



Furniture Project Agency Sales

Agency Sales

The Genesis Furniture Project has had a purpose of helping agencies in Bath and the surrounding area as they support clients moving into accommodation for many years.

Our experience has helped us understand what the majority of these clients need by way of furniture and household goods. This now forms the core of our catalogue, together with revised pricing which is below.

Following the challenges of the Covid pandemic, the Furniture Project is reopening on a more limited scale to begin with. In common with many, there have been many issues and complications to overcome and we ask for your support as we reopen for the benefit of those we are trying to serve.

These issues include:

- We have tried to keep prices as low as possible but some have increased as a result of increases within our supply chain.
- The vital importance of following Covid Secure protocols and ensuring that your clients understand the need to follow the protocols.

Applying to be an Agency

Organisations that would like to be accepted as an Agency are invited to email furniture@genesistrust.org.uk for further information and to request payment by invoice.

We will need the following information:

- Name of Agency
- Billing name and address
- Forecast of volume of orders and spend per month
- Forecast of items from the Catalogue

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Catalogue

New Items	New Double Bed Frame (White)	£140
	New Double Bed Frame (Caramel)	£140
	New Double Mattress	£110
	New Bunk Bed	£160
	New Single Bed Base (White)	£100
	New Single Bed Base (Caramel)	£100
	New Single Mattress (Budget)	£ 75
	New Single Mattress	£ 85
	New Starter Pack	£ 85
	New Fridge Freezer	£210
	New Microwave	£ 65
	New Iron	£ 12
	New Kettle	£ 12
	New Toaster	£ 15
	New Hoover	£ 65
Donated Items	TV Unit	£ 30
	Chairs	£ 10
	Sofa	£ 75
	Wardrobe	£ 75
	Bookcase	£ 40
	Kitchen / Dining Table	£ 50
	2nd Hand Single Bed Base	£ 40
	2nd Hand Double Bed Base	£ 75
	Chest of drawers	£ 45
	Bedside Unit	£ 30
	Coffee Table	£ 30

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Deliveries	Within Bath	£ 6
	Without Bath but Within BANES	£ 12
	Charge for failed delivery for reasons that are not Genesis' fault	£25
Tipping & removal	Price on request	

Order Process

To provide a safe and efficient service to you and your clients, we ask for the following process to be followed.

- Orders to be sent to us by email on furniture@genesistrust.org.uk and will be valid once accepted by Genesis by return email.
- Orders can only include items from the Catalogue.
- Any special requests will need to be discussed directly with the Furniture Project by phone.
- Items that need to be removed and disposed will be quoted for separately.
- There will be no opportunity for clients to come in and select the items.
- We will only deliver on Tuesday (PM only) and Wednesday (AM only) each week.
- Upon successful delivery an invoice will be raised and sent to the Agency by email. Invoices are payable by BACs within 15 days from the invoice date. Full instructions are contained on each invoice.
- Clients must be briefed about how we will deliver to remain Covid Safe.

Safe Operating Procedures

The following operating procedures are designed to provide a safe and efficient service and must be adhered to by all clients.

Our staff and volunteers will not complete the delivery or collection if they are at all concerned about health and safety.

The Agency is responsible to ensure that the client understands and accepts these operating procedures and the need to be available to receive the delivery. If there is any doubt then the service will not be offered.

Delivery Procedures

The Agency will email furniture@genesistrust.org.uk with instructions regarding funding awards they have made to individuals.

These instructions will include which items to deliver from the Catalogue, any items for removal, the delivery address, client name, contact details and any special requests.

Clients will be called upon receipt of these instructions and a series of safety questions will be asked before a delivery date and time can be agreed. These questions will be asked of the client to help mitigate the risk of transmission of Covid-19.

The client will be asked if anyone residing at the delivery address is:

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- Displaying the symptoms of Covid-19
- In self isolation
- Shielding

If the answer to any of these questions is yes, the delivery will be cancelled and the issuing Agency informed. Once the situation improves and the client can answer in the negative the delivery can be re-scheduled.

Arranging a delivery

The following delivery instructions will be explained to the client:

- When Genesis personnel arrive to deliver the item(s), the client and anyone else in the property must keep at least 2 metres away and ideally remain in a separate room.
- Genesis personnel and the client must wear face coverings at all times.
- Genesis personnel will wear gloves at all times.

The following delivery options are ranked from safest to least safe:

Option 1

The safest way to deliver the item(s) is for Genesis personnel to deliver the items to the front door and leave them outside the property, ringing the doorbell or calling the client and ensuring they take delivery.

Proof of delivery will consist of a picture of the items in situ with the client and/or the door open.

If doorstep delivery is not always possible due to the size of items, the physical health of the client, and the weather we will consider the following.

Option 2

The client will be asked to enable the item(s) to be delivered to the garage, hallway or a room on the ground floor.

Option 3

This option will only be used if there is no other option.

If the items cannot be left on the ground floor (bedroom wardrobes, beds etc.) and there is a need to take them elsewhere in the property, the client is to show the team leader where the item is to be taken, maintaining 2 metre separation.

The client will then be asked to move to a separate room or at least maintain the 2 metre separation.

The item will then be delivered.

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Pre-delivery call

The client is to be advised that they will receive a phone call the day before the delivery is scheduled to confirm all details and that there are no changes to the safety aspects of the delivery.

The client will be asked whether anyone residing at the property where the items are to be delivered to is:

- Displaying the symptoms of Covid-19
- In self-isolation
- Shielding.

If the answer to any of these questions is yes, the delivery will be cancelled.

If the answers are all no, the client will be asked to confirm all other arrangements regarding the delivery i.e. date, time and any special instructions.

Instructions for Van Crews

Genesis operates a policy of having Working Groups, whereby people will work in the same crew. This minimises the opportunity of infection between Working Groups.

A maximum of 2 people are to be in the van.

Face coverings and gloves will be worn when in the van and whilst carrying out deliveries.

Hand sanitiser stored on the van to be used before and after each collection and delivery.

When washing facilities are available hands should be washed with soap and water for 20 seconds as regularly as possible.

When possible, the van crew should not enter the donor's or customer's property. Goods should wherever possible be delivered or collected from outside the property.

If entry to the property is required the donor and others in the property should ideally remain in another room, outside or at least 2 metres apart.

If entry to the property is required, the minimum number of Genesis personnel should enter.

Time spent in property must be kept to a minimum and any surfaces touched must be sanitised before leaving.

The van crew must not enter a property which is self-isolating or shielding.

The van crew must refuse to complete a collection or delivery if the donor or client appears unwell or it does not seem safe to proceed.

END.