

Furniture store FAQ's

- **Where is the University's furniture store and what are the opening times?**

The furniture store is in the former McDougal Sports Centre which is building no. 91 on the campus map at <http://documents.manchester.ac.uk/display.aspx?DocID=6507>

For detailed directions see the "Useful Documents box", bottom right of the main furniture recycling page [here](#).

Opening times are 1 – 3pm Monday – Friday (apart from Bank Holidays and xmas closure days).

- **Who can use the furniture store?**

Staff, students, the Student's Union, charities and similar organisations (see below) and local schools/colleges can use the store. Staff/students should bring their University ID cards with them and other organisations need to be known to the University in order to take items (see below).

- **Do I need to make an appointment to visit the furniture store?**

There is no need to make an appointment, you can just turn up. However, if you are a charity, school or similar organisation who has not used the furniture store before, please contact the University Waste Co-ordinator at simon.atkinson@manchester.ac.uk before visiting (see below).

- **Is there parking at the furniture store if I need to visit in a vehicle?**

Yes, there is limited free parking for people visiting to view the items or to carry out collections. Please note that you will only be allowed to park at the furniture store during your visit and that if you leave your vehicle at other time it is likely to be locked in the yard as we need to secure the premises each day.

- **Do I need to pay for any furniture I want?**

In the majority of instances the furniture is free to all users.

Charges will only apply where we need to recover costs incurred where items have been refurbished by external contractors– no profit is made in these instances.

We use a University supplier (Office Chair Renovation Ltd.) to refurbish some office task chairs where these cannot be re-used in their current state, so in these cases we have to recover our costs (see below). In some cases we use another supplier, Over2Hills (<http://www.over2hills.co.uk/>) to refurbish/re-size office desks and again we need to recover our costs for these (see below):

- Office/task chairs without arms - £35
- Office/task chairs with arms £45
- Refurbished tables (usually 140 x 80cm) - £65

Where we need to recharge for such items you will need to provide a cost code so we can recharge for the appropriate amount.

- **Can I reserve furniture?**

Yes, although we can only keep furniture for a limited time as we have limited space and we are often let down by people who do not contact us to tell us they no longer want their items. Unless otherwise agreed we will keep reserved items for 2 weeks before making them available to other people.

- **I have an office move/refurbishment planned so want to reserve some furniture for when that takes place but timescales may change – is this OK?**

In most instances we can accommodate such requests but need to be made aware of the circumstances and possible timescales involved before we can hold items.

- **Can items be delivered to me and is there a cost?**

In the vast majority of case we will deliver items across the main campus free of charge.

Where large numbers of items require delivery we may not have the capacity to do this using our own vehicle/staff, in which case you will be advised of this and will need to make the necessary arrangements with one of the University's removal contractors – they will provide a quote for the work and you will need to raise a purchase order for them to collect the items from the furniture store, deliver and install it as require.

In certain locations where access for delivery is difficult (e.g. certain areas in John Owens), or where items are large or heavy, or where there is no lift access, we may not be able to deliver items ourselves and again you will need to make arrangements with a removal contractor. You will be advised where this is/may be the case. However in the majority of instances we are able to deliver items ourselves.

- **When do deliveries take place?**

We use a post room vehicle to carry out deliveries when this is not in use elsewhere, so all deliveries we do ourselves take place between 12 & 1p, Monday – Friday. There is no charge for this. If you need to arrange delivery using a removal contractor you can make specific arrangements to suit.

- **How do deliveries take place on campus?**

Items are dropped off at the relevant building between 12 & 1pm, Monday to Friday – you will be advised of the likely delivery date when you reserve the item.

In some buildings, the item will be delivered directly to the required location by furniture store staff. In busy periods, or in large buildings such as the Stopford & Sackville Street Buildings etc.), items will be delivered to the loading bay/goods in area or similar, and subsequently taken to the specific delivery location by House Services staff – you will be advised accordingly when you reserve the item/s.

- **Can you remove items of unwanted furniture when you drop off the items I have reserved?**

Sorry, we don't have the resource to do this as we only have a delivery vehicle for an hour each day and there is already an existing process for the removal of unwanted furniture (see below for details).

- **Can you move an item of furniture for me from one building to another?**

Sorry, we don't have the resource to do this and there are already existing arrangements in place through the Procurement Office for people to use approved contractors for removals – see [here](#).

- **Can you deliver to locations off campus?**

This depends on the individual circumstances and whether we have the resource available at the time.

We prioritise deliveries on the main campus but can, with prior agreement, deliver to Halls of Residence or other local areas if we have the time.

We are unable to deliver items to private addresses but in some cases we can deliver to local schools/charities/organisation if time permits. You will be advised when you reserve items whether delivery is possible or whether you need to make your own collection arrangements for items that need to be delivered off campus.

- **Can I collect items myself, or via an outside contractor/organisation?**

Yes.

- **Can I have items for my home/personal use?**

Yes, as long as these are for "home working" or University related use. However, we cannot deliver items to home addresses so in these instances you will need to arrange collection/delivery of the items yourself.

- **I am a student, can I obtain furniture from the store?**

Yes. You can visit the store and see what is available and you should have your student ID card with you to prove you are a UoM student.

If you are in Halls of Residence, in most instances we can arrange delivery of the item to the relevant Hall. If you are in private accommodation you will need to arrange the collection/delivery yourself, although we can provide you details of a local contractor who can do this for a reasonable cost.

- **We are a charity/similar organisation/school. Can we use the furniture store?**

Yes. However, this is subject to availability and please be aware that we must prioritise the re-use of furniture for the University before giving it to other organisations. However, in the majority of cases we are happy to give items to charities etc.

If you have not used the furniture store before we will need to ensure you are a legitimate organisation. In these instances you should contact the University Waste Co-ordinator at simon.atkinson@manchester.ac.uk with details of your organisation and charity number (where applicable).

Once you have done this and we are satisfied with the details you will be allowed to have furniture from us.

We are unable to let charities etc have any items for which there is a charge (refurbished chairs and desks) as we are unable to take any payments in the furniture store.

All external organisations are required to fill out a “transfer of ownership” form before they are allowed to take any furniture of us. This is not required if you are a member of staff.

- **I am a member of staff - can I send furniture back to the store to be refurbished?**

In most instances you can arrange this direct with the external contractors we use already, particularly for office chairs. In such cases, please contact University Waste Co-ordinator at simon.atkinson@manchester.ac.uk for further advice.

- **I am a member of staff - how do I dispose of unwanted furniture?**

In the first instance contact House Services in your building who will arrange removal of redundant furniture and arrange for it to be returned to the furniture store for possible re-use via the Campus Cleansing unit – see [here](#) for a video of the process.

In some instance House Services will be unable to remove redundant furniture (due to difficult locations/access or where furniture is heavy/large), in which case you will need to arrange removal via University removal contractors – there will be a cost in such instances which you will need to be quoted for by the relevant contractor and issue a purchase order to them before the work can take place.

- **What happens to furniture that is returned to the furniture store?**

It is assessed by staff and items that can be re-used are kept in the store for potential re-use.

Items that are not suitable are removed as required from the store on a regular basis by a private company called UpMcr.com (<http://www.upmcr.com/>) who re-purpose it. This company has provided this service to the University for a number of years.

- **How much furniture is re-used through the furniture store?**

In the academic year 2017/18 we re-used 37 tonnes of furniture across the university and a further 66.434 tonnes via charities and other external organisations. The total re-use was therefore 103.5 tonnes.

- **How much money does this save the University?**

In disposal costs alone, not having to dispose of 103 tonnes of furniture saved over £15K in disposal costs over the academic year 17/18.

In addition we estimate that re-using these amounts of furniture saved the University approximately £148.5K and external organisations £261.6K when compared to the cost of buying that furniture new. That is a total potential saving of £410.1K for the year 2017/18.

- **I have large amounts of furniture I need to dispose of – how do I go about that?**

In most instances this sort of disposal will/should be managed as part of a larger project.

If this is not the case and/or you require advice on this, please contact the University Waste Co-ordinator at simon.atkinson@manchester.ac.uk as early as possible in the process and we can advise on the best solution depending on the circumstances.

Where furniture is not suitable for re-use via the furniture store or there is too much to accommodate, or where there is the potential to re-purpose furniture for future use, there are a number of options that can be explored given enough time to make the necessary arrangements.

The priority should always be to re-use as much furniture as is possible be it within the University, or through external organisations, many of which we have longstanding relationships with. The disposal of furniture via skips etc should not be the chosen disposal option.

- **Can external organisations send unwanted furniture back to the furniture store for re-use?**

No, we don't have the room or the resource to manage furniture waste from other organisations.