

Community-managed facility operating guidelines

Minimum requirements

1. Purpose of these guidelines

These guidelines set out the minimum operational standards for organisations managing one of our community facilities.

They are intended to:

- Clarify responsibilities
- Support safe and effective management
- Protect our assets
- Support compliance with relevant legislation and lease obligations
- Promote positive community outcomes and responsible use.

These guidelines sit alongside your lease or licence agreement, which remains the governing legal document.

We may review and update these guidelines periodically.

2. Governance

Your organisation must:

- Be an incorporated society, charitable trust, or other recognised legal entity
- Maintain current contact details with us
- Notify us of changes to governance personnel or key contacts
- Ensure committee members understand their governance and operational responsibilities
- Maintain appropriate financial oversight and record keeping
- Operate in accordance your organisation's constitution or governing rules.

3. Core responsibilities

Responsibilities are defined in your lease or licence agreement.

Unless otherwise agreed, your organisation has responsibility to:

- Maintain interior spaces in a clean and tidy condition
- Manage bookings and hirers
- Pay operational costs where applicable
- Maintain appropriate public liability insurance
- Comply with health and safety obligations
- Manage day-to-day operational risks
- Actively use and promote the facility for community benefit.

Facilities should be operated in an inclusive and respectful manner that is appropriate for community use.

4. Managing hirers

Your organisation must have clear terms of hire or booking conditions for all facility users.

Terms of hire should include:

- Booking conditions and payment requirements
- Approved hours of use, including set-up and pack-down times
- Maximum occupancy limits
- Expected behaviour standards
- Cleaning and security expectations
- Requirements relating to alcohol, noise, and damage
- Responsibility for health and safety during hire periods.

Organisations must not allow any activity that breaches legislation, our requirements, or the conditions of the lease or licence agreement.

5. Alcohol

Where alcohol is supplied, sold, or consumed at the facility:

- Hirers must comply with the Sale and Supply of Alcohol Act 2012
- Any required licences or permissions must be obtained
- Host responsibility obligations must be observed
- Alcohol-related activity must be managed responsibly and safely.

Organisations must not permit events that breach legislation or create unreasonable risk to facility users, neighbours, or the wider community.

6. Health and safety

Organisations are responsible for ensuring the safe operation and use of the facility.

You must:

- Maintain appropriate health and safety procedures
- Identify and manage known hazards
- Maintain a hazard or risk register
- Keep exits, accessways, and safety equipment accessible
- Ensure occupancy limits are followed
- Ensure a responsible adult or authorised representative is present during use
- Maintain basic emergency readiness
- Record and respond appropriately to incidents or near misses.

Where relevant, organisations should consider the safety and wellbeing of children, young people, and vulnerable people using the facility.

7. Fire and emergency management

You must:

- Ensure hirers understand emergency and evacuation procedures
 - Keep fire exits and evacuation routes clear at all times
 - Not allow storage or activities that compromise fire safety systems
 - Ensure emergency contact information is available
 - Report any fire safety concerns promptly
 - In an emergency, always prioritise protecting people and making the area safe before notifying us.
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8. Maintenance and facility care

Your organisation is expected to take reasonable care of the facility and associated assets.

You must:

- Keep the facility clean, tidy, and fit for use
- Report maintenance issues or damage promptly
- Take reasonable steps to prevent avoidable damage
- Keep records of significant maintenance issues where appropriate
- Not undertake unauthorised alterations or building works.

If unsure who is responsible for a repair or maintenance issue, contact us before arranging works.

9. Cleaning

After each use, organisations or hirers must ensure:

- Rubbish is removed and disposed of appropriately
- Kitchens, toilets, and surfaces are cleaned
- Furniture and equipment are returned to their original location
- Floors and shared areas are left in a reasonable condition
- The facility is left ready for the next user.

10. Security

After use, organisations or hirers must ensure:

- Lights, heating, and appliances are turned off
- Windows and doors are secured
- Alarm systems, if present, are activated
- Keys, access cards, or security codes are managed responsibly.

Lost keys or security concerns should be reported to us promptly.

11. Prohibited or restricted activities

The following activities are not permitted unless approved in writing or otherwise authorised by us:

- Open flames, candles, or pyrotechnics
- Unauthorised gas appliances
- Storage or use of hazardous substances
- Smoking or vaping inside buildings or near entrances
- Activities that create unreasonable risk, damage, or nuisance.

Additional restrictions may apply depending on the facility.

12. Insurance and risk management

Organisations must:

- Maintain appropriate public liability insurance
- Manage operational risks associated with facility use
- Make responsibility for damage caused during occupation or use
- Recover costs from hirers where appropriate.

Our building insurance does not negate your organisation's responsibility for operational risks, contents, or liability arising from use.

13. Noise and neighbours

Organisations and hirers must:

- Manage noise levels appropriately
 - Respect neighbouring properties and shared spaces
 - Comply with any lawful direction from Noise Control or regulatory authorities
 - Consider the effects of parking, behaviour, and dispersal on neighbours.
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14. Incident and damage reporting

Serious incidents, damage, break-ins, vandalism, or safety concerns should be reported to us as soon as practicable.

Where required, organisations should also notify emergency services, insurers, or other relevant authorities.

15. Privacy

Personal information collected through bookings, membership records, or facility operations must be handled in accordance with the Privacy Act 2020.

Any information collected or stored must only be used for legitimate operational purposes.

16. Compliance

Failure to meet these minimum operational requirements may result in:

- Requests for corrective action
- Recovery of costs associated with damage or non-compliance
- Additional operational conditions being imposed
- Review of lease or licence arrangements
- Other action permitted under the lease or licence agreement.

We aim to work collaboratively with your organisation to resolve issues where possible.
