

Having partnered with DoorCo to offer its ORiGINAL range back in 2018 and more recently adding BRiTDOR to its product portfolio, the partnership has gone from strength to strength. Over the last year, the company has continued to build on this momentum, supported by ongoing investment in its people, systems and manufacturing capabilities. As demand for improved service has increased, the team has expanded to ensure customers will receive high level of service and support. By implementing more modern, efficient and innovative systems across the factory, Listers is strengthening its operational foundations and positioning itself for continued, sustainable growth.

As Bradley Foster, group head of business improvements at Lister Windows, says: "We've partnered with DoorCo as our lead supplier of fully prepped and painted composite door slabs for almost ten years and over that time, with their help and support, we have been able to steadily grow our offering. We currently offer ORiGINAL and BRiTDOR and are looking towards also offering GRiPCORE in the future to satisfy the new U-value requirements. We are also working on a solution to add double and stable doors to our portfolio.

"We've built a strong relationship with the team they have there. They understands our needs as a fabricator and are always flexible towards us. They regularly put new ideas in front of us – which has helped evolve our range over the years – and they work with us when we have special requests. They've proven time and again that we can rely on them, not only to supply quality products, but quality service too.

Adding processes

"More than just a supplier, DoorCo has worked with us to support the implementation of new processes on our shop floor too. We are currently working on a new barcoding system to help the workflow when slabs arrive, and we use their ONE Portal which reduces the need for extensive communication between our offices. They've helped us win contracts by supplying consistent high level OTIFs allowing us to grow further in this sector, and they've also helped us with the production of door brochures, providing thoughtful guidance whilst remaining attentive to our brief. At times we've leaned into their IT support for help with the portal set up as well as their technical team regarding U-values, performance data, and any hardware or routing issues, which are always addressed promptly. DoorCo has proven itself to be an excellent fit for us as a composite door partner over the years and we look forward to seeing the relationship develop as we continue to extend our range going forward."

Ben Aspinall, commercial director at DoorCo



Ben Aspinall



Bradley Foster

says: "We've enjoyed growing the partnership with Listers over many years and love to see what a success they have made of their composite door offering. We work hard to ensure our customers feel we're in partnership as opposed to a standard customer/supplier relationship, as working together to drive growth is important to us.

"We're delighted Listers enjoys the benefits of our ONE Service approach and in particular, our ONE Portal that's been developed to bring all order-related systems into one place where they can order, track, communicate and find out answers to questions faster. We're excited to see how things develop for them as they continue to extend their door offering into the future." 

www.trade.door-co.com/

To design a door

In an industry where precision and speed are the hallmarks of success, The Residence Collection has officially moved the needle by updating the Residence Door Designer, bridging the gap between high-end aesthetics and lead generation for installers

For years, The Residence Collection has been synonymous with luxury and timber-alternative looks. The company's Door Designer has been a hit with customers and, according to The Residence Collection, the upgraded version is also a hit offering even more options.

These include six new designs, options to choose flat panels or raised and fielded panels, a range of glass options and the ability to create and save designs to come back to later. Overall, the tool has over four million possible design combinations, meaning users can visualise the aesthetic they want in their homes.

A partnership built on innovation

The tool is the result of a collaboration between The Residence Collection and creative agency Harrison Carloss. The goal was simple: create a digital experience that mirrors the premium quality of the physical product.

The interface is intuitive, streamlining the traditional ordering process. By allowing customers to generate detailed enquiries that head straight to the installer, the back-and-forth of quoting is significantly reduced, leading to faster turnarounds.

- Key features at a glance

The upgraded Door Designer offers:

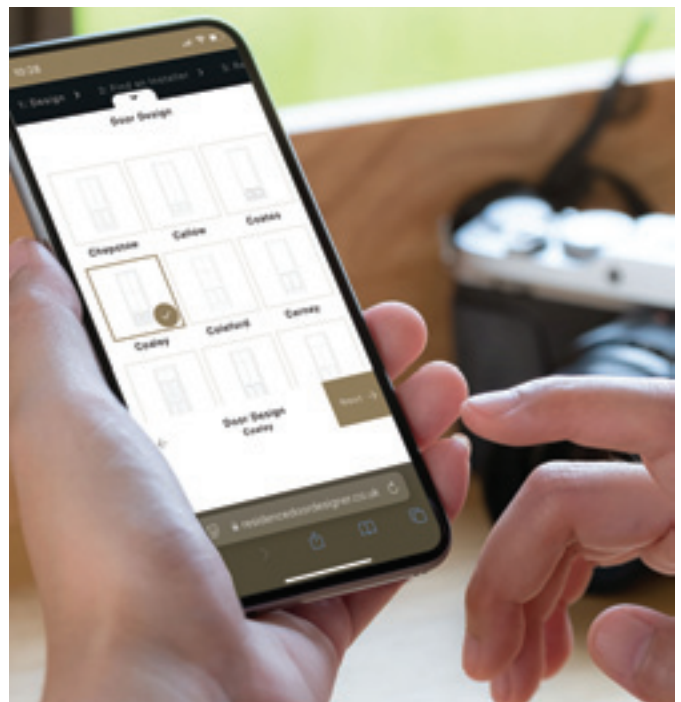
- Full access to 21 Residence Collection door styles, colours, and hardware options

- Over four million possible design combinations


- Direct-to-Installer – providing leads and ready made designs for installers

- Visualisation – shows customers a visual preview of their design

- Increased efficiency – one-stop shop for design, visualisation, and quoting.



Jo Trotman, sales and marketing manager at The Residence Collection, says: "The Residence Collection Door Designer proved so popular, we felt adding new designs and the glass options really gives the customer more choice and flexibility when picking their door design.

"Our aim is to make the whole process easier, quicker and more streamlined to increase efficiency for all parties involved, particularly the customer. We can't wait to see what users think of the new and improved tool, and we hope it inspires them to create designs that fit perfectly with the aesthetic of their homes." 

www.residencedoor designer.co.uk

Home safe?

We spend a lot of time in this industry talking about standards, ratings and test results. What we talk about less is how the people on the other side of the door actually feel about the products we fit, writes Brisant Secure marketing director Alex Dutton

Earlier this year, Ultion commissioned research into how women across the UK feel about safety. The findings were striking. Over two thirds of women say they feel less safe outside after dark during winter. More than a third have feared someone was watching them or following them to their door. And 40% say they would feel safer if they didn't have to search for their keys when approaching their home.

That last statistic is the one that should get the attention of everyone in our industry. Because the moment a person is stationary at their front door, fumbling for keys in the dark, is the moment they are more exposed. It is also the moment where the products we specify can make a real difference.

The research also revealed something that should give anyone who fits standard cylinders pause for thought. Only 21% of women say they feel very confident that their front door lock would actually protect them in the event of a break-in.

The uncomfortable truth is that a significant proportion of the locks being fitted across the UK right now offer very little real resistance to a determined intruder. A standard cylinder can be snapped in seconds using tools that are freely available and require no particular skill to use. Most homeowners have no idea this is possible. Most assume that a lock is a lock.

As the people who specify and install security products, we have both the knowledge and the responsibility to change that. When a customer asks for a new lock, they are trusting us to give them something that will actually protect their home and their family. That trust deserves better than a product that meets only the minimum standard.

Specifying a high security cylinder that is independently rated and tested to resist snapping, picking and drilling is not an upsell. It is the baseline.



The conversation with the customer should not be whether to fit a secure lock, but which one best suits their door and their circumstances.

The research also highlights an opportunity. Homeowners who are made aware of the risks are receptive to better solutions. They are not reluctant buyers. They are people who want to feel safe and simply do not know what to ask for. Our job is to ask it for them.

The front door is one of the most important security points in any home. The product fitted to it should reflect that. When we specify high security locks as standard, we are not just improving a statistic. We are changing how someone feels every time they come home. [i](#)

www.brisant-secure.com