



Furniture Collection Policy

Open Hands comes into contact with a variety of individuals, from the homeless, to the recently housed, asylum seekers, refugees and many more. At the heart of our work is the idea that every individual has worth and value regardless of their background and/or current circumstance. As such, we try to ensure that our guests get the best that we can offer. This extends to our furniture service. We seek to collect only items that are of a good condition with all components in full working, in order to ensure that those receiving these items see the benefit.

Last Updated: September 2025

Our approach to donations and collections:

Whilst Open Hands is grateful for any offer 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 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 profits reinvested into the charity's furniture service.

The role of our team:

When a collection is requested, Open Hands trusts the description of the offered item(s). However, we do rely on the visual assessment that can be carried out only by our van team on the day of collection. We have confidence in their ability to decide whether or not to collect an item based on its suitability to be passed onto somebody else. We do ask for your patience and cooperation with our drivers and volunteers as they carry out the brief but necessary checks on the items being donated. This will involve a visual inspection to see that physically all components are intact and in working order.

We request that:

- All donated items are in a good condition with all components in full working order.
- All soft furnishings and upholstered items (divan bed base, mattress, sofa, covered dining chair) have a fire safety label attached and that it is coming from a non-smoking household.
- Access is cleared for our team to collect the donations.
- Unless previously arranged, items are emptied, cleaned, disassembled, disconnected and brought downstairs ready for our collection team where possible.
- We are told in advance if an item is from a household that has a pet with fur (this enables us to be cautious around those we are helping who have allergies).

When items are unsuitable:

If, having assessed the furniture, our team decide the item is not suitable for collection, we do apologise for any inconvenience this causes you but we will not be able to take the item away. If your collection has been unsuccessful on this occasion, we hope this won't deter you from supporting the work of Open Hands in the future.

Please share our need for furniture items (as per our [website](#)) with your friends and family so that we can continue to meet the high demand for our services.

This policy will be reviewed every three years by Open Hands staff and an updated version released.