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Windows in the Lakes White Glove Service

White Glove Service – At a Glance

- **Independent advice** – no pushy sales, no bias, just clear guidance.
- **Trusted brands** – carefully chosen UK & European manufacturers.
- **Professional survey** – every detail checked before manufacture.
- **Expert installation** – carried out by trained local installers.
- **Full compliance** – Building Regulations, safety glass, trickle vents, and more.
- **Attention to detail** – colour-matched cills, hardware, and finishes.
- **Seamless process** – from first conversation to aftercare.
- **Personal service** – owner-managed, honest, and accountable.
- **Peace of mind** – support long after installation is complete.

Choosing new windows and doors is not straightforward. The products look similar, the prices vary, and the promises made by salespeople can leave you wondering who to trust. Many companies will tell you what you want to hear, but few will give you the clear, honest, and knowledgeable guidance you actually need.

That's why we created the Windows in the Lakes White Glove Service — a personal, start-to-finish service designed to take away uncertainty and give you complete confidence. We are a window company who operates differently. We don't send out sales reps who won't leave your home without a deal or operate too-good-to-be-true discounts if you commit. Instead, we partner with you. We find out what you need, work closely with you, understand your home, and provide glazing solutions that you'll love and are the best for your project.

Why we work differently

We've seen how the industry often works. Some installers don't have a showroom yet still want to compete with larger companies. Others are tied to a single supplier or system, limiting what they can offer. Homeowners end up with fewer options, conflicting advice, and products that aren't always the best match for their property.

We decided there was a better way.



Windows in the Lakes is owner-managed and independent. We are small enough to care about every project but experienced enough to handle even the most complex installations. Our approach is simple: we put you first. That means clear communication, honest advice, and workmanship via a transparent supply chain you can rely on.

Trusted partnerships with the best manufacturers

The products we recommend are not chosen at random. We've built strong relationships with the UK's leading manufacturers and system companies. We only work with carefully selected brands that we know will deliver performance, reliability, and long-term value.

Whether it's contemporary bifold doors, traditional steel look, contemporary minimalist sliding doors, the highest performance, triple glazing or bespoke - we know the products inside out. Because we're not tied to one brand, we can give you a balanced view and guide you to the right choice for your home.

Our goal is not to sell you the most expensive option. It's to make sure you get the best possible windows and doors, at a fair and attractive price, backed by a level of service you expect. We call it the White Glove Service.

What the White Glove Service means for you



From the moment you get in touch, the White Glove Service begins. We don't expect you to know all the answers, and we never push you towards a quick decision. Instead, we start with a conversation. What's wrong with your current windows or doors? What style are you trying to achieve? What are your priorities — energy efficiency, security, aesthetics, or a combination?

Once we understand your needs, we guide you through the product options. We explain the differences in plain language and show you examples from recent installations. You'll see how different systems work in real homes, not just in glossy brochures.

Next comes the survey. We don't cut corners. Every measurement is checked, every detail confirmed, and we work directly with our suppliers to ensure accuracy. If there are site challenges — awkward access, unusual openings, or the need to coordinate with other trades — we handle them. You shouldn't have to chase builders or worry about delays.

When it comes to installation, we use fully trained local installers who share our standards. The work is carried out with precision and care, and we manage the process, so you don't have to. Once installed, we make sure you're happy, and we stay available for support long after the project is complete.

Why trust matters



Many homeowners have had poor experiences in the past — delays, hidden extras, products that didn't live up to the salesperson promises. We understand those frustrations. That's why trust, communication, and integrity are central to everything we do.

We tell you what's possible and what isn't. If a product isn't right for your home, we won't recommend it. If there's a more cost-effective option that meets your needs, we'll suggest it to you. We know that honesty builds long-term relationships, and most of our work comes from recommendations and repeat clients.

A small business with a big difference

We're not a faceless national brand. We're a small, owner-managed and family business that treats every project as if it were our own home. That personal touch is what sets us apart. You'll always know who you're dealing with, and you'll never be left in the dark.

By choosing the Windows in the Lakes, you're choosing more than just new windows and doors. You're choosing peace of mind, backed by national expertise and local installation teams who know your area.

Why homeowners choose us



- **Tailored advice:** We match the right product to your home, not just what's easiest to sell.
- **Trusted brands:** We work with the best UK and European systems for quality and reliability.
- **Attention to detail:** From survey to aftercare, nothing is left to chance.
- **Clear communication:** You'll always know what to expect and when.
- **Owner-managed service:** A hands-on, personal approach from start to finish.

The White Glove Promise only from Windows in the Lakes

Our White Glove Service is more than just a name. It's our commitment to give you a complete, end-to-end solution — product advice, survey, installation, and aftercare — all handled with professionalism and care.

We believe you deserve better than the standard approach taken by many window companies. With Windows in the Lakes, you can expect a service built on honesty, integrity, and expertise.

Because when it comes to glazing for your home, nothing less should do.

Contact us today to discuss your project.
