



tarrant county  
FURNITURE BANK

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*Furniture changing lives.*

## Tarrant County Furniture Bank

### DISTRIBUTION PARTNER HANDBOOK

July 1, 2020

*(revised 06/28/2020)*

***Mailing Address:***

3000 S. Hulen, Suite 124-332  
Fort Worth, TX 76109

***Physical Address:***

2550 McMillan Parkway  
Fort Worth, TX 76137

***Email:***

[info@tarrantcountyfurniturebank.org](mailto:info@tarrantcountyfurniturebank.org)

***Website:***

tarrantcountyfurniturebank.org

***Phone:***

817-732-8451

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Thank you for your interest in collaborating with Tarrant County Furniture Bank! We would value the opportunity to count you among our Distribution Partners. Please read on to learn more about potential collaboration and partnership.

## **ABOUT TARRANT COUNTY FURNITURE BANK**

### **Our Mission**

*The Tarrant County Furniture Bank furnishes homes for those transitioning from homelessness and for others in need, while keeping unwanted furniture out of the landfill.*

We believe that furniture is more than comfort. Furniture represents a chance for self-sufficiency, higher levels of self-esteem, and long-term stability. It provides hope. Furniture improves living conditions, helping to elevate personal pride and dignity by offering some normalcy and independence. *Furniture changes lives.*

### **Our Vision**

*We envision communities where everyone has a furnished place to call home.*

### **Our Core Values**

- *Full Potential: We help human beings reach their full potential.*
- *Respect Others: We treat our clients, business partners, and each other as we want to be treated.*
- *Social Responsibility: We improve the quality of life for the most vulnerable people in the communities we serve.*
- *Maximize Resources: We maximize financial resources and treat them as our own.*

## History

Tarrant County Furniture Bank is a 501(c)(3) organization founded in September 2018 by long-time Fort Worth resident Teresa Huskey. After experiencing an unexpected job loss and facing the loss of her own home, she attended a homeless conference where she saw the critical need for a centralized place to house furniture to help families successfully transition out of homelessness. The organization served its first clients in September 2019.

## Our Partners

Tarrant County Furniture Bank's expertise is in filling a Distribution Center with essential furniture. We broker, manage, and warehouse donations from private citizens, the home goods industry, and other organizations. Each week, our truck travels the city, distributing furniture to the families and individuals who have selected furniture from our Distribution Center, and picking up fresh donations.

Tarrant County Furniture Bank relies on its Distribution Partners to identify the families and individuals who can most benefit from its services. Case managers representing our Distribution Partners can make appointments for their clients to shop in our Distribution Center.

## Shopping Experience

Tarrant County Furniture Bank's Distribution Center schedules shopping experiences by appointment only. During a 30-minute period, the client and their case manager have a private shopping experience, assisted by a staff member or volunteer. *(Please Note: Clients must be accompanied by a partner agency employee, preferably the case manager.)*

Clients may not purchase additional vouchers. Please see "Voucher Pricing Per Item" for a schedule of vouchers required for each item. Each family or individual may be served by Tarrant County Furniture Bank no more than one occasion each 12-month period.

Please note that the majority of items available in our Distribution Center are gently used. While we make every effort to ensure that essential items are available for each appointment, our inventory depends on the availability of donations. We cannot guarantee the availability of specific items at the time of your appointment.

## Cost Sharing

To defray some of the cost of providing our services, Tarrant County Furniture Bank requests that its Distribution Partners pay yearly dues, currently \$100 annually. The vouchers that clients use during their appointments can be purchased for \$10 each.\* When booking with us, please ensure that your agency has sufficient voucher credits with Tarrant County Furniture Bank.



## Furniture Donations

For Tarrant County Furniture Bank to fill its Distribution Center, we take advantage of the connections we make. Upon becoming a Distribution Partner, we ask that you help spread the word about our need for furniture within your network. Do you know someone who has furniture they no longer need? We want to know!

Donations of furniture are accepted at our warehouse by appointment. If necessary, furniture pick-up can also be arranged by calling 817-732-8451.

## ADDITIONAL INFORMATION FOR DISTRIBUTION PARTNERS

### Your Visit

Distribution Center visits are by appointment only by calling 817-732-8451. Appointments can be booked up to three weeks in advance.

- Clients must be accompanied by a case manager or agency representative.
- Each family may be served by Tarrant County Furniture Bank on no more than one occasion each 12-month period.
- The majority of our furniture is gently used.
- We cannot sell additional vouchers to clients during their visit. See “Voucher Pricing per Item” for a schedule of furniture voucher values.
- Tarrant County Furniture Bank requests that Distribution Partners purchase the number of vouchers needed before appointments. No cash register will be kept on-hand.

*\*Dues, prices and voucher values subject to change.*

- While we make every effort to ensure that all essential items are available for each appointment, our inventory depends on the availability of donations. We cannot guarantee the availability of specific items at the time of your appointment.
- When shopping, please consider that we cannot deliver sleeper sofas or other heavy/large objects to residences above the first floor.
- Every four people can select one dresser or chest of drawers during their visit, due to limited supply.

*Please Note: Tarrant County Furniture Bank employees and volunteers are not trained case managers. We rely on our Distribution Partners' support in this area.*

## **Transport of furniture**

### *Pick-up*

Clients may take their furniture with them on the day of their appointment, or they may come in person **within one week** of their appointment to pick up their items. Clients picking up their furniture must arrive with a photo ID, a truck, a tarp, rope, padding, and assistance.

### *Delivery*

Tarrant Furniture Bank will schedule deliveries of furniture; delivery fees begin at \$50.\* Please see "Delivery Fee Schedule" for details.

- On the day of the scheduled delivery, a driver will call 30 minutes before arrival.
- We do not offer second deliveries. An adult must be present to receive a delivery.
- Tarrant County Furniture Bank cannot deliver sleeper sofas or other heavy/large objects above the first floor.
- Tarrant County Furniture Bank cannot make deliveries above the second floor without a freight elevator.
- Truck crews do not assemble furniture upon delivery. They do their best to help as many clients as possible each day.

*\*Delivery fees subject to change.*



## Tarrant County Furniture Bank

### VOUCHER VALUE\* PER ITEM

Due to the limited supply of furniture, may we suggest that each Distribution Partner provide their client with up to 25 vouchers (for a single-person home) to use during their shopping experience. Below is a list of vouchers needed for each item.\* Please note that Tarrant County Furniture Bank depends on donations to stock its warehouse. While we make every effort, we cannot guarantee that all items will be available for each appointment.

LIVING ROOM	VOUCHERS
Sofa	4
Love seat	3
Sleeper sofa	8
Sectional living room sets	Variable
Chair	2
Reclining chair	3
Electric lift chair	5
TV stand/table	2
Entertainment Center	3

SMALL TABLES	VOUCHERS
Coffee table	2
End table	1
Sofa table	2

DINETTES	VOUCHERS
3-piece dining set	5
5-piece dining set	9
7-piece dining set	12
Table (Sml=3,Med=4,Lrg=5)	Variable
Kitchen chairs	1

BEDROOM**	VOUCHERS
Nightstand	1.5
Dresser	3
Chest of Drawers	3
Twin Mattress	3-6
Full Mattress	4-7
Queen Mattress	5-8
Twin Foundation	3-6
Full Foundation	4-7
Queen Foundation	5-8
Bed frame (Twin/Full)	2.5
Bed frame (Twin/Full/Queen)	3.5

LAMPS	VOUCHERS
Table lamp	1/2
Floor lamp	1

ACCESSORIES	VOUCHERS
Bookcase	1-2
Student desk	2

\*Voucher values and prices subject to change.

\*\*Mattresses and foundations are remanufactured.



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## Tarrant County Furniture Bank

### DELIVERY FEE SCHEDULE

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# Distance to the final destination from Tarrant County Furniture Bank\*

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Tarrant County Furniture Bank  
2550 McMillan Parkway  
Fort Worth, TX 76137

0-19 miles	\$ 50
20-29 miles	\$ 60
30-39 miles	\$ 70
40-49 miles	\$ 80

+ \$5/mile for each mile over 50

*\*Delivery fees subject to change.*





**Tarrant County Furniture Bank**  
**DISTRIBUTION PARTNER APPLICATION**

**Agency Name** \_\_\_\_\_

**Contact Name** \_\_\_\_\_

**Agency Address** \_\_\_\_\_

\_\_\_\_\_

**Contact Phone** \_\_\_\_\_

**Contact Email** \_\_\_\_\_

**PLEASE ALSO SUBMIT THE FOLLOWING WITH YOUR APPLICATION:**

- Agency mission statement
- 501(c)(3) certification
- List of Board of Directors
- List of authorized agency representatives
- \$100 partner fee annually
- \_\_\_\_\_ voucher purchase

\_\_\_\_\_  
**Print Name**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Date**

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## Tarrant County Furniture Bank

### DISTRIBUTION PARTNER AGREEMENT

The Tarrant County Furniture Bank (TCFB) agrees to:

- Collect usable furniture from individuals and organizations across Tarrant County, Texas, and surrounding areas.
- Maintain a warehouse in Tarrant County to store and distribute donated items.
- Provide furnishings, as available, to clients referred by Distribution Partners that follow the required procedures.

The Distribution Partner agrees to:

- Verify its status as a government or nonprofit agency.
- Pay a non-refundable, pro-rated fee, by January 1 of each year.
- Sign an agency partnership agreement with the TCFB.
- Identify primary contact(s) and follow TCFB referral procedures.
- Ensure that authorized staff follow referral procedures. The agency is aware that TCFB will not accept referrals from unauthorized personnel.
- Refer donations of furniture to TCFB, and accept TCFB’s decision regarding the usability of donated items. Items will be distributed to clients in the condition in which they are donated; TCFB offers no warranty or guarantee regarding the donated items.
- Accept and arrange for furniture donations on behalf of clients in need of such items, but not to resell or transfer items in exchange for money, goods, or services.
- Complete the necessary forms for each client referral, including client information and eligibility. TCFB will maintain this information as confidential for reporting and evaluation purposes.
- Notify TCFB immediately if:
  - Status as a tax-exempt organization changes.
  - Agency is discontinued.
  - Agency location or contact information changes.

**Distribution Partner Representative:**

**TCFB Representative:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## Distribution Partner

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Organization Name

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Street Address

City

Zip

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Phone Number

Fax Number

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Website

## Organization Contacts

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Name

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Phone Number

Email

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Name

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Phone Number

Email

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