

# Welcome!



## Information booklet for customers



**VOEDSELBANKEN.NL**

*Houten*

*Oog voor voedsel  
Hart voor mensen*

march 2023



## Welcome!

We welcome you as a customer of the Voedselbank Houten (foodbank). It is good you have taken this step. We will gladly help you!

This booklet contains everything you need to know as a customer of the Food Bank.

## For whom?

We are here for all residents of the municipality of Houten who do not have enough money to buy food.

Do you know anyone who could use our support too? Give them a food bank flyer. You will find the flyers in the leaflet rack in the food bank.

## The food packages

As our customer, you get a food package once a week.

Our foodbank works like a 'supermarket'. All available products are placed on shelves and you choose what you need.



Information for Customers of the Voedselbank Houten

## How long?

We don't judge the reasons why you are short of money. We do, however, want this to be solved. In the Netherlands, we have laws and regulations against poverty.

It takes time to solve your financial problems. We will support you as long as needed. On average that is half a year, sometimes shorter, sometimes longer.



## The food

The food in the packages is donated to us; by companies, supermarkets, churches and private persons (food collections).

Frequently, it is food that would otherwise be thrown away. So as a Food Bank customer, you also prevent food waste.

If too little food is donated, we buy extra. So you don't have to worry that we won't have enough.

## Who are we?

The Voedselbank Houten is an independent foundation with over 40 volunteers. We are not part of the council.

All our employees are volunteers. Nobody is paid.

We are citizens of Houten who want to help fellow citizens who are having a hard time.

## Your application

Your application has been processed by the volunteers from the intake team. As a new customer, you will receive a food package once a week, for 4 weeks.

After 4 weeks, the food aid stops automatically unless the application is renewed.

To renew, the volunteers from the intake team will schedule an interview with you.

## Interview

You will be invited for an interview with one (or two) of our volunteers. We will ask you to e-mail or show us financial papers.

We conduct the interviews by telephone or at the 'Huis van Houten' on 'Onderdoor 160' (above the library).

During the interview, we check whether you are (still) entitled to food aid. We use the standards that apply to all food banks. You can find these on our [website](#).

But above all we will look at your personal situation.

If necessary, we will point you towards more help. Besides the food bank, there are other organisations in Houten that can help you.

We will keep in touch with you after the food packages have started. We will invite you for an interview every three months.



## Refugee?

If you have come to live in Houten as a 'statushouder', you have been registered with us by someone from Vluchtelingenwerk (Refugee Council). An intake interview is not necessary at that moment.

After a while, we will invite you for an interview with our volunteers.

If you like, you may bring someone from Refugee Council with you when you visit the food bank.

## Contact the Intake Team?

Do you wish to have personal contact with volunteers of the Intake Team? You can e-mail ([aanvraag@voedselbankhouten.nl](mailto:aanvraag@voedselbankhouten.nl)) or phone:

Tuesday and Thursday morning from 9 – 12 am on **06-1294 0755**.

You can also leave a message on our voicemail. We will call you back.



### Contact the Intake Team



[www.voedselbankhouten.nl/aanmelden](http://www.voedselbankhouten.nl/aanmelden)



[aanvraag@voedselbankhouten.nl](mailto:aanvraag@voedselbankhouten.nl)



Tuesday and Thursday morning:  
**06-1294 0755**

## Picking up your package

You can pick up a foodpackage once a week at the foodbank.

The address is **De Poort 81 in Houten.**



We are open on **Tuesday afternoon** and **Friday afternoon** from **12:00 till 3:00 p.m.**

**You will be allocated a day and time.** We expect you to come every week at this day and time. Please do not come earlier or later. Otherwise it will get too busy in te foodbank.

- We expect you to come yourself.
- Are you ill? Do not come but call us.
- Take your **ID card** with you

Please bring your own shopping bag(s). For frozen products you will receive a special cooler bag on your first visit. Please, take it with you every week.



## If you can't come

We count on you to come every week. It is possible that you might want to skip a week or reschedule. Please contact us on [afmelden@voedselbankhouten.nl](mailto:afmelden@voedselbankhouten.nl) or 030-737 06 26 (tuesdays and fridays)

It is okay if someone else picks up your food package. But we must know this in advance. See further on.

Only in exceptional cases do we deliver the food package to your home.

## Shopping

At the Voedselbank Houten you can choose your package from our "store".

You may take food for about 3 days. So it is a supplement.

What is on the shelves differs every week.



We don't have a complete range of products like in a real supermarket. But we always have fresh vegetables, fruit, bread, meat and dairy products.

We often have products like sanitary towels, shampoo and laundry detergent

There are at least 25 or more healthy products in a package.

## Send someone else?

You can let us know who is coming by phone or e-mail. Or you fill out the form at the back of this booklet and give this to this person. The form is also available on our [website](#) and at the Food Bank.

Please note that the person who picks up your package must be able to identify himself/herself and must be sure to bring the form.

## Contact about the food package



[afmelden@voedselbankhouten.nl](mailto:afmelden@voedselbankhouten.nl)



030-737 06 26

(tuesdays and fridays)

## About the food

### Shelf life

Sometimes we have products that are past the sell by date. But these are still safe to eat if we offer them!

The **T.H.T. date** on Dutch packages is the **Best Before** date. This is the manufacturer's warranty date. After that date the quality decreases gradually. You will not notice this at first. So the food is still safe to eat. It will not make you ill.

We are allowed to offer some products a certain time beyond the best before date. How long, depends on the product. This has been agreed with the NVWA (Dutch Food and Consumer Food Safety Authority).

Product type	Offer past THT date?
Very long shelf life	1 year
Dry pasta, rice, sugar, salt, flour, coffee, tea, canned goods, soft drinks and fruit juices (if UTH treated)	
Long shelf life	2 months
Sandwich toppings, biscuits, sauces, hard cheeses, sterilised milk(products) etc.	
Medium shelf life	not
Semi preserved products, bread, soft cake, fruit and vegetables	
Short shelf life	not
Dairy, eggs, meat, fish, meals, soft cheese and sliced vegetables	

Fresh produce is marked with a **T.G.T date (sell by, use by)**. You should not eat these products after this date because this *can* make you ill. We will not offer these products beyond the T.G.T.-date.

More information can be found at our [website](#) and the Food Bank.



### Frozen products

To prolong shelf life, we sometimes freeze fresh products. This concerns meat, bread, vegetables and dairy products.

We can offer these products for an additional two months.





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**Ingevroren op THT/TGT datum  
Nog 2 maanden houdbaar bij -18°C  
Na ontdooien direct consumeren**

The products are marked by a special sticker (see above). You can put them in the freezer at home. Or you can defrost them and eat them the same day. Frozen vegetables can be baked or cooked without defrosting.

Occasionally we have frozen dairy such as milk, yogurt or pudding. It is important that you defrost them properly: 24 hours in the refrigerator, then shake well and use the same day.

**Do not refreeze products after defrosting.**





## Not without obligations

Our volunteers make time for you. And we ensure that the products are there for you.

That is why we also expect things from you:

- That you pick up your package every week.
- That you keep an appointment
- That you hand in requested documents on time

**If you are not able to come, you must let us know.**

Also, we would also like to hear why you are not able to come. Maybe we can find a solution.



## Not coming without notice?

Forgetting it once can happen. We will always try to contact you.

But if you do not come, it can have consequences. We will stop the packages if you have not shown up twice without contacting us. And we will notify your carer or contact person.

Do you want to start receiving food packages again? Then you need to reapply.

## Privacy

At the Food Bank Houten we value your privacy.



We need personal details to process your application. We store these in a secure digital system.

When you registered, you gave us permission to do so.

You can change the consent at any time via the [website](#) or [aanvraag@voedselbankhouten.nl](mailto:aanvraag@voedselbankhouten.nl).

Our privacy policy (privacy statement) can be found at our [website](#). This statement is also available in print at the Food Bank.

We will NEVER give your details to anyone else without your permission.

Please, do you consider the privacy of other customers?

## Not satisfied?

All volunteers of the food bank do their utmost. Yet it can happen that something goes wrong.

Please, tell the coordinator at the Food Bank or mention it during an interview with our volunteers. Or send an e-mail to [afmelden@voedselbankhouten.nl](mailto:afmelden@voedselbankhouten.nl).

Together we can try to find a solution.

If you believe that the problem has not yet been resolved, you can submit a complaint.



## File a complaint

A complaint must be submitted in writing to the board of the Food Bank Houten; by letter or by e-mail.

**Bestuur Stichting Voedselbank Houten**  
**De Poort 81**  
**3991 DX Houten**  
**[bestuur@voedselbankhouten.nl](mailto:bestuur@voedselbankhouten.nl)**

Do you want to file a complaint? Please read the complete complaints procedure on our website [www.voedselbankhouten.nl/klachten](http://www.voedselbankhouten.nl/klachten).

## Clothing Bank



**Kledingbank  
Kromme Rijnstreek**

You will receive a referral letter for the clothing bank from us. The Clothing Bank is located above the 'ECO kringloop' at Peppelkade 9a in Houten.

[www.deecokringhouten.nl/kledingbank](http://www.deecokringhouten.nl/kledingbank)

At the Clothing Bank you can get free clothes for your family several times a year.

The clothing bank is open from Tuesday to Saturday from 10 a.m. till 4 p.m. Take identification with you on your first visit!



## For the kids

We regularly have articles especially for children. You can find them on the special shelves in our store.

Each child receives a gift box from the Jarige Job Foundation to celebrate their birthday. This box contains a gift, decorations, baking material and something to treat at school. Please note, you must give permission for this!



With Sinterklaas (5 december), the 'Houten Geeft' Foundation will provide gifts and sweets for all families with children up to 12 years old.



## AUTHORIZATION FORM



**VOEDSELBANKEN.NL**  
Houten

*We expect you come yourself to collect your package. If you cannot come, you can authorize someone else to pick it up.*

*Enter your own name below and the name and address of the person who will pick up your package. He / she must be able to identify him or herself at the foodbank with a passport, an identity card or driver's license and submit this form.*

Your name: .....

I am unable to pick up my food package on

.....(date)

My package will be picked up instead by:

Name: .....

Address: .....

(without identification, we will not supply the food package)

**Your signature:**

.....



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**Stichting Voedselbank Houten**



[secretariaat@voedselbankhouten.nl](mailto:secretariaat@voedselbankhouten.nl)

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