

## Worcester customers benefit from a new community housing office

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Pictured from left to right are FHM's Site Manager Jonathan Haigh, Worcester Community Housing's Customer Services Manager Debbie Fellows, and Worcester Community Housing's Project Manager Gavin Spencer sign handover forms to mark the completion of

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Worcester Community Housing's (WCH) local office in Warndon has been given a well-earned facelift thanks to community regeneration specialist Frank Haslam Milan (FHM).

The leading housebuilder has transformed the Cranham Drive office in Worcester over a three month period by replacing the flooring and installing a modern new kitchen and bathroom facilities.

The ground floor office acts as a drop in point for customers to visit WCH to talk about anything to do with their home and neighbourhood. They can also pay rent and talk to their local estate manager.

FHM belongs to the Central Housing Investment Consortium (CHIC) framework which is a consortium of 10 housing associations.

John Boyle, Contracts Manager at FHM, said: "We were delighted to transform WCH's local office which was quite outdated and in real need of refurbishing before.

"It's the first time we've partnered with WCH and we've really enjoyed working with our new client. The customers are visibly pleased with the work we've carried out as we've created a much more comfortable and pleasant environment for them to visit."

Gavin Spencer, Property Investment Manager at WCH, said: " It's great to be able to welcome customers to our new look office. The reception area has been transformed to make it easier for customers to visit.

"Disabled access and toilet facilities have also been added, along with a children's area, internet access and a computer for the Home Choice Plus scheme. FHM has really done a great job."