



CARE HOUSING ASSOCIATION FURNITURE RENEWAL POLICY

Implementation Date	November 2019
Updated	Rachael Kaminski, November 2022
Last Review Date	November 2022
Next Review Date	November 2025

1. Purpose

Care Housing Association (Care) is committed to offering high quality and appropriate furniture to our tenants where there is a charge for the replacement and maintenance of furniture within the weekly rent. This policy outlines circumstances and terms under which we will replace furniture in our properties.

2. Policy Statement

When replacing furniture within our properties, Care will:

- Discuss the necessity to replace or maintain furniture with our tenants and/or their support team
- Ensure we offer a degree of choice in the replacement of furniture
- Ensure furnishings are appropriate for the tenant(s) as well as safe and suitable for the home environment
- Ensure furniture we provide represents value for money

2.1. Replacement Cycle

2.1.1. In the calculation of service charges for furniture replacement, Care considers the following lifecycles for each component to be appropriate:

- Beds and mattresses: 10 years
- Wardrobes: 10 years
- Bedroom drawers/cabinets: 10 years
- Dining tables and chairs: 7 years
- Sofas and armchairs: 5 years

2.1.2. Care will replace items of furniture in line with the above timescales and no sooner unless there are exceptional circumstances. Any requests for replacement within shorter timescales will be considered on a case-by-case basis. If furniture has surpassed the expected lifecycle but is still in good condition and the tenant(s) are happy to retain it, replacement may be delayed.

2.1.3. Care will only replace the above components and will not replace any other items of furniture on behalf of the tenants such as soft furnishings, TV stands, coffee tables.

2.1.4. Where a tenant moves out of a furnished room/property, the Housing Officer will inspect the existing furniture and determine if items are suitable for re-use or require replacement (see Tenancy Termination and Nomination Policies). Mattresses will always be replaced between tenancies.

2.2. Replacement Budget

2.2.1. Care will offer a budget for the replacement of furniture which reflects the amount of income received through service charges since the previous replacement of the item, less any expenditure on furnishings during that period, providing that the replacement is not made within the timescales shown in 2.1.

2.2.2. Care is under no obligation to make a contribution over and above that outlined in 2.2.1 to meet the cost of furnishings.

2.2.3. On occasions where furniture needs to be replaced due to tenant damage, Care will consider making a contribution to replacement but is under no obligation to do so.

2.2.4. On occasions where there is a change of tenancy and furniture is not suitable for re-use, Care will arrange replacement even if the cost is greater than the budget described in 2.2.1.

2.3. Furniture Suppliers

2.3.1. Care have arrangements with a furniture supplier for new apartment schemes and can make suggestions for the replacement of furniture at existing schemes. We will work with tenants to ensure suitable furniture is provided within necessary timeframes.

2.3.2. Tenants are also able to source their own furniture, independent of Care, subject to the following:

- Care being satisfied the furniture provides value for money
- Care being satisfied that the furniture is suitable for the tenant and property
- The furniture being safe e.g. must comply with The Furniture and Furnishings (Fire) (Safety) Regulations 1988
- Suitable delivery and assembly options being available
- Care being able to pay by BACS or with credit card

3. Disposal of Furniture

3.1 When an item of furniture provided by Care is replaced, we will cover the reasonable costs to dispose of it. This should be pre-agreed and payments must be made by BACS or credit card. Any furniture disposal costs will be met through the furnishings budget.

3.2 Care will not make arrangements for the disposal at a tenanted property; we expect tenants and their support staff to facilitate this, including moving items outside for collection or transporting

them to a tip if required. The household and Housing Officer should consider which of the following options is appropriate in the circumstances:

- Re-use the furniture in another furnished property
- Donate to a charity or furnishings recycling scheme
- Take to a public/private tip
- Arrange collection through the Local Authority bulky item service

3.3 Any surplus furniture that has not been provided by Care, or that has been damaged, should be disposed of by the tenant or support provider as appropriate. They may consider the above options or hire a skip.

4. Responsibility

The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive.

5. Equality and Diversity

Care is committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination.

We recognise that there is the potential for impact across the characteristics of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation.

Where we are made aware of or identify customers with specific needs, we will be proactive in targeting our communication and support appropriately and consider any specific needs individually.

6. Commitment and Review

Care will formally review this policy at least every three years.