



Frequently Asked Questions

I am having difficulties logging on to Freecycle?

You will need to register with Yahoo, which is easy to do by entering information when required and choosing a username and password.

How do I start posting messages to the group?

After joining a group post a message via the website by clicking on POST (left hand side) and type your message in the boxes. When you are happy with your message click on SEND.

What format should I adopt for posting messages to the group?

Messages should follow a consistent format so that the group is easy read. Please could you put TAKEN, WANTED, or OFFER at the beginning of the subject line followed by the item and then your approximate location in brackets. Then put any further details of the item in the main body of the email. For example:

OFFER: Electric lawn mower (West Malvern)

Electric lawn mower in need of a new home. About 20 years old. Good working order.

Collect from West Malvern

I've posted a message but it hasn't appeared on the site. Why not?

If you are new to the group your messages won't automatically appear on the site but will be checked by the site's moderators first. If you are following all the rules they will approve your message and it will then appear. Moderators are volunteers and are not always available to approve messages so there may be a time lapse before it occurs.

I've seen an item on offer that I would like. How do I get it?

You need to contact the person who posted the OFFER, not the Freecycle group.

You can reply via the website by clicking on the listing of the original offer and then clicking REPLY. Or you can do it via email by sending an email to the address of the person who posted the original offer.

It can be a good idea when responding to an OFFER to give your phone number. That way the offerer can ring to arrange collection, rather than sending emails back and forth, which can be a bit long winded.

I keep responding to offers but I never get anything. Why not?

If the item being offered is popular the offerer may have been inundated with requests and will have to choose who to give it to. Perhaps you are just unlucky.

I've had a lot of responses to my offered posting. How do I choose who to give it to?

It's up to the offerer who they give their item to; it could be the first person who replies or it could be whoever you consider to be the worthiest cause or the person who writes the wittiest email, or the person who replies who is someone you already know, or the person who is easiest to contact because they gave their phone number. There are no rules – it's up to you!

Who posts the 'taken' message, the offerer or the taker?

The Offerer should post the taken message, this message is important to avoid further emails and also helps calculate the amount diverted from landfill by Freecycle.

How do I indicate that my wanted item has been received?

Post a TAKEN message just like if an offer was being satisfied. Some people have started posting 'found' instead of TAKEN, but we'd rather you all used TAKEN.

How do I reduce the number of emails I receive?

You may want to change your membership setting from 'Individual Emails' to 'Daily Digest'. The daily digest is simply one email per day; go to 'Edit Membership', which may be found near the top of the page. Then under 'message delivery' simply click the 'daily digest' box and then click 'save changes' at the bottom of the screen. There is also an option to remain a member but not to receive emails.

I haven't heard from the person to whom I sent a reply

Please try to check your account on a regular basis, especially if you have contacted a member in response to an offer, as that person will maybe trying to contact you to arrange an exchange!

What about personal safety and home security?

SAFETY. Be aware! It is up to each individual member of Freecycle when arranging for pickup of the item being given away to be aware of the potential risk of having "a stranger" come to your home to pick something up.

Adults should accompany those under the age of 18.

Freecycle assumes no responsibility for this risk. If you, for example you may wish to arrange for an exchange in a public place where there are other people around.

If you are arranging for someone to collect from your home it is very important for home security to be ambiguous about when you'll be at home and when you won't. Avoid saying that you will be out at work all day and stress when you will be in rather than when you won't. Remember it is highly likely that this person is a stranger.