

# Fresh Start Furniture Bank

## Agency Online Referral Information

Congratulations! Your agency has been approved to submit online referrals to Fresh Start Furniture Bank. Please use the information in this document to utilize the web site and understand our policies.

### How to use our web site:

- Go to our website [www.FreshStartFurnitureBank.org](http://www.FreshStartFurnitureBank.org) and click on the Agencies tab.
- Select your agency from the drop-down box & press Submit.
- Select your user name from the list, enter your password and then press Submit. If you forgot your password, click on the “Click here to reset your password” link.
- You may then submit a referral, update your login info or create an account for someone else.
- The Client Referral form uses information filled in with data from your login, so be sure to create separate logins for each person submitting referrals.
- When submitting a referral, we strongly suggest that you utilize the “Special requests/notes” box to confidentially provide information such as:
  - Client's needs.
  - Any information about their housing situation which may be helpful
  - If another organization has already given them furniture/linens/housewares
- Our computer system sends e-mail and text messages to clients in English, Spanish and Portuguese. This includes a welcome message with basic information and messages reminding them that they have furniture on hold that they need to pick up. If available, please provide the client's e-mail address and if they have a cell phone with a texting plan, have them accept text messages from us.

Once a referral is submitted you will receive an e-mail indicating that we received it.

We have included a document titled “Fresh Start Furniture Bank Customer Policies” which we suggest that you print out and give to your clients as it will help them understand how to utilize our services.

### Referral Policy:

Clients are allowed 1 referral per household to help furnish their home. The referral is valid for 30 days from submission. Once the client visits the store they will have 30 days with a maximum of 2 visits to select their items. We have also implemented distribution guidelines based on family size which limits the amount of furniture, housewares and bedding that a customer can have. This is to ensure that household goods are fairly distributed to as many families as possible.

If there is a situation where a client needs furniture after the referral has expired, please call us and we can review your request to reopen their referral. If the issue relates to bed bugs, we need a letter from the exterminator that the bed bug problem has been solved.