

Fresh Start Furniture Bank

Agency Information

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

Referral Policy:

- Clients are allowed 1 referral per household to help them furnish their home. The referral is valid for 30 days.
- An appointment needs to be scheduled before the client can visit our store.
- Clients are allowed a maximum of 2 visits to our store.
- We prefer that clients select their furniture and home-goods during their first visit, but we realize that some clients may be unsure as to what items we have and are concerned about spending money to rent a truck. As a result, clients can use their first visit to select home-goods only, but they will not be able to spend any time looking at furniture. All items must be taken on the day that the client comes in. Items may not be placed on hold for later pick-up.
- A personal-shopper will assist the client in selecting their items
- On our web site we have links to “Fresh Start Furniture Bank Customer Policies” in [English](#), [Spanish](#), and [Portuguese](#). We suggest that you print out and give to your clients as it will help them understand how to utilize our services.
- If there is a situation where a client needs additional furniture after their referral has closed, please call us so that we can review your request. If the issue relates to bed bugs, we will need a letter from an exterminator showing that the bed bug problem has been resolved.

How to use our web site:

- Go to our website 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 are then presented with a menu which allows you to perform the following actions:
- **Submit a referral**
 - The Client Referral form automatically fills in agency contact information from your account, so be sure to create separate logins for each person submitting referrals.

- Do not submit a referral if the client will not be able to visit the store within 30 days.
- Enter the information regarding the client into the form.
- We send welcome messages and reminders via text and/or e-mail in either English, Spanish or Portuguese, so be sure to select the language which they will understand.
- If the client has a cell phone, please provide the number and allow Fresh Start to send text messages to the client. This will also allow the client to schedule their own appointments.
- When submitting a referral, we strongly suggest that you utilize the “Special requests/notes” box to confidentially provide information such as their needs and any information about their housing situation which may be helpful.
- Press the Submit button.
 - You will receive an e-mail stating that the referral has been submitted.
 - The client will also receive text and/or e-mail welcome messages.
- After you submit the referral, you will be allowed to schedule an appointment so the clients can visit our store. (See instructions below.) If you can’t schedule an appointment when you’re submitting the referral, the client will have to contact you at a later date to schedule it, or they can schedule their own appointments via an automated text messaging system. Fresh Start does not schedule appointments for clients.
- When the referral is closed, you will receive a report showing what items the client received.

- **Schedule an appointment**

- Select the client from the list of clients with open referrals
- Select the date that they want to come in
- Select the time slot that is available on that date
- Enter any additional information that we need to about the client’s visit
- Press the Schedule Appointment button
- Remind the client that they need to show up at least 15 minutes before their appointment time.
- Tell the client to bring a translator if they don’t speak English. We have a very limited number of volunteers who speak Spanish or Portuguese.
- If the client will need to rent a truck, be sure that they reserve it well in advance and pick it up the evening before their appointment as trucks are often not available when promised and/or it takes much longer to check-out than expected.

- **Update your login info**

- Use this form to update your e-mail address, phone number or password

- **Create an account for someone else**

- If there are other people in your organization who need to submit referrals, use this form to create accounts for them.