

Community Furniture Aid (CFA)

Furniture Collection Policy for Donors

CFA Ethos

CFA comes into contact with a range of people; individuals and families, the homeless and recently housed asylum seekers, refugees and many more. At the very heart of our work is the idea that every single individual has worth and value regardless of their background and circumstances. As such, we try our very best to ensure that our service users get the best we can offer. This notion extends to our furniture provision. We seek to collect only items that are of a reasonable standard in order to ensure that those receiving these items are enriched by them.

Our approach to donations and collections

.We offer this collection and house clearance service free of charge to those who wish to donate.

CFA is a Professional frontline service charity that provides Crisis pack house starter kits to those most in need in our community

we are here to help,

Please note community Furniture aid core work is to provide home furniture packs to those most in need who have been allocated empty accommodation, we provide all of the basics needed to set up a comfortable home.

This is our first priority.

We provide this service at as low as possible rate we make no profit but must cover our basic running costs in order to stay open. We do accept almost all other items including clothing. Please contact us to confirm whether we can use your items

CFA require at least 4 working days notice to arrange collection and prefer a week notice to arrange a house clearance due to van hire and volunteer availability.

Whilst CFA is exceedingly grateful for any interest it receives in the way of donations, in order to maintain our ethos, we must be selective in what we accept. Additionally, in order to meet genuine and specific need in our community, we reserve the right to refuse any items deemed unsuitable for the needs of our clients.

These may be due to size, condition or location. We also do not accept large electrical items “white goods” such as cookers, freezers, washing machines, and dishwashers, tumble dryers unless we have seen them in working order or they are under warranty.

You will have been asked some questions during your initial contact with us over the phone or email so as to ascertain the quality and category of the furniture you are donating.

The role of our van volunteers

When a collection is booked over the website in person, phone or via email, CFA is satisfied with the description you have provided of the items you would like to donate. However, we do heavily rely on the visual assessment that can be carried out only by our van & house clearance assessor volunteers. We have complete confidence in their ability to decide whether or not to collect an item based on its un/suitability to be passed on to somebody else.

We do ask for your patience and cooperation with our van volunteers as they carry out the brief but necessary checks on the items you would like to donate. Please also note that we are a charity offering a free service.

We are not a removal service and will only pick up the items arranged during your initial contact which meet our criteria.

At the point of donation the items become the property of CFA and the charity can dispose of as they see fit to best serve the purpose of our Aims.

Items can be dropped off at our storage unit by appointment. We reserve the right to refuse items deemed unsuitable. We would ask members of the public not to leave items outside our storage unit when we are outside opening times.

When items are unsuitable

If having assessed the furniture, our volunteers decide the item is not suitable for collection, we do apologise for any inconvenience this causes you. We do appreciate you thinking of us and hope that in future, being aware of our ethos, you would still consider donating items of a reasonable quality to CFA.

Items donated may be sold to raise funds to keep our service running.

CFA gladly accept one off and regular monetary donations to support our ongoing work and to keep our service open. All such donations should be receipted and clearly shown in the statements at end of year accounts.