



Designer Contracts

The UK's largest flooring contractor

Floorcoverings

Curtains & Blinds

Showhome & Design

Furniture & Lighting

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.

Floorcoverings

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Showhome & Design

Furniture & Lighting

Your partner in selling homes

We are totally committed to helping you sell homes. It's a simple philosophy that we have adhered to since we started serving the new build market back in 1992. Since then we have become a trusted partner to many housebuilders, both large and small.

We've become the UK's largest flooring contractor by providing excellent products at competitive prices, backed by outstanding service. But there's one other crucial aspect to what we offer; we understand the market and what you need.

We appreciate what the 'year-end' brings and the impact it has. We know that customer satisfaction is higher

on your agenda than ever before. We recognise that to shift those awkward stock plots you often need a quick solution to help you sell. We acknowledge that if we do our job properly you are free to get on with more important things than worrying about floorcoverings and furnishings.

What's more, we've seen the good times in the market and we've rolled our sleeves up to help you get through the bad times.

With this experience, and through continued investment, our capability to meet all your needs has never been greater. Our focus on helping you succeed is sharper than ever.



The UK's largest flooring contractor

We take great pride in being the largest supplier of floorcoverings to the housebuilding industry. Through our unique regional network, backed by our National Distribution Centre, we undertake thousands of installations every year right across the UK. Our ability to draw on our local 'know-how' blends perfectly with the resources that we have available as a national company.

Our expertise is enhanced through the detailed industry knowledge of more than 300 employees. This means that we can work effectively with housebuilders of all sizes and in all sectors of the market.



We do more than floorcoverings

We can be considered as a unique 'one-stop shop' in the new build industry. As well as a wide range of floorcoverings we provide furnishing solutions that span curtains & blinds, showhome design and furniture & lighting.

This allows our customers to take a flexible approach. For many, this wide portfolio provides the opportunity to enjoy real efficiencies across all our services whilst others choose to simply 'cherry pick' specific requirements to suit their particular needs.

Whatever's required, you will find that everything is geared up to make the life of the housebuilder that much easier.



For instance, selling our curtains is simplicity itself. We have three superb ranges supported by lavish sales materials and a price structure to suit all budgets. All curtains are hand-made in our own in-house production facility.

The reputation of our showhomes team has been developed through an approach that centres on a meticulous attention to detail and a 'can-do' attitude thats combined with industry leading creativity.

This interior design expertise extends to our furniture and lighting packs. Each one has been carefully created with 'hassle-free' very much in mind, featuring superbly designed products that can transform a property in an instant.

Huge stocks. Great prices

Our National Distribution Centre demonstrates our commitment to the new build industry. No other flooring contractor has this capability on such a scale. It allows us to keep stocks valued at over £2m and, being bigger than a Wembley Stadium sized football pitch, you can be sure that all the popular floors that your customers want are consistently available and competitively priced.

Service is enhanced by three state of the art automated cutting machines and sortation systems. This ensures that all orders are accurately processed in house at great speed before our own transport fleet undertakes distribution throughout the UK.



Customer service

Customer service is crucial to us; we want to make sure that you are entirely satisfied with everything we do. To achieve this, we go to great lengths to make sure that the highest quality standards are consistently maintained across all our UK operations.

We take great pride in the success of our rigorous control procedures. Our attitude is rooted in 'prevention is better than cure.' In dealing with the leading manufacturers we know that all our suppliers already have comprehensive quality control systems 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; should any issues or inconsistencies arise they can be dealt with swiftly.

Our commitment to outstanding service goes beyond the supply of products. We go further by supporting you in providing a thorough pre and post sales service to make sure your homebuyers are happy with all their floorcoverings and furnishings.

When it comes to flooring selection we make it easy with our range of sample books for your customers to browse through. Once the floorcoverings they want throughout their home have been identified you can trust us to take care of everything.

But even after fitting our service doesn't end; we have a floorcoverings information leaflet that you can give to the new owner on moving in. This contains advice on getting the most from their chosen flooring together with helpful hints on maintenance and performance. By educating customers in using and maintaining their floors, we have found that things that were once seen as being issues for customers are now recognised as being normal product features.

We take a similar approach with our curtains & blinds. Your on-site staff can use the superb sales presenters to take each home purchaser through the range of available fabrics and accessories, selected to suit all tastes and budgets. Every fabric in each of the three ranges is available at the same price so it couldn't be simpler to sell.

As we have our own in-house curtain and blinds making facility., we control every facet of production to ensure the highest quality standards.

Again, we take care of everything through to installation and there is a curtain & blinds information leaflet that the owner can refer to in order to maintain every item in the best possible condition.

Unique regional network

Through our 15 regional centres we can provide the highest levels of customer service. The scope to offer this depth of resource means that we never take our eye off the ball. 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; all done with great attention to detail.

But we don't finish when installation is complete; each of our regions has its own dedicated service staff. So, if any issues do arise they can be dealt with quickly or, more often than not, it will simply be a question of answering a straightforward query or providing some advice on matters such as the

best way to clean a particular flooring or the maintenance of curtains.

We even have a dedicated customer email service that acts as a direct line to our team; this ensures that your homebuyers get in touch with the right person. This is supported by a fleet of specialist customer service vans that are used if a home visit is necessary.

With such a structure we have great flexibility; our regional network gives us invaluable local knowledge backed by our national resources. This means we can be proactive in helping your business whilst retaining the ability to be reactive and 'on the ground' when you have an urgent requirement.



In-house transport fleet

We have always consistently invested in our transport fleet. To us, having our own vehicles is a necessity in being able to service your requirements properly. We realise that a delayed delivery 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 order 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.

It also helps us keep our costs down, underpinning our commitment to you of supplying our range of products at the most competitive prices.



Health & Safety

Throughout our national network, health and safety is of vital importance. Our fitters are CSCS registered (with many DBS checked) and 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.

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

We go to great lengths to make sure that the same high quality standards are maintained across all our operational centres.

Accreditations

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



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 and our baling machines 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.

Floorcoverings



Floorcoverings

Our commitment to housebuilders

You can rely on Designer Contracts as your flooring partner. We have been supplying carpet to housebuilders for over 25 years and with staff numbers exceeding 300 we can draw on a huge amount of expertise.

At all our offices across the UK you'll find a team of highly professional people who are constantly in touch with the needs of consumers. We closely monitor the market, alongside all our supplier partners, to ensure that we identify new style trends as they emerge. With this knowledge you can trust us to always know what your customers are looking for in their homes and to ensure you always have a competitive edge to your flooring offer.

We will always give you our best advice and total support; we see ourselves as being proactive partners not order takers and suppliers.



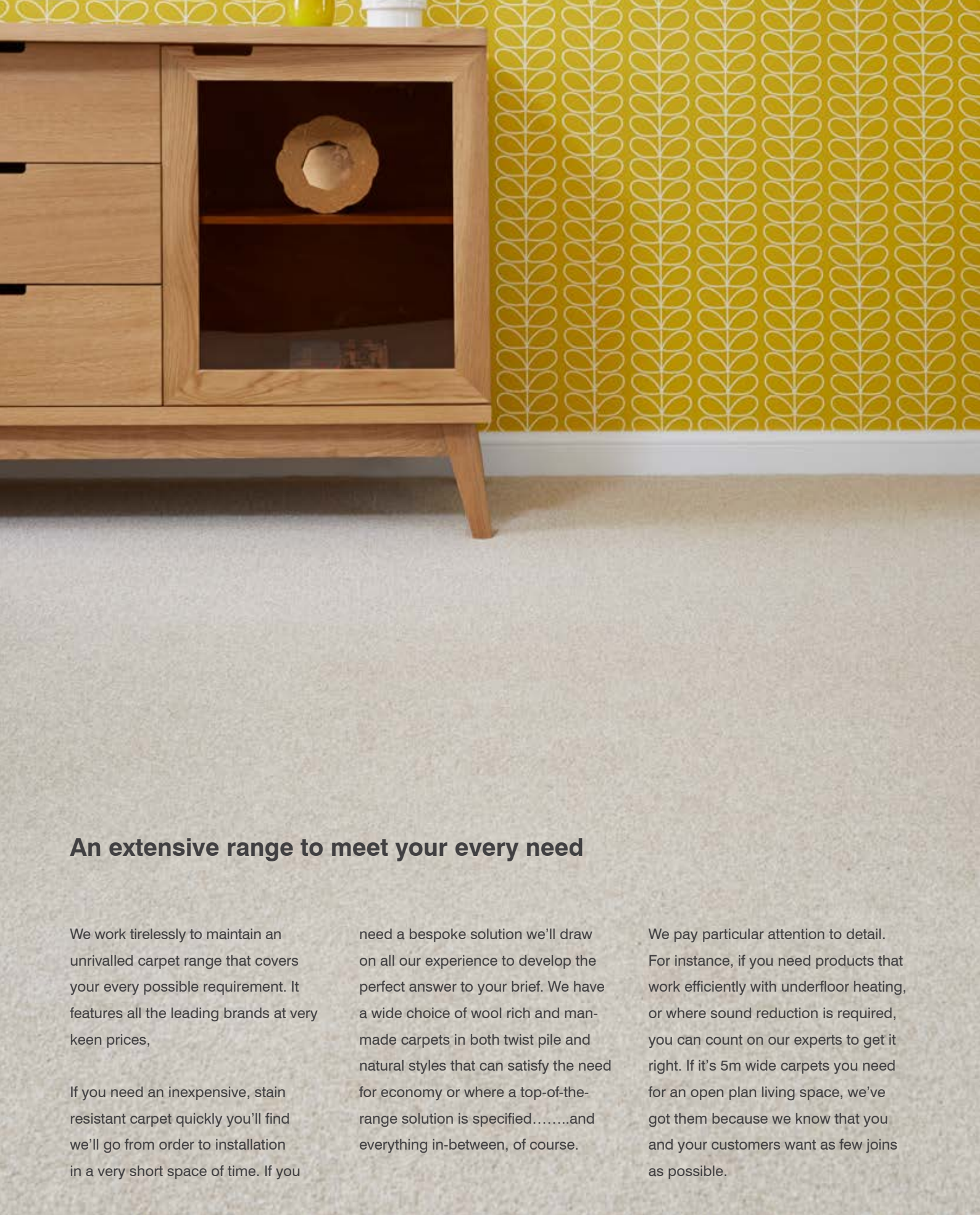
Carpets

You won't find another contractor with the resources and capability to service the housebuilding industry quite like we do.

As a large, national player 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 carpet 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.

What's more we have three automated cutting machines on-site. This means that every order is precisely cut to size before it leaves us, so you get exactly what you want. And with our own transport fleet you get it exactly when you need it.



An extensive range to meet your every need

We work tirelessly to maintain an unrivalled carpet range that covers your every possible requirement. It features all the leading brands at very keen prices,

If you need an inexpensive, stain resistant carpet quickly you'll find we'll go from order to installation in a very short space of time. If you

need a bespoke solution we'll draw on all our experience to develop the perfect answer to your brief. We have a wide choice of wool rich and man-made carpets in both twist pile and natural styles that can satisfy the need for economy or where a top-of-the-range solution is specified.....and everything in-between, of course.

We pay particular attention to detail. For instance, if you need products that work efficiently with underfloor heating, or where sound reduction is required, you can count on our experts to get it right. If it's 5m wide carpets you need for an open plan living space, we've got them because we know that you and your customers want as few joins as possible.

The complete carpet service

We make carpet selection easy with our range of sample books. Once your customer has chosen their floorcoverings you can leave everything to us, including taking all the hassle out of fitting.

But, once fitted, our service doesn't end there. We have a floorcoverings

information leaflet that you can use to give to your customers; this will help them get the most from their chosen flooring as it provides them with helpful hints on maintenance and useful information about the performance of each floorcovering. We even provide advice on what to look for when buying a vacuum cleaner.

This will also give you peace of mind. By providing this information we find that potential service issues are avoided, as homeowners know exactly what to expect from their floorcovering and how to look after it. We want every homeowner to be completely satisfied with the product and the installation.



Wood

Real wood floors don't have to be expensive

At Designer Contracts we don't subscribe to the view that a beautiful real wood floor has to carry a high price tag. In partnership with all the leading brands, 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 on the right grading, finish and surface. 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 often occur with wood floors are avoided and the floor adds to the attractiveness of the home.

The versatility of engineered wood floors

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 the floor we'll always install it with a sound reducing underlay; this will improve its performance and bring clear benefits to the homeowner.

Laminate Floors

Beautiful and water resistant

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.

But practicality does not have to get in the way of having a beautiful floor. We supply all the leading brands so there's

a huge choice of designs, colours and finishes available to you. Whether you need something traditional or modern, all floors have the same qualities of durability and easy maintenance. Homeowners will find that their floors look good year after year.



Luxury Vinyl Tiles

The two flagship brands in luxury vinyl tiles – Amtico and Karndean– spearhead our product range. The scope for creating imaginative and innovative floors is limitless, even in high traffic areas such as hallways and kitchens.

With such an extensive range of finishes it's possible to create traditional, classic or contemporary interiors to enhance any house or apartment. Stylish, practical and durable, your homebuyers can create beautiful floors in every room.



Creating a beautiful floor at the right price

Very often the need to create a truly aspirational and inspirational room can be let down by the desired floorcovering being beyond the available budget.

If you need a luxury vinyl tile floor you can rely on us to have the fullest range available at sensible prices. This includes click LVT systems, an innovative approach that uses planks rather than tiles to create a perfect flooring solution.

With our keen pricing we can ensure that the requirement for a beautiful floor is achievable for you and your customers.



Technical expertise

As you would expect, 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.



Floorcoverings

■ Vinyl

Balancing design and practical needs

Vinyl offers a fantastic opportunity to create stunning designs. We always stock an extensive range that provides the widest scope in terms of finishes or where selection is based on the requirements of a particular room.

You can be sure that we can provide exactly what you're looking for. We won't compromise creativity, your aspirations or the available budget.

These include 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.



Design, of course, is only part of the story. Performance and practicality are equally as important.

In certain situations you may need to meet specific requirements so we can advise you on vinyl products that have water resistant and slip resistant

properties. Most of our ranges are R10 rated, but we also offer some that are HSE compliant.

Our technical expertise is available to you at all times; from selecting the right vinyl to suit your needs, through to a perfect installation by our fully trained fitters.



■ Contract Carpet & Tiles

We pride ourselves in offering the complete service to housebuilders and in making all flooring solutions as easy as possible. An important part of this is the supply and installation of floorcoverings for communal areas and sales centres.

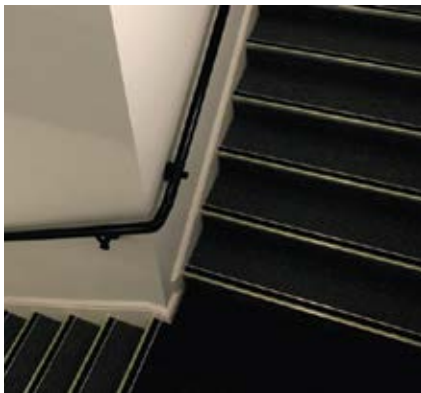
We have an extensive range of hard wearing, value for money carpets and

heavy duty carpet tiles that provide the highest levels of performance and durability. These are floorcoverings that will continually look great even in heavy traffic areas with high levels of footfall.

We are experts in supplying floorcoverings to a number of different sectors including social housing, commercial offices, housing

associations, public sector facilities such as education and healthcare, care homes and leisure & hospitality.

Consequently, not only do we have flooring solutions available for almost any application, we can also offer you the design and style options that you need to complement the most important requirement of functionality.



Floorcoverings

■ Safety Flooring

Safety is, of course, hugely important. So when it comes to flooring most of our products are rated R10 for slip resistance.

If you have to meet a specific set of requirements for safety flooring, you can draw on the expertise of our team to ensure that you meet the specification needs with the optimum solution.

We will not only advise you on product performance, including sustained slip resistance for the lifetime of the product, but also on your needs in terms of durability, ease of installation and any requirements for low maintenance.

Aesthetics are also a fundamental part of the consideration for any project. In working with the leading brands we can offer you a wide choice of products for complete design flexibility.



Curtains & blinds





Curtains and Blinds

The success of our industry leading curtain and blinds service has always been based on three core principles. The first is to always have a wide range of high quality curtains and blinds for all tastes and budgets, the second is to ensure that our prices are always at a fraction of the price of normal custom made curtains and last, but certainly not least, experience tells us that your own sales people need a simple system to follow that makes selling easy.

In short, we provide a complete 'order to installation' service that takes all the hassle away from your curtain selling requirements.



Up-to-date range of fabrics, styles and fittings

Our in-house design team work tirelessly to maintain a range of fabrics that represents the tastes of your customers. This ensures they have plenty of choice including a range of curtain poles to select from.



Curtains & Blinds

Our own
production facility

Our central facility means that we manage the production 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.



Selling curtains and blinds couldn't be easier

With the ranges we have carefully bought together – 'Classic', 'Elegance' and 'Indulgence' – sales negotiators have a simple way to sell curtains and blinds.

'Classic' is primarily for entry level and stock properties, 'Elegance' really comes into its own where large volumes are needed and 'Indulgence' is a must when those exclusive finishing touches are required.

Each range has its own fabric book featuring large fabric swatches to touch and feel. We also have a supporting Inspirations Guide that has been designed to help make selling curtains even easier. Used in conjunction with the fabric books, our interior designers have created schemes that will help the homebuyer decide on the look that is right for them.

Sales staff can take each home purchaser through a huge range of fabrics that will suit all tastes and budgets. All of the fabrics in each range are available at the same price so it couldn't be simpler to sell.



Showhome & Design Services



Showhome & Design

Blending creativity, expertise and great attention to detail allows us to provide you with aspirational showhome designs that will give you a significant sales edge over your competitors.

Everything, right down to the smallest accessory, will have been carefully considered by our team to ensure that we get it right for you and your sales team. Your customers will think 'I'd love to live here'.



You'll love our showhomes and get more for your £££s

Not only do we recognise that you need inspirational showhomes that will help you sell, but you also need a value for money solution that provides a return on your investment.

We are unique in having fifteen regional centres backed by the resources you'd expect from a national company. That allows us to bring some local insight to every project we undertake and you receive the benefits of the competitive prices we have as a 'one-stop shop' for floorcoverings, curtains & blinds and furniture & lighting.

You will have a dedicated team in place at every stage of the process. Our starting point is to thoroughly analyse the profile of your target customer so that we can identify what will appeal to their tastes and preferences.

It follows that, when we present our designs, you can trust us to know what will work. We firmly believe in 'what you see is what you get'; so that means no surprises, just a smooth transition from the approved plan to installation. We will work with you at every stage to deliver what you need on time, on budget and all done with the highest levels of customer service.

In touch with your prospective purchasers

Styles and fashions are constantly changing. Our design team monitors these trends to ensure that we stay ahead of the game and your showhomes are always up to date.

As well as keeping an eye on the future, our team of specialist designers has many years' experience working with a diverse range of new build clients on showhomes, viewhomes and 'freshening up' existing showhomes.



Showhome & Design



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 appeal to landlords, tenants and homeowners. As well as furniture and lighting there are also houseware and linen options available.

We have three furniture packs to suit every budget; Choice, Ideal and Supreme. Principally for one or two bedroom properties, each option covers a range of lounge/dining and bedroom furniture.

Whether you need a contemporary or traditional look, you'll find that we can provide a fully co-ordinated solution that can transform a property in an instant.

Whilst our packs are extremely popular, we can tailor something to your own specification if this is required, simply give us a call and talk to one of our design specialists.



Lighting

As with furniture, we have a collection of lighting options offering a range of solutions; all available with our unique ‘room-ready’ service.

This service keeps everything simple and straightforward for you. Each pack comes with clear room location labelling, ensuring the right lights go to

the right room for the right customer. It’s another way that we make life easier for the sales office and the installer.

Our lighting packs – Select, Supreme and Low Energy – provide a choice of lights suitable for every part of the home. They are also designed to suit different styles of home and budgets.

Select is a value package of elegant and contemporary light fittings, whilst Supreme has more luxurious options available. Both include a selection of co-ordinating table and floor lamps. The Low Energy range combines Select and Supreme with dedicated low energy LED bulbs.



Working with housebuilders and other sectors

As well as being a leading supplier to the new build industry we also work closely with a number of other sectors.

Social Housing
Housing Associations
Rental Property
Care Homes
Local Authorities
Education

Healthcare
Commercial Offices
Managing Agents
Leisure
Hospitality



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Designer Contracts

The UK's largest flooring Contractor

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