

WILLASTON MEMORIAL HALL

REGISTERED CHARITY NUMBER 520090

LETTINGS POLICY

February 2017

Aim

- To provide a facility which acts as a focal point for local people to meet and which is accessible to all sections of the community.
- To provide and maintain the Hall for the use of inhabitants of Willaston and surrounding area without distinction of political, racial, religious, sexual or other opinion including its use for meetings, lectures and classes and for other forms of recreation and leisure time occupations with the object of improving the condition of the life of the community.
- To recognise and pay particular attention to the needs of disadvantaged people.
- To ensure that the building is well-managed and adopts a fair rate of charges recognising that sustainability is an essential feature of the hall and its charging policy.
- To monitor changes in social trends and the way in which the need for community facilities is developing.

Action

1. To keep a record of all groups, organisations and individuals using the Hall, the frequency of use, nature of the activity and the beneficiaries of these activities.
2. Adapt our policy to reflect the changing needs of the community.

Customer Charter

1. We will listen to the views of the community.
 - 1.1 We will provide a suggestion box and all suggestions will be considered and a response provided where possible.
2. We will make the Hall and its Committee Room a welcoming facility
 - 2.1 We will continue to monitor and develop our facilities to reflect the interests of members in the community with special needs.
 - 2.2 We will continue to monitor and adapt the facilities we provide to reflect the need to provide a safe and secure environment for our users.
 - 2.3 We will help to maintain the high standards of behaviour expected by the vast majority of people coming to the Hall.
3. We will deal with enquiries promptly and efficiently.
 - 3.1 All applications for hire shall be processed and confirmed as soon as possible but generally within 10 working days of their receipt.
 - 3.2 Where possible we prefer that enquiries are directed to us via our dedicated bookings email address as this ensures a speedier response.
 - 3.3 We will maintain an online diary of bookings on our dedicated website which-should be used as a guide only.
 - 3.4 Most hirers pay in advance at the time of booking but where invoices are required they shall be issued as soon as possible but generally within 10 working days.
 - 3.5 Certain types of hire will attract the need to pay a Security Deposit which will be refunded provided the Hall, its fixtures and fittings are not

damaged or left in a dirty state. The level of refundable deposit ranges from £50 to £200 depending on the type of hire. Full details will be provided at the time of making a booking enquiry.

- 3.6 Assuming the Security Deposit is to be refunded this will be paid as soon as possible but generally within 10 working days of the date of the hire.

4. We will charge reasonable prices

- 4.1 We are committed to a pricing policy which enables us to remain competitive and which will also provide for future maintenance and development of facilities.
- 4.2 We aim to deliver value for money to all users including commercial hirers.
- 4.3 We will give at least one month's notice of any change to our hire fees and provide an explanation of the need for the change.

5. Standard of the facilities to be offered.

- 5.1 Furniture and equipment will be fit for use
- 5.2 We aim to maintain a high standard of cleanliness, hygiene and decoration throughout the facility.

6. The programme for the use of the Hall

- 6.1 The Hall will continue to accommodate and support regular bookings of all types from local organisations recognising that these groups comprise our "core" customers.
- 6.2 We welcome bookings from individuals for private functions and celebrations.
- 6.3 We consider all booking enquiries, acting with due diligence and working within the terms of the remit of our governing Trust Deed. Where the Trustees consider it necessary, direct reference is made to the Charity Commission for guidance.

7. We recognise our responsibilities to the community we serve. We will keep this policy under review in order to reflect the changing needs and priorities of our community.