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# *Designer Contracts*

The UK's largest flooring contractor

Carpet Carpet Tiles Commercial Vinyl Domestic Vinyl Vinyl Tiles Laminate Wood Accessories

[www.DesignerContracts.com](http://www.DesignerContracts.com)





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Designer Contracts, the UK's largest flooring contractor, has been named in The Telegraph newspaper's 'Best of British Business' campaign, which celebrates success stories in British business.



# The UK’s largest flooring contractor

Across the UK we have been installing all types of commercial flooring for many years. We are a progressive company with an extensive product portfolio of floorcoverings, furnishings and design services, backed by exceptional customer service.

We are a national company with a unique network of 15 regional centres. Having great financial strength together with a robust and vibrant operational structure means you can trust us to meet your needs.

Across many markets in the public and private sectors, our commitment to excellent products, very competitive prices and industry leading service standards remains as strong today as it has ever done. This is reflected in our proudly held position as the UK’s largest flooring contractor.



# Huge stocks. Great prices

Our National Distribution Centre is a clear statement of our commitment to customers. At 109,000 sq ft – bigger than a Wembley Stadium sized football pitch – it allows us to keep stocks valued at over £2m. No other flooring contractor has this capability on such a scale.

This means we can provide consistent availability across all types of flooring and, by buying in bulk, we make sure that our prices always remain competitive.

But it’s not just about size and volume. Service is enhanced by three state of the art automated cutting machines with a combined sortation system. This ensures that all orders are accurately processed in house at great speed before our own transport fleet undertakes distribution throughout the UK.



# In-house transport fleet

We have always maintained a high level of investment in our distribution infrastructure. To us, having our own vehicles is a necessity in being able to service your requirements properly. We realise any delay can have a serious knock-on effect, so we are organised to meet the most demanding delivery schedules.

It means that we’re always in total control of your project at every stage and there isn’t anywhere in the UK that we can’t get to quickly. When you’ve an urgent deadline to meet we’ll be there.

Having our own transport fleet helps us benefit customers further by keeping costs down. It also helps us manage every vehicle closely to minimise fuel consumption and emissions. We have attained FORS accreditation.

# Unique regional network

At each of our 15 regional centres we provide the highest levels of customer service. The ability to offer this depth of resource means that we never take our eye off the ball and we stay close to our customers.

Each centre is headed up by a manager, backed by a loyal and dedicated team of experts that looks after each project from enquiry through to installation with great attention to detail.

We work tirelessly to maintain our strong reputation for outstanding professionalism. We will work closely with you as part of a team, helping you with everything from product selection, technical specification and environmental considerations all the way through to installation.



But we don’t finish when fitting is complete; each of our regions has its own dedicated service staff assigned to your particular project. We even have our own fleet of service vehicles, so if any issues do arise they can be dealt with quickly.

This unique regional structure gives us great flexibility; our local knowledge allows us to be proactive from the outset, taking your brief and quickly responding with a solution that will meet all your objectives. We will also be reactive; always close to your project and ‘on the ground’ when you have an urgent requirement.



# Health & Safety

Throughout our national network, health and safety is of vital importance. We have a centrally based team who work exclusively to ensure that we are right on top of all the latest health and safety regulations. Our fitters are CSCS registered with many DBS checked.

All our people who visit sites are fully trained and conversant with all safety requirements. They will be properly and fully equipped to ensure that every installation is carried out appropriately and will always follow site protocol to the letter.

We go to great lengths to make sure the high quality standards we set ourselves are maintained across all our operational centres.



# Customer Service

Customer service is crucial to us; we want to make sure that you are entirely satisfied with everything we do.

We want to give you the best advice and an outstanding flooring solution that's perfect for you in every respect and provides a great return on investment. We can accommodate every requirement from price point driven schemes to high profile projects.

From single rooms to entire developments we offer a free on-site survey undertaken by our own staff. This includes comprehensive floor measurements and we'll provide samples of all the materials we believe are suitable to give you the best result.

We can also provide you with advice on technical issues like the correct nosings to specify or sub-floor preparation. Similarly we can help you find your way through the complexities surrounding sustainability issues. You'll always get impartial recommendations from us that are born out of more than 20 years' flooring expertise and the detailed industry knowledge of more than 300 employees.

To back this up we adhere to very stringent management systems and quality control procedures. Our attitude is rooted in 'prevention is better than cure.'

In only dealing with the leading manufacturers we know that all our suppliers have their own comprehensive

vetting procedures in place to start with, but we go further. Our own internal systems ensure that all incoming products are closely scrutinised and we undertake regular spot checks at various points in the supply line, all the way through to installation.

We keep detailed records of all product and service issues. Any product failures, or abnormally high reject rates, can be identified and quickly taken up with the manufacturer. If necessary, we will remove products from our range and source an alternative to ensure service levels aren't compromised. Similarly, we invite regular feedback on our own performance so any issues or inconsistencies that may arise can be dealt with swiftly.



# Environment and CSR

The environment is very high on our agenda. Our award-winning recycling scheme sees all waste removed from site and taken back to our regional centres. 90% is sent to be made into 100% recycled underlay, with the remainder used in the equestrian and agricultural sectors.

At our National Distribution Centre we recycle flooring remnants. We've also invested in a baling machine to ensure that all the plastic wrapping and cardboard that our industry consumes is re-used.

We take a positive approach to CSR. Throughout our UK network we are strongly involved in supporting community initiatives through charity events and sponsorship.

# We do more than floorcoverings

At Designer Contracts we do more than supply high quality floorcoverings. We also provide furnishing solutions for curtains, blinds, furniture and lighting.

Our curtains are all made in our own production facility including a flame retardant range featuring fabrics that all meet the relevant British Standards. Our highly experienced and dedicated team produce a range of curtains and blinds to suit all styles and we provide a complete 'order to installation' service to make everything as simple as possible.

If a complete interior package is required our lighting and furniture experts can provide a full, professional service. Again there are a range of options available to suit all budgets.



# Accreditations

Working to the highest industry standards our fitters are CSCS registered with many DBS checked. We are also accredited to the following organisations.



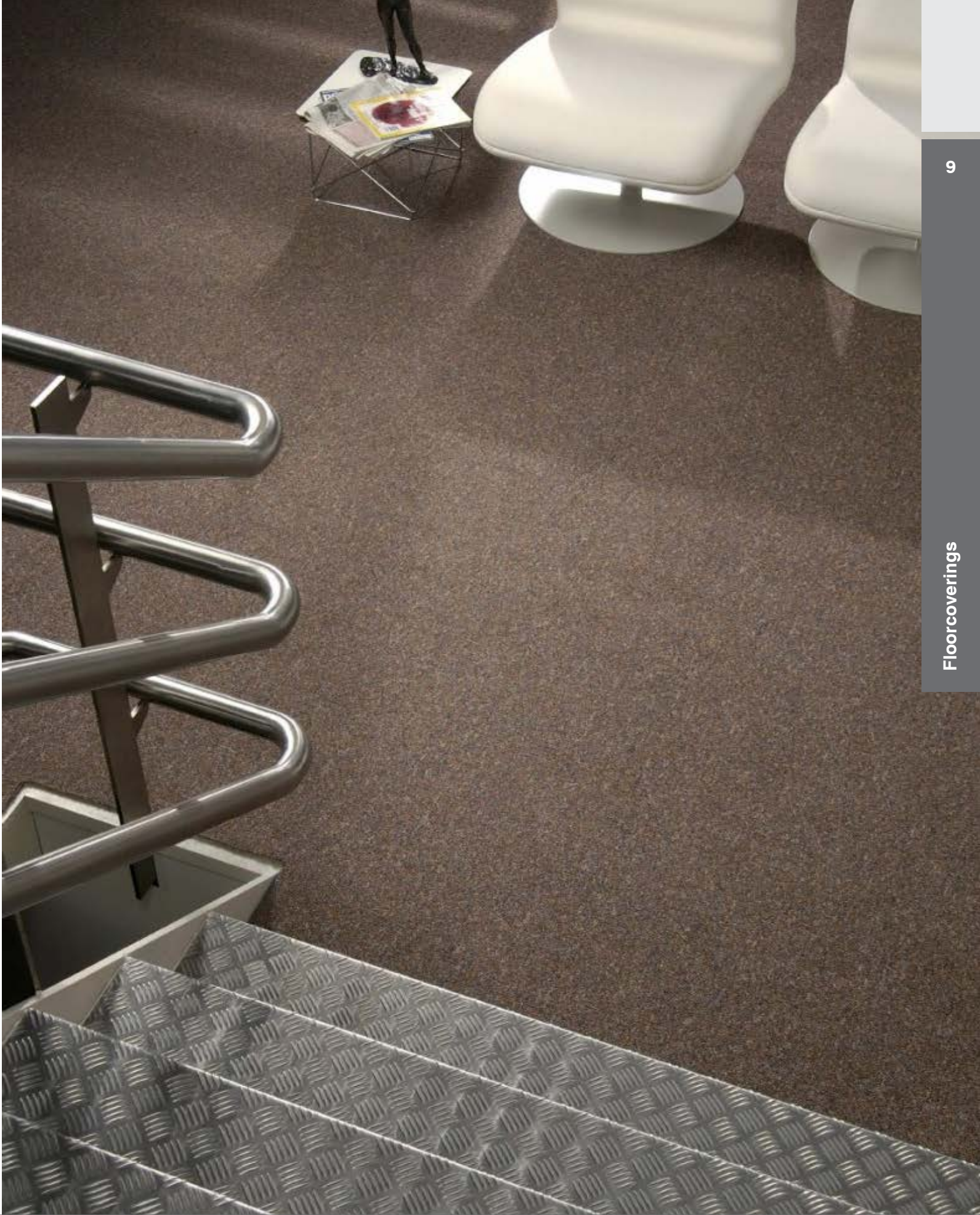


# Floorcoverings

You can rely on Designer Contracts as your flooring partner. We have been supplying and installing all types of flooring for over 25 years and, with staff numbers exceeding 300, you have access to a huge amount of expertise.

As the UK's largest flooring contractor, our exceptional buying power means that your budget can go a long way. We pass on all the benefits of the bulk buying agreements we have in place with the leading manufacturers so you can always buy at unbeatable prices.

This volume approach ensures that we have consistent product availability. At a time when manufacturers frequently opt to keep low stock levels we are happy to buck this trend. At our National Distribution Centre we carry over £2m worth of stock, including 7,000 rolls of carpet.







Carpet

Understanding our customers' needs, together with our depth of expertise, has allowed us to build a carpet range that features all the leading brands and includes all types of carpet to meet every specification for every type of installation.



Carpet

For heavy duty traffic areas, where functionality and ease of maintenance go hand-in-hand with aesthetically pleasing design, we will always provide an innovative, high performance solution. If you need to meet a particular

specification, such as bleach cleanable or impervious backed carpet, we will provide a number of options to choose from.





# Carpet

Whatever your requirements are you will always find high product quality, competitive prices and consistent availability right across a range that includes;

- Luxurious pile carpets that feel fantastic underfoot
- Wool and wool mix ranges
- Man-made ranges that are bleach cleanable and stain resistant. Ideal for high traffic areas

- Ranges specifically designed for care environments. They resist soiling and staining and feature impervious backing to prevent surface liquid penetration
- Carpets suitable for underfloor heating
- Entrance matting and entrance matting systems
- High quality underlay

We back that up by being completely focussed on providing the best and friendliest customer service. We are passionate about what we do and we always respond quickly to meet the needs of our customers.



# Carpet Tiles

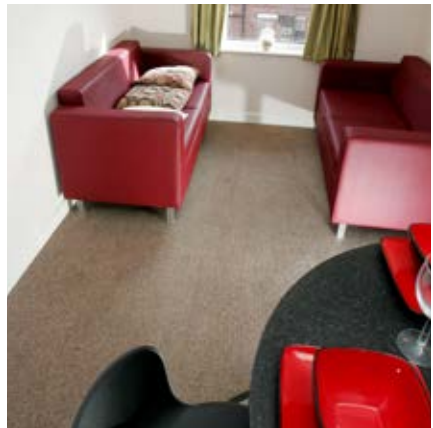
Our extensive range of carpet tiles provides the highest levels of performance and durability.

But functionality does not have to get in the way of aesthetics. We can also offer you the design and style options that you need without compromising the

most important practical requirements that the flooring must meet.

We have solutions available for almost every busy traffic environment where the floorcovering needs to look great and can still stand up to the punishment that heavy footfall brings.

Carpet tiles are a truly versatile option. In some instances, single tiles can be replaced instead of refurbishing a whole area, so providing increased longevity of the floor and an even greater return on investment.





# Commercial Vinyl

We offer a complete range of commercial vinyl flooring solutions. Working with the leading brands, we offer a wide choice of floorcoverings to give you total design flexibility.

If you have a specific set of requirements and need to meet certain safety criteria, you can draw on the expertise of our

team to ensure your specification is met with the optimum solution.

Most of our products have a slip resistance rating of R10 or above, and for installations that require a particular type of safety floor, we can provide you with a solution that conforms to HSE guidelines and EN 13845.

Every floorcovering is supplied to the correct specification and professionally installed by our CSCS registered fitters to achieve a safe and inclusive environment.



Commercial Vinyl

# Domestic Vinyl

We have an extensive range of domestic vinyl from the brand leaders. Most of our products are rated R10, or above, for slip resistance.

Vinyl is a practical, functional yet fashionable flooring solution that complements every type of interior.

Whether you need a traditional or contemporary style, you'll find inspiring printed designs that allow you the flexibility to recreate the look of natural stone or wood-effect.

Our product range includes textile backed vinyls that provide greater

warmth and comfort than many vinyl floors, whilst being safer, quieter and more hygienic. They also need minimal subfloor preparation and can even be fitted over existing smooth floorcoverings.



Domestic Vinyl



# Vinyl Tiles

Featuring leading brands such as Amtico and Karndean, Designer Contracts opens up a world of beautiful vinyl floors at sensible prices. Our vinyl tile range continually provides all the scope you need to create inspirational and aspirational floors.

Vinyl tiles provide an opportunity to create natural looking floors that are both warm and comfortable. Allied to that is a high level of functionality

as vinyl tiles are easy to clean as well as being extremely durable with resistance to stains and scratching. These aesthetically pleasing, durable and minimal maintenance floors are often outside the budget of many projects. However we can provide a variety of finishes for less money than you might think.

In many situations where budgetary considerations play a particularly crucial

role, or where there is a large flooring area to cover, we can advise you on suitable alternatives such as traditional vinyl tiles and rubber flooring.

Our technical advice and back-up is second to none. We always include proper floor preparation as part of our price and undertake this as part of our service. Our fully trained fitters will make sure that the floor looks its best with performance and durability optimised.



Vinyl Tiles



Vinyl Tiles



# Laminate

Laminate floors have always had a reputation for superb design, an attractive appearance and outstanding durability.

Now, there's a laminate floor for every room, including kitchens and bathrooms where such flooring might not have been considered suitable in the past.



As part of our wide range of high quality laminates we have several water resistant options to choose from. These floors incorporate technology that allows them to be fitted in bathrooms and other rooms without risk of water damage.

Laminate provides excellent resistance to scuffing, staining and soiling. It's

surface finish makes it ideal for low-cost maintenance.

We supply all the leading brands so there's a huge choice of designs, colours and finishes available to select from. All laminate is fitted on acoustic underlay to provide even greater benefits where noise issues are an important consideration.



Laminate

# Wood

At Designer Contracts we don't subscribe to the view that a beautiful real wood floor has to carry a high price tag. We pride ourselves in supplying our responsibly sourced floors at very competitive prices.

Of course we don't just give you the best price; we also give you the best advice. For instance, it's crucial that the floor is right for the building and the surface it will sit on is suitable for fitting. Our specialists will ensure that

the pitfalls that can happen all too frequently are avoided and a superb, long lasting floor is created.

Engineered wood flooring is a beautiful and durable real wood floor. Every floor in our range is hard wearing, easy to clean and simple to maintain. Engineered wood is now the most popular type of wood flooring used due to its authentic style and the variety of interesting finishes available.



We have a wide choice of finishes that perfectly reflect the charm and warmth of wood. Our range includes products with 2 or 4 way V grooves that help to define each board and make the floor look even more like the natural product.

When we fit a wood or engineered wood floor we'll always install it with a sound reducing underlay; this will bring clear benefits and improve performance.



Wood



# Accessories and other products

Attention to detail is a crucial when it comes to supplying and installing every floor. At Designer Contracts we take care of all the essential accessories that are required for fitting or providing that all important finishing touch.

- The right flooring profiles and accessories provide neat transitions from room to room and around the perimeter of the floor. We provide aluminium, matching laminate and wood profiles.
- Where it is required, all flooring is fitted on a quality underlay.

- We help you to create a safe and inclusive environment by providing stair edgings and trims on communal staircases. This assists in reducing accidents. We also consider the Light Reflective Values that are necessary to achieve the right colour contrast between stair edgings and the surrounding floorcovering.
- We stock screeds, adhesives and damp proof membranes for correct subfloor preparation.
- We provide manufacturer recommended cleaning and maintenance kits.

- Specialist and acoustic underlays including Regupol and ISO Rubber are used to meet construction compliance.
- Specialist and standard entrance matting can be provided. Effective entrance matting, whether it is for domestic or commercial environments, can reduce the risk of slips caused by wet floorings and reduce maintenance costs by preventing the transference of dirt when entering.



Accessories

# More than floorcoverings

We recognise that there's always going to be pressure on budgets. We've always had value for money at the core of our business and this will never change. Over the years' we have developed other facets of our offer, identifying that we could extend our 'value' to customers

by becoming a one-stop shop for requirements, other than floorcoverings, that need to be sourced. Adding curtains & blinds and furniture & lighting to our portfolio allows customers to take a flexible approach. For many,

real cost efficiencies can be achieved across all our services, whilst others choose to simply 'cherry pick' specific requirements to suit their needs. Whatever is required you'll find you'll get more from your budget with us.





## ■ Curtains & Blinds

The success of our industry leading curtain and blinds service has been based on always having a wide range of high quality curtains and blinds for all tastes and budgets; this includes an extensive range of fire retardant curtains. We also ensure that our prices are always at a fraction of the cost of typical custom made curtains. Our own central production facility means that we manage the process from start to finish. Our highly skilled operators deliver exceptional

standards of workmanship to ensure that all curtains and blinds are made to the highest specification. We also undertake the installation of all our curtains and blinds to ensure that our service represents fantastic value for money.



## ■ Furniture & Lighting

At Designer Contracts we firmly believe in giving our customers as wide a choice as possible and that applies to our interior design packages as well. Featuring superbly designed products of the highest

quality, you'll find that all our furniture and lighting packs offer you flexibility, versatility and cost effectiveness. Our dedicated team is constantly updating the range so that you can

be sure that you are getting the latest styles that particularly appeal to landlords and tenants. As well as furniture and lighting there are also hardware and linen options available.





## Contact us

Call your local team today:

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Designer Contracts acknowledges, with thanks, the manufacturers who have kindly supplied photographic images for use in this brochure.