

Felton Village Hall Regular User Policy

Purpose of the Policy

This policy enables the Trustees to pursue their aim of providing and maintaining a village hall for the use of inhabitants of Felton and the Neighbourhood by helping to ensure that groups meeting regularly at the Hall thrive, and feel they are an integral and essential part of the Hall's community. The viability and smooth running of the Hall depends heavily on the partnership between the Trustees and Regular Users.

Responsibility for Implementing the Policy

The Bookings Officer is responsible for implementing the policy.

People affected by the Policy

Regular Users, All Trustees, Treasurer, Secretary (whichever role takes on insurance),

Monitoring and Review

The Bookings Officer is responsible for monitoring and reviewing the policy supported by the Officer with responsibility for Policies

In order to monitor the policy, the Bookings Officer will:

- collect an update on Trustees' contact with their named Regular Users at every other Management Committee meeting
- report back to the Committee on any Regular Users' bookings which have been renegotiated
- note and collect any issues to do with Regular Users' adherence to conditions of hire, and bring major issues to the attention of the Management Committee

The review will be presented to the Trustees as a report containing:

- data: number of Regular Users, including changes through the year; number of annual reports, feedback forms and annual returns received; number of Regular Users storing equipment at the hall with and without insurance
- data: number of times Regular Users have been asked to move bookings; Regular Users affected, adherence to the policy
- summary of feedback from Regular Users
- statements from each Trustee about their contact with the Regular Users for whom they are the contact; amount and type of contact, satisfaction and any issues

This policy will be reviewed annually. The next review is due in September 2023.

This policy was adopted on April 26 2021

Signed

Eileen Cameron

Chair

1. The trustees have responsibility for establishing who is a Regular User.
2. Regular Users may be a constituted group, group that is part of a wider movement or individual providing services for the community.
3. Regular Users meet the following criteria:
 - book the hall on a regular basis, eg. weekly or monthly, for all or most of the year
 - adhere to all FVH policies and conditions
 - complete the forms issued in June of each year by the time of the AGM in July, including an annual declaration stating they have any appropriate up to date qualifications, training and insurance, and that all necessary risk assessments and policies are in place
 - provide the trustees with brief feedback as requested, and at least annually, about user satisfaction and take up
 - pay invoices within 14 days of issue
 - accept that occasionally they may be asked to move or cancel a booking after discussion. They will never be asked to do this at less than four month's notice, and will not be charged for the rearranged booking. Groups normally meeting monthly will have no more than one disruption in a calendar year. Groups normally meeting weekly will have no more than two.
4. Groups planning to meet on a regular basis and making at least four bookings in advance will be given Regular User status unless and until their meetings stop or become spasmodic.
5. The Trustees will seek to establish and maintain a relationship with each Regular User, by allocating a named Trustee to keep in touch from time to time. The Trustee will contact their Regular User at least quarterly to learn how well the hall functions for them and pick up any issues, reporting them back to the Management Committee.
6. Regular Users qualify for a preferential hire rate. They also qualify for 15 minutes both before and after their booked time for setting up and clearing away for which there is no charge. If more time is needed it must be booked and paid for.
7. Regular Users may book their sessions for up to a year in advance
8. Regular Users must complete a new Hiring Agreement and Booking Form before the AGM each year, even if their meeting pattern is remaining the same or they do not yet have all their dates.
9. Regular Users may be able to store equipment at the hall. What and where, needs to be discussed with the Management Committee as space is limited. Inflammable substances and food may not be stored. If a Regular User would like items stored at the hall to be insured by the Trustees, they must supply information about them. The cost of the premium for the item(s) will be passed on to the Regular User.
10. Regular Users can make use of the PAT testing session arranged annually at the hall free of charge.
11. Regular Users are sent the key code whenever it is changed, and are responsible for keeping it confidential.

12. Regular Users will only qualify for preferential rates when booking on behalf of their group.

13. When booking a special or one-off event for their group, the usual RUG rate applies, and no deposit needs to be paid.

14. If a Regular User does not settle an invoice within 14 days, the Treasurer will contact them. Once a further 21 days have passed without payment, the Treasurer will bring the matter of the debt to the Trustees for discussion of the way forward. Regular Users are advised to contact the Treasurer if it is going to be difficult for them to pay within 14 days (such as having to take an invoice to a meeting) and state when the payment will be made.

15. In the first instances of a Regular User failing to conform to any other condition of their booking or status, a trustee will advise them about the oversight. If problems persist, the Trustees will discuss what to do and will write to the Regular User with a warning. Continuing failure to address such problems could result in Regular User status being withdrawn, and bookings being cancelled.