

## **FAQ**

*Frequently asked questions.*

### **IS PICK UP FREE?**

We ask for a minimum \$35 donation on pick up. We can issue a tax receipt on request. We use these funds to offset the gas and vehicle expense of picking up from you and dropping off to those in need.

### **WHAT ARE YOUR PICK UP AND DROP OFF AREAS?**

We will pickup all over the mainland: Langley, Maple Ridge, Coquitlam, Port Coquitlam, New Westminister, Burnaby, Vancouver, Richmond, Ladner, Tsawwassen, Surrey, North Vancouver, West Vancouver. We drop off to those in need in these communities as well.

### **CAN I DROP OFF?**

Yes we accept donations of clothing and small household goods Tuesday to Friday 10am - 4pm 1679 Gilmore Avenue, Burnaby. We can also accept your donations of larger household furniture items with prior notice. Our warehouse is always quite full so we need to make arrangements to make room for your furniture donation. Please call us 604-294-3087 to see if we have room.

### **WHAT IS YOUR PICK UP AND DROP OFF SCHEDULE?**

We pick up during the day, 7 days a week, when our volunteers are available. Please allow up to two weeks to arrange your donation pick up. We try to combine our trips to outlying areas ie: Langley, Maple Ridge, White Rock, Surrey, Richmond etc. so these may take a little longer to arrange. We drop off to those in need on Tuesdays and Wednesdays between 11am and 3pm.

### **WHY WAS MY DONATION DECLINED?**

We are fortunate and very grateful to have so many generous supporters who continue to help us set a high standard for the quality of donations we accept. Our space is very limited and our volunteer time is precious. Please be selective with your contributions. We do not have the facilities to clean or repair items.

### **HOW CAN I REFER SOMEONE FOR HELP?**

Click on our referral form and arrange to get this filled in. The form explains the procedure that takes place on Monday nights.

### **DO YOU TAKE APPLIANCES / TV's?**

We do not take appliances. Working TV's with a manufacture date of 2008 and newer are accepted. (Check the serial number plate on the back of the TV for a manufacture date.)

### **CAN I TRADE UP?**

NO! Our policy is to help those in need only one time. It is our hope that with this help our clients will get themselves established in their homes.

### **WILL MY DONATION BE SOLD?**

We will on occasion sell antique and retro furniture items and larger pieces that will not fit in a standard size apartment. 100% of the proceeds raised goes directly to paying our monthly expenses: rent, heat, light, fuel and vehicle repairs. Our garage sales are a fundraiser for us and we will usually have items for sale that are not "basic" household items ie: outdoor patio items, garden supplies, ornaments, decorator items etc.