

TAVISTOCK

Social Housing Information Guide

Bathroom Housing Improvements
from the Roper Rhodes Group



Company Profile

The Roper Rhodes Group is the UK's leading independent supplier of toilet seats, bath panels and bathroom fittings with an annual turnover in excess of £56m.

Within the group the Tavistock brand has been specifically developed by Roper Rhodes to service public sector housing owing to its strong national and regional distribution.

We have worked extensively over the past few years creating effective partnering agreements with all parties involved with supply chain management. Good examples of this include our involvement with Fusion 21, Re:Allies, Procure Plus, CHIC and EEM.

In recent years we have supplemented the Tavistock portfolio, designing products specifically with the needs of the social housing market in mind. Tavistock toilet seats and bath panels help eliminate maintenance costs through long term durability and life cycle cost savings.

Tenant's Choice is of paramount importance to us. In terms of style, quality and design our extensive ranges offer the highest customer satisfaction.

With almost 40 years' experience in the industry Roper Rhodes is renowned for being a business which invests in the continual development and improvement of our products using the latest technological advances. As a result we have a collection of seats and panels which offer great strength and flexibility. Improved design features and high specification materials make them a trouble-free choice for the social housing market.

With our knowledge and expertise we are already servicing the OEM market with their own specific requirements. Our product is compatible with most sanitaryware including leading brands such as Armitage Shanks, Shires, Twyfords, Ideal Standard and Roca.

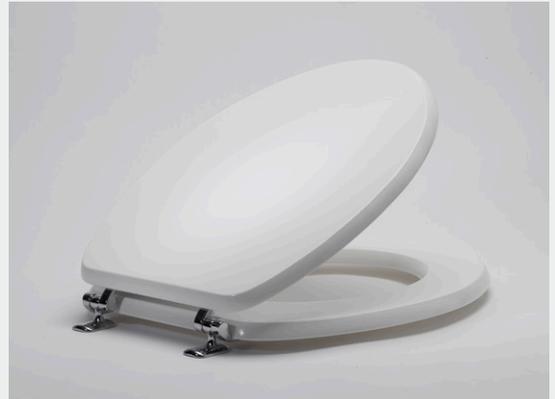
Not only do our products offer tenants a higher specification whilst providing you with the opportunity to reduce maintenance costs, they are also some of the most competitively priced products in the market. We aim to give you best value for your investment.



'It is our intention at Roper Rhodes to improve the standard of living in social housing by improving tenant choice whilst offering long term reliability at lower life cycle costs.'

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Reliability
Life Cycle Cost
Bath Panels
Guarantee
Tenant's Choice
Partnership
Toilet Seats
Style
Cabinets
Quality
Efficiency
Accessories
Individuality
Collaboration
Supply Chain
Affordable Housing
Repairs & Maintenance
Planned Programmes
Continuity
Integral
Contemporary
Traditional
Innovation
Economical
Versatile

Ethical & Environmental Policy

We are committed to our staff and aim to provide equal opportunities in all aspects of our operations. We are also working to increase the diversity of people we employ, with diverse needs and ambitions, so that we can provide the best possible services.

We will not trade with manufacturers who do not treat their employees in a reasonable manner and pay acceptable wages. We work with ISO9001 accredited factories.

Our environmental policy ensures that we seek to minimise our impact given the constraints of running a medium sized business. We do not use timber from rain forests and we endeavour to source from farmed renewable sources, wherever possible using timbers from FSC accredited suppliers. We recycle most of the waste we create on our Bath premises and comply with EC regulations on packaging waste.

We have a comprehensive CSR policy available on request.

Specialist Contract Division

This specialist division is supported by a highly dedicated team, who have considerable experience in dealing with the specific requirements of the Public Housing Sector.

The Roper Rhodes Group has been serving the contract and specification market for over 15 years to a core base of public sector housing, national and independent merchant groups, national house builders and main contractor partners.

In recent years we have focused our attention on supplying local authorities and housing associations through both the **Decent Homes** and **Responsive Maintenance** programmes. We are now working with over 150 Public Sector Housing partners including **Fusion 21, Re:Allies, Procure Plus, Procurement for Housing (PFH), CHIC** and **EEM (Efficiency East Midlands)**.



Partnering & Effective Supply Chain Management

Through the Tavistock brand we have worked extensively over the past few years creating effective partnering agreements with all parties involved with supply chain management. A good example of this is our involvement with Fusion 21.

Working collaboratively alongside Fusion 21 in relation to the Decent Homes Programme over the past ten years our product has been specified in over 150,000 properties for Planned, Responsive Maintenance, and Voids programmes. Our products have proved to show cost savings in procurement, installation and long-term maintenance.

Additionally we can guarantee continuity of supply, enabling products to be delivered on time and providing conformity of product across projects.

By adopting a strategic partnering approach with synergy throughout the supply chain we have ensured efficiencies and facilitated distribution to customers through all national merchant groups.

Fusion 21 managing director Dave Neilson said: "Fusion 21 is a unique partnership which has radically challenged construction procurement traditions. Suppliers like Tavistock are an integral part of this partnership and continue to play a vital role in our success."

Long-term supply chain relationships enable beneficial and efficient systems to be developed, evolved and carried forward to subsequent projects. Supply chain management is where all organisations are involved in the project work in a collaborative, planned and organised way for the mutual benefit of delivering client satisfaction. Each stage of the process adds value and encourages the efficient use of resources for the whole supply chain.

How can we add **value and benefit** to your organisation?

- Planned programmes
- Repairs & maintenance
- Voids programmes
- Affordable housing
- Tenant's choice
- Innovation of product & service
- Sustainability of products
- Product life cycle cost savings
- Project cost savings
- Continuity of product & service
- Effective supply chain management
- Ensuring collaborative working



Sovini



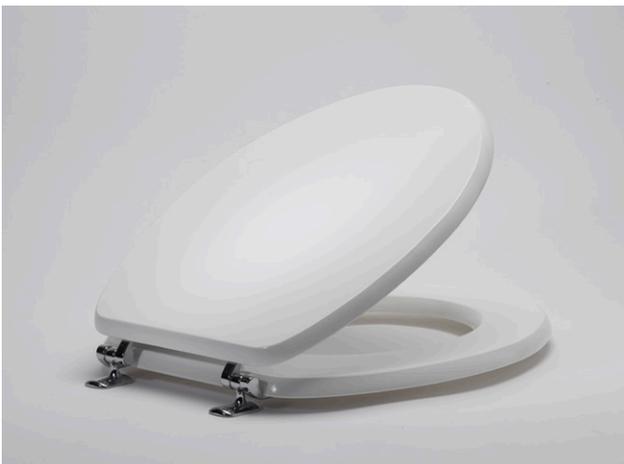
Tenant's Choice & Product Overview



By staying abreast of current trends, being innovative and continually developing our product offer, we ensure the greatest breadth of choice for tenants to help them improve their home and standard of living.

We offer a broad range of bathroom products in a variety of attractive finishes so that customers can personalise their bathroom to reflect their individual tastes.

Toilet Seats



Bath Panels



Medicab



Shower Seat



Product Compatibility & Specification

The Roper Rhodes Group is the UK's leading supplier of toilet seats and bath panels and our extensive range offers a wide choice of finish, style and size. We lead the field by offering innovative styling, unique design features, top quality finishing and, most importantly, providing product which looks good and stays looking good.

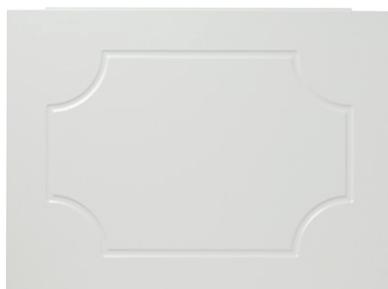


Toilet Seats

Fit and forget! We offer a variety of toilet seats through our Tavistock brand, see pages 12-23 for full specifications.

The Millennium seat continues to be our most popular choice, manufactured with an MDF core and using high quality wood veneer, except for white which is a gloss paint finish.

Our seats are compatible with a wide range of sanitaryware from leading manufacturers. The list below is not definitive but is a guide to some of the sanitaryware commonly specified for the social housing market. If you wish to use an alternative range please refer to your contract sales manager to check suitability.



Bath Panels

The Milton panel is designed to offer an unbeatable combination of quality and economy. The white Milton Isocore panel is manufactured from a revolutionary new high performance material which makes it 100% waterproof. If a wood finish is preferred, the finest real wood veneers are used with 12mm MDF for an uncompromising, high quality product.

Ethos is contemporary style bath panel, manufactured from 12mm MDF with either a glossy white painted finish or high quality real wood veneer.

The Meridian bath panel is available in two styles: a strong 16mm routed option or 8mm plain panels, which offer great versatility as they can easily be cut down without losing the integrity of the design.

Tavistock bath panels coordinate perfectly with our toilet seats.



Furniture & Accessories

To further complement the bathroom we also offer a wide range of economic furniture, cabinets, mirrors and wall mounted accessories.

Millennium Toilet Seat Compatibility



Sanitaryware Manufacturer & Range Name	Millennium
Armitage Shanks - Low Level Magnia Pan	✓
Armitage Shanks - Sandringham Close Coupled Pan	✓
Twyford - Advent / Bravo Close Coupled Pan	✓
Twyford - Classic Low & Close Coupled Pan	✓

Product Lifecycle Cost Savings



Tavistock MDF toilet seats and bath panels can save your organisation hundreds of thousands of pounds over a life cycle.

Long-term reliability and durability of our product minimises the requirement for very expensive Responsive Maintenance call-outs.

Toilet seats are heavily used and as such can easily become susceptible to damage, particularly if not treated with respect, care and attention.

Depending on the quality, strength, and potential level of product abuse, plastic toilet seats may have a life expectancy ranging from as little as a few months to a few years. It is therefore impossible to indicate accurate lifecycle costs.

MDF toilet seats, by the nature of their construction, are far more robust and can be safely assumed to have a longer life expectancy. We have great confidence in the quality and durability of our toilet seats and offer a lifetime guarantee against splitting and hinge corrosion, subject to reasonable household maintenance and in accordance to our product care and maintenance instructions. The same strength characteristics of MDF can be applied to bath panels, offering far greater life expectancy than lower specification plastic or hardboard. Full details available on request.

Whole Life Costings

Tavistock seats and panels will provide long-term best value rather than short-term lowest cost. Therefore repeat maintenance and replacement costs can be predicted and reduced throughout the lifetime of the project.

The costing examples overleaf are gleaned from contractors currently working in social housing. These should only be considered as guide figures as the experience of contractors and associations can vary greatly. Regional differences will also affect costs.



Estimated Costs

Over a 5 Year Period

Toilet Seats

Plastic toilet seats

Initial costs

Product cost £17-£33 dependent on quality and source

Installation 15 mins while on site at circa £44 p/h=£11

Combined average product and installation cost £28-£44

Maintenance / replacement costs

Product cost £17-£33 dependent on quality and source

Installation 1 hour, including travelling, at circa £44=£44

Combined average product and installation cost £61-£77

Estimated number of replacements within 5 years: circa 2

Total estimated cost £150 - £198 per property

VS

Tavistock MDF toilet seats

Initial costs

Product cost £17-£22

Installation 15 mins while on site at circa £44 p/h=£11

Combined average product and installation cost £28-£33

Maintenance / replacement costs

Product cost £17-£22

Installation 1 hour, including travelling, at circa £44=£44

Combined average product and installation cost £61-£66

Estimated number of replacements within 5 years: circa 1

Total estimated cost £89 - £99 per property

Bath Panels

Plastic bath panels

Initial costs

Product cost Circa £18-£20

Installation 1 hour while on site at circa £44 p/h=£44

Combined average product and installation cost £62-£64

Maintenance / replacement costs

Product cost Circa £18-£20

Installation 1½ hour, including travelling, at circa £44=£66

Combined average product and installation cost £84-£86

Estimated number of replacements within 5 years: circa 1.5

Total estimated cost £188 - £193 per property

OR

VS

Hardboard bath panels

Initial costs

Product cost Circa £6

Installation 1 hour while on site at circa £44 p/h=£44

(This is a conservative estimate as it could take the fitter up to 3 hours to construct a timber frame to accommodate a hardboard bath panel)

Combined average product and installation cost £28-£44

Maintenance / replacement costs

Product cost Circa £6

Installation 1½ hour, including travelling, at circa £44=£66

Combined average product and installation cost £72

Estimated number of replacements within 5 years: circa 2.5

Total estimated cost £230 per property

Tavistock MDF bath panels

Initial costs

Product cost Circa £28

Installation 30 mins while on site at circa £44 p/h=£22

Combined average product and installation cost £50

Maintenance / replacement costs

Product cost £28

Installation 1 hour, including travelling, at circa £44=£44

Combined average product and installation cost £44-£66

Estimated number of replacements within 5 years: circa 0.5

Total estimated cost £97 per property

12 Toilet Seats

24 Bath Panels

Additional Products

34 Medicab

35 Accessories



Product
Ranges

Millennium

Toilet Seats



**LIFETIME
GUARANTEE**
AGAINST SEAT BREAKAGE

**STAY
BRIGHT
HINGES**



Mahogany



Antique Pine



Limed Oak



White



Beech



Natural Oak



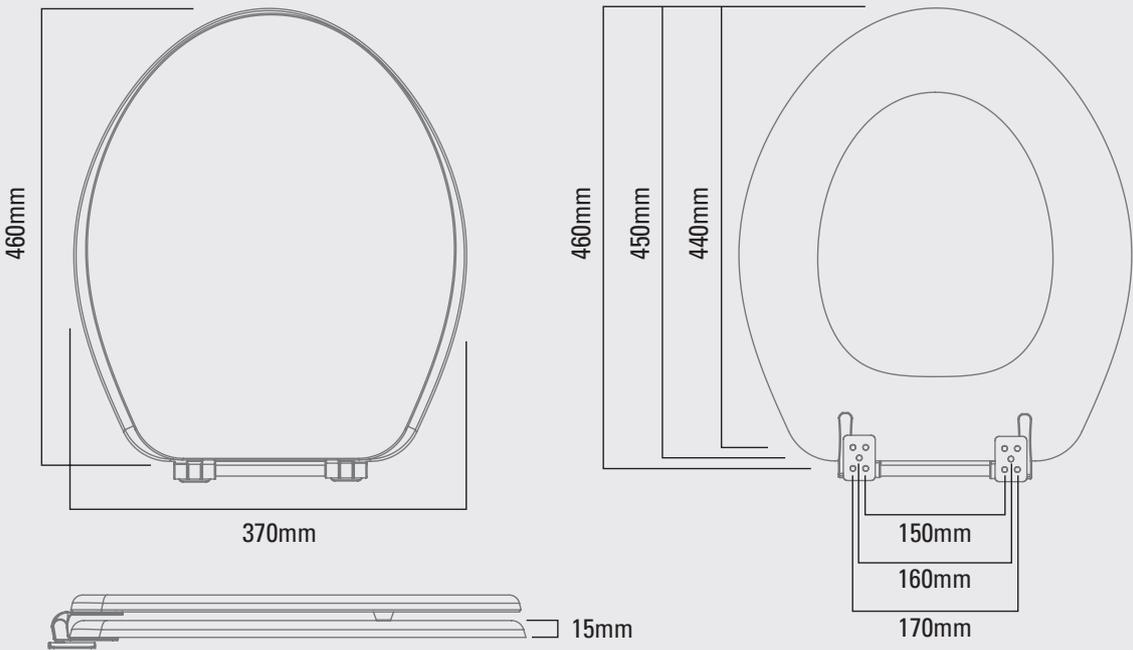
Walnut

Toilet Seat **Features**

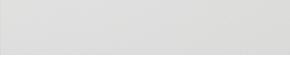
- Seats feature either a painted or highest quality real wood veneer finish over a strong 15mm MDF core. All Millennium models include a lifetime guarantee against seat breakage, subject to reasonable household maintenance and in accordance to our product care and maintenance instructions
- Painted white seats are manufactured from moulded wood for superior durability
- All seats benefit from a four stage finishing process that provides a long lasting and extremely durable surface finish
- Stay bright hinges. Hinges are chrome plated with stainless steel screws and will stay looking good throughout their life
- Special non-slip seat and ring buffers. Buffers have a strong nylon structure with a co-injected rubberised sleeve. This non-slip design prevents seat movement, which in turn reduces likelihood of seats working loose and hinge breakage
- Buffers are colour co-ordinated to each surface finish
- Unique non-loosening hinge design
- Five point hinge fixing kit is manufactured from non-corroding components
- Range of coordinating bath panels available

Millennium Specification

TAVISTOCK



All sizes quoted are within reasonable tolerances

Toilet Seat Finish		Hinge Finish	Product Code
	Mahogany	Chrome	O103M
	Antique Pine	Chrome	O104M
	Limed Oak	Chrome	O107M
	White	Chrome	O108M
	Beech	Chrome	O140M
	Natural Oak	Chrome	O141M
	Walnut	Chrome	O142M

Strata

Toilet Seats



Antique Pine



White

**LIFETIME
GUARANTEE**
AGAINST SEAT BREAKAGE

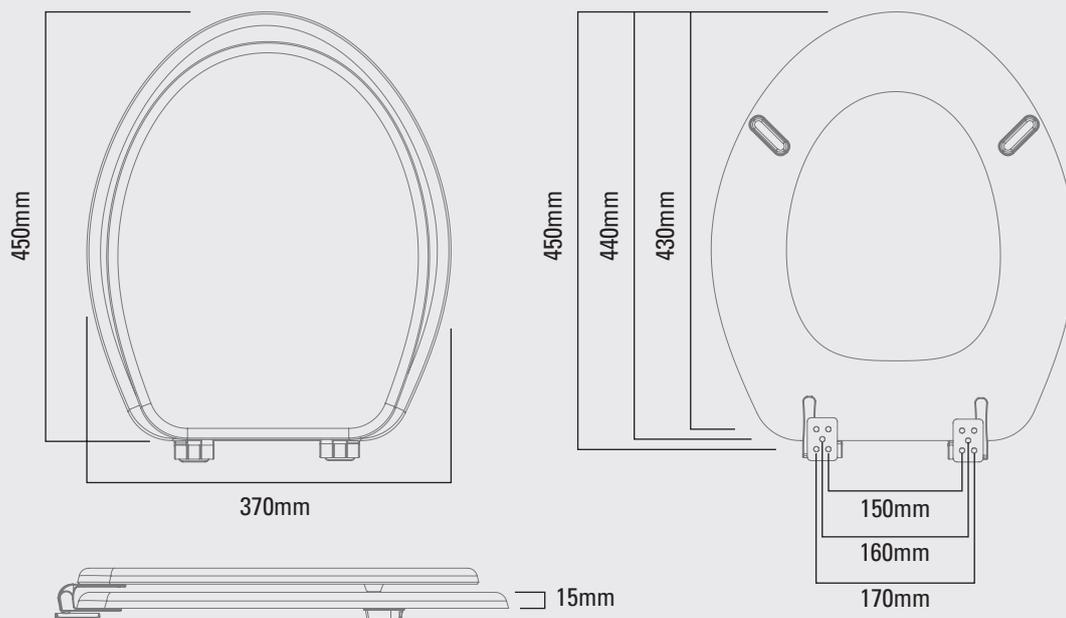
**STAY
BRIGHT
HINGES**

Toilet Seat **Features**

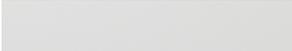
- Seats feature either a painted or highest quality real wood veneer finish over a strong 15mm MDF core. All Strata models include a lifetime guarantee against seat breakage, subject to reasonable household maintenance and in accordance to our product care and maintenance instructions
- Strata seat shape is particularly suited for use with modern smaller close-couple WC pans where the cistern handle is mounted on the front face of the cistern
- All seats benefit from a four stage finishing process that provides a long lasting and extremely durable surface finish
- Stay bright hinges. Hinges are chrome plated with stainless steel screws and will stay looking good throughout their life
- Special non-slip seat and ring buffers. Buffers have a strong nylon structure with a co-injected rubberised sleeve. This non-slip design prevents seat movement, which in turn reduces likelihood of seats working loose and hinge breakage
- Unique non-loosening hinge design
- Five point hinge fixing system provides sufficient flexibility to allow accurate fitting to nearly all WC pans
- All components of hinge fixing kit are manufactured from non-corroding components.
- Range of coordinating bath panels available

Strata Specification

TAVISTOCK



All sizes quoted are within reasonable tolerances

Toilet Seat Finish		Hinge Finish	Product Code
	Antique Pine	Chrome	O504S
	White	Chrome	O510S

Premier

Toilet Seats



Mahogany



Antique Pine



Limed Oak



White



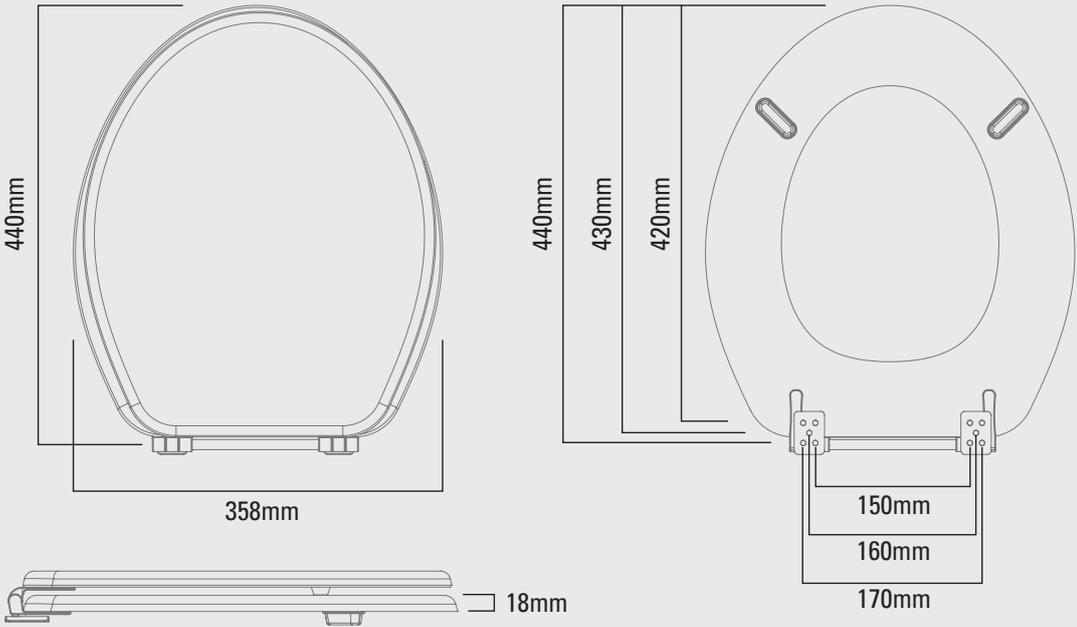
Natural Oak

**LIFETIME
GUARANTEE**
AGAINST SEAT BREAKAGE

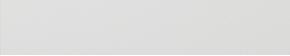
**STAY
BRIGHT
HINGES**

Toilet Seat **Features**

- Seats feature either a painted or highest quality real wood veneer finish over a strong 18mm MDF core. All Premier models include a lifetime guarantee against seat breakage, subject to reasonable household maintenance and in accordance to our product care and maintenance instructions
- Painted white seats are manufactured from moulded wood for superior durability
- All seats benefit from a four stage finishing process that provides a long lasting and extremely durable surface finish
- Stay bright hinges. Hinges are chrome plated with stainless steel screws and will stay looking good throughout their life
- Special non-slip seat and ring buffers. Buffers have a strong nylon structure with a co-injected rubberised sleeve. This non-slip design prevents seat movement, which in turn reduces likelihood of seats working loose and hinge breakage
- Unique non-loosening bar hinge design
- Five point hinge fixing system provides sufficient flexibility to allow accurate fitting to nearly all WC pans
- All components of hinge fixing kit are manufactured from non-corroding components
- Range of coordinating bath panels available



All sizes quoted are within reasonable tolerances

Toilet Seat Finish		Hinge Finish	Product Code
	Mahogany	Chrome	O202
	Antique Pine	Chrome	O204
	Limed Oak	Chrome	O210
	White	Chrome	O208
	Natural Oak	Chrome	O310

Verve

Toilet Seats

TAVISTOCK



Chrome hinges



Plastic hinges

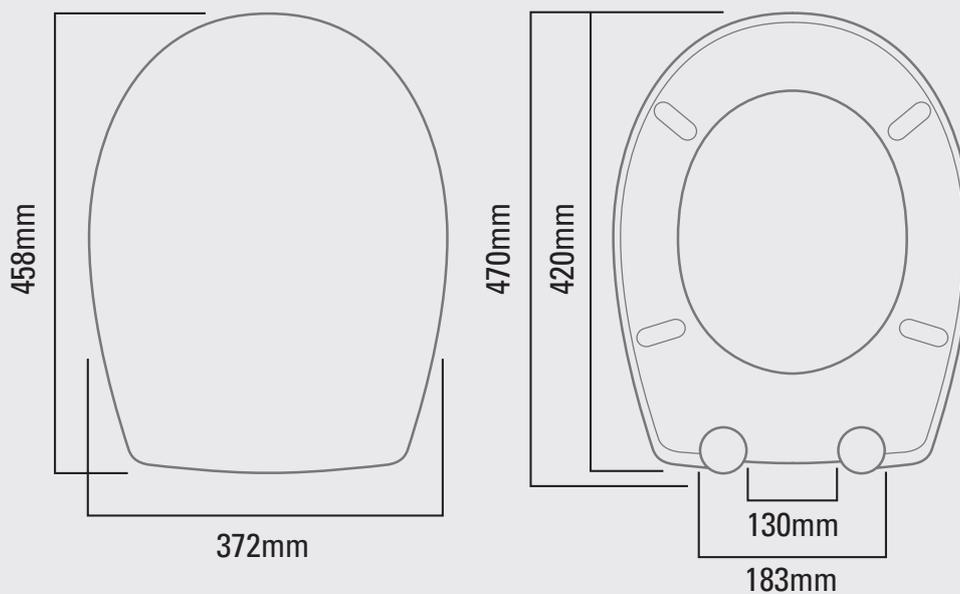
**5 YEAR
GUARANTEE**
AGAINST SEAT BREAKAGE

**STAY
BRIGHT
HINGES**

Toilet Seat **Features**

- Extremely durable high quality thermoset material with built in UV protection
- Hard wearing and impact resistant
- Adjustable stainless steel bottom fix hinges
- Plastic hinge version available
- Designed to fit most toilet pans
- Weight 1.7kg





All sizes quoted are within reasonable tolerances

Toilet Seat Finish		Hinge Description	Product Code
	White	Adjustable stainless steel bottom fix	9001WS
	White	Plastic hinge	9002WPS

Aspire

Toilet Seat

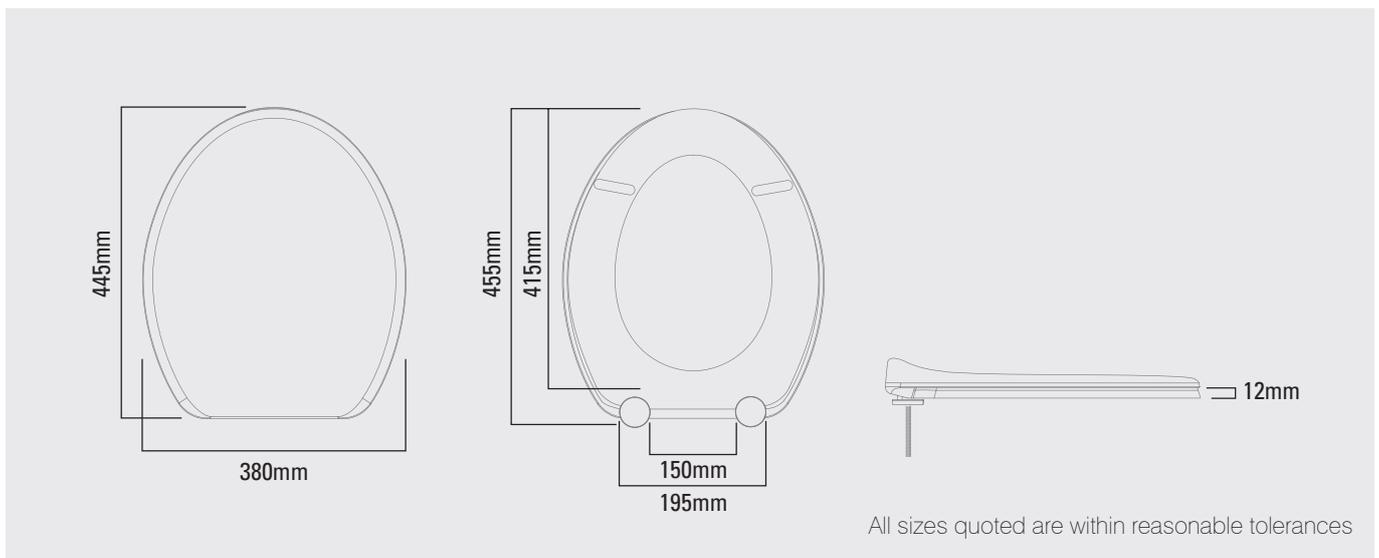


Toilet Seat Features

- Extremely durable high quality thermoset material with built in UV protection
- Lifetime guarantee against seat breakage, subject to reasonable household maintenance and in accordance to our product care and instructions
- Adjustable stainless steel hinge guaranteed not to corrode
- All components of hinge fixing kit are manufactured from non-corroding materials
- Designed to fit most toilet pans
- Weight: 2.4kg



Aspire Specification



Toilet Seat Finish	Hinge Description	Product Code
White	Swivel hinge, stainless steel	O801A

Alpine

Toilet Seat



Toilet Seat Features

- Extremely durable high quality thermoset material with built in UV protection
- Soft close hinges for controlled and quiet closure
- Adjustable stainless steel hinge guaranteed not to corrode
- Quick release feature for easy removal of the seat
- Top fix for ease of installation
- Designed to fit most toilet pans
- Weight 1.9kg

**5 YEAR
GUARANTEE**
AGAINST SEAT BREAKAGE

**STAY
BRIGHT
HINGES**

**SOFT
CLOSE**

Alpine Specification

All sizes quoted are within reasonable tolerances

Toilet Seat Finish	Hinge Description	Product Code
White	Soft close, stainless steel	803SC

Topaz

Toilet Seat

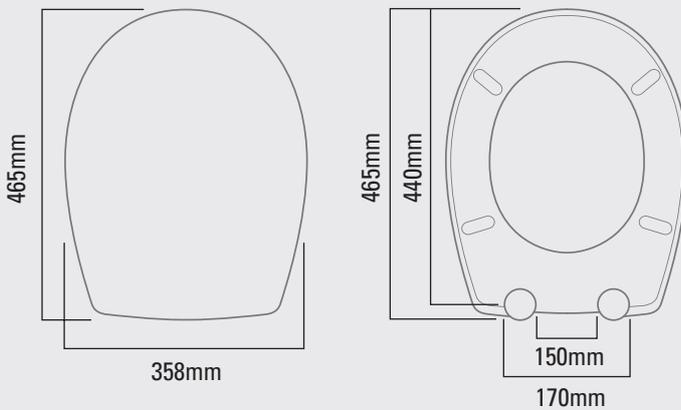


Toilet Seat Features

- Manufactured from 18mm moulded wood
- Unique non-loosening 5-point hinge fixing system v lifetime guarantee against corrosion
- Designed to fit most toilet pans



Topaz Specification



All sizes quoted are within reasonable tolerances

Toilet Seat Finish	Hinge Description	Product Code
White	Non-loosening hinge	O701T

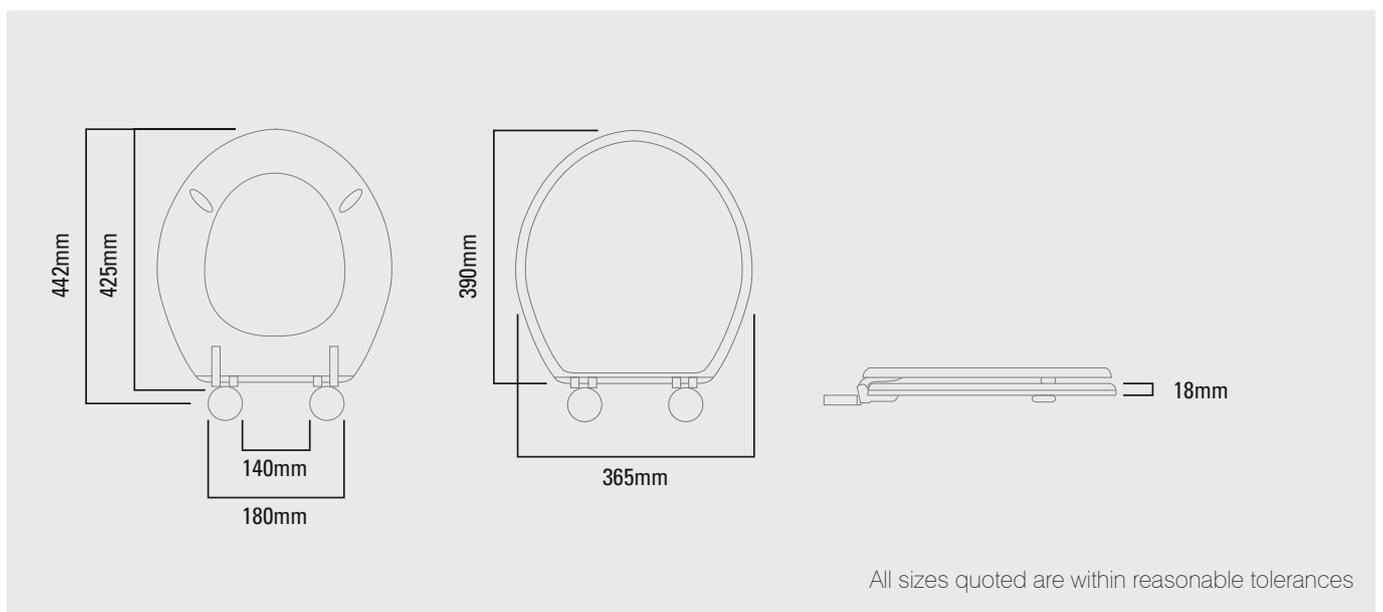
Meridian Toilet Seat



Toilet Seat Features

- Durable white moulded wood seat
- Fully adjustable hinges
- Designed to fit most toilet pans

Meridian Specification



Toilet Seat Finish	Hinge Description	Product Code
White	Durable plastic, adjustable hinge	MSM1W

Milton Isocore

Bath Panels



100% Waterproof

ISOCORE is a revolutionary fully waterproof material which will not degrade with continued exposure to moisture so it is perfectly suited to bathroom use.



White



100% waterproof bath panel

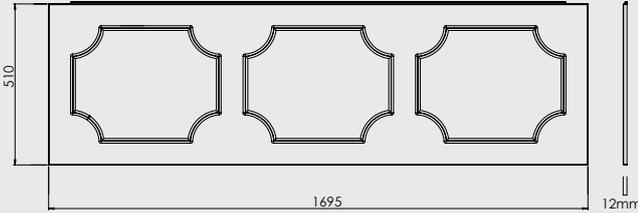


Bath Panel Features

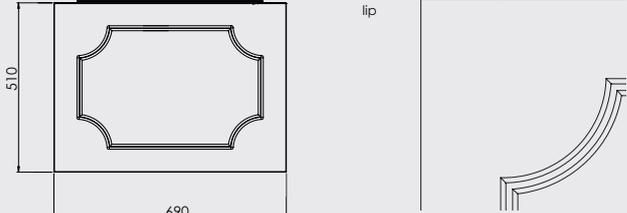
- Isocore - 100% waterproof
- Zero rot - no organic compounds means mould or fungi cannot grow
- Lightweight - 30% lighter than MDF, making it easier to transport, handle & install
- Quick & easy to install. No need to use sealant
- High gloss finish. PU-based paint is fully REACH compliant and the formulation is both non-toxic and exceptionally water resistant
- 100% recyclable 
- 1500mm, 1600mm & 1700mm lengths & 700mm end panel
- Suitable for majority of standard steel and acrylic baths

Milton Specification

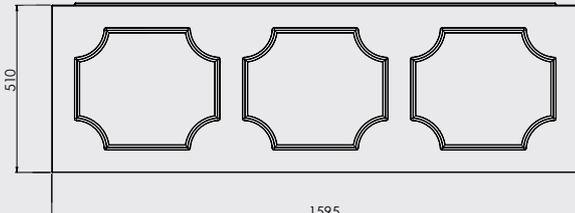
1700mm panel - 3 panel design



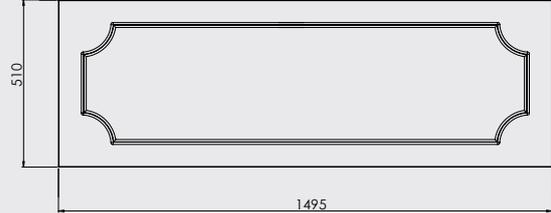
700mm end panel



1600mm panel - 3 panel design



1500mm panel - 1 panel design



All sizes quoted are within reasonable tolerances

Bath Panel Finish	Color	Size	Product Code
	White	1700	O313
	White	1600	O323
	White	1500	O322
	White	700	O317

Milton MDF

Bath Panels



Limed Oak



Antique Pine

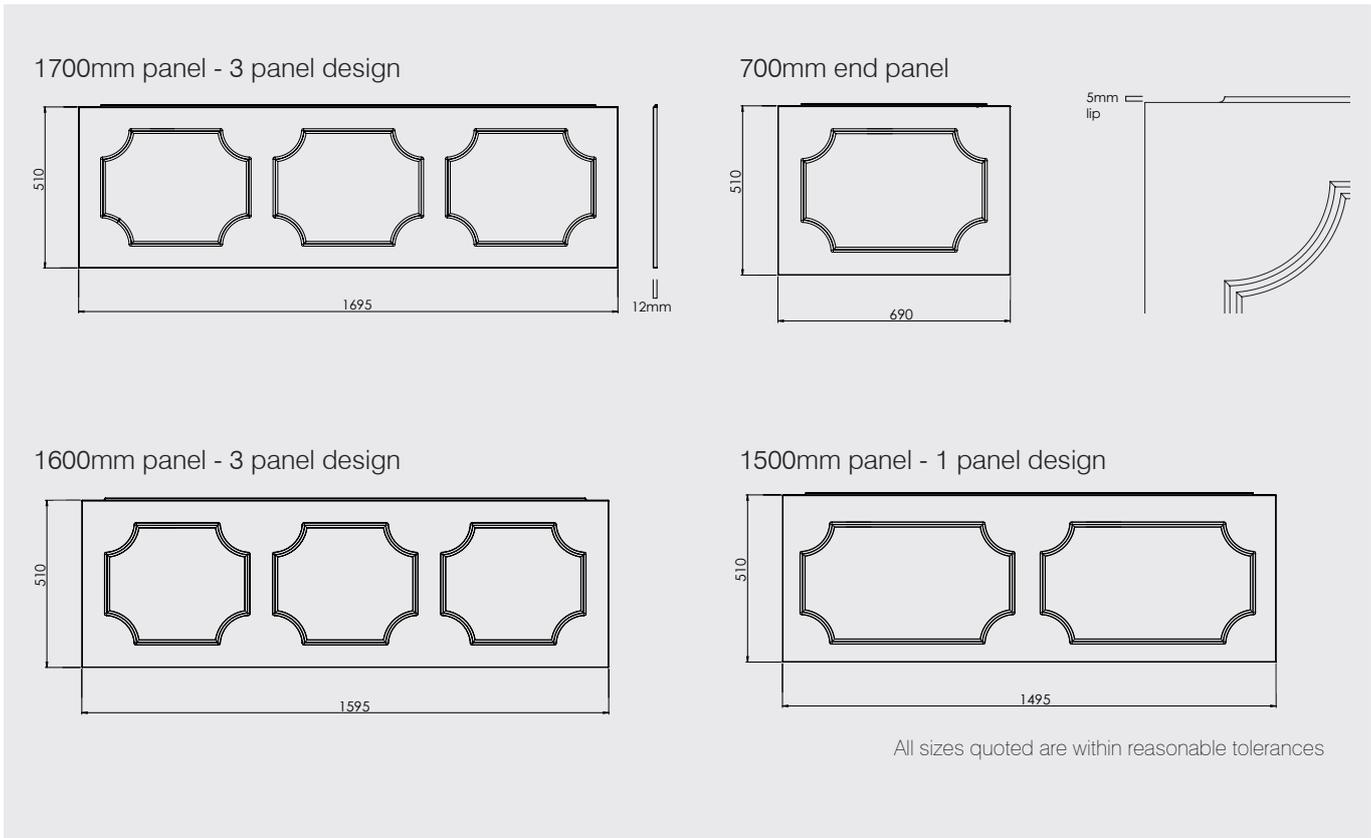


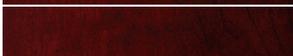
Mahogany

Bath Panel Features

- Milton MDF panels feature a high quality real wood veneer finish over a strong 12mm MDF core
- Front and end panels available in standard sizes: 1500mm, 1600mm, 1700mm and 700mm for antique pine finish, 1700mm for limed oak & mahogany
- Water resistant, hygienic polyurethane finish
- Traditional styling
- Suitable for majority of standard steel and acrylic baths
- High quality four-stage finishing process provides a long lasting and extremely durable surface finish
- Coordinating toilet seats available
- Easy installation

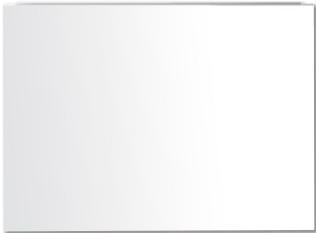
Milton Specification



Bath Panel Finish		Size	Product Code
	Limed Oak	1700	O314
	Limed Oak	700	O318
	Antique Pine	1700	O312
	Antique Pine	1600	O324
	Antique Pine	1500	O320
	Antique Pine	700	O316
	Mahogany	1700	O311
	Mahogany	700	O315

Ethos

Bath Panels



White



Walnut



Natural Oak



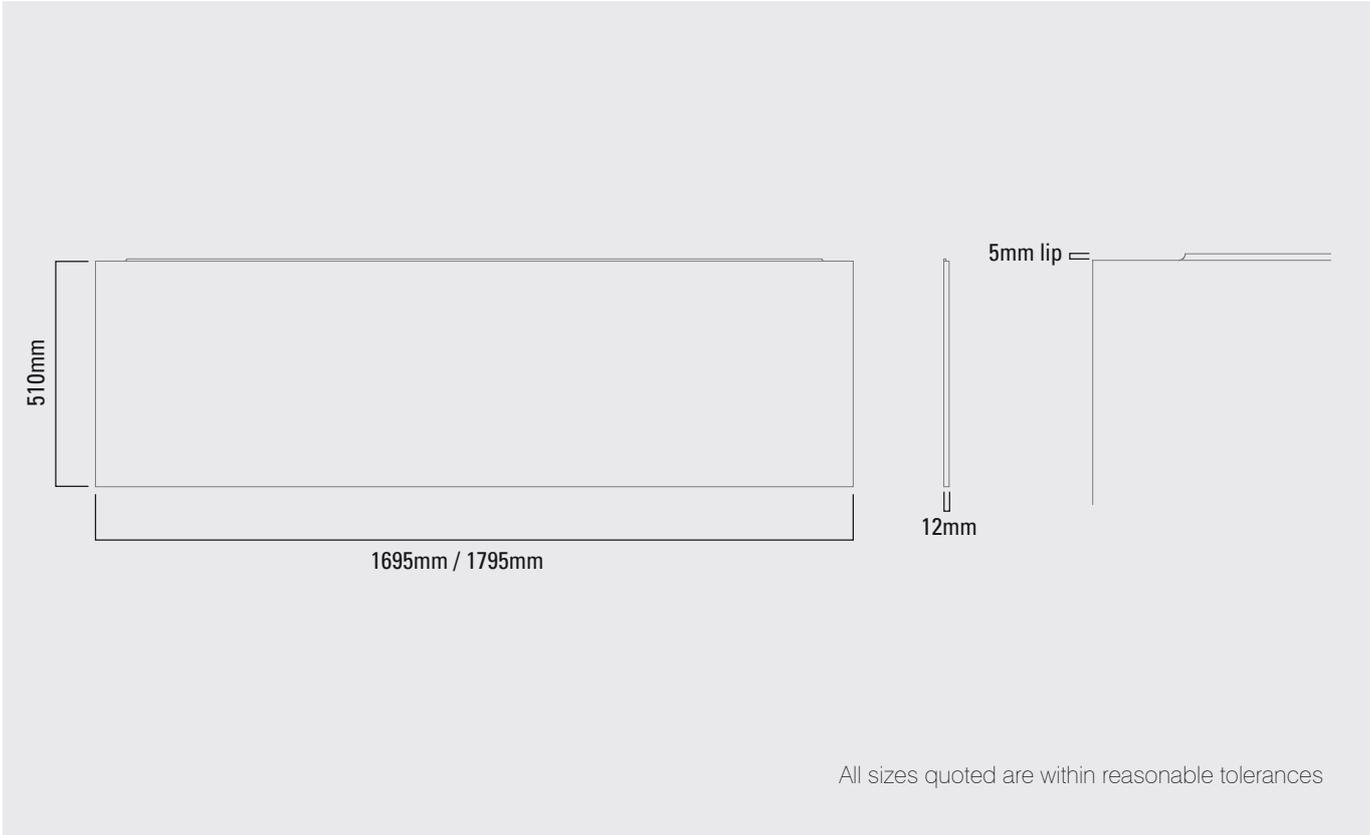
Beech

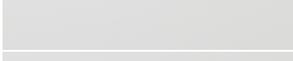
Bath Panel **Features**

- Contemporary styling
- Ethos panels feature either a painted or high quality real wood veneer finish over a strong 12mm MDF core
- Front and end panels available in standard sizes: 1700mm and 700mm (front panel also available in 1800mm in white finish only)
- A water resistant and hygienic polyurethane finish
- Suitable for majority of standard steel and acrylic baths
- High quality four-stage finishing process provides a long lasting and extremely durable surface finish
- Coordinating toilet seats available
- Easy installation

Ethos Specification

TAVISTOCK



Bath Panel Finish		Size	Product Code
	Walnut	1700	EPP301AW
	Walnut	700	EPP302AW
	Beech	1700	EPP301B
	Beech	700	EPP302B
	White	1800	EPP304W
	White	1700	EPP301W
	White	700	EPP302W
	Natural Oak	1700	EPP301O
	Natural Oak	700	EPP302O

Meridian

Bath Panels

Plain White Panel



Bath Panel **Features**

- Meridian plain panels feature the highest quality painted finish over a sturdy 8mm MDF core
- Meridian panels are available in 1700mm and 700mm
- A water resistant and hygienic polyurethane finish
- Versatile styling
- Suitable for majority of standard steel and acrylic baths
- High quality four-stage finishing process provides a long lasting and extremely durable surface finish
- Coordinating toilet seats available
- Easy installation

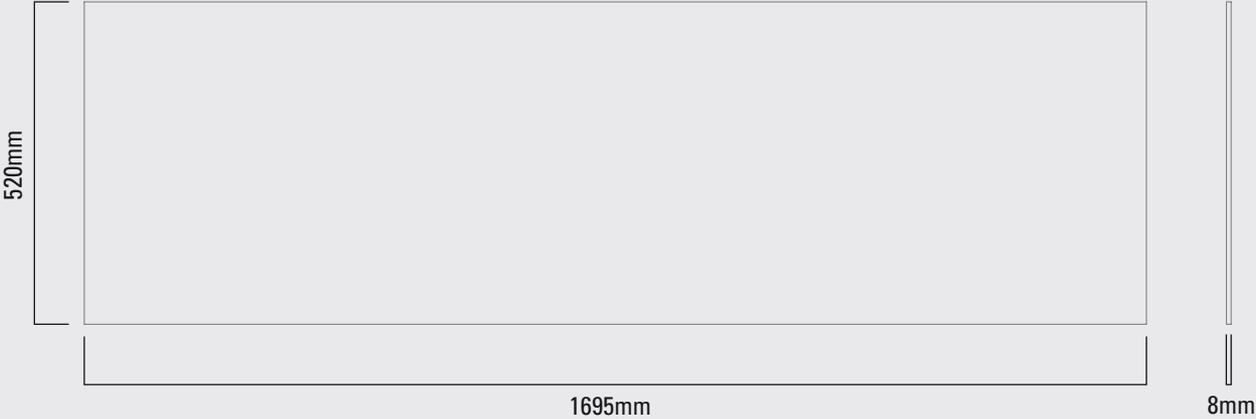
White Routed Panel



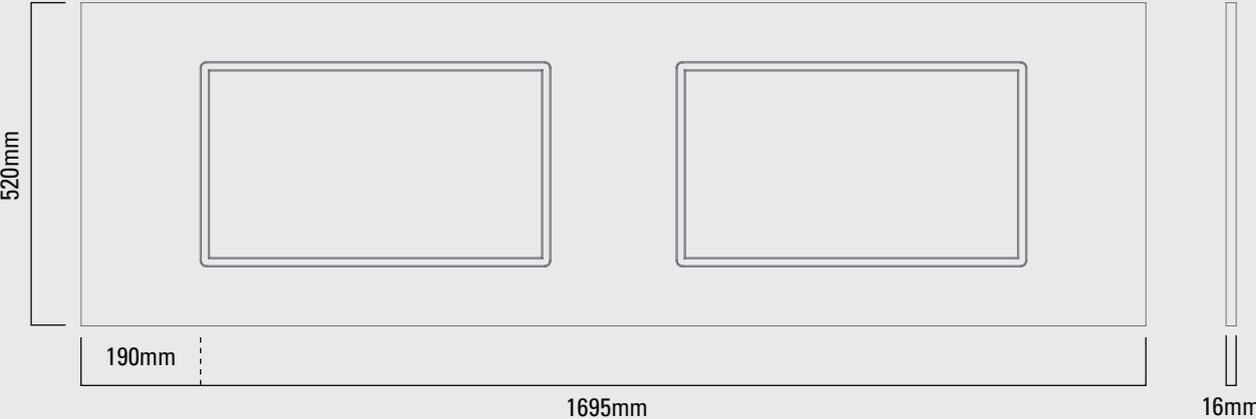
Bath Panel **Features**

- Meridian routed panels feature the highest quality painted finish over a sturdy 16mm MDF core
- Meridian panels are available in 1700mm and 700mm
- A water resistant and hygienic polyurethane finish
- Versatile styling
- Suitable for majority of standard steel and acrylic baths
- High quality four-stage finishing process provides a long lasting and extremely durable surface finish
- Coordinating toilet seats available
- Easy installation

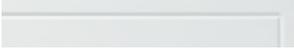
Plain white panels



White routed panels



All sizes quoted are within reasonable tolerances

Bath Panel Finish	Size	Product Code
 White - Plain	1700	MPP3W
 White - Plain	700	MPP3EW
 White - Routed	1700	MPR2W
 White - Routed	700	MPR2EW

Helios

Bath Panel



White

Bath Panel **Features**

- Supplied with adjustable 9mm gloss white plinth
- Helios bath panels are available in 1700mm, 750mm and 700mm
- A water resistant and hygienic polyurethane finish over a 12mm MDF core
- High quality four-stage finishing process provides a long lasting and extremely durable surface finish
- Suitable for majority of standard steel and acrylic baths
- Easy installation

Helios Specification

TAVISTOCK

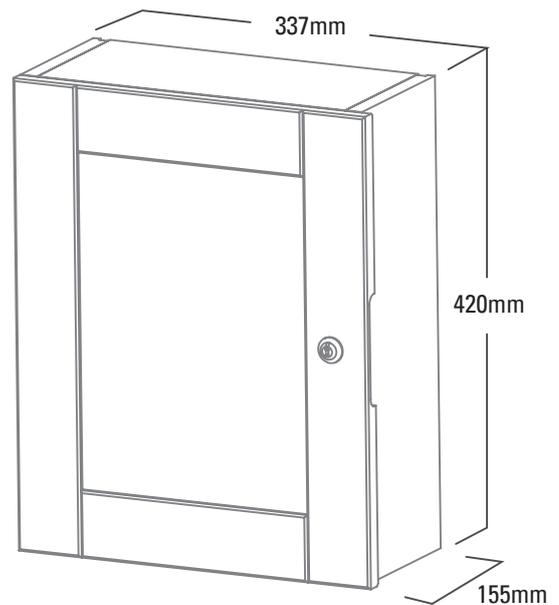


Bath Panel Finish		Size	Product Code
	White	1700	TR5001
	White	700	TR5002

Additional Product

Medicab

ROPER RHODES®
BATH



All sizes quoted are within reasonable tolerances

Medicab Features

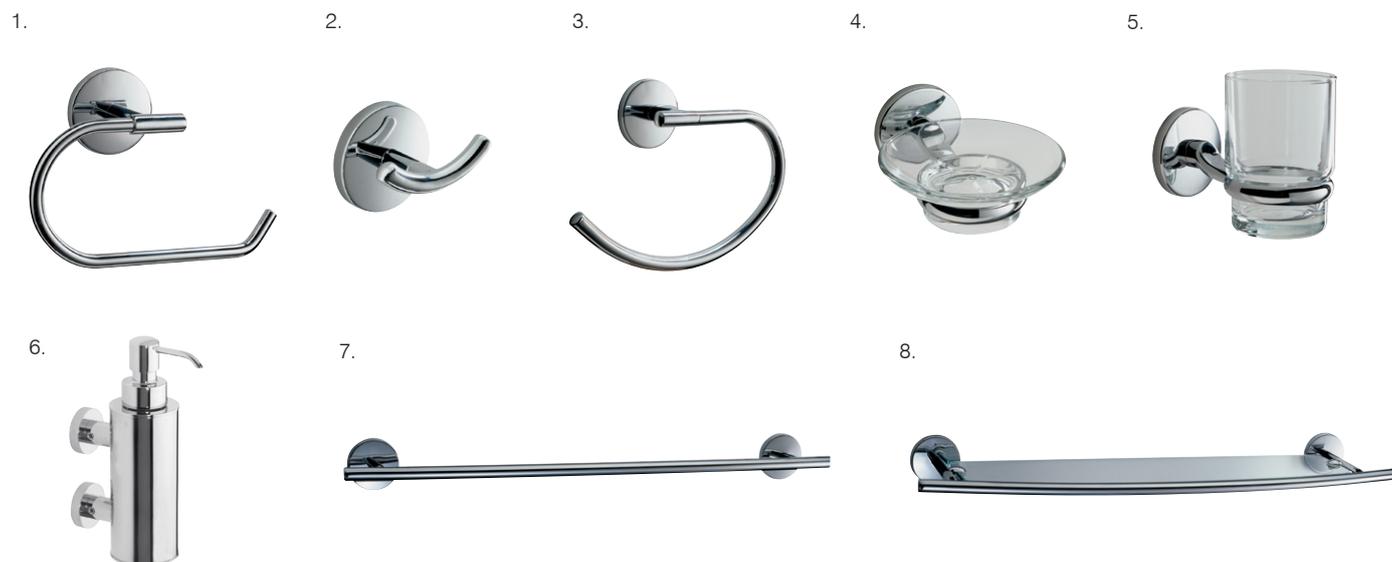
- Lockable cabinet supplied with 2 keys
- Sturdy, rigid and warp resistant MDF construction
- White finish with a protective silk coating to guard against moisture
- Adjustable shelf
- Can be installed for left or right hand opening
- Supplied with optional self-adhesive first aid label (complies with BS5378)

Product	Finish	Code
Medicab	White	MED340

Additional Product

Lincoln Accessories

ROPER RHODES®
BATH



Product	Size	Code
1. Toilet roll holder	65(w) x 110(h) x 60mm(d)	73018
2. Double robe hook	75(w) x 60(h) x 50mm(d)	73020
3. Towel ring	220(w) x 150(h) x 60mm(d)	73022
4. Soap dish and holder	110(w) x 60(h) x 135mm(d)	73014
5. Toothbrush holder	70(w) x 95(h) x 115mm(d)	73016
6. Soap dispenser	50(w) x 170(h) x 80mm(d)	5515.02
7. Towel rail	600(w) x 60(h) x 100mm(d)	73024
8. Glass shelf	600(w) x 60(h) x 150mm(d)	73012

Wessex Accessories



Product	Size	Code
1. Toilet roll holder	165(w) x 110(h) x 60mm(d)	3518.02
2. Robe hook	70(w) x 65(h) x 40mm(d)	3520.02
3. Towel ring	150(w) x 180(h) x 55mm(d)	3522.02
4. Soap dish & holder	110(w) x 65(h) x 130mm(d)	3514.02
5. Toothbrush holder	100(h) x 100mm(d)	3516.02
6. Soap basket	130(w) x 65(h) x 120mm(d)	3530.02
7. Towel rail	610(w) x 65(h) x 65mm(d)	3524.02
8. Glass shelf	450(w) x 65(h) x 125mm(d)	3512.02

Responsive Maintenance

At Roper Rhodes we understand the budgetary pressures placed upon your organisation in the areas of Responsive Maintenance repairs and Voids. As et leaders we have specifically developed a range of bath panels and toilet seats which provide long-term reliability and life cycle cost savings, thereby minimising the requirement for very expensive responsive maintenance call-outs.



Day-to-Day Repairs

Our aim is to provide products offering simple solutions when it comes to meeting the demands of day-to-day repairs, helping to eliminate unnecessary costs as well as inconvenience for tenants.

Voids

These products will also provide a simple and cost effective solution to achieve a tenant-ready property as quickly as possible when it comes to replacing the toilet seat and bath panel.

Responsive Maintenance Products



Aspire Toilet Seat

- Durable high quality thermoset material with built in UV protection
- Adjustable stainless steel hinge guaranteed not to corrode
- Lifetime guarantee against seat breakage*



Verve Toilet Seat (chrome hinge)

- Durable high quality thermoset material with built in UV protection
- Adjustable stainless steel bottom fix hinges
- 5 year guarantee against seat breakage*



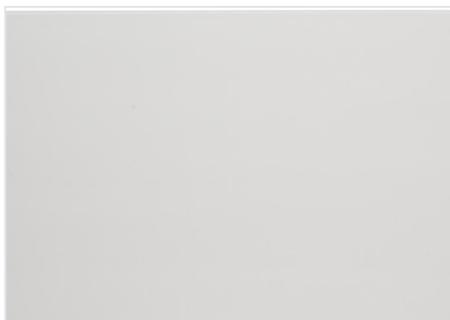
Meridian Toilet Seat

- Durable white moulded wood seat
- Fully adjustable hinges



Verve Toilet Seat (plastic hinge)

- Durable high quality thermoset material with built in UV protection
- Plastic bottom fix hinges
- 5 year guarantee against seat breakage*



Meridian Bath Panel

- High quality paint finish over 8mm MDF core
- Water resistant hygienic polyurethane finish
- Easy installation



Milton Bath Panel

- Isocore - 100% waterproof material
- Easy installation
- 10 year guarantee

* Subject to reasonable household maintenance and in accordance to our product care and instructions

FAQs

1

Why should kitchens be the only room to offer tenant's choice?

The kitchen has for a long time been the room deserving most attention. At Roper Rhodes we feel that it's important to identify and acknowledge the tenant's needs and preferences – giving choice and satisfaction for all rooms of their home not limit it to just the kitchen. The bathroom has also become a room to be proud of.

2

Why should I choose an MDF bath panel instead of a budget style acrylic or hardboard?

MDF is rigid and warp resistant so you don't have to build a framework for the panel thus reducing installation time. It is easy to install as you can easily cut down/rout out holes for pipe work. MDF is a very robust material which can sustain 'heavy-handed' use eliminating maintenance costs and giving it a long life expectancy.

3

Why do toilet seat hinges go green?

The main cause of the hinges discolouring is that uric acid is being left on the hinges. They do need to be regularly cleaned. Uric acid erodes the protective lacquer on the hinges and attacks the brass underneath, thus causing the discolouration you will have noticed. Tavistock toilet seats feature high quality corrosion-resistant hinges, which are particularly resistant to uric acid. Subject to generally accepted maintenance, Tavistock seats carry a lifetime guarantee against hinge corrosion. All metal components within the fixing kit are manufactured from stainless steel.

4

Why do toilet seats work loose?

In general toilet seats work loose because of two main factors:

A. Ceramic pans can be uneven and can create pivotal movement on the rear buffers, causing excessive stress on the hinges. This can manifest itself in the hinges loosening.

B. Inadequate fixings which do not provide permanent bonding to the ceramic pan. Please refer to Q.5 for our solution. In addition to ensure your seat remains securely attached to the pan all our seats are supplied with rubberised and non-slip washers.



5

Why do your wooden toilet seats only have two buffers?

Toilet seats have suffered from the inherent problem of hinges breaking and loosening. A toilet seat sitting unevenly on a distorted ceramic pan has generally been the cause of this. We have improved the specification of our seat ring by removing the back buffers from each of our toilet seats. Our seats now sit evenly on the pan, supported by the hinges at the back and the front set of buffers. As more weight is being applied to just 2 buffers, instead of 4 used by many manufacturers, the material content of Tavistock buffers has increased from 2 to 4 grammes. Furthermore our buffers are made from co-injected nylon and rubber materials. The nylon core offers excellent strength against crushing whilst the colour coordinated rubber outer surface prevents slipping and seat movement.

6

Why do your wooden toilet seats have a fixed hinge with a 5-point fixing system?

Tavistock offers an innovative, one-piece cast hinge with the benefit of a 5-point fixing system to offer the greatest flexibility. Standard hinges with 360 degree rotating hinges are potentially flawed if the locking screw becomes loose or is not fully tightened. In addition, we have undertaken special metallurgical tests to ensure the strength and long-term durability of our seat hinges.

7

Are wooden toilet seats hygienic?

All our wooden toilet seats are coated in a hard-wearing polyurethane finish for a long lasting, hygienic and water-resistant finish.

8

Do wooden toilet seats have a tendency to split?

Dependent on the quality of the timbers used, solid wood seats may have a tendency to split. Tavistock uses high quality MDF, which is extremely strong and gives a blend of beauty and strength, such that we offer a lifetime guarantee against splitting.

