

Newtown Community Centre

Usage and Lettings policy

Updated October 2021

Charges

Charges for the new building for community groups is £7 per hour for the small ground floor room, £12 per hour for the large room and £10 per hour for the upstairs room.

Use of the kitchen is £3 per hour in addition to either the large or small ground floor room (see below). Use of the entire building is £30 per hour.

Charges for commercial organisations are £11 per hour for the small ground floor room, £18 per hour for the large room and £15 per hour for the upstairs room. Use of the kitchen is £5 per hour.

Payment

Once the booking is confirmed an invoice will be issued, for one-off use please pay the invoice within 7 days to secure your booking and within one calendar month for recurring bookings. If your booking covers more than one month, you may either pay the whole balance or in monthly instalments, please state the preferred option when booking so the invoice(s) can be adjusted appropriately. Payment should be made by direct bank transfer to the NCA account, please quote the invoice number and the name of your activity when making payment to ensure ease of allocation.

Outstanding Balances

In the event of any outstanding balances two reminder notifications will be issued. If the balance subsequently remains unpaid this will result in withdrawal of access to the building and cancellation of any future bookings.

Cancellation

If the cancellation is more than 14 days before the booked date a full refund will be given, or the amount credited to a future booking. If the cancellation is 14 or fewer days before the booked date, the hire is chargeable in full.

Cancellation by the NCA

From time to time the NCA may need to cancel a booking that has already been accepted and paid for. This is normally to accommodate a community event and is rare. If we do have to cancel a booking we will give as much notice as we can and the booking fee for that session will be refunded or credited towards a replacement booking.

Rolling Bookings

The centre is a resource for the use of everyone in Newtown and the wider city. The NCA continuously reviews long running existing bookings alongside the waiting list and it may be necessary from time to time to refuse the renewal of a recurring booking to allow use by a group on the waiting list.

Penalties

If the rooms booked are not left in a clean and tidy state, or the hirer has not vacated by the end of their booked period, then NCA reserves the right to make a charge of up to £100 to cover the costs of cleaning and the disruption to other users. Hirers using a room they have not booked (including use of the kitchen for food preparation) will be charged the full cost of the extra room for the full duration of their booking.

Commercial Use

Commercial use of the Centre is defined as use where the meeting or event is restricted to a closed group, such as meetings (including training) for staff members of a company or for company sales events. Educational, cultural, social or sporting events would not fall into this category, even when arranged by a for-profit company. Decisions on interpretation will be made by the Trustees.

A commercial rate will be determined by the Trustees. Lettings for commercial use should be controlled so that they do not restrict the time available for community groups. The Trustees will decide on a case-by-case basis, having regard to the NCA purposes as defined in the Constitution.

Hire of the kitchen

Hire of the kitchen may be added to hire of either of the downstairs rooms. Hire of the kitchen may be for less than the period of hire for the rooms, and is bookable in 30-minute slots. Only one group may use the kitchen at any time (there isn't enough room for simultaneous use by two groups). The first group to apply for the time-slot takes precedence.

If overlapping groups want simultaneous use of the kitchen, then they may come to an agreement between themselves, having due regard to safety and hygiene, and inform the Bookings Manager. In such circumstances, both groups will be expected to abide by the agreement and work cooperatively. The Trustees reserve the right to refuse further bookings from groups which do not abide by their agreements.

The kitchen will be equipped with a selection of cups, plates and utensils. Hirers are encouraged to use these, but should report and pay for any loss or damage.

Access and Period of Hire

Admission to the building is through an electronic access system, with codes for individual users and events. The system will only permit entry during the booked period. Use of access codes and fobs is automatically logged and we monitor this.

Any time you need to set up and clear down must be included in the period of your booking.

The rooms you use must be entirely vacated and ready for the next hirer immediately at the end of your hire period. There is a 30 minute gap between bookings to allow for social distancing, all rooms must be empty during this time. Please ensure you leave the building promptly after your booked time. Please bear in mind when considering the amount of time you need. Hirers are responsible for admitting their attendees and ensuring the front door is secure. Users should be informed that the mobile phone signal inside the building is poor, so they should not rely on making or receiving calls.

CCTV

CCTV is in operation cover the outside of the building, the main corridor and the stairs. The rooms themselves are not covered by CCTV.

Access

The front door and downstairs rooms are accessible by wheelchair users. The upstairs room is only accessible by stairs and as such is not appropriate for wheelchair users. There is a step down from each of the French windows leading from the two downstairs rooms to the verandah. The verandah is accessible to wheelchair users, but only by going outside and around the building.

Noise

Please give extra consideration for our local residents when leaving the centre in the evening by keeping noise to a minimum. Continued complaints from our neighbouring residents with regards to your booking may result in bookings being cancelled.

High levels of amplification or acoustic drum kits should not be used in the evening and, if you are playing music, please close doors and windows after 9pm. If as a hirer you require quiet, and do not wish to be disturbed by other building users, please consider hiring the whole building.

Storage

The storage spaces in the two downstairs rooms are for tables and chairs. Hirers should not use these to store their materials. There is storage space in eaves cupboards in the upstairs room. These are available for hire by regular groups, at a monthly hire of £10. Note that hirers requiring access to these storage cupboards must minimise disruption of groups hiring the upstairs room, either by arranging a suitable setup/clear time, or by some other arrangement.

The kitchen is fitted with a larder fridge and a small freezer. Food and drink must not be left in these; they are for cold storage only during an event. Use of the kitchen cupboards: one or two of these are fitted with locks for use by the NCA and its groups. One kitchen cupboard is locked for use by the cleaning staff. One cupboard contains cleaning materials for use by hirers – this is the cupboard immediately to the right of the main sink.