

Guidance for Pick-up Coordinator & Crews  
26 May 2008

1. Monitor and respond to the Message Bank daily. If it is a good pick-up and if Rotary does not respond, the caller will ring other organisations. Experience shows that if you only monitor a couple of times a week, the Club ends up with the poor quality stuff left after others have been. **Callers expect contact within 24 hours or they will try others.**

2. **On first contact**, inform the donor that Rotary can only take goods that are small and readily saleable. A large, heavy piece of furniture has to sell for over \$100 to be picked up, stored, shifted to the Shop, shifted back to the Shed for lay-by and finally delivered. Our customers are getting more demanding and damaged furniture is getting difficult to sell. In short, please do not pick up beds, large wardrobes, large lounge suites, large armchairs, large desks and large tables unless YOU would be prepared to pay over \$100 for it. Please also make customers aware that due to the age of our members, we are only able to pick up large goods from the ground floor. Note that we also reserve the right to refuse heavy goods that are too large to easily fit through doors or paths.

3. From March to December goods only go to the Shop. Therefore goods have to be good enough and small enough to take to the Shop. **If it is only good enough for the Jumble Sale then do not pick it up.**

4. **What we desperately need:**

- **Fridges - they are bringing a good price on eBay**
- **Top quality small furniture**
- **Small desks**
- **Tools**
- **Windows computers with USB ports**
- **Small electrical items in working condition**
- **Scrap metal including white goods**
  - **The tailgate loader now makes this easy**

5. **Please do not pick up:**

- **Computer printers and monitors**
- **Only pick up small TVs that have a remote.** It is difficult to sell large TVs without a remote. TVs that are furniture are unsaleable.
- Rotary is forbidden to undertake any electrical repairs so we cannot accept items that are not in working condition
- **Carpet**
- **Bikes**
  - New bikes are cheap so rust / flat tyres make them unsaleable
- **Mattresses and beds**
  - Not allowed to sell mattresses
  - Beds are low value so refer to Sister Janet Mead on 8232 0048
- **Lounge furniture that is torn or soiled**
  - They are unsaleable and difficult to break up and costly to dispose of
  - Modular furniture and large furniture is difficult to sell
- **Built in furniture**
  - It does not sell
- **Heavy chip board furniture**
  - It will not survive the shifting required
- **Dressing tables**
  - They do not sell well
- **Cheap furniture that needs repairs as it is not worth it**
- **Large heavy desks** as they do not fit through doors

## 6. Conditional pick-ups

- Only pickup whole computers in working order that have a USB port
- Only pick up the computer, monitor, mouse and keyboard