

## Frequently Asked Questions

How can I donate items? What happens with my donation? What items do you accept? Do you take Electrical Goods? How much notice do you need to collect? What are your opening hours? What area do you cover? Recycling Centres Can I refer myself / Can I receive furniture if I don't have a support worker? Can I choose the furniture? How can I donate items?

Either deliver to our Warehouse at 9 Carsegate Road North (open 9-4 Mon - Fri), at our Shop on Laurel Avenue (open 10-4 Mon - Fri). We also have containers at various recycling sites where items can also be stored. We empty the containers on a weekly basis. What happens with my donation?

We work with a range of organisations across Highland to supply household items where required to support people in their tenancy or on a low income. We use our warehousing space as effectively and efficiently as possible to store items which are frequently requested. Sometimes a surplus of certain items builds up or items that are unlikely to be used, these items will be released to the shops which support the wider service of New Start Highland. What items do you accept?

We take anything that can help make a house a home, from rugs and carpets to toys. If you are donating anything which has a material section then please check it has the relevant fire retardant labels. We also ask that items donated are in a good condition to be donated out for people and families to use. Do you take Electrical Goods?

Yes we do. We have an electrical repair shop which tests all electrical goods and repairs where necessary, thus ensuring all goods donated out are given a 3 month guarantee. How much notice do you need to collect?

We desire a week's notice of items to collect. What are your opening hours?

Warehouse at 9 Carsegate Road North : 9-4 Monday to Friday

Main Office : 9-5 Monday to Friday

Shops at 9 Carsegate Road and Laurel Avenue : 10-4 Monday to Friday

Warehouse Outlet - Furniture New 4 U : 10-4 Monday to Saturday

Invergordon Shop: 10-4 Monday to Friday

Housing Support : 9-5 Monday to Friday

We are closed on Public Holidays (Christmas and Boxing Day, New Year's Day and 2nd Jan) What area do you cover?

We generally cover areas south to Aviemore, East to Nairn, West to Fort William and Skye, North to Tain. Locations of NSH Recycling Containers at Highland Recycling Centres

Inverness - Henderson Drive

Nairn - Nairn Recycling Centre,

Aviemore - Granish Recycling Centre

Fort William - Claggan Road

[View Sites on Google Map](#)

[Highland Recycling Points](#)

Can I refer myself ?

Yes, though proof of being in receipt of benefits or low income is required. Can I choose the furniture?

If you are receiving the furniture from us with out cost we can only provide what is in the warehouse at the time. The public are not allowed in to the warehouse for Health and Safety reasons.

If you still have any questions we are more than happy to answer them. Please call 01463 715 615.

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