VAN TEAM ACCESS
AT YOUR HOUSE / PROPERTY
THANK YOU FOR ASKING US TO YOUR HOME

We will work as efficiently and SAFELY as we can - to the best of our ability, taking into account the ACCESS and SPACE available to move items. The team of volunteers and staff have a mix of physical and verbal abilities with excellent feedback. However accidents may happen. Items should be at ground floor as stairs have risks when moving items.

YOU ARE ACCEPTING THE RISK.

We are here to help our customers and beneficiaries - and do our job.

We are not providing free labour to clear a room for the dump, shuffle furniture and appliances around, take doors off or windows out, and disconnect electrics and plumbing.

COLLECTION JOB or VIEWING

We inspect the items offered and as previously described to our office. They must match our NEEDS. They may not as every home and item is different – and every donor has different circumstances. Emails, calls and pictures help but we need to inspect every item.

We will tell you if an item is unsuitable for us – eg. changing needs, size, weight, space to move, fire label, cleanliness, disrepair, outdated, team ability, stairs/lifts, van position and overstocking at the warehouse.

Please do not be offended or irritated if we refuse items and please do not attempt to pressure the team. THE DRIVER WILL HAVE THE FINAL SAY.

Giving HOPE4HOMES

furniture – appliances – flooring coverings – kitchen starter packs – curtains-bedding - grants - workshops – advice

www.central-aid.org.uk ***01494 443459***