



Furniture Procedure

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Owner:	Fiona Ross	Job Title:	Head of Housing & Customer Experience
To be issued to: (check as needed)			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input checked="" type="checkbox"/> Finance <input checked="" type="checkbox"/> Housing <input checked="" type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input checked="" type="checkbox"/> C&S Managers (RM, OM, CSM) <input checked="" type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	
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<input checked="" type="checkbox"/> LearnPro <input type="checkbox"/> Board Portal <input type="checkbox"/> Line Manager to Share (e.g. Agencies)		<input type="checkbox"/> Policy Owner to Notify (e.g. Contractors) <input type="checkbox"/> Other: _____	
Stakeholder Consultation Completed (check as needed)			
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Version Control

Date	Owner	Version	Reason for Change
Sept 24	Fiona Ross	V4.0	Cyclical review

Summary of Changes

Section	Change
General	<p>Procedure HM43: Furniture and HM46: Industrial Equipment merged into one.</p> <p>This is a joint procedure for both Housing & Assets so changed reference to HAM01i.</p> <p>Change to new format.</p> <p>Layout of both reformatted into new sections.</p>
1.0	<p>Addition into this section that all provision must comply with Housing Benefit Regulations.</p>
2.0	<p>Addition of wording to confirm that we will only provide furniture replacements to those tenants who currently have furniture packages, except for where an expensive specialist furniture package is needed. This must be authorised by the Housing & Customer Services Manager. And that we must be made aware of this before a new tenancy starts.</p> <p>Change of title from Housing Manager to Housing & Customer Service Manager in relation to the purchase of more expensive industrial laundry equipment.</p> <p>Addition that the Asset & Compliance Officer will ensure the annual servicing & safety checks are carried out.</p>
3.0	<p>Industrial Equipment procedures moved into this section.</p> <p>Removal of historical background information.</p> <p>Change in titles: Housing Assistant to Customer Services Advisor and Housing Officer to Housing & Neighbourhood Services Officer.</p> <p>Removal of reference to Capita and changed to generic housing management system.</p>
5.0	<p>Additional charges table – industrial related items added to this table.</p> <p>How to calculate the industrial equipment charge has been added to this section.</p> <p>Change in title: Maintenance Team to Asset & Compliance Officer.</p> <p>Care Home charge changed from weekly to monthly.</p>
6.0	<p>Removal of the need to have an initial discussion with support staff. Form to be sent to CSA rather than HO.</p> <p>If tenant has damaged the item, we will replace and recharge rather than the tenant buying it themselves. This will ensure that the specification meets the required standard.</p> <p>Removal of tenant choice as staff will purchase any items. This will ensure that we have a standard specification of items.</p>
7.0	<p>Change from HSO to H&NSO.</p>

	<p>Addition of need to confirm change in writing and to include the guardian, if one is in place.</p> <p>Reference to selling or gifting of items has been removed as this is not allowed under Housing Benefit Regulations. The associated reference to depreciation has been removed.</p>
8.0	<p>Removal of tenant's responsibility to dispose of items.</p> <p>If items need to be replaced by us because of its age, they are deemed to no longer be fit for purpose so reference to using by another service or recycling has been removed.</p> <p>Clarification that if a tenant leaves a single tenancy and there are still items in good condition, this can be donated to another service or recycled.</p> <p>Additional option of leaving for incoming tenant with a signed disclaimer being put in place.</p>
Appendix 1	<p>Increase from £250 + VAT to £300 + VAT for domestic washing machine/cooker/fridge freezer/dishwasher – to accommodate the general increase in costs for such items.</p>



Furniture Provision

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1.0 Introduction

The aim of this procedure is to detail how we manage furniture provision within any supported tenancies that have an existing furniture package in place.

We will ensure that tenants have the basic items of furniture that suits their needs, whilst providing value for money for both the tenant and the Association and ensuring compliance with Housing Benefit Regulations.

1.0 Principles

Furniture packages may currently be in place for supported tenants who live in their own self-contained property and for those that live in shared accommodation.

We will continue to provide furniture replacements for both these groups of tenants, however if a sole tenancy ends we will not provide a furniture package for a new tenant, unless a single tenant requires specialist furniture. As the cost of specialist furniture is very expensive compared to standard furniture items, each case will be considered individually and will be authorised by the Housing & Customer Services Manager. We must be made aware of this requirement prior to signing up a new tenant as this will allow us to order the required items, prepare the inventory and calculate the charge.

In shared accommodation we will provide basic items for the communal areas including the living room, dining room and kitchen. If there are other communal areas such as craft rooms, it will be the responsibility of the tenants living in the shared accommodation to agree what furniture, if any, they want and purchase this themselves.

In some cases there may be a requirement to provide specialised packages to meet the needs of the supported person. e.g. Jura, St Andrews and Southhouse Broadway. This could include more robust furniture for individuals with autism and dementia friendly furniture provision or specialist industrial machines for incontinence issues.

In properties with four or more tenants, consideration should be given to buying “industrial” washing machines, from manufacturers such as Bosch and Meile. Additionally, in some cases, a combined washer/dryer may be more appropriate than a regular washing machine. In all such cases this will depend on the needs of the tenants, and should be explicitly requested by the support provider with approval provided by the Housing & Customer Services Manager.

2.0 Inventories

A standard inventory has been created (Appendix 1), along with a price list showing the maximum amount to be paid by Ark for each item.

A copy of this inventory will be attached to the tenancy agreement of every new tenant and will be uploaded to the Occupancy Filing Cabinet within the Housing Management System.

3.0 Industrial Laundry Equipment

Ark will provide industrial laundry equipment in the following circumstances:

- Communal Laundry provision within Hoseason Gardens, Edinburgh
- HMO setting
- Care Home setting

Individual tenancies where service users may have faecal incontinence, which in turn poses a risk to the health & safety of staff who support that person. In these circumstances the Development Manager (DM) will apply for Scottish Government Funding (Stage 3 funding). The DM will advise on timescales and availability of funding. If there is no funding available we will fund and add the cost on to the service charge.

Ark will provide the following items of industrial equipment:

- Washing machine (non-slucice)
- Washing machine (slucice)
- Dryer
- Dishwasher

Subject to a new contract being procured, the preferred contractor for supplying the equipment is THAIN Commercial Ltd. Contact details are as follows:

Address: Thain Commercial Ltd,
31 Deerdykes View,
Westfield Industrial Estate,
Cumbernauld,
G68 9HN

Tel: 01236 727 117

Email: info@thaincommercial.com
www: thaincommercial.com
Contact: Scott Falconer, Sales Manager
Tel: 07740780551

As and when a new piece of equipment is ordered, a purchase order will be issued to Thain, a copy of which will be sent to the Finance team. This will detail the address of the property, the make & model of the piece of equipment & whether the additional 5 year warranty will be purchased.

On completion of the installation, Thain's engineer will provide a copy of the installation certificate along with the commissioning certificate and written confirmation that the relevant support staff have been given a full demonstration of how to use the equipment and carry out regular, routine maintenance checks (such as cleaning the filters). Thereafter Care & Support staff will undertake the regular weekly checks. The Asset & Compliance Manager will monitor that the annual servicing and safety checks are being carried out to these items.

All items must be added as a component with the following paperwork saved in the Property filing cabinet.

- A copy of the purchase orders will be saved in this folder.
- A copy of the annual service document will be saved in this folder.
- A copy of extended warranty will be kept in this folder.

4.0 Charging

Where a shared furniture package is provided, a service charge will be made to the tenants involved. In general, the service charge will be based on repayment of the costs over a 5 year cycle.

A charge of 10% for administration costs will be included. This is to cover the administration time that all staff spend on ordering the furniture/inspecting/updating records. A monthly charge based on the actual cost of the items provided will be calculated and added to the tenant's rent.

If electrical goods are provided, after the 12 months warranty period has ended, a monthly charge will be added to the total furniture charge to cover the costs of Portable Appliance Testing. This testing ensures that the item is safe to use. The Asset & Compliance Officer will be notified in writing by the Customer Services Advisor or Customer Services Officer of the need to add the property to their PAT list.

The following items usually have additional charges associated with them. These costs should be factored into the service charge.

Item	Additional Costs
Floor coverings	Uplift of existing flooring Screeding Fitting Moving Furniture
Electrical Goods	Installation Connection Disposal of existing appliance(s)
Industrial Equipment	Providing plinths Upgrading electrics Providing additional drainage options

In relation to industrial laundry provision, the charge will be calculated detailed in Appendix 2.

Where a furniture charge is already in place, the cost of the equipment & warranty will be included in the furniture charge. If a furniture charge is not in place, it will be listed within the rent account as a LAUND charge.

In the Grangemouth Care Home as the funding for these is directly from the Social Work Department, the C&S Finance team will be advised of the **monthly** charge which will be applied to the project budget. This charge will added onto the 1st bedroom at the Care Home, rather than split between all the rooms.

Service charges for furniture packages are currently eligible for Housing Benefit. Under Universal Credit, there may not be an entitlement. In such cases the liability lies with the tenants.

The Head of Housing & Customer Experience will ensure that the housing management system is updated with the correct charges.

5.0 Replacing Items

When a tenant advises that an item of furniture or furnishings needs to be replaced a furniture request form should be submitted to the Customer Services team. A CSA will check the age of the item under the components section of the Housing Management system. If the item has reached or passed its expected date of replacement, the CSA will order the replacement item.

Where it has been established that a tenant has damaged an item of furniture, the CSA should advise the tenant/support staff that they will be recharged for the replacement item. If this is a recurring or persistent problem we can consider upgrading to a specialised package and will advise the Housing Benefit team that this has been necessary because of a change in the needs to the tenant.

6.0 Reviewing Packages

Furniture packages will be reviewed towards the end of the renewal cycle. If items need to be replaced a "Furniture Request" form (Appendix 3) should be completed and approved by the Asset Officer.

If staff become aware that over time tenants have replaced items themselves, packages for existing tenants in sole tenancies can be downgraded from a full package to a part package (of white goods and flooring) or no package at all. Written confirmation of the change will be sent to the tenant/guardian. The service charge will be re-calculated to reflect the downgrading and will take effect from the start of the next financial year. Tenants will be made aware that this service cannot be added back on at a later date. The component items will be removed from the Housing Management system by the Asset Officer.

No changes can be made to communal/shared packages in shared properties.

7.0 Disposal of Furniture

When an inventory item is replaced, Ark will arrange for the disposal of the surplus item. This can be done by one of the following and will usually incur a cost.

- Removal by the company providing the replacement item, if offered as a service;
- Uplift by the refuse service;
- Removal to a public/private tip.

Where a sole tenancy ends and there are furniture items which are in good condition the Asset officer/ H&NSO will consider which of the following options is appropriate in the circumstances:

- Leave for the new tenant with a disclaimer being signed that the new tenant will own the item(s) and be responsible for any associated costs. For electrical items there must be an in date PAT certificate.
- Re-use in an existing furnished let;
- Donation to a furnishings recycling depot;

Any costs associated with these options will be met from the furnishings budget.

The components on the Housing Management system will be updated to reflect this.

8.0 Implementation and Review

9.1 Implementation

Ark's Head of Housing & Customer Experience and Asset & Compliance Manager will monitor implementation of this procedure on an on-going basis.

9.2 Review

This procedure will be reviewed within 5 years from the date of approval in accordance with Ark's procedure review framework and approval process, or more frequently if required to meet changes in legislation, address any weaknesses identified and/or to implement new/good practices or lessons learned.

Appendix 1 – Standard Furniture Inventory

Items provided in a Shared Package for 2:

Lounge	Flooring	Carpet, Vinyl	£20sqm
	Seating	Sofa x 1 Armchair	£500 £250/item
	Window dressing	curtains/ blinds	
Kitchen/ Dining Area	Flooring	Vinyl	£20sqm
	Dining Table	Seats 2	£100
	Dining Chairs	2 chairs	£50/chair
	Washing Machine		£300 + VAT
	Fridge/ Freezer	can be under counter models where required	£300 + VAT
	Electric Cooker	available where no integrated cooker is provided	£300 + VAT
Bathroom	Flooring	Vinyl	<u>£20sqm</u>
Hall and Stairs	Flooring	Carpet / Vinyl	<u>£20sqm</u>

Items provided in an HMO Shared Package:

Lounge	Flooring	Carpet, Vinyl	£20sqm
	Seating	Sofa x 1 Armchair x 2	£500 £250/item will depend on number of residents
	Window dressing	curtains/ blinds	
Kitchen/ Dining Area	Flooring	Vinyl	£20sqm
	Dining Table	Seats 4 Seats 6	£200
	Dining Chairs	4 / 6 chairs	£50/chair
	Fridge/ Freezer	can be under counter models where required	Minimum £300 Maximum £1000 Will depend on number of residents
	Electric Cooker	available where no integrated cooker is provided	£300 + VAT
	Domestic Washer		£300
	Industrial Washer		£3000
	Industrial sluice washer		£3000
	Tumble Dryer		£300
	Industrial Tumble Dryer		£2000
	Dish Washer		£300
	Industrial Dish Washer		£2500
Bathroom	Flooring	Vinyl	£20sqm
Hall and Stairs	Flooring	Carpet / Vinyl	£20sqm

Appendix 2 – Furniture Request Form

Furniture & Flooring Replacement Request

This form must be submitted to and authorised by Ark Housing Association Housing Services Department prior to any purchase.

To be completed by Tenant/Support staff:

Tenant Name:

Address:

Post Code:

Details of Item/s needing replaced

If white goods, please include the **size of space** for the item to fit into and whether gas or electric

Item	Size	Reason for Replacement	Uplift Required

Things to consider before submitting request:

Have you provided measurements for the size of the space where you need the item to fit?

Have you confirmed if you require existing item uplifted?

Be specific with reason for replacement- simply stating “**not working**” could result in the request being placed on hold or refused.

If ordering a **freezer** you will need to ensure that the current appliance is defrosted and dry for uplift

If you are ordering a **washing machine** this will need to be drained and disconnected for uplift

If you have ordered a **cooker** have you specified if you require **gas** or **electric and** is a **specialist installer** required.

Does any of the furniture ordered need to be **attached** to a wall?

Please confirm if there are any delivery restrictions we should make delivery drivers aware of e.g.: stairs to and within the property, parking and narrow turning points.

Who should we contact about the request? *This point of contact needs to be contactable at all times i.e. staff mobile number*

Direct Contact Name/s		
Contact Number & Email		Date of Request

To be completed by CSA

	Yes	No	Due Replacement Date
Partial Furniture Charge			
Full Furniture Charge			

	Yes	No	Details <i>Specification of required items/reasons for requirements</i>
Specialist Flooring/Equipment			

Area(s) to be fitted				
Material to be used (please can you be clear about the specification of the material for all the companies that you are seeking quotes for)				

Quote	1	2	3	4
Company Name				
Amount (ex VAT)				
Amount (inc VAT)				

Recommendation <i>Eg. I would recommend that we use ** based on (the price, timescale they have had advised they can complete the work in 3 days and previous good service they have provided).</i>	
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For Specialist Flooring Equipment Only

Quotes attached: <input type="checkbox"/> Yes <input type="checkbox"/> No	Approved : <input type="checkbox"/> Yes <input type="checkbox"/> No
Passed to A&CM : <input type="checkbox"/> Yes <input type="checkbox"/> No	Signature: _____
Date: _____	Date: _____

Supplier:	Cost:
Make & Model:	Warranty Details:
Date Order Placed:	Expected Delivery Date:
Project/Tenant notified of deliver date:	Receipt/Order attached: <input type="checkbox"/> Yes <input type="checkbox"/> No
Contractor arranged to carry out additional works:	Additional Notes:

Delivery confirmed by tenant/support staff: Yes No

ASO Signature: _____ Date: _____

Passed to CSA: Yes No

Spreadsheet update: Yes No

To be completed by Customer Services Assistant

Date Received: _____

Filed in tenancy file:

RubixxUpdated: Yes No

CSA Signature: _____ Date Completed: _____

Appendix 3 - Calculation Sheet for Industrial Equipment

Address:				
Item:		Dryer	Sluice washer x 2 (Note 1*)	
Cost:				
4 year extended warranty (Note 2*)				
INC VAT @ 20%				
INC ADMIN CHARGE @ 10%				
TOTAL COST				
Total Monthly cost / 60 months				
Annual servicing/month / 12 months				
Responsibility for cost:	Housing			Hsg Mgmt. system updated
	Care Home – Care & Support			
Date charge to be applied from				