

WESTEND - GREAT FIRST IMPRESSIONS BACKED BY SERVICE THAT SATISFIES

Detail-oriented service appreciated by customers

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POSTMEDIA CONTENT WORKS

Westend Bath and Kitchen clients Norma and Doug liked what they saw the moment they entered the company's 8,000-sq.-ft. showroom on Woodward Drive. The couple was looking to renovate the small ensuite bathroom in their 33-year-old Queenswood Heights home in Orléans East, and knew right away they'd come to the right place. The warm welcome they received from designer Brenda Kokiv, and the attractive showroom displays convinced them they would find what they were looking for in service and materials.

"I'm a visual person, so I need to see things," Norma said. "I had a picture in mind of what we wanted, and when we went to the showroom their designs drew me in right away."

For Doug, who was aware of Westend's long-standing reputation for excellence in the Ottawa home renovation industry, the simple hospitality of being offered a cup of coffee when they entered the store really stood out for him.

In the months that followed, the Westend team of Kokiv, installer Eddie Derouin, and store manager Alan Carriere would make sure there were many more good impressions for the couple to take



WESTEND BATH AND KITCHEN



Orléans clients Norma and Doug said they were amazed by what Westend designer Brenda Kokiv was able to do for them in such a small space. A beautiful walk-in shower, and a customized vanity area with two banks of drawers and a linen tower turned what was a seriously dated bathroom design (bottom left) into a luxurious, functional ensuite with timeless appeal. *PHOTOS: MELISSA LEROUX PHOTOGRAPHY*

away from the company that prides itself on detail-oriented service. Kokiv said her main goal was to create a luxurious, functional space that would be timeless and easy to maintain.

"We did this by removing the tub and creating a beautiful five-foot walk-in shower with a synthetic marble base that is practical and easy to maintain," she said. "Modern glass sliding doors, a rain head shower fixture and recessed niches for shampoo storage added a nice custom touch to this design."

"To balance the colours in the Cambria quartz countertop and glass accent tile, we opted for a neutral warm grey 12"x 24" porcelain tile for the floor and shower walls. For continuity, the accent band in the shower was repeated in the



vanity backsplash, which paired really well with the countertop. We went with a darker stained maple cabinet to highlight the vanity wall

and to contrast the neutral tiles."

Kokiv also tackled the number one issue on Norma's list – too little storage space – by customizing the

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DOUG, Westend Bath and Kitchen client

vanity area to include two banks of drawers and a linen tower. The results could not have been better appreciated.

"I love it all," Norma said. "But if I had to pick something I like best it would be the drawer space. I have a drawer for my makeup, a drawer for my hair supplies, a drawer for my towels – it's so nice how everything is so well organized. It's just wonderful. Brenda made things very easy for us because she understood what we wanted."

Doug said what impressed him most was that Westend would go to any length to help them if they wanted anything changed or tweaked. "Everyone at Westend was amazing," he said. "They went out of their way to make sure we were happy."

Kokiv said she very much enjoyed working with Norma and Doug. "We had a good working relationship, they trusted my advice, and I am super happy with how it all came together," she said.

The Westend Bath & Kitchen showroom, located at 1660 Woodward Dr., is open Monday to Saturday from 9 a.m. to 5 p.m. You can also visit www.westendbathandkitchen.com, or call 613-226-7701 to schedule a free estimate.