



YOUR BAY AREA FURNITURE BANK

ENDING FURNITURE POVERTY ONE
LIVINGROOM AT A TIME

AGENCY INFORMATION KIT

UPDATED JULY 2025

WWW.MAKEITHOMEBAYAREA.ORG



Make it Home: Our Story

Make It Home was founded in 2020 to help Bay Area families and individuals transitioning out of crisis. We recycle, repurpose, and curate gently-used, donated furnishings to transform empty spaces into homes.

"Furniture is the difference between sleeping on the floor or in a bed, getting clothes from a plastic bag or from a dresser." -MIH volunteer



Founder and ED
Carolyn Rebuffel
Flannery

Why: As you know, when your clients get housing, they often get little else than a roof over their heads. Furniture can facilitate family reunification, reduce the chance of returning to shelters, help provide stability, and turn an empty space into a home.

What: Whether your clients need a few items or furnishings for an entire home, we can help.

Where: With our warehouse in San Rafael we regularly work with agencies in 7 Bay Area counties (Alameda, Contra Costa, Marin, Napa, San Francisco, Solano, and Sonoma).

We help additional counties (Lake, Mendocino, Placer, Sacramento, San Joaquin, Stanislaus, etc.), as needed.

Our impact: As of January 2025, we have partnered with agencies to furnish the homes of over 5,400 people in over 2,400 households (all while diverting almost 2,600 tons from landfill).



clients after receiving furniture

Actual sets of furnishings delivered and installed for clients



We also furnish community spaces. Contact services@makeithomebayarea.org for more information:



How does it work?

STEP 1

BECOME A PARTNER

It is required for each agency to fill out our Become A Partner form online. If we have any questions, we will contact you. You should receive an approval shortly.

STEP 2

MAKE A FURNITURE REQUEST

Please fill out the Furnishings Request Form (Password: MIH2025) based on your client's needs. Most household items are available. The service fee is \$450 per household. To help us furnish the home accurately and avoid returns, we recommend emailing photos, video, or a floor plan to services@makeithomebayarea.org.

STEP 3

CONFIRM DELIVERY DATE WITH MAKE IT HOME

Be on the look out for an email from Make It Home, as we will confirm which delivery date and time window works best.

What's Included in a \$450 Service Fee (based on availability)
Household Furniture Request:

Kitchen Table	
Kitchen Chair (max 6)	
Sofa (max 1)	
Lounge Chair (dependent on # of family members)	
Artwork	
Bar stool (42" high countertop) (max 4)	
Counter stool (36" high countertop) (max 4)	
tall BOOKSHELF (max 1)	
low BOOKSHELF (max 2)	
Coffee Table (max 1)	
Desk (max 2)	
Desk chair (max 2)	
floor LAMP (Limited Availability) (max 1)	
table LAMP (max 4)	
Mirror (max 2)	
Nightstand (max 3)	
Rug Living Room (note size in special requests below)	
Rug Bedroom (note size in special requests below)	
Side Table (max 3)	
TV Stand	
Mattresses and Bed Frames (max 2 each)	

Additional items may be available based on donation inventory at time of request. Don't be afraid to ask! If we have it, your client can have it!

faq

How do I become a partner?

Fill out our partner form [HERE](#).

- **When will my partnership be approved?** Immediately after we receive your request and you receive your confirmation email, you may start to fill out [Furnishings Request Form](#) for your clients.
- **Is there a fee for the service?** There is a **\$450 service fee** for each furnishings request. We treat a studio the same as a three-bedroom house. We do not allow clients to pay for these services themselves. We ask that your agency and corresponding grants fund these fees. Please see page 8 for pricing and availability of singular items.
- **How do I coordinate a move for my clients?** On the Furnishings Request Form, please provide two possible furniture delivery dates and choose between allowing us to manage the moving logistics and billing your agency, or coordinating the movers yourself. Await our email confirming the final logistics, delivery date, and time.
- **How long does it take?** We will have the set of items ready for your client in 3-7 business days after you make the request. If we have any questions about the request, we will call you as soon as possible. We will email you when the items are ready and you can schedule the move.
- **Can my client pick up the items themselves?** Household sets cannot be picked up by individuals. For the safety and satisfaction of your clients and our team, all furnishings must be collected from our warehouse by professional movers. We offer to coordinate delivery with our trusted, client-sensitive, and cost-effective moving partners, and will bill you for this service. If you prefer, you may arrange for your chosen moving company to work with us for delivery, at your expense. Single items available for direct client pick-up with a social worker are listed in the enclosed price list.
- **Is the furniture new or used?** The items that we provide to your clients are gently used. We do curate our furnishings to the best of our abilities and put together personalized selections for your client but count on donations for our inventory.
- **Can my client choose their own items?** No, they cannot. But rest assured, our Founder and volunteers have extensive interior design experience and take pride in providing coordinated sets of furnishings based on your client's needs and requests.
- **Will my client get all the items they request?** Our organization's ability to provide specific items is contingent on the donations we receive from the public, which means our inventory is constantly evolving. While we strive to meet special requests whenever possible, we can confidently provide core items like beds, bedding, sofas, dining tables, and chairs. For other items, availability may vary, and we appreciate your understanding as we do our utmost to assist.
- **Can we see photos of the furniture in advance?** No, you cannot. We are moving too quickly for our many clients to be able to take that extra step.
- **Do you take returns?** We generally do not take returns. For an unavoidable return, the fee is \$200.



We are happy to coordinate a delivery with one of our contracted outside movers for your convenience.

delivery costs by size and place

	Studio	1BD	2BD	3BD +
Marin	450	525	600	700
SF	550	600	700	775
Sonoma	475	550	625	725
Napa	550	600	700	775
Solano	550	600	700	775
Contra Costa	550	600	700	775
Alameda North*	525	575	675	750
Alameda South*	575	650	750	825
other counties	email services@makeithomebayarea.org for a delivery quote			

*Alameda North = North of
 *Alameda South = South of



Alameda North:
 Berkeley, Oakland, San Ramon, Dublin,
 San Leandro, Alameda

Alameda South:
 Fremont, Union City, Hayward, Pleasanton,
 Livermore



Mendocino County delivery costs by size and city

	Studio	1BD	2BD	3BD +
Hopland	900	975	1050	1100
Ukiah	900	975	1050	1100
Potter Valley	950	1025	1100	1175
Willits	1000	1100	1150	1250
Boonville	1300	1375	1450	1550
Fort Bragg	1300	1375	1450	1550
Covelo	1300	1375	1450	1550
Leggett	1550	1650	1675	1725
other cities	email services@makeithomebayarea.org for a delivery quote			

We are happy to coordinate a delivery with one of our contracted outside movers for your convenience.

If your client only needs a few items...

Think about ordering A La Carte?

price list MIH 2025-2026



bedding items	Twin	Queen
Mattress	150	275
Platform Base	100	140

Sectional Sofa	300
Sleeper Sofa	225
Sofa	175
Loveseat	100
Lounge Chair	50
Desk Chair	25
Desk	75
Table Lamp	30

Dining Table	100
Dining Table with leaves	150
Dining Chairs (4)	100
Dining Set	200
Kitchen Kit	35
Cleaning Kit	25
Bath Kit	15

1. Most of these items can be picked up by a car, mini-van, or small truck
2. Clients may pick up items themselves ONLY if they are accompanied by their social worker
3. Pick-up is by appointment only.

Coffee tables, dressers, standing lamps are only available as a part of household items

Email services@makeithomebayarea.org to place an a la carte order



Additional bedding items price list.

bedding items	Twin	Queen
Mattress & Platform Base or Frame	\$250	\$415

tips for success

Leave enough lead time to get furniture

- Complete the Furnishings Request Form 7-10 days before you want furniture delivered to your client. (Please let us know if there are exceptional circumstances or you have a rush situation.)

Do not give your client the Make It Home phone number

- The case manager should be the go-between for your client and Make It Home.
- We are happy to work with you on behalf of your client. But, you know your clients and how best to communicate with them.

Budget for moving costs

- The cost of moving generally runs \$450-650, depending on the end location. See our chart on page 7.
- We recognize that moving costs may feel like a difficult cost to absorb; however, we believe that Make It Home provides incredible value to your clients and the moving costs are worthwhile to ensure your clients' safety and wellbeing.

Set clear expectations with your client about donated furniture

- We are donation-based. This means that items in our warehouse are gently used and always changing.
- If your client does not get exactly what they requested, most likely we do not have that item in stock and rather than not fill the request, we tried to come up with a suitable replacement.

Be realistic about your client's furniture needs (and avoid a \$200+ return charge)

- Think about the size of your client's housing realistically. When determining their furniture needs, consider... What will fit? Is there a narrow staircase to navigate?
- We highly recommend you visit your client's residence and send us photos, video, or floor plans.
- If an item does not work for your client and is returned, your social service agency must pay the mover's fee to have it returned to our warehouse. Items are returned for the following reasons:
 - items are too big
 - too many items were requested
 - items are not to the client's tastes
 - items are not new
 - client already has some of the items requested

Ask for help, if needed

Please call if you need help filling out the Furnishings Request Form or with anything else pertaining to the process.

- There is a lot of information on our website to help you, so please look there first to find answers to your questions.
- We have a lot of experience and can help you make well-informed selections for your client.

Share your story with Make It Home

- Often the impact of furniture poverty is a silent problem.
- We always like to hear about the difference having furniture makes. Please email your client's story, anecdotes, or comments to info@makeithomebayarea.org. We want to hear from you.

policies & procedures

Make sure the unit is big enough to accommodate the furniture requested.

Only request the furniture you know will fit in the client's space.

IF--

- items are too big
- too many items were requested
- items are not to the client's tastes
- items are not new
- client already has some of the items requested

--there will be a \$200 return fee for any items sent back to compensate for additional movers time.

You must explain to your client that the furnishings are USED and that MIH does not accept returns. Make sure your client understands the furnishings are NOT new, but are gently used and vetted to the best of Make It Home's abilities. If your client does require the mover to take items back, the agency will be charged \$200 return fee.

MIH shall not be liable for special, incidental or consequential damages resulting from damages caused by or resulting from insects, moths, vermin, ordinary wear and tear, dust, or gradual deterioration.

A TWO business day minimum is required for cancellation of a scheduled delivery. If the cancellation is within two business days, the agency will be billed \$350. If the cancellation is the day of scheduled delivery, the agency will be charged \$675 for mover fees.

If Make It Home arranges moving services for an agency and there's a no-call/no-show, the agency will be charged \$675 for mover fees.

Make It Home Credit Policy

At Make It Home, we deeply value our partnerships and strive to maintain transparency and mutual respect in all financial matters. As a non-profit organization, we depend on timely payments to continue serving those in need.

Terms of Payment:

- Payment is due within 30 days of the invoice date.
- An interest charge of 2% per month will be applied to any balances unpaid after 60 days.
- Accounts 90 days past due will be placed on a credit hold, with upfront payment required for all future orders until the matter has been resolved.

Our Commitment:

We understand that challenges may arise and we are always available to discuss your account or work through questions. Please reach out if you need support.



Make It Home: Nuts & Bolts

"I haven't had a home for 20 years. I've been living on the street. I am so grateful for Make It Home." -Make It Home Client

Our Mission: Make It Home helps Bay Area families and individuals transitioning out of crisis. We recycle, repurpose, and curate gently-used, donated furnishings to transform empty spaces into homes.

Our Vision: To end furniture poverty while protecting the environment.

Our website: www.makeithomebayarea.org

Our warehouse location:

MIH San Rafael

Phone: 415-378-8358

Email: info@makeithomebayarea.org

Counties we serve: We regularly serve 7 Bay Area counties (Alameda, Contra Costa, Marin, Napa, San Francisco, Solano, and Sonoma).

We help people in additional counties (Lake, Mendocino, Placer, Sacramento, San Joaquin, Stanislaus, etc.), as needed.