

Title	Community Rooms Policy
Document Owner	Director of Housing
Review Date	May 2019
Corporate Aim	Create great neighbourhoods where people and communities flourish Improve health and prosperity where we work

1. POLICY PURPOSE AND AIMS

- 1.1 whg is committed to maintaining community facilities where residents associations and other tenant led groups provide activities of benefit to the local community.
- 1.2 This Policy establishes the principles and standards by which community rooms will be managed. whg colleagues will use discretion to make day to day decisions around community room use in line with this Policy.
- 1.3 Groups wishing to use a community room will be required to adhere to this Policy for the benefit of themselves, other customers and whg.

2. OUR POLICY

2.1 Conditions of use

- 2.1.1 Any group or organisation wishing to use the facilities must have a signed licence agreement in place in order to use the community room.
- 2.1.2 Users must leave the facility in a clean and tidy condition, comply with no smoking legislation and ensure no alcoholic beverages are stored on the premises. Users must also report any maintenance issues or damages to whg property, fixtures or fittings as soon as possible.
- 2.1.3 Should an emergency arise, whg reserves the right to override any agreement and use the facility as it considers appropriate.
- 2.1.4 Should any user fail to comply with the terms of the agreement, whg reserves the right to end their use of the facility with immediate effect. This will also be confirmed in writing within seven working days

2.2 Charging

2.2.1 whg will implement a standard hire fee for the hire of a community room to external users for activities such as meetings or family events. Groups or organisations approved to use a community room must not sublet the room or use the facilities for commercial purposes.

2.2.2 Any damage incurred to whg property, fixtures or fittings will be recharged to the group responsible.

2.3 Decorating

2.3.1 whg will maintain its community rooms to a reasonable standard of decoration. Any group wishing to undertake any kind of redecoration of the community room must obtain prior written permission from whg.

2.4 Diary keeping

2.4.1 All users must ensure that whg is aware of all activities taking place in the community room. A timetable of activities will be displayed on the notice board.

2.5 Provision of equipment

2.5.1 whg will ensure that the community rooms are equipped sufficiently for users to carry out standard activities. All whg furniture and equipment will be recorded in an inventory. Users must not install additional equipment without prior written permission from whg.

2.5.4 Any additional equipment or furniture brought into community rooms as authorised by whg may be deemed available for the use of everyone who uses the room. It is neither practical nor conducive to good relations for groups to have their own locked cupboards and therefore this will only occur as specifically agreed by whg.

2.5.5 Televisions or any other devices that can receive or record television programmes are the responsibility of users to licence and insure.

2.5.6 Users must not install computer equipment including peripherals such as printers or scanners without the permission of whg.

2.5.7 Customers using computer facilities or the internet must act in accordance with whg's Information Systems IT Policy. Key holders for the room will be responsible for ensuring adherence to the IT Policy. Any customer found to be accessing inappropriate material will have their access to the facility removed.

2.5.8 Users must seek permission before using any whg telephone facilities and will be required to pay for any calls made. Where a room has a telephone line connected to a computer installed by a user, the cost of line rental, calls and any other associated costs will be the responsibility of the user.

2.5.9 Users must seek permission from whg before fitting a burglar alarm or changing any alarm codes.

2.6 Health & Safety

2.6.1 whg will endeavour to ensure that community rooms provide a safe environment for users to undertake their activities. This will include but is not limited to:

- providing safe access to and exit from each facility
- carrying out appropriate risk assessments including Fire Risk Assessments
- providing support, advice, information and training to ensure health and safety standards are met
- Scheduled equipment inspections for defects and disrepair that could pose health and safety risks
- displaying health and safety certificates

2.6.2 Testing of gas, electric, fire detection and water equipment will be carried out on a programmed basis not exceeding twelve months.

2.6.4 Users wishing to prepare or serve food on the premises will be responsible for ensuring adherence to Food Standards Agency guidelines and registering with Environmental Health.

2.6.5 Where whg agrees to electrical equipment being brought into a room, devices must be Portable Appliance Tested (PAT) by whg prior to use.

2.6.6 Users are responsible for reporting any defects that are potential health and safety risks. Further guidance on health and safety is available from whg's Health and Safety Policy or the Health and Safety Manager.

2.7 Insurance

2.7.1 Users are responsible for ensuring they are adequately covered by public liability insurance for the activities taking place in the community facilities.

2.7.2 whg customers meeting for social activities such as coffee mornings are covered by whg's public liability insurance. Customers seeking cover under this policy must familiarise themselves with the terms and conditions.

2.7.3 Any other individuals or groups using the facilities will require their own public liability insurance. Proof of the insurance must be provided to whg ahead of any planned events or annually for long term use.

2.8 Access

- 2.8.1 Community rooms are for the use of whg customers and the local community.
- 2.8.2 When a group ceases to use a room, all keys held by that group must be returned promptly to whg. Key holders must not obtain duplicate keys at any point.
- 2.8.3 All activities must end by 9.30pm and the room vacated by 10.00pm. Any activities lasting beyond 10pm will require special permission from whg.

3. PERFORMANCE MEASURES AND TARGETS

- 3.1 Regular checks will be undertaken on the key holders register and licence agreements must be signed by every user group.
- 3.2 whg will support local communities to maximise the benefits available from community rooms. We will evaluate the success of our community rooms by reporting on the number of users and activities recorded at each room.

4. MONITORING AND REVIEW

- 4.1 whg will carefully monitor adherence to health and safety policy and keep full records of risk assessments and any incidents that have occurred.
- 4.2 This Policy will be reviewed every three years or sooner in the event of regulatory or legislative change.

5. ASSOCIATED DOCUMENTS

whg Information Systems Policy
whg Equality and Diversity Policy
whg Health and Safety Policy
Food Standards Agency guidelines