

# 2025 Community Forklift Customer Survey

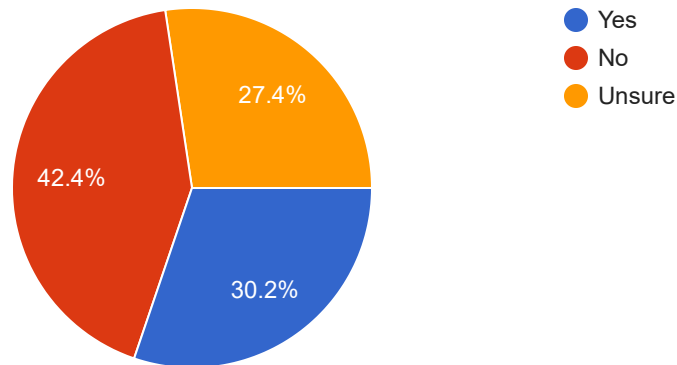
566 responses

Community Forklift Loyalty Program

**Are you a member of our Community Forklift Loyalty Program?**

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566 responses



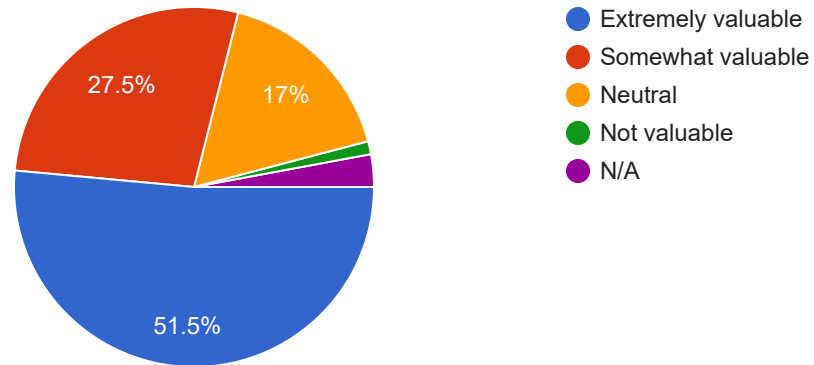
Community Forklift Loyalty Program



## How valuable do you find the Community Forklift Loyalty Program?



171 responses



## What would make the Community Forklift Loyalty Program more valuable?

171 responses

Not sure

Nothing

An exclusive first look whenever there are new arrivals, before opening to general public.

Better explanation of its benefits

I appreciate it the way it is currently set up.

Unknown - I just joined it.

I think it's such a great program!

Early access to see new items. Possibly early members-only store hours?

I just joined so am not in a position to say.

Early access (like 1 hour before opening for only loyalty members) or special discount days just for members.

I haven't been a member long enough!

Unsure. Invitations to special events, perhaps?

More points per purchase or special sales

Bonus discount % off on purchases

provide for partner discounts with other local building product supply companies



is valuable

Larger discounts, promotional sales for loyalty members, notifications when wanted items are in stock

I guess I'm not using it enough to know.

More merchandise

I don't know. I don't really shop there enough to make things worthwhile?

A mailer or newsletter detailing accomplishments

It's great -- doesn't bombard me.

Not sure, just registered today

Sales just for members

I don't need a loyalty program to love CF. :)

I've gotten very nice items for my garden that I could not have afforded elsewhere.

Earning points for a free or more discounted item

More bonuses

More points for purchases

Have weekly raffles at the store

I can't think of a thing

Better discount



More awareness?

I remember signing up, but don't remember what the benefits are.

It's good

More info about how the program works...I haven't used it yet

I don't shop that often.

More use

If spending over 500.00 in one trip, points should automatically double.

More points for every purchase

not sure

I think it's great as is and appreciate you having it

discount and sale notifications

Is there a time limit for using loyalty points?

Maybe have insider days for members to shop only?

Not really sure what the amount spent for award is.

?

Membership events or early access to sales

Nothing...I love it!!



I love

Special sales or events?

Honestly I think it is good as is

code to scan instead of phone #

Love getting the discounts. But is not the reason I support Community Forklift. I believe in what you are doing

Bonus point days or bonuses for your birthday month.

Honestly it's a great program and gives coupons regularly

More transparency on how benefits are earned

More locations

I'm not a big enough shopper, so I doubt it would ever be valuable for me?

If you had a camera to view what's in the store at any given moment so I can see if there is new stuff

Extra days for pickup. Ability to link eBay/marketplace orders (that's tricky)

maybe a birthday gift?

It's fine I just haven't been able to go to the store extended hours at least one day of the week would be appreciated

Ready valuable get more items

Already like it!



More great overall discounts on all items in stock.

Nothing

Give discounts to Seniors

If I used it more.

I haven't been in it long enough to take advantage

more discounts

have special "double " rewards on certain days

No suggestions

Some prices are a little high to be used and worn

More discounts using the loyalty program

Love Community Forklift

Digital access? Or connecting it to the eBay store.

I'm not familiar enough with it to answer (just joined on my last visit)

Eating points for donating

Improve online communication

If you opened earlier, Donna weekdays

Get points for donation drop offs



Guess I'm not sure of the benefits to be honest

Raise the limit of amount allowed to \$500...

More discounts

It helps me to afford some of the products at CFL and keeps me informed about deals.

No Notes !

It's fine as is

More consistent offers

Discounts

I feel it is fine the way it is.

I actually think it's pretty great as is

Bigger discount haha

Doing a great job

Anything is valuable

I have not used it enough to know

New to the program. I haven't figure that out yet.

Announcements of all the sales coming up in the near future.

Easy access to balance info through an online portal or texted info





Earn points for online and Ebay purchases / all Community Forklift related purchases;  
Incentives for loyalty members; exclusive events and discounts; annual offers/gifts (birthdays, milestone anniversaries, \*discounts for donors, etc.); CF Club swag or discounts; "first-look" on new items, exclusives; CF classes (social media, online shop-search, photog, DIY, tools of the trade, level 1-3 tools of the trade knowledge, around the house: elements of the home or projects site, etc); guest industry professional meet-n-greet/pop-ups/socials (bring a guest could incentivize sign-ups for new loyalty members)

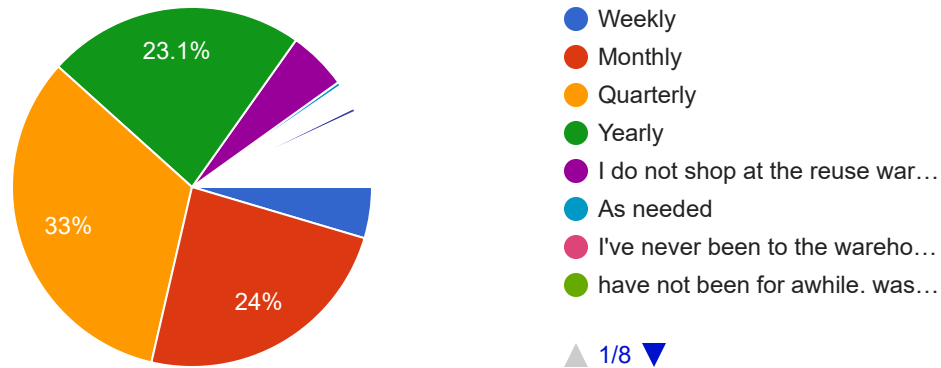
69 more responses are hidden

## Shopping at Community Forklift

### How often do you shop at the reuse warehouse?

 Copy

566 responses



▲ 1/8 ▼

## Shopping at Community Forklift



## What would make you more likely to shop at the reuse warehouse?

30 responses

More knowledge of what is in the warehouse

More photos of available options

I've been sick so not out a lot. Need to replace some doors.

Not Sure/Pricing

Cheap items to save in household

More convenient location

Not sure

I am not interested

Na

I would like to shop there but it's a long drive, discounts make me interested in going but then I think about sitting in the car for 45 minutes

If I was doing a remodeling project and/or lived closer. I am in VA.

Knowing if they had a discount day

Lower prices

If my daughter needed something! am at an age where I am downsizing, not buying! I have used Community Forklift to donate furniture and other items.



If there was a location closer to me

Closer to dc

If it were easier to get to by public transportation

Looking for interesting things

Offers of discounted items of interest

N/A

Easier to get to + help with transporting bigger items

More pictures of things available. The warehouse is a long drive from my home.

When I need something i believe the forklift will have.

If I have the need for a salvaged item, I would shop there.

Im intrigued to find out what they offer so I'll be checking soon.

I keep it in mind in case i am ever looking for something in particular

N/A - I make contributions to CF, instead.

do not have a need at this time

If it were in a more convenient location

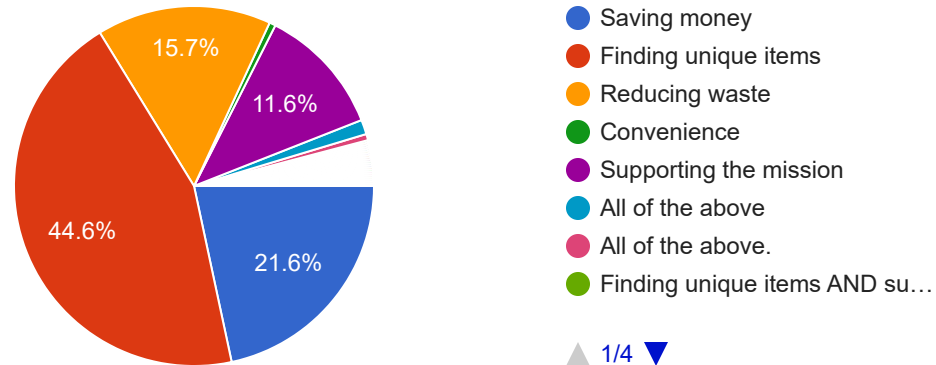
At 78, I am more interested in donating items to Community Forklift than shopping.



## What is the primary reason you shop at Community Forklift?



536 responses

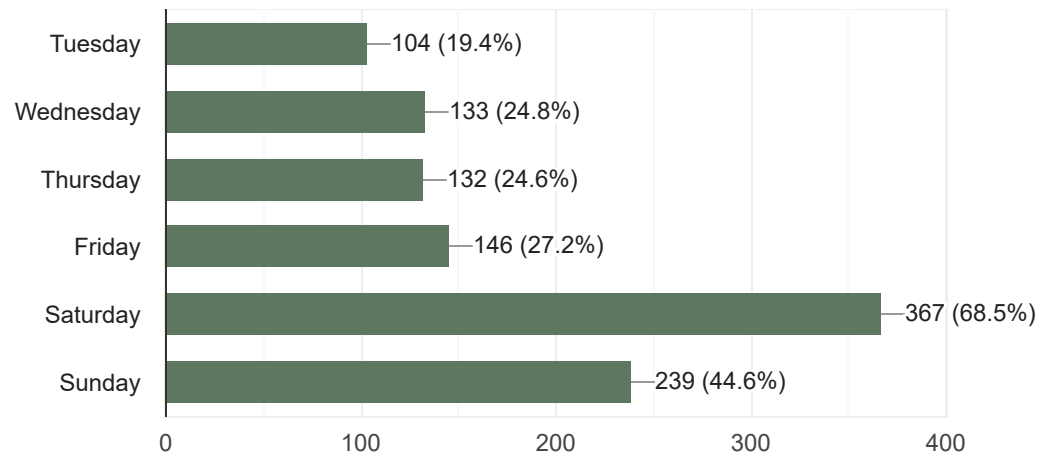


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## What days of the week do you usually visit? (choose any that apply)



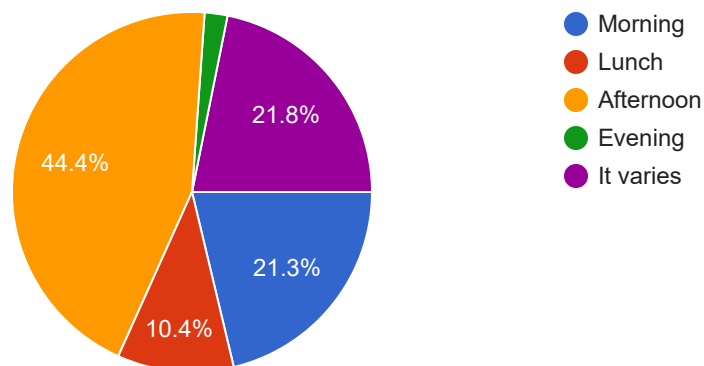
536 responses



### What time of day do you usually visit?



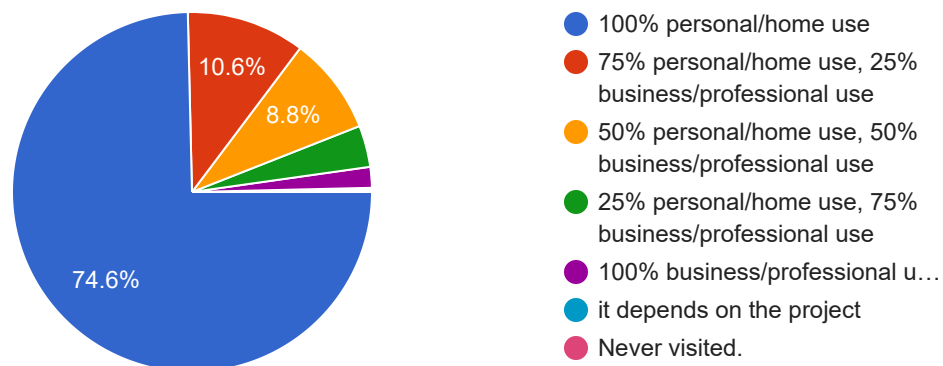
536 responses



### Approximately what percentage of your purchases are for personal/home use vs. business/professional use?



536 responses



**If you buy for a business, what type?** *(choose any that apply)*

 Copy

536 responses

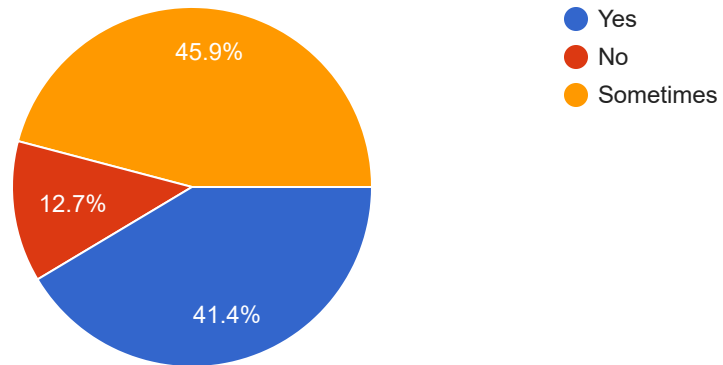


Contractor	24 (4.5%)					
Interior design	20 (3.7%)					
Real estate/property	21 (5.8%)					

## Do you usually come with a specific item in mind?

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536 responses



**What category of items do you usually purchase/want to purchase?**

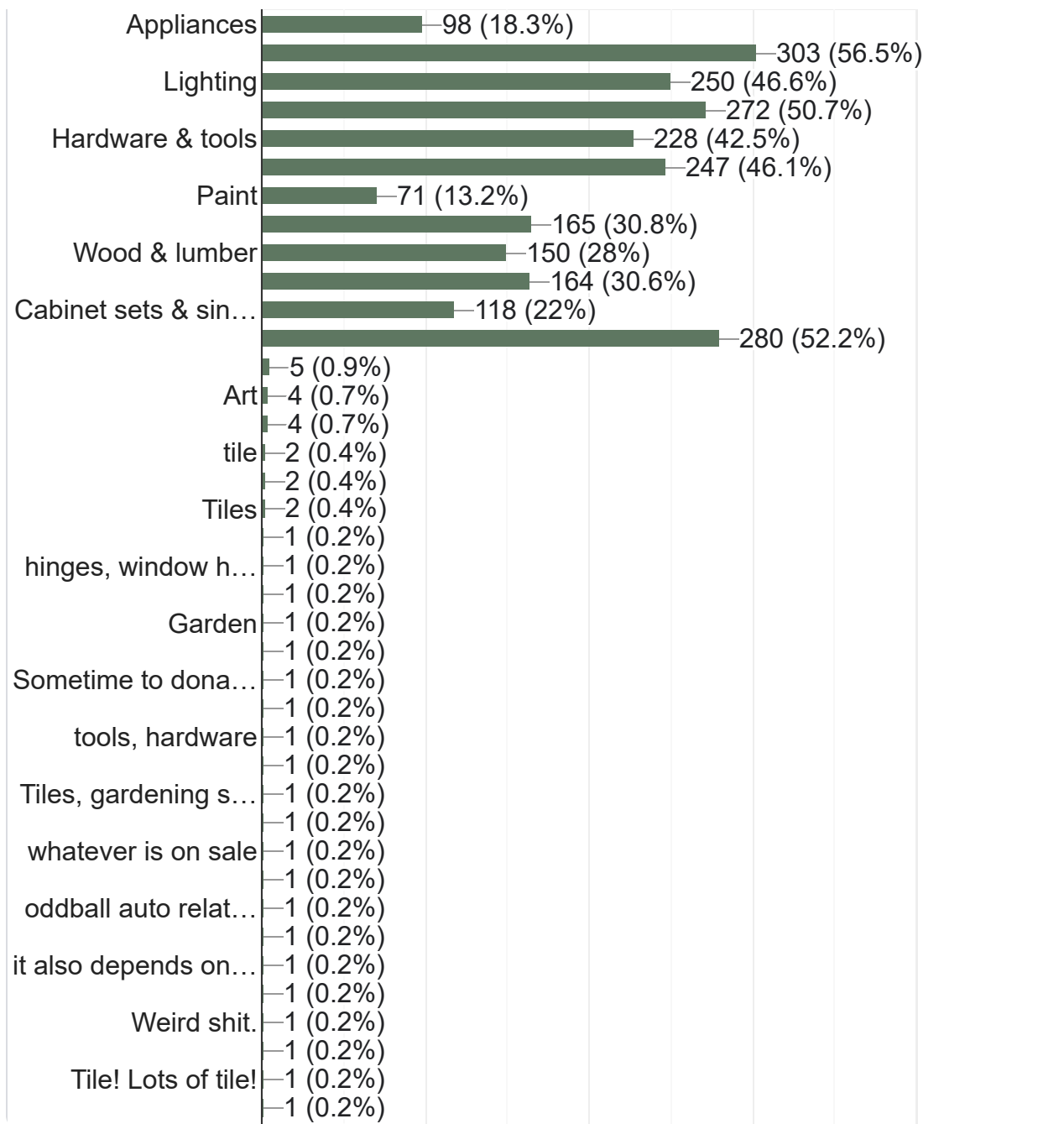
*(choose any that apply)*



536 responses







## What types of products would you like to see more of at Community Forklift?

309 responses

Tools

Furniture

Art

Furniture

N/A

Vintage

?

Salvage

Tile

No suggestions

architectural salvage

Unsure

not sure

Antiques

drawer/cabinet pulls, house numbers, etc.



Gardening supplies like galvanized rings, large grow pots/bags, animal resistant enclosure materials, etc.

Garden/pots/outdoor furniture and Antiques and vintage

Truly antique lighting

I think the types you always have are valuable to all.

Lighting

Maybe if items can be tagged by "Style", if you have doors from "1930s" or "Wardman Park"..

I like the combination of products that you have now.

more hardware and tool products

Architectural salvage (stained glass, old building elements, doors, etc) I'd like to be able to shop online for outdoor (historical fencing salvage, hardscaping supplies) as well as things like kitchen floor tile. I can't visit the store because I do not have a car and you're not by metro, so I am limited to shopping what's featured online. You used to feature online windows and doors for sale but haven't seen that section for a while.

tools

Antiques, novelties, tables

Home decoration

Antique furniture

Flooring, trim



I wish the salvaged lumber options were better. Sometimes I drive up to Second Chance for lumber.

Flooring material

Community Forklift does a great job; can't think of any specific products that I'd want that I haven't seen there in the past.

radiators. since you stopped handling them, they are very difficult to find.

Exterior items e.g., bricks, pavers, etc.

Hardware, Plumbing, windows and doorknobs, screws and other things like that that you used to sell

Art tools and supplies, fabric, plumbing fixtures and parts.

Vintage/antique furniture, vintage lamps, vintage bone china

Vintage entry doors and flooring

It's been awhile since I've been to Forklift, but I'm really interested in wood floors. Everyone wants this LVP, but that's just introducing more chemicals and plastics into our lives.

I'm also looking for a 1970s metal stair railing for a townhouse.

More fixer-upper vintage furniture

Would be nice to create a tool library for rental of power tools for use by community

Granite and Iron

More unique drawer knobs!



A more reliable stock of basics, like electrical outlets/switches/extension cords, hand tools, etc.

Small radiators, small cans of paint

Salvaage

Bric a Brac

Hardware

Appliances and home furnishings

Antiques/vintage stuff

vintage

Anything to do with gardening (seed and plant swap)

Vintage/home decor/garden

Bathroom vanities, tile

Wood and lumber, fences, shutters

Books and electronics

Home items, I do like the furniture.

Architectural salvage

Lower priced items

I'm always looking for more bookcases and other display furniture but that's often unavailable



in store.

Sinks and lighting

You used to be a great place to get a single ceramic tile or a single ceiling tile for a small repair, random plumbing and electrical parts, etc., which was great, but lately you mostly only have the big sets of tiles for a major project and you don't seem to have as many electrical and plumbing parts. Maybe you could do more to encourage people to donate the small number of leftovers from a project, so you would have those kinds of items? I also used to get basic cheap blinds there, but lately you only have fancy ones. In general, I feel like the Forklift is gentrifying, and no longer catering to people like me looking for basic cheap stuff.

More exotic lumber

Don't have a suggestion.

home organization and storage stuff like shelving, bookcases and bins

Vintage hardware and affordable wood

Art and housewares

Bathroom cabinet

Furniture and lighting

Refurbished

books

Architectural salvage

it is perfect the way it is, thrill of the hunt!

Forklift has a great variety of items



you already have a great variety

Home renovation

whatnots...

Small home decorating items

Like the outdoor granite selection. Cast iron utility sink.

Small furniture

decor

I won't know it until I see it.

Affordable furniture

More tiles

already has a good balance, maybe some outdoor stuff

Used lumber

No suggestion, you have it all!

Titles, Windows aND DOORS

You have a good variety already

More antiques

Anything



Room or house size rugs and flooring

Midcentury Modern and FUNKY things

Would love to see more furniture and home decor

Floor tile, kitchen faucets, small bathroom vanity

Bikes

Radiator covers

outdoor/garden

per above, would love to see more garden stuff

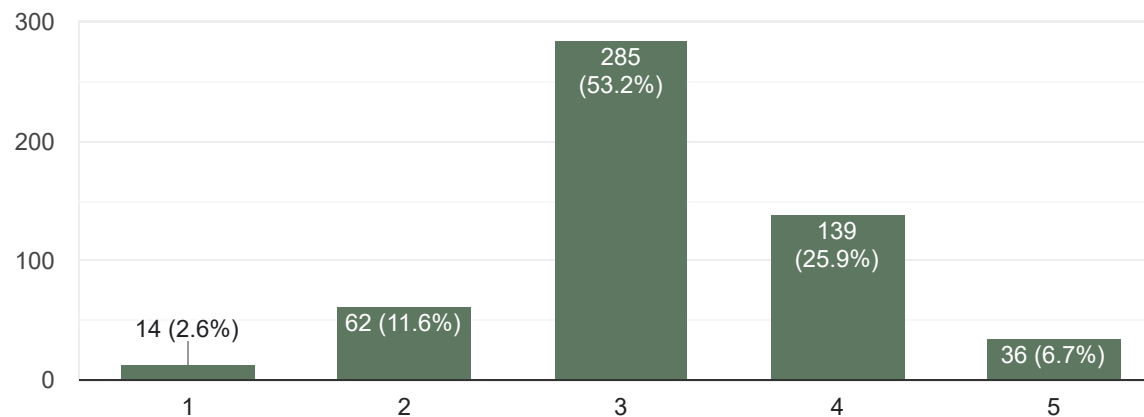
Kitchen countertop

187 more responses are hidden

**How often do we have the product/item that you are looking for in stock?**

 Copy

536 responses

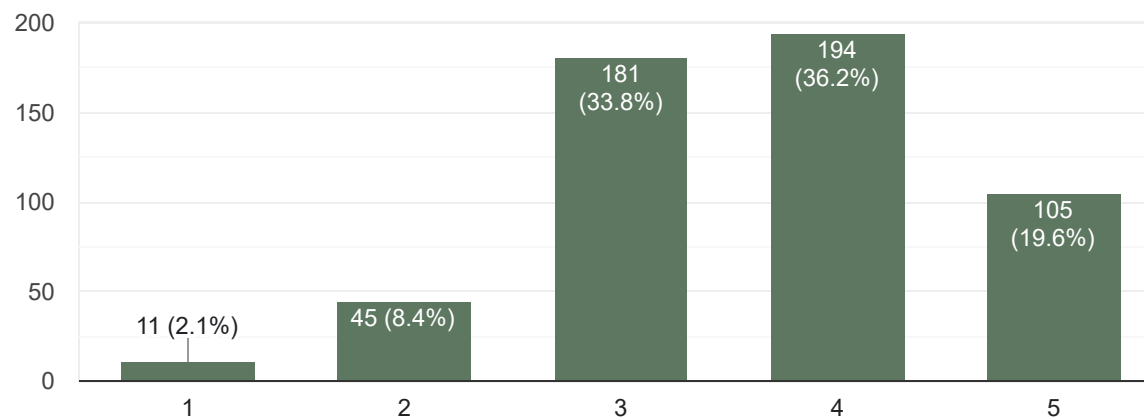




### How often do we have the product/item that you are looking for at a price point you are willing to pay?

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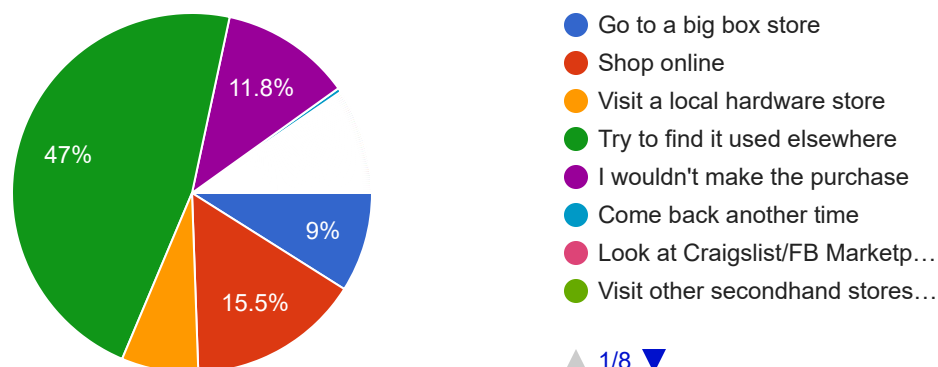
536 responses



### What would you do if you couldn't find what you needed at Community Forklift?

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536 responses



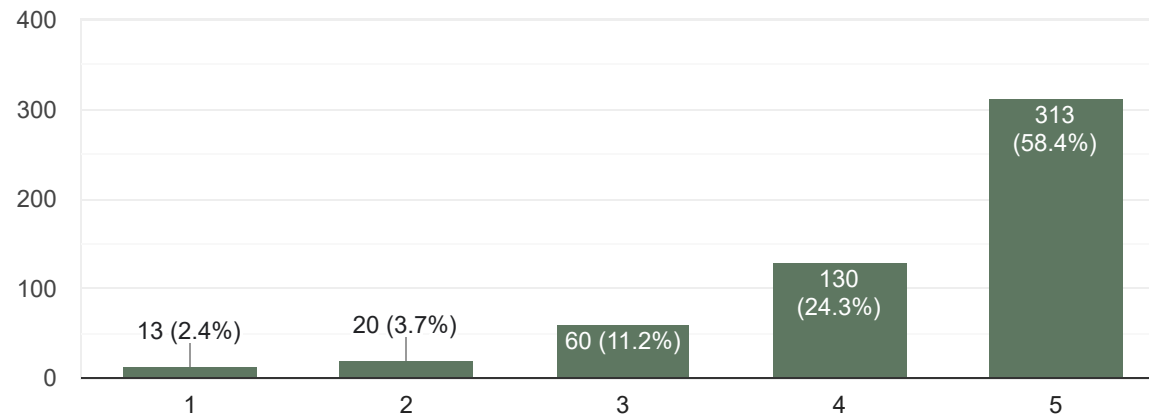
▲ 1/8 ▼



**Thinking about your most recent shopping experience at Community Forklift, overall, how satisfied were you with that experience?**

 Copy

536 responses



## What could we have done to improve your satisfaction with your most recent shopping experience?

314 responses

N/A

Nothing

Nothing

nothing

Na

Nothing!

?

Everything was great

n/a

add air conditioning! (sorry)

Better guidance about where to find stuff - maps of the store? An app that featured new stuff?

Nothing! I love the newsletter, the items you have that can be for everyday and items that someone is in need of for living purposes, unique furniture and lighting for their home and knowing that people can come when they are in NEED so they can continue to live!

Nothing - everyone at CF was helpful and checkout was speedy

it's just hard to find stuff.



It was hot inside the warehouse but there were fans available.

nothing additional

More inventory shoppable online

not much

I don't like the new store layout. It doesn't offer as much variety, and that unique shopping/hunting experience.

All good

Nothing! It was so affordable and felt awesome not buying new!

N/A

Keep doing what you do

Great the way it is

Nothing to add here other than increasing salvaged lumber supply. You guys are very hospitable.

Nothing! We were very satisfied with the floor tiles and toilet we purchased.

Nothing you guys are perfect

Keep doing the great job that you've done in the past.

The staff member was very rude. This has been a problem for many visits in the past 2 years. It makes me shop there much less frequently, and has encouraged me to donate items to other options.



More helpful employees, better hours and open every day, stock not moved around so much and store not rearranged so much. Store more like it originally was.

Better organize display of items (similar/related items group together better.

Lamp Shade section was dimly lit and not as organized as parts of the store close to the front

Reduce wait time at loading dock since I was being charged for every 15 minutes I exceeded the slotted flat fee rental time

Since Forklift inventory relies on donations, this is probably not feasible to have what I want in stock. Maybe there's a way to capture the needs of those who shop and leave empty-handed with those who might have products on hand they could donate....Sort of a matchmaking enterprise....Win-win!

Your pricing is no longer a value proposition, and frankly all over the place regarding vintage furniture pieces (overpriced relative to actual condition - you may correctly identify/acknowledge style of a vintage piece but you have little understanding of the costs to restore a piece and make money based on the sales prices you set. Thus I cant buy a piece and restore it and make any money at the prices you sell for - Same syndrome that Habitat for Humanity Restore stores have fallen into, I rarely find "good buys" anymore vs say 5 years ago.

I usually go to donate and if I see something to buy I do. I love the mission. Would go more often but its far away. Would love a store in Northern Virginia

Y'all are great!

help load. Your loading dock is very high and until recently you had a sign proclaiming that you refuse to help. That discourages me from buying anything large or heavy.

Some aisles were difficult to navigate

Had more of the items I was looking for

Had a great experience! A few items not priced but was able to ask a sales assistant and get



one quickly

Happy with staffing and organization of goods.

It was great lighting fixture

More merchandise

Organize your hardware section a bit better! It is hard to find things there.

Nothing I can think of

More fans to cool down the space a bit. It was a hot day.

I can't think of anything - I enjoyed every trip I've made there.

More stock of tile

Extra spacing at the loading dock and extra help to load items to the vehicle

Your prices have gone up dramatically. Not good.

I really hate having all the furniture in the middle - much prefer the aisles of parts

a selection of towel bars

you guys are doing great!

I've been coming to CF for a long while....although I appreciate certain upgrades, I sort of miss the funk of years past.

Nothing all good

More inventory



Can't think of anything, CF is great!

longer hours during the week

It was hard to find someone to help us- it must've taken more than 30 min!

N/a

Wanted to buy paint, but couldn't tell what colors were in the cans...better marking would be good.

Nothing you could do. I just didn't find a side table that suited my taste.

Can't think of a thing!

It was our first time and we were unclear of the process. Some knowledge of that would have been helpful

Faster check out

just didn't find anything unique

Improve rewards program

no improvement needed! Staff are awesome. Stock is varied.

You guys are knocking it out of the park.

Pricing has seem to have gotten very high on fixtures, furniture and cabinets

Provide all your inventory online.

nothing. overall experience has been outstanding



Nothing.

Nothing!! I bought it thru the online market and the guys put it into my car for me. Great guys who care about what they are doing!!!

Nothing because you didn't have the particular items I needed then.

Limited option of appliances and furniture that day

I ❤️ Community Forklift

Nothin

Easier transport to my car

Less dust, lower prices on picture frames

Loading area needed a little more supervision

Wasn't able to drop off donations because you were full already

Nothing, I loved it and will definitely be back.

THERE SHOULD BE PRICE ON ALL ITEMS. MAJORITY OF THE MERCHANDICE DO NOT HAVE PRICE TAG. STAFF GIVE DEFERENCE PRICES ON THE SAME ITEM

I was happy with my visit

They do a really good job help in finding and pricing items not. Marked...

I think you're great. I Don't expect to find everything I want but I support the mission including reducing waste, supporting low income communities, saving money. I live about 40 minutes away so I don't come as often as I'd like.

Not related to my shopping, but the biggest improvement would be to make it easier to do





donate items. I bring things that fit in my car, but it's very difficult to arrange pick-ups for large things.

We keep on buying things and when we come back to collect someone has stolen it. One time we caught someone loading our marble into a truck.

Nothing. I emailed in desperation asking if the item was returned to please let me know. I received an immediate response and thought it wouldn't happen. A week or two later, I was made aware the item would be relisted later that morning and I was able to buy it. THANK YOU!

Would be nice if you offered drop off in the DC area - would happily have paid for it!

Tag items better, air conditioning,

It was great, no complaints!

Don't have much shopping time because the store was closing

better communication about access to the loading dock

Very good price exelent services

Price

Love everyone who works there especially the lighting dept. Would love to see more furniture, mirrors, etc

All went well. Great overall customer service.

A/c in the warehouse

188 more responses are hidden

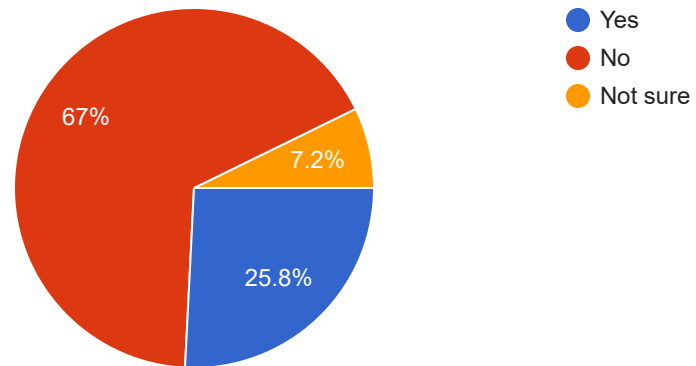
Promotions & Communications



## Have you visited recently specifically because of a sale/promotion?

 Copy

566 responses



Promotions & Communications



## What was the sale/promotion?

146 responses

Lighting

25% off furniture

25% off lighting

Furniture

Discount on furniture

first fridays

First Friday

lighting

Lighting discount

Lighting sale

25% off furniture

Furniture

Usually lighting sales

Don't remember specifically

doors and flooring



10% off Wednesdays in July

lighting

Can't remember - maybe a % off windows

It was a sale on toilets

Lighting sale

Good 🇧🇪

Lighting 40% off, art/ homegoods 25% off

% off lighting

I go when furniture is discounted

% off appliances

There was a furniture sale and we also come to most of the monthly Friday events

Cabinets 25% off

discount

10 percent off

Garden party

Save 25% off lighting or something

Outdoor/garden weekend



50% off cabinets

25% off decor

Percent off cabinetry

Lighting

25% off lighting/furniture

Tent sale

There were multiple promotions in this summer.

40% off lighting

Door sale

Percentage off of lighting

Appliances

Cabinets

Kitchen Cabinets

The outdoor furniture area as well as the online listed sale price of a category of items (lights).

% off sale

25% discount in furniture

Furniture ???



25% off tile

home goods and art sale

Discount for specific time

Cabinet

Outdoor pavers

25% off home decor

Not in stock

25% of furniture

Housewares

Discount on lighting and cabinets

Open house

Doors

Garden, furniture, lighting

25% off

When Lighting, Decor, or Furniture are on sale I make sure to stop by.

Lightning

Percent off furniture



Tools

dont recall

garden promotion

Various discounts

Lighting sale 40% off, Scavenger Hunt! ( was actually one of the ways I celebrated my birthday in March -- so much fun!!)

Lighting discount

Cabinets sale

Furniture discount

Garden sale

When you had music and other craft sellers- those are always fun.

a % off furniture

Can't recall

% Off Email

Sales on tile, windows, door, and lights!

appliance sale

The discount on lighting

Garden supply popup



Sale on lighting.

furniture

Art because of frames!

10% off

Sale on lighting

7/4

I think it was cabinets

Sale on furniture

Seasonal sale

Lights

can't remember

Percentage off lighting.

Lighting fixtures

In general, i cant remember, but took advantage of whatever it was. I also like the first friday events!

Light, furniture

25% off on items (usually furniture)

Don't remember the last one, sorry.





21 more responses are hidden

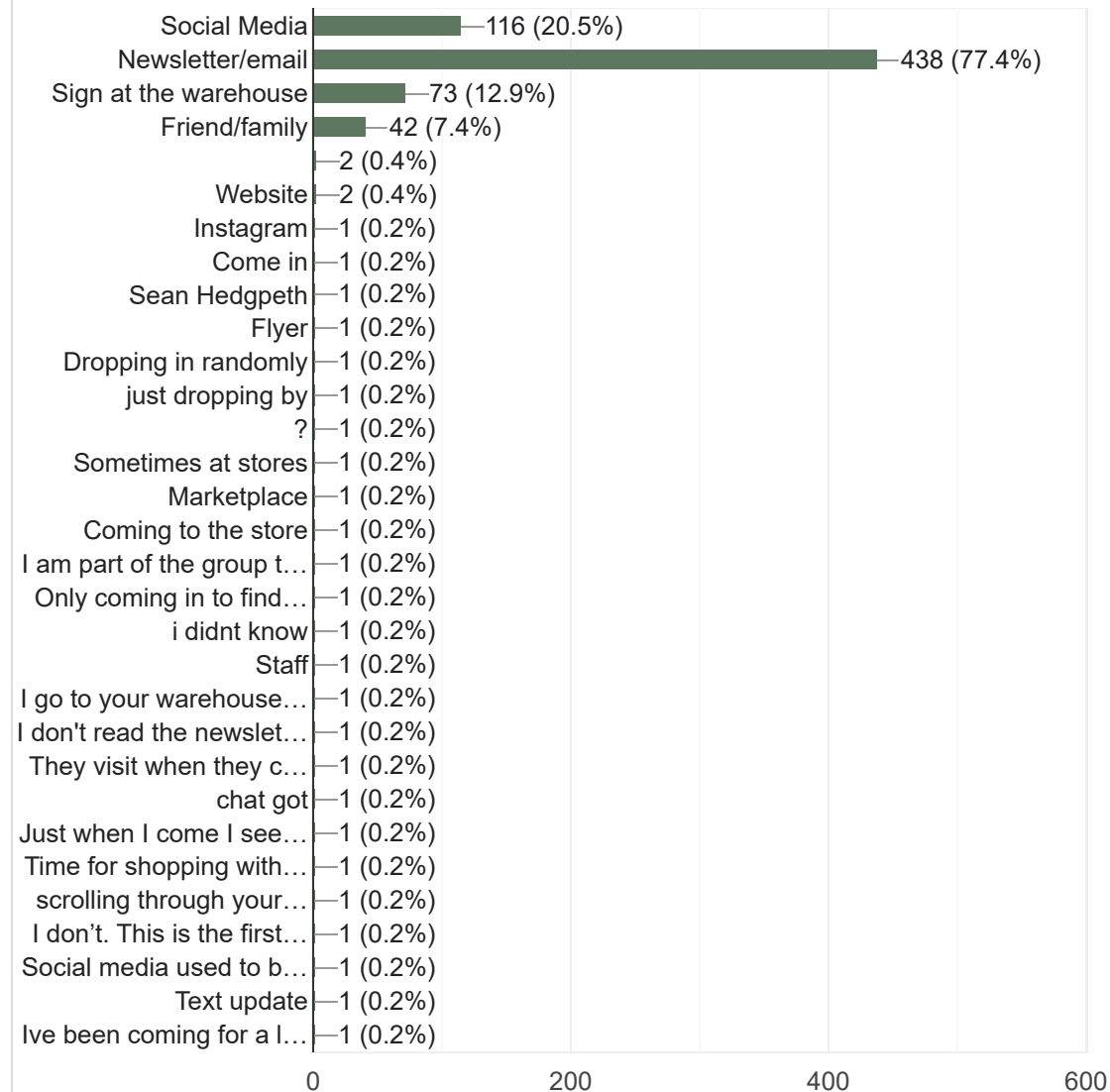
## Promotions & Communications



## How do you usually learn about sales or discounts? (choose any that apply)

 Copy

566 responses

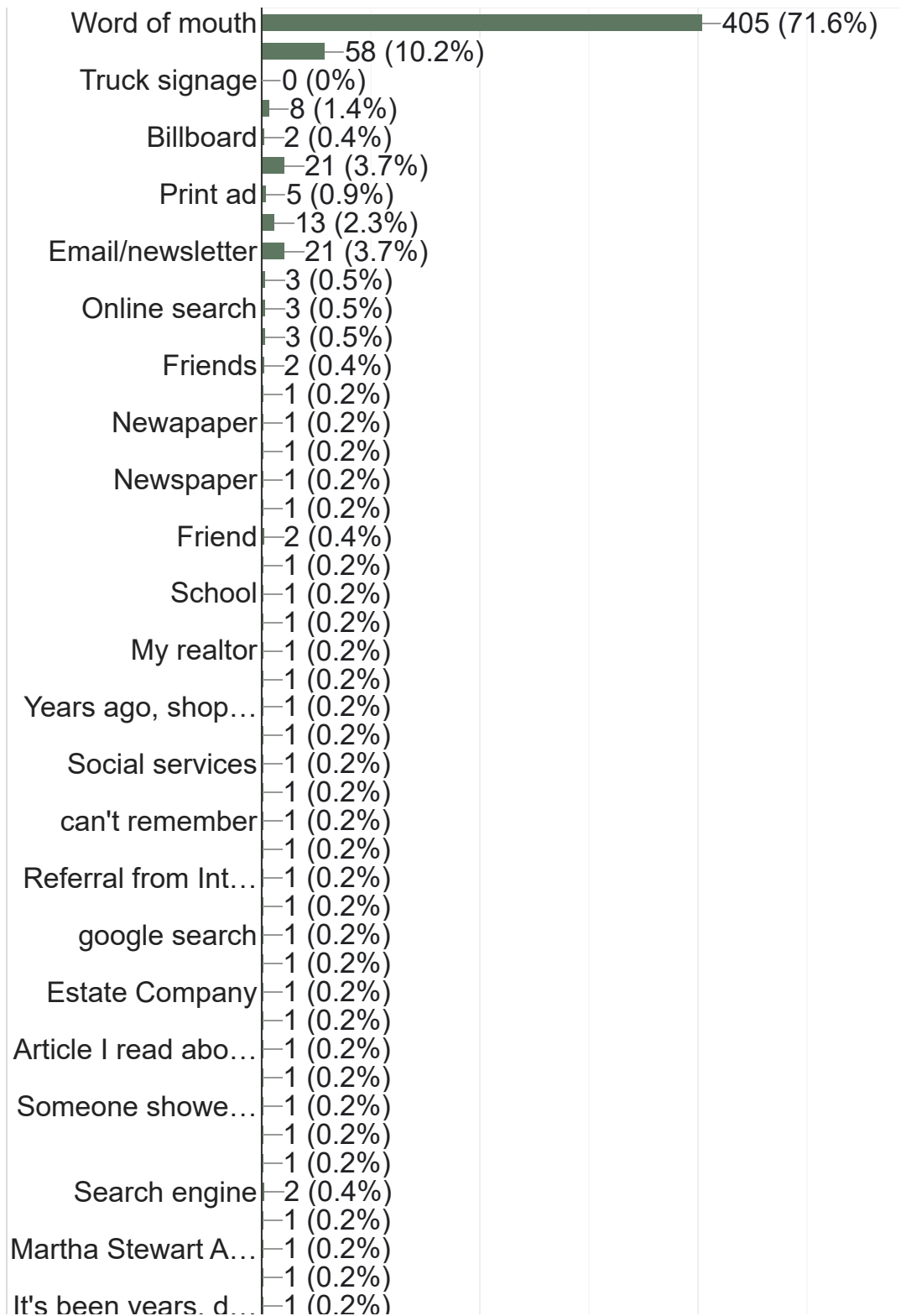


**How did you first hear about Community Forklift?** *(choose any that apply)*

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566 responses





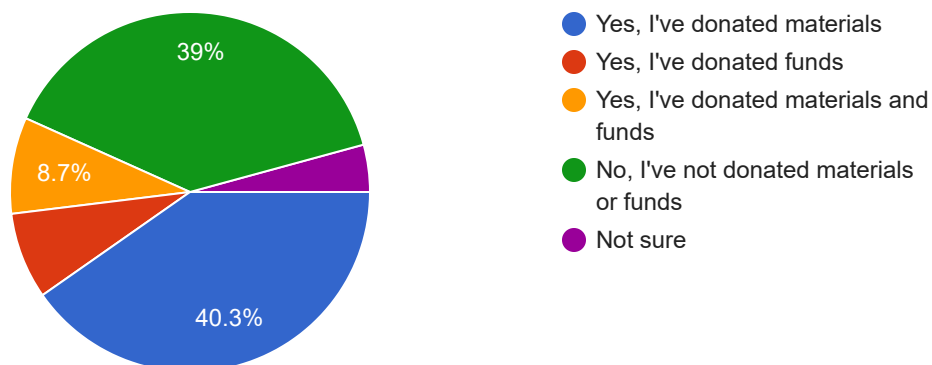
	1 (0.2%)					
dk	1 (0.2%)					
	1 (0.2%)					
Article on reuse/...	1 (0.2%)					
	1 (0.2%)					
Walk-in the ware...	1 (0.2%)					
	1 (0.2%)					
We wanted a pla...	1 (0.2%)					
	1 (0.2%)					
Googled you so I...	1 (0.2%)					
	1 (0.2%)					
Flyers	1 (0.2%)					
	1 (0.2%)					
My favorite mana...	1 (0.2%)					
	1 (0.2%)					
craigslist back in...	1 (0.2%)					
	1 (0.2%)					
Google maps se...	1 (0.2%)					
	1 (0.2%)					
Looked up to see...	1 (0.2%)					
	1 (0.2%)					
Just happened to...	1 (0.2%)					
	1 (0.2%)					
google	1 (0.2%)					
	1 (0.2%)					
Don't remember....	1 (0.2%)					

Donations & Support

Have you donated to Community Forklift in the past year?

 Copy

566 responses



## Donations & Support



## Is there anything we could do that would make you more likely to donate in the future?

245 responses

No

no

No

Not sure

N/a

not sure

Better education on what it's used for  
More signage in the store? Offer curated shopping to high donors?

I think I bought some raffle tickets, otherwise I spend enough on purchases.

I would like to donate at Holiday times but I don't see how as I would do it via funding

Donated a house worth of materials 5 years ago but we're not moving anytime soon!

Ease of pickup from my home

Gift certificate

Not that i can think of

Pickup



Just need a reminder. :-)

I have donated materials before, but it was more than a year ago.

More info on what to donate

We are new to community forklift, and have added you to our list of local causes we would like to support, we select and make our contributions twice a year. We just haven't hit the date yet.

i have large furniture items I would donate but I can't move them

Unknown

not much.

Alternative community drop-off locations, other than at the store

I will if I can.

Just sort of tight on funds right now (retired fixed income)

I haven't donated recently because I haven't had anything that I thought you would want.

Maybe having a few locations to drop off the donated products over the year.

Teaming up with causes I believe in

Probably not, more likely a change of circumstances which would allow us to do so

A Zipcar onsite; that way I could bus there to just shop around, and if I see something I could drive it home and return the car afterwards. Currently I have to pay for a car without knowing if I'll find anything, and to keep rental costs I have to limit my browsing time. A dedicated Zipcar spot would enable carfree people to come to your space and linger...





offer Donation Pickup for a wider range of items

Maybe more visibility on what donating means and how it affects or influences housing.

That loading dock is also high, and it's hard to unload anything large or heavy. At Second Chance in Baltimore, there is no high loading dock and people who work there unload and load for customers.

Yes

Let us know what you accept

Nothing, just haven't had a chance to clean up to get some things together

No not really

Pick up from home

I didn't know you could. Maybe it has been overlooked. But possible add some information on the newsletter/emails

Incentives

I don't know. i would definitely donate if i had house stuff after a Reno.

Pick up appliances

Pick up

Pick up the items at my house. I don't have a truck to bring them to you

Going to visit Community Forklift.

I have donated in the past, havent had anything useful for you



Furniture

Affiliate with Habitat for Humanity

Your newsletters sometimes mentions particular items you need, which is good as it may jog people's memory that they have that item taking up space in the basement.

Have donated in the past and will continue to keep CF in mind for future donations.

More guidance on what materials an individual can donate, I'm afraid to bring something and then have it rejected.

Can't think of a thing!

Pickup option

I wish I lived closer!

at home pick-up

Nadda

no just haven't had stuff to donate

I live over an hour away, so no

I live in NC now and the trips to Community Forklift are less frequent due to mileage

I will now. I thought it was mostly things from contractors or estate sales

Nothing! I will donate when I have extra means to do so because I do value the work you all do!

Hadn't thought about it; I will keep in mind.



maybe not sure

Not sure. I feel like when I purchase something I am supporting the mission. Win/Win

No.

?

I'll be sure to take my wares here in the future.

Items that I do not need any more.

No, I don't get rid of furniture very often if at all

Receipts. I donated two portable radiators, delivered by Mac, and got no communication back afterward.

If I have anything I cant use i will definitely donate to CFL

Not that immediately come to mind

We donate at times,but haven't for a couple year's

Nope. Y'all are great.

Not sure... maybe more connections to other nonprofits (ie, N St Village or SOME)

Not really.

as we have things available, we're happy to donate

Limited funds

No. Not at the moment.



Nothing really...more convenient to drop off elsewhere

fundraiser or gala?

Is there a place to find a list of acceptable items?

I on fixed income right now. Will be donating in future because I need clear some items.

No.

No, your reminders (email & website) are good enough.

I will consider donating funds in the future

Offer a coupon similar to a thrift shop

Make it easier to donate furniture. I tried, but ended up selling via facebook marketplace

no but I have recommended CFL to others for donations

Remind me

I just would

Just need to pay off a lot of debt first. Nothing you can do. I believe in your cause and will support as soon as I can.

I made several attempts to donate items, but I wish you would provide a list of items that are not needed.

More convenient to Arlington

Donation were rejected



Nothing

Easier drop off

Yes provide pickups.

If I ever have anything to donate I'll bring it

Find me a job, I've been unemployed too long

Need to assemble items

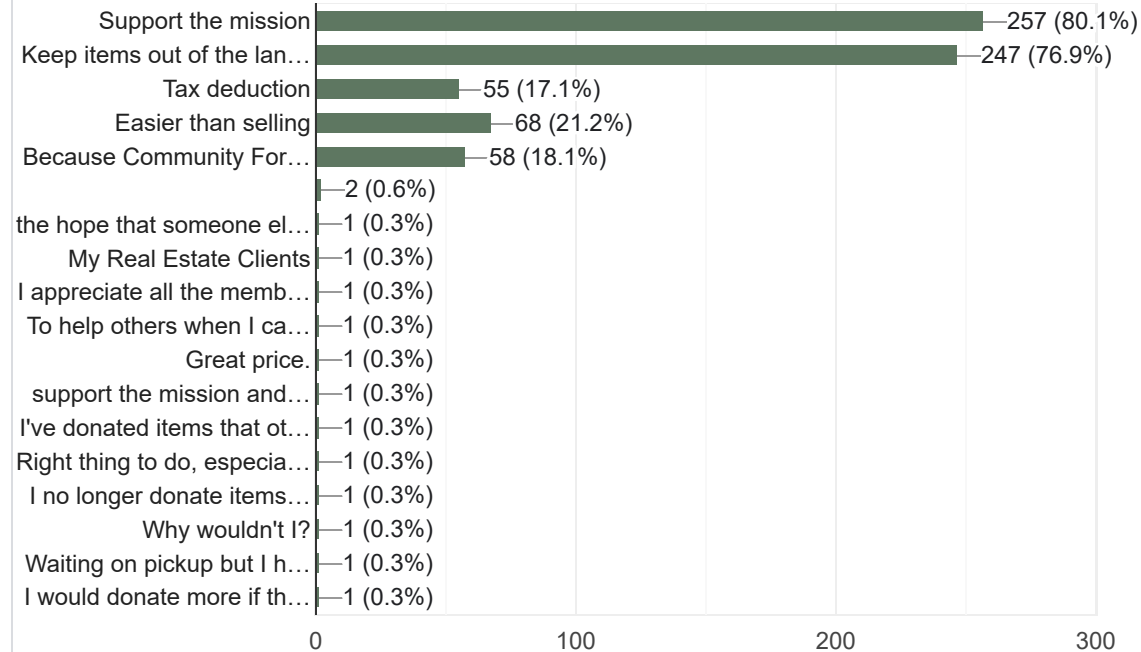
98 more responses are hidden

## Donations & Support

### Why do you donate? *(choose any that apply)*

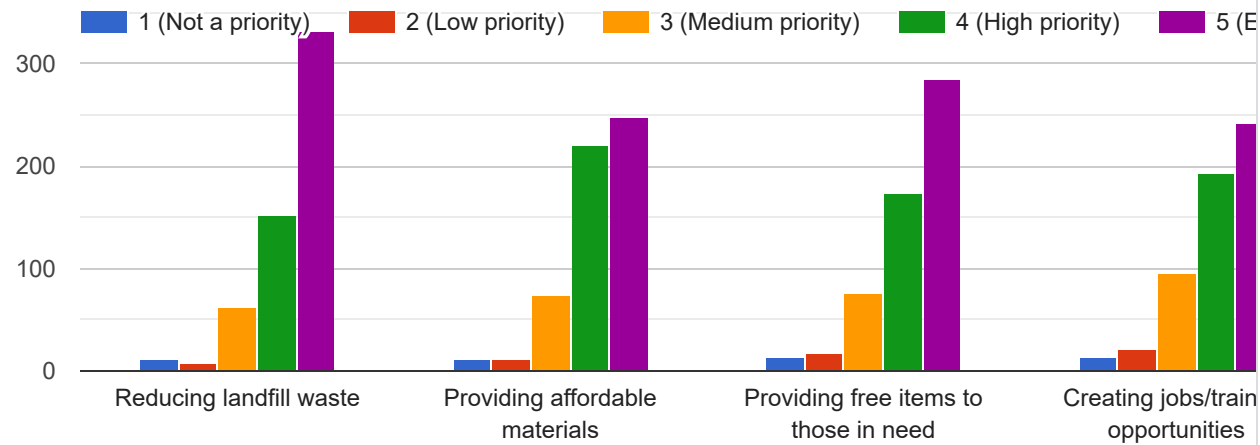
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321 responses



On a scale of 1–5, how important do you consider the following elements of Community Forklift's work to be?

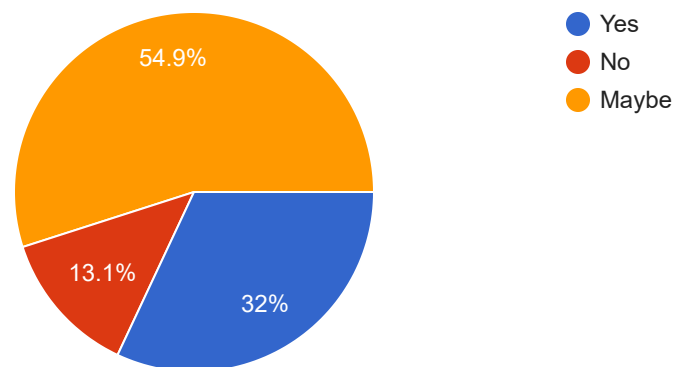
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If we offered workshops, would you pay to attend?

 Copy

566 responses

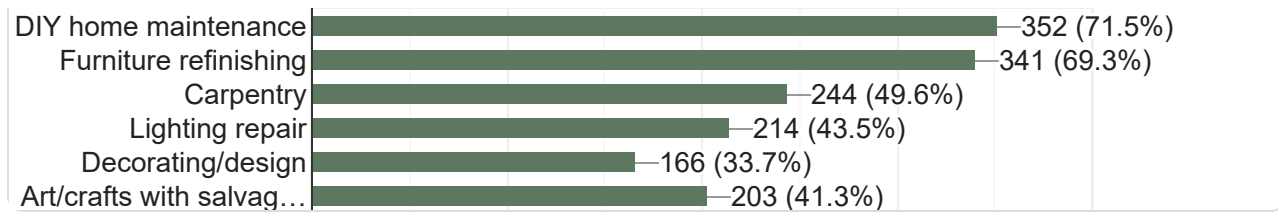


**What workshop topics interest you?** *(choose any that apply)*

 [Copy](#)

492 responses





Mission & Education

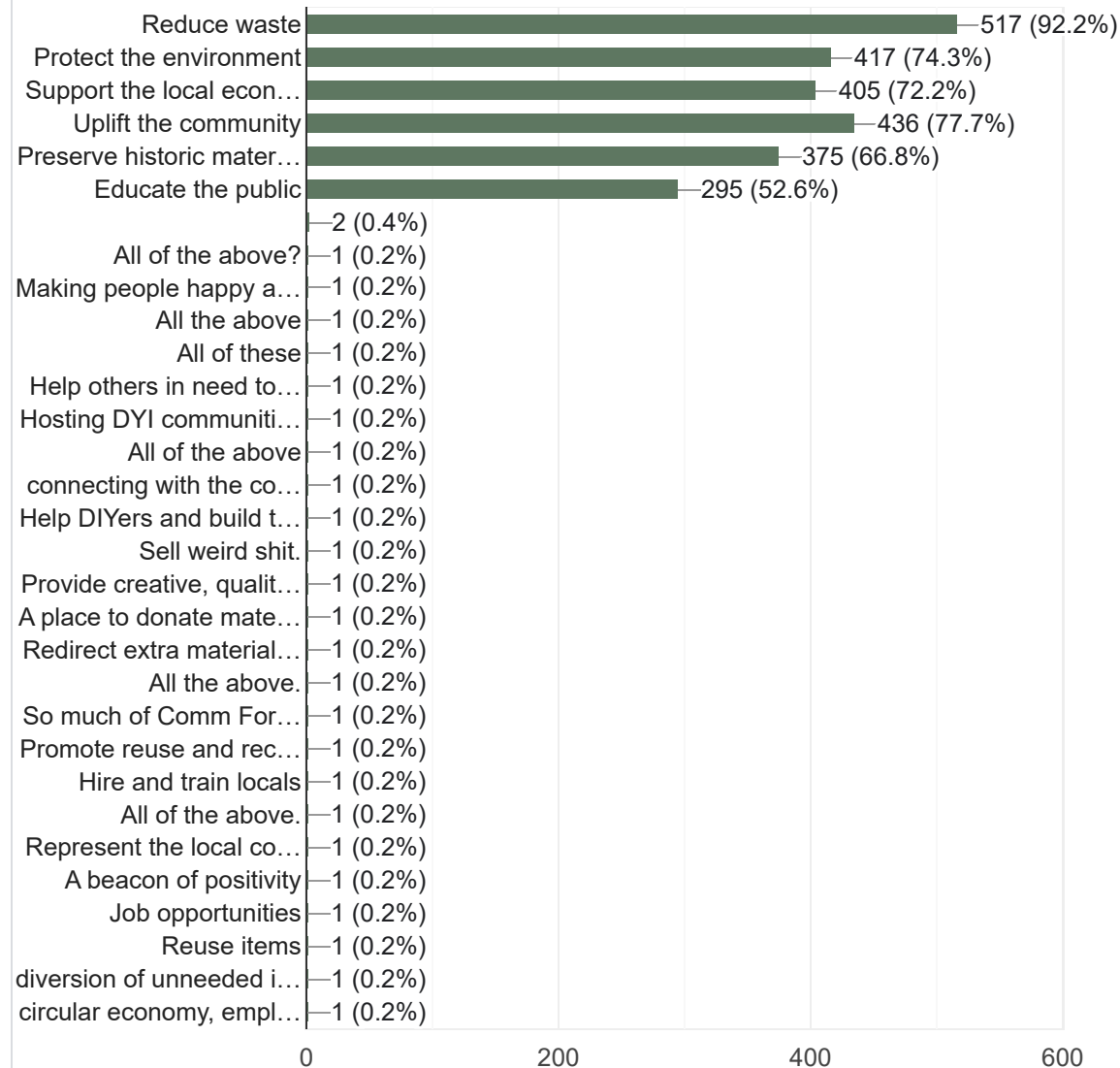




## What do you think is the purpose of Community Forklift? (choose any that apply)

 Copy

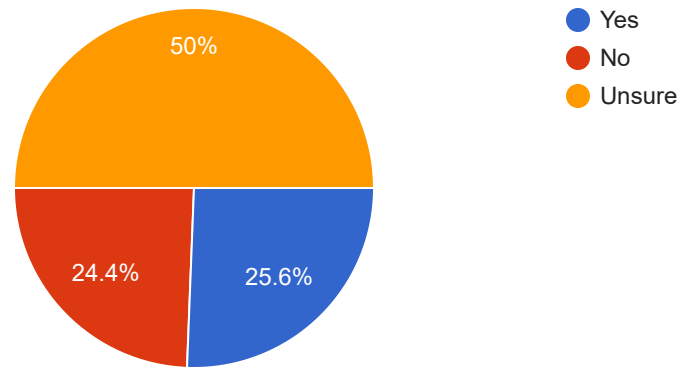
561 responses



# If we offered more opportunities to volunteer, would you be interested in being a volunteer?

 Copy

566 responses



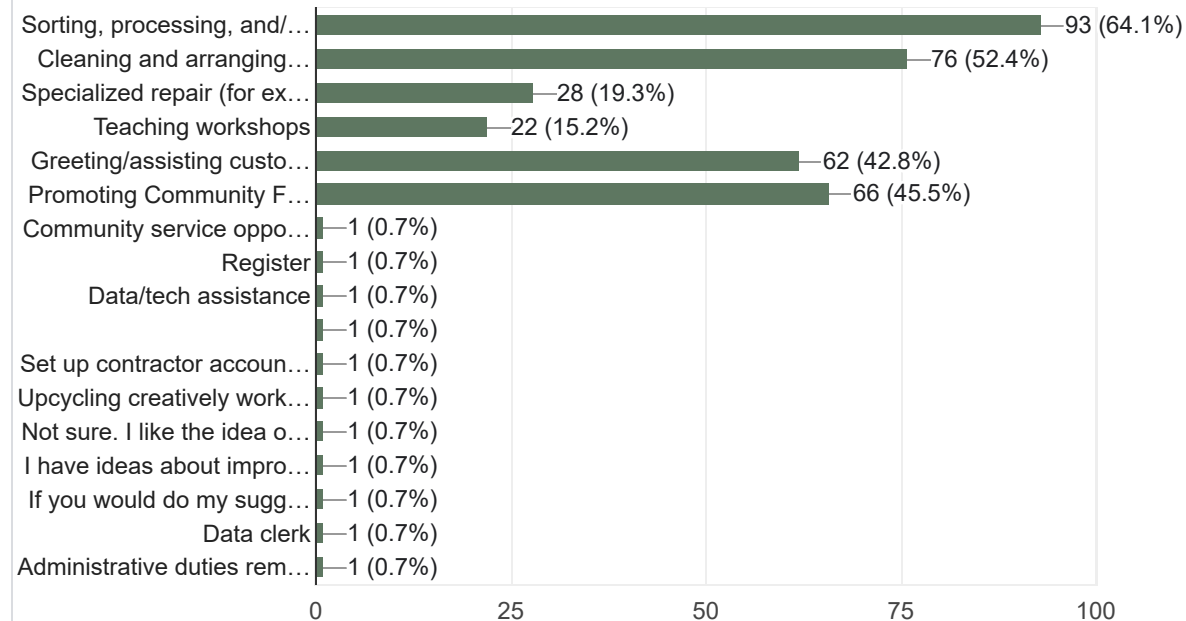
Mission & Education



## What types of volunteer tasks would be of most interest to you? (choose any that apply)

 Copy

145 responses

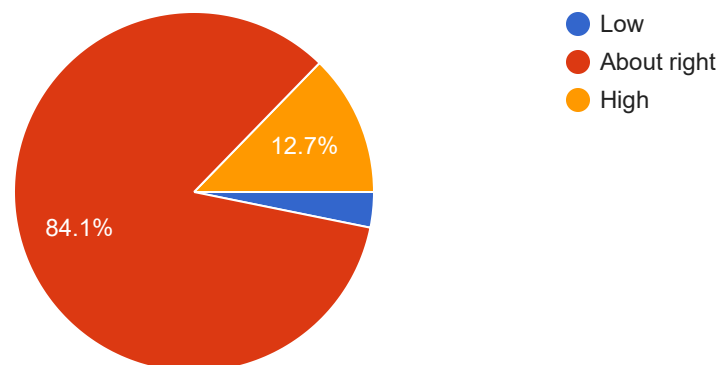


## Feedback

## How would you rate our pricing overall?

 Copy

566 responses



**If you selected "low" or "high," can you give an example and your suggested price?**

111 responses

N/A

Low

n/a

No

Overpriced doors

when i'm buying to match the hardware in the house i'm indifferent to price,

Some of the house hold items are over priced.

I like it! Keeps it affordable for everyone

I can afford the products

I don't usually purchase unless it is during a sale of at least 25% off b/c it isn't worth it to buy a piece of pipe for \$9 and have to search for it when I can buy it new for \$10 much more quickly for work.

Lumber pieces, when I include my cost of transportation.

Bosch 500 Series Built-In Microwave Oven 24" HMB5050/01 -- I'd suggest \$100-\$150

I dont have a specific examp,le - buit I recall two art deco dressoers with mirrors abot 4-5 years ago were selling for \$50-75 dollars wach and today your prices for deco case goods are through the roof - and its not like the market place has so dramatically changed for deco.

Looked at lighting, though used and not rare, seemed high m



N/a

NA

example: mirrors are unaffordable. reduce by at least half. Your prices have gone up dramatically the last couple of years.

No specific example; I feel like when I first started coming, it was a bargain, and now it's the same price as box stores but used

Yes a lamp for about \$3

Vintage sewing machine tables were overpriced. I think they should be \$30.00

I've primarily donated; only made one purchase

High prices on shelving and lumber; others about right

Sometimes the item is the same price as buying it new. Just because it sells for that amount in a big box store doesn't mean you should sell it for the same price used in the warehouse.

Cant think of one now unfortunately.

:)

The plumbing item I bought from you was the same price at a local hardware store.

Higher than other stores for similar items

It really depends on the items. But often the furniture seems to be priced high, unless it's in really poor condition

I would be more inclined to buy at lower-moveable-prices



Sometimes the price is about right but other times it seems too much. Furniture in particular.

Compare to similar store in Baltimore, the price is high at Fork lift

Always below cost

It's about right, but sometimes damaged items aren't reduced enough OR an item is priced along the lines of the current going rate after a quick online search.

I think some things are too low like chairs

Prices are very reasonable but that's a big part of the appeal

Prices are much higher than thrift stores

I don't remember the exact items but some of your lighting items were high. Same for decor - like the brass door/key plates.

The pricing is comparable to a sale at a box store. When I began purchasing items for my home, I could buy a door for \$10. The cabinets are sold in bulk which does not help me with projects.

Prices have gone up considerably over the years.

Lower the price

numerous items are actually priced higher than stores then others are a great bargain

Home decor items like glasses are very affordable

Your price for building materials seem higher than other donation places around

lighting is usually higher than similar re-use stores



Live edge pieces are too high some houseware pieces are also high

boards, trim, and outdoor stone/brick/block are typically priced high.

None

Really wanted a Bar stool type of chair but it was for \$80- \$100 when budget was more like \$40-50

I got my dryer here for 1/3 retail. I wish you had had its pedestal- got that on EBay for 2/3 retail.

Lamp overpriced

I have mainly gone to look for tile and usually even when the tile is on sale I can still find something similar at Floor & Decor or Home Depot for half less than the sale price of the tile at Community Forklift. Most recently it was this odd sized large white tiles that were coming out to about \$4/sq ft on sale, vs white tile that I made work for a client for \$1.99/sq ft.

Some vintage toilets are now priced at over \$75. Under \$50 would be better.

I feel like many prices are high just compared to the thrift store yard sale market, for instance of an old small picture frame I got that was labeled eight dollars, but I was given it for five. I really think it was more of a two dollar item. But since I know I'm supporting a good cause I don't mind too much. But sometimes it does price me out of making a non-essential purchase.

Specifically wood. Pricing is high for it not to be treated and dried.

Framed inside doors \$180 suggested \$50.

Front desk staff are really friendly despite the heat

I don't have a specific example but have occasionally passed on items like a door or window that I felt was overpriced for the condition it was in and tried other salvage companies.



It depends on the item I put about right because that's the average

The 6 inch planer which needed work was probably priced too high by 50%

I bought a dresser that retails for \$1000 for about \$100

I was looking for a window that I priced somewhere that was \$400-\$600 and I got the exact one at your warehouse for \$40. Doesn't get any better than that

Not sure

\$6 not 10 bc rusty & needs to be sanded down & painted

lighting fixture could almost new for the same price

Some of the knick knacks and home goods are a bit pricey relative to their condition, but the rest of the store seems to have good pricing.

I selected about right, but some items are priced higher than what I can find online.

furniture appears pricey

\$60 water filters in the front glass case can be bought online for \$25.

I've wood for my floor and it \$5 less than the ones at Home Depot.

Sure, I'd like lower prices, but likely not a sustainable model.

Appliance should have been at least a few hundred less

The furniture is priced high in my opinion. Tile is reasonable. Wood for creating tables etc. prices are very high.

Not specifically, small items should be cheaper





Some of the prices on your item are the same if I purchased the items "new".

-

Door knobs

prices have been raised in recent history. Used to be more affordable.

Not applicable

I mentioned experiencing a higher price than normal/expected on some tiles. Not significantly more but enough to cause some buyers remorse on a large quantity of tiles. I spent \$1000-1200. Perhaps some volume discounts if your clearing more than some quantity. I know its hard to pinpoint a specific discount.

I am not familiar with your pricing.

Not your fault everything is rising . Thanks for asking

I was recently shopping for small door hardware in the 1"-3" range and they were all \$4-6. I would have paid \$2.50 per piece.

Sometime little high

I have observed that your markdown on "new in box" items is only about 25%. So I think that must be your approximate beginning markdown from whatever you deem to be "retail" (which for used items is likely ebay pricing). If you gave a larger discount initially, and had larger discounts on sales (usually it is a 25% discount), I think items might move faster. Clearly you have more experience with this than I do, but it always saddens me to nonetheless see so many items end up in your dumpster. Clearing out things occasionally by opening a separate area with damaged but FREE items might help move more stuff as well.

I remember when I could get a deal at CFL. Now it seems more 'market' pricing--and then--I cannot return an item (specific electrical) when it is not fully functional.



I don't have one in mind right now

I love when there are discounts of the day/week.

Some things are cheap others too high

Sometimes items seem high. For example carpet squares were \$3 each which is not bad. But, needing many adds up.

Some of the furniture can be extremely high priced.

No suggestions

When looking at used doors, while some were \$25 other similar doors were \$200

they have gone up in the last few years, but some this are cheap.

I often see tile that is the same price as buying retail.

I purchased a refrigerator last year(value\$1500.)for \$300.00 and its works wonderful

I don't know enough to compare prices

The prices were much lower when you started

the last few times that I went there for specific items, I found options but after looking at condition and what it would take to prep it for installation, it was definitely cheaper to buy new. So I went to other salvage places and made my purchases there instead. Suggested prices depends on the items of course.

not at the moment

Some items are too much, like dressers and furniture. Other materials seem reasonable.

1 more response is hidden



## What changes or improvements would you like to see?

264 responses

None

N/A

none

Unsure

n/a

You are doing a great job

Can't think of any

cleaner, climate-controlled store, more sturdy entry stairs, safe paths

More knowledgeable assistance in the store

Keep doing what you do! It is making a difference over the years my sister and I have been coming!

More workshops for furniture refinishing and lighting re-wiring

Website marketplace is great, would love to see more items there (bc you're far from me it's not easy to get to you often, so seeing more items even if just via your instagram as they come in--similar to how GoodWood does) would help me ID the right time to come out

more tags on stuff? having the website track inventory? When I need used car parts, I can identify them on nationwide websites, but it's kind of a snipe hunt at the forklift



Maybe create community CF advocates. Not a loyalty program, but members of the community that can amplify your core efforts.

No suggestions at this time.

Better prices

I don't know if it's possible but more inventory available to shop online. As mentioned, I don't have a car and have no way to get there since you're not close to a metro stop. You are good with referrals who do delivery but offering delivery services and pricing of your own would be nice but understand too why you might not want to get into that.

I'd like you to be magically closer to me. Not going to happen, I love your building. When was the older section built?

I love our adventures at Community Forklift! We've been able to find many unique salvaged materials to incorporate into our home renovations at prices we can afford. Thank you! We love the mission and impact you have on the community! Keep up the good work. I've experienced less item variety since changing the layout. That has been a bit disappointing.

More items in's stock

Maybe more organization in hardware. But overall you guys are doing a superb job!

Nothing!

Nothing I can think of. I just wish you were closer to my home!

I can't think of any specific improvements I'd like to see at Community Forklift

You are great now

Train your paid staff to be more polite. I get that they are sometimes not familiar with public-facing employment, but part of job training should be teaching them to interact with the public in a nicer way. This would be a transferable life skill. I only shop at CF a few times a year, but I donate a lot of items when I clean out homes, getting them ready to sell. I don't think anyone



has thanked me for a donation in the past two years. They don't offer to help unload my car, they don't offer a tax sheet unless I ask for one. They either sit and talk amongst themselves deep into the loading doc or completely ignore those of us dropping things off unless we make a concerted effort to get their attention. The staff's social skills have plummeted. The last time I came in looking for a radiator for a property, the guy was incredibly rude. We would normally look around for other things while we are there, but we walked straight out. I'm not looking for anyone to fawn over me, but I certainly don't want to be barked at when I ask a question about where to find something in the facility.

Better exchanges when some items do not work and longer items. More employees to assist patrons in the store. I often have to get other Patrons to help me find items.

It would be wonderful if there was a way to have my purchases delivered to me.

More items available on the website so I can see what's coming in. I don't live close by enough to visit every week, even though I would like to. Community Forklift is a significant drive.

Show floor and wall tiles available at the warehouse online

I don't have any. It's been a while since I visited in person.

You, like many businesses, serve end-consumers as well as business clients (e.g., lumber yards, home centers, specialty suppliers), so why not adopt a similar tiered pricing scheme for end consumers vs businesses/small business discounts - its hard to survive out there as a sole proprietor furniture restorer competing now with your changing clientele of high income consumers for "raw material" ( vintage case goods, chairs, desks, etc). I get a professional discount/break from my suppliers of stain, lacquer, veneer, etc but not from you on the furniture I need as my source material

Tool library?

make it easier to load and unload. Offer at least some short warranty on used power tools.

More before & after photos



Not sure. Prices probably shouldn't be higher than thrift or ReStore (Habitat for Humanity) prices.

Bring back Groupon and more sales

Some better arrangement of like items for decorative items

More organization in the store, especially tools, hardware, and plumbing

This is not your responsibility, but in an ideal world, it would be great to have a 'drop table' where unacceptable donations could be left for others to take free-of-charge. As a convenience for donors who may not have the time/ability to take the next step towards responsible disposal.

Have 1 day Tues-Fri when you open early.

More merchandise

None at the moment

Air conditioning would be nice.

Prices on certain items. I usually wait until a promotion comes. More help for customers. DIY classes because I want to learn.

reduce prices. not sure why you re-organized the warehouse. it's ok, but I do not see any advantage to the customer

nothing

keep it funky. Give the cashiers a raise; they are SO pleasant.

If possible more ability to pick up large items

Have more parking



More knowledgeable help- but understand limitations

Flyers Sent to Me for special Promotions.

longer business hours, lower pricing

N/a

Better signage

Add paint chip / sample spot to used paint cans

N/A very satisfied with everything

Inventory lists

A location map of things.

Do colored dots for items and do different percentage sales in rotation

no changes- love you the way you are!

Better pricing for items that you deem 'new.'

well organized by items

More items online

Community Forklift demos at public events (fairs, festivals, etc.)

More in the newsletter/marketplace

Not a change. Really enjoy the IG content, and have bought items that were featured in videos. He has an infectious personality, and I've told friends to follow the Community Forklift



Instagram account for him. Even fan girl'd when I met him in person at an event once.

I do not live close (over an hour away), so I when I see something that interests me on Facebook, I go into the online market place. I would love to see more items in the online market. When I come in to pick up that purchase, I always walk around and grab other things.

I like it as it is. I have no complaints.

More affordable furniture options, even if they require some refinishing. More parts for things like tables or other simple DIYs

more help with parking?

None the space and availability and the items are great.

Unsure at this time

Plae price tag on majority of the product on the shelf

More fans in the hot weather

better promotion for declutter/junk removal local services

Air conditioning?

Always great...makes you go every part of the store to remind you ,ohh I needed that..

I already answered about donating

Whatever makes teh employees/volunteers happy.

I would like to see a bigger store with more room. The would should be better sorted (although i'm sure that's a nightmare).

Pricing on all goods. Sometimes it's a guess but always seems fair/reasonable





Access to a customer restroom would be so helpful. I'd also love to see more "on the aisle" help for example measuring correctly for doors and windows.

I have no suggestions

None everything is good

All great.

A/c in the warehouse.

I think you all do a great job!

If I could volunteer and earn spending dollars, I would like that.

More seasonal discounts

I can't imagine at the moment.

Just keep swimming!!!!

N/A; you are doing fine.

Cleaner; all items visibly priced; more service personnel.

More items available online--I live 40 min away.

I have entire households of furniture literally smashed to pieces at the DC trash transfer station. It's horrible. Is there any way Forklift could set up a trailer near there to take selected furniture?

I would like you to make it known how people can get things free. More people would donate if they knew you did this.



I don't know enough to make that call

?

be able to make an offer. Your price reduction items by date is a good start but more items could be included

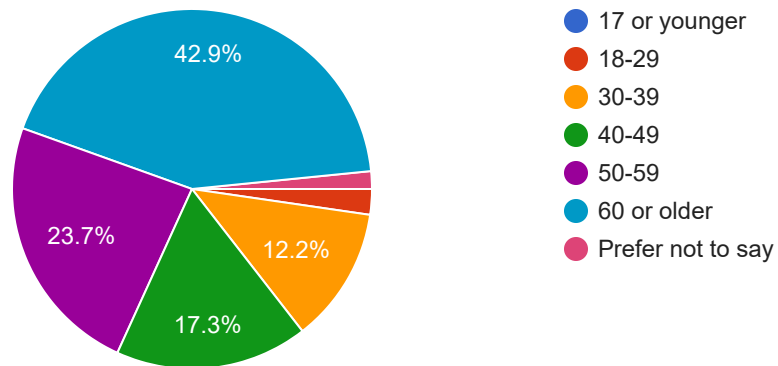
144 more responses are hidden

## About You

### What is your age range?

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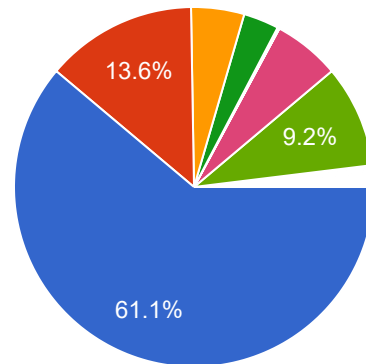
566 responses



## What is your race/ethnicity?

 Copy

566 responses



- White
- Black or African American
- Hispanic or Latino/a/x
- Asian
- American Indian or Alaska Na...
- Native Hawaiian or Pacific Isl...
- Multiracial
- Prefer not to say

▲ 1/3 ▼



## What is your ZIP Code?

566 responses

20002

20910

20740

20017

20781

20782

20003

20011

20785

20770

20018

20012

20912

20001

20715



20901

20015

20712

20020

20019

20902

20008

20009

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20707

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20783



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22202

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20747

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20024

21043

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21401

20904

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22209

20854

20005

21114





20816

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19930

27893

20646

21161

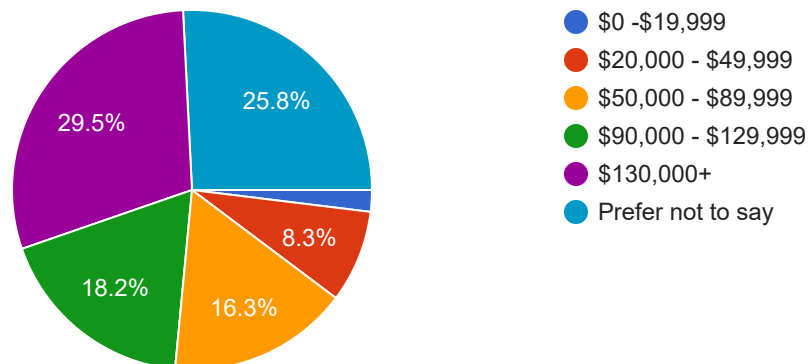
47 more responses are hidden



## What is your household income?

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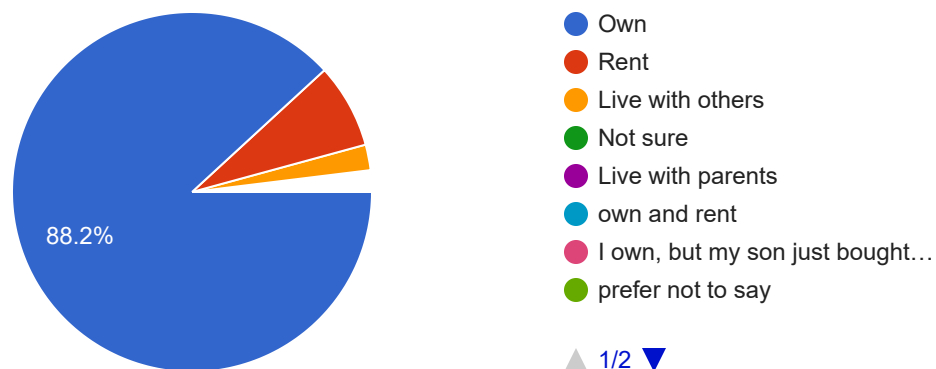
566 responses



## What is your current housing situation?

 Copy

566 responses



▲ 1/2 ▼

