

Open Hands Furniture Collection Policy For Donors



Open Hands Ethos

Open Hands comes into contact with a range of people; individuals and families, the homeless and recently housed, asylum seekers, refugees and many more. At the very heart of our work is the idea that every single individual has worth and value regardless of their background and circumstances. As such, we try our very best to ensure that our service users get the best that we can offer. This notion extends to our furniture provision. We seek to collect only items that are of a good condition with all components in full working order to ensure that those receiving these items are enriched by them.

Our approach to donations and collections

Whilst Open Hands is exceedingly grateful for any interest it receives in the way of donations, in order to maintain our ethos, we must be selective in what we accept. We aim to meet the genuine and specific needs of our guests by stocking essential furniture items for the home that our guests can access at a free or reduced cost.

The charity is also able to accept some other non-essential furniture donations which will be sold with all profits reinvested into the future of the charity's furniture project.

The role of our van drivers and volunteers

When a collection is booked Open Hands is satisfied with the description that you have provided of the items you would like to donate. However, we do heavily rely on the visual assessment that can be carried out only by our van drivers/volunteers on the day of collection. We have complete confidence in their ability to decide whether or not to collect an item based on its un/suitability to be passed onto somebody else. We do ask for your patience and cooperation with our van drivers and volunteers as they carry out the brief but necessary checks on the items you would like to donate. Please also note that we are a charity offering a free collection service. We are **not a house clearance service** and will only collect pre-arranged items that meet our criteria.

When items are unsuitable

If having assessed the furniture, our van drivers/volunteers decide the item is not suitable for collection, we do apologise for any inconvenience this causes you. We do appreciate you thinking of us and hope that in future, being aware of our ethos, you would still consider donating items of a suitable quality to Open Hands.