



**ALL APPOINTMENT QUESTIONS, CONCERNS, CANCELLATIONS ETC MUST BE DONE BY EMAIL. BY APPOINTMENT ONLY - On Mondays (Tuesday when Monday is a stat holiday) at 4pm. PLEASE GIVE A COPY OF THIS COMPLETED FORM TO YOUR CLIENT**

**AGENCY TO EMAIL THIS COMPLETED FORM TO** hfins@telus.net to get an appointment date & time for your client. **Please include the client's name on the subject line of your email and cc the client whenever possible.** Be sure to let us know if they will pick up the furniture on the day of the appointment or if they want to use our drop off service. We do not contact your client. You must let them know the details of their appointment and confirm their attendance.

DATE SUBMITTED \_\_\_\_\_

PLEASE PRINT

Referring Agency \_\_\_\_\_

Support Worker \_\_\_\_\_ Email \_\_\_\_\_

Will you or another support worker/translator accompany this client. YES  NO

If a new immigrant/refugee (in Canada less than 2 Years) a support worker MUST accompany the client.

Client's Name \_\_\_\_\_

Client's Phone # \_\_\_\_\_ How many in the family/home? Children/youth under 19  Adults

Address \_\_\_\_\_ **ENGLISH SPEAKING?** Yes  No   
*(where the furniture will be used)*

**FURNITURE DROP OFF REQUIRED?** NO  YES  **COST TO DROP OFF** \_\_\_\_\_

Email this completed form to hfins@telus.net to get the fee for the furniture drop off to the client. Please note that we drop off only noon - 3pm the following day depending on weather. We don't enter homes, elevators or apartment buildings or go up or down any stairs.

**IF PICKING UP** - The **vehicle picking up the furniture** MUST be present at the time of the appointment.

**APPOINTMENT DATE** \_\_\_\_\_ **TIME 4pm** We will fill in the date.

**AT THE APPOINTMENT** Your client will be interviewed and we will list the items that they want to look at. They pay the fees owing. They will then go in the warehouse to choose the furniture they would like for their home. If they are picking up the chosen furniture they will wait till everyone has been helped and then they will be asked to bring their vehicle on to the lot to load. If we are dropping off we will load and drop off the day following the appointment between noon and 3pm. Someone must be home to accept the furniture drop off. Once chosen the furniture is the responsibility of the client and no drop off refunds will be given.

**PLEASE READ BEFORE COMING TO THE APPOINTMENT** Appointments take about one hour.

**STREET PARKING ONLY** Maximum 3 people to be present on our property per referral. **BE ON TIME.**

**NO WASHROOMS** **NO CHILDREN/BABIES UNDER 16 YEARS PERMITTED ON OUR PROPERTY**

**WHERE TO COME** **IMPORTANT - WHAT THE CLIENT MUST BRING TO THEIR APPOINTMENT**

1679 Gilmore Ave  
3 blocks north  
of the Gilmore  
Skytrain Station  
*(warehouse is on the  
east side of our  
building)*

- This **Completed** Referral Form **HARD COPY (not in your phone).**
- PHOTO ID
- Something **other than** this referral form with your current address on it.  
*(address can also be in your phone)*
- Non-refundable \$20** registration fee - **Cash (exact change) or Ministry Cheque**
- Drop off payment (if required) cash **(exact change)** or Ministry cheque

**TO CANCEL THIS APPOINTMENT PLEASE EMAIL HFINS@TELUS.NET as soon as possible.**