

*When furnishing projects gets disrupted.*

# FROM PAUSE TO PROGRESS

*A practical guide for homeowners, landlords, investors ,  
agents and developers facing furnishing setbacks and  
how to move forward with confidence.*

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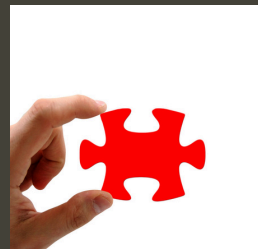
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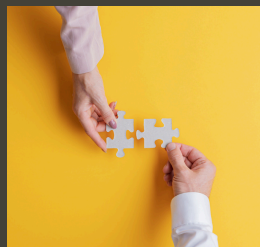
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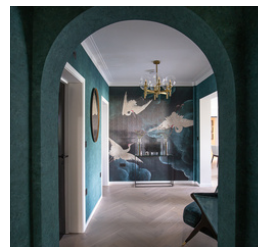
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## INTRODUCTION

Property furnishing can be a challenging task. Sometimes, you have everything in motion — the project timeline is set, and there's a clear vision for the space. But then your project gets disrupted by unforeseen circumstances: unanticipated changes in suppliers, missed deadlines, or simply a lack of follow-through.

In many cases, furnishing projects begin with clear plans: deposits are paid, timelines are agreed but somewhere along the way, progress halts. Whether due to operational delays, changes within the supplier's business, or external pressures, these disruptions can leave property stakeholders in a difficult position.

If this sounds familiar, you're not alone. Whether you're a homeowner waiting to settle in, a landlord preparing to let, a developer managing handover timelines, or a letting agent working with clients on tight deadlines, project setbacks can feel overwhelming. But these delays don't have to derail everything you've worked toward.

*In this guide we'll share practical steps and solutions to help you get your furnishing project back on track and keep it moving until completion.*



# *Who this affects* **(AND HOW)**

It's impossible to predict who will be affected by project disruptions, whether you are a homeowner, a landlord, an investor, a developer, or a letting agent. Anyone can find themselves battling incomplete furnishing work, which will affect your schedule in many ways.

- Homeowners: As a homeowner, you find yourself in limbo, unable to move into your new home or cannot use your space with half-finished rooms, key furniture missing, and important deadlines missed.
- Landlords: Landlords face different challenges, losing rental income due to unfurnished spaces; with growing tenant demand for move-in ready homes, landlords face pressure to ensure properties are fully furnished on time.
- Investors: For investors, particularly those managing multiple properties or based overseas, delayed or incomplete furnishing can mean extended void periods, reduced yields, and a slower return on investment. In markets where presentation drives demand, every week without a fully ready property can make a significant difference to profitability.



# *Who this affects* **(AND HOW)**

- **Developers:** Developers need to furnish show homes for viewings and marketing the property and achieve tight handover deadlines, all of which come under the risk.
- **Agents:** Letting agents and property managers find themselves juggling client expectations and dealing with properties that simply aren't ready to show or let properly.

*"Project disruptions can happen to anyone regardless of how well you plan or prepare. Our role is to step in without judgement, understand exactly where things stand, and work with homeowners, landlords, investors, developers, and agents to get their vision back on track as quickly and smoothly as possible."*

*Mansi Mehra, Director, InStyle Direct*



# *Some immediate* **(RED FLAGS)**

Sometimes furnishing projects experience delays or changes for reasons outside anyone's control — from global supply chain issues to sudden changes in available stock. However, there are certain signs that may suggest your project could benefit from closer attention or extra support.

- Repeated or extended delays: If delivery and installation dates keep shifting without a confirmed new timeline, it may be worth checking in for a revised schedule.
- Gaps in communication: If updates become infrequent or unclear, it might signal internal changes or resourcing challenges.
- Incomplete deliveries or staggered installations: Items arriving in multiple batches without a clear completion date can indicate logistical constraints that need addressing.
- Unplanned design or product substitutions: Changes made without prior discussion may be linked to stock availability or supplier adjustments — always request confirmation in writing.



# *Some immediate* **(RED FLAGS)**

- Changes in project team: If your main contact changes during the project, ensure the new team is fully briefed to avoid miscommunication.
- Supplier under operational or financial pressure: In some cases, broader business challenges can affect project timelines. Open, transparent dialogue is key to understanding the situation and planning the next steps together.



*What to do if you have been*

# AFFECTED

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What practical next steps can  
homeowners, landlords, property  
developers, and agents take to get  
back on track?

01

Document everything: List what's completed, pending, or missing. Take plenty of images and create a comprehensive inventory.

02

Transparent communication: Keep all stakeholders informed. If you are an agent, inform your clients; if you are a landlord, inform incoming tenants or agents.

03

Review your contract and payment terms: Understand your rights and obligations regarding timelines, payments, and cancellations.

04

Check with your supplier: Consider whether the original supplier can still complete any part of the work. A collaborative approach may help resolve ongoing issues.



05

Seek partial completion where possible: Focus on priority items that will make the property functional or market-ready.

06

Keep a written record of all communications: This ensures clarity for all parties and can be shared with a new provider if needed.

07

Time to re-think: If resolution isn't possible or timelines remain uncertain, explore alternative furnishing providers who can step in to support or complete your project.

08

Plan for continuity: Share all existing documentation and plans with any new partner so they can pick up the project seamlessly.

09

Check temporary solutions: If you are under a pressing timeline, look for temporary furnishing solutions that can be installed within hours or days.



*How we can*

# HELP

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We understand how midway furnishing disruptions can derail your projects, with 20+ years experience in this industry we can help you, whether you're halfway through or starting over we'll meet you where you are.

01

Diverse packages & quick installation: We have a variety of furnishing packages suited for your different needs, which can be typically installed within 24-48 hours (subject to stock availability).

02

Bespoke services: We have bespoke support and solutions for partial installs, refreshes, or new design completions, and tailored solutions for homeowners, investors, agents, landlords, developers and Build-to-Rent clients.

03

Refurbishment and TLC service: If your work was paused midway or abandoned, we provide complete reliable solutions.

04

End-to-end support: From initial consultation, delivery, assembly to styling and waste removal, we handle everything.

05

Complete communication: We provide professional advice, keep pricing transparent (no hidden cost), and clear timelines, and live support.

06

>1% return rate: Our clients value our quality, with less than 1% of furniture items returned in the last year.



*What to look for in a reliable*

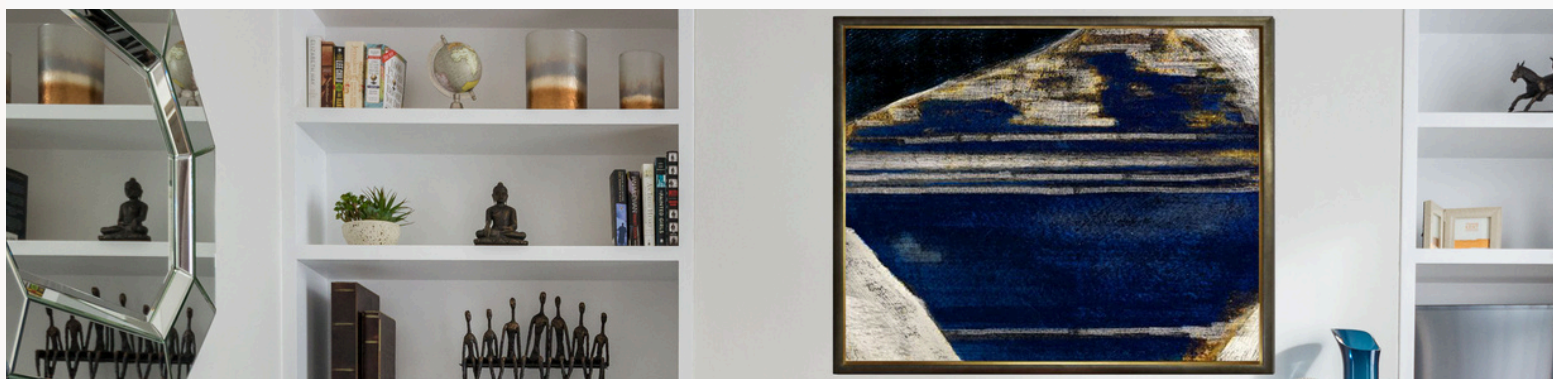
# **FURNISHING PARTNER**

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When choosing a new furnishing partner to complete your project, rather than looking for a supplier, choose a furnishing partner who understands your project and can see the whole picture of what you're aiming to achieve.

Use this checklist when evaluating any future partner whether you're starting fresh or continuing an existing project.

- 01** Company track record and growth history
  - 02** A solid track record across furnishing and design
  - 03** Client testimonials that reinforce their claims
  - 04** Full project support with clear timelines
  - 05** Stock availability and delivery capabilities
  - 06** Strong post-installation service
  - 07** Flexibility to step in midway or deliver end-to-end
  - 08** Support for overseas clients or developers with tight timelines
- 





# 01

Our Associate Director, James McNeill, recalls a project from a few years ago when an overseas client came to us for help with a stalled window dressing installation in their London property.

They had started the project with another supplier, but unforeseen circumstances meant it was left unfinished. They lost their deposit and had very little information about the fabrics, materials, or specifications that had been agreed. With no follow-up and the added challenge of a big time zone difference, they felt completely stuck.

When they got in touch with us, we quickly assessed the situation and put together a complete window dressing solution. Our design team managed to track down and match the exact fabrics and materials originally chosen, so the client could still get the look they had planned. They were also pleasantly surprised that our quotation was significantly lower than what they had already paid before.

We stayed in touch with regular updates and completed the work quickly, so they could finally see their project come together.

*“The client was very pleased with our quick intervention and how the project turned out.”*

*— James McNeill, Associate Director,  
InStyle Direct*

# REAL PROJECTS REAL RESULTS



# 02

An overseas client approached us for help completing a TV unit space in their property. While they were impressed with our initial design and concept, they chose to explore other options after reviewing our proposal.

Unfortunately, the alternative route brought a series of frustrating challenges: uncertainty over materials, unclear installation timelines, and delivery delays. In an attempt to resolve the issue, the client tried some DIY solutions, but the results fell short of their original vision.

Remembering their earlier experience with us, they reached out again. The client told us that the reason they ultimately chose us was because we took the time to truly listen to their requirements and asked the right questions something they felt was missing in their conversations with other providers.

We provided practical solutions, advanced the project efficiently, and delivered exactly what they had in mind. The client was so pleased with our work that they commissioned us to design and build a custom dining table as well.

*"They are very pleased with our services, quality, and experience." - Amar Tufail,  
Associate Director,  
InStyle Direct*

# REAL PROJECTS REAL RESULTS

# *Learn from the setback and* **(MOVE AHEAD)**

Setbacks happen in every sector and in every project. Whether it's unprecedented global events, supply-chain issues, or financial constraints, your project can encounter several challenges that are beyond your control.

These disruptions don't have to stop your project, so it's important to adapt quickly and find solutions that cater to your specific needs.

We've helped multiple clients pick up their projects, whether it's furnishing, styling, or final touches, or help deliver a full refresh from the ground up.





## READY TO MOVE FORWARD ?

*Talk to our team about where your project currently stands and how we can help you move it forward with clarity and confidence.*

**GET IN TOUCH**



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