



## Community hubs

Everything you need to know  
about hiring a hall



**watford**  
community  
housing

# Thank you for booking with us!

As our hubs are not always staffed, we have facilities in place to help you host your event.

If you need to come and see the venue prior to your event, please email [CommunityHubs@wcht.org.uk](mailto:CommunityHubs@wcht.org.uk) or call **01923 679664** and we would be happy to arrange a visit.

## Getting into the hub

A staff member will arrive at the start of your hire to unlock the hub and run through basic health and safety information, such as where the emergency exits are. They will return at the end of your hire for a quick inspection before locking up. Please ensure you are ready to leave at the end of your hire period to avoid any additional charges.

If you need to contact us during working hours (Mon-Fri 8am-4pm) please email [CommunityHubs@wcht.org.uk](mailto:CommunityHubs@wcht.org.uk) or call **01923 679664**. If you need to contact us outside of working hours please call **07949 961259**.

## Emergency procedures

All procedures are explained on the emergency evacuation procedure notices, which you can find on the back of every door in our hubs. Please do follow these instructions.

Our hubs are monitored externally and the emergency services will be called automatically if the fire alarm activates, but you may want a member of your party to call as well. Fire extinguishers are available but should only be used by people who have been trained in their correct use.

At The Harebreaks we provide an evacuation chair as the lift cannot be used in the event of the fire alarm being activated. This is located in the foyer outside the top hall. There are full instructions on the chair, but we would advise you to wait for the emergency services to use the equipment if you do not have anyone who has been trained to use it safely. The foyer between the two fire doors acts as a refuge area.

## Using our rooms/halls

We provide furniture which you can set up as you wish, but please bear in mind that the room should be left as you found it. Floors should be swept and the furniture returned to the relevant storage area or back into their original position. Please ensure chairs are stacked appropriately to avoid them falling.

For meeting spaces we provide a tea and coffee station, hot water jugs and a glass jug for you to fill with water from the communal kitchen. Please empty these and return the washed up jugs to the room at the end of your hire.

Bins are provided with black bags in them. If you use the bins, please ensure you take any rubbish home with you at the end of your event.

Please do not decorate the walls using blu-tack, pins or nails, as these leave marks. We are happy for you to decorate the windows but please remove any marks. All helium balloons must be tethered to a weight to avoid them floating to the top of the hall.



## Using our kitchens

For their own safety, we ask that children are not allowed to enter the kitchens. There are hatches that open onto the halls to ensure you can still pass items to guests.

If you need to move the hot water urns that are provided, please take great care when doing so. Please switch them off, allow them to cool and remove any water in them before moving to reduce the risk of injury. They should be emptied at the end of your hire, returned to the counter top and never left plugged in with the power switched on.

We provide a mop and bucket, a broom and a 'wet floor' sign which you can use during your event.

We provide a basic first aid kit which you are welcome to use. Please email [CommunityHubs@wcht.org.uk](mailto:CommunityHubs@wcht.org.uk) after your event to let us know if you used any items so we can arrange for them to be replaced. We also provide accident report forms in the hub reception area for you to complete. Please email them to us at [CommunityHubs@wcht.org.uk](mailto:CommunityHubs@wcht.org.uk) or drop them into the comment boxes provided.

Unfortunately we are not able to provide crockery or cutlery with your hire, so please do remember to bring along whatever you need!

Where an oven is provided, you are welcome to use it. Please follow the instructions in the book next to the appliance. It must be turned off and cleaned after you have used it.

## Care of our premises

We pride ourselves on being a good neighbour, so please make sure that noise from your event doesn't interfere with the other hub users or become loud enough to bother nearby residents.

There is ample parking at most of our hubs, so please make sure your party use these spaces and do not park on side streets or block anyone's garage or driveway. We also need to make sure emergency services vehicles can access the hubs should they need to.

Please do not attempt to alter or modify any electrical equipment or plumbing in the hub. If you bring any of your own electrical items into the hub they must be fully PAT tested.

Please make sure that flammable substances are not brought into or used in any part of the premises, and no additional cooking equipment is brought into any part of the premises without the consent of the Community Hubs team.

The spaces are not suitable for ball games so these are prohibited. We also do not cater for teenagers' parties.

Other than assistance dogs, no animals are allowed to be brought into the hub without the consent of the hubs team.

Fire safety regulations mean we can only accommodate a certain number of people at a time. The limit will be noted on your booking form.





**watford**  
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