



## Lower House Lane refurbishment - we're looking forward to welcoming you back!

### Reopening Lower House Lane

**When we last updated you, we had hoped to reopen the building in June 2026. However, as with any project on this scale, some of the work has taken longer than we expected. We now plan to fully reopen our Lower House Lane office in October 2026.**

Keep an eye on our website and on our social media channels for more information on when our reception and Community Hub will reopen.

### Why did we refurbish the office?

**Our office on Lower House Lane was built more than 20 years ago and without major investment, the building no longer met the needs of our customers or colleagues. We made the decision to refurbish our office to ensure that we can continue to deliver services to our customers now and into the future.**

Over the last year, our contractors have been busy transforming our office into a modern, welcoming and accessible space for our customers, colleagues and the community. This work means we can continue to provide high-quality services from the heart of our neighbourhoods.

Our new office will be  
modern, welcoming  
and accessible to all



# Customer Update



## Closure of the Cobalt Cabin

While our office has been closed for refurbishment, we have been offering temporary reception services from the Cobalt Cabin, located in front of our Lower House Lane office. This has allowed us to continue to support our customers in person.

From **19th August 2026**, the Cobalt Cabin will close while we carry out work to the outside of the building and to the car park.

Although the Cobalt Cabin is closing, you can still contact us in a number of ways:



**Call us on 0330 303 2222**



**Send us a message via Facebook or Instagram**



**Visit us at one of our face-to-face neighbourhood drop-in sessions.**

All services, including repairs, will continue as normal.

## Face-to-face services

**While we complete the final stages of the refurbishment project, we'll be taking our neighbourhood services out into the community.**

From **25th August**, our Neighbourhood and Tenancy Officers will be available at the following locations:

**Venue: Fazakerley Federation and Library,**  
Formosa Drive, L10 7QL

**Day:** Tuesday

**Time:** Fazakerley Federation, 10am to 12pm

**Time:** Fazakerley Library, 12pm to 3pm



**Venue: Triple C, Christ Church,**  
Sedgemoor Road, L11 3BR

**Day:** Wednesday

**Time:** 10am to 3pm



**Venue: Croxteth Gems Community Centre,**  
Armill Road, L11 4TR

**Day:** Thursday

**Time:** 10am to 3pm



**There's no need to make an appointment, simply drop in to a session near you if you want to talk to us in person.**

**We expect to reopen in October 2026**



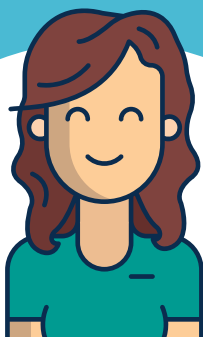
## How will our new office work for you

### Reception

Our reception space will look very different, but you'll still find the same friendly and supportive staff ready to help with any enquiries you have.

It will be fully accessible, with two private rooms for appointments or if you need to speak to us in confidence. When we reopen, you'll be able to visit our reception Monday to Friday from 9am to 5pm.

We're looking forward to welcoming you back!



### Our Community Hub

Cobalt's Community Hub will have its own dedicated entrance at the front of the building and will include:

**Improved customer spaces**



**Accessible facilities**



**Enhanced community meeting spaces**



**Modern kitchen facilities**



**Additional storage and support spaces.**



These improvements will help us provide a better experience for our customers and we're really excited to share our plans for new activities and sessions with you!

Until Lower House Lane reopens, our Community Hub will remain on the road – see what's going on, when and where at <https://cobalthousing.org.uk/my-community/cobalt-community-hub/>



## Thank you

We'd like to thank you for your patience while we complete this important investment in our community.

We're really looking forward to sharing this new space with you and continuing to deliver services to our neighbourhoods in the years to come.

## Contacting us

**We're here if you need us. You can:**

### Visit us

**at one of our community locations -**  
full details are on page 2.

### Call us on 0330 303 2222 -

our phone lines are open Monday to Friday from 9am to 5pm.

On the last Wednesday of each month, our phone lines will close at 2pm for colleague training.

### Message us

**via Facebook or Instagram -**

we're here Monday to Friday from 9am to 5pm.

[www.cobalthousing.org.uk](http://www.cobalthousing.org.uk)

@CobaltHousing

