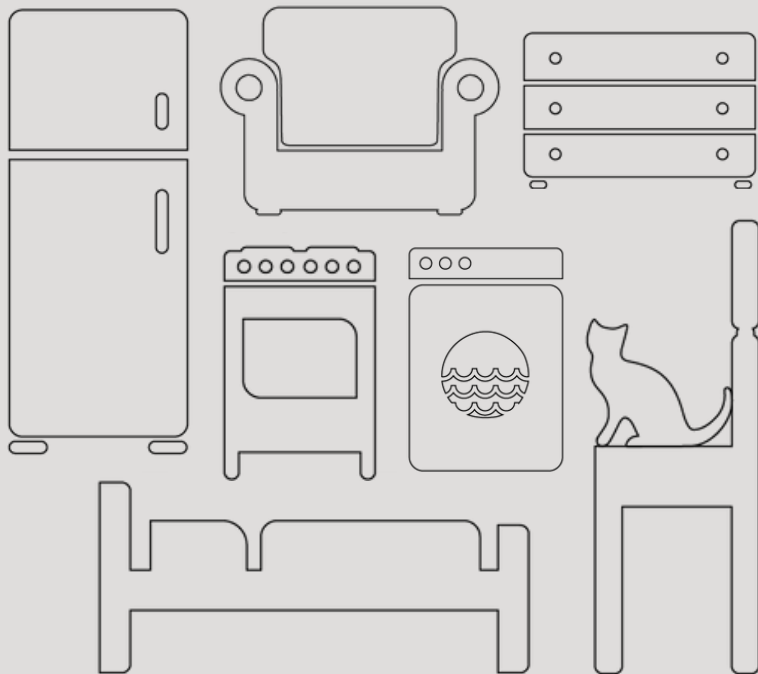
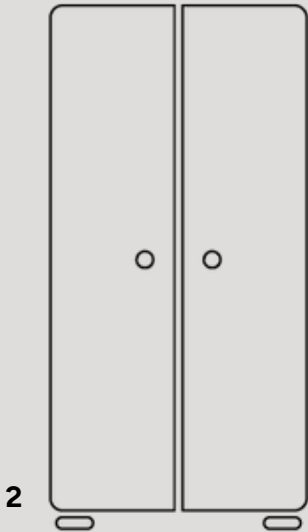


Brochure



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Introduction

FRC Group is one of the longest established and highest performing social businesses in the UK. From humble beginnings in 1988, FRC have grown our turnover, financial stability, employee numbers and level of impact year on year – we have doubled in size over the past five years and are continuing on this path.

Our social mission is to reduce and ultimately eradicate furniture poverty. We campaign to raise awareness of furniture poverty and create practical solutions to get furniture to people who need it. Our work also helps create sustainable employment and better futures for people.

We have supplied housing providers with furniture and appliances for over thirty five years, initially using a standard purchase model. However over recent years our customers have required further services such as stock management, a repairs or replacement service. We recognise our customers needs are ever evolving and there is no “one size fits all” solution when it comes to offering your tenants furniture and appliances to enable them to live comfortably in the homes you provide. It all depends on your strategic priorities, existing operations, and the needs of your tenants.

FRC Group have created Furniture Flex.

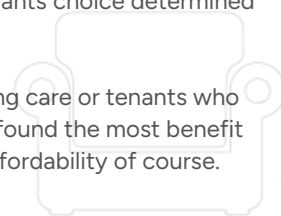
Furniture Flex gives you, as housing providers, options over the way you can provide furniture and appliances to your tenants. You can purchase items outright or can rent items, or a mix of both depending on yours and your tenants needs.

First let’s look at the benefits of providing furniture and appliances:

The Benefits:	
For Your Organisation	For Your Tenants
Improved offer to tenants Tenancy sustainment Lower void rent loss Lower rent arrears Helps with hard to let properties Build communities Income generation	Making a house a home Financial resilience Improved mental & physical health Improved social well being

We provide our service across the whole of the UK. We’ve got the capacity and flexibility to take on any size of contract and there is no commitment on your part to furnish a set number of properties. You choose what you require, and you can choose whether to rent or purchase the items, you can design your own packs or leave it open and give your tenants choice determined by their individual needs.

You may decide only to offer the service to certain tenant groups, leaving care or tenants who have previously been homeless for example. In our experience we have found the most benefit for organisations is offering the service to all tenants, bearing in mind affordability of course.



Your Options with Furniture Flex

Purchase Model

With the purchase model you would buy the items outright. FRC will deliver, install, remove all the packaging, and demonstrate how to use appliances where required but the ownership of the products would pass to you.

You can either gift them to your tenants or add a service charge to the rent account and the tenant can rent the items the same way as they rent a property. The income from the service charges would be yours.

If a fault develops within the warranty period with the product, you or your tenant just needs to let FRC know, and we'll arrange a visit by the manufacturer's engineer. If possible, the engineer will repair on site, if not, a replacement will be booked in and FRC will deliver a new product to replace the faulty item, ensuring as little disruption as possible.

If the tenancy ends, you can either leave the items in situ for the next tenant or you can remove them to store for reuse later. As the products belong to you this would be for you to arrange.

Rental Model

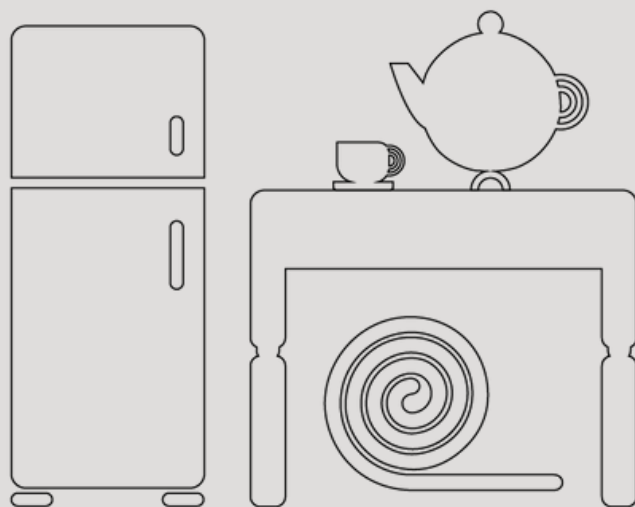
With the rental model your organisation rents products from FRC. The ownership, liability, repairs, and replacements are all the responsibility of FRC. Each item has a weekly rental cost, your tenant chooses what they need, the individual costs are added up to give the total weekly cost. FRC will deliver, install, remove all the packaging, and demonstrate how to use appliances where required. However, ownership of the products remains with FRC. We will charge you a weekly rental fee, you add a service charge to your tenants rent account to cover the costs, you can also add an administration charge which covers the small amount of administration required by your staff.

If a product develops a fault, you or tenant just needs to let FRC know, and we'll arrange a visit by the manufacturer's engineer. If possible, the engineer will repair on site, if not, a replacement will be booked in and FRC will deliver a new product to replace the faulty item. Even if the product is out of warranty, or it has been damaged by the tenant accidentally, FRC will replace the product, all repairs and replacements are covered in the weekly rental cost, there are no extra or hidden charges.

If the tenancy ends, you just need to let us know, we will collect the products and end all charges. When a new tenant moves in, if they require a furniture package then a new pack will be delivered.

All items returned to our warehouse will be cleaned, repaired and where possible used in the rental scheme for future tenants.

Our products



Appliances

Single Cavity Electric Cooker

1 Year Warranty

H	W	D
900	500	600



Twin Cavity Electric Cooker

1 Year Warranty

H	W	D
900	500	600



Washing Machine

1 Year Warranty

7kg & 8kg available

H	W	D
850	595	470



Fridge Freezer

1 Year Warranty

	L	W	D
Medium	1440	480	560
Large	1710	540	610



Undercounter Fridge With Icebox

1 Year Warranty

H	W	D
850	475	445



Tumble Dryer Condenser

1 Year Warranty

H	W	D
850	595	580



Dimensions and images are representative and may vary slightly

Small Electricals

Kettle

1 Year Warranty



Microwave

1 Year Warranty



Airfryer

1 Year Warranty



Ironing Board

1 Year Warranty



Steam Iron

1 Year Warranty



Upright vacuum cleaner

1 Year Warranty



16 piece crockery set

1 Year Warranty



Living Range

Two Seater Sofa

5 Year Warranty / Crib 5

Available in Grey Fabric or Black Faux Leather

H	W	D	SH
800	1300	900	450



Armchair

5 Year Warranty / Crib 5

Available in Grey Fabric or Black Faux Leather

H	W	D	SH
800	850	900	450



Three seater sofa

5 Year Warranty / Crib 5

Available in Grey Fabric or Black Faux Leather

H	W	D	SH
800	1850	900	450



Dining Range

Single Chair Oak

5 Year Warranty

H	W	D	SH
810	450	450	440



4 Seater Table Oak

5 Year Warranty

H	W	D
740	1180	680



Coffee Table Oak

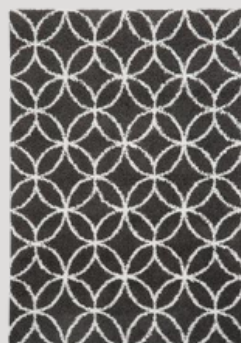
5 Year Warranty

H	W	D
420	750	450



Rug

1 Year Warranty
Colour may vary



Bedroom

Double wardrobe

5 Year Warranty

Available in Oak or White

H	W	D
1820	780	540



Single wardrobe

5 Year Warranty

Available in Oak or White

H	W	D
1820	600	540



Three drawer chest of drawers

5 Year Warranty

Available in Oak or White

H	W	D
645	715	540



Bedside cabinet (no drawer)

5 Year Warranty

Available in Oak or White

H	W	D
590	470	450



Beds

Single/double headboard Available in Oak or White

5 Year Warranty

	H	W
Single	510	910
Double	510	1380



Cot bed and mattress

1 Year Warranty

H	L	D
910	1440	770



Single bedding set

1 Year Warranty



Divan (base and mattress)

1 Year Warranty / Crib 5

Colour may vary

	L	W
Single	1876	900
Double	1876	1352



Bunk bed and mattresses

1 Year Warranty

H	W	L
163	84.5	201



Double bedding set

1 Year Warranty



Frequently asked questions

Does providing furniture generate more work for our teams and an administration burden?

No, this is not the case. We will take as much of the work of providing furniture and appliances as possible. We deal with all delivery queries, faulty products, repairs, and replacements. We also keep a detailed log of what furniture and appliances are in each property so there is no need for you to keep an asset register. That said, where we have seen furniture schemes working the best are in organisations where they have a member of staff responsible for managing the service with the rental or purchase models. It gives your front-line staff someone “in-house” they can refer to when offering furniture. Either way, your front line staff will be given access to our app which will automate the ordering process and negate the need for any paper forms when referring tenants for furniture and appliances. See our tasks matrix (page 13) to show what needs doing when providing furniture and who carries out each task. While there are some tasks your staff will need to carry out, our customer service team will manage most of the tasks to ensure you’re not overwhelmed with furniture and appliance queries.

Can we create our own packs for our tenants?

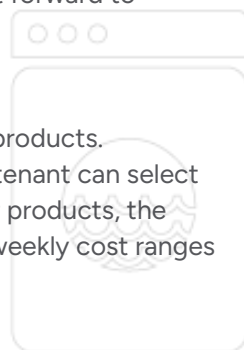
Yes, with purchase or rental we can design the service to work for you and your tenants. We always recommend giving tenants some choices because every person’s circumstances are different. Also giving tenants the element of choice, means they take ownership and look after the products, which means less repairs and more products can be reused to help other tenants in future.

How do I procure your service?

We are experienced at supporting housing providers to procure our service and can support you with any information that you need during the decision-making process. We can provide information and data for any Exec or Board reports you need to submit. We can also work closely with your procurement team, we are either the sole or top ranked supplier of furniture on several frameworks to make it straight forward to procure our services, with either supply model.

How do the costs work?

With the purchase model we will provide a detailed price list for the products. With the rental model every product has a weekly cost, so that your tenant can select which products suits their needs. When the tenant has selected their products, the costs of each are added together to give the total weekly cost. The weekly cost ranges from approximately £5 to £50 per week.



Frequently asked questions

How does the tenant pay for the furniture?

The weekly charge for your tenants furniture can be paid for by Housing Benefit or Universal Credit. A service charge is added to the rent account, the same as any other service charge. If you have purchased the items and are renting them to your tenants, or you are renting from FRC, the costs can be covered by UC/HB.

When can a tenant return their products?

With the rental model if a customer wants to return any of their products, they simply need to contact us, and we will arrange for the products to be collected. We will recalculate the weekly charge based on the number of items remaining and make sure you are aware of the change too. We'll always advise the tenant if their costs are changing they will need to update their UC journal online.

With the purchase model this will need to be something you decide. We can help you with this process and work out what will be the best way for your organisation to operate.

What do the products look like?

We can provide brochures and weblinks to view products, and we can arrange for staff groups to visit our Liverpool depot if they would like to have a look round and view the products in person.

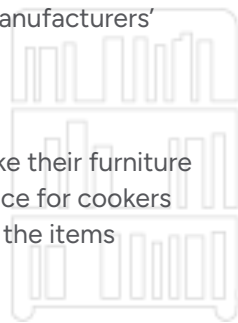
What happens if a product becomes faulty or is worn and needs replacing?

We understand things can go wrong or become worn, if your tenants have a problem with any product that we have supplied they can contact us, and we will arrange for it to be checked and if necessary, repair or replace it. This means your tenant will never be without their product. This is included within the costs of the rental model, however, with the purchase model if the fault develops outside of the warranty there will be costs for a new item.

With both the rental and purchase model we use our suppliers and manufacturers' engineers to carry out warranty repairs.

Can a tenant take their products with them if they move home?

Yes, if your tenant transfers to another tenancy with you they can take their furniture with them. While we do offer a disconnection and reconnection service for cookers and washing machines, your tenant would be responsible for moving the items between properties.



Frequently asked questions

Who owns the furniture?

With the rental model the furniture will remain the property of FRC, with the purchase model you own the items. UC regulations state the tenant cannot be gifted or sold the items at a reduced rate if they have been in receipt of benefit to help pay for them. Please see our guidance to service charges for landlords for more information.

Can this only be offered at commencement of tenancy?

No, service charges can be added at any time during a tenancy, so if an existing tenant had a requirement for furniture or appliances their tenancy can be amended with a "tenancy variation". Usually this will for a specific reason, fire, flood, family breakdown or financial hardship.

Do many tenants steal or damage the items provided?

No, very few tenants steal or damage the items. With the rental model our pricing policy means we take on the risk of this happening which means no recharges or cost for you for any stolen or accidentally damaged products. If a product is deemed to be wilfully damaged there may be a recharge based on the current value of the item. This will be agreed on a case by case basis. With the purchase model this will be your cost should anything be stolen or wilfully damaged, however, as stated above this is very rare.

How Quickly can you deliver?

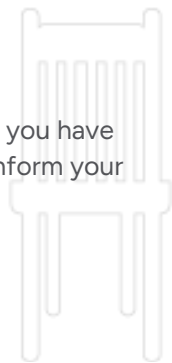
Standard lead time is within 5 working days. We have three depots, Liverpool, Manchester, and the Northeast, with a fleet of twenty-three vehicles. This gives us the capacity and flexibility to delivery quickly to your tenants.

Do you use subcontractors?

No, all delivery staff are directly employed and trained by FRC. All are DBS checked and trained in safeguarding and complete a specially designed electrical training course so they are qualified to install cookers safely. We do use manufacturers' engineers for some repairs; however, our suppliers all adhere to our codes of practice.

How often do you raise prices?

Once a year based on September's CPI. We will notify you in December, so you have plenty of notice for the changes taking effect the following April and can inform your tenants.



Task Matrix

Stages and Tasks	Required		Who?	
	Purchase Model	Rental Model	HP	FF Team
Sign Up				
Tenant requirements and affordability assessment	Y	Y	Y	
Referral detailing items required	Y	Y	Y	
Internal liaison with finance and letting teams	Y	Y	Y	
Liaising with Void teams	Y	Y	Y	
Adding service charge	Y	Y	Y	
Tenancy agreement and furniture addendum	Y	Y	Y	
Delivery				
Arranging delivery date	Y	Y		Y
Delivery and installation	Y	Y		Y
OnGoing Support				
Stock management		Y		Y
Log of properties and items	Y	Y		Y
Responding to queries about how to use appliances	Y	Y		Y
Arranging repairs or replacements, manufacturer liaison	Y	Y		Y
Ongoing tenant satisfaction measurement	Y	Y		Y
Monitoring KPIs and monthly reports	Y	Y		Y
Income collection	Y	Y	Y	
Termination				
Notification of termination	Y	Y	Y	
Removal of pack at termination		Y		Y
Management of returned items for reuse		Y		Y
Collateral production and supply				
Advise on service charges and costs	Y	Y		Y
Brochures	Y	Y		Y
FAQs for staff	Y	Y		Y
FAQs tenants	Y	Y		Y
Referral/order forms	Y	Y		Y
Affordability assessment form	Y	Y		Y
Addendum to tenancy agreement (furniture acceptance form)	Y	Y		Y
Measurement of the impact of the FT scheme & customer satisfaction	Y	Y		Y

If you would like to learn more about how Furniture Flex can help you supply furniture and appliances to your tenants, please contact:

Andrew Waters – Business Development Manager

✉ andrew.waters@frcgroup.co.uk

☎ 07825 276361

