Win-win
How partnership working delivers the goods for residents, housing associations and furniture re-use organisations.
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This publication and the partnership between the National Housing Federation and the Furniture Re-use Network are practical results from the Federation’s national Financial Inclusion project, which aims to support financial inclusion for lower income residents.

Win-win was written and edited by Nicola Durrant of the London Furniture Re-use Network and Simon Graham at Blue Sky. Design by Fresh Communications. Produced by the NHF and FRN.
In 2007 the National Housing Federation (NHF) and the Furniture Re-use Network (FRN) established a partnership agreement that recognised their shared interest in issues of social inclusion, financial inclusion and community cohesion.

The agreement encouraged joint working for mutual benefit and created a platform for increased local involvement of re-use projects within the social housing sector.

This publication describes the opportunities and advantages of developing more partnerships between the social housing and re-use sectors. As well as providing affordable furniture for tenants, re-use projects offer excellent value for money for housing associations (HAs). The schemes help sustain tenancies and avoid rent arrears, particularly for more vulnerable tenants, and improve the skills base of the local community through volunteering, employment and work-based training opportunities. They support the drive for sustainable communities and social and financial inclusion.

A recent feasibility study by HACT (Housing Association Charitable Trust) and the National Housing Federation, ‘An Opportunity Waiting to Happen’, said housing associations have a fundamental role to play as ‘community anchors.’ It argued that housing associations, as a successful and financially strong component of the Third Sector, have a responsibility to broaden the contribution they make to the community by linking with and supporting voluntary and community groups to improve quality of life for people living in poor neighbourhoods.

This publication complements the HACT study and draws on existing examples of HAs and Furniture Re-use Organisations (FROs) working collaboratively to improve services for tenants through practical partnerships.

There is a long tradition of the affordable housing sector working beyond bricks and mortar and collaborating with local agencies to improve people’s lives. The provision of low cost reused household items forms part of this tradition.

What is furniture re-use?

Furniture re-use charities collect unwanted, but good quality, items from households who no longer need them and distribute these items to families who desperately do. This has multiple benefits to the community, including reducing social and financial exclusion and lowering carbon emissions and landfill.

Despite the name, the furniture re-use sector encompasses a wide range of re-use activities. Some organisations reuse household appliances such as cookers, washing machines, fridges and fridge/freezers, as well as electrical items such as televisions and vacuum cleaners. A number are set up as appliance re-use centres (ARCs). In addition, the re-use of books, bicycles, paint and smaller household items is common. Some organisations also make their own furniture by reusing discarded items.

Many re-use projects are gaining recognition as social enterprises in their own right, producing a range of social benefits for the communities in which they work. Several are based within housing associations.
Re-use can play an important role in meeting government objectives around social and financial inclusion, sustainable communities and reducing carbon emissions and the use of natural resources. It has direct linkages to a number of current government policies and initiatives.

- The Sustainable Communities Plan places an emphasis on the provision of decent and affordable homes; cleaner, safer, greener places in which to live and work; access to jobs and excellent services; and increased community engagement. It highlights the need to look beyond housing to the improvement of the neighbourhoods and communities in which people live.

- The Neighbourhoods and Communities Strategy supports the Sustainable Communities Plan and lays out the Housing Corporation’s framework for housing associations to improve quality of life for individuals and communities, by working within and contributing to local and neighbourhood strategies. It encourages housing associations to go beyond their core housing role and work in partnership with other agencies to deliver services for local communities. It highlights the role of housing associations in adding value to neighbourhoods and empowering communities.

- The Government’s Waste Strategy for England [May 2007] highlights the need for sustainable consumption. The strategy puts increased emphasis on waste prevention and draws attention to the integral role of community re-use projects in achieving this aim. With climate change and environmental issues becoming ever more pressing, housing associations are recognising the benefits of incorporating a re-use element into their environmental strategy.

- The Child Poverty Strategy, Working for Children, outlines government plans to eradicate child poverty by 2020. A child living in poverty has poor access to goods and services and families are often living in poorer quality neighbourhoods and housing. One of the three indicators of child poverty is material deprivation combined with low income. Low cost essential household items can help to tackle child poverty by promoting financial inclusion and improving living conditions.

- Tackling Financial Exclusion is a key area of government policy. It is widely recognised that people living in social rented accommodation are likely to experience higher levels of financial and social exclusion. Without access to affordable credit, banking services and affordable goods, tenants are often left with no alternative but to rely on doorstep lenders and loan sharks, which compounds financial hardship and can lead to spiralling debt.

- The Supporting People programme covers housing-related support services to help vulnerable people get the support they need to live independently.

- In 2003, the National Housing Federation launched IN business for neighbourhoods to encourage housing associations to make a fresh commitment to neighbourhoods, customers and excellence. Re-use projects can help housing associations to improve services to tenants and build partnerships within the community.

Re-use provides environmental, social and economic benefits - the cornerstones of a sustainable neighbourhood strategy. Tenants, particularly more vulnerable new tenants living in the community, are better able to sustain their tenancies; neighbourhoods are made greener by provision of convenient doorstep collection services that reduce bulky waste going to landfill; and re-use creates a hub within the community where people participate in a highly visible, worthwhile activity. Through volunteering, training and donations, projects also provide local jobs for local people.

**Image:** Reusing furniture supports sustainable communities.
The furniture re-use concept has existed for over 25 years, but only a minority of the public are familiar with the work of FROs. There remains a great deal to do to promote the social and environmental benefits of furniture re-use to the general public and to increase awareness and take up of furniture and appliance re-use among social housing tenants.

Modern housing associations emerged in response to a post-war housing crisis (although their roots date back over centuries). Charities such as Shelter and Crisis, which focus on the problems of homelessness, grew from the same roots.

FROs are keen to develop partnerships with housing associations as a significant opportunity to increase the supply of low cost furniture to, and improve employment prospects for, vulnerable people.

Housing associations and furniture re-use organisations have both evolved in response to the social needs of individuals often excluded from mainstream services. The FRN was established in 1989 with a commitment to alleviate need, distress and financial hardship through the provision of quality reused household items.

How re-use supports housing association objectives
Customer service and value for money - Housing associations are committed to providing value for money and improved customer services for their tenants. Working in partnership with furniture re-use facilities offers tenants an alternative to shopping on the high street and helps them improve their living and financial conditions at the start of the tenancy. This practical solution to home furnishing at a time when new tenants may have very little disposable income puts the tenant-landlord relationship on a good footing from the outset.

Employability and training - Many associations have accepted that there is a sound business case for dealing with worklessness. Furniture projects have a long
track record of encouraging those not participating in work to find ways to do so. Improving the employability of tenants is fundamental to tackling social exclusion and improving livelihoods and well-being. The many initiatives on training already created within housing associations can be complemented by work placements available at re-use projects.

**Financial inclusion** - The provision of affordable furniture, appliances and other household goods reduces the risk of spiralling debt among tenants and can avoid the use of doorstep lenders and commercial outlets where the cost of credit is unduly inflated. In turn, this can lead to a better financial situation for tenants, including fewer rent arrears. The furniture re-use sector is acutely aware of the debt issues experienced by clients and is working towards long term solutions to financial exclusion.

**Environmental sustainability** - The promotion of re-use and recycling services by a housing association demonstrates commitment to tackling local environmental issues. Raising awareness of the value of recycling and re-use among staff and tenants increases furniture donations and the demand for re-use, reduces fly-tipping, and promotes a positive environmental image to the local community.

**The benefits of partnership working**

**Why would an FRO want to establish a partnership with a housing association?**
- Increased customer base through regular referrals from HAs
- Volunteer recruitment
- Development of training opportunities in collaboration with HA
- Strengthen the re-use sector through access to greater resources
- Long term financial sustainability with HA support
- Contract opportunities for void clearances and furniture provision
- Joint funding opportunities
- Trustees to the board

**Why would a housing association want to establish a partnership with a re-use project?**
- Improved range of services to tenants
- Sustained tenancies through better resettlement facilities
- Improved measures to avoid escalating rent arrears
- Supports resident involvement
- Access to affordable goods which tackle financial exclusion
- Training and volunteer placements for tenants
- Cost savings in waste disposal
- Reduced fly-tipping
- Improved tenant-landlord relationship
- Environmental outputs and reduced carbon footprint
- Improved public opinion/public relations

**FROs can offer housing associations:**
- Expertise and experience in identifying, collecting and reusing furniture and appliances
- Good customer service standards
- Understanding of, and links with, local communities
- Innovative, adaptable service
- Good value voids clearance/waste management services

**Housing associations can offer FROs:**
- Recognition and support for the local project
- Direct funding for services
- In kind assistance - finding premises, access to publicity, communication to tenants
- Integration of re-use services into housing and tenant management procedures

**The re-use sector - an overview**

<table>
<thead>
<tr>
<th>Annual turnover:</th>
<th>£90 million</th>
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<tr>
<td>Number of organisations:</td>
<td>400</td>
</tr>
<tr>
<td>Staff:</td>
<td>3,500</td>
</tr>
<tr>
<td>Trainees:</td>
<td>7,000</td>
</tr>
<tr>
<td>Volunteers:</td>
<td>11,000</td>
</tr>
<tr>
<td>Items reused:</td>
<td>2.5 million</td>
</tr>
<tr>
<td>Tonnes diverted from landfill:</td>
<td>90,000</td>
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<tr>
<td>Households helped:</td>
<td>750,000</td>
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The Furniture Re-use Network advocates the provision of good quality, essential household items. There is a wide range of ways in which FROs can work directly with housing associations and their tenants.

High quality standards and safeguards

Furniture re-use projects work to quality standards ensuring the household items they offer for sale or distribution are “fit for the purpose”. There is an inspection process on all items of furniture before they are offered.

- All soft furnishings collected are checked for compliance with the Furniture and Furnishings (Fire Safety) Regulations 1988 and to ensure the manufacturer’s label is attached.
- Refurbished electrical appliances are tested in accordance with the FRN’s ‘Fit for Re-use’ procedural manual, approved by the Department for the Environment, Food and Rural Affairs (DEFRA), the Department for Business, Enterprise and Regulatory Reform (BERR), and the Environment Agency. Electrical workshops also abide by the Electrical Equipment (Safety) Regulations 1994 and other guidance issued by the Association of Manufacturers of Domestic Electrical Appliances (AMDEA). Appliances are issued with at least a three month guarantee. At some projects, electrical appliances are sold new and are issued with the manufacturer’s guarantee.

FROs are incorporated organisations with boards of trustees, similar to housing associations. Their legal structures vary, but include registered charities, companies limited by guarantee, community investment companies, co-operatives and industrial & provident societies. All have charitable objectives.

Sale of furniture to a customer forms a contract between the re-use organisation and the customer. Neither the FRN nor the referring agent is party to the contract. An FRO is subject to the same consumer protection and trading standards legislation as any other retailer. Every organisation also has its own insurance cover for employer’s liability, public liability and usually for product liability too.

Furniture re-use projects may sell a mixture of new and reused items to meet client demand. Historically, there was a shortage of electrical appliances, beds and mattresses and buying in new could be the only way of ensuring the customer got what they came for. Recent partnerships between the FRN and manufacturers mean some projects are supplied with electrical appliances that are shop soiled but otherwise new. The furniture found at projects is often built to last and more durable than contemporary items, and some projects manufacture their own goods from unusable old stock.

The FRN also strives to improve the perception of furniture re-use. Recently the sector worked with the BBC’s interior designer from the ‘Changing Rooms’ series, Oliver Heath, on a campaign to encourage the public to ‘choose to reuse’ and consider the additional environmental benefits of buying reused furniture. With an increasing focus on climate change and the contribution that re-use and recycling makes to the environment, the sector is becoming increasingly attractive to ethical shoppers.

Supply and demand

Stock for re-use is acquired from five main sources:

- Household doorstep collections - In response to calls from the public who wish to donate furniture. This route yields around a 75% return of good quality items.
- Local authority partnerships - FROs work with the local authority bulk collection service to collect reusable bulky waste from households. This produces about a 30% return of good quality items.
- Collections from civic amenity sites - Civic amenity sites may have storage facilities on site for reusable items, which FROs clear as required. The quality can be an issue. Sometimes only 10% of furniture collected in this way may be used.
- Business collections - FROs are increasingly offering a business collection service for furniture and appliances from offices, retailers, manufacturers, hotels, offices and student premises. There is a collection fee for this service.
- Graded stock - Manufacturers are now offering deals for FROs to buy quantities of graded, end of line, or shop damaged stock. These items are unused and in ‘as new’ condition.

Electrical items such as cookers, fridge/freezers and washing machines tend to be at the top of the wish list for someone moving into their new home. Over the years,
the FRN has built up a sub-regional network of specialist centres for testing and repairing these items [Appliance Re-use Centres or ARCs].

In July 2007, the Waste Electrical and Electronic Equipment (WEEE) Directive became law. This has produced strong growth in the supply of new and nearly new goods to ARCs, massively increasing the ability to supply people with affordable electrical items. The goods are normally slightly damaged in warehouses or in transit, or are customer returns or end of line stock. All items are fully tested for electrical safety and to ensure they work properly. These goods carry guarantees - usually 3-6 months - and comply with all high street standards.

Demand for reused furniture and appliances generally comes through links with referral agencies such as social services, homeless organisations, housing associations and voluntary groups in the area local to each project. Over 750,000 households in the UK benefited from access to low cost furniture last year, yet the potential national need is much greater. The Department for Work and Pensions estimates that four million households with children are unable to replace worn out furniture and three million households with children are unable to replace electrical items.

It is clear that furniture and appliance re-use needs to become ingrained in the policies and practices of all support agencies assisting with the resettlement of vulnerable individuals, if reused furniture is to be readily available to all those who could potentially benefit from the service.

The referral process

The FRN advocates the use of a referral system, which ensures the target customer group gets priority access to the finite furniture and appliance resources available.

A referral system also honours the intent of the furniture donor, fulfils the charity’s objectives, and demonstrates to volunteers that the service is genuine.

Many re-use organisations use a referral form completed by the referring agency worker, such as a housing support or resettlement worker. Completing a referral form on behalf of a tenant ensures they do not need to re-evidence their receipt of income-related benefit on arrival at the project.

The London Community Recycling Network (London CRN) has developed a standard referral form which can be used for any of the 16 furniture re-use organisations across the capital. This allows housing associations operating London-wide to use a number of different local furniture services convenient to tenants with just one form. An example of a typical referral form can be found in the appendices.

Pricing

Furniture re-use projects keep prices as low as reasonably possible for the benefit of service users. On average, the cost of buying household goods from a furniture re-use project is 10-50% of the price on the high street. Graded electrical goods, brand new apart from being shop soiled, will be sold at approximately 50% of high street prices, while other furnishings are usually much less. Prices at a re-use project are generally about a third of what might be expected at a second hand shop.

Payment Methods

Furniture and appliances can be paid for in a number of ways:

• The tenant pays for furniture from their own funds or through a community care grant, crisis loan or welfare grant.
• The housing association is invoiced for items selected by the tenant.
• A voucher system whereby tenants are entitled to an agreed amount for essential household furnishings. The FRO then requests payment from the housing association.
• Under partnership arrangements between credit unions and FROs, the credit union is invoiced for the items.
• In exceptional circumstances, projects may provide goods free of charge to meet an emergency need.

Anick Batimba, senior community regeneration officer at Servite Houses, recently set up an invoicing system with local projects. She says:

"We operate a small grants fund for our residents and award on average £200 to applicants to assist them in times of hardship. Before we started working with the furniture projects, our residents might only manage to buy one or two items they needed. Now, with referrals..."
to the projects, residents can get practically all the essential items they need with the £200. This means we can help so many more residents. “When we receive grant applications for furniture items, we ask that staff refer residents to one of the furniture projects first. We receive invoices directly from the projects. This helps us monitor that the grants are being spent on what residents need the most. The referral process is simple and convenient and residents get the chance to look before they buy. “One of the furniture projects also provides a low cost flooring service which has helped us to resolve cases of noise nuisance for residents. “We are planning to include information about furniture re-use projects in our new financial inclusion pack to residents, so that everyone can benefit from what we think is an essential and invaluable service in social housing.”

Delivery of goods
Furniture project staff and volunteers understand the value of the work they do. The furniture may be second hand, but items are treated with care. The delivery service is prompt - usually within 3-5 working days - as customers frequently have an immediate need to use the goods. A nominal fee may be charged for delivery, but often it is free of charge.

The role of volunteers
Most re-use projects rely on the invaluable input of volunteers. This means a combination of paid staff and volunteers run the service.

Re-use projects can play a pivotal role in community cohesion at a local level by giving tenants the opportunity to become involved as volunteers or employees in a worthwhile community service. Furniture re-use organisations are relevant to all age groups and all cultures and the process of collecting and re-distributing furniture has proved a useful way to bring people living in a neighbourhood together for a common purpose. Tenants also gain job skills and projects are able to provide an employer’s reference.

Volunteers receive an induction, health & safety and manual handling training, if necessary.

Volunteers help in the following ways:

In the office - Volunteers can gain skills in office administration, retail and customer services, including managing the client database, dealing with inquiries or helping customers select items.

On the vans - Route planning, carrying out collections and deliveries, and loading and lifting furniture and appliances. Volunteers aged 25-70 with a clean driving license can also drive the vans.

In the warehouse or showroom - Organising stock, assisting customers, repairing and testing electrical appliances, or making improvements to wooden furniture items.

As trustees - Housing association staff are welcome to volunteer their time by seeking election to the Board of Trustees of an FRO to provide professional knowledge and expertise.

Staff could also volunteer a day at the local project, as part of team training days.

Training placements
Volunteering and training opportunities compliment one another, so an individual can choose whether to develop their learning formally or informally. Training ranges from on the job know-how to accredited external programmes.

Furniture Matters, Lancashire has been a successful training provider for seven years. Trainees are encouraged to practice existing skills and develop new ones in a real working environment. Currently the project supports almost 80 volunteers, helping to improve their employability.

Furniture Matters offers a range of accredited qualifications, recognised by employers everywhere as a basis for employment and interview. The project has an excellent record of trainees gaining employment and qualifications. Some examples of qualifications on offer include:

1. Home Laundry Maintenance and Repair (fixing washing machines) - Open College North-West, accredited
2. Build Your Own Computer - also OCNW
3. Woodwork - OCNW
4. Furniture Restoration - OCNW
5. Introduction to Health & Safety - OCNW

The project hopes to be an accredited centre soon with the Chartered Institute for Environmental Health, at which point it will be able to offer:

1. CIEH Control of Substances Hazardous to Health (COSHH)
2. CIEH Safe Handling
3. CIEH Health & Safety

Appliance Re-use Centres provide specific training opportunities to tackle worklessness by equipping trainees with skills in fault finding and re-conditioning of electrical appliances.

FROs may consider developing specific programmes in collaboration with housing associations to create training placements for local tenants who are long term unemployed, have additional...
support needs, or can benefit from involvement in a practical community project. Re-use projects have experience of supporting volunteers from various backgrounds and find that many beneficiaries of household items are interested in becoming volunteers.

**Reusing other household items**

**Starter packs**

A starter pack is a package of smaller domestic essentials provided to support the settlement of a new tenant. Typically, this might consist of pots, pans, duvets and bed sheets, cutlery and crockery, towels and toilet roll.

The [Starter Packs Association (SPA)](http://www.starterpacks.org.uk) was established in July 2007 by the FRN and Housing Justice to map current starter packs activity and develop services in areas where there is a specific need. The aim is to provide a holistic service to housing association tenants, who, in many instances, are moving into a home with bare boards.

There is an obvious synergy between furniture re-use projects and starter packs schemes. The provision of a cooker is clearly enhanced if pots and pans are also made available. Similarly, a bed is useful, but far more so with a duvet and sheets.

Starter packs are well established in Scotland. [Starter Packs Glasgow (SPG)](http://www.starterpacks.org.uk) provides services to homeless families and single people moving into permanent tenancies in the greater Glasgow area. The project aims to relieve poverty, stress, hardship and financial pressure.

SPG helps over 700 clients a year referred by local support agencies. The administration fee is on a sliding scale from £10 for a couple or single person to £25.00 for a household of 8-10 people.

SPG estimates that the typical ‘as new’ value of a starter pack is £200, yet the packs translate into huge savings for housing associations in the form of sustained tenancies and reduced rent arrears.

Sandra Keating, housing assistant at [Linhouse Housing Association](http://www.linhouse.org.uk), says:

“The feedback we’ve received from residents who have used the scheme is really good. We refer many new tenants who were previously homeless and are moving into an unfurnished home. Many of them have nothing to set up their homes and we believe the starter packs enable residents to sustain their tenancies. Each referral we make costs us £10, which represents real value for money.”

[Glasgow Housing Association](http://www.gla.org.uk) recently established a pilot with five of its local housing offices (LHOs) to provide starter packs for vulnerable tenants. Lin Guthrie, of the neighbourhood renewal team, says:

“The pilot has been hugely successful; we are looking at extending this service to all LHOs, so all of our new tenants benefit. As a new housing association, we are keen to explore innovative ways of improving our service. Being a landlord is about more than just collecting the rent and we want to help new tenants to settle and integrate into the community here.”

**Community Repaint Network**

Around 80 million litres of paint is unused every year in the UK. It is either stored in homes or garages or simply thrown away. Community repaint projects supply unwanted paint to communities or individuals. In 2006, 208,000 litres of paint that would otherwise have been landfill were re-distributed to 11,000 individuals and community voluntary groups. Many repaint schemes are based within FROs.

**IT re-use**

The digital divide is the gap between those with access to digital information technology and those without. Some re-use organisations have developed IT-re-use schemes to help bridge the divide and ensure disadvantaged people can access and use IT.

Jamie’s Computers is a social enterprise which has evolved out of Southampton’s largest homeless charity, [The Society of St James](http://www.sosj.org.uk). The project supplies environmentally and socially responsible services to the local business community and the income generated goes towards offering learning opportunities for homeless and vulnerably housed people. Low cost IT services have allowed trainees to complete courses in word processing, spreadsheets, web design, digital photography and PC building. The project also reduces landfill by over 100 tonnes each year.

[Essex UnITe](http://www.essexunte.com) is a new project helping older people to get online and take advantage of the broadband revolution. The project is part-funded by [Genesis Community](http://www.genesiscommunity.org.uk) and works with other voluntary and social enterprise partners to provide supported housing schemes with PCs, broadband connections and essential training and support to enable tenants and staff to surf the internet, use email and keep in touch with family and friends.

OPPOSITE PAGE: Some FROs also collect and reuse unwanted paint.

THIS PAGE: Participants in Genesis Community’s Essex UnITe project.
The London Community Recycling Network is developing long term partnerships between housing associations and FROs. A regional approach is particularly useful for housing associations with stock in several London boroughs. Initial work identified that effective partnerships between FROs and housing associations required an integrated service, responsive to the needs of both new and existing tenants.

One Housing Group has developed a formal partnership agreement with London CRN to increase the number of tenants benefiting from access to furniture re-use. One is also supporting the development of training and employment opportunities at the projects most accessible to its tenants. The association actively promotes the furniture re-use network.

Housing associations and FROs have already established many successful partnerships around the country, tackling a range of different furniture-related issues.

Staff were impressed with the variety, quality and price of the furniture available. The free delivery service was seen as a particular benefit, and made the service accessible to all residents.
Rasheeda Graham, community initiatives officer, says:

“We did a first mail out promoting the furniture re-use service earlier this year. Over 130 residents expressed an interest in buying or donating furniture and 107 referrals have been made in the first eight months. We set up a ‘furniture re-use register’ to keep residents up to date on the service and recently used this to invite people to an open day at the nearest project, ReStore. We think there is huge potential to develop this service, particularly as there isn’t a project easily accessible for many of our residents at present.”

**The importance of communication and publicity**

Staff engagement is fundamental to continued patronage of a re-use service. Front line housing staff, in regular contact with those tenants who may need access to affordable household items, need to be fully aware of their local furniture re-use service and have information to hand to complete immediate referrals for tenants.

Presentations at team meetings offer housing association employees a real insight to the benefits of furniture re-use and provide an opportunity for staff to ask questions about the practicalities of the service.

**East Homes**, a subsidiary of the East Thames Group in London, has successfully integrated information on their local furniture re-use project into tenant sign up processes. Information on the local furniture project, HomeStore, is inserted into every sign up pack and workshops are held annually for front line staff. The workshops, held at the project, provide a direct insight into furniture re-use and are part of compulsory training for members of East Homes’ neighbourhood management, income recovery and lettings teams.

Christian Foley, neighbourhood manager, says:

“East Homes was delighted to develop links with the London FRN. It started with a visit to our local project, HomeStore, based in Stratford. Staff were impressed with the variety, quality and price of the furniture available. The free delivery service was seen as a particular benefit, and made the service accessible to all residents.

“Through the workshops, a referral process was agreed and we worked together to produce a leaflet to promote the service to new and existing residents. Residents are able to purchase good quality furniture they might otherwise be unable to afford. We have also been able to signpost the service to staff and residents able to donate furniture to the project.”

Regular communications to tenants support partnerships with re-use projects. Articles in tenant newsletters, information in sign up packs, details on websites, posters in strategic places and publicity developed in collaboration with the furniture re-use sector can all help to keep tenants aware of the service. Other initiatives have included holding open days for housing association tenants, discussions at tenants’ conferences and engagement with tenant involvement committees.

Please see the appendices for examples of promotional material.

**Financial inclusion**

Research undertaken for the Department for Work and Pensions in 2004 showed that the average amount of unsecured borrowing by families rose from £890 in 1995 to £2,000 in 2000. Low income households can find a 150% increase in the price of purchasing a cooker if bought from...
credit shops. A cooker normally costing £160 can cost £405 when paid for weekly in cash. Given this reality, it is easy to see how the cost of furnishing a home can quickly create uncontrollable debt.

Use of doorstep lenders to buy essential items also compounds financial hardship and can cause distress and ill health as people try to make the repayments.

Community care grants (CCGs) from the social fund are discretionary. Those eligible for a CCG rarely receive the full amount they apply for. The shortfall either has to be made up or leaves individuals and families to go without.

By partnering with a furniture re-use organisation, housing associations can help tenants make a limited income go further and can benefit from arrangements between the local re-use project and community finance initiatives, such as Credit Unions (CUs).

Credit Unions are not for profit co-operatives owned by members for members. Regulated by the Financial Services Authority (FSA), CUs make affordable loans available and help people to avoid building up unmanageable debt.

The Government is injecting money into tackling financial exclusion through the Growth Fund. CUs use the fund to boost the coverage, capacity and sustainability of affordable credit for financially excluded people. This funding also allows immediate credit to be made available to CU members who would previously have had to demonstrate the ability to save before money was lent out.

The links between CUs and many FROs represent a powerful tool in delivering financial inclusion to housing association tenants.

Hyde Housing has developed a pilot project as part of their financial inclusion programme. The pilot aims to reduce the use of doorstep lenders by offering tenants access to affordable goods and services through linking Lewisham Plus credit union and the Respond furniture re-use project. The campaign targets over 7,000 Hyde tenants in the Lewisham area, encouraging tenants to borrow and spend responsibly.

Jason Herbert, financial inclusion manager, says:

"Furnishing a property can be an expensive business. People often find themselves borrowing from high interest sources to cover the cost. This can lead to debt and financial problems from a very early stage in a tenancy and potentially put the tenancy in danger. The furniture re-use project offers tenants a low cost way of furnishing their property, and can prevent some of these problems. This is particularly true if the project is used as part of a wider package of financial inclusion interventions, including the promotion of access to credit unions, money advice, and financial education."

The Change Project is a community finance company working with the G15 group (the largest housing associations operating in or near London). The Change ethos is to tackle financial exclusion among social housing tenants through the provision of financial services and advice. Change views furniture re-use as an integral part of delivering their financial inclusion programme.

Delberth Hemley, financial capability development officer at Change, says:

'We have had a large number of residents approach us for advice about taking up doorstep lender loans to purchase new furniture for their homes. New residents are often easily spotted by savvy doorstep lenders.

"The London FRN has equipped Change with the information, systems and confidence to offer a better and greener alternative by suggesting re-used furniture. This saves many residents large sums of money.

"Through shared values and working, Change and the FRN provide a practical way to improve the financial capability of residents."

Furnishing accommodation

Housing association can often find efficiency savings by purchasing new and used furniture from FROs to furnish rented properties, hostels or communal areas.

Furnish, in west London, provides a service to local authorities and partner housing associations offering a mixture of re-use and new items to equip furnished tenancies with household essentials. Carpets, curtains, beds and appliances are used to kit out properties before tenants move in.

Property clearances

Larger FROs have the capacity to carry out full voids clearances on behalf of housing associations. Contracting this work out to an FRO shows a commitment to supporting social enterprises. Housing associations can sometimes also set aside reusable items of furniture left behind in an abandoned tenancy for the local re-use project to collect.

Furniture donations

Promoting furniture donation to tenants, both throughout their tenancy and within leavers’ packs, can reduce fly-tipping and save housing associations time and money in organising a clearance or disposal service.

Furniture can be donated by contacting your local project, which will then arrange a collection date. Please visit the FRN website www.frn.org.uk to locate re-use projects that may be able to collect from your area.

Monitoring and feedback

Quantifying the effectiveness of outputs is vital to measuring the success and impact of re-use services. A database is used in most organisations to record delivery and collection information, and statistical reports can be provided to management and stakeholders or used for publicity purposes.

A key calculation is the cost for a family buying reused furniture compared to using a high street retailer. Monitoring of referral volumes at sign up or through supported housing teams may also be available.
This section describes typical scenarios for partnerships between furniture re-use organisations and housing associations. The case studies are arranged in order of ‘ease to set up’, i.e. from simple to complex.

<table>
<thead>
<tr>
<th>Description</th>
<th>Name</th>
<th>Case Study</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>HA implements referral system to increase supply of low cost furniture to tenants</td>
<td>Referral system</td>
<td>1</td>
<td>Peabody Trust</td>
</tr>
<tr>
<td>HA offers in-kind support to FR0</td>
<td>Additional support</td>
<td>2</td>
<td>Broadacres Housing Association</td>
</tr>
<tr>
<td>HA pays grant to FR0</td>
<td>Financial support</td>
<td>3</td>
<td>Sovereign Housing Association</td>
</tr>
<tr>
<td>HA contracts services to FR0</td>
<td>Service level agreements</td>
<td>4</td>
<td>Procurement for Housing</td>
</tr>
<tr>
<td>HA incorporates FR0 into activities</td>
<td></td>
<td>5</td>
<td>Testway Housing Association</td>
</tr>
<tr>
<td>FRO is established by HA to meet needs of tenants</td>
<td>HA managed</td>
<td>6</td>
<td>West Kent Extra</td>
</tr>
</tbody>
</table>
Peabody Trust is working with London CRN to increase the supply of low cost furniture and appliances to their tenants. Peabody has produced marketing material collaboratively with London CRN to promote all 16 re-use projects in the London area, so that tenants can locate the project nearest them. Please see the appendices for an example of this marketing material.

If an existing or new tenant needs furniture or appliances, they contact the Peabody customer services centre, which arranges for a referral form to be sent to them. Tenants can then visit their local project to select household items at a time convenient to them. In addition, Peabody is exploring opportunities to build the volunteering and training opportunities available at projects into their community regeneration programme. For example, staff from the lettings service have taken part in deliveries, collections and helping out at the warehouse of Furnish in West London.

What does the housing association say?

Jenny Scott, assistant director of lettings services, says:

“The furniture re-use projects offer a valuable service to our residents. Many new residents come to us with very little. Access to affordable good quality furniture and furnishings helps them settle in and make a home. For our most vulnerable residents, access to these furniture re-use projects can help sustain tenancies. In addition, residents who are leaving us use the service to find a new home for unwanted items that still have good re-use value. We believe this is a very sustainable service.”

What are the outcomes?

- Promoting the service to new tenants through sign up packs and to existing tenants through the newsletter has raised awareness about furniture re-use projects. Forty tenants have been referred to the service in year one and many tenants have also donated to projects.

- Peabody are exploring extending a re-use service to voids management to make environmental performance improvements and they are in negotiations with an FRO to supply A* rated affordable ‘white goods’ to tenants.
Richmond & Hambleton Furniture Store initially applied to Broadacres Community Development Fund so that they could sign up for internet broadband. They were also looking for Trustees to support the store.

Alison Grainger, director of finance at Broadacres HA, volunteered. Since joining the management committee, Alison has looked for ways to integrate the re-use project into the housing association. Early on in the partnership, a member of staff at the project went on long-term sick leave. Broadacres were able to help by taking out of hours calls for the furniture project and an administration assistant staffed the store for a short time. Broadacres have also taken on the payroll and administration, which previously cost around £900 a year.

Alison says:

“Broadacres’ involvement has created a sustainable partnership and a support infrastructure for the furniture project. It allows Broadacres to provide a good level of service for their tenants and offers some certainty over the continuation of the project.

We share over a third of our customers with the furniture store and have common objectives to help people to improve their quality of life.

By working in partnership, we create stronger links within the community and provide a better service. Customers from the store can be signposted to our debt and welfare and homeless services. This forms part of our financial inclusion strategy.

The small things we can do as a housing association make a huge difference to the project. Rather than see the store struggling on, it is better for us and our customers to support the service they provide.

We are exploring opportunities to develop this partnership. For example, we would like to help set up an appliance re-use workshop, which could offer training or work experience for our customers. Ideally, in the long run, we would like to see the furniture project become part of Broadacres to ensure its sustainability for the future.”
Case Study 3
Sovereign Housing Association

Organisation
Newbury Community Resource Centre (NCRC)
Location
West Berkshire

Activity
Sovereign Housing Association has developed a strong relationship with the Newbury Community Resource Centre (NCRC). The housing association’s community grant fund gives financial contributions to organisations providing specialist support to tenants. NCRC delivers practical training and support to Sovereign’s tenants, and Sovereign has made grants of £20,000 over the last six years.

NCRC has a long term aim of building up the training it offers to include skills that promote secure tenancies. Examples of the home maintenance training run by the project include:
- Re-setting a trip switch
- Changing a fuse
- Changing a light bulb
- Basic redecoration theory and practice.

During the severe flooding in Berkshire this summer, Sovereign made an emergency flood fund available to help tenants whose homes were affected. The funds from Sovereign paid for replacement furniture and appliances and the project was even able to provide items on a loan basis for families housed in temporary accommodation.

The furniture project also has an exceptional needs fund which benefits Sovereign tenants. Those tenants who have absolutely no money can use the fund to buy household items.

What does the housing association say?
Jim Holah, divisional director east for Sovereign says:

“We have had a great relationship with the project over the years. Our support has helped the project to grow and be sustainable.

When the disastrous floods hit West Berkshire, the project enabled us to deliver an emergency package to our customers. We learnt that nearly 50% of our residents didn’t have contents insurance. NCRC independently visited over 300 of our residents to assess what furniture and white goods were needed. The project was flexible and accommodating and was able to buy in additional items through the re-use network to meet demand.

Using the project meant that residents could go directly through the experts instead of dealing with Sovereign, and we were confident it would deliver a great service at a difficult time.”

What are the outcomes?
Both the housing association and NCRC are committed to sustaining tenancies and encourage new tenants to visit the project before they hit financial difficulties. As a result, many tenants have benefited from being able to furnish their properties at low costs.
Case Study 4

Procurement for Housing

Arena, Places for People, Regenda, Helena, LHT, Rochdale Boroughwide Housing, First Choice Homes Oldham and Yorkshire Metropolitan Housing Association

Organisation
FRC Group, comprising Furniture Resource Centre, Bulky Bob’s and Revive

Location
Nationwide

Activity

FRC is working with Procurement for Housing (www.pfh.co.uk) on a Residential Furniture and Furnishings Agreement, designed to reduce housing associations’ costs by 15%.

Furniture Resource Centre is a social business, which provides new furniture and white goods direct to housing associations for furnished accommodation. Items are sold through the FRC catalogue. Housing associations simply select the products required and fax or email back the form. On the delivery day, everything from the furniture delivery, installation of white goods and fitting of carpets and curtains is taken care of and all packaging is taken away for recycling.

Benefits for the housing association partners include:

- Lower void costs (in fact, this saving normally repays the investment on furniture within 12 weeks)
- Hard to let properties become more attractive
- Longer average tenancy duration
- Faster re-lettings
- Reduced rent arrears

In addition, FRC runs the ‘Bulky Bob’s’ collection service for bulky household items in a number of North West local authority areas. Bulky Bob’s reuses or recycles at least 36% of the items it collects. Items suitable for re-use are sold to low income families through the ‘Revive’ high street store.

FRC Group’s Furniture Resource Centre has also improved the move-on process for vulnerable people leaving a local homeless hostel. Fresh Start is a partnership project between Liverpool Housing Trust and Furniture Resource Centre provides people moving on from Field Lane Hostel with furniture for their new home before they receive their community care grant.

The project aims to assist people in settling into their new accommodation, increase their chances of maintaining the tenancy, and reduce the arrears that accrue while waiting for the CCG to be processed. This can often be a contributing factor to repeat homelessness. They pay Furniture Resource Centre back once they have received their CCG. In 2006, the project provided furniture to the value of £2,750 for 10 individuals. In February 2007, all 10 recipients still had their tenancies.

What does the housing association say?

John Metcalf, Field Lane hostel manager, says:

“It’s about sustaining tenancies. Often people would move out of the accommodation quickly [sometimes in the first few days], if they arrived with no furniture and accrued arrears.”
Case Study 5

Testway Housing Association

Organisation
Twice as Nice

Location
Andover, Hampshire

Activity

In 2005, Testway launched a new furniture re-use scheme, Twice as Nice (TAN). When surveyed, Testway tenants said that after being allocated a property, the next thing they wanted was to be able to get hold of good quality affordable furniture. Testway wanted to reduce fly-tipping and to divert waste from landfill as well as giving customers and the wider community the chance to learn new skills and buy good low cost furniture.

The project is open to the public and operates a two-tier pricing system to ensure that it still meets the original objective of helping those in need.

Testway Housing provides significant management and financial support to the project. ‘In-kind’ benefits include IT support and the supply and maintenance of computer equipment, including producing a database unique to the project to keep up to date stock records and a comprehensive customer database.

Testway records all receipts and expenditure to allow TAN to keep a tight control on overall costs. PR support is given in the form of arranging special events, like a first anniversary party. The community involvement team supplies a work force when needed to ensure continued smooth running and administrative support is also provided. TAN volunteers can attend courses run by Testway Human Resources, if they so wish.

Without wide ranging housing association support the project’s costs would be considerable. Overall, Testway Housing has provided around £7,000.

Sue Thomas, project manager at TAN, says: “I believe that the benefits of working with a housing association are immense. The extra resources allow us to offer a service which benefits not only Testway tenants, but also the local community, who can access good quality affordable furniture donated by local people.”

What does the housing association say?

One customer of TAN says:

“The service provided and the genuine help and support of the TAN staff has helped me come through a very difficult period in my life. It has alleviated the financial pressure by providing me and my children with furniture and white goods which we would not have been able to afford otherwise. Now, we are able to build a home again.”

What are the outcomes?

The achievements of TAN have far exceeded the original business plan. In fact, whole year sales and volunteer targets were achieved within six months. Since its inception, TAN has:

• Provided 4,000 households with good quality, low cost furniture.
• Generated £31,841 in income against a target of £24,561 in 2006.
• Diverted 120 tonnes of household furniture from landfill.
• Attracted and retained 20 volunteers, most of them Testway tenants.
• Three volunteers are currently undertaking a C&G Pat Testing exam, so the project can offer white goods to extend the service.
• Some volunteers have also been actively involved in the CIH Active Learning Project, a high profile project to help tenants identify and evaluate their skills for ongoing development within a community context.
• Won the Inbiz Housing Award for Communication.
West Kent Extra (WKE) is the community development arm of West Kent Housing Association and supports schemes and projects that benefit specific groups of people within neighbourhoods.

The Furniture Project, Abacus, helps vulnerable people who need good quality second-hand furniture and ‘white goods’ at reasonable prices to furnish their homes.

Ten years ago West Kent Housing Association was collecting household items left behind by tenants and storing them to offer to new tenants who had nothing. Recognising the need to extend the re-use activity, the project moved to a disused site owned by the housing association. As sustainability has climbed the agenda, the fact that the furniture on sale was not just low cost but reused became as important as the social benefits, a fact now recognised by the recycling credits worth several thousand pounds that Sevenoaks District Council pays WKE each year.

Based on an estate with a large number of West Kent homes, the project flourished. Although initially set up solely for the benefit of West Kent tenants, the project is now open for public sales. West Kent tenants receive a 50% discount on the price of goods, while people referred from other housing associations and support organisations receive a 25% reduction.

West Kent provides back office and management support to the project. The housing association also funds the staff costs and regularly promotes the project through its tenants’ newsletter.

Abacus has recently set up a carpentry workshop and taken on a master carpenter/cabinet maker, Herbie Jones. Using his skills and expertise, the project creates one-off pieces such as children’s toy boxes, bird tables and chairs from recycled wood salvaged from the old chairs and wardrobes nobody wants. The charity hopes that in the near future Herbie may work with young people, providing apprenticeship-style training.

What does the housing association say?

Angela Devine, project manager, explains:

“Set against the environmental and social benefits, the income from the scheme might seem almost incidental, but it is far from that. The Furniture Project raised £45,000 for WKE in 2006, allowing us to pursue many vital neighbourhood initiatives across west Kent,”

What are the outcomes?

- Abacus helps an average of 150 customers a month to furnish their properties.
- Each year 95-100 tonnes of furniture are diverted from landfill.
- Six tenants of West Kent have completed traineeships at Abacus and have gone into full time employment.
The value of re-use organisations within the local community extends far beyond the provision of furniture. For service users, the intangible benefits include reduced risk of spiralling debt, increased employment opportunities, an improved resettlement process and better health and wellbeing.

For a housing association, the benefits include sustained tenancies, fewer voids and abandoned tenancies, reduced numbers of families housed in bed and breakfast accommodation, tenant involvement in community based activities and strengthening of partnerships with community groups. In addition, environmental outputs are achieved, such as reduced fly-tipping and increasing awareness and participation in re-use and recycling among staff and tenants.

The development of a re-use project can make valuable use of a space that may otherwise serve no purpose. Making a warehouse space or shop into a re-use project will fulfil an important role for any housing association.

Re-use projects value the support of key community partners such as housing associations. These links further the community reach of both partners and help to ensure the long term sustainability of tenancies and of the furniture projects themselves.

The intangible benefits include reduced risk of spiralling debt, increased employment opportunities, an improved resettlement process and better health and wellbeing.

Image: A number of FROs make some of their own furniture from unusable donated items.
Appendix 1

Your route through Jamie’s

Phase 1 - Learner
Learner Enrolment
At your first visit we will show you around and talk with you about what you would like to do at Jamie’s. We will record this on your Individual Learning & Development Plan (ILDP).

The Learning Zone
Once you have enrolled as a learner, you can join a variety of courses and complete self-study in line with the targets set in your ILDP.

If you sign up to do a course, it is important that you attend, or let us know if you can’t attend. You can repeat a course up to three times, but then we will encourage you to move on in your learning, so that you can progress.

Regular reviews of your ILDP
After a few weeks you can sign up to meet with one of our trainers and review your progress. We will encourage you to do this so that you can move on in your learning, and we can help you to achieve your goals.

We will then meet with you at regular intervals to review your progress. There may be a time when we signpost you to other relevant learning, training or work opportunities within the city.

Phase 2 - Trainee
If you would like to move on and help us as a trainee, you must first complete our Trainee Induction and Health & Safety training. Our trainers can help you to sign up for one of these sessions.

Once this training is completed, you will continue your learning on-the-job, by working alongside staff, peer mentors and other trainees who are more experienced.

Skills and experience you can gain include:
- IT Refurbishment Processes
- Reception Skills
- Warehousing
- Sales and Retail

We will continue to have regular meetings with you to review your ILDP.

(Sometimes people are referred straight to this phase by agencies such as Enhams, The Wooden Trust or Crescent Training.)

Phase 3 - Peer Mentor
If you have been a learner and a trainee, and are confident in these areas, there is the opportunity for you to train to become a Peer Mentor. Once you complete this training you can help your peers (other learners and trainees) at Jamie’s.

Phase 4 - Work Placement
We have a number of Work Placement positions within Jamie’s. These are usually short-term paid contracts designed to provide a stepping stone to other employment. All work placement positions must be advertised in line with our Work-Based Learning & Recruitment Policy.

Progression
Jamie’s is designed to provide you with learning and training opportunities that will help you to move on. For this reason, when you are ready staff will encourage you to progress through taking part in learning, training or employment opportunities at other venues, away from Jamie’s.
Appendix 2
STANDARD FURNITURE REFERRAL FORM

ACCESS TO LOW COST FURNITURE FOR RESIDENTS

Note to Referral Agencies:

- Please complete every section of this form, preferably in block capitals. Give this form to resident when completed.
- Please ensure the equal opportunities monitoring form is also completed.
- Please ensure that payment and invoice arrangements are clarified BEFORE you issue this letter.

PLEASE NOTE THAT:
- The furniture reuse projects have different opening hours and processes of referral. Please use the information provided when referring clients to a project and telephone the project if directions are needed.
- IT equipment is available from OFFERS/Ex-IT for residents in South London.

<table>
<thead>
<tr>
<th>RESIDENT INFORMATION</th>
</tr>
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<tbody>
<tr>
<td>Name:.................................</td>
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<tr>
<td>Delivery Address:.................................</td>
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<td>.................................................................</td>
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<tr>
<td>Postcode:.................................</td>
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<tr>
<td>Is this a flat? Yes/No</td>
</tr>
<tr>
<td>Resident’s signature:.................................</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>REFERRAL AGENCY INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Name:.................................</td>
</tr>
<tr>
<td>Organisation Name:.................................</td>
</tr>
<tr>
<td>Address:.................................</td>
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<td>.................................................................</td>
</tr>
<tr>
<td>Telephone:.................................</td>
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<tr>
<td>.................................................................</td>
</tr>
<tr>
<td>E-mail address:.................................</td>
</tr>
<tr>
<td>I confirm I have identified the client is in genuine need of affordable furniture items.</td>
</tr>
<tr>
<td>Agent’s Signature:.................................</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PAYMENT ARRANGEMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please tick appropriate box:</td>
</tr>
<tr>
<td>☐ I confirm the resident will make her / his own arrangements to pay for the goods.</td>
</tr>
<tr>
<td>☐ This organisation will pay by invoice and I attach a separate authorisation letter on headed paper confirming the amount and address to which the invoice should be sent.</td>
</tr>
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</table>

Hand this form to the resident who must present it at the furniture project
STANDARD FURNITURE REFERRAL FORM

EQUAL OPPORTUNITIES MONITORING

<table>
<thead>
<tr>
<th>Ethnic group – please circle</th>
<th>Asian – Indian</th>
<th>White - British</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black – Caribbean</td>
<td>Black – African</td>
<td>White - Irish</td>
</tr>
<tr>
<td>Black – Somali</td>
<td>Black – British</td>
<td>White – European</td>
</tr>
<tr>
<td>Black – Other</td>
<td>Black – Other</td>
<td>White – Other</td>
</tr>
<tr>
<td>Asian – Vietnamese 1</td>
<td>Asian – Vietnamese 2</td>
<td>Asian - British</td>
</tr>
<tr>
<td>Asian - Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mixed – White / Asian</td>
<td>Mixed – Any Other</td>
<td></td>
</tr>
<tr>
<td>Not Available</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Disability – please circle
Do you consider yourself to have a disability?
Yes  No

Gender – please circle
Male  Female

Employment status – please circle
Unemployed  Full-time employment  Pensioner
Self-employed  Part-time employment  Other
Student

Age Range – please circle
Under 18  35 - 50
19 – 25   51-65
26 - 34  66+

About your family:
How many adults live in your property? ___
How many children live in your property? ___

ALL PERSONAL DETAILS WILL BE HELD IN ACCORDANCE WITH THE 1988 DATA PROTECTION ACT. INFORMATION WILL BE USED FOR MONITORING PURPOSES ONLY

Hand this form to the resident who must present it at the furniture project
No. 1 Restore
- Battersea, Brent, Hackney, Haringey, Islington, Camden, Enfield, Tower Hamlets, Waltham Forest, Redbridge
- Unit 18, Ashley Road, Tottenham Hale.
- Telephone: 020 8463 0000
- Opening Times: Monday – Friday 9am – 4pm
- Referral Process
  - www.restorecommunityprojects.org

No. 2 Homestore
- Tower Hamlets, Newham, Redbridge, Waltham Forest, Barking & Dagenham, Hackney and Islington.
- Unit 2, Maryland Industrial Estate, 26 Maryland Rd, Stratford E15 1JW
- Telephone: 020 8510 6264
- Opening Times: Mon – Fri 10am-4 pm
- Referral Process
  - www.quakerocialaction.com/homestore.htm

No. 3 Respond
- Greenwich, Lewisham, Bromley, Bexley, Barking & Dagenham, Havering, Southwark, Lambeth & Dartford
- 59 Kellner Road, West Thamesmead Business Park SE28 0AX
- Telephone: 020 8316 1099
- Opening Times: Mon – Fri 8.00 am – 4.00 pm
- Referral and public sales
  - www.respondback.co.uk

No. 4 Morph Camberwell
- Southwark, Lewisham, Lambeth, Bromley, Wandsworth
- 39, Camberwell Station Road, Camberwell SE5 0JY
- Telephone: 020 7737 7475
- Opening Times: Mon - Sat 9.00am – 6.00 pm
- Referral and public sales (discount with referral)
  - www.morphcamberwell.org.uk

No. 5 OFFERS/Ex-IT
- Southwark, Lambeth, Westminster, City, Lewisham, Wandsworth
- 7-9 Brandon Street SE17 1NA
- Telephone: 020 7703 5222
- Opening Times: Mon – Fri 9am - 5pm
- Referral and public sales
  - www.crisppl.org.uk

No. 6 FAST
- Block F, Offley Works 25-27 Clapham Road SW9 0JD
- Telephone: 020 7793 7377
- Opening Times: Mon- Fri 10am-1pm & 2pm -4pm
- Referral Process
  - www.furniture-aid.co.uk

No. 7 give2give
- Bromley
- Unit P1, The Chartwell Business Centre, Off The Avenue, Bickley, Bromley, Kent, BR1 2BS
- Telephone: 020 8313 3888
- Opening Times: 10.00 to 4.00
- Referral and public sales (discount with referral)
  - www.g2g.org.uk

No. 8 give2give
- Bromley
- 20 Station Approach, Hayes, Bromley, Kent, BR2 7EH
- Telephone: 020 8313 3888
- Opening Times: 9.30 to 4.30
- Referral and public sales (discount with referral)
  - www.g2g.org.uk

No. 9 Croydon ARC
- Croydon, Merton, Sutton, Bromley
- Eurocrown House, 23 Grafen Road, CR0 3RP
- Telephone: 020 8662 8002
- Opening Times: Mon – Fri 9.30 – 3.30 Saturday 10-2pm
- Referral and public sales (discount with referral)
  - www.arc-croydon.org.uk

No. 10 The Vine Project
- Sutton, Merton
- Unit 3, 24 Wandle Way, Willow Lane Industrial Estate, Mitcham CR4 4NB
- Telephone: 020 8685 6640
- Opening Times: Mon- Fri 9-4 Sat 9.30-12
- Referral by Appointment (Please telephone)
  - www.thevineproject.org

No. 11 Kingston Community Furniture
- All KT postcodes
- Adair’s House, Dickers Lane, New Malden: KT3 3SF
- Telephone: 020 8942 5500
- Opening times: 9.30 – 3.30
- Referral by appointment (self referrals welcome)

No. 12 Richmond Furniture Scheme
- Richmond, Kingston, Hounslow
- 1a Fortescue Avenue, Twickenham TW2 5LS
- Telephone: 020 8765 4865
- Opening Times: Mon-Thurs 10am-3.30pm
- Referral and public sales (discount with referral)
  - www.furniture.scheme.ukgateway.net

No. 13 Hounslow Furniture Project
- Hounslow, Richmond, Kingston, Ealing
- Carnegie Hall, Northcote Avenue, Isleworth TW7 7JD
- Telephone: 020 8744 0915
- Opening Times: Mon – Fri 8.30am -4pm
- Referral process

No. 14 Trinity Furniture Store
- Hillingdon
- Trimfлетe House, Arundel Road, Uxbridge UB8 2SD
- Telephone: 01895 256 085
- Opening Times: Mon- Thurs 10am - 4pm
- Referral and public sales

No. 15 Trinity Homeless Projects
- Hillingdon, Hounslow, Harrow, Ealing
- Yeldall Shop, 6-7 Willow Tree Lane, Hayes, Middlesex, UB4 9BB
- Telephone: 020 8442 3664
- Opening Times: Mon – Fri 10am-5pm Sat 10am – 3pm
- Public sales
  - www.yeldall.org

No. 16 Furnish
- Westminster, Hammersmith & Fulham: Kensington & Chelsea, Brent, Ealing
- 20 Mire Bridge Industry Park, Mitre Way W10 6AU
- Telephone: 020 8969 3332 Fax: 020 8969 3339
- Opening Times: Mon- Thurs 10am-4pm
- Referral by Appointment (please fax form)
  - www.stayingput.co.uk/furnish/Furnish+home
The Following prices are intended as a guide for payment we require our service-users to make

<table>
<thead>
<tr>
<th>ITEM</th>
<th>PRICE</th>
<th>ITEM</th>
<th>PRICE</th>
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<tbody>
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<td><strong>Beds</strong></td>
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<tr>
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<td>£20.00-£25.00</td>
<td>Large Wardrobes</td>
<td>£25.00-£40.00</td>
</tr>
<tr>
<td>Double Bed &amp; Mattress</td>
<td>£30.00-£35.00</td>
<td>Small Wardrobes</td>
<td>£15.00-£25.00</td>
</tr>
<tr>
<td>King Size Bed &amp; Mattress</td>
<td>£40.00-£45.00</td>
<td>Chest of Draws</td>
<td>£15.00-£25.00</td>
</tr>
<tr>
<td>Single Bed Base ONLY</td>
<td>£15.00</td>
<td>Dressing Table</td>
<td>£15.00-£25.00</td>
</tr>
<tr>
<td>Double Bed Base ONLY</td>
<td>£20.00</td>
<td>Bedside Cabinet</td>
<td>£5.00-£15.00</td>
</tr>
<tr>
<td>King Size Base ONLY</td>
<td>£30.00</td>
<td><strong>Living Room Furniture</strong></td>
<td></td>
</tr>
<tr>
<td>Single Mattress ONLY</td>
<td>£15.00</td>
<td>Sofa</td>
<td>£40.00-£60.00</td>
</tr>
<tr>
<td>Double Mattress ONLY</td>
<td>£20.00</td>
<td>Sofa Bed</td>
<td>£60.00</td>
</tr>
<tr>
<td>King Size Base ONLY</td>
<td>£30.00</td>
<td>Futon (With Mattress Extra)</td>
<td>£30.00-£50.00</td>
</tr>
<tr>
<td>King Size Mattress ONLY</td>
<td>£30.00</td>
<td>2 piece Suite</td>
<td>£40.00-£50.00</td>
</tr>
<tr>
<td>Head Board</td>
<td>£10.00-£15.00</td>
<td>3 piece Suite</td>
<td>£40.00-£80.00</td>
</tr>
<tr>
<td>Bunk Beds Frame ONLY</td>
<td>£40.00</td>
<td>Armchair</td>
<td>£15.00-£25.00</td>
</tr>
<tr>
<td>Bunk Bed &amp; Mattress</td>
<td>£70.00-£100.00</td>
<td>Sideboard</td>
<td>£15.00-£30.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wall Unit</td>
<td>£30.00-£60.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Desk</td>
<td>£20.00-£30.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TV Stand</td>
<td>£15.00-£20.00</td>
</tr>
<tr>
<td><strong>Refrigeration</strong></td>
<td></td>
<td><strong>Tables</strong></td>
<td></td>
</tr>
<tr>
<td>Fridge* (no ice Box)</td>
<td>£45.00-£50.00</td>
<td>Kitchen/Dining Tables</td>
<td>£10.00-£30.00</td>
</tr>
<tr>
<td>Fridge* (with ice box)</td>
<td>£55.00-£70.00</td>
<td>Set of 4 Kitchen Chairs</td>
<td>£10.00-£30.00</td>
</tr>
<tr>
<td>Freezer*</td>
<td>£55.00-£70.00</td>
<td>Single Chair</td>
<td>£5.00</td>
</tr>
<tr>
<td>Fridge Freezer*</td>
<td>£70.00-£130.00</td>
<td>Coffee Table</td>
<td>£5.00-£15.00</td>
</tr>
<tr>
<td><strong>New Cookers</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electric - Micromark 4 ring, grill, oven Cooker, (1 years warranty)</td>
<td>£160.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Installation included in the price.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GAS - Micromark 4 ring, grill, oven Cooker, (1 years warranty)</td>
<td>£160.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Must be installed by a CORGI registered plumber.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electric - 2 ring mini cooker (size of a baby belling, 2 years warranty)</td>
<td>£80.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plugs into a regular household 13amp socket</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* 6 month warranty</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Registered Charity No. 1054645. Company Limited by Guarantee Registration 3180496
Note to Referral Agencies:

Please complete every section of this form legibly, preferably in block capitals. Give form to client.
Please ensure the equal opportunities monitoring form is also completed. Give form to client.
Please ensure that payment and invoice arrangements are clarified BEFORE you issue this letter.
Please ensure your e-mail address is on the form and you have signed in appropriate places.
We will not accept incomplete forms or forms we cannot read. Please do not post, fax or email this form.
Distribute this form within your organisation. If you know of another organisation that wishes to use our services, please ask them to contact Homestore to register with us.

### REFERRAL AGENCY INFORMATION:

<table>
<thead>
<tr>
<th>Agency name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency address:</td>
<td></td>
</tr>
<tr>
<td>Postcode:</td>
<td>E-mail address:</td>
</tr>
<tr>
<td>Person making the referral:</td>
<td>Telephone number:</td>
</tr>
</tbody>
</table>

I confirm I have identified the client is in receipt of state benefits or receiving tax credits.

Signed : Date:  (This referral is valid for 1 year)

### PAYMENT ARRANGEMENTS:

Please tick appropriate box:

I confirm the client will make her / his own arrangements to pay for the goods.
I wish to pay by invoice and attach a separate authorisation letter on headed paper confirming the amount and address to which the invoice should be sent.

### CLIENT INFORMATION:

| Name: |  |
| Address: |  |
| Postcode: | If living above the first floor is there a lift: Yes / No [please circle] |
| Telephone no: | Mobile no: | E-mail address: |
### EQUAL OPPORTUNITIES MONITORING

#### Ethnic group - please circle

- **Black - Caribbean**
- **Black - African**
- **Black - Somali**
- **Black - North Africa**
- **Black - British**
- **Black - Other**
- **Mixed - White / Black (Caribbean)**
- **Mixed - White / Black (African)**
- **Mixed - White / Asian**
- **Mixed - Any Other**
- **Not Available**

#### Disability - please circle

- **No Disability**
- **Physical Disability**
- **Learning Disability**
- **Mental Disability**
- **Other Disability**

#### Employment status - please circle

- **Unemployed (up to 6 months)**
- **Unemployed (6 months to 2 years)**
- **Unemployed (2 years +)**
- **Student**
- **Self-employed**
- **Part-time employment**
- **Full-time employment**
- **Other**

#### About your family:

- How many dependent adults live in your property? ____
- How many dependent children live in your property? ____

---

**PLEASE GIVE LETTER OF REFERRAL AND EQUAL OPS FORM TO THE CLIENT AND ASK THEM TO BRING IT TO HOMESTORE BETWEEN 10am AND 4pm MONDAY TO FRIDAY.**

**ALL PERSONAL DETAILS WILL BE HELD IN ACCORDANCE WITH THE 1988 DATA PROTECTION ACT.**
Bibliography

An Opportunity Waiting to Happen: Housing Associations as 'Community Anchors', HACT and the National Housing Federation, 2006

Bulky Basis, Caroline Lee Smith, FRN, 2006


Fit for Reuse, Craig Anderson, FRN, 2001

Neighbourhoods and Communities Strategy, Housing Corporation, October 2006

Sustainable Communities: People, Places and Prosperity. A Five Year Plan from the Office of the Deputy Prime Minister. Crown Copyright, January 2005

Sustainable Communities: Homes for All A Five-Year Plan from the Office of the Deputy Prime Minister. Crown Copyright, January 2005

The Poverty Premium, Save the Children and Family Welfare Association, 2007

The Furniture Re-use Network (FRN) is the national body supporting around 400 charitable re-use organisations across the UK. The aim of the FRN is “to relieve persons who are in conditions of need, hardship or distress by the provision of, or assisting in the provision of, facilities, advice and information that will develop, establish and assist furniture recycling charities.”

www.frn.org.uk

The National Housing Federation represents 1,300 independent housing associations providing over two million homes for around five million people. The Federation supports and promotes the work that housing associations do and campaigns for better housing and neighbourhoods.

www.housing.org.uk