



An award-winning group of Home Improvement Specialists

After over 28 years of business, our company has grown and expanded into what is known today as Thistle Home Improvements Group. At Thistle, we're much more than just Windows and Conservatories; we're an award-winning group of Home Improvement Specialists with high-quality products and services for every requirement.

Whether you want to upgrade your Windows, Doors or Roofline, choose a stunning new Kitchen or Bathroom, build a Home Extension or transform your garden with Decking and Fencing – you'll find everything under one roof at Thistle. With a full-spectrum of highly skilled, directly employed tradespeople we also offer a wide range of Plumbing, Heating and Electrical Services.

Our lineage can be traced back to 1995 with the founding of Thistle Windows & Conservatories, the Group's parent company. The wider Group has now completed over 42,000 local installations during the last 28 years, building our reputation as the leading independent home improvement specialist in North-East Scotland.

Importantly we have achieved our success without cold calling, knocking on doors or high- pressure sales – we simply provide expert advice, high-quality products and award-winning customer service to a local community we all hold dear.

Our commitment to customer satisfaction has allowed Thistle grow and expand into the Award-Winning Home Improvement Specialist we are today.

CONTACT INFORMATION

T: 01224 706555
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www.thistle.group

Thistle House, Woodside Road,
Bridge of Don, Aberdeen, AB23 8EF

Opening hours:
Mon-Sat 9:00am to 5:00pm,
Sun 11:00am to 4:00pm



12 Years Bygone
Guarantee



15 Years
Service



Conservation
Approved



Genuine
Masterframe



Showroom
Available

WHY CHOOSE THISTLE

Formed in 1995 with just one installation team replacing doors and windows, we now employ a workforce of over 150 staff. From very humble beginnings in a small office unit, Thistle is now based in a multi-million-pound 35,000 square foot premises attached to an expansive two-storey Home Improvements Showroom. We believe that because of its sheer scale and the scope of our products and services, our Home Improvements Showroom is the only one of its kind in North-East Scotland.

At Thistle we have always distanced ourselves from the stereotypical image many people have unfortunately come to expect from some companies originating in the double-glazing industry. Our first company vans sported the tagline "We don't phone you!" which in an industry many associated with cold calls, knocking on doors and high-pressure salesmen is welcomed by our customers as a breath of fresh air.

Thistle is the only independent Home Improvement Specialist serving North-East Scotland that directly employs all major trades involved with our customer projects. You'll get peace of mind knowing that your project will be managed & progressed as efficiently as possible. From Builders & Joiners to Plumbers, Electricians & Painters – transitions between trades throughout the installation process will be swift and seamless.

Thistle is a long-standing member of Independent Network, a non-profit industry standards organisation made up of over 100 member companies across the UK. To become and maintain status as an Independent Network member, companies are regularly audited to ensure that they are meeting the exceptionally high standards of customer service promoted by the network. On full completion of every home improvement project, customers are asked by Independent Network to provide their feedback on their experience with Thistle – covering everything from the helpfulness of the Sales team through to the quality of the installation work completed.

Based on independently audited customer feedback from 611 installations completed between January and December 2023, Thistle achieved an Average Customer Satisfaction Rate of 97% and was awarded the title of 'Best in The UK For Customer Satisfaction' at this year's awards ceremony which took place on Thursday 18th July 2024 at the Independent Network AGM in Birmingham.

Our team takes great pride in ensuring that every project we complete is as close to our customer's original vision as possible to ensure complete satisfaction. In recent years we have continued to develop our comprehensive 3D Design Service which now caters for our entire range of home improvement products and services, giving our customers real involvement and control over their projects. Our customers can visually explore every option available for almost any home improvement project – from seeing the difference between a glass roof and a solid roof on a home extension, experimenting with different sizes and layouts of a kitchen, viewing the difference between various door styles or viewing accurate simulations of sunlight levels with various window configurations.

The pursuit of customer satisfaction continues to be the key factor in shaping the ethos and core values of Thistle. This influences everything we do as a company, from the advice we provide our customers when providing quotations, to the high-quality products we choose to supply them. From the attention to detail and efficiency that our project management team strives for, to the tireless work and dedication our tradespeople display to make sure a job is not just done – but done right!

MEET THE TEAM



Ian Bruce
Managing Director



Andy Cadman
Operations Director



Michael Queen
Sales & Marketing Director



Graham Robson
Installation Director



Phil Angelo
Installation Director



Jackie Cowe
Sales Manager



Jonathan McRitchie
Senior Architectural
Technician



Chloe Baxter
Group Marketing
Designer



Bygone
quality
and care



The Bygone Sash Window Collection features the most exacting detail and innovative elements along with a perfect finish to ensure that you fit the very best to your home. As Bygone approved Master Installers, we have been handpicked to provide the quality of installation that matches the quality of your new sash windows.

WHAT OUR CUSTOMERS ARE SAYING

We are absolutely delighted with the service provided by Thistle. The whole experience of our window installation from initial scoping to final decoration has been excellent. Every member of the team were polite and personable, customer service is excellent and the finished product looks brilliant.

- Mr & Mrs Daley, Peterculter, May 2024 (Design Consultant: Matthew Cruickshank)

From sales rep to surveyor and installation, all was done professionally and on time. The windows and doors were installed by a hard-working member of staff. All windows have been changed, along with front door and French doors. We had good communication throughout.

- Mr & Mrs Sim, Peterhead, May 2024 (Design Consultant: Lewis Morgan)

Everything went well from the first meeting with the Sales Representative to the Inspector who came to check the work done, to the fitter cleaning up after Installation. Nothing was too much for them.

Would recommend them to friends and family. Excellent professional service.

- Mr & Mrs Psyllas, Milltimber, May 2024 (Design Consultant: Billy Main)

“New windows and frames fitted throughout the house to replace double glazing. Completed right on schedule and according to budget. Communication with Thistle was always easy, the fitters did an excellent job and I am delighted with the results.” - Mr Robertson, Aberdeen, June 2024 (Design Consultant: Hugh Bain)

Two new windows and new front door. Absolutely delighted with the quality of product and installation and the fact a 10 year guarantee is in place is brilliant.

- Ms Bedborough, Cruden Bay, June 2024 (Design Consultant: Robert Chalk)

486

INSTALLATIONS

OF BYGONE SASH WINDOWS

**LOCATED IN ABERDEEN, THISTLE ARE THE LEADING
INDEPENDENT HOME IMPROVEMENT SPECIALIST IN
NORTH-EAST SCOTLAND**

Because we believe in offering our customers only the very best quality sash windows we have been Master Installers on the Bygone approved network since 2001.

Whether you have a period style or new build, modern and contemporary home, we have a Bygone sash window to suit. You have a choice of three different specifications, Symphony, Harmony and Melody and we can offer advice and take you through the differences to help you choose the right window for your home.

Timber alternative Bygone sash windows not only look like timber originals but they are also incredibly low maintenance and are therefore an excellent investment. They come with a host of accreditations, a full 12 year guarantee and all window choices are PAS24/Secured by Design as standard for extra peace of mind.

Coloured windows are very much on trend and Bygone sash windows can be colour matched to all leading brand paint supplier palettes to suit your individual preference.

For more information on the Bygone Collection or to arrange a free quotation, please speak to our friendly sales team.



LET THISTLE HELP YOU WITH YOUR NEXT PROJECT

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