



**MAKE  
IT  
HOME**

**YOUR BAY AREA  
FURNITURE BANK**

ENDING FURNITURE POVERTY ONE  
LIVINGROOM AT A TIME

AGENCY INFORMATION KIT

[WWW.MAKEITHOMEBAYAREA.ORG](http://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 warehouses in San Rafael and Walnut Creek, 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 July 2023, we have partnered with agencies to furnish the homes of over 2800 people in over 1300 households (all while diverting almost 1400 tons from landfill).



clients after receiving furniture



# Actual sets of furnishings delivered and installed for clients



# How does it work?

## STEP 1

### BECOME A PARTNER

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

Fill out the Furnishings Request Form online, based on your client's needs. If they need it at home, we probably have it. (Password to access Furniture Request Form: MIH2023)

## 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.

Items that you can request for your client



We have two warehouses FULL of gorgeous donated items ready to be delivered to your client!



# 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 \$250 service fee for each furnishings request. (Limits of items are on the Furnishings Request Form.) 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, you will be asked for 2 potential furniture delivery dates and about moving logistics (either we can coordinate the movers, take care of the rest, and bill your agency for the moving fees OR you can coordinate your own movers). Then, be on the lookout for an email from us where we will confirm logistics and which furniture pick-up/delivery date and time works best.
- **How long does it take?** We will have the set of items ready for your client in 3-5 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?** They cannot pick up household sets. In an effort to provide the happiest and safest possible experience for your clients and our staff and volunteers we require that all furnishings that we provide be picked up from our warehouse by professional movers. We are happy to arrange for one of our experienced moving partners to pick up from our warehouse and deliver furniture to your clients' new homes and then charge you for that service. Make It Home works with a select group of movers who are professional, sensitive to client needs, and reasonably priced. Alternatively, if you have a moving company whom you prefer to use, you can work with our team to have them take care of delivery to your clients at your cost. Please see the enclosed price list for items that CAN be purchased singly and clients can pick-up if their social worker accompanies them.
- **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.
- **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.

## delivery costs by size and place



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

	<b>Studio</b>	<b>1BD</b>	<b>2BD</b>	<b>3BD +</b>
<b>Marin</b>	<b>325</b>	<b>400</b>	<b>475</b>	<b>550</b>
<b>SF</b>	<b>425</b>	<b>475</b>	<b>550</b>	<b>625</b>
<b>Sonoma</b>	<b>375</b>	<b>425</b>	<b>500</b>	<b>575</b>
<b>Lake</b>	<b>425</b>	<b>475</b>	<b>525</b>	<b>600</b>
<b>Napa</b>	<b>375</b>	<b>425</b>	<b>500</b>	<b>575</b>
<b>Solano</b>	<b>375</b>	<b>425</b>	<b>500</b>	<b>575</b>
<b>Contra Costa</b>	<b>325</b>	<b>400</b>	<b>475</b>	<b>550</b>
<b>Alameda North*</b>	<b>375</b>	<b>425</b>	<b>500</b>	<b>575</b>
<b>Alameda South*</b>	<b>425</b>	<b>475</b>	<b>525</b>	<b>600</b>
<b>other counties</b>	<b>email</b> <b><a href="mailto:info@makeithomebayarea.org">info@makeithomebayarea.org</a></b> <b>for a delivery quote</b>			

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





If your client only needs a few items...

bedding items	Twin	Queen
Mattress	125	165
Platform Base	75	95
Bedding Set	35	45

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



# 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 \$350.00-600.00, 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 and dimensions.
- 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](mailto:info@makeithomebayarea.org). We want to hear from you.



# 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](http://www.makeithomebayarea.org)

**Our warehouse locations:**

**MIH San Rafael**

Phone: 415-578-3205

Email: [info@makeithomebayarea.org](mailto:info@makeithomebayarea.org)

**MIH Walnut Creek**

Phone: 415-377-3576

Email: [wc@makeithomebayarea.org](mailto:wc@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.