Donations

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Inspecting Donations

Guidelines for Inspecting Furniture

Look for the following:

- Rips or tears in the fabric, even if they are on the underside of the cushion or back of a couch that are **large.**
- Leather or paint that is peeling/chipping off - hazardous to kids
- Poorly refinished/painted pieces of furniture
- Broken zippers on cushions so that foam is sticking out
- Stained or dirty - no stains on cushions that are noticeable
  - If the cushion can flipped over to a side with no stains, we may accept it
- Not covered in pet hair
- Claw marks from pets – should be nothing noticeable
- Must function as designed
- Missing pieces
- Mold, strong, musty smell/cigarette smoke or water damage
- The item should be sturdy and not fall apart when trying to move it
- No items that need more than 2 men to lift
- No excessively tall items
- Veneer is missing – use your judgment
- Inspect for bed bugs
- Lift up all cushions
- Open drawers to look for visible evidence of bugs or rodents. If you see any evidence, turn it down immediately.
- If the furniture is large or oversized and won't fit in a truck easily, please turn it down. Most of our clients live in small apartments, and/or items have to go up staircases.

*** **If your first reaction when you see the furniture is not good, go with your gut as it is what most others will think too.*****

Saturday Donations Process Flow

TRAFFIC COP

Prepare clipboard with tax receipts and contact info sheet for the Quarterly Email Distribution List

Greeting of arriving vehicle

- Thank you for coming!
- Have you been here before?
- Do you need a tax receipt?
- Drive to the right, someone will direct you to the unloading point

For early arrival of clients

- Welcome!
- Direct them where to park and show them where to enter

DONATION INTAKE

Review Donation "Take" and "Don’t Take" sheets

Greeting of arriving vehicle

- Thank you for coming! Have you been here before?
- What do you have for us today?
- Please turn off your car.
- We’ll inspect your donation(s) and then unload your vehicle

Inspect: **Does it pass the “I’d give this to my family” test?

- Condition: tears, stains, very worn, very faded
- Smells: mold, cigarettes, pet “friendly”

Further inspect items:

- Read the What We Take/Don't Take on the FSFB website
- Housewares: scan box for scratched, worn pots, pans, plastic dishes & containers
- Linens: “Have they recently been cleaned?”
- Rugs: many/large stains on top & bottom (usually by pet), smells
- Upholstered chairs: worn arms, cushions, back; stains; tears (if small, we may have the time to fix)
- Mattresses: "Where has this been used?" (guest room is usually acceptable, need minimum 8” thickness)
- Box Springs: we’ll take them!...unless large tear that can’t be taped

If items don’t meet FSFB standards, thank them and explain:

- We don’t accept these items. Did you see our website?
- These items don’t move
- These items are better suited for Savers
- We’re unable to take this item as it won’t fit/work for our clients' small spaces
- Linens can go in our Fiber Recycling bin (must be bagged)

DONATIONS MOVERS

- Setup outside - cones, carts, small, carts, linen bins, mattress tarp
- Spray mattresses, box springs
- Apply same color dots to table & chair sets, and bedroom sets (with randomly assigned #'s)
- Unload inside: linens, appliances, furniture in back
- Wrap table legs and bed frames...recheck for same color dots!

Other places to donate:

- Savers – Marlborough, Framingham
- ReStore in Ashland, Worcester – light fixtures, paint
- Sudbury - Goodwill truck behind Shaw's plaza; Facebook "Sudbury Curb Alert"
- Buy Nothing / Sell Nothing sites on social media
- Maynard – dump 1 item

Additional Resources for Donors

Clothing

- Berlin: Many Hands Thrift Shoppe – 24 Central St. (Rte. 62) (508) 838-2575
- Marlborough: Our Lady Thrift Shop – 197 Pleasant St. (508) 481-1284
- Savers – 222a East Main St. (508) 485-5191 https://www.savers.com/
- Marlborough Food Pantry – 255 Main St. (508) 481-4080
- Framingham: Savers – 500 Cochituate Rd. (508) 875-0225 https://www.savers.com/
- Hopkinton: Project Just Because- 109 South St. (508) 435-6511
- Worcester: Savers- 490 Lincoln St. (508) 853-3653

Mattresses

- Acton: Household Goods 530 Main St - 978-635-1710 http://householdgoods.org/
- Chelmsford: The Wish Project – 166 Middlesex St. North – 866-947-4360 http://thewishproject.org/
- Walpole: New Life Furniture Bank – 102 Elm St – 774-316-NEWL https://www.newlifefb.org/

Futons, Sleeper Sofas

- Acton: Household Goods 530 Main St. (978) 635-1710 http://householdgoods.org/

Baby Furniture, Car Seats, and Strollers

- Acton: Household Goods– 530 Main St. (978) 635-1710
- Chelmsford: The Wish Project – 166 Middlesex St., North (866) 947-4360Building Supplies & Appliances

Cabinets, sinks, fixtures, hardwired lights, etc.

- Habitat for Humanity Restore Donation Centers: **http://www.habitat.org/restores/**
  - Ashland- 310 Pond St. (508) 799-9259 x-204
  - Leominster- 637 Lancaster St. (978) 227-5556
  - Worcester- 640 Lincoln St., Suite 100 (779) 236-6283

On-Line

- freecycle.org
- craigslist.org has a free section.
- nextdoor.com
- Facebook Marketplace both have free sections.

Other

- Big Brothers Big Sisters Schedule a free pick up: https://www.bbbsfoundation.org
  - They will pick up clothing, most children's/ baby items, sewing machines, etc.

The above information came from these group's websites, so call ahead to double-check what they take.