



# Community hubs

Information, terms and  
conditions for hirers



**watford**  
community  
housing

**Our hubs are there for the whole community to use and enjoy.**

This booklet sets out our terms and conditions for hiring a community space, to make sure they are kept clean and tidy for everyone.

The hubs are available from 8am to 10pm daily. We reserve the right to make changes to these times if necessary, based on the location of the hub.

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## Booking conditions

To book one of our hubs or community spaces, visit our website at [www.wcht.org.uk/halls](http://www.wcht.org.uk/halls) and use the online booking form.

Please make sure you factor in the time it will take to set up your event and clear away afterwards, and include this in the time period you book for.

The person who signs the booking form will be considered as the 'lead hirer' and must be over the age of 18. If you are hiring on behalf of an organisation, please make sure you have their full permission to make the booking beforehand, as the organisation will be considered a 'joint-hirer' and will also be liable. You must also only use the hall for the purpose you specified on the booking form.

Please note that we do not cater for parties for teenagers.

## Getting into the hub

**One-off hirers:** A keyholder will arrive at the time stated on your booking form to unlock the hub

and run through basic health and safety information, such as where the emergency fire exits are. The keyholder will return at the end of your session to inspect the premises before locking up. Please ensure you arrive and leave promptly to avoid the loss of your deposit.

Your booking times are agreed at the point of payment. The keyholder is not authorised to make any changes to the booking on the day of hire.

During the booking you must not leave the room/hall unlocked or leave the hub at any time. Do not leave the premises until the keyholder has arrived to lock up.

Guardforce are our keyholding company – you can contact them on **0330 999 0039**.

**Regular hirers:** As a regular hirer, you will be issued with a set of keys for the room that you have booked. The keys remain the responsibility of the lead hirer – they must not be copied, loaned or given to any other party.

As the lead hirer, you remain



responsible in full for all the costs associated with the replacement of keys if they are lost. A £50 deposit is requested upon issue of the keys – this will be given back to you when the keys are returned to the Community Hubs team at the end of the hire period.

### **Fire and safety regulations**

Please take note of all fire notices displayed in the hub and make sure all members of your party are aware of the emergency procedures.

If the fire alarm sounds, please leave the building by the nearest exit and meet at the assembly

point. Only call the emergency services once safely outside of the building.

Fire extinguishers are available but should only be used by people who have been trained to use them.

For their own safety, we ask that children do not enter the kitchens.

At the Harebreaks Community Hub, we provide an evacuation chair as the lift cannot be used in the event of a 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.

Please do not block any fire exits while

using the hub – all exits should be unlocked, and doors fitted with self-closing mechanisms should not be wedged open. We regularly test our fire exit doors and they should open easily, but if you do find anything wrong with them, please report it immediately by emailing [CommunityHubs@wcht.org.uk](mailto:CommunityHubs@wcht.org.uk) or by calling **01923 679664**. Outside of working hours, please report any urgent issues via our out-of-hours service on **0800 218 2247**.

Fire safety regulations mean we can only accommodate a certain number of people in each room. The limit will be noted on your booking form, but can also be found on our website.

Smoking or using e-cigarettes is not allowed on our premises.

Please make sure you do not bring any flammable substances into the hub. Naked flames, including tea lights, are not allowed. We also do not allow smoke machines, incense sticks or burners.

If your party will include helium balloons, please make sure they are weighted down and not left to float up to the ceiling, as that may set off the fire alarms. All balloons must be removed from the hall at the end of the event – if any balloons need to be removed by the Community Hubs team, this may result in you losing part or all of your deposit.

We cannot accept bouncy castles, barbecues or fireworks in the hubs' garden spaces. The garden area is to be used as a breakout space only – no activities or events are to take place in the garden.

Electrical equipment provided in the hubs has been PAT tested and has the relevant certificates available for you to view. If you bring your own electrical items into the hub, they must be fully PAT tested.

## Noise levels

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

We no longer allow the use of professional amplified sound systems, including microphones. Small domestic speakers are permitted, at the discretion of the Community Hubs team.

All our hubs are located in residential areas, therefore please ensure guests do not loiter outside of the hubs before, during or after your event.

## Care of our premises

There is parking at most of our hubs – except for Luther Blissett Community Hub. Please make sure your party use the spaces available and do not park on side streets where you may block someone's garage or driveway. We also need to make sure emergency service vehicles can access the hubs should they need to.

We provide tables and chairs which you can set up as you wish, but please bear in mind that the room should be left as you found it. All furniture should also be wiped down and placed back where you found them and floors must be swept – basic cleaning equipment is provided in the kitchen area. Please ensure chairs are stacked safely to avoid them falling. Please note that we do not provide crockery, cutlery or cooking utensils.

Items such as blu-tack, sticky tape, pins or nails can leave marks on the walls, so please do not use these to put up any decorations or banners on the walls. We are happy for you to decorate the glass in the windows, but it is your responsibility to remove any marks that are left on the walls.

Any additional cooking equipment brought into any part of the premises needs be at the consent of the Community Hubs team. We do not allow buffet warmers that use naked flames.

Guests must not enter other areas of the hub or garden spaces



that are not included within their booking.

Please do not attempt to alter or modify any electrical equipment or plumbing in the hub.

When your event has finished, please turn off all the lights, electrical switches and taps before leaving the hub. Urns must only be filled with water – if you have used them, please make sure that they have been switched off and emptied after use.

The spaces are not suitable for ball games and therefore are prohibited.

It is also your responsibility to

ensure the hub is left clean and tidy, so please make sure any rubbish is put into black bags and removed from the premises at the end of your event, and that any marks or stains on the walls or floors are removed. If the hub is not left in a good state, or is left dirty, then the cost of any cleaning or maintenance will be taken from your deposit, or invoiced if you are a regular hirer.

Please lock any doors or windows before you leave. If you are a regular hirer, the locking-up procedure will be explained to the lead hirer and must be followed at all times.





If you do not leave at the agreed time, you will incur a fee from the keyholding company, and will also be charged an additional room hire fee, which will both be taken from your deposit.

No animals are allowed to be brought into the hub, except for assistance dogs.

## Liability

It is your responsibility to make sure that all property – whether it is yours or belongs to the hub – is kept safe at all times. Watford Community Housing cannot accept responsibility for any property that is damaged during your use of the hub. You must also make sure you have the correct insurance in place for the duration of your event, as the Community Hubs team may request to see copies of insurance documents for our internal records.

It is also your responsibility to make sure you adhere to all relevant laws and regulations that may be applicable to the activity you are using the hub for,

including regulations relating to employment, safety, and access for people with disabilities.

You must also observe our policies on health and safety, equal opportunities and safeguarding – you can get details of these from the Community Hubs team. These policies include information concerning the proper or fitting use of our hubs, and we reserve the right to cancel or refuse any booking that we believe contravenes these. In this event, all payments made will be refunded without Watford Community Housing accepting any further liability.

There is a first aid box available in all the hubs, but you must make sure you have adequate first aid cover for your event and that accident or incident forms are completed as necessary and sent to [CommunityHubs@wcht.org.uk](mailto:CommunityHubs@wcht.org.uk).

## Safeguarding

It is the responsibility of the lead hirer to ensure that the utmost care is taken to safeguard the wellbeing of children and

adults at risk at all times. You will be requested to provide safeguarding policies and DBS certificates where necessary.

## Payment and cancellation

**Regular hirers:** If you wish to hire with us on a regular basis, you need to pay an agreed upfront fee, as well as a refundable key deposit of £50, before the hire starts. These will be payable using a credit or debit card via our online payment system. Your booking will then move onto monthly payments.

If you need to change or cancel your booking, you must do so in writing, before the 25th of the month and no less than one calendar month prior to the event, in order to receive a refund of any payments made. You can do this by emailing [CommunityHubs@wcht.org.uk](mailto:CommunityHubs@wcht.org.uk). We will assume that your booking applies to public holidays unless you let us know otherwise.

**One-off hirers:** Until we have received full payment, your booking will not be confirmed. We request

a refundable deposit to cover the cost of any damages or other additional payments. You must make all payments using a credit or debit card via our online payment system, as we cannot accept cash.

If you are required to pay the £42 keyholding charge, this will cover the opening and closing of the hub for each session. Should you need any additional access to the venue, this will be charged at a rate of £21 each time. These fees are doubled on bank holidays.

If you need to change or cancel your booking, you must do so in writing, at least one calendar month in advance, in order to receive a refund of any payments made. You can do this by emailing [CommunityHubs@wcht.org.uk](mailto:CommunityHubs@wcht.org.uk).

**General:** We cannot take responsibility for poor weather conditions or unforeseen circumstances leading to you cancelling an event. If you fail to make payments in relation to your booking, we may cancel the booking with immediate effect and without liability to Watford Community Housing.



We reserve the right to cancel an event if we need to use the hub as a polling station for a local or parliamentary election, or for an ad-hoc community event. If we do need to cancel your event, all payments made will be refunded in full, and we will make every

effort to find an alternative venue for your event.

### **Equality data collection**

If you are a regular hirer, we will require you to report the number of people attending your events the following day.



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