

Open Hands Furniture Collection Policy For Donors



Open Hands Ethos

Open Hands 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

Whilst Open Hands 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 city, we limit the category items we collect to the following:

Beds (single, cabin, double, bunk and cot), Sofas, Dining tables and chairs, Coffee tables, Chest of drawers, Electric ovens, Fridge/Freezers, Washing Machines and Microwaves

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 phone or via email, Open Hands 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 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.

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 Open Hands.