

## 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. Your Client must reside in Westchester County.
3. Obtaining furniture from Furniture Sharehouse is a **ONCE IN A LIFETIME OPPORTUNITY**. If your client has used our services in the past, they may not be referred again.
4. Please make sure your client understands that all **OUR FURNITURE IS USED (including beds)** and distributed by us "as is" – there are no guarantees as to condition or functionality.
5. **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.**
6. **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, GENERALLY 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. Please check with your Agency's Designated Contact to confirm that you are authorized to make client referrals before requesting 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 2-page **Client Referral Form** on behalf of or in consultation with your client, and obtain photos from your client of the following: Apartment building entryway, hallways, stairways, apartment door entry and interior photos (ALL REQUIRED). Collect the \$25 referral fee in advance if required by your Agency's internal procedures.
5. After you have completed the Client Referral Form and obtained the required photos, send them in an email to Sara Cremins at [office@furnituresharehouse.org](mailto:office@furnituresharehouse.org), specifying Delivery Type selected and requesting an Appointment date.
6. 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 two business days or those dates will EXPIRE and be given to someone else, and you will have to request new dates for that client. If the Appointment is not properly confirmed, it will not be on our weekly schedule at the warehouse and if Client comes to the warehouse, s/he will have to reschedule.

## 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”.
2. In order to protect our volunteers, if the Case Manager or Client has to cancel an appointment at the last minute due to either one feeling sick, we will not charge the \$25 referral fee in that case. We ask that you please not keep the appointment if either Case Manager or Client feels ill.

## COMING IN FOR AN APPOINTMENT:

1. The Case Manager can select furniture on the client’s behalf if the client is unable to attend; 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 payable to LLD Services LLC** to pay for delivery if they are not bringing their own truck. We do not accept client checks or credit cards. Please have EXACT CHANGE if paying cash.
3. Only **ONE** Case Manager and Client may come to the Appointment – **no other family members/friends are allowed**, 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, and they will remain outside. **CHILDREN ARE NOT ALLOWED IN THE WAREHOUSE AT ALL.**
4. Appointments are for 10:00 a.m. **If Client arrives after 10:30 a.m., the appointment is cancelled and will have to be rescheduled.** The \$25 referral fee is still due and payable, and not refundable.
5. We do not provide translators.

## FURNITURE SELECTION GUIDELINES:

1. When completing the Client Referral Form with your Client, please review the List of Furniture Items Available and Limits on certain items as set forth. Your Client will only be able to select the number/type of items listed. Please note that 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.
2. **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 **LLD Services LLC** when the client arrives for his/her appointment, before selecting furniture. No client checks or credit cards will be accepted, **and no COD payments are allowed.**

### **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. Our usual delivery days are Thursday and Friday, and 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, and Client should make him/herself available on those days. **If the client is not at home to accept delivery at the day/time agreed with the driver, the furniture will be returned to the warehouse and a second delivery fee must be paid for the furniture to be redelivered.**

2. The Client will not be allowed to select furniture unless delivery arrangements are in place. **WE DO NOT “RESERVE” FURNITURE FOR FUTURE DELIVERY/PICK-UP.**
3. If Client selects an item that does not fit into his/her apartment, there will be a re-delivery charge of \$75 to bring a replacement item, which will be selected by Furniture Sharehouse on client's behalf.

## **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. **DIRECTIONS:** If your Client is driving/taking ride service to the warehouse, please tell them to print the Driving Directions on the Contact Page of our website, as navigators do not pinpoint our exact location. 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 Lot 3.
4. **DO NOT PARK IN LOT 3** – you will get a ticket! There is plenty of parking in front of our warehouse.

(January 2025)