

Reuse Furniture Bank Scheme – Terms and conditions

1. Service Description

1.1 The Reuse Furniture Bank Scheme (“the service”) is provided on behalf of Leicester City Council (“the council”) by LeicesterShire and Rutland Reuse Network (LRRN) (“the provider”) and collects reusable furniture, white goods and small electrical items from households (“the customer”) within the council area only as part of this Scheme.

2. Items collected by the service

2.1 Items collected by the service are:

- 2.1.1 Single bed frames, double bed frames, bedside cabinets/lamps, wardrobes, chest of drawers, baby cots
- 2.1.2 Table and dining chairs, cutlery; crockery; pots and pans; ironing boards, two seat sofas, three seat sofas, armchairs, coffee tables, cupboards, bookcases and side tables
- 2.1.3 Fridge with an ice box/Fridge Freezers/Under-counter Fridge/Under-counter Freezers; Electric Cookers; Washing Machines/Washer-Dryers; Microwave Ovens; Vacuum cleaners; Irons.
- 2.1.4 Other items: cushions, blankets; mirrors; rugs; curtains; bedding; towels; lampshades; baby stair gates.

3. Item acceptance criteria

3.1 The provider reserves the right to use or dispose of all items collected through the service as appropriate.

3.2 Items to be donated by the customer must be in a good, clean condition. Items must be free from damage, including rips, stains and tears. Upholstered items should have fire safety labels attached. Items should be fully functional and not broken.

3.3 The customer must prior to collection by the provider, keep items to be collected: dry, storing them within a weather proof building until collection. Items left outside that get wet or damaged will not be collected.

3.4 All bookings for items to be collected should be arranged either by using the provider’s website: www.lrrn.org or calling the provider on 0330 355 0707 (calls charged at local rate).

3.5 The provider will only collect the items matching the description given by the customer to the provider at the time of booking. Customer’s wishing to donate additional items on the day of collection must make the provider’s collection team aware. If additional items are collected, the customer must sign to acknowledge their consent to the additional items being collected. The provider’s collection team’s discretion about whether to accept additional items is final.

3.6 The provider’s collection team has full discretion whether to accept items on collection, whether pre-arranged or on request at the time of an arranged collection. If the customer’s items are not deemed suitable by the provider’s collection team, the provider’s collection team will inform the customer why the items are unsuitable.

3.7 The customer may wish to use the Council’s bulk waste collection service (“bulk waste collection”) as an alternative disposal option. Arrangements can be made for a bulk waste collection by calling 0116 454 1002. All collections under the bulk waste scheme are in accordance with the terms and conditions of the Council’s bulk waste collection scheme. For further information please see www.leicester.gov.uk/your-environment/recycling-and-waste/bulky-item-collections. Customers are entitled to up to five bulky items collected free of charge in any two month rolling period.