



Community Forklift is a nonprofit reuse center for home improvement supplies. We accept donations of surplus and salvaged building materials, fixtures, and furnishings, and then make them available at low cost. We also offer public education and free workshops around reuse, green living, and home repair.

Our thrift store is open to the public, so anyone can shop at Community Forklift's large warehouse. We are open seven days a week from 9 am – 6 pm, and open an extra hour until 7 pm on Wednesdays and Fridays. All donation drop-offs and vehicle loading must be finished by a half hour before closing time on any given day.

In addition to our store where anyone can purchase materials, Community Forklift coordinates the **Home Essentials Program**. This program donates a portion of our inventory for free to households with low incomes in need of building materials or home furnishings. Clients are accepted in a number of ways:

- The household's income is around or below 200 percent of the federal poverty guidelines, [linked here](#).
- The household receives certain types of public assistance (SNAP, housing vouchers, etc.)
- The household is assigned a caseworker who can verify need for assistance.
- The household is referred to us from a similar organization or other community leader.

In each case, we need some form of verification: a recent tax filing, EBT card, direct communication with a caseworker, a letter from a community leader who can attest to the household's need, etc. For privacy and security reasons, we do not accept any document scans sent to us electronically; we prefer to review verification in person or to have a phone call with a caseworker to confirm client status.

Our online form is the only way to apply for the program, but either caseworkers or the applicants themselves are welcome to complete it. Since we are primarily a nonprofit thrift store, this is not an emergency service and we do not have the resources or staff that a social services agency would have to dedicate to this type of program. We have one community services coordinator for over 700 households, so it may take up to several weeks to process the form and get back in touch with the applicant or caseworker after submission. If approved, the client will be scheduled for an appointment. During that appointment, our staff will check verification, review our policies with the client, and a specific grant of materials or store credit will be issued.

Please see our online application for a list of the types of items we are typically able to donate, and keep in mind this list is also not all-inclusive; however, commonly requested items that we do not carry include couches, mattresses, beds, linens, clothes, electronics, TVs, apartment-sized or portable washers and dryers, and vacuums.

Please note that we are unable to make deliveries, installations, or repairs within homes. This program donates materials from our warehouse, but it is up to the client to know the exact specifications of what it is they need for their home. Although we can fulfill some requests quickly, **we have long waiting lists for appliance requests** in particular. Applications to our Home Essentials Program have skyrocketed, but the funding and number of appliances available has remained the same. We are trying to reach out to property managers and stores to solicit more donations, but unfortunately right now we are not receiving enough to meet demand, meaning some applicants may wait weeks or months to get what they need. Due to the current situation, we cannot donate more than two appliances per household.

Another thing to keep in mind is that we receive our entire inventory through donations, which means we cannot determine how long the wait might take. For example, we may not get any gas stoves for several months, but then we might get a truckload of them all at once. We do set aside and distribute appliances for our Home Essentials Program as soon as they become available—the timing can just be unpredictable.

That being said, our primary operation is a thrift shop. While a portion of our inventory is given out through Home Essentials, we are likely to have something available for purchase off our sales floor more quickly than for donation. Prices on many basic large appliances start at \$75 - \$125, so your client may decide to purchase an appliance if they are in urgent need and cannot wait to be served by the program.

Thank you for your time and we look forward to working with you!