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## Furniture Program Policy

### Who is eligible?

Range Transitional Housing, Inc. (RTH) will accept referrals from other human service agencies by phone, in person, email, or by FAX. Those requesting furniture or other household items will need to fill out a **Household Items Needed Form- RTH Client or Non-client** and either a **RTH Release** or an official release from the referring agency. Once received, the referred individual or household will be put on a waiting list in the order that the referral was received. Priority will be given to RTH participants first and others will be considered depending on the availability of the items requested. A RTH participant is a household that is receiving direct case management services from RTH. Priority will be given to those participants who are currently in housing and demonstrate the most need. All recipients will need to demonstrate a need for the items requested (i.e. they do not possess the item requested and lack the means necessary to acquire the item on their own). Those requesting items who are not RTH participants will only be able to access this program 1 time each calendar year. Non-participants will not be allowed to request duplicate items (items they have requested in the past) unless an over-abundance of that item exists. Extenuating circumstances will be considered on a case by case basis.

### How will the request be handled?

Once a referral is received, RTH furniture delivery staff will attempt to contact the household, whether it is by phone or in person, to coordinate the delivery. Attempts to contact the household will be documented. RTH staff may request that the household attempt to recruit helpers when the items are delivered to the household. Once a delivery is completed, the recipient response will be documented and each household will be asked basic questions about their household makeup for grant-tracking purposes.

RTH is not responsible for the quality of the items delivered as it depends on the quality of the donations and the availability of the requested items. RTH will make every effort to deliver quality furniture, beds, household items etc. If an item poses a safety hazard, RTH staff will dispose of the item at the local landfill. RTH is also not responsible for any incidental damages caused by the delivery of the items.

If inventory is low on particular items, RTH staff will reserve the remaining items for RTH participants. The threshold for items will be as follows: Beds – 3, Couches – 3, Dressers – 3, other large furniture items-3, other items – as need determines. In other words, if inventory drops to the above mentioned thresholds, RTH staff will reserve the remaining items for RTH participants only.

It is RTH's policy that the following items will not be collected, moved, or delivered: Hide-a-beds, washing machines, dryers, refrigerators, recliner couches, or other items of excessive size and/or weight. RTH staff only deliver items requested and are not responsible for removal of any household items unless they are being donated to the program at the discretion of the furniture staff. RTH staff do not move people from one residence to another. RTH may consider this in cases where no other option exists. In these cases, an hourly fee will be assessed as determined by the Executive Director. In these cases, RTH will not be responsible for any damaged items.