

Community Furniture Aid (CFA) Furniture Policy for Referring Agencies & Charities

Community Furniture Aid hereafter (CFA) was set up to meet the most urgent needs of many people in our Local Community.

The delivery of clean reusable low cost furniture and household items to those in a empty new acquired property with a view to creating a comfortable home and restore dignity to clients is the main function and focus of Community Furniture Aid

We strive for compassion by providing for people's emergency practical needs in the way of, Furniture, household goods, bedding and clothing where appropriate. This is known as a " A Pack" As a charity offering a low cost service, our limited resources oblige us to seek to meet only the greatest and most urgent need. We rely on your cooperation in the application of this policy, particularly in our provision of furniture.

What to expect from us:

1. Clients wherever possible should be referred to CFA by an agency or charity.
2. We at Open 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.
3. The items we endeavour to provide are limited to the following: 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.

Microwaves* (*Rarely available)

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.

4. ***A single person's pack starts 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. CFA reserve the right to change Pack prices as market conditions dictate.***
5. Self referrals are accepted but Clients must pay a £30.00 deposit to secure our service. It is the client's responsibility to contact CFA and arrange to make the payment.
6. **We cannot guarantee that the items required will be available**
7. At the point of delivery, should the van volunteers arrive to find that your service user does not need the item(s) (i.e. they have functional item(s) of a similar nature) they may return with the furniture. Similarly, should the van drivers arrive to find no one around to receive the order; the furniture will return to the warehouse and be made available to others.
8. We will rearrange a delivery date only if we are notified at least one day before the delivery is due. In all other cases the delivery will be cancelled and the client will have to make a fresh application.

What we expect from you

1. In referring your service user to us to receive furniture, we expect that you are confident in their genuine need of it.
2. We ask that you explain to them that our aim is to meet the most immediate and specific needs. It is not our purpose to replace functional furniture.
3. We expect that you inform your service users of the types of items we provide and **that we cannot guarantee that they will be available.**
4. Finally, we ask that your service user is aware of the fact that our van drivers do reserve the right to return items to our warehouse if they feel your service user doesn't need them or if they are absent on the date of delivery.
5. Agencies & charities and self referrals will be held responsible for the full cost of a pack if the client fails to pay or is not at the address at the agreed time & date without at least 24hours notice (1 working day)
6. **We expect that your service user is aware our Furniture Policy, detailing our procedure and would be prepared to sign it.**
7. **CFA is authorised to issue Foodbank vouchers to clients on a case by case basis to clients deemed to be in financial distress to help offset the cost of the furniture pack.**

It is not the policy of CFA to issue Foodbank Vouchers to all of our Clients as a manner of routine.

- 8. If CFA is unable to assist a potential Client for whatever reason it is the policy of CFA to signpost wherever possible to alternative sources' of help & information.**
- 9. The Price of each pack covers the costs incurred by CFA to run this service those include collection, cleaning & repair if required to items prior to sending them out. Storage, delivery and day to day overheads of running the charity.**
- 10. Clients cannot pick items for packs , however CFA ensure items are clean & fit for purpose.**
11. CFA are a nongovernmental independent charity that is not funded by any outside agency.CFA will wherever possible work with agencies & charities to promote & support the growth of our charity.
12. CFA will not accept any violence or use of threatening behaviour or foul language to any of its members by clients.
13. CFA reserve the right to refuse delivery to any clients who do not agree to our terms.

Thank you.