



calan dvsTM

Transforming Lives Through Refurbishment

Client Contact: Calan DVS

Contract Value: £185,000

Contract Duration: 5 Months

Scope of the Contract

Location / Service: Carmarthenshire

Sector: Charity / Community Support

Highland Services partnered with Calan DVS to carry out the full internal and external refurbishment of a residential property, transforming it into a compliant 3-bed House in Multiple Occupation (HMO). This project supports Calan DVS's ongoing mission to provide safe and supportive accommodation for individuals affected by domestic abuse. The works were extensive, carried out under a tight programme, and delivered to meet HMO standards, energy efficiency goals, and safeguarding priorities.

Services Delivered

- Soft strip-out and demolition
- Roof renewal with artificial slate and new fascias, soffits, rainwater goods
- Rebuilding of external walls, gates, fencing, coping stones and railings
- Installation of uPVC windows/doors meeting modern U-values
- Fire safety upgrades (fire-rated partitions, locks, anti-arson mailbox)
- Full internal fit-out including insulation, joinery, flooring, tiling and decoration
- Mechanical and electrical installations to regulations
- Sustainable construction: low-VOC finishes, offsite recycling, and efficiency measures

Challenges and Mitigation

Challenge 1: Restricted Site Access

Access was limited to the front elevation, creating logistical challenges.

Mitigation: Careful coordination of deliveries, welfare units, and materials handling minimised delays and maximised safety.

Challenge 2: Proximity to Neighbours and Local Amenities

Operating in a busy area required consideration for those nearby.

Mitigation: A structured project timeline and clear communication with nearby residents helped keep disruptions to a minimum.

Challenge 3: Strict Compliance Requirements

The HMO standards demanded high attention to detail.

Mitigation: Our team ensured full fire and safety compliance through correct specification of materials, layouts, and systems.

Programme Management

The project was delivered to a strict timeline with structured site management, stakeholder coordination, and risk control. Our experienced team ensured all building, fire, and HMO standards were met without compromising on quality or safety.

Contract Management

Highland Services' contracts team ensured clear communication, fast decision-making, and collaboration with all suppliers and Calan DVS stakeholders. Our in-house management enabled effective oversight, budget control, and responsive change handling.

Performance

The project was delivered on time and within the agreed budget, with all refurbishment works completed to a high standard. Highland Services ensured full compliance with fire safety and HMO regulations, integrating durable, sustainable finishes throughout the property. The end result is a safe, supportive, and trauma-informed living space that aligns with Calan DVS's vision and enhances their ability to provide vital accommodation for vulnerable individuals.

Impact and Added Value

This renovation provided Calan DVS with a secure, comfortable and regulation-compliant HMO that directly supports their essential work with vulnerable service users. The project not only reflects Highland's expertise in community-focused refurbishment but also highlights our ongoing commitment to improving social infrastructure.