

Paint Pack schemes



Background to Dulux Decorator Centres

We stock market leading brands such as Dulux Trade, Cuprinol, Hammerite, Glidden, Sikksens and Polycell, as well as over 3,000 wallcoverings and all the accessories that are needed to carry out redecoration.

Each of our stores are able to mix any one of 12,000 colours on site thus giving your tenants a broad range of choice.

Background to Dulux Decorator Centres Paint Pack scheme

We have an excellent track record with a large number of HA/LA with our Dulux Decorator Centres Tenant Voucher Scheme however due to customer demand we have been asked to create an alternative to this scheme.

What are Paint Packs?

Paint Packs are quite simply a pack of decorating products chosen by you for your tenants to redecorate their home. We can create a number of different packs of varying sizes to suit a variety of different sized properties. Typically the packs will include emulsion, gloss, brushes, rollers and dustsheets. You can either control the colour of the paint or give the tenant a choice of colours selected from our Dulux or Glidden Colour Cards. We also produce Paint Pack Literature which you can give to your tenants that explains the scheme and the benefits to them and authorises our Dulux Decorator Centres team to release goods. Certain parts of this Paint Pack Literature can also include bespoke information from the individual HA/LA.

How the scheme works

Once the Housing Officer has identified the Paint Pack required he/she will contact our Business Support team on a local rate telephone number or by e mail. The Paint Pack Literature that we provide allows the Housing Officer to make a note of the pack the tenant is entitled to, the name and address of the tenant together with any expiry date and it is this information that our Business Support team will take and provide the Housing Officer with a system generated, non sequential reference number which is written on the Paint Pack Literature. This then allows us to track all orders and report on the packs that have been requested and redeemed. It also allows us to cancel any Paint Packs if circumstances change.



Placing the order

Ordering for your tenants couldn't be simpler. They simply call a local rate number and advise the Business Support representative of the colour that they require. We will do a number of security checks before we process the order.

Delivery

Once the order has been placed a member of our Dulux Decorator Centre store staff will contact the tenant to agree the delivery day. This is usually next day (Monday to Friday) and is **free of charge**. Before goods are released to the tenant we will ask to see an alternative proof of ID as well as the Paint Pack Literature.

For a nominal charge we can also box the delivery and add a label with the HA/LA logo on which will be done at our Dulux Decorator Centre.

Invoicing and reporting

We can produce monthly electronic invoices that summarise all the packs that have been delivered during the month. In addition to this we can also supply reports showing all Paint Packs requested, redeemed and due to expire as well as any cancelled.

Added value services

- All your purchases will attract Nectar Points at the rate of 2 for every £1 spent. These have been used with other HA/LA to fund prizes for tenant raffles etc.
- **Free delivery** service to tenants home address.
- All literature is produced free of charge including all reprints.
- No set up fee or maintenance costs.
- No tie in period as we are confident that the service that you receive will make you want to continue doing business with us.
- We subscribe to Tynetalk so we can accommodate calls from the hard of hearing and our Paint Pack Literature is in font size 14 for all tenants who are visually impaired.
- We can offer staff and tenant discount on any future purchases from Dulux Decorator Centres.

If you would like more information about the scheme or to arrange for someone to visit you to go through more details please call our Business Support team on 0845 603 6498.

Calls may be recorded for quality and training purposes.



Store finder
0845 850 2200

Order online
www.duluxdecoratorcentre.co.uk

 Printed on 75% recycled materials.

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Behind Britain's **GREAT!** decorators