

Furnishing solutions for temporary accommodation

Working in partnership to offer tailored support
for temporary housing providers.



FRC LIVING

FRC GROUP

As demand for temporary accommodation grows, local authorities and housing providers are struggling with record numbers of households needing assistance. UK Government statistics show a 10% year-on-year increase in households in temporary accommodation as of September 2023, affecting 279,000 people.

FRC Living has over 30 years of experience in the furnishment of all kinds of social accommodation. Our flexible service packages are designed specifically for the social housing sector and minimise the financial and operational burdens placed on local authorities. By working with FRC Living, frontline staff can concentrate on core activities, without having to worry about whether residents are going to have the essentials they require on moving into temporary accommodation.

Our scope of service covers all types of temporary housing, largescale developments and hostels, to individual properties, modular build schemes and change of use projects.

Our services to the social housing sector

- **Contract furniture procurement** – We offer a ‘one stop shop’ for all kinds of furniture, white goods and accessories, with fully managed procurement and fitout, nationwide. Everything that we supply has been designed to all current fire and safety standards, with a robust build quality that is proven to last for multiple occupancy cycles.
- **Project management** – Our expert team can manage installation works from start to finish, ensuring that a property is ready for residents to move in. Solutions are fully scalable and can support housing projects of all sizes, budgets and timelines. We can access voids using key safes and complete renovations in a single day, minimising the input of housing officers.
- **Emergency starter packs** – We can provide everything that residents need from day one in their new accommodation, with starter packs that can include kitchen utensils, toiletries, bedding, cooking equipment and towels for kitchens and bathrooms, together with any other accessories required.
- **Aftersales support** – Our service doesn’t end once residents move in, and landlords can benefit from ongoing assistance. Replacement furniture can be delivered at short notice to maintain accommodation standards and keep relet times to a minimum.



FRC Living have provided an exceptional service in working with us on our Spires project and we were impressed by the range of quality items they were able to supply. Communication has been excellent throughout and we appreciated their adaptability in meeting our timescales. They are experts in their field and have years of experience – we would highly recommend them. Thank you FRC Living!”

Fiona Fisher, Head of Housing Services, Community Gateway Association.

A fast and efficient service for social landlords

FRC Living is an established contract furniture provider to the temporary housing sector, with a strong track record for supporting local authorities and residents, making the transition to temporary accommodation as seamless as possible.

We are a single source supplier for high quality, durable and regulatory compliant furniture, white goods and accessories. For landlords, this offers a fast and efficient service that minimises administrative workloads and simplifies the entire procurement process. Place one order, have everything installed in the property in one delivery, and receive one invoice for all works completed – it’s that simple.

Our approach minimises the cost of providing furnished tenancies, whilst reducing the instance and impact of void properties and associated losses. Our service is highly agile, meaning we have the capacity to prepare accommodation for tenancy at short notice, with all works completed by our experienced and DBS vetted team.

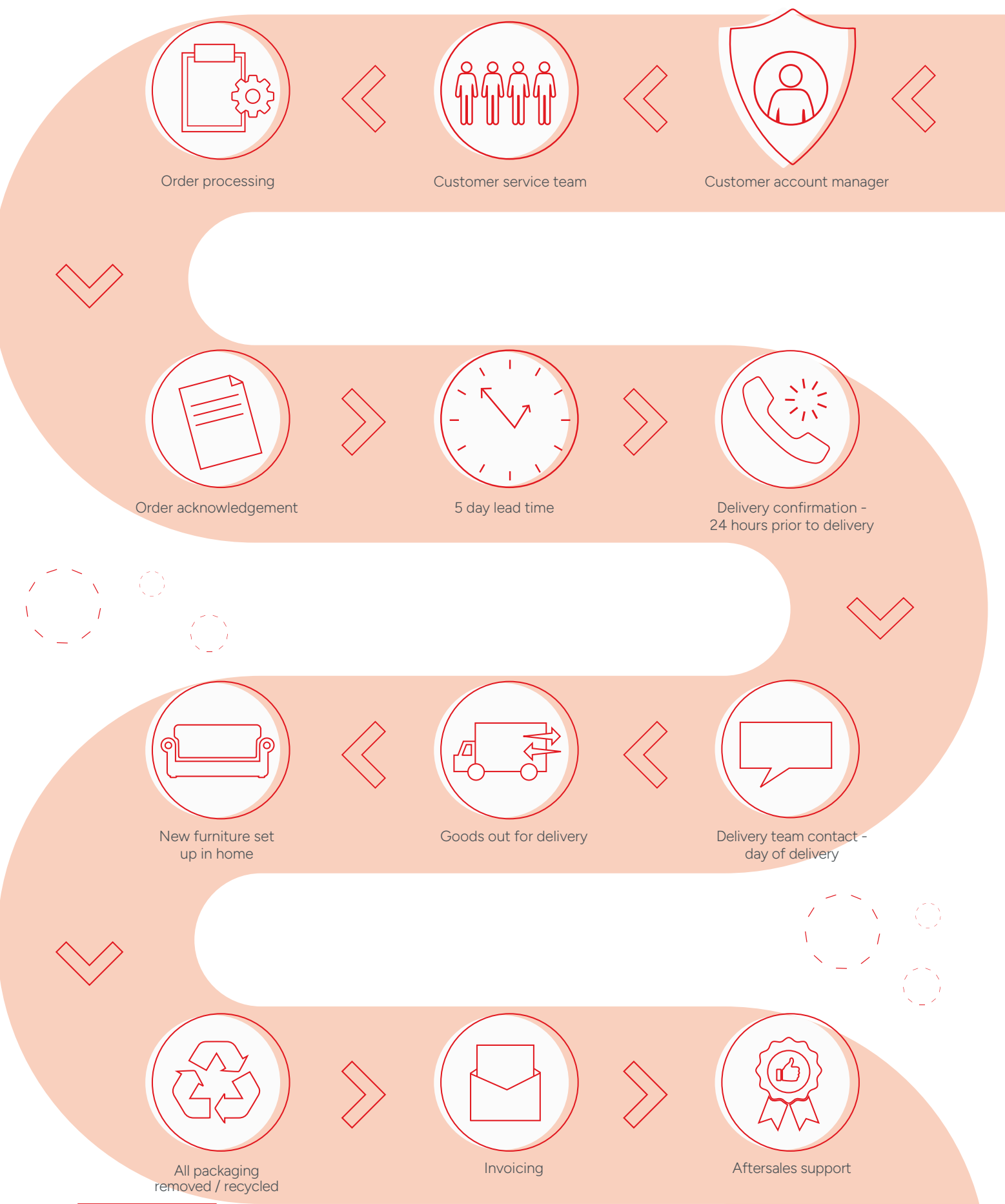
How we work with housing providers

We have a streamlined process that makes it quick, easy, and straightforward to order contract furniture, with a dedicated account manager to assist you every step of the way. Our emphasis is firmly on value for money, with coverage for sites across the UK.

As a member of leading procurement portals, including Procurement Hub, Procurement for Housing (PFH), Consortium Procurement, NEPO and ESPO, we leverage our extensive network to deliver exceptional value and service to our partners and communities.



Our customer journey



Operating to the highest of industry standards

As a dedicated social enterprise and member of Social Enterprise UK (SEUK), we take pride in providing high-quality, sustainable furniture solutions for social housing. Our commitment to environmental responsibility is demonstrated through our ISO 9001 and ISO 14001 certifications and adherence to UKAS management systems, together with SMAS and CHAS accreditations that set the standard in health, safety, and compliance.





FRC Living and FRC Group

FRC living has over 30 years of experience in providing bespoke support to the social housing sector.

Part of FRC Group, FRC Living operates as a non-profit social enterprise, with all profits directed to the benefit of the communities we serve. Our business model means that we can offer a highly adaptive and flexible service, that caters specifically to the needs of social housing providers.

FRC Group has been providing furniture, both new and preloved, to people living in furniture poverty since its inception. Reducing and ultimately eradicating furniture poverty is FRC Group’s core mission.



End Furniture Poverty

End Furniture Poverty is the campaigning and social research arm of FRC Group, and was created in 2015 to raise awareness of furniture poverty and develop solutions to ensure that everyone has access to the essential furniture items needed to lead a secure life.

Our unique understanding of the causes and impacts of furniture poverty has enabled us to create evidence-based solutions. These solutions assist landlords in overcoming the challenges of offering furnished tenancies and help housing providers to end furniture poverty.

Contact our team to discuss how we can help you to overcome the challenges in delivering temporary accommodation.

Your key contacts are:

Neina Cave
UK North
Business Development Manager

07920 040 424
Neina.Cave@frcgroup.co.uk

Verity Timmins
UK South
Business Development Manager

07960 132 907
Verity.Timmins@frcgroup.co.uk

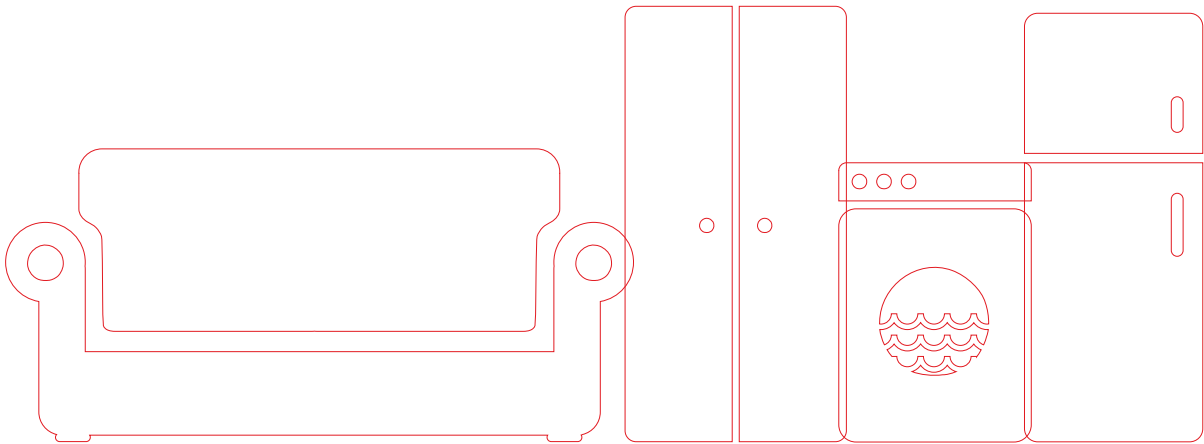


“FRC continue to work in partnership with BCC supporting BCC’s work in providing temporary accommodation to vulnerable households.

This positive working relationship has been developed through working closely together over a five year period with a focus on performance / service delivery and key business outcomes.

Communication is key and representatives from both BCC and FRC work closely together to ensure a collaborative approach to service delivery and outcomes and a “can do approach”

Mitch Davis,
Void Team Manager, Birmingham City Council.





frcgroup.co.uk

