



HOUSEHOLD
GOODS™

Helping People Make a Home.

Making a Referral TO HOUSEHOLD GOODS

To schedule a client visit to Household Goods:

1. Make a plan for your client to get to Acton with a truck large enough to take all of the items they need.
2. Find out two possible dates that would work for your client.
3. Go to www.householdgoods.org/receive

AGENCY REFERRALS

4. Click on
5. Click on [Client Referral Form](#)
6. Complete and submit the online [Client Referral Form](#)
7. You will receive an email confirmation of the time and date of the appointment.
8. Notify the client of the date and time of their appointment. (Please wait until you receive a confirmation as some dates may not be available.)
9. If you have any questions or do not receive an email response within 24 hours please email refer@householdgoods.org

NOTE: There is no regular public transportation in Acton, and it is a three-mile walk from the South Acton MBTA station to Household Goods. There is very limited shuttle service from the MBTA train to "Town Hall/Library" stop (a half mile away from our center).

Please make sure your client has the following information before the visit to Household Goods:

- Confirmed date and time of their appointment
- What to expect tip sheet - overview of what they can expect during their visit (sample on back)
- [Directions to Household Goods](#). Available on our website in English, Portuguese, Spanish and French.
- Transportation plan, including a vehicle for transporting their items. [Truck rental options](#) available via on our website





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YOUR VISIT TO HOUSEHOLD GOODS

What to Expect

How to Receive Furniture

- A social service agency submits an online referral form on your behalf. The social service agency worker will confirm the date and time of your appointment with you.

Before Your Appointment

- Make sure you know the correct time and date of your appointment.
- Please make sure you have a truck or vehicle large enough to transport the items you choose.
- You may come any time in the two hour window you are given, but it's best to give yourself plenty of time to select items.

Choosing Your Furniture

- Up to 12 families every day come to find the items they need most. To be fair to everyone, we limit certain items.
- All of our furniture and goods are donated and have been previously used. Our inventory changes from day to day, and we cannot guarantee that we will have exactly what you are looking for.

After Your Appointment

- We would love to hear about your experience at Household Goods. There is a guest book at the desk if you would like to leave a comment. And if you would like to send us a "before" and "after" picture of your home, that would be the best "thank you" of all! Email agency@householdgoods.org.

The Day of Your Appointment

Our name is **Household Goods**, and our address is 530 Main St., Acton MA. (Main St. is the same as Rte. 27)



Look for the directional signs and follow them past the first parking lot and around to the front of the building.

You will see **orange doors**. If you arrive early, please take a



number and wait until the doors are opened.

When the doors open, a person at the front desk will call your number, and introduce you to a volunteer who will work with you to help you find what you need.



You will be assigned a letter of the alphabet to use to reserve your items and a matching magnet with that letter to attach to your vehicle.



When you have chosen all your items, volunteers will help you load your truck. Please make sure you have **everything** you selected loaded onto your truck before you leave. Items left behind may be given to another family.