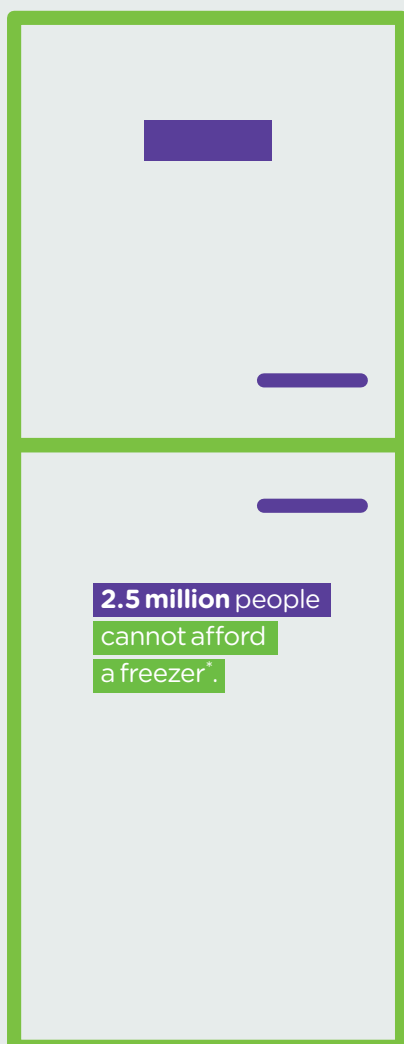
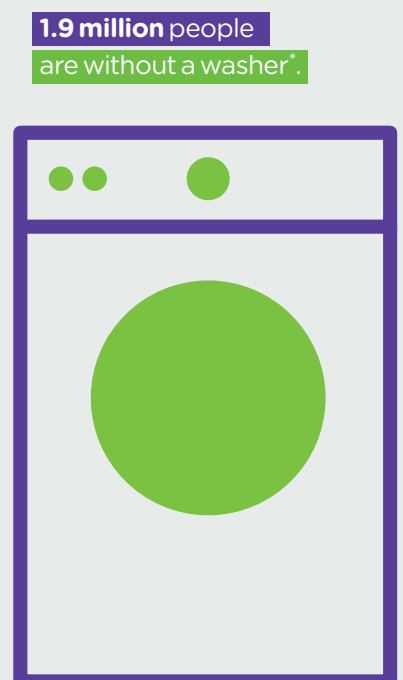
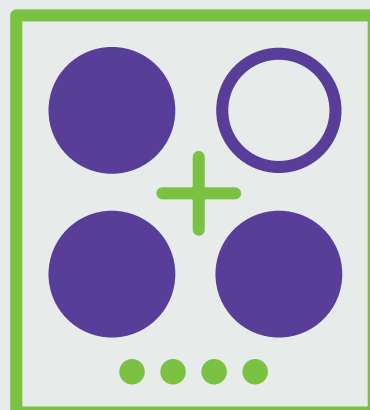


You provide the house. We deliver a home.

Furniture can be a barrier to tenancy and a burden for landlords and customers alike. Our easy, flexible solutions make life better for both you and your customers.



Quality.
Affordable.
Flexible.
Easy.



Over 48% of under-30s are still moving into properties **without at least one essential item** of furniture.

We aim to change these people's stories and turn houses into homes; **together, we can help transform your customers' lives for the better.**

NFS supports housing organisations across the UK to provide a flexible and affordable furnished tenancy solution. Established 30 years ago, NFS is the market leader in providing affordable rental furniture to social housing customers.

We want customers to live proudly and independently in their homes. NFS provides a wide range of essential household items such as fridges, beds, cookers and air fryers which can be selected, delivered and installed in a simple end-to-end rental service. Working in partnership with our clients to provide quality affordable furniture and essential white goods helps customers to reduce debt and stress while supporting providers of housing to improve their provision.



Why NFS?



There are many reasons to choose our service – your customers can choose from our wide range of products to fit their needs, ordering is quick and easy and we'll deliver and install their products at a date and time that suits them.

Ease of Ordering

When your customer signs up to a tenancy you can discuss whether they require furniture and white goods. Each of the products we provide has a points value so your customer can choose what suits them. When they have finished choosing the products you simply add up the points to see how much your customer will pay each week, don't forget to add your admin charge too. The weekly cost is added to your customer's rent account as a service charge and can be covered by housing benefit or universal credit. You can talk through the options with your customers and then provide NFS with all of their information, once we have that we'll take over.

Quality

Our product range has been sourced and selected to ensure they are best suited to you and our service. They will be as new when you receive them, and all products are chosen for their energy efficiency and sustainability.

Deliveries

You will provide us with all your customer's information and we'll arrange the delivery directly with them to save time and effort. We'll always aim to deliver on a date and at a time that suits them to avoid missed deliveries. Our delivery teams work 8am until 4pm however slots outside of these times can be arranged if required.

Repair and replacement service

We understand things can go wrong and or become old and worn. Our team are thorough, quick and responsive and will make sure your customer's product is replaced or repaired depending on the problem. This gives your customers peace of mind should anything happen, this is all included in the weekly cost, meaning no surprise bills for repairs for you or your customers.



Why NFS?



Flexibility and choice

As your customer settles into their home their needs may change and they may want to change their products, access more or less. That's absolutely fine, they just need to get in touch and NFS will work with them to adapt their pack. Any changes will be sent to you and if the weekly charge changes, we will notify you before making any changes to the pack.

Established 30 years ago, NFS is the market leader in providing affordable rental furniture to social housing customers. We have clients across the UK, providing furniture to their customers.



How it works – your journey

Client organisations wanting to offer NFS products to their customers can get in touch with our Commercial Team and arrange a meeting to discuss their requirements.

As part of the onboarding process, we can provide training on how to manage the service internally. We can even organise a visit to our distribution centre so clients can familiarise themselves with the process and products available.



Meet to understand your key drivers, culture and furnished tenancies ambitions



We create and present a bespoke proposal based on your needs



Formalities

1. Additional meetings
2. Procurement
3. Contract



NFS service trainees

- Present and train relevant staff
- Provide training pack and useful guides
- You will have access to our support service



Your customers living proudly and independently in their home

NFS

THE SIMPLER WAY TO FURNISH HOMES

“Having someone else doing it all, who’s used to doing all that, takes away the headache.”

“People are quick to tell us if it’s not good and we’ve not had that. The admin has been very smooth running. Queries are dealt with quickly. We’ve not had any complaints about the service.”

“It would’ve been much harder if I had to live without my washing machine during lockdown. I have mental health issues and I wouldn’t have coped without my washing machine to keep everything clean.”

“There are huge benefits of another organisation doing it. We benefit from the economy of scale of NFS. We’re small and using NFS works for us.”

Part of



Your Homes
Newcastle