review these with you during the site visit, and you will approve the agreed measurements. This is when:

We coordinate with your architect, builder, and trades to ensure all preparations are complete for smooth installation.

We assess site access and explain our delivery and installation process.

06 Technical

Things may appear to go a little quiet for you at this point, but this is a vital part of the process as it ensures everything goes perfectly and to plan moving forwards. This is when:

Our production and technical team conduct a thorough review of all drawings, methodically checking every element of the design.

You will receive the final FM (for manufacture) pack including our Terms & Conditions and everything you need to know about your project. This should be carefully read and signed off.

Your contractor receives a clear set of service drawings, detailing all electrical, lighting, extraction and plumbing locations and requirements specific for your project.

An interim payment is paid at this stage; this enables us to confirm your agreed delivery week with our factory and to order product and materials for your project.

Manufacturing takes place at our state-of-the-art facilities in Malvern, and you're assigned an installation co-ordinator

Your new furniture is installed, appliances are connected, worktop and splashback templated

07 Manufacturing

Now it's over to our factory in Malvern for the real magic to happen. This is when:

Our skilled craftspeople get to work, adhering to rigorous quality controls and using ethically sourced materials to individually make your bespoke furniture from scratch.

You will be assigned a dedicated installation co-ordinator who will provide a detailed installation programme and liaise with your tradespeople to ensure site preparation is on track.

The final balance payment is made 14 days prior to delivery.

08 Installation

Our installation team will arrive on the date agreed. This is when:

Our installation co-ordinator takes over, scheduling people, products and processes to ensure seamless efficiency and the highest quality installation.

Your project will start to take shape with cabinetry, appliances and fixtures all fitted with the utmost precision.

Any second fix electrical and plumbing work will be arranged with your tradespeople and the worktop/splashback fabricators will arrive to template. We can fit temporary worktops in the interim, if required.

Once the worktops are fitted and snagging is sorted, the project is signed off

09 Completion

Once the worktops are installed, any remaining items will be fitted and tested. Your installation co-ordinator and fitter will visit when you are on-site to carry out a rigorous inspection and compile a snagging list to ensure the highest quality of finish. This is when:

Our professional painter will visit to carry out minor finishing touches, if required. For Classic cabinetry a final hand painted finish will be applied to the furniture on site.

We will remove all rubbish from site and professionally clean all cabinetry, appliances and worktops, leaving you with an immaculate home that is ready to enjoy.

You will provide final sign off, confirming you're happy and satisfied with the Roundhouse experience.

Why Roundhouse?

Unique Solutions
We are not the only British bespoke furnituremakers, but we are unique in our dedication to innovative materials, specialist finishes and cutting-edge production techniques. Our research and development team work alongside the very best craftspeople in our own purpose-built workshops, enabling our designers to think creatively and turn spatial or architectural challenges into triumphs.

Genuine Partnership
When you embark on a project with Roundhouse, you are entering a true collaboration where your wants and needs are met, and our design and manufacturing expertise is at your disposal. We will never cut corners and we value open communications, shared ideas and design challenges.

Project Planning
Whatever the scale, the success of any interior project relies on rigorous management. We work alongside architects, interior designers, contractors and liaise with trades to ensure everyone works together as a team. From concept to completion, our highly skilled designers, technical team and installation co-ordinators are in place to ensure each project runs as smoothly and efficiently as possible.

Manufacturing Excellence
At our factory facility at the foot of the Malvern Hills, skilled cabinetmakers use traditional techniques alongside cutting-edge machinery to build beautiful, precision-engineered kitchens and furniture. Our team take ownership of the production throughout, including hand-finished details, specialist finishing techniques and a thorough quality control process that ensures every single component that leaves the factory is the best it can be, and built to last.

Expert Installation
Our in-house installation team is fully trained in the complexities of bespoke made-to-measure furniture, and always work to the highest possible standards. We've spent decades refining our installation process, headed up by a dedicated installation co-ordinator who arranges everything, from liaising between factory and fitters, to scheduling worktop fabrication and testing appliances. The joy of skilled installation, microscopically managed by people who know the product and project inside out, is the guarantee of a perfect, seamless fit and flawless finish. We cannot underplay the importance of this service and the value of reaching completion efficiently, maintaining the highest standards and avoiding costly mistakes.

Exceptional Aftercare
The relationship doesn't end with installation. Our in-house coach can visit to guide you through caring for your new kitchen and furniture, including any cleaning provisions, worktop maintenance requirements and getting the most from your appliances. We also have a dedicated aftercare team available to provide continuous support, ensuring your furniture remains as stylish and functional as the day it was installed. For extra peace of mind, all Roundhouse furniture comes with a comprehensive five-year guarantee.

Our Showrooms

We are open
Monday to Friday 9.30 - 18.00
Saturday 10.00 - 17.00
and by special appointment

If you're embarking on a project, or something you've seen in this guide has inspired you, come and find us at one of our showrooms.

Or you can give us a call, or email:
info@roundhousedesign.com

Showrooms

Marylebone
11 Wigmore Street
London W1U 1PE

T. 020 7297 6220

Clapham
95 Nightingale Lane
London SW12 8NX

T. 020 7471 8834

Fulham
857 Fulham Road
London SW6 5HJ

T. 020 7736 7362

Richmond
380 Richmond Road
London TW1 2DX

T. 020 8744 9993

Wimbledon Village
19 High Street
London SW19 5DX

T. 020 7788 9229

Cambridge
12 Sussex Street
Cambridge CB1 1PW

T. 01223 609 670

Cheltenham
118 Promenade
Cheltenham GL50 1NL

T. 01242 521 900

Manufacture

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Orion House
Spring Lane South
Malvern
Worcestershire WR14 1AT

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