

Please read (or re-read) the information for volunteer repairers below, provide us with the information we need, then sign and return this document to repair@ttkingston.org, or bring it to your first repair session - and keep a copy for yourself.

TTK, January 2023

HOUSE RULES FOR VOLUNTEERS REPAIRERS AND CLIENTS

1. All repairs carried out at Repair Café Kingston are performed at the customer's own risk. The advice and repair service is conducted by experienced volunteers. No charge is made but donations are welcome to cover costs including the purchase and maintenance of tools and equipment and volunteers' expenses.
2. PLEASE NOTE: Dangerous tools and equipment are present and sometimes used in repairs. Vulnerable adults and all children must be accompanied, and parents must exercise control over, and be responsible for, the behaviour of their children whilst at the Repair Café.
3. All clients are required to complete a registration and disclaimer form for our records before any repairs can be considered. We ask for feedback and occasionally take photos of our events for marketing purposes - should you not wish to be quoted or photographed please inform a member of the team.
4. Watch and learn - have a go! Clients are expected to remain with the repairer while the repair is being carried out in order to see how the repair is being done and learn new skills. Items should not be left with the repairer for collection later.
5. Neither the Repair Café organisers nor the repairers in personal capacities or otherwise are liable for any loss or injury that may result from any repair carried out or for any advice or instructions given and used at a later date.
6. Neither the organisers nor the repairers in personal capacities or otherwise are liable for any accidental damage that may occur to either visitors' goods (including vehicles) or personal effects during visitors' time at the sessions.
7. The customer is responsible for providing any consumables such as leads, plugs, fuses, zips, etc. that may be needed to fully complete a repair.
8. Repairers offer no guarantee for any repairs carried out with or without their help and are not liable if any repaired items do not work properly at home or break down again in the future.
9. After making an initial assessment of an item, repairers are fully entitled to use their discretion and decline to repair an item should they so decide. They may advise where clients could obtain a professional repair or any necessary spares, or they may advise that an item cannot be repaired, in which case clients will be responsible for their removal and recycling.
11. A maximum of one item per person will be examined. Should time allow, extra items may be considered for examination and assessment.
12. Repair Cafe takes no responsibility in any form whatsoever for any item, repaired or otherwise, once it has left the premises where the repair session is taking place.

CONDUCT WITH VISITORS

- Volunteers should not solicit payment but can direct donors to a donation point.
- Volunteers are advised not to share or solicit personal information and to handle any such disclosures that come their way discreetly.
- Repairers should work in pairs to support and protect each other
- Repairers should ensure that visitors have seen and follow the house rules, and seek help from one of the organising team if this is a problem.
- Volunteers should act with courtesy, consideration and respect for visitors, and fellow volunteers.

HEALTH AND SAFETY guidance is at <https://www.ttkingston.org/assets/other/working-safely>. Please be observant and deal with any hazards as soon as you notice them. We have carried out a risk assessment and will update this as the Repair Café offer expands.

PRACTICAL INFORMATION FROM YOU

Competence - I am competent to carry out the following kinds of repair:

Equipment - many repairers prefer to bring and use their own equipment and tools, and initially this will enable Repair Café Kingston to expand without too many calls on our reserves. But if you anticipate equipment and consumables (such as glue) that Repair Café should provide, please let us know below, being as specific as possible:

Repairs you can't manage - if you can recommend good local repair shops for the repairs that you can't undertake, please let us know below:

Your availability - we hope that most volunteers will be available in Kingston Library every first Saturday of the month from 10.00am for briefings and to help with set-up, until 1.30pm (or a bit later for clearing up), depending on how many volunteers we have and demand. If there are dates or times when you will not be available, please let us know below and/or well before the next session:

I HAVE READ the documents on the TTK website at <https://www.ttkingston.org/ttk-groups-and-projects/kingston-repair-cafe/repair-cafe-volunteering/> and the rules /guidance in this document above and agree to abide by them.

Contacting you - please share your mobile number and email which will be used by the organisers only to coordinate sessions and disseminate information about Repair Café

Mobile number: _____

Email: _____

May we include you in a **Repair Café Kingston WhatsApp group**? Yes / No

Signed:

Name in capitals:

Date:

