



THE FURNITURE BANK

Making Empty Houses Homes

**Furniture
Distribution
Partnership
OVERVIEW**

for agencies

OVERVIEW

Thank you for your interest in becoming a Furniture Distribution Partner The Furniture Bank (Houston & Ft. Bend County). We proudly work with over 85 agencies to provide Furniture Assistance to families in need. Please review this packet to determine if your agency is interested in becoming a partner. If so, we ask you to visit The Furniture Bank of Houston at 8220 Mosley Rd, Houston (Hobby Airport area) or The Furniture Bank of Ft. Bend County at 13003 Murphy Rd. Suite G, Stafford. *We are currently taking on new partners on a case-by-case basis.*

Once you have visited us and are ready to submit your information, please request an online application from distribution@houstonfurniturebank.org.

- Distribution Partners make appointments for their clients for Furniture Selection in the Furniture Distribution Center which is stocked with donated furniture.
- Partnership is a cost-sharing agreement where agencies purchase vouchers for their clients.
- Clients must accompany the caseworkers during the entirety of their appointment.
- Furniture Vouchers are purchased by the agency only.
- The cost of delivery may be covered by the agency or the client.
- Clients may take furniture at the time of their appointment in their own vehicle.
- Approximately 15 vouchers per family allows for selection of "essential furniture."
- Agencies must allocate a minimum of 5 vouchers per appointment.
- Total cost of partnership is \$300 (25 initial voucher purchase + \$50 yearly dues).

ABOUT HOUSTON FURNITURE BANK

Making Empty Houses Homes is our mission. Thousands of families in our community are living without the most basic of furniture to sit on, eat over, or sleep upon. Furniture is a critical part of improving living conditions and elevating an individual's personal pride and dignity. For many, receiving furniture from The Furniture Bank (Houston & Ft. Bend County) is as much about having a bed to sleep on or a table to eat at as it is about getting a helping hand in the transition towards independence and stability.

With the help of our partners, we provide Furniture Assistance to families who are recovering from catastrophic events, impacted by chronic poverty, overcoming homelessness or affected by mental or physical health challenges.

What does Houston Furniture Bank do?

The Furniture Bank's expertise is in filling our Distribution Center with essential furniture. We broker, manage and stage donations both from the home goods industry and from private citizens. Our trucks travel the city each day, distributing furniture to the families that have selected furniture from our Distribution Center and picking up fresh donations.

Who do we serve?

The Furniture Bank serves other social service agencies and charitable organizations. Together, we provide Furniture Assistance to families in need. We rely on our Furniture Distribution Partners to identify the families who can most benefit from our services. This service is intended to be part of a transition to stability.

What is the Furniture Distribution Center?

The Furniture Bank operates two Furniture Distribution Centers. These Furniture Distribution Centers are located at 8220 Mosley Rd. in Houston and 13003 Murphy Rd. Suite G, in Stafford. They are stocked with gently-used, "essential furniture," including beds, couches, tables and chairs, and dressers. Most of our beds are also gently-used. Bedding is sanitized and packaged. Only bedding that is in excellent condition is offered to clients.

While we make an effort to ensure that all essential items are available for each appointment, our inventory depends on the availability of donations and we cannot guarantee the availability of specific items at the time of your appointment.

What is Furniture Selection?

Furniture Selection occurs when your agency has designated a family or individual to receive Furniture Assistance. Your agency will make an appointment for your client to receive essential furniture. During their appointment, the client and caseworkers will have 30 minutes to make their selections in the Furniture Distribution Center based on the family's needs. If a client cannot attend, the caseworker may select on their behalf.

Coronavirus and Furniture Selection (THE COVID RESTRICTION ARE LIFTED)

Because of Covid-19, The Furniture Bank has made a few adjustments to the Furniture Selection process:

- At this time, children are not allowed inside The Furniture Bank of Houston. Please make sure your agency's caseworkers communicate this to their clients.
- Face masks must be worn properly (covering the mouth and nose) during the visit.
- Everyone's temperature will be taken upon arrival. If a client or caseworker's temperature reads above 99.5 degrees, they will be asked to reschedule.
- Clients and caseworkers must wash their hands in the bathroom before the appointment begins.

Call-in Appointments: (ACCEPTED ON CASE BY CASE BASIS)

To accommodate our clients and caseworkers during this time, The Furniture Bank of Houston is offering call-in appointments. For call-in appointments, a Houston Furniture Bank representative will contact the caseworker at the time of their appointment. The caseworker will review the items they are requesting for their client and a Houston Furniture Bank employee will select those items on behalf of the caseworker/client. Payment will be taken over the phone at the time of the call-in appointment. Please note, neither the caseworker or client physically come to Houston Furniture Bank for call-in appointments. The appointment is completed entirely over the phone.

- You can request a call-in appointment at the time you schedule your furniture selection appointment online.
- Furniture is delivered "AS-IS".

How does my agency make appointments?

Authorized caseworkers from your agency will make appointments through The Furniture Bank website in the "[Caseworker Portal](#)," using a convenient calendar. *It is your agency's responsibility to ensure that caseworkers have clear instructions about how the Furniture Distribution Center works and what agency resources they are authorized to use during their appointment.* Appointments can be booked up to three weeks in advance. When the calendar is full, we encourage our partners to look for last minute cancellations as well. Please be sure to enter accurate information when making your appointment so we can best serve you.

Please help The Furniture Bank help as many families as possible by avoiding "No Show" appointments. If you need to cancel an appointment, please do so with as much advance notice as possible so that someone else may utilize the appointment. You can cancel your appointment by clicking on the link you received when you booked the appointment or by signing into your account in the Caseworker Portal. Please let us know as soon as possible!

What are the associated costs?

Dues	\$50/year
Initial Voucher Purchase	To become a partner, we ask that you purchase 25 vouchers (\$250) which can be used for furniture or delivery, as your agency prefers.
Vouchers	\$10/each
Vouchers/visit	Minimum 5, maximum 25
Delivery	\$99 for the first 19 miles from The Furniture Bank location you made your selections. Additional cost for greater distances. Please see the delivery fee schedule.

- Furniture vouchers are purchased by the agency only (Houston Furniture Bank cannot accept payments for vouchers from clients).
- Delivery may be covered by the agency or the client.
- Clients may take furniture at the time of their appointment in their own vehicle.
- Furniture being picked at the time of the appointment, a suitable vehicle that can deliver the furniture in one trip must be on site before the appointment.
- 15 vouchers per family allows for the selection of "essential furniture."
- Agencies must allocate a minimum of 5 vouchers per appointment.
- The total cost to become a partner is \$300 (25 vouchers + \$50 yearly dues).
- Please see the Sample Distribution Form for a better understanding of how far your vouchers will go in the Furniture Distribution Center.
- Dues and voucher fees may be subject to a future increase.
- The caseworker and client cannot be the same person.

How does my agency communicate with Houston Furniture Bank?

When your agency becomes a Furniture Distribution Partner, you will designate **one Point Person** with whom The Furniture Bank will communicate. The Furniture Bank must be notified of any change in this designated person. With many partners, limiting our communications to one designated individual helps us avoid miscommunications.

What will happen during an appointment?

The Caseworker and Client will meet at 8220 Mosley Rd. in Houston, or 13003 Murphy Rd. Suite G in Stafford, checking in at the front desk. **Before the client and caseworker can enter the Furniture Distribution Center for Furniture Selection, delivery must have**

been authorized or paid for by the agency, paid for by the client, or an appropriate personal vehicle for delivery must be physically present at 8220 Mosley Rd. in Houston or 13003 Murphy Rd. Suite G, in Stafford.

Caseworkers and clients will be accompanied to the Furniture Distribution Center by a Furniture Bank representative. The Caseworker must be present during the entirety of the appointment. Caseworkers may also select furniture on behalf of their client if the client cannot attend.

Client and caseworker will have thirty minutes to make their selections with the help of a Furniture Bank representative or volunteer. Up to twenty-five vouchers may be used during each visit. Your agency may decide to use fewer vouchers. It is your agency's responsibility to communicate to caseworkers the number of vouchers that may be used. Clients may not purchase additional vouchers. Our representative will help you to best use your vouchers and will complete the shopping form.

Please note that the majority of items available in our Distribution Center are gently-used. While we make an effort to ensure that all essential items are available for each appointment, our inventory depends on the availability of donations and **we cannot guarantee the availability of specific items at the time of your appointment.**

PLEASE KEEP IN MIND

- When selecting, please consider that certain heavy or oversized items cannot be delivered above the first floor.
- HFB may limit the selection of certain items, based on availability.
- All selections are final.
- We encourage clients to take small, decorative items with them at the time of their appointment, when possible.
- Houston Furniture Bank employees are not trained Caseworkers. We rely on our Distribution Partners' support in this area.
- **Furniture is selected and delivered AS IS. No exchanges will be made at a later time. Please inspect the furniture at the time of selection.**

How does furniture get from The Furniture Bank to its final destination?

Pickup Furniture

Clients may take their furniture with them on the day of their appointment. Prior to Furniture Selection, the client must have an EMPTY vehicle available for transporting furniture **in one load**. Clients should bring rope and a tarp in the event of bad weather.

The Furniture Bank will assist with the loading of the vehicle. Once the vehicle has left the facility, The Furniture Bank is not responsible for items damaged in transport.

Pickup appointments are available for the first 6 appointments of the day. After 12:15pm, furniture must be delivered. You will be reminded of this at the time you create the appointment.

Deliver Furniture

The Furniture Bank schedules deliveries of furniture between 9am and 3pm. The cost of delivery *starts* at \$99. Please see attached "Delivery Fee Schedule" for details. **Please note that delivery payments must be received before Furniture Selection in the Furniture Distribution Center.**

- On the day of the scheduled delivery, the driver will call the client thirty minutes prior to arrival.
- We do not offer second deliveries. An adult must be present to receive a scheduled delivery.
- Our truck crews do not assemble furniture upon delivery. They do their best to help as many clients as possible each day.
- Because of the coronavirus, Houston Furniture Bank delivery staff is delivering furniture to the first room of the home only.
- Should a client purchase additional items at the Furniture Outlet at Houston Furniture Bank (open to the public), these items can be delivered together with their Furniture Distribution Center items at no additional charge.

Furniture Voucher Cost Breakdown **Minimum 5 vouchers - maximum 25 vouchers**

Furniture Item	Voucher Cost
Sofa	2
Love Seat	2
Upholstered Chair	1
Ottoman	1
Bookcase	1
Dining Table	2
Dining Chairs	2

Coffee Table	1
End Table	1
Sofa Table/TV Stand	2
King Mattress	4
King Box Spring	2
Queen Mattress	3
Queen Box Spring	1
Full Mattress	2
Full Box Spring	1
Twin Mattress	2
Twin Box Spring	1
No Kids on Floor Twin Matt	1
No Kids on Floor Twin B/S	1
No Kids on Floor Twin Rails	0
New Bed Rails Twin/Full	2
Furniture Item	Voucher Cost
New Bed Rails Queen	3
Donated Bed Rails	1
Night Stand	1
Chest of Drawers	2
Dresser	2
Desk	1
Office Chair	1
Headboard	1