



INFORMATION BOOKLET

FURNISTORE

**“Helping people set up homes
by promoting the re-use of furniture”**

Version - Apr 2011

Furnistore in East Surrey Ltd
Holmethorpe Industrial Estate
46 Holmethorpe Ave,
Redhill, Surrey.
RH1 2NL.

10:00 - 4:00pm, Mon – Fri
10:00 – 1:00pm Sat (Apr-Oct)

enquiry@furnistore.co.uk

Charity No. 1117615
Company Number 5960870

Phone 08450 544 089 or 01737 773 133

Mission Statement

To provide good quality furniture and household goods at affordable prices to families and individuals within East Surrey.

By collecting no longer wanted items, we reduce the volume of domestic waste in landfills, while providing support and work experience for volunteers.

About Furnistore

Furnistore is East Surrey's local furniture re-use charity, part of the Surrey wide group of charities known as Surrey Re-Use Network, and a member of the national Furniture Re-Use Network.

We have been helping low income individuals and families by providing them with affordable furniture and household items since our inception in 1994.

Our core business activity is to collect unwanted furniture and household items from donor households and store them in our warehouse for clients to view, choose and purchase. These items can then be delivered (free of charge for those in need, and for a small fee to other customers).

It is our policy to ensure all items available from our warehouse are in good usable condition and all appliances are in working order.

This re-use activity prevents many tonnes of furniture and household goods from ending up as landfill.

In 2009 alone, Furnistore diverted 75 tonnes of household goods from landfill and it is hoped to increase this to 100 tonnes in 2010

Surrey County Council recognizes the environmental impact of re-use and offers funding incentives called Landfill Tax Credits to organizations such as ourselves.

To give an idea of the scale of our activities, since 2003, Furnistore:

- Delivered 9,111 items of furniture, household goods and appliances to 2,309 homes
- Collected 9,627 items of furniture, household goods and appliances from 2,573 households

In order to support our charitable purpose and help pay for our running costs, we also sell full-price second hand furniture to more financially secure members of the community and charge a small fee when collecting items from donors.

To minimize our carbon footprint, pickups and deliveries are scheduled with a minimum of travel and distance wherever this is possible.

Who do we help?

Our primary aim is to help low income families who are unable to afford new furniture and household items. Items are offered to these clients at affordable prices, depending on recipients' financial circumstances, and delivered without extra charge. In emergencies, items are provided cost free and delivered on the same day.

Those requiring discounted items may have been made homeless by one set of circumstances or another and may be moving into temporary unfurnished housing.

Otherwise, circumstances may include:

- People moving out of temporary accommodation and into newly allocated largely unequipped premises – possibly with little warning.
- Households including people with physical disabilities, mental health needs or learning disabilities whose furniture may be worn out faster than usual.
- People on low incomes whose appliances or furniture have worn out and who have insufficient funds to buy replacement or have experienced changes in their family circumstances

A substantial number of families we help have children with a range of special needs

We work closely with several agencies based within East Surrey (Please see our website links page <http://www.furnistore.co.uk/links.htm> listing these agencies) which refer customers to us, many of whom are unable to afford full-priced items. After an assessment, we offer these clients a discount based on affordability. On rare occasions, we offer goods at no cost to those in severe need.

During the current economic downturn, there has been a noticeable increase in the number of people requiring help from Furnistore.

Our Volunteers

We rely hugely on volunteers to help run Furnistore and it is a very important part of our mission to support and develop people from all backgrounds and circumstances who want to volunteer. Since inception, we have helped our volunteers gain confidence, sharpen old or learn new skills and provided training and support.

We are very proud of the fact that many of our previously unemployed volunteers have used skills and experiences gained working for Furnistore to move on to part-time or full-time paid employment.

Past volunteers who have moved on to employment often come back to volunteer whenever they can.

We always welcome new volunteers in a variety of roles including van drivers and crew, warehouse staff, administration and trustees.

Last year, our volunteer team was honored with a community award from the Mayor of Reigate and Banstead.

Where are we located?

Our head-office and warehouse is in Redhill, at the following address:

Holmethorpe Industrial Estate
46 Holmethorpe Ave,
Redhill, Surrey. RH1 2NL

When are we open?

Our warehouse is open to all members of the public, weekdays 10am–4pm.

How do you get in touch with Furnistore?

Members of the public are welcome to visit our warehouse, which is easily accessible by train and bus, during opening hours without an appointment. Alternatively we can be contacted by telephone on 08450 544089 or by email on enquiry@furnistore.co.uk

What sort of items do we stock?

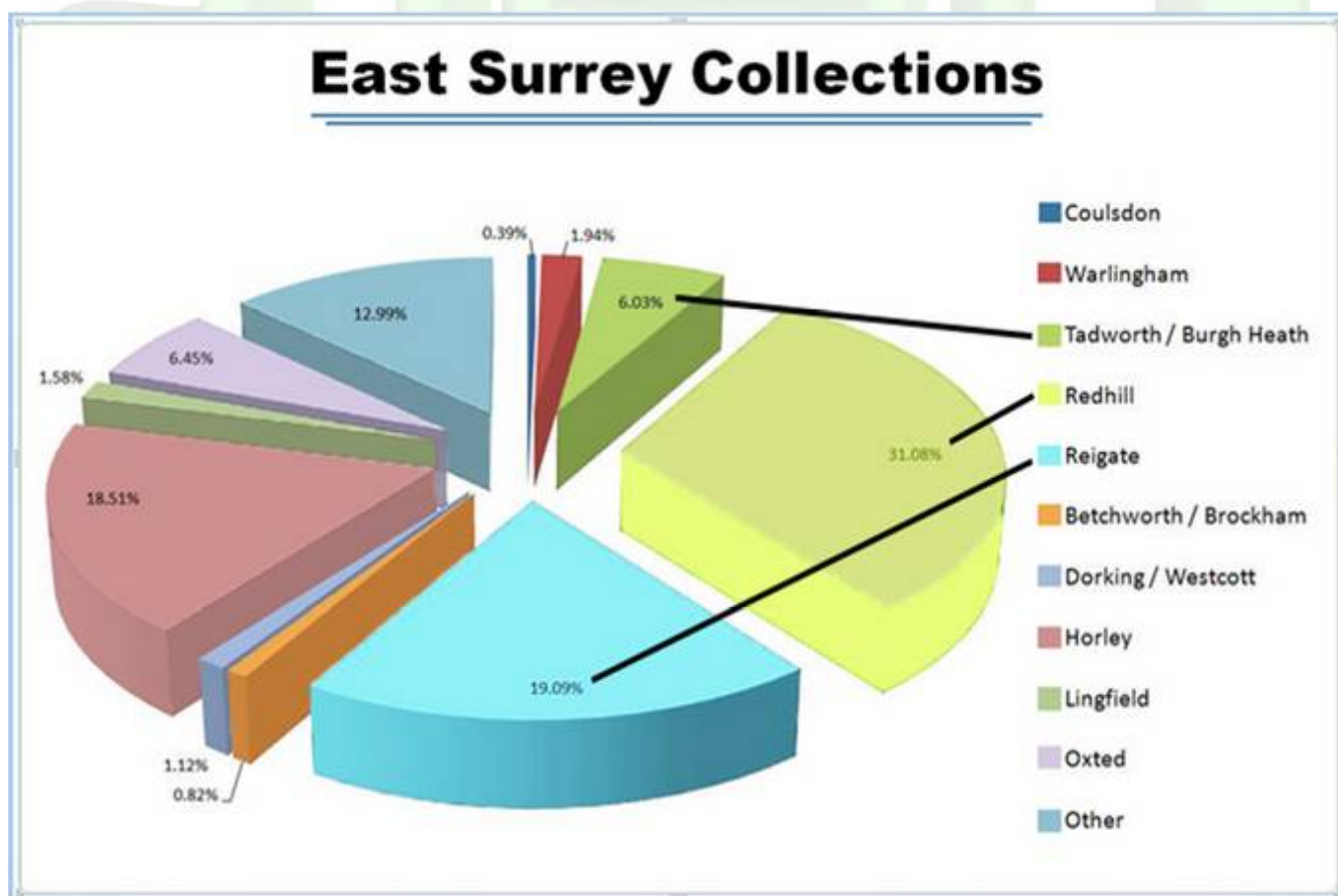
Whilst our stock varies depending on what has been donated, our warehouse generally contains a wide range of furniture and household items that are donated by the public, including beds, cots, sofas armchairs, tables, wardrobes and chests of drawers. We also stock pat-tested electrical items such as lamps and televisions, fridges and electric cookers plus other household items such as mirrors, pictures, crockery, pots and pans, cutlery,

bedding, rugs and curtains. To see the interior of our warehouse, please see our [360 degree view](http://www.furnistore.co.uk/warehouse_new.htm#360%20Interior) page of our website; http://www.furnistore.co.uk/warehouse_new.htm#360 Interior.

In emergency situations we provide bedding packs which include a duvet, pillows and bed linen, and an emergency pack containing basic household cleaning items and necessities

What geographical area do we cover?

We support people who require our services across the area covered by the boroughs of Reigate & Banstead and Tandridge. Occasionally we also make deliveries in the Eastern part of Mole Valley. Other furniture re-use charities support all other parts of Surrey and we are happy to refer people to these, if necessary.



Our History

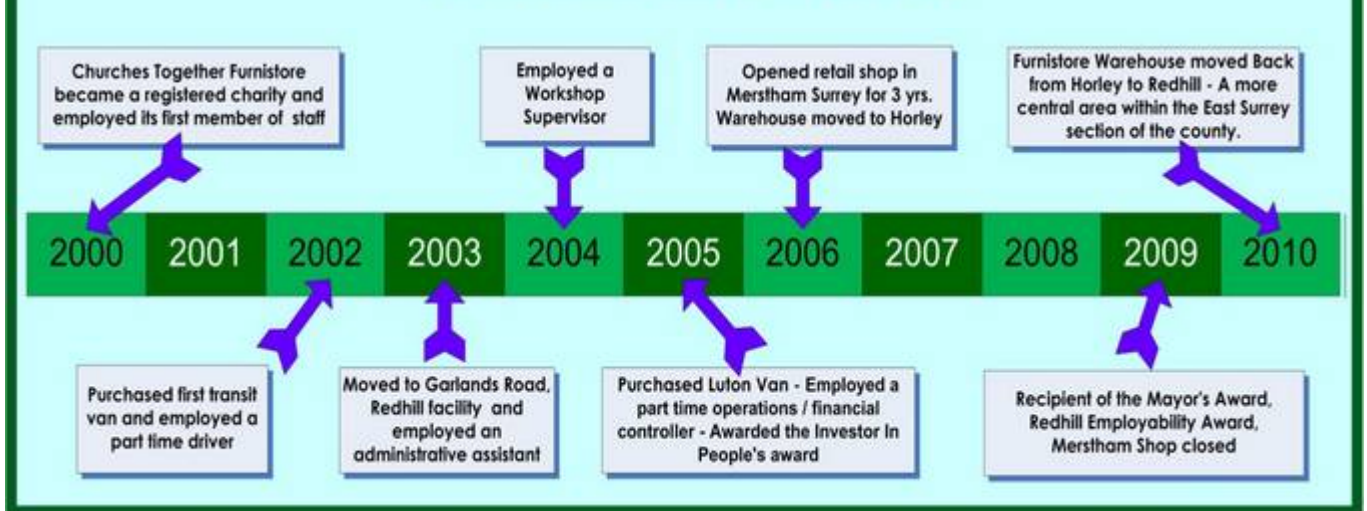
Furnistore was originally set up by the Social Action Sub-Committee of Churches Together in Redhill in 1994 in order to help address the needs of homeless people in the area. The project's concept was driven by public concern that good unwanted furniture such as sofas or tables had become increasingly difficult to donate to charity and usually ended up in landfill sites. Some agencies and hostel wardens had ceased taking furniture due to the tightening of fire regulations on second hand items. A new organization was therefore needed to set up a collection, storage and distribution system.

A Furniture Re-Use project was born along with a Nightstop Emergency Accommodation project for homeless young people. At that time, Churches Together provided the funding, while St. Joseph's Catholic Church provided the use of a garage for storage. Volunteers began to help by answering phone calls from the public and housing organizations, while others took on collections and deliveries.

From these beginnings, Furnistore grew, acquired charitable status in 2000 and subsequently became an independent Company Limited by Guarantee. In 2003 the charity moved its operations to a large warehouse in Garlands Road, Redhill, and in 2006 moved to The Bridge Industrial Estate in Horley. The most recent move to The Holmethorpe industrial estate in Redhill took place in November 2010.

As the organization has grown it has been able to serve a larger community, increase its environmental impact and become increasingly financially sustainable.

Furnistore's Time Line of Events and Awards



Where are we now?

Like all charities during this economic recession, we are seeing an increased demand for our services. Increased public awareness about environmental issues has sharpened the focus on what Furnistore is all about.

Our overwhelming challenge is to make Furnistore more financially self-sufficient and reduce reliance on external grant funding. Running costs for the warehouse and our vehicles is increasing and we are expecting the funding environment from local authorities and grant funders to become increasingly difficult in the future.

This year, we are focusing on increasing our public profile throughout East Surrey and are making efforts to create a network of volunteer fund-raisers

We are also in the process of increasing our "green credentials" by making better use of the internet.

By upgrading our web-site (www.furnistore.co.uk) we have plans to offer a complete listing of all furniture on a daily basis. Site visitors will be able view the items and prices, and potentially reserve items for 24 hours. Like other retailers, this facility would reduce the amount of traffic to our warehouse and allow our clients to pick and choose the furnishings they purchase within the confines of their own home. With government initiatives to increase internet use throughout the country, we foresee this type of access benefiting many housebound residents within East Surrey. Volunteer assistance to photograph and upload the stock items is key to this project.

In the future, the goal is for Furnistore to become East Surrey's premier "re-use centre". As a centre, it should be a source for residents who want to learn more about how they can benefit from recycling and learn new skills in the process.

For example, classes on variety of skills including furniture restoration or re-use could be offered for a small fee or free of charge to East Surrey residents.

In this manner we would like to play a key role in increasing local awareness of various forms of re-use and recycling in order to help the people of East Surrey further reduce the amount of goods going to landfill.

Summary

Furnistore is dedicated to the re-use of household items and to helping those in most need in our society. We are also committed to providing unemployed volunteers with new skills and a sense of purpose, especially in this time of high unemployment, and enabling other volunteers to make use of their skills and talents to help others.

We look forward to further increasing our social and environmental impact across East Surrey in the years to come.





Registered Name: Furnistore in East Surrey Ltd

Company Number: 5960870

Registered In: England and Wales

Registered Office: 46 Holmethorpe Ave,
Redhill,
Surrey.
RH1 2NL

Registered Charity Number: 1117615

Chairman: E. Baker

Trustees/Directors: E. Baker
F. Clark
R.C. Tomlinson
G. Owen
C.R. Green
J. Essex
L. McLean