



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 or call **01923 679664** and we would be happy to arrange a visit.

Getting into the hub

A key holder 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 or call **01923 679664**. If you need to contact a key holder outside of working hours please call **07949 961259** – please note this may incur an additional fee.

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.

If the fire alarm sounds please leave the building via the nearest exit and meet at the assembly point. Please do not call the emergency services until you are safely outside the building.

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.

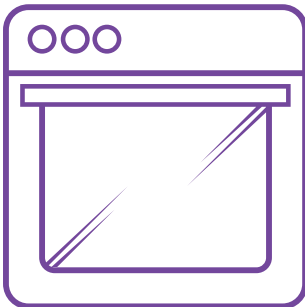
For meeting spaces we provide a tea and coffee station upon request. Please ensure that any mugs are washed up and returned to the cupboard after use.

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 basic cleaning equipment, including 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 after your event to let us know if you used any items so we can arrange for them to be replaced. In the event of an accident we provide an accident log book, which can be found in each main kitchen area for you to complete. Please also email us at CommunityHubs@wcht.org.uk to advise us of any accidents that have occurred.

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. All of our hubs close promptly at 10pm and this time cannot be extended.

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 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 Community Hubs Team.

Fire safety regulations mean we can only accommodate a certain number of people at a time. The limit for each room can be found on our website.



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