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High Wycombe Central Aid
Local support since 1906

Furniture, Electricals & Homewares
Donation and Collection Information

Detailed advice – Nov2026

This information will explain what donations meet our criteria and that we can use and how to get it to us or arrange for the van crew to visit you.

Please read through, then call us on 01494 443459 when ready. **1 to 2 weeks planning time** is normally needed.

If leaving a message please make it CLEAR and AUDIBLE.

Or, email us on furniture@central-aid.org.uk (pictures are helpful).

Household furniture, appliances, small electricals, rugs, new carpet, kitchen packs.

For Collections - we will need: FULL NAME, PHONE NUMBER (Mobile ideally), FULL ADDRESS. Ideally we agree a morning or afternoon slot on a day that suits us both. We attempt to group collections and deliveries in the same area for the same day.

We are reluctant to book collections the day you are leaving a home, or the day before, based on hard experience. eg. unexpected delays, missed calls or other conditions and expectations creating disappointment for us or you.

SMALL ITEMS: Eg. A lamp, coffee table, bedside. Please bring small items to us in your car or van. A call before hand is suggested. PLEASE LEAVE NOTHING OUTSIDE THE DOOR.

Our purpose is to make available low cost furniture to low income/no income clients - it is not resale to support another purpose. We receive excellent feedback from donors for the courteous, empathetic and professional approach of the scheduler - Wendy, and van staff - Lee, Matt, Sam, Russell, Steve & volunteers. We will do our utmost to make your donation experience pain-free by keeping in touch (we need your mobile phone turned on to communicate on the day) and being straight forward if problems arise. The van schedule usually starts from 8am. The warehouse opens at 10am.

DONATIONS CRITERIA and FAQ

We must limit what we ask our volunteers or staff to do in terms of restricted access to premises and lifting and carrying: for example - heavy loads, dangerous or inadequate access, filthy, stained, damaged, unstable or broken items, tricky stairs,

moving other precious objects to make a path, jobs requests outside working hours, or other difficulty, danger or unexpected, unexplained or falsely provided conditions.

We expect items to be **disconnected or dismantled**, if necessary, to enable removal. Otherwise make an arrangement on the phone.

Please **remove personal items** from furniture, food from fridges/freezers, clothes from washers, bedding from beds etc.

The driver is responsible for what is brought to the warehouse and what we can safely fit into the limited warehouse space we operate from. The driver has the final say on what is taken.

A responsible, sober adult must be present and in control at any premises visited and have control of pets/children/visitors/vehicles blocking access.

We welcome donations of the following items in good condition (unless over-stocked) and collect LARGE ITEMS for free EXCEPT FOR sofas, armchairs, recliners, sofabeds (£20 per visit)

COLLECTIBLE ITEMS

- Beds and very clean mattresses - CHECK BOTH MATTRESS SIDES IN A GOOD LIGHT FOR STAINS. Fitting/parts well packaged. (NOT cabin beds, mid/high sleepers, Super King/ 6ft or medical electric beds)
- Drawers, wardrobes (not ancient), bedside or TV cabinets - SOUND, IN WORKING ORDER.
- Smaller dining tables & chairs. SOUND, STRONG, Table max 5ft / 1.5m long (un-extended). NOT GLASS.
- Fridges & freezers. CLEAN, EMPTY, NO MAJOR DAMAGE TO DRAWERS/TRAYS, MAINTAINING WORKING TEMPERATURES as far as you are aware (Fridge 3C / Freezer -18C)
- Cookers. CLEAN, UNDAMAGED IN WORKING ORDER (50-60cm width) . Electric, Gas or dual. NOT RANGES ie. over 60cm wide
- Washing machines, washer/dryers, spin and tumble dryers. CLEAN IN WORKING ORDER
- Microwaves and other kitchen appliances. CLEAN, WORKING - NOT RUSTY
- FLAT SCREEN TV's that 1 person can carry, CLEAN vacuum cleaners, kettles, toaster, grills, heaters, electric tools, radio & sound equipment, Sky boxes, sewing machines, and other small electrical items.
- PLUS ALSO WE TAKE WHEN SPACE ALLOWS - smaller coffee tables, the odd dresser, wall unit, cabinet, sideboard, home exercise items, keyboard/musical items (not pianos), mowers.
- NEW & USED BUT VERY CLEAN, SIZED AND LABELLED SHEETS, DUVET COVERS, PILLOW SLIPS & ONLY NEW DUVETS/PILLOWS
- PACKED cutlery, dinner plates & bowls, saucepans and utensils, lamp shades, carpet tiles, NEW large carpet offcuts >2mX3m, CLEAN, HOOVERED rugs, clothes airers, and occasionally - SIZED, LABELLED, BAGGED CURTAINS in good condition
- We will collect CLEAN, UNDAMAGED, COMPACT sofas, sofabeds, armchairs, manual and electric recliners for a £20 charge. SOFA SIZE LIMIT 1.85m long.

We no longer take clothes, shoes, bags, belts, bric-a-brac, used pillows and duvets

Gift Aid
We offer Retail Gift Aid to make your donation go further at no cost to you - we will ask if you are a taxpayer this financial year and give you a form to complete which allows us to sell or dispose of your goods on your behalf.

Cost
Any financial donation helps to offset the costs of running a free van collection service, storage and the grant program which helps over 200 homes a year. We charge £20 for any visit for any armchair, sofabed or sofa collection.

Checklist

- Items must be in good condition - able to be used, sold or given to a client in need.
- Some items must have a **fire safety label** if applicable (for upholstery fabric, leather, foams) sofas, sofabeds, divans, mattresses, ottomans, stools, dining chairs & other upholstered items).
- Please be aware our van drivers can decide not to pick up an item if they do not believe we can use it eg. SELL, STORE, GIVE AWAY, or FIX
- We generally collect in the South Bucks, Wycombe & Chiltern 'district' areas.
- It can take 1-2 weeks to arrange collection - we are very busy.

What do we do?
Since 1906 the charity has provided practical help , advice or assistance to the elderly, ill, disadvantaged or those in a crisis in the local area. Nowadays, the 'local area' is mainly South Bucks, High Wycombe, Aylesbury and the Chilterns. We provide basic, essential furniture and electrical appliances and homewares to local people in need or on a low income who have no other resources available. Requests come from Bucks social services, hospitals, homeless, abuse, refugee, food 'waste' and housing agencies.
One of three things will happen to your donation:

- Your donation will be sold at a low price to a registered member receiving qualifying benefits.
- Your donation will be granted (given away free of charge) to someone most in need - for the example homeless, abused families, elderly or ill with little support, indebted, no financial means, vulnerable adults, children in need, damaged homes, coming out of prisons or care or mental health care.
- Your donation will be sold to the public to raise money for our charity.

Without your donation we could not assist so many clients. In order to survive we turn stock over in 1-3 weeks which means we only collect what we know we can use.

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