

Updated 4th November 2020

Following the announcement from the Prime Minister, in line with Government Guidelines we will be closing our showroom from Thursday 5th of November until Thursday 3rd December.

We will still be taking calls and answering emails and our fitters will still be installing the furniture following Government guidelines.

We take the health and safety of our team and our Customers very seriously and we have put in place all measures of PPE, both in our workshop and when working at our customer's homes.

You can still call us now to book Design Appointments, which we are booking in from Thursday 3rd December and please don't hesitate to get in touch if you have any questions.

We would like to thank our team for all their hard work and dedication over these past few months and to our customers for their support and understanding.

Stay safe and look after each other.

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Updated 3rd June 2020.

We are pleased to share that **since the 1st June we have resumed business as normal**. Our fitters are back in the workshop, our showroom is open for appointments and we are doing home design consultations.

We would like to reassure customers, both of current projects and new, that we are following the processes set out by the government to ensure the safety of our staff, customers and those we meet with for appointments. This includes social distancing and PPE.

If you have any questions or concerns that you would like to discuss before booking, please don't hesitate to contact our team.

Previous notice - updated 11th May 2020.

We are all facing an unprecedented situation as a nation and as an industry. We took the decision after prime minister Johnson's speech to shut down manufacturing and fitting at Custom Creations.

We feel as part of a whole national effort to stop the spread of covid-19 (coronavirus) that this is a must for the safety of our customers and our staff and is the responsible way forward. As a small family business, we have not stopped since the company started, so this was an incredibly difficult decision but a no brainer especially when you look at the what our brave NHS are going through. We all need to do whatever we can do to help stop the spread and care for our vulnerable and elderly.

Going forward as a business I felt it was important to let our customers and potential customers know the safeguarding and actions we are taking in order to get through this and have a strong and prosperous business after we get back to some form of normality.

We can still be contacted during this time as our office staff will be continuing to work from home, and we encourage you to do so as we are happy to help! If you have any enquires, or you would like a quote or to find out more, please contact our team on email, using our contact form, or calling on 01202 823231.

Showroom appointments are available.

We will be opening our showroom from Wednesday 11th May on an appointment-only basis.

Contact us today to arrange your 1-hour appointment with James on 01202 823231.

The showroom won't be booked for more than one booking at a time so you can be reassured that social distancing measures are in place and your safety is our top priority. Between each appointment the showroom will be completely cleaned down, and gloves will be provided upon arrival. If you do have any worries in advance of attending your appointment, don't hesitate to get in touch.

STAFF:

We have a loyal and incredibly talented team of joiners and fitters, machinists and office staff, and as a family business we have a sense of our team being an extended family.

All our employees are being kept on and paid; this has been helped by the government's 80% support for wages.

It's so hard to come across reliable, skilled and loyal staff and one of our main priorities is looking after them as they have looked after us. I just wish some bigger corporations took similar actions!!

I'd like to take this opportunity to thank them all again for the hard work and understanding.

CURRENT JOBS:

We spent Tuesday moving all our jobs booked in from now to late June, and sliding everyone forward 4 weeks, so we will be starting up again on the 21st of April pending government advice.

Everyone has now had new dates given and we have sent new dates via post. We did have to leave 3 jobs incomplete for when we return but we made the rooms safe and habitable until our return.

I would like to take this opportunity to send a huge thank you to all of our customers currently booked in, for their understanding and the amazing comments and sense of national spirit, and we thank you so much for choosing Custom Creations and for also sticking by us.

STOCK:

Going forward we have ordered stock in and board to keep us going after we get back to some normality. Although most of our suppliers have now shut, as I write this they will also be opening at the same time and have sufficient stock levels to keep us going for the foreseeable future on our return (pending government advice).

NEW CUSTOMERS AND ENQUIRIES:

WE ARE STILL OPEN BEHIND THE SCENES!! Myself, James, and Jo, Hannah and Sophie will all be working from home answering enquiries and calls to our 01202 823231 office number as usual.

We are still taking bookings for design appointment for when we return, alternatively I have set up an at home design service. If you require a quote or wish to get the ball rolling on a project for when we return, please contact us and send the below:

If you can send a picture of the space and measurements as best you can to office@customcreations.furniture and your contact details, we can get to work on ideas and plans for you. Then, when we return, we can look at samples and colours in our Verwood showroom. In the meantime, there is also lots of pictures on our gallery pages and Facebook.

GOING FORWARD:

We are in a good position as company financially to take and also complete orders, through sensible business actions and also sensible precautions we have always taken since trading as, although this particular situation is unthinkable, situations and economic turmoil does happen.

The steps we have taken as a business allows us to come back as strong as we left and help to start the repair to our economy as soon as we possibly can.

We look forward to getting back to normal and facing the challenges that face us as a company but also working together as a nation to the challenges that immediately face us.

Please stay safe and stay home when you can and keep positive.

Kindest wishes,

James, Jo, Simon, Hannah & Sophie and the team