

Guidance for Pick-up Crews

7 September 2009

1. The following is a guide as to how you may choose to operate. There are basically 3 Rotarians allocated per month and you are free to mix and match to suit your style of operation.
2. **Before the beginning of the month, get together and decide who is to answer the Message Bank and who are to do the pick-ups. It is far easier if you schedule the pick-ups on a certain day of the week at a specific time.** If you do this, it makes life easy. The major job of the Coordinator (the person monitoring the Message Bank) is to select what pick-ups to do and which pick-ups to refuse. At the moment, we are receiving about twice as many pick-ups as we can do so reject the poor pick-ups by discussion with the caller. It is the expectation that the Pick-up Crew will only pick-up one full truck load of good quality items per week (about 5 pick-ups on average).
3. 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 with good items expect contact within 24 hours or they will try others. Callers with junk will ring back.**
4. **If a pick-up is too far (say over 15 minutes drive) refuse it. Do not pick up large heavy items. They are difficult to handle and can cause back injuries. Only pick-up furniture from the ground floor.** 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.
5. 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.** During the year, the Friday Shed Crew spend a fair amount of their time smashing up items that should not have been picked up.
6. **What we desperately need:**
 - **Fridges - they are bringing \$250 plus on eBay if clean and in good working order**
 - **Working washing machines, dryers, dishwashers - about \$90 on eBay**
 - **Top quality small furniture**
 - **Small wardrobes, desks, bookcases**
 - **Tools**
 - **Windows computers with USB ports**
 - **Small electrical items in working condition**
 - **Removalist cartons**
 - **Working digital TVs WITH THE REMOTE (viz with AV, SCART or S-video connectors on the rear as below)**



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

- **Large, heavy, low quality chip board furniture**
 - The larger the item, the better it has to be for people to buy it
 - You struggle to pick them up, the Friday crew then struggles to take them out the back and break them up
- **TVs or Organs that are furniture pieces as they are unsaleable.**
- Rotary is forbidden to undertake any electrical repairs so we cannot accept items that are not in working condition
- **Suit cases (except roll-ons)**
- **Carpet**
- **Bikes**
 - New bikes are cheap so rust / flat tyres make them unsaleable
 - Only pick up ladies bicycles (see Conditional below)
- **Mattresses and beds**
 - Not allowed to sell mattresses & bed bases without the mattress do not sell
 - Old beds are low value so refer to Sister Janet Mead on 8232 0048
- **Lounge furniture that is torn, worn 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
- **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
- We have too many chipboard entertainment units
 - They are being dumped as people move to plasma, LCD TVs
- Scrap metal is marginal in value so only pick it up if you have other valuable pick-ups at a site - do not make a special trip to pick up scrap metal.
- Encyclopaedias, text books or magazines

8. **Conditional Pick-ups**

- Only pickup whole computers in working order that have a USB port
 - Only pick up the computer, monitor, mouse and keyboard
- Older style ladies bikes bring good money from a dealer (not unisex or mountain bikes). Surface rust, flat tyres OK - they still bring a minimum of \$20.

9. Message Bank instructions for the Monthly Coordinator

- Message Bank phone number 8411 0277
- Press #343434# during the greeting to access the messages
- Press 1 to repeat the message, 3 to store, 5 to delete a message
- If you come across a large pick-up of exceptional quality and do not have the time to complete it, contact the Fundraising Director for additional help
- Message Bank calls about Rotary Matters:
 - Do not contact the caller yourself
 - If it is about our Club - email/phone the contact details to Ann Price
 - 8379 2256 / lochgoin@bigpond.com
 - If it is external to our Club - email/phone the contact details to the District Governor
 - Dick Cuttle - 8568 5351 / dickcuttle@gmail.com

10. Unloading truck

- Place items as far down the aisles as possible (especially furniture, large household)

- Do not just put it at the side of the truck as other goods cannot be unloaded
- When unsure of the location, place items as far as possible down the main sorting aisle
- Do not dump goods in the large yellow trolley as that is restocked on Friday to go to the Shop on Tuesday

11. Using the truck

- Pick-up crews have the first rights to the truck
- The Shop run occurs every Tuesday morning
- A second furniture run is made to the Shop on Friday morning if it is needed
- As most of the rostered pick-up crews operate outside work hours, the truck is reserved for this use after 5 pm on weekdays and at the week-ends
- From 9am to 5pm on week days, the truck may be used for other purposes (eg deliveries, clothes runs or incidental pick-ups) so the pick-up crews should check with the Shed Manager if they want to use it during these times
- **If you are going to use the tailgate loader, as a minimum read the safety manual on the Club Info page on the website**
- Fill in the log book (behind the middle seat)
- If you are going to pick up furniture, take lots of flattened cardboard with you - it is great for minimizing damage to wooden furniture in transit.