# Family's home renovation nightmare exposes widespread issues with Celsius Home Improvements



A family's home renovation project in Anfield has taken a distressing turn, highlighting significant issues faced by multiple households after engaging the services of Celsius Home Improvements. The distress became apparent to Tracy Daly and her partner, Robert Cannon, when they encountered what they described as a 'snoring builder' on the first day of work at their home. For the past 15 months, the family, which includes two young children and Tracy's mother, Elaine O'Brien, has been living in cramped conditions, sharing a mattress on the living room floor while enduring the constant disruption that has stemmed from the halted renovations.

Tracy and Robert currently reside in a single, overcrowded living room while Elaine rests in a gutted front bedroom devoid of electricity and heating. The family's ordeal began in 2023 when Elaine opted to sell her home and invest her life savings—over £70,000—into a project aimed at creating a loft extension and a ‘granny flat’ within her daughter's residence. However, the project has devolved into a protracted nightmare.

The Liverpool ECHO has investigated the situation surrounding Celsius Home Improvements, revealing that three families, including Tracy's, have made significant financial commitments to the company but have been left with unfinished renovations. They allege that they have been abandoned in a state of disrepair while company director Frank Deary resides in a multi-million-pound property in Aughton, West Lancashire.

Tracy recalls that the troubles began in November 2023, when the family paid a deposit for their renovation. They were informed by Mr Deary that the work would be completed in ten weeks, yet actual labour did not commence until January 2024, subsequent to an additional 20% payment of the total project cost. She described the disarray on the first day, stating, "On day one, the builder turned up at 9am and asked us what needed doing as he had no instructions or job sheet, or even tools at this point."

Despite commencing work that morning, the builder spent significant portions of the day sleeping on the job. Tracy described, "He came back and went into the front bedroom, pulled up the carpet, ate his dinner, then rolled up a bit of carpet to sleep on." This situation was confirmed when Tracy’s partner, Rob, heard the builder snoring and recorded a video as proof. The family recalls that their young daughter was frightened upon encountering the sleeping stranger in their home.

The family's grievances extend beyond this singular incident; they ultimately terminated their contract with Celsius after numerous problems, resulting in substantial financial losses and leaving their home in a derelict state. Tracy reflected, "It should have rung alarm bells then, but everything can be explained away with a bad employee story and an apology."

Furthermore, the ECHO's investigation indicates that Tracy's situation is not isolated; they have uncovered a network of 28 households reporting similar experiences, with their total financial outlay nearing £1.5 million. These families have connected through various social media platforms and have formed a WhatsApp support group to share their collective grievances against the company.

As part of the ongoing situation, the Insolvency Service is currently investigating Mr Deary's business practices following a winding-up order against Clearmetric Ltd, a company linked to Celsius, which was dissolved in February 2022. The investigations by trading standards departments across several areas—including Liverpool, Sefton, Knowsley, and Lancashire—are examining numerous complaints lodged against Mr Deary and Celsius.

In a letter to affected customers, Official Receiver Carol Megram stated, “I am responsible for investigating the cause of the company's failure and its business dealings and affairs.” As this investigation unfolds, it remains to be seen how the families affected will navigate the aftermath of their experiences with Celsius Home Improvements.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.yell.com/biz/celsius-home-improvements-ltd-liverpool-8071532/> - This URL corroborates the existence and location of Celsius Home Improvements Ltd in Liverpool and provides current reviews that highlight issues with the company.
2. <https://find-and-update.company-information.service.gov.uk/company/08766765> - This URL provides details about the company status and history of another company with a similar name, though it is dissolved.
3. <https://www.houzz.co.uk/professionals/home-builders/celsius-home-improvements-pfvwgb-pf~1831889477> - This URL lists the services provided by Celsius Home Improvements and their area of operation.
4. <https://www.noahwire.com> - This URL could be used to locate the original article about the issues with Celsius Home Improvements; however, it is more of a source indicator rather than a direct supporting link.
5. <https://www.gov.uk/companieshouse> - This URL leads to the UK's Companies House website, where you can find more information about companies similar to Celsius Home Improvements.
6. <https://www.tradingstandards.uk/> - This URL is for the UK's Trading Standards website, which likely has information or resources relevant to complaints against companies like Celsius Home Improvements.
7. <https://www.liverpoolecho.co.uk/news/liverpool-news/snoring-builder-first-sign-familys-31370832> - Please view link - unable to able to access data