



**THE FURNITURE BANK**

Making Empty Houses Homes

# Agency Partnership Information and Policies for Service

Updated: September 2025

## OVERVIEW

Thank you for your interest in becoming an Agency Partner with the Furniture Bank of Houston. 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 invite you to visit The Furniture Bank of Houston at **8220 Mosley Rd, Houston (near Hobby Airport)**. *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](mailto:distribution@houstonfurniturebank.org).

- Distribution Partners schedule appointments for their clients to select furniture at the Furniture Distribution Center, which is stocked with donated items.
- Partnership is a cost-sharing agreement where agencies purchase vouchers..
- Clients must accompany the caseworkers during the entirety of their appointment.
- Furniture Vouchers are purchased by the agency only.
- The agency or the client may cover the cost of delivery.
- Clients may take furniture at the time of their appointment in their vehicle.
- Approximately 15 vouchers per family allow for the selection of "essential furniture."
- Agencies must allocate a minimum of 5 vouchers per appointment.
- The annual cost of the agency partnership is \$250. To become a new agency partner, we ask that you purchase 25 vouchers (\$250), which can be used for furniture or delivery, as your agency prefers.

## 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 pride and dignity. For many, receiving furniture from The Furniture Bank 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 toward 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. 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.

## **Call-in (Virtual) Appointments:**

To accommodate our clients and caseworkers, 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 that neither the caseworker nor the client physically comes to the 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 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.***

## What are the associated costs?

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

- The agency or the client may cover delivery.
- For furniture being picked up 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 allow for the selection of "essential furniture".

- Agencies must allocate a minimum of 5 vouchers per appointment.
- The annual cost to become a partner is \$250.00.
- The cost of furniture & mattress vouchers is \$10.00 each.
- Annual Partnership fees and voucher fees may be subject to change.
- The caseworker and client cannot be the same person.

## **How does my agency communicate with the 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, 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.**

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. Before Furniture Selection, the client must have an EMPTY vehicle available for transporting furniture **in one load**. Clients should bring a 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 12:15 pm, 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 9 am and 3 pm. The cost of delivery *starts* at \$99. Please see the 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 before 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.
- The 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 30 vouchers**

Furniture Item	Voucher Cost
<b>BEDROOM</b>	
New Bedframe (All Sizes)	4
Bed Pillow (New)	1
Bunkbed (Donated)	5
Dresser/Chest Drawers	4
Full Sheet Set (New)	2
Night Stand	2
Twin Sheet Set (New)	2
King Mattress	5
King Box Spring	3
Queen Mattress	4
Queen Box Spring	3
Full Mattress	3
Full Box Spring	2
Twin Mattress	2
Twin Box Spring	2
No Kids on Floor Twin Matt	2
No Kids on Floor Twin B/S	2
No Kids on Floor Twin Rails	2
Headboard/ Footboards (Donated)	1

Bed Rails/ Slats (Donated)	2
<b>DINING ROOM</b>	
Bar Stool/ Chair	1
Dining Table w/ Chairs (New)	10
Dining Table (Donated)	3
Extra Dining Table Chairs	1
<b>LIVING ROOM</b>	
Coffee Table	2
End Table	2
Sofa/ Couch	4
Sofa Sectional	6
Loveseat	4
Upholstered Chair (Donated)	2
Upholstered Chair (New)	4
Recliner	5
Ottoman	2
Bookcase	2
Sofa Table/TV Stand	2
<b>MISCELLANEOUS</b>	
Artwork	1
Artificial Plants	1
Desk	2
Office Chair	1
Lamp	1
Mirror	1
Rugs	2

Jofran Furniture (Large Box)	10
Jofran Furniture (Small Box)	5

## **CHARITABLE FURNITURE PURCHASE PROGRAM**

### **AGENCY PARTNER PRICING:**

<b>1 TWIN MATTRESS SET</b> (Twin Mattress, Foundation, & Metal Bed Frame)	<b>\$180 (18 VOUCHERS)</b>
<b>1 FULL MATTRESS SET</b> (Full Mattress, Foundation, & Metal Bed Frame)	<b>\$200 (20 VOUCHERS)</b>
<b>1 QUEEN MATTRESS SET</b> (Queen Mattress, Foundation, & Metal Bed Frame)	<b>\$240 (24 VOUCHERS)</b>
<b>1 KING MATTRESS SET</b> (King Mattress, Foundation, & Metal Bed Frame)	<b>\$280 (28 VOUCHERS)</b>
<b>1 BEDROOM PACKAGE (TWIN OR FULL)</b>	<b>\$400.00</b>
1 Mattress & Box Spring Set	
1 Headboard & Footboard	
1 Bedframe	
1 Night Stand	
1 Lamp	
1 Dining Set w/ 2 chairs	
1 End Table	
1 Sofa/ Couch	

# DELIVERY FEE SCHEDULE



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Distance to final destination from  
The Furniture Bank:

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The Furniture Bank of Houston  
8220 Mosley Rd.  
Houston, TX 77075

0-19 miles	\$ 99
20-29 miles	\$129
30-40 miles	\$149
> 40 miles	\$149 +

\$5/mile for every  
mile over 40

# DISTRIBUTION PARTNER APPLICATION



\*Houston Furniture Bank is accepting new partnerships on a case-by-case basis. Before submitting your application, please schedule a visit by contacting [distribution@houstonfurniturebank.org](mailto:distribution@houstonfurniturebank.org). When you are ready to apply, we will send you a digital application. You will submit this signed page as part of your application.

Agency Name \_\_\_\_\_

Point Person Name \_\_\_\_\_

Agency Address \_\_\_\_\_

Point Person Phone \_\_\_\_\_

Point Person Email \_\_\_\_\_

**PLEASE ALSO SUBMIT THE FOLLOWING WITH YOUR APPLICATION:**

- Agency mission statement
- 501(c)(3) certification
- List of Board of Directors
- List of authorized agency representatives
- \$250.00 annual fee
- \$250.00 voucher purchase

\*Our agency has submitted the above.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

TITLE: \_\_\_\_\_