



HAWKINGE



Welcome to DCK Construction

Specialist contractor for enhancing occupied social housing and student accommodation



Who we are

"We pledge to provide a service with quality above all."

Rustam Serge Isayev
DCK Managing Director



DCK Construction Limited (DCK) is an experienced, SME, multi-trade building works contractor based in Woodford Green. DCK has an extensive track record of successfully delivering works predominantly in the social housing refurbishment sector. Managing Director, Rustam Isayev, formed DCK in 2008 and has overseen its growth from operating as a general building subcontractor to Tier 1 contractors to now undertake major refurbishment projects as the Principal Contractor. The company has a predominantly directly employed workforce of management and trade operatives and therefore has more control of resources on its projects.

We deliver projects in line with our UKAS Accredited ISO:9001 (Quality), ISO:14001 (Environmental) and ISO:45001 (Health & Safety) Integrated Management System. DCK's other accreditations also include Constructionline (Gold Member), CHAS (Elite Member), supplemented by trade organisation accreditations for specialist works such as NICEIC, bmtrada certification for Fire Door Installation and Maintenance and Fire Stopping Installations, FENSA Accredited for Window and Door Installations and Gas Safe certification.



Meet the Team



Iurii Sama

Operations Manager



Oleksandr Morozov

Contracts Manager



Omar Khalid

Commercial Manager



Tom Sessions

Managing Quantity Surveyor



Iurii Torchynovich

Quantity Surveyor



Dmytro Biienko

Quantity Surveyor



Michael Slaughter

Quantity Surveyor



Matthew Anam

Assistant Quantity Surveyor



Ruslans Bizans

Project Manager



Natalia Sama

Office Administrator



Vladimir Bozianu

Site Manager



Anvarjon Umarov

Project Manager



Josh Newman

Site Manager



Janis Bizans

Site Manager



Artem Ivliiev

Resident Liaison Officer



Andrei Capinus

Resident Liaison Officer

What we do

“DCK provides a comprehensive service, from design to construction”

We service both the private and public sector and have a wealth of experience in the refurbishment of occupied and void properties, aids and adaptations, fire safety works and student accommodation projects.

■ Improving Social Housing

We have worked on many major social housing improvement programmes for Local Authorities and Housing Associations. Between 2018 and 2022 this included replacing over 3,000 kitchens and bathrooms and other associated works in occupied properties.

■ Adapting Properties

Adapting properties to keep people in their own homes is a critical requirement for our clients. We have specialist directly employed aids and adaptations installation teams that have completed over 700 adapted bathrooms and kitchens over the six year period from 2017.

■ Fire Safety Works

We attained the bmtrada Fire Door Installer accreditation in 2019 as part of our strategy to grow our capability in this part of the market. Since then we have installed over 3,000 fire doors and associated FRA works and developed highly trained and skilled teams to undertake this specialist type of work.

■ Student Accommodation

We have completed fast track refurbishment of student accommodation projects totalling over 1,200 bedrooms and 150 shared kitchens. We are fully aware of the issues faced by student accommodation providers and work with them to deliver on time.

■ New Build/Extensions

With a predominantly directly employed workforce we can undertake small new build projects and extensions to existing properties. We can do this on a design and build basis or build only.

■ Consultancy

We have in-house expertise in design, cost planning, programming and construction buildability to prepare feasibility studies for your proposed development. Our aim is to manage risk, drive cost efficiencies and most of all add value to our clients.

FEATURED CASE STUDY: HOUSING DISREPAIRS & REPAIRS LONDON BOROUGH OF HARINGEY



Haringey Council, committed to addressing a nationwide issue of disrepairs in housing, appointed DCK to manage a complex project encompassing disrepair and repair works across scattered properties throughout the borough.

Disrepairs, posing a significant challenge for councils, often lead to legal disputes and frustrated residents. This case study details DCK's successful approach in tackling this multifaceted project.

Challenges

- **Scattered Properties and Individual Needs:** Managing over 430 scattered properties presented a logistical challenge, each with unique issues, necessitating a case-by-case approach. DCK had to adapt to the specific requirements of each resident, some of whom were legally represented, irate due to extended disrepair, or vulnerable due to age or disability
- **Damp and Mould:** With damp and mould growth posing serious health risks, we prioritised addressing these issues, utilising Mould Growth Consultants (MGC) treatments, a market-leading solution with over 50 years of proven effectiveness. A 5-10 year warranty assured residents of lasting protection
- **Asbestos Review and Management:** Asbestos in floor tiles and AIB board added a layer of complexity with a two-week notification period for removal, ensuring resident safety and regulatory compliance
- **Resident Liaison and Backlog Management:** Addressing a significant backlog of repairs along with frustrated and vulnerable residents demanded a sensitive approach. DCK's dedicated Resident Liaison Officer and Site Manager worked closely with residents to minimise disruption and ensure a smooth completion of works.

Solutions and Outcomes

- **Meeting Timeframes:** DCK successfully met the agreed timeframes for each property, ranging from one day to six weeks depending on the complexity of the repairs. DCK deployed a bespoke Resident Liaison Team, a separate Survey Team, and dedicated work streams for Disrepairs and Repairs to effectively manage resources and expedite completion
- **Effective Resident Communication:** DCK's Resident Liaison team fostered open communication with residents, addressing concerns and ensuring a smooth transition during works. This sensitive approach mitigated potential conflict and ensured project completion with minimal disruption
- **Backlog Clearance:** The project's primary objective – clearing Haringey's backlog of legal disrepair cases – was achieved on schedule. This demonstrates DCK's effectiveness in resolving long-standing issues and improving the living conditions of residents
- **Proactive Repairs Management:** DCK's proactive approach with Haringey's repairs list aims to prevent properties from falling into disrepair and becoming future legal cases. This focus on preventive maintenance ensures long-term improvement in the housing stock.

The successful management of these works showcases our expertise in handling complex, multi-faceted housing projects. DCK's ability to adapt to individual needs, manage diverse challenges, and prioritise resident well-being has resulted in the award of a follow on contract.

- **Client:** London Borough of Haringey
- **Value:** Disrepairs - £2m; Repairs - £216k
- **Date:** Disrepairs - November 2023 - Ongoing; Repairs - January 2024 - Ongoing
- **Scope:** Surveys; Asbestos Removal; Damp and Mould Treatment; Plastering; Decorations; Kitchens and Bathrooms; Electrics; Flooring; Doors; Windows; Gas; Central Heating and Boilers; Roofing; Brickwork; Fencing; Groundworks; Drainage.



Pictured: Bathroom before works (above) and completed (below)



FEATURED CASE STUDY: VOID REFURBISHMENT WORKS LONDON BOROUGH OF CAMDEN

This project details the recent successful refurbishment of void properties by DCK on behalf of our client, the London Borough (LB) of Camden.

The works aimed to make these properties readily available for letting by addressing repairs to the highest of standards. LB Camden, as the local authority, plays a strategic role in overseeing housing stock and ensuring its suitability for tenants.

Challenges

- **Scattered Properties:** The works encompassed multiple properties spread across the borough, requiring logistical coordination
- **Asbestos Removal:** The removal of asbestos posed a necessary but time-sensitive step due to the two-week notification period
- **Squatter Presence:** Unauthorised occupants in some properties presented a hurdle that needed resolution to avoid project delays
- **Meter Issues:** A review of gas and electric meters revealed problems that DCK needed to address to avoid any delays.

Solutions

- **Collaborative Planning:** We worked closely with LB Camden to establish a clear project plan, including a list of properties, scope of works per property, and agreed timeframes ranging from 2-4 weeks
- **Proactive Management:** DCK proactively managed asbestos removal, ensuring compliance with regulations and maintaining the project schedule. We also collaborated with LB Camden to resolve the presence of squatters within the designated timeframes
- **Flexibility and Value Engineering:** We implemented improvements to the project specifications, including upgrading boilers to a more efficient model and enhancing kitchen fixtures with coloured cabinets and better taps
- **Resource Management:** DCK prioritised on-time completion by deploying a team of over 20 operatives to ensure each property was ready for occupancy by the designated move-in dates.

Outcomes

- **Successful Refurbishment:** All properties were successfully refurbished within the agreed timeframes, meeting the high standards set by the client. The project resulted in a significant improvement to their housing stock
- **Client Satisfaction:** LB Camden expressed high satisfaction with DCK's performance, highlighting our proactive approach, flexibility, and commitment to meeting deadlines. This paves the way for continued collaboration on future projects.

This project exemplifies DCK's ability to deliver complex works on time and within budget. Our collaborative approach, problem-solving skills, and commitment to exceeding client expectations resulted in not only improved housing stock but also ensured timely accommodation for residents in need.

- **Client:** London Borough of Camden
- **Value:** £2.2m
- **Date:** 2023 - 2024
- **Scope:** Surveys; Asbestos Removal; Plastering; Decorations; Kitchens and Bathrooms; Electrics; Flooring; Doors; Windows; Gas; Central Heating and Boilers.



Pictured: Bathroom before works (above) and completed (below)



Void Property Renovations, London Borough of Haringey

DCK carried out this voids programme for the Council to improve much needed empty properties throughout the borough to a lettable standard. The work included flats and houses and the scope included new kitchens and bathrooms, upgrading electrics and plumbing, full redecoration and new floor coverings. Work in each property ranged from two to four weeks with the aim to get the properties completed as soon as possible for immediate occupation and to get people off the housing waiting list.

PROJECT

Whole house refurbishment of empty properties across the borough.

PROPERTY TYPE

Houses & Flats

VALUE

£2.5m

DATE

2022-2024



Void Property Renovations, Ministry of Defence

The MOD has embarked on a major property refurbishment programme and VIVO, a JV between SERCO and EQUANS, secured a place on the south east region of the Defence FM and Housing Maintenance Frameworks contracts. Individual task orders are competitively tendered with values ranging from £150,000 to £1.2m. DCK has secured a number of contracts that has included kitchen and bathroom renewals and renovations, carpet cleaning and vinyl floor replacement to full house renovations.

PROJECT

Improvement of properties for services families across London & the south east.

PROPERTY TYPE

Houses & Flats

VALUE

£1.2m

DATE

2022-2023



Homes for Haringey / London Borough of Haringey

DCK has a long-standing relationship initially with Homes for Haringey and more recently with Haringey Council following the transfer of housing services back to the Council. During the ten year period between 2010 and 2020 we have delivered work with a total value of over £40m or £4m per year on average. Projects undertaken during this period has included many on the Broadwater Farm estate including fire related works, electrical and boiler replacements, kitchen and bathroom programmes, support with the district heating scheme works and void properties.

PROJECT

Various projects over a ten year period.

PROPERTY TYPE

Houses & Flats

VALUE

£4m/year average

DATE

2010-2020



Void Disposal Programme, Hyde Housing Association

In 2018 Hyde Housing Association embarked on a disposal programme for a range of 1-4 bedroom properties across London and the south east. DCK was retained to undertake the refurbishment work over a 90 week period. The properties were batched based on location to maximise efficiency with the initial two batches comprising 17 and 19 properties respectively. Further batches followed in due course over the contract period. At peak DCK was opening 20 properties a month.

PROJECT

Property refurbishment & void disposal programme across London and the south east.

PROPERTY TYPE

Houses & Flats

VALUE

£3m

DATE

2018-2020



FEATURED CASE STUDY: FIRE RISK ASSESSMENT (FRA) WORKS LONDON BOROUGH OF CAMDEN



Leading fire safety specialist, DCK, was commissioned by the London Borough (LB) of Camden in 2023 to undertake Fire Risk Assessment (FRA) works on a large number of scattered properties within the borough.

The primary objective of the project was to ensure that these properties were equipped with adequate fire safety measures to facilitate safe evacuation in the event of a fire and to prevent the spread of fire between individual dwellings and communal areas.

Project Execution

To efficiently manage the large number of properties involved in the project, DCK was provided with the addresses in batches by LB Camden. These batches were further divided into FEDs and communal doors to streamline the work process.

Prior to commencing any work, DCK conducted detailed surveys and reports on each property. These assessments helped identify specific fire safety deficiencies and determine the most appropriate solutions.



DCK's expertise in fire safety, coupled with its bmttrada certification for installing fire doors, ensured that the project was executed to the highest standards.

The company's ability to efficiently manage multiple properties and effectively coordinate the installation of fire safety measures was instrumental in the successful completion of the project.

Benefits of the Project

The successful completion of the fire safety upgrades in Camden has significantly enhanced the safety of residents and properties within the borough.

By ensuring that buildings have adequate means of escape and are protected from the spread of fire, the project has helped to mitigate the risks associated with fire incidents.

- **Client:** London Borough of Camden
- **Value:** £1.8m
- **Date:** 2023 - 2024
- **Scope:** Surveys; New Flat Entrance Doors & Communal Doors; Fire Stopping Works.



Pictured: DCK's bmttrada certification to install fire doors (above)



FEATURED CASE STUDY: FIRE RISK ASSESSMENT (FRA) WORKS LONDON BOROUGH OF HARINGEY



DCK secured this contract via an open competitive tender on the council's Dynamic Purchasing System (DPS). The works involved in this project are deemed to be essential to ensure the buildings adequately provide a suitable means of escape in the event of fire and separation between the dwellings and the communal areas.

The works include the replacement of flat entrance doors (FEDs), cross-corridor and stairwell doors, and riser cupboard doors. Works also include extensive communal decorations, improved wayfinding signage in accordance with The Fire Safety (England) Regulations 2022, installation of L4 detection systems in communal areas, and replacement of emergency lighting as and where required.

The cross-corridor doors also include hold-open devices linked to individual detectors. The works will ensure the blocks are compliant with the current Fire Safety and Building Safety Regulations.



DCK, holding the bmtrada certification to install fire doors, will install 655 FEDs and 328 communal doors, in addition to the 336, one-hour fire-rated riser access panels over a six-month period with its own directly employed workforce. The FED specification is for an FD30S door, with FD60S doors specified in communal areas.

Whilst the design and the range of colour choices of the doors will be set by the council, residents will have a choice of door colour to complement the new wall decorations. Of the 655 flats to receive a new FED, 91 are occupied by leaseholders.

DCK has committed to a range of social value activities that includes providing new jobs for local residents, a pledge to spend at least £280,000 with locally based businesses in addition to supporting local community based organisations with donations and resources to undertake events and projects that will benefit the local community.

- **Client:** London Borough of Haringey
- **Value:** £3.5 million
- **Date:** November 2023 - Autumn 2024
- **Scope:** 983 new fire doors, 336 fire rated riser access panels, new detection systems in communal areas, associated electrical works, extensive communal decorations, improved signage and new spandrel panels.

Fire Stopping
Installation

Fire Door
Installation

Fire Door
Maintenance



Pictured: DCK's bmtrada Q-Mark Certification (above); Resident consultation event to show and discuss the new flat entrance doors (below)



Fire Safety Works, London Borough of Newham

The London Borough of Newham procured this work through its Repair & Maintenance DPS that commenced in 2021. Work packages with a value range of between £20,000 and £250,000 were competitively tendered between the five contractors on the DPS. DCK was successful in 20 individual work packages over the two year term. Almost 2,000 fire doors were fitted by DCK's directly employed installers and in accordance with our bmtrada accreditation to install fire doors.

PROJECT

Replacement of front entrance fire doors and in communal areas in blocks.

PROPERTY TYPE
Flats (Blocks)

VALUE
£2.6m

DATE
2021-2023



Fire Safety Works, London Borough of Hackney

DCK completed this project over two phases and two years. DCK was a supply chain partner to a Tier 1 contractor retained on Hackney's Planned Maintenance Framework. DCK had previously worked in the borough on a major kitchen and bathroom contract of almost 1,700 properties during the period 2016-2018 so had first hand knowledge of many of the blocks. 742 fire doors were fitted by DCK's directly employed installers and in accordance with our bmtrada accreditation to install fire doors.

PROJECT

Replacement of front entrance fire doors in addition to communal and staircase decorations.

PROPERTY TYPE
Flats (Blocks)

VALUE
£1.3m

DATE
2021-2022



FEATURED CASE STUDY: KITCHENS & BATHROOMS LONDON BOROUGH OF HARINGEY



DCK has a longstanding partnership with the London Borough of Haringey, spanning over a decade. Our collaborative efforts have been instrumental in enhancing the living conditions of countless residents through comprehensive kitchen and bathroom refurbishment projects.

An example of our successful collaboration is the recently completed 2024 phase, encompassing 30 properties with a mix of 21 kitchens and 22 bathrooms, including some Occupational Therapy (OT) bathrooms.

Challenges

This project presented unique challenges due to its focus on “sensitive cases” – properties that had been previously excluded from similar initiatives due to resident health issues or legal complexities. Recognising the sensitivity of these cases, DCK worked closely with Haringey’s resident liaison team to develop tailored strategies for each resident.

Our approach emphasised open communication and proactive engagement, with site team members making multiple visits to properties throughout the day to address concerns and build trust. This personalised approach was instrumental in maximising resident participation.

The project also demanded adaptability as it involved a diverse range of property types, from blocks of flats to terraced and Victorian houses. Our experienced team successfully navigated these complexities, ensuring high-quality workmanship across all properties.

Solutions and Outcomes

To provide residents with a tangible preview of the final results, DCK delivered two pilot projects: one in a resident’s home and another in a local community centre. This initiative allowed other residents to see the transformation firsthand, fostering excitement and anticipation for their own improvement works.

The successful completion of this challenging phase within a six-month timeframe is a testament to the collaborative efforts of both DCK and the London Borough of Haringey’s resident liaison team. The project exceeded expectations, with overwhelming positive feedback from residents who were delighted with the results.

Beyond the successful delivery of this project, DCK’s partnership with the London Borough of Haringey extends to a broader commitment to community improvement. Our involvement in the Homes for Haringey Planned and Preventative Maintenance (PPM) framework between 2012 and 2016, which encompassed over 1,000 kitchen and bathroom replacements under the Decent Homes initiative, is a prime example of our dedication to enhancing living standards for residents.

Moreover, our continued participation in the LCP Minor Works DPS framework demonstrates our ongoing commitment to supporting the borough’s housing needs. Through these initiatives, we have consistently delivered high-quality, cost-effective solutions that have made a tangible difference to the lives of Haringey residents.

DCK is excited to continue our partnership with the London Borough of Haringey and are confident that our shared commitment to excellence will enable us to deliver even more impactful projects that benefit the community.

- **Client:** London Borough of Haringey
- **Value:** £490k
- **Date:** January 2024 - August 2024
- **Scope:** Kitchen and Bathroom Replacements, including some Occupational Therapy bathrooms.



Pictured: Completed pilot kitchen of the local community centre (above) and example bathroom from the 2024 programme (below)



FEATURED CASE STUDY: CAPITAL WORKS PROGRAMME LONDON BOROUGH OF HACKNEY



DCK was tasked with a significant project to replace kitchens and bathrooms in 1,672 occupied properties in the London Borough of Hackney.

This project was part of a larger initiative by the council to improve housing standards and create more comfortable living environments for residents.

In 2016, DCK was subcontracted by tier 1 contractor, Equans, to deliver this work as part of a four-year partnering contract. Given the scale and complexity of the project, DCK faced several challenges.

Challenges

- **High volume of properties:** The large number of properties required efficient planning and execution to meet deadlines
- **Occupied properties:** Working in occupied properties necessitated careful coordination and communication with residents to minimise disruption.

Solutions and Outcomes

- **Just-in-time deliveries:** A central store facility was established to ensure timely delivery of kitchen and bathroom components, reducing waiting times and improving efficiency
- **Phased approach:** The project was divided into three phases based on geographic location, minimising travel distances and maximising productivity
- **Continuous improvement:** DCK tracked performance metrics and implemented process improvements to reduce turnaround times and enhance quality
- **Strong communication:** Open and transparent communication with residents was essential to build trust and minimise disruptions
- **Completion rate:** Over 98% of the properties were successfully completed, with refusals and no-access cases being rolled over into subsequent phases
- **Reduced turnaround times:** The average time per property for kitchen replacements decreased from 12 days in Phase 1 to 10 days in Phase 3. Bathroom durations were also reduced from 7 days to 5 days
- **Improved resident satisfaction:** Resident satisfaction levels increased significantly from 85% in Phase 1 to over 96% in Phase 3.

Conclusion

DCK's successful completion of this project demonstrates our ability to deliver large-scale programmes efficiently and effectively.

The combination of careful planning, efficient execution, and a focus on resident satisfaction led to a positive outcome for both the council and the residents.

In 2021, we returned to the borough to undertake fire safety works in occupied properties throughout Hackney. This project involved upgrades to existing fire safety systems and features in many of the blocks where DCK had previously installed kitchens and bathrooms.

This subsequent engagement demonstrated our ongoing commitment to providing high-quality services and improving the safety and well-being of residents.

- **Client:** London Borough of Hackney
- **Value:** £7.2m over three phases
- **Date:** Phase 1 (2016-2018) Phase 2 (2018-2019) Phase 3 (2019-2020)
- **Scope:** Kitchen and Bathroom Replacements



Decent Homes, Royal Borough of Greenwich

DCK undertook this 12 month programme to replace kitchens and bathrooms in approximately 300 properties in scattered locations across the south of the borough. Opening ten properties a week at peak, the programme was delivered on programme and helped to secure an additional external façade works contract for the Tier 1 contractor. As part of the Social Value delivered on this project, DCK provided the tradespeople and materials to install a new kitchen and bathroom in a community centre for the benefit of the local community.

PROJECT

Replacement kitchen & bathrooms programme.

PROPERTY TYPE

Houses

VALUE

£2.4m

DATE

2017-2018



Decent Homes, Royal Borough of Kensington & Chelsea

DCK was appointed to deliver this kitchens and bathrooms programme by the Tier 1 contractor Keepmoat (now known as EQUANS) as part of the Kensington & Chelsea Tenant Management Organisation Capital Works Framework Programme that commenced in April 2015. Properties in the areas are a mix of street properties and estates. DCK had previously completed works in the borough working with Keepmoat and was awarded this contract based on proven delivery.

PROJECT

Replacement kitchen & bathrooms programme throughout the south & central areas of the borough.

PROPERTY TYPE

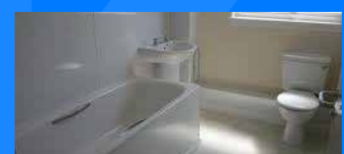
House & Flats

VALUE

£1.78m

DATE

2015-2016



FEATURED CASE STUDY: AIDS & ADAPTATIONS LONDON BOROUGH OF HARINGEY

DCK secured a place on Haringey Council's Minor Works Dynamic Purchasing System (DPS) in August 2021 which is due to run for a 12-year period from its commencement in June 2019.

Packages of work are competitively tendered via mini-competition by the contractors on the DPS. To date, DCK has secured the majority of work packages due to its delivery capability and competitiveness.

DCK established a satellite base that included a small office, welfare, and storage facilities in a central location in the borough. This is where the contract is operated from on a daily basis with support from the Woodford Green head office.

DCK's predominantly directly employed workforce undertakes the vast majority of work on each project, therefore eliminating trades and coordination that results in shorter work programmes and high levels of quality.

Our installation teams are highly experienced in the installation of aids and adaptations and we have honed our approach to deliver exceptional results.

The scope includes kitchen and bathroom adaptations in the main in addition to other minor adaptations including grab rails, stair rails, step alterations, and other major adaptations such as stair lifts and ramps for wheelchairs.

Working closely with all parties

Haringey's Project Manager works out of DCK's satellite and main offices on a regular basis and is very much part of the project team.

Our Resident Liaison Officer works closely with the Occupational Therapy Service, carers, and family members to ensure we plan and deliver the work to minimise disruption and maximise resident satisfaction.

We also liaise with Haringey's Adaptations Service which helps children and young people with disabilities to live as independently as possible.

Delivery model and supply chain

DCK delivers the majority of the work with its directly employed workforce and therefore has control over availability, sequencing and quality.

We have a tried and tested supply chain in place on the contract including Freeway Lifts (platform lifts, stair lifts and ceiling track hoists etc.), Rapid Ramps (metal ramps) and AKW for the specialist sanitaryware.

We also have extensive experience in the installation of Closomat WCs.

- **Client:** London Borough of Haringey
- **Value:** £3m per annum
- **Date:** 2021 - 2031
- **Scope:** Kitchen and bathroom adaptations and other minor and major adaptations
- **DCK role:** Principal contractor



Pictured: New Outdoor Platform Lift

On completion of the ramp and access to my residence, I would like to thank all concerned for the wonderful job done. From start to finish all concerned did a wonderful job, from my councillor who recognised my need for improved access, to the office staff who communicated so well, to the contractors who did an exceptional job. They were all respectful, kind, helpful, polite and considerate. I am really happy and grateful for the renovation which is admired by friends and family, as life is much easier because of it.

**Northumberland Park resident,
via Brian Ferguson, Adaptations Manager,
London Borough of Haringey**

FEATURED CASE STUDY: AIDS & ADAPTATIONS LONDON BOROUGH OF HARROW



DCK was contracted by the London Borough of Harrow to undertake aids and adaptation works to approximately 200 scattered properties within the borough. This four-year framework project involves retrofitting existing homes with occupational therapy (OT) bathrooms, aiming to improve accessibility and quality of life for residents.

This project requires close collaboration with residents, particularly those with vulnerabilities, to ensure a seamless transition throughout the works.

Challenges and Solutions

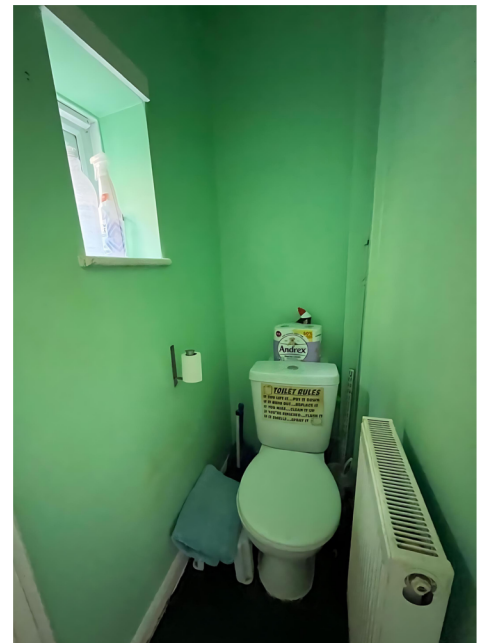
- **Working with Vulnerable Residents:** One of the primary challenges was working with residents who may have limited mobility, cognitive impairments, or other vulnerabilities. DCK addressed this by deploying a dedicated resident liaison officer and site manager to build trust and understanding with residents. The team works closely with residents to explain the project, address concerns, and ensure their needs are met
- **Bespoke Specifications:** The project demands a high level of customisation to cater to the diverse needs of residents. DCK developed bespoke specifications that offers residents a range of flooring and tile options, allowing them to personalise their new bathrooms. This approach empowers residents to feel involved in the decision-making process and increase their satisfaction with the final result
- **Efficient Project Management:** To ensure timely completion of the works, DCK implemented efficient project management strategies. This includes detailed planning, scheduling, and resource allocation, as well as regular monitoring and progress updates. By maintaining a structured approach, DCK is able to minimise delays and disruptions to residents' daily lives.

Outcomes and Benefits

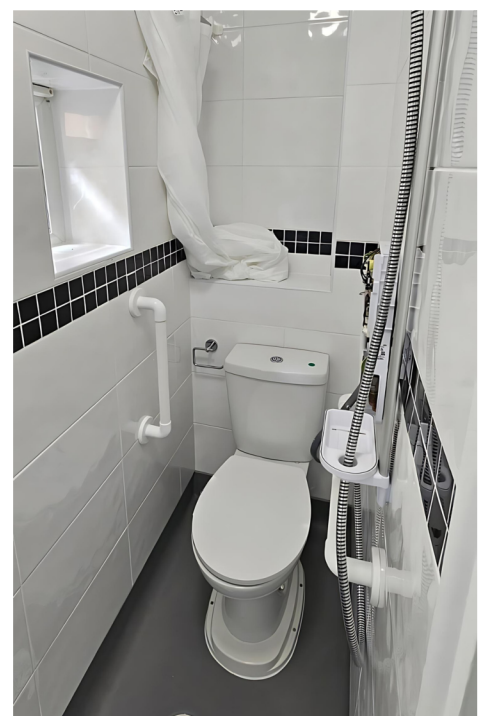
- **Improved Accessibility:** The aids and adaptation works significantly enhances the accessibility of residents' homes. The OT bathrooms incorporate features such as grab rails, level access showers, and adapted sinks, making it easier for residents to perform daily tasks
- **Enhanced Quality of Life:** By providing residents with more comfortable and functional living spaces, the project contributes to their overall well-being and quality of life. The ability to use their bathrooms with greater ease and confidence will have a positive impact on their independence and self-esteem
- **Community Impact:** The project not only benefits individual residents but also has a positive impact on the wider community. By improving the accessibility of homes within the borough, DCK is helping to create a more inclusive and supportive environment for all residents.

These aids and adaptation works in Harrow demonstrates the company's expertise in delivering complex projects that require sensitivity and attention to detail. By working closely with residents and adopting a tailored approach, DCK is able to create accessible and functional living spaces that improves the quality of life for many individuals.

- **Client:** London Borough of Harrow
- **Value:** 4 Year Framework - £10.6m over 4 years
- **Date:** January 2024 - Ongoing
- **Scope:** Occupational Therapy (OT) bathrooms in occupied premises.



Pictured: Bathroom before works (above) and completed (below)



Seething Wells Campus, Kingston University

DCK, having proved itself to deliver student accommodation refurbishment projects at scale, was selected by the Tier 1 contractor to undertake this challenging project to refurbish 886 en-suite (majority had shower pods) student bedrooms, over 70 shared kitchens and associated communal areas and shared spaces over a 12 month period. 11 bedrooms were disability adapted rooms with fully accessible bathrooms. DCK also completed public realm works across the site. The busy campus houses both teaching and residential buildings and for most of the contract period was occupied therefore great care had to be taken to minimise disruption and ensure safety at all times.

PROJECT

Refurbishment of student bedrooms, communal kitchens & communal/external areas

PROPERTY TYPE

Student Accommodation

VALUE

£4.4m

DATE

2021-2022



iQ Kingston, Kingston upon Thames

DCK was selected with one other contractor to undertake this challenging project to totally refurbish 214 student bedrooms, 17 cluster kitchens/rooms, circulation areas and ground floor common room, and the conversion of a cycle store to a new gym in the 12 week summer recess. All 214 bedrooms, all en-suite, were stripped of all furniture, refurbished and re-furnished to a high standard. The majority of bedrooms have bathroom pods that were refurbished with 11 bedrooms having a full bathroom that were replaced.

PROJECT

Refurbishment of student bedrooms, communal kitchens & communal areas.

PROPERTY TYPE

Student Accommodation

VALUE

£1.8m

DATE

2016



Kingston Hill Campus, Kingston University

DCK completed this challenging project to refurbish 447 en-suite student bedrooms, 39 shared kitchens and associated communal areas over a 12 month period. The two student accommodation blocks on the Kingston Hill Campus, Chancellors Hall and Walkden Hall, house 284 bedrooms and 163 bedrooms respectively. The accommodation in Chancellors Hall was also reconfigured to bring it up to modern day regulations and to meet the changing needs of students.

PROJECT

Refurbishment of student bedrooms, communal kitchens & communal areas.

PROPERTY TYPE

Student Accommodation

VALUE

£1.9m

DATE

2021-2022



Cutty Sark Halls & Devonport House, University of Greenwich

This project, delivered during the 12 week, summer recess, involved the full strip out, new flooring, new electrical design and refurbishment of 42 ensuite bedrooms, five communal kitchens and associated corridors and staircases. The programme also involved the creation of two new DDA compliant study bedrooms and the installation of an adapted kitchen, including a height adjustable kitchen worktop incorporating a hob and sink for use by students in wheelchairs.

PROJECT

Refurbishment of student bedrooms, communal kitchens & communal areas.

PROPERTY TYPE

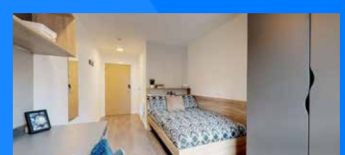
Student Accommodation

VALUE

£1.9m

DATE

2017



Great Arthur House, City of London

Great Arthur House forms part of the Golden Lane Estate and is one of the City of London's residential landmark buildings. It is Grade II listed and was completed in 1956. The block comprises 120 one bedroom studio apartments located on 15 floors which are fully occupied and remained so throughout the refurbishment. The complete façade was renewed and DCK was retained to install a temporary wall in each flat to ensure the comfort and safety of residents throughout the work.

PROJECT

Enabling & reparation works in association with the re-cladding of the block.

PROPERTY TYPE

High Rise Block

VALUE

£1.8m

DATE

2018-2020



Costa Coffee Store Refurbishment, Bromley

DCK was selected to undertake this fast track refurbishment of a busy Costa Coffee store in The Glades shopping centre in Bromley, London. The work included full redecorations, floor coverings and renewal of company supplied branded equipment. DCK worked round the clock to complete the work in only five days to get the store back up and running in the absolute minimum timeframe.

PROJECT

Fast track refurbishment of a busy branch.

PROPERTY TYPE

Store Refurbishment

VALUE

£300,000

DATE

2023



Brighton Seafront Hotel

DCK was commissioned by a private client on this change the use project from a hotel to luxury apartments. The original 14 bedroom hotel was completely remodelled to provide four self contained luxury apartments. The work included total internal strip, remodelling to suit the new layout including new state of the art mechanical and electrical services, new kitchens and bathrooms and finishes throughout.

PROJECT

Conversion of a beachfront hotel to luxury apartments.

PROPERTY TYPE

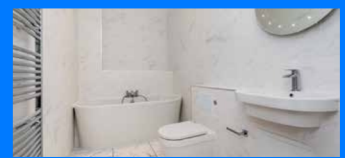
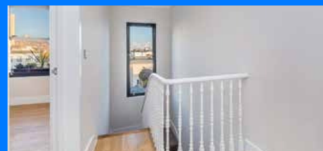
Residential Conversion

VALUE

£450,000

DATE

2019



Cuffley Extension Project

DCK completed this major three storey extension to a detached property to increase the accommodation space by almost 50 percent. The work included complex substructure works to cater for the existing soil conditions, superstructure works including extensive steel support to accommodate the long roof span design and additional bedrooms in the roof space. DCK also fitted out the new kitchen and dining space to the clients requirements in addition to extensive hard landscaping works down to the garden level.

PROJECT

Major extension to a property including all structural and fit out works.

PROPERTY TYPE

House Extension

VALUE

£260,000

DATE

2018





Social Value: Supporting the Moselle Community Project

DCK Construction Ltd is proud to support the invaluable work of Wheely Tots, a community-led social enterprise based in Tottenham, Haringey. By recently donating £8,000 to their Moselle Community Project (MCP), DCK is contributing to the creation of a more resilient and connected community.

Wheely Tots has a long history of promoting healthy lifestyles and fostering community spirit through their various programmes. However, the COVID-19 pandemic presented significant challenges for the organisation, but they adapted quickly to meet the needs of their community. By establishing a food bank and continuing to offer outdoor activities, they provided essential support during a difficult time.

Wheely Tots' role as the anchor organisation for Broadwater Farm is a testament to their commitment to community development. The MCP, a weekly gathering that includes a food bank, hot meals, and various activities, has become a vital hub for local residents.

Sonia, who started attending last year, said: *"I came with my husband as I was his carer and it was a good way to get him out of the house. It's a really enlightening place, you always meet new people. I lost my husband towards the end of 2023, and I got lots of support from everyone at the project. I now bring my mum along and she really enjoys it too."*

DCK's donation will help Wheely Tots continue their important work and expand their reach. By supporting organisations like Wheely Tots, DCK is not only fulfilling its corporate social responsibility but also contributing to the overall well-being of the communities it serves.

DCK's involvement with Wheely Tots aligns with its commitment to sustainable development and social impact. As a company that is currently delivering fire safety improvement works on the Broadwater Farm estate, DCK is actively contributing to the regeneration of the area. By supporting Wheely Tots, DCK is demonstrating its commitment to not only improving the physical infrastructure of the community but also strengthening its social fabric.



The cheque presentation went extremely well and we are so grateful for the time and effort everyone put in, hopefully the pictures will capture the colourful display with all the residents dressing up in their summer attire!

Angharad Chapman, Haringey Council Socio-Economic Regeneration Manager

Social Value: Building Digital Bridges in Broadwater Farm

The digital divide – the gap between those who have access to and can use technology effectively and those who cannot – remains a significant issue. This case study showcases how DCK is supporting Haringey Council to bridge this gap within the Broadwater Farm estate in Tottenham, North London.

A number of residents on the estate lack access to digital resources and the skills needed to navigate the online world. This could limit their ability to access essential services, find employment opportunities, and connect with loved ones.

Recognising this challenge while delivering fire safety improvement works on the estate, we partnered with Haringey Council who was already running free one-to-one digital support sessions for residents. DCK donated several new laptops specifically for these workshops which provided residents with the necessary tools to gain practical experience during the training sessions.

DCK's donation of equipment is an example of how businesses can create positive social value alongside their core activities. By collaborating with local authorities, initiatives like these can empower residents, foster inclusivity, and contribute to the overall regeneration of a community.



Thank you so much for the laptops you dropped off last Friday, some of the residents came down today to use the system and learn how to connect to the internet!

Angharad Chapman, Haringey Council Socio-Economic Regeneration Manager

Broadwater Farm

NEW DATES!

GET CONNECTED!



FREE ONE TO ONE DIGITAL SUPPORT TO HELP YOU GET CONNECTED AND USE THE INTERNET.

Drop-in any time from 11.00am to 2.00pm on a Wednesday at the Broadwater Farm Community Centre and get individual support to help build your online confidence.

DATE NEW
Wednesday, 12 June 2024
to Wednesday 17 July 2024

TIME
11.00am to 2.00pm
Drop-in any time

LOCATION
Broadwater Farm Community
Centre, Adams Road
Tottenham, N17 6HG



COME ALONG TO ANY SESSION AND FIND OUT HOW TO:

- Switch on and get started with your device
- Set up accounts and use email
- Find and use a range of online services
- Find and use different Apps
- Take/share pictures and videos
- Speak to family and friends via digital communication
- Anything else that will support you with your digital skills!

Sessions will have laptops available for you to use. You are also welcome to bring along your own smartphone, tablet or laptop and get support with how to use them.

Drop-in and come back for another session!

GET IN TOUCH

To find out more, just drop in or contact Ecaterina on:

Call or text: 07989 419590

Email: Ecaterina.Bright@haringey.gov.uk

Please contact Ecaterina if you would like this information in another format or language.



Pictured: Details of the Digital Support Sessions (above) and the DCK team donate the laptops (below)





Social Value: Broadwater Farm Estate Planting Initiatives

DCK recently completed a social value project at the Broadwater Farm Estate in Tottenham, North London on behalf of our client, Haringey Council.

As part of our commitment to the building safety works project we're delivering on the estate, we went above and beyond to give back to the community.

Haringey Council approached DCK to see if we could undertake works to install planters in the Debden courtyard. DCK was more than happy to assist free of charge and provided materials and labour to build and paint six new planters with top seats.

We also constructed new pathways and laid down wood chips, creating a more inviting and usable space for residents.

Around 30 children and staff from the Broadwater Farm Children's Centre nursery class participated in planting flowers and herbs in the newly built planters (pictured below).

This not only helped beautify the space but also provided a valuable learning experience for the children about gardening and environmental responsibility.

The courtyard was further enhanced by exhibiting artwork and portraits from the local community on the hoarding next to the new planters, adding a touch of personality to the space.

DCK's commitment to social value extends beyond simply building works. We recognise the importance of giving back to the communities we serve and creating a positive impact.

The Broadwater Farm Estate project is a shining example of this commitment in action.



Pictured: The client team donned their overalls, assisting DCK with the painting (above) and local children add their artwork to the hoarding (right)



This is just to say a big THANK YOU to everyone who came and supported the planter painting on Broadwater Farm. Also to DCK for all of their support with the construction of the planters and wood chip surfacing.

It was great to have you all there, and to get two coats of paint on (between rain showers!) and get the chance to catch up with colleagues, consultants, contractors, and members of our Broadwater Farm community.

Ione Braddick, Urban Design
Delivery Manager, Haringey Council



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