



## Case Study:

### Local Space Partners with Focus Furnishing to Elevate Property Standards

#### Introduction

Local Space, a property management company, was faced with the challenge of meeting its high letting standards for a newly handed-over scheme. The company enlisted the expertise of Focus Furnishing to provide white goods and blinds for 41 properties. The successful collaboration not only upheld Local Space's reputation but also resulted in enhanced tenant satisfaction.

#### Project Overview

- **Challenge:**  
Local Space needed to rapidly elevate the standard of 41 properties to meet their letting requirements.
- **Scope:**  
Focus Furnishing was contracted to provide white goods and blinds across the 41-property scheme.

#### Experience with Focus Furnishing

- **Seamless Coordination**  
The client found the overall experience with Focus Furnishing to be seamless, noting that the project was "delivered with minimum issues and proactively managed."
- **Punctuality and Quality**  
Local Space was particularly impressed with Focus Furnishing's punctuality and adherence to the project plan. The proactive approach taken by the team ensured that the project was completed on time and to the highest standard.
- **Team Impact**  
The client reported that all members of the Focus Furnishing team who worked on the project were "just fantastic," suggesting a well-coordinated and highly skilled workforce.

#### Results and Benefits

- **Reputation Management**  
By quickly addressing the shortfall in property standards, Local Space was able to preserve its reputation and meet its commitment to tenants.
- **Improved Customer Satisfaction**  
The project had a measurable impact on customer satisfaction, further solidifying Local Space's standing in the property management market.

#### Final Thoughts and Future Collaboration

Local Space enthusiastically recommends Focus Furnishing, citing "ease of doing business and delivery of service" as primary reasons. Looking forward, the company stated, "For all our white goods and blinds requirements, we will contact Focus."

#### Conclusion

The collaboration between Local Space and Focus Furnishing serves as a textbook example of how a well-executed project can meet immediate challenges while laying the groundwork for future partnerships. Through effective communication, punctuality, and quality of work, Focus Furnishing not only helped Local Space meet its short-term objectives but also earned its trust for long-term collaboration.