

Community Furniture Aid (CFA)

Furniture Delivery Policy for Clients receiving “A Pack”

CFA was set up to meet the immediate needs of many people in Bridgend County Borough. We strive for compassion in action by providing for people’s practical needs in the way of household goods and furniture. As a charity offering a low cost service, our limited resources oblige us to seek to meet only the greatest and most specific need. We ask for your cooperation in the application of this policy in our provision of furniture & household items known as “A Pack”.

Clients wherever possible, should be referred to CFA by an agency or charity. We will provide these items for a low cost and deliver them to your service user as part of this service. CFA require at least 4 working days to arrange delivery of one of our furniture packs. We are open for deliveries and collections Tuesday –Thursday between 10am – 4pm. At other times we can be contacted by phone, email or on our website and will respond at our earliest opportunity.

We at CFA aim to provide basic furniture items that are of a reasonable quality. We provide furniture to people who do not have it and will not replace furniture that is functional. The items we provide are limited to the following: Clients cannot pick items for packs however CFA will ensure items are clean & fit for purpose.

A basic pack consists of;

Furniture pack:

Single bed & mattress

Small wardrobe

Chest of drawers

Bedside cabinet

Dining table and chairs (when available)

Single Armchair

Kitchen pack

Four plates, bowls, side plates

Four sets of cutlery

Tea towels

Kitchen utensils

Saucepans & frying pan

Kettle (when available)

Toaster (when available)

Assorted glasses

Plastic bin, cutlery drainer, plate drainer & washing up bowl.

Bedroom pack

Two sets of bed linen & pillow cases

Towels

Blankets

Duvets & pillows (when available)

Other items if we have them in stock.

A single person’s pack ,start at £70.00 within the Bridgend County Borough area. A couples pack start at £90.00 and a family pack will start at £140.00 a £30.00 deposit is required in advance to secure a pack from self referrals and non agencies this must be made to CFA in pontycymer.

As the recipient of furniture Pack from CFA, can you confirm that:

1. You are truly in need of the item(s) you have ordered and do not already own items of a similar nature
2. You are satisfied with the item(s) you have been allocated.
3. You understand that electrical items have been tested however we cannot guarantee that they work.
4. You are satisfied with the delivery date set for your order and will make every effort to be present at the address given to receive your order.
5. If for any reason you need to cancel your order, you will notify CFA at least one working day before the order is due to be delivered. Otherwise you may be responsible for the cost of the pack as you failed to give adequate notice.
6. As far as you know, the items will fit into your house easily and will not force our volunteers to compromise on safe manual handling.

You also accept that:

1. If anything happens to interfere with your item(s) or delivery date, CFA will notify you of the changes.
2. If you are not present at the address given to receive your order, it will be returned to our warehouse and made available to other Clients & you will lose your deposit and have to make a new appointment.
3. If our van volunteers arrive at the address given and find you have furniture of a similar nature to that being delivered, they will return the item(s) you have ordered to our warehouse and make it available to other clients.
4. For health and safety reasons, our van volunteers will not lift items up several flights of stairs or manoeuvre items in any awkward spaces where they deem this would compromise safe manual handling. Unless by prior agreement of the charity CFA.
5. Our van volunteers are not responsible for the dis/assembly of any furniture.

Our van volunteers are not responsible for the removal of any furniture from your address unless you have pre-arranged a collection with CFA

Items become the sole property of the Client once they have been delivered and full payment has been made.

The Client will be asked to sign for the Pack, once they have signed this is an agreement that the delivered goods are acceptable and CFA has no responsibility after this time for those items.

It is the policy of CFA not to sell single items that make up part of our core pack due to our limited stock levels. However we reserve the right to sell items at low cost to those in need if we have excess stock available. Appointment for this service must be made in advance.

CFA do not take large electrical goods, those being; cookers, washing machines, tumble dryers, fridges & freezers.

CFA reserve the right to refuse delivery to any clients who do not agree to our terms. CFA will not accept any violence or use of threatening behaviour or foul language to any of its volunteer members by clients.

CFA respects the privacy of all of its clients and respect the data protection laws and hold a policy on this issue. No information is passed onto any third parties. With the exception of where there is clear evidence of extra support or abuse to any household member. CFA will then signpost the client or in exceptional circumstances contact the relevant agencies to alert them of the need for additional support.