



Open Hands is a charity that was set up to meet the immediate needs of disadvantaged and vulnerable people in Leicester. We strive to provide for people's emergency needs in the way of food, clothing, toiletries, household goods and furniture. As a charity dependent on donations our resources oblige us to seek to meet only the most urgent of needs. We ask for your cooperation in the application of this policy, particularly in our provision of furniture.

We, at Open Hands, aim to provide basic furniture items that are of a reasonable quality to those without. We provide the below categories of furniture items at a reduced and affordable cost and so will not replace furniture that is already functional.

Beds (single, double, cabin, cot and bunk), Bedside Cabinets, 2 Seater Sofas, Dining Tables and Chairs, Coffee Tables, Single Wardrobes, Chest of Drawers, Electric Ovens, Fridges, Freezers, Washing Machines and Microwaves

Terms and Conditions of Open Hands Furniture Provision:

1. We will provide the above items according to our means testing process as follows:
We require an individual to provide evidence of their income including access to any benefits. Individuals with access to benefits will be eligible to access our furniture service and buy items at an affordable rate. For those unable to access public funds, the charity will consider each individual's circumstances who may then qualify to receive a free service. A delivery charge will then be determined based on the distance and quantity of items allocated. All payments will be reinvested into the work of Open Hands.
2. We cannot guarantee that the items required will always be available and are not able to reserve any items for service users.
3. At the point of delivery, should the van team arrive to find that your service user does not need the item(s) (i.e. they have functional item(s) of a similar nature) they may return the furniture to the warehouse and give a full refund of the purchased items (excluding delivery charge). Further requests for furniture provision will only be granted when a genuine need has been established.
4. Should the van team arrive to find no one at home to receive the order the furniture will be returned to the warehouse. The service user will be contacted in an attempt to make arrangements for one further delivery. If a second delivery is also not possible the items will be returned to the warehouse and a full refund (excluding delivery charge) of purchased items will be made. The items will then be made available to other service users in need.

What we expect from you:

1. In referring a service user to us to receive furniture we expect you to be confident of the individual's genuine need of our services and who is not currently living in a property where furniture items are supplied by the landlord.
2. We ask that you explain to your service user that our aim is to meet the most immediate and specific needs. It is not our purpose to replace functional furniture.
3. We expect that you inform your service users of the types of items we provide and **that we cannot guarantee that they will be available** at all times.
4. We ask that your service user is aware of the fact that our van team do have the right to return items to our warehouse if they feel your service user isn't in need of them or if they are absent on the date of delivery.
5. Please make your service user aware of our terms and conditions listed above and is prepared and willing to sign a copy of our Service User Furniture Policy at the point of furniture allocation.
6. Please remind your service user that if they qualify to receive furniture at a reduced cost they will need to bring funds with them on the day.

Thank you.

Revised as of February 2019. These policies, along with all procedures, are reviewed annually.