

## Client Referral Guidelines

### **BEFORE REFERRING CLIENTS TO FURNITURE SHAREHOUSE, PLEASE NOTE:**

1. We only take referrals from Member Agencies. Go to [www.furnituresharehouse.org](http://www.furnituresharehouse.org) to see if your agency is already a member or to learn how it can become one.
2. Obtaining furniture from Furniture Sharehouse is a **ONCE IN A LIFETIME OPPORTUNITY**. We want to help as many people as we can and can only serve a client once. Ask your client if s/he has visited Furniture Sharehouse in the past – we check against our database.
3. **PLEASE NOTE THAT BEDS ARE ALWAYS IN VERY SHORT SUPPLY AND WE MAY NOT HAVE ANY SO PLEASE BE SURE THAT YOUR CLIENT KNOWS THIS AHEAD OF TIME.**
4. Please make sure your client understands that all **OUR FURNITURE IS USED** and distributed by us “as is” – there are no guarantees as to condition or functionality.
5. **CLIENTS MUST MAKE THEIR OWN ARRANGEMENTS TO TAKE THE FURNITURE HOME WITH THEM ON THE SAME DAY, OR PREPAY SAME DAY IN CASH/MONEY ORDER FOR DELIVERY BY THE SAME WEEKEND (not necessarily same day).** Clients must already be occupying the apartment that the furniture is to be delivered to at the time of his/her appointment.

### **MAKING AN APPOINTMENT FOR YOUR CLIENT:**

1. Every Member Agency has a Furniture Sharehouse Designated Contact. Your Agency's Designated Contact must “certify” to Furniture Sharehouse that you have been authorized to make client referrals in order to request an appointment.
2. There is a \$25 referral fee due for every referral. Your Agency may have prepaid referrals, so check with your Designated Contact for agency procedures.
3. You or someone in your agency must conduct a home visit to verify the client's specific needs and be familiar with any space and delivery restrictions.
4. Once you have verified your client's specific furniture needs, complete the 4-page **Client Referral Form** on behalf of or in consultation with your client. Collect the \$25 referral fee in advance if required by your Agency's internal procedures.
5. After you have completed the Client Referral Form, you may schedule an appointment with our office **BY E-MAIL (preferred method)**. Contact info is as follows:

**SARA CREMINS**    E-Mail:                    [office@furnituresharehouse.org](mailto:office@furnituresharehouse.org)  
Office Voicemail:                    (914) 834-1294

6. **Appointments are available on Wednesdays and Thursdays at 9:30. We close at 11:30, so you and your client must arrive by no later than 10:00 to give you time to select furniture before closing.**

7. **In your e-mail/voicemail requesting an appointment, provide the following information:**
  - a. Agency
  - b. Case Manager's Name and contact information
  - c. The client's first and last name
  - d. Client's town of residence and the town where the furniture is being taken (if different)
  - e. Preferred date for appointment (Wed. or Thurs. @ 9:30 a.m.)
  - f. Whether client will take the furniture with his/her own truck the same day or prepay for delivery.
8. We will send you a reply e-mail offering you the next TWO AVAILABLE DATES for that client. You must respond confirming one of the two dates within five business days (expiration date will be specified) or those dates will EXPIRE and be given to someone else, and you will have to request new dates for that client.

### **CANCELLATIONS/NO-SHOWS:**

1. Once you have confirmed a Client Appointment, the Agency will be charged a \$25 referral fee unless the appointment is cancelled by noon on the Friday preceding the appointment. Day of appointment no-shows, cancellations after noon the Friday before, and clients who keep their appointment but "do not see anything they like" will all incur the \$25.00 fee, which will either be charged to the Agency's prepaid referral balance or must be paid by the Agency before additional appointments can be made. **Clients who elect not to select furniture once they come to the warehouse will not be allowed to reschedule to "shop another day".**

### **COMING IN FOR AN APPOINTMENT:**

1. The Case Manager can select furniture on the client's behalf or with the client; however, **the client cannot come to the appointment without the Case Manager.**
2. The Case Manager/Client must bring: (i) the completed Client Referral Form; (ii) \$25 Referral Fee (cash, agency check or money order payable to Furniture Sharehouse) unless the Agency has prepaid referrals to the appointment; and (iii) **CASH, Agency Check or MONEY ORDER LLD Services** to pay for delivery if they are not bringing their own truck. We do not accept client checks.
3. Because space at the warehouse is limited, we ask that the client bring no more than one family member/friend, unless the client is transporting the furniture him/herself, in which case s/he must bring additional persons to help load and transport the furniture.
4. Children are not allowed at the warehouse for comfort and safety reasons.
5. We do not provide translators.

### **FURNITURE DISTRIBUTION GUIDELINES:**

1. Subject to availability on their appointment day, we try to provide each client with the following basic furniture items, based on verified need, household size and current inventory:
  - Used but good condition mattress/box springs (LIMITED AVAIL. - MAX. 2 PER FAMILY)
  - Table and 1 chair per person, max. 6
  - Sofa and Armchair
  - Dresser (1 for family of 3 or fewer; max. 2 for larger family)
  - Coffee Table and End Table
  - Night Stand (1 for family of 3 or fewer; max. 2 for larger family)
  - TV, TV cart
  - Lamps (2), rug, mirror

2. We are not able to check our inventory in advance to determine whether we have a particular item (especially beds); we cannot put a “hold” on requested items for clients prior to their appointment.
3. Our furniture is **USED FURNITURE** . Please make sure your clients understand this before they come – your Agency will still be charged the \$25 referral fee for clients who come but “don’t see anything they like”, and if the client makes the decision not to select any furniture at that time, s/he will not be allowed to reschedule for another day. Our furniture is given to your clients “as is”, and there are no warranties or guarantees as to their condition.

### **TAKING THE FURNITURE HOME:**

1. Your client is responsible for making arrangements for getting the furniture home, as follows:

**OPTION 1: CLIENT TAKES THE FURNITURE HOME FROM THE WAREHOUSE ON THE SAME DAY.** Your client must come to the warehouse for his/her appointment with a van or truck, people to help load the furniture and all necessary packing materials, ropes, etc. to secure the load. **We do not have personnel available to assist with loading or supplies.**

**OPTION 2: CLIENT CAN PREPAY TO UTILIZE OUR DELIVERY SERVICE.** Delivery must be requested when scheduling the appointment. Delivery charges must be **PREPAID IN CASH**, agency check or money order payable to **D&L Associates** when the client arrives for his/her appointment, before selecting furniture. No client checks will be accepted.

#### **DELIVERY CHARGES:**

- a) **Curb-Side drop-off** -- client must get the furniture into his/her home-- \$75.00  
(Note: Curb-Side **NOT AVAILABLE** to these towns: Bedford, Katonah, Chappaqua, Mt. Kisco, Montrose, Verplank, Mohegan Lake, Buchanan, Cortlandt Manor, Peekskill, Croton, Ossining, Yorktown Heights, Goldens Bridge, Pound Ridge).
- b) **In-Home Delivery** -- \$150.00.

Client must already be occupying the apartment where the furniture is to be delivered, and **MUST BE ABLE TO ACCEPT** delivery immediately. Delivery will usually occur by the weekend – **NOTE that it is not necessarily same day.** Our moving company representative will contact the client directly to arrange the day and time.

2. The Client will not be allowed to select furniture unless delivery arrangements are in place. **WE DO NOT “RESERVE” FURNITURE FOR FUTURE PICK-UP.**

### **ADDITIONAL IMPORTANT INFORMATION:**

1. **OUR WAREHOUSE DOES NOT HAVE RESTROOM FACILITIES.** We do have a Porta Potty located outside in the parking lot.
2. **OUR WAREHOUSE IS NOT HEATED. DURING COLD WEATHER, ALL VISITORS SHOULD DRESS WARMLY – HATS, SCARVES, GLOVES, WARM COATS!**
3. **Children are not allowed at the warehouse** due to safety and comfort considerations.
4. If your client is taking the No. 12 Bus, please advise them not to get off at the Airport Terminal; they should get off at the bus stop next to the Cell Phone Waiting Area.
5. **DO NOT PARK IN THE CELL PHONE WAITING AREA** – you will get a ticket! There is plenty of parking in front of our warehouse.

(January 2020)