

Customer Update

We're refurbishing our Lower House Lane office

The building, located right in the heart of our communities, has been our home for over 20 years. In that time, we've welcomed thousands of customers through its doors, hosted hundreds of community events and worked hard behind the scenes to deliver our vital services. But after two decades without any major investment, the building no longer meets the standards our customers and colleagues deserve.



At the end of September, our Lower House Lane office will temporarily close.

This newsletter will let you know why, when the building will reopen and how you can access our services during this time.

A better space for you and your community

One of the most important parts of this investment is our commitment to creating an improved Community Hub. Our new Hub launched in November 2024 and is where we hold drop-in sessions, offer advice and support and run community activities, including our famous Brekkie and Brew Friday. By modernising and expanding this space, we'll be able to host even more events and provide increased face-to-face support. Cobalt's Community Hub tackles social isolation, brings the community together and hosts partner organisations, all aiming to improve the lives of those living in our neighbourhoods. We want to keep doing this, now and into the future, and we want our Hub to provide a welcoming space to visit.

We expect
to reopen in
June 2026

We're not just updating the look of the building.
We're making it work better for you.



Customer Update



A better space for our colleagues

We're refurbishing our office because, simply put, it's long overdue. The building hasn't had any major investment in over 20 years, and it no longer reflects the high standards we set for the services we provide.

We're proud to be based in the heart of our core neighbourhoods, and this refurbishment is part of our long-term commitment to staying local, accessible and focused on you. To keep delivering excellent services, we need to attract the very best people and that means creating a modern, welcoming and fit-for purpose workplace that supports both our colleagues and our customers as Cobalt grows.

Why it matters

We believe in being rooted in the communities we serve and having a visible, welcoming base in the centre of our neighbourhoods is a key part of that. This investment ensures we can continue to be here for the long term, not just as a landlord and local employer, but as a trusted community presence.

Your homes

We are committed to investing in homes and over the coming years, we will spend over £110 million making improvements. This includes fitting new kitchens and bathrooms and windows and doors and carrying out energy efficiency works through the installation of new boilers, solar panels and loft insulation to reduce fuel bills and keep homes warm.

Can I still speak to you during the refurbishment?

Absolutely! We're setting up a temporary reception in the car park at the front of the office. The Cobalt Cabin will open Monday to Friday from 9am to 5pm and will provide a space where you can speak to staff, access support and ask any questions you may have.

Our Solution Team will provide the same service, answering your calls Monday to Friday from 9am to 5pm and Wednesday from 9am to 3pm.

We will continue to carry out all repairs and safety checks, home visits and community events as usual.

What about Hub activities?

We won't be able to offer Hub activities from Lower House Lane but we're excited to take the Hub on the road! We're taking our sessions out into neighbourhoods, meaning we'll still provide our most popular activities like Brekkie and Brew Friday and Boccia. You'll find a full list of what's happening, where and when on page 3.



The Hub on the road!



Every Tuesday

Fazakerley Federation & Library

Formosa Drive L10 7LQ

Blossoming (women only) 10am - 12pm

Our Blossoming sessions are designed for women who want to improve their self-confidence, make friends and learn new skills.

Credit Union 10am - 3pm

Access banking services like savings and loans, with lower fees than traditional banks.

Community Art 1pm - 3pm

Whether you're painting like Van Gogh or are a doodler by heart, our art sessions are for everyone. From painting on canvas to still life drawing, sharpen your skills (and your pencils!) at this friendly class.

Every Wednesday

Triple C: Christ Church

Sedgemoor Road L11 3BR

Tiny Teeth 10am - 12pm

Tiny Teeth provides free toothbrushes and toothpaste for children and advice on sugary foods and brushing techniques.

Health and wellbeing support 10am - 12pm

Improve your health and wellbeing through non-medical support, such as gym memberships at a reduced rate, community gardening activities or arts and crafts sessions.

Swap to Stop 10am - 12pm

Want to give up smoking but don't know where to start? Swap to Stop is here to help. They offer free vapes, patches or gum, all aimed to help you give up smoking for good.

Weight loss sessions 10am - 12pm

Weigh in and head off or stay for helpful weight loss tips and meal planning, these sessions are a free alternative to paid classes and offer a supportive and healthy way to lose weight.

Men's Group 12pm - 1.30pm

Our men's group is a safe space for men to come together to make new friends, access health and wellbeing support and learn new skills.

Church of the Good Shepherd

Lower House Lane L11 2SF

Community Choir 5.15pm - 6.45pm

Our Community Choir is for anyone and everyone. Whether you're a songbird or just love singing in the shower, this friendly and supportive group is for you!



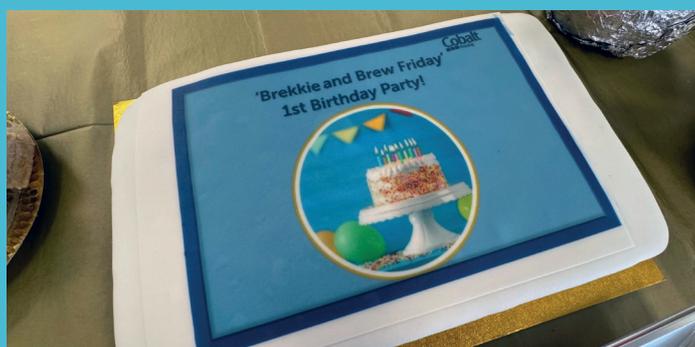
Every Thursday

Various locations

Activities 10am - 2pm

We'll be out and about across our communities on Thursdays - keep an eye on our Facebook page for more details.

www.facebook.com/CobaltHousing/



Every Friday

De La Salle Hotel School

Carr Lane East L11 4SH

Brew and Brekkie Friday 10am - 11.30am

Brekkie and Brew Friday is a perfect way to start the weekend. Get a free hot drink and breakfast, make new friends and chat to Cobalt staff.

Boccia 12pm - 1pm

Boccia (pronounced bot-cha) is a fun, inclusive game similar to bowls and is usually played sitting down. It's easy to learn and great for all ages.

Growing Community 1pm - 2.30pm

Community gardening brings people together to grow plants, food and friendships in shared outdoor spaces. You'll also have the opportunity to enrol on a horticultural course, turning your new skills into a qualification.



Scan here for the
latest Hub activities

Keeping you updated

As the work progresses, we'll keep you updated every step of the way. Keep an eye on our website and social media channels for the latest news.

There will be some changes to services while the refurbishment is underway, but we will do everything we can to minimise disruption and make sure our services remain easy to access.

Thank you for being part of our journey. This building is more than just an office. It's a community asset and this investment is about making it a place we can all be proud of, for many years to come.



Need to speak to us?

We're here!
If you need to contact us during the office closure, you can:

Call us on 0330 303 2222.

Our phonedlines are open as normal from 9am to 5pm Monday to Friday and 9am to 3pm on Wednesday.

For emergency repairs, such as an uncontainable leak, blocked drains or a complete loss of power, our phonedlines are open 24 hours a day, 365 days a year.

Visit us at the Cobalt Cabin Monday to Friday from 9am to 5pm. This is our temporary reception and staff will be available to chat.

Message us through Facebook or Instagram. Our social channels are monitored Monday to Friday from 9am to 5pm.

Write to us at Cobalt Cabin, 199 Lower House Lane, Liverpool, L11 2SF.

www.cobalthousing.org.uk

@CobaltHousing

