

LORN AND OBAN REUSE INITIATIVE

REDUCE REUSE RECYCLE

Find us on



WE NOW
ACCEPT

giftaid

GIFT AID YOUR DONATIONS
AND MAKE THEM
GROW BY 25%


**LARGE
BULKY
ITEMS?**

We offer a two-
man delivery and
collection service



The GRAB Trust

GROUP FOR RECYCLING IN ARGYLL & BUTE

LORI

**LORN & OBAN
REUSE INITIATIVE**

**CALL US
01631 569819**

Moleigh Recycling Centre,
Arioghan, Oban PA34 4SD

SAVING THE PLANET AND YOUR PURSE



Lorn and Oban Reuse Initiative (LORI) has been serving communities in Oban and the surrounding area for over a decade.

Operated by The GRAB Trust, a local charity based in Argyll and Bute, LORI supports the circular economy, reduces landfill and keeps furniture and other household goods in use for longer.



The reuse shop at Moleigh Recycling Centre, just south of Oban on the A816 is open 7 days/week for shopping and donations.

Tel. 01631 569819

MAKING THE MOST OF WHAT WE HAVE

In Argyll and Bute, landfill accounts for around half of the Council's annual production of Carbon Dioxide equivalent emissions (CO₂e). (Source: Argyll and Bute Council Decarbonisation Plan 2021).

LORI supports community resilience and efficiency by offering low cost, high quality furniture and homewares to everyone as a sustainable, low cost alternative to buying new. LORI reduces the communities' carbon footprint, cuts emissions and reduces landfill tax; saving local taxpayers £8,000 annually. In Oban and Lorn approx. 858 tonnes of Municipal Solid Waste is produced annually. Currently just over 9% or 78 tonnes is diverted through reuse by The GRAB Trust.

TRANSFORMING THE ECONOMY TO DELIVER NET ZERO

LORI is a social enterprise that aims to help individuals and households to reduce, reuse and recycle, by collecting and selling items of furniture that they no longer use. Tonnage diverted from landfill has increased every year since 2018 and in the two years post-lockdown has continued to produce new records. Supporting Oban's circular economy, LORI helps communities to keep goods and money circulating in the Argyll and Bute economy for longer.



"Such a fantastic way to reduce wasting perfectly good products. Furniture is top quality and the staff I met were friendly, welcoming and incredibly helpful."

- Customer

LORI IS FOR EVERYONE

Whether you are in crisis, just starting out, fancy a bit of a change or need to furnish your latest rental property or Air B&B - LORI has something for you! Our ever-changing stock of furniture, electricals and household goods mean that we can quickly provide everything you need to restore your home comforts or furnish your property.

HELPING FAMILIES AND SERVICES THROUGH THE COST OF LIVING CRISIS

We support low-income families and those moving from homelessness into new tenancies, addressing the need for good quality items; second hand does not have to mean second best. We work with housing and support agencies including Argyll Community Housing Association, West Highland Housing Association and Carr-Gomm. We also receive referrals from refugee/asylum seeker families, including those displaced by the war in Ukraine. Supported by the CLLD Fund, LORI currently provides a 30% discount on the selling price of essential items through our agency referral scheme - providing direct support to individuals and households in crisis.

CUSTOMER SERVICE STANDARDS

Driving up standards in reuse, LORI scored 100% across 4 out of 6 categories in a recent independent Mystery Shopper report, including telephone enquiry, till transaction and customer service.

"The most positive aspect was the very friendly service from the team members, and how I was made to feel welcome and valued." Mystery shopper feedback



Scottish Government
Riaghaltas na h-Alba
gov.scot

Supported by the Argyll and the Islands Community Led Local Development Fund, funded by the Scottish Government Rural and Island Futures Team

UPHOLDING CONSUMER RIGHTS

Treating reuse goods like new our customer charter ensures our staff and volunteers uphold your consumer rights and that we are transparent, honest and fair in all our dealings. Our electricals are PAT tested for your peace of mind, function tested prior to being offered for sale and come with a **no quibble 30-day guarantee**.



"Very friendly and helpful staff. Great place for a re-conditioned sewing machine as they have a guy that professionally services them. Highly recommend!"

– Customer

WE AIM TO PLEASE	HONESTY
Our team are passionate about supporting our charitable aims and are committed to delivering excellent customer service. Please let us know if you feel our standards are not what you expected.	You can expect honesty in all aspects of our conduct. This includes acting with integrity in all that we do to run our business, both in respect to dealing with our customers and our colleagues.
QUALITY REASSURANCE	COMMUNITY
<p>All our products are rigorously checked for safety and quality before being made available for resale.</p> <p>Customers can shop with us with peace of mind, knowing that all products have been quality and safety checked to the highest standard.</p>	<p>Community is at the heart of what we do. We are driven by a combination of factors including helping the local community, supporting enterprise and providing employment for local people.</p> <p>We are a Not-for-Profit organisation and all proceeds go back into the shop, its running costs and supporting the charitable aims of the trust.</p>

PRICING

The price you see is the price you pay – LORI offers quality reuse goods at affordable prices. We regularly research items and benchmark our prices against other reuse stores across Scotland. This helps LORI to remain competitive and to reflect market value in our pricing. Our experienced team are on hand to highlight the features and benefits of the items we sell and which are priced accordingly. We regularly review pricing and implement reductions on stock items periodically. A deep discount is available to those most in need through our referral scheme.



VAN SERVICE

LORI supports its customers through a low cost collection and delivery service with prices starting at just £20. Our delivery and collection team come to you and offer a hassle-free way of donating large bulky items or getting your large item purchases home. The van service operates within an hour's drive-time of the LORI store. Ring the shop 01631 569819 to discuss your requirements or ask a member of our shop team.



DONATIONS

LORI has been serving communities in and around Oban for over a decade. The reuse shop relies on donations of quality furniture, electricals and homewares to meet the increasing demand from customers for quality and choice. When you donate to LORI, your unwanted items are helping sustain local jobs and volunteer opportunities and keeping valuable resources and money circulating in the Oban economy. Any surplus generated by LORI remains to support our charitable objectives including our community education service, the Beach and Marine Litter Project, working with local schools.



Photograph courtesy of Phil Thompson

LORI IS ALWAYS LOOKING FOR DONATIONS OF GOOD QUALITY HOUSEHOLD GOODS



YES PLEASE

- Furniture
- Soft Furnishings
- TV's
- Electricals
- Outdoor furniture
- Mirrors & Pictures
- Bikes
- Sports Equipment
- Bric-a-brac



NO THANKS

- Books
- Toys
- Clothes
- Shoes & Bags
- Bedding
- Curtains

OPENING TIMES

LORI is open 7-days/week operating longer opening hours in the summer and shorter hours in the winter months – our week-day hours vary when the clocks change.

	Spring & Summer	Autumn & Winter
Mon – Fri	09:00 – 16:45	09:00 – 15:45
Sat & Sun	11:00 – 15:45	11:00 – 15:45



giftaid it

NEW
FOR
2024

If your
donation
raises
£20

+

We can claim
£5
giftaid

=

£25

we can claim an extra
25% of the value of
your sold item(s)

WHAT IS GIFT AID? WHY IS IT IMPORTANT?

The GRAB Trust can claim Gift Aid on your donations, so when you say yes to Gift Aid, we can claim an extra 25% of the value of your sold item(s) from HM Revenue and Customs. This means we can raise more money from your donations at no extra cost to you*.

When The GRAB Trust receives a donation of goods from a UK taxpayer, the charity is entitled to claim an extra 25% from HMRC paid on the eventual selling price of that donation.

Goods donated under Gift Aid selling for £10 becomes a £12.50 Gift Aid donation!

LORI is now operating Gift Aid. Sign up when donating goods to us and help LORI to make more of your generosity. Signing up to Gift Aid once will ensure that all future donations will be covered by Gift Aid at LORI, maximising your support and our efforts to keep goods in circulation and out of landfill for longer.

To Gift Aid your next donation of goods sign up in-store, through our van service at time of collection or by completing the Gift Aid declaration and Agency Agreement below and bring your donations to the shop;

GIFT AID DECLARATION

Name of Charity **THE GRAB TRUST**

Title

First name or initial(s)

Surname

Home Address

Postcode

Home phone/Mobile phone

Email address

Donor Declaration

I want to Gift Aid my current donation and any donations I may make in the future or have made in the past 4 years to The GRAB Trust. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. I will notify The GRAB Trust of any change in my personal circumstances, such as name and address, or that I no longer pay UK Income or Capital Gains tax or I wish to cancel the declaration.

Signature

Date

AGENCY AGREEMENT

* I confirm The GRAB Trust will act as my agent in offering my goods for sale, at a charge of 2% commission plus VAT (where applicable) which shall be deducted from the proceeds of sale.

The goods which I am offering to The GRAB Trust are my own to give and do not belong to another household I am not acting as a business in bringing goods in for sale to any GRAB Trust shop.

As legal and beneficial owner of the goods until they are sold, I understand that I have the right to keep all of the net proceeds of the sale but can choose to donate all or part of the proceeds, if I wish.

I confirm that I am at least 18 years old and understand that this agency agreement is a legally binding contract.

I understand that if The GRAB Trust are unable to sell any of the goods they will have the right to recycle or dispose of the goods as they see fit.

I agree that The GRAB Trust will not be responsible for any loss or damage to any goods brought into the shop for sale.

I agree that The GRAB Trust will NOT write to me to confirm donations, if the total value of the money raised, after deduction of Commission and VAT (Net Sales Proceeds), from the sale of my goods in any tax year is equal to or less than £100 and the Net Sales Proceeds will be treated as a donation to The GRAB Trust.

I understand that The GRAB Trust WILL contact me, if the Net Sales Proceeds are in excess of £100 to give me the opportunity to donate the proceeds in excess of £100.

I understand that The GRAB Trust WILL send me an end of tax year letter, even if monies raised are less than £100, detailing the Net Sales Proceeds and Gift Aid reclaimed in that tax year.

Either I or The GRAB Trust may terminate this Agreement at any time by written notice.

Should HMRC's guidance change on how Gift Aid is managed, I understand that The GRAB Trust will act appropriately and may not advise me of these changes.

Signature

Date

LORN AND OBAN REUSE INITIATIVE

Moleigh Recycling Centre,
Ariogan, Oban, Argyll PA34 4SD
Tel: **01631 569819**

THE GRAB TRUST

Scottish Charity No. SC029154
Company No. 197229
Address for correspondence: The GRAB
Trust, co/ Argyll and Bute Council, Kilmory,
Lochgilphhead, Argyll PA31 8RT