

Website Frequently Asked Questions – Impact Furniture Services (IFS)

We've pulled together some questions you may be thinking of around our decision to close the Impact Furniture Service. If you can't find the answer below, please email impactquestions@impacthousing.org.uk and we will come back to you.

Q: Why are you closing the Furniture Store?

We conducted a financial appraisal of all the IFS stores in 2020 and it showed that all the stores and re-vamp run at a loss and have done so for several years. The current level of financial loss is not sustainable and we are currently funding them from other areas of the business. We need to act now to protect our housing assets and the financial loss to the business.

Even though the Covid-19 pandemic has had some impact on the store, we would have still had to make this decision due to the financial viability.

Q. When will it close?

Carlisle store and Revamp Service we are anticipating that the store will close by the end of April 2021, but updated closure details will be available early April. The store and Re-Vamp service will remain closed after the current lockdown. This is so we can clear the warehouse and move all remaining furniture to the Workington store.

Barrow and Workington stores we are hoping to reopen once we are out of lockdown and depending on the government restrictions. By April, we will have clear timescales of when these stores will close, however we are anticipating this to be between June and the end of August. We will update the website and social media channels with information about this.

We will no longer be collecting any furniture as we decide what to do with the current stock we have.

Q. How can I get my furniture collected?

In the meantime, you can try British Heart Foundation in Workington, Carlisle and Barrow, Eden Valley Hospice furniture store in Carlisle, St Mary's Hospice Furnitures Warehouse Barrow in Furness and Age UK in Workington opposite the Carnegie.

Eden Valley Hospice 01228 810801

British Heart Foundation, Workington 01900 358780

British Heart Foundation, Carlisle 01228 371550

British Heart Foundation Barrow in-Furness 01229 221325

St Mary's Hospice Furniture Warehouse Barrow-in-Furness 01229 824830

Age UK, Workington 01900 844670

Due to the current pandemic lockdown restriction some stores may be closed. Check your local store for details.

Q: Who do I contact if I want to discuss the matter further?

If you have any further queries visit our website www.impacthousing.org.uk/ifs-impact-furniture-services-update or alternatively email us at impactquestions@impacthousing.org.uk and we will be in touch.