locality

the power of community

Managing your community building

Contents

Introduction

This guidance aims to highlight the key aspects of managing a community building. Managing a community building may feel daunting, but understanding the legal requirements, compliance and best practice will help your building to operate successfully.

Compliance requirements vary depending on the asset you are managing, the number of staff and the activities being delivered. Understanding your asset and the legal requirements you need to comply with specifically is key. However, there are a number of requirements which are common to most community organisations managing assets.

This guidance covers:

- how to understand your building
- the legal requirements which are common to most community organisations managing assets
- managing health and safety
- repair, maintenance and refurbishment of a community building
- letting and marketing a community building.

This guidance can only be a starting point. You will need to undertake further research, and we have suggested additional resources in this guidance. You may also need to take specialist advice.

Think about how you can use your organisation's resources to best manage your building. Some buildings are run entirely by volunteers; others employ management staff. Larger organisations may employ specific facilities management staff. These factors will impact the plans you need to put in place to manage your building successfully.

Understanding your building and how it behaves

Every building and asset is different. The size, space and configuration dictates what is possible in your building, the people that will use it and help bring it to life. Knowing your space will help you determine what is needed in its development, maintenance and management.

Many organisations already have long histories with a particular asset, but this is not always the case. In either instance, the key to managing a space successfully is to know the building in detail. Before you even begin to plan renovations, it is critical to be informed and collect as much data as possible.

By establishing a strong baseline of information about how the building is used, its physical and natural characteristics, energy performance, key regulations and consents, you will be in a strong position to plan how to use the building. This will also help you understand your impact.

People are at the heart of community spaces

For community assets, the people who know and love the space are a valuable source of information. Key stakeholders need to be brought along on your journey and will be a great resource to help you drive the project forward.

If you ask them, people will let you know how they feel about and engage with the space. Look at current patterns of occupancy, users' typical behaviours and priorities to decide how to arrange, manage and resource the space in ways that meet your community's needs. For example, you may be able to introduce 'flexible' areas in your building to maximise use and engagement for different purposes.

You can use this insight to have a conversation about plans for the future. This intelligence will also be key to understanding the opportunities for enterprise that will help inform your business planning. Having a clear line on what you can and can't include at an early stage can be invaluable.

It is also useful to be clear about what information you can share and what is commercially sensitive, at different stages of development, to avoid creating an 'information vacuum', and to keep local residents informed.

Resource

- [Engaging your community in a meaningful way](#)

Construction

Knowing the age of a building and whether it is comprised of traditional or modern building materials is particularly important in understanding how to look after it. Historic buildings are often made with stone and traditional lime mortar, which is permeable to water ingress. The long-term health of these buildings can be impacted by how you ventilate and insulate them. Newer buildings are often built with impermeable materials to prevent water ingress, with cavity walls as a method of insulation.

Traditional building materials include stone, wood, clay bricks, lime and gypsum. Glass, concrete and cement, steel and plastic are typical modern materials. Each has distinct properties and responds to the movement of moisture, heat and air differently. Understanding if they are present in your building will inform your maintenance plan and any proposed adaptations.

Historic England has a wide range of information about traditional building materials and technical guidance on looking after and retrofitting historic buildings.

Resource
- Historic England – technical advice

The building's systems
Having a good understanding of what technology, appliances, and energy systems your building uses, and how these systems work, is key to keeping your building working well. Keep an inventory of all your appliances, their manuals, relevant safety information, and PAT testing schedule. Organise appropriate training for staff, volunteers and other users on using systems and appliances in your building, as well as carrying out risk assessments. Make sure you know how to use and maintain the heating and cooling system and monitor its performance.

Ensure more than one person knows how to use critical systems, as well as any 'front-facing' technologies (for example projection systems in meeting rooms) that customers and visitors engage with, to ensure smooth operations.

Location, location, location
The elevation, slopes and contours of a site affect the structural design, placement, access and drainage of a building.

The orientation of a building is also significant. In the UK, the south-facing side of a structure receives the most sun exposure, which affects how the building heats and cools. How the building is designed to respond to the weather, for instance, whether it harnesses the heat in cooler months and avoids overheating in hotter months, will inform how you manage energy in the building. Equally, the prevailing wind in the UK is from the southwest, so the degree to which a building is sheltered or exposed can have an impact.

Trees, plants or other nearby structures might provide shelter to the building. They might also affect how moisture behaves or present potential risks to the structure. Flooding can prove catastrophic to buildings, particularly as weather patterns become more extreme and unpredictable. It is important to understand if there is a history of flooding in the area, what measures are in place locally, and if further investigation is needed.

Regulations and consents
Building regulations set a standard to ensure buildings are safe, healthy, accessible and energy efficient. The Building Regulations 2010 cover the construction and extension of buildings. You might also need building regulations approval for many alteration projects, including if you plan to:

- replace fuse boxes and connected electrics
- install a bathroom or toilet that will involve plumbing

- change electrics near a bath or shower
- put in a fixed air-conditioning system
- replace windows and doors
- replace roof coverings on pitched and flat roofs
- install or replace a heating system
- add extra radiators to a heating system
- install or alter drainage systems

Speaking to a 'building control body', such as your local council, or using Planning Portal's Building Control Portal, will help you understand whether you will need approval for planned works.

Planning permission might also be required if you want to build something new, make a major change to your asset, or change the use of the building. To find out if your project will need planning permission, contact your local planning authority (LPA) through your local council. If your project needs planning permission and you do the work without getting it first, you can be served an 'enforcement notice' ordering you to undo the changes you have made.

Understanding if the building is 'listed' i.e. has been judged to be of national importance architecturally or historically, is an important factor. According to Planning Portal (2025), listed building consent is "a type of planning control which protects buildings of special architectural or historical interest. These controls are in addition to any planning regulations which would normally apply. It is a criminal offence to carry out work which needs listed building consent without obtaining it beforehand."

For information about the eligibility and grades of listed buildings, the process for applying for listed building consent, ecclesiastical exemption and the planning system more broadly, please see resources on the Planning Portal, GOV.UK, and Historic England.

Resources
- gov.uk/building-regulations-approval
- gov.uk/planning-permission-england-wales
- planningportal.co.uk
- historicengland.org.uk/listing/what-is-designation
- historicengland.org.uk/listing/the-list

Surveys and methods of gathering data

DIY energy audit – walk through
A DIY audit, such as the Centre for Sustainable Energy's energy survey for community buildings, is a framework for understanding your building and

gathering information about its energy usage. For more information, please see our separate Greening your asset and beyond resource.

Resources
- Greening your asset and beyond
- cse.org.uk/resource/energy-survey-for-community-buildings

Building condition survey

A building condition survey should be used to understand the current building needs, plus any problems and opportunities to remedy them. A condition survey concerns the whole building, and headings might include: the roof, external walls, windows, drainage, floors, and building services. The Royal Institute for Chartered Surveyors (RICS) has guidance about the key building survey standards that professionals work to. This can be found on their website. Historic England also has a detailed list of the principles and competencies that a surveyor should follow. This is a useful document regardless of the age of your asset.

Resources
- rics.org/profession-standards/rics-standards-and-guidance/sector-standards/building-surveying-standards
- historicengland.org.uk/content/docs/advice/joint-position-statement-investigation-moisture-traditional-buildings

Maintenance survey/cycle report

A maintenance survey/cycle report will provide you with an outline of the ongoing maintenance that is required to keep your building in good health. It will draw on items identified in the condition survey and will often have a 10-year cycle, with items identified as urgent or short-term, medium-term or long-term. Having cost estimations for this maintenance cycle will be critical for feeding into your financial planning and forecasting. RICS have a professional standard for Planned Preventative Maintenance (PPM) —Section 6 of their guidance provides a structure for a PPM schedule, as well as details of what should be included.

Resources
- rics.org/content/dam/ricsglobal/documents/standards/PPM June 2022

Structural survey

A structural survey is used to understand the structural elements of a building. It will consider the roof, load-bearing walls and columns, and the foundations. These surveys will often only be undertaken if a problem has been identified or if you are planning to undertake structural alterations. They are highly technical assessments and should only be undertaken by qualified structural engineers with membership of either the ISE (Institution of Structural Engineers) or ICE (Institution of Civil Engineers).

Asbestos survey

There is a legal duty to undertake an asbestos survey and keep an asbestos register and management plan for buildings used by the public. The Health and Safety Executive (HSE) has detailed information about each of these components.

There are two types of asbestos survey:
- A management survey enables the asbestos 'duty holder' to produce an asbestos register and management plan.
- A refurbishment or demolition survey will ensure asbestos-containing material is removed before works can commence, that nobody will be harmed by the works, and that it will be undertaken by an appropriate contractor.

Identifying whether you are an asbestos duty holder is critical to understanding your responsibilities. Depending on the ownership and tenancy arrangement, the duty holder might be the owner, the tenant or the person in control of the premises, or each of you might share the responsibilities.

Resources
- hse.gov.uk/asbestos/duty

Other surveys

Your condition survey might identify areas that require further investigation due to the specifics of the building. Community First Yorkshire have developed a useful guide to surveys for village and community halls, which provides details on a range of specialist types of survey, including:

- damp surveys
- timber surveys
- drain surveys
- measured surveys
- ground condition and soil contamination surveys
- building services surveys.

Resources
- communityfirstyorkshire.org.uk – ACRE Guide to Surveys

Surveys for planning applications

Sometimes, a Local Planning Authority will ask for surveys to be submitted alongside a planning application. Each planning authority will have a list of national and local 'validation requirements', which specify the level and types of information required as part of a planning application. The surveys will relate to the specifics of your project and your local environmental context.

Energy surveys

Understanding your building's existing energy use is key to understanding its running costs, as well as calculating its carbon emissions. Energy surveys or audits will calculate all of these and make recommendations for how to reduce energy use. Thermal performance is calculated alongside ventilation, asset use and occupancy. More details on these can be found in our Greening your asset resource.

- Energy Performance Certificate (EPC) – EPCs predict the energy use of a building using the UK National Calculation Methodology, which is a standardised modelling tool. A building is given a rating from A to G, with A being the most energy efficient and is valid for 10 years if no significant alterations are made to the building. All buildings, domestic and non-domestic, are required to have an EPC at the point of sale or lease, if they have been newly constructed or if they have undergone a significant renovation.

- Display Energy Certificate (DEC) – public buildings over 250 square meters must have a DEC, showing a building's operational energy rating based on actual energy consumption over the past 12 months (with ratings from the previous two years for comparison). A public building is defined as 'at least partially occupied by a public authority and frequently visited by the public'. Private organisations do not have to have one but can choose to. DECs show a much more accurate picture than EPCs as they include energy use not included in the EPC modelling, such as the use of small appliances and energy for cooking, which are heavily determined by occupant use and harder to predict. As such, DECs often report a higher energy use than EPCs predict. DECs for buildings 'with a useful floor area more than 1,000 square meters' are only valid for one year; DECs are valid for 10 years for buildings of 250-1,000 square meters (UK Government, 2025).

Both types of certificates are publicly available on the energy certificate register.

Resources
- Operational Energy Use: The Difference Between EPCs and DECs - Net Zero Carbon Guide
- assets.publishing.service.gov.uk – Energy Performance of Buildings Certificates - glossary

Making informed choices – getting a survey that works for you

As can be seen, there are a range of survey and audit types available for community buildings. These range in levels of technical detail and methods. Understanding what each survey does and what you need to know will help you make the right choice of provider when commissioning work. Think about:

- **Your objective and scope**: what is your vision for the asset long-term?
- **Depth of information**: understanding the level of detail that you will need for your plans for the building. Be as clear as possible about what types of data will help you (this may be developed further in conversation with a surveyor).
- **Experience and credentials**: working with a professional who has relevant experience will help you and stakeholders feel confident in the process. Ask about a provider's experience in working with buildings similar to yours or working with community organisations. It will make a big difference if the professional you are working with already understands the challenges and priorities you are facing.
- **Communication and working agreements**: if you want plain-language information to communicate the findings to your stakeholders, be clear about that. If you want to understand the detailed steps, methods and timeline, be clear about that expectation from the start.

The scale and scope of surveys and audits will vary tremendously, so agree the methods and outputs with your professional, including the specific data sets that you expect in the report. The nuances will vary according to the type of survey, but a good report will include the following:

- A summary of observations and assessment of significance (an identification of potential costs is also useful)
- Detailed information about the methods of investigation and assessment, as well as the scope and limitations of the report, including key items that fall outside of the survey
- A clear outline of identified risks, with an explanation of their extent, severity and urgency to resolve. Photographs and/or drawings alongside the descriptions can be very helpful.
- Recommendations for repair or intervention with an outline of cost and resource implications. An assessment of the advantages and disadvantages of a particular intervention supports decision-making. Where multiple interventions are recommended, information about how the interventions will interact, whether they should be staged and how they should be prioritised, demonstrates the surveyor has taken a holistic approach.
- Any conflicts of interest.

Many groups will draw on volunteer or pro bono professional support—in fact, this support may be central to the success of your building's journey. However, there can be a time cost to 'free' support, whereas paid-for work tends to be delivered when agreed. Having honest conversations at the outset about their capacity, the timeline and review points supports the process and protects these vital relationships. If you plan to use pro-bono support to redevelop or extend the building, be aware that funders may also have their own procurement requirements. Early-stage pro-bono support may be offered in the expectation of getting future paid work if the project progresses. Make it clear from the outset that future paid work will be dependent on an open procurement process.

If you are considering, or have recently taken, a community asset transfer from a local authority, some survey information, including asbestos reports, is likely to have been shared with you as part of the process. However, the amount of information will vary, so check carefully if it meets your needs.

Resources

Further information is available on the Assets Hub on My Community.
For heritage buildings, Historic England has a list of conservation accreditation schemes to help you find relevant specialists.

Safety and maintenance

The links in this section and the Compliance section relate to England. Health and Safety and First Aid are the same in all four nations of the UK. There are some differences in Fire Safety regulations between England and Wales, Scotland and Northern Ireland. The broad principles remain the same, but projects in Scotland, Wales and Northern Ireland should check the details for their country.

Resources are included after each section where appropriate. Further resources are included in Appendix A.

Health and Safety

Health and Safety is a fundamental responsibility in the management of any community asset. As these assets are open to a wide range of people, including children, older people, and disabled people, ensuring the safety of all asset users is vital. Community assets often host diverse activities, which can increase the likelihood of potential risks if health and safety is not managed.

As well as making sure your organisation and asset are compliant, having a focus on Health and Safety helps to ensure the building is well-managed and welcoming for your community. It reduces the risk of accidents or injuries, providing protection for your organisation and helping to ensure the long-term sustainability of the building. Good Health and Safety management also shows that your organisation is responsible and accountable—an important consideration for funders and other community partners.

Organisations managing assets will need to have:
- a Health and Safety policy including instructions for fire and first aid
- risk assessments

Health and Safety legislation applies to your organisation if you employ staff or have control of a building. In terms of a community building, you 'must take reasonable measures to ensure the building, access to it and any equipment or

substances provided are safe for people using it, so far as is "reasonably practicable". This means balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble'. (Health & Safety Executive (HSE) Village and Community Halls: legal responsibilities)

Developing a Health and Safety policy

Your Health and Safety Policy should cover:

- general statement of policy on Health and Safety
- how Health and Safety is managed and organised
- arrangements and procedures
- safety rules.

You must have a written Health and Safety policy if you employ more than five people. However, it is good practice to have a written policy whatever the size of your organisation. For small organisations, it can be a useful policy to share with staff and volunteers, making it clear what needs to be done, when it needs to be done and who is responsible.

Communication and training

In addition to the legal requirements of Health and Safety, you should consider how your policies and practices are communicated to your staff, volunteers and building users. This could include clear signage throughout the asset and sharing Health and Safety information as part of the booking process. Bear in mind that signage and written communication may not be effective methods for giving information to all of your users — for example, young children.

Development of your Health and Safety policy should also consider the training needs of the board/management committee, staff and volunteers.

Resources
- hse.gov.uk/simple-health-safety/policy
- Health and safety for community groups | Resource Centre
- Health and safety basics for your business

Risk assessment

You should carry out a risk assessment for your building. The HSE publishes guidance on Managing Risk and Risk Assessment at Work. Whilst this is mainly aimed at organisations which employ staff, it is a straightforward overview that can be used more generally.

A risk assessment will:

- help to keep users, staff and volunteers safe
- identify issues with the building that need to be addressed
- identify your first aid requirements
- identify requirements in relation to fire safety

- help your organisation to comply with Health and Safety legislation
- help your organisation to avoid the consequences of accidents on the premises, including claims from users or staff and the need to make insurance claims.

A risk assessment involves inspecting the whole of the premises regularly to check for hazards. This includes boiler rooms, store cupboards, etc. Risk assessments would usually be carried out by the Health and Safety lead, but it is useful to involve other staff and volunteers who may have different perspectives and in-depth knowledge of how the building is used in practice.

The HSE publishes a Health and Safety Checklist for Village and Community Halls. This Checklist covers:

- identifying the hazards
- identifying who might be harmed and how
- evaluating the likelihood and severity of the risks
- deciding on measures to avoid or control the risks.

Consider the likelihood and severity of risks, so that you can focus your efforts on risks which are most likely and those which could have the most severe potential consequences. Some organisations use a scoring system to rate the likelihood and severity of risks to help with prioritisation.

Keep a record of each risk assessment. This is compulsory if you have five or more employees. but it is recommended for all organisations. A written record is useful in enabling board/management committee members, staff and volunteers to understand Health and Safety issues in the building and to prove that you have taken measures to identify hazards and manage risks.

> There is no way to avoid all the risks in running a building. Where a risk is unavoidable, it is important to consider ways to reduce the potential harm. The risk assessment will form part of your organisation's overall risk register.

A risk assessment should also look at how your organisation operates. It can be difficult to ensure that staff and volunteers comply with safety procedures, but it is important to identify and eliminate practices which present serious risks, for example, propping open fire doors, allowing rubbish to accumulate in corridors, and leaving flammable materials near heat sources.

It is important to have someone who leads on Health and Safety. If you employ staff whose role includes managing the building, this would usually be their responsibility. If your organisation is mainly operated by volunteers, appoint someone from the board/management committee to lead on Health and Safety.

The HSE Checklist provides a good summary of physical issues to consider but think specifically about your building and how it is used – there may be other potential hazards that you need to add. Some issues to think about are:

- users of the building and whether risks may be more significant for them. For example, trip hazards may be a greater risk if many of your users are older or disabled people. Electric points and the storage of cleaning materials may be a greater risk if your users include children.
- activities which take place in the building – for example, sports activities or cooking classes which may pose risks.
- suitability, maintenance and safe operation of any equipment.
- any manual handling and whether staff and volunteers are trained – this is likely to be relevant in relation to health and social care services, but may also be an issue in relation to, for example, working in a food bank
- any activities which require personal protective equipment
- staff and volunteers – for example, do they work at height to clean? Do they work in the building alone? Do you have staff, volunteers or users who have particular requirements – for example, pregnant women, young people, disabled people, or people whose first language is not English?
- smaller organisations may have volunteers who carry out maintenance tasks using their own equipment and working at height. What risks are involved, and how can these be managed?

Consider any additional risks if, for example, you:

- provide activities or services for children
- prepare or serve food
- deliver services which require lifting and carrying – for example, operating a food bank
- serve alcohol
- offer entertainment such as music **or theatre shows**.

A full risk assessment should be carried out at least once a year. You may review more frequently if there is an accident or a near miss, if there are physical changes to the building, or changes to the activities and services you offer.

Your risk assessment is likely to generate a list of tasks to be undertaken regularly. Make sure that this is written up and shared. It can be useful to have a log available to all staff and volunteers to record any issues they identify, or which are reported by users.

If you are holding a large event or starting a new activity or service, you should carry out a specific risk assessment.

Resources
- hse.gov.uk/voluntary/assets/docs/village-hall
- hse.gov.uk/voluntary/work-types/village-and-community-halls

Fire safety

Fire safety is a legal requirement for all non-domestic buildings under the Regulatory Reform (Fire Safety) Order 2005. The person responsible for the building (e.g. trustees, managers, landlords) must:

- carry out a fire risk assessment
- take reasonable steps to reduce fire risk
- have clear plans for emergency evacuation

Failure to comply with these requirements can lead to fines, prosecution, and/or closure of the building.

In addition to the legal requirements, you should ensure your asset has:

- escape routes with clear signage so that all users are aware of them
- working fire alarms that are tested regularly to quickly alert everyone in the building in the event of a fire
- staff or volunteers who are trained in evacuation procedures.

You should appoint a "responsible person". In organisations with management staff, that would usually be a member of staff. In volunteer-run organisations, it would usually be a member of the board/management committee.

The Government publishes a Fire safety risk assessment: 5-step checklist. This is a straightforward summary of the requirements of a fire risk assessment. The key elements are:

- assessment of fire risk in the building – for example, electrical equipment, heating, building work, smoking, arson
- number of people who may be affected if there is a fire, particularly those who may be most at risk – for example, disabled people, children, older people, people who are alone in the building
- evaluate and act – identifying and checking the adequacy of escape routes and requirements for signage, emergency lighting, etc.
- record, plan, train and develop an action plan – keeping a record of the assessment and the action taken in response to the assessment. Providing training and information on fire safety so that staff, volunteers and people using the building know what to do if a fire breaks out.
- regular review of the fire safety risk assessment, noting if there are significant changes.

This is a general overview of the process. Consider your building and the activities carried out in it carefully to assess all the fire risks. If you carry out risky activities or have a building with a difficult layout, you may need to take specialist advice.

Fire safety will form part of your list of regular Health and Safety tasks. The list is likely to include inspection of corridors and escape routes to ensure there are no obstructions, and they are free of rubbish. It will include regular checks of fire alarms, smoke detectors, emergency lighting and signage. It may also include fire drills.

If you rent out your premises without staff or volunteers on site, you will need to ensure that hirers are briefed on fire safety and that written information on fire safety procedures is displayed in the building. Hirers should be made aware that they are responsible for implementing fire safety procedures if there is a fire.

If you operate the building without a staffed reception, your fire safety risk assessment should take this into account. Whilst you may have signing in requirements, etc., this means that there is no one tasked with ensuring compliance.

Fire safety advice can be sought from your local fire and rescue service – some will visit your premises to offer advice.

Resources
- Fire safety risk assessment: 5-step checklist (accessible) - GOV.UK
- gov.uk/government/publications/fire-safety-risk-assessment-small-and-medium-places-of-assembly/fire-safety-risk-assessment-small-and-medium-places-of-assembly-accessible

First aid
A risk assessment is required to determine the level of first aid provision required – see the section above on risk assessment. Based on the risk assessment, you should identify and provide the first aid equipment required – for example, a first aid box.

Your risk assessment will determine whether first aiders are a requirement. Trained first aiders are required for workplaces with more than 25 employees, or in buildings or spaces where higher-risk activities are undertaken. In community buildings, higher-risk activities could be sports activities or working with chemicals.

For organisations carrying out low-risk activities and where fewer than 25 people work in the building, you are recommended to have an "appointed person" to be responsible for ensuring the first aid equipment is fit for purpose and other first aid requirements are met. This role may also include being the "responsible person" for reporting accidents and incidents – see the reporting section below.

Ensure that information is prominently displayed in the building, setting out what to do in an emergency, the location of first aid equipment and emergency contact numbers. This is particularly important where hirers use the building with no staff or volunteers on site.

Provide information to your hirers about their responsibilities – for example, if they need to provide their own first aid cover.

You need to ensure that you understand and meet the minimum requirements. However, you may decide as an organisation to go beyond those standards – for example, by providing first aid training for staff and/or volunteers.

Reporting accidents and illnesses

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) set out that employers and organisations in control of work premises – which includes most community buildings, even if your organisation does not employ staff – must report:

- a death or major injury
- an injury which results in someone being unable to work for more than three days
- a work–related disease
- a dangerous occurrence
- any injury which results in a member of the public being taken to hospital.

Reports to the HSE are made online. The exception is fatal or major incidents, which should be reported by phone.

An HSE-approved accident book is required if you have 10 or more employees. Other organisations should maintain and retain records. The process for recording accidents and incidents should be made clear to all employees and volunteers. You should review information in your accident book regularly as this may highlight ways to improve safety in your building. This information will also be useful if an insurance claim is made.

If you hire out the building without staff or volunteers on site, your hire agreement should be clear about the obligation of hirers to report accidents and incidents – this would usually be to the "appointed person" responsible for first aid.

Resources

- hse.gov.uk/firstaid

Legionnaires disease

Legionnaires disease is a potentially fatal form of pneumonia, and everyone is susceptible to infection. It is spread through inhaling droplets of water contaminated with Legionella bacteria. Bacteria may grow in water systems if there are favourable conditions, so it is essential to control the risks. There is detailed Government guidance on what organisations must do, which includes:

- Carrying out a risk assessment

- Considering whether the design of water systems can be changed to eliminate or reduce the risk
- Implementing controls such as preventing water stagnation, keeping water systems clean, controlling water temperature and, where necessary, carrying out water testing
- Keeping records of risk assessments and measures taken to reduce or eliminate risk

Resources
- hse.gov.uk/legionnaires/what-you-must-do

Lifts
If you have a lift, you must ensure that there is a "thorough examination" every 6-12 months. This is in addition to any routine maintenance.

Resources
- hse.gov.uk - Thorough examination and testing of lifts

Food
Food preparation is governed by the Food Safety Act 1990 and the Food Safety (General Food Hygiene) Regulations 1995, which cover:

- food hygiene standards
- traceability
- protection against contamination.

Key aspects include:

- registering with the local authority, which will include inspections, and you may be required to display of a Food Hygiene Rating score
- ensuring premises are clean and hygienic
- provision of handwashing facilities
- training staff and volunteers in food hygiene
- implementing pest control
- provision of allergen information.

If your organisation prepares or serves food, it is important to ensure that you understand your legal obligations and put in place the necessary procedures and training. There is specific guidance on community cooking, food banks and the provision of food at community and charity events.

Resources
- assets.publishing.service.gov.uk – Food Safety and Kitchen Hygiene
- food.gov.uk/safety-hygiene/food-safety-for-community-cooking-and-food-banks

- food.gov.uk/safety-hygiene/providing-food-at-community-and-charity-events

Cleaning

Cleaning must comply with the Control of Substances Hazardous to Health (COSHH) regulations. These regulations require you to assess risks, control exposure to hazardous substances, and provide training, information, and necessary personal protective equipment (PPE). Most cleaning materials will be low risk, but you should ensure that those using them understand any risks and know how to store them safely and deal with any spills.

> Although cleaning is the most obvious activity in a community building, other activities may involve hazardous substances, which should also be used in line with the COSHH regulations.

Your risk assessment should cover cleaning, including where cleaning involves working at height. The specific risks will depend on your building, but people must not work at height when they are alone.

Resources
- hse.gov.uk/coshh/industry/cleaning

Compliance

Organisational requirements

Before taking on a community asset, it is important to make sure you have an appropriate legal structure in place that allows you to own or lease an asset. The right legal structure is essential to provide legal recognition, accountability and protection for your trustees or directors.

All legally constituted organisations will need to provide annual reports to the relevant regulator, usually the Charity Commission, Companies House and/or the Financial Conduct Authority (FCA). These vary depending on the legal structure of your organisation, but will include -

- Annual accounts – Charity Commission, Companies House, FCA
- Trustees report – Charity Commission
- Confirmation statement (CS01) – Companies House
- CIC Annual Report (CIC34) – Companies House
- Annual Return (AR30) – FCA
- In addition to annual reporting, you will also need to provide updates regarding any relevant changes to your organisation, such as a change of address and the addition/removal of trustees or directors.

Failure to comply with these reporting requirements can result in fines or other penalties for your organisation and may ultimately put your asset at risk.

Insurance

Insurance is essential for community assets to protect the organisation, the asset and its users from a range of risks. While the exact needs will depend on how the building is used, most community assets should have a core set of insurance policies in place to meet legal responsibilities, safeguard finances, and ensure continuity. For charities, the Charity Commission requires trustees to take steps to protect the charity and its assets.

Organisations who hire out space in their assets must understand what is covered by their insurance policies and ensure that the specific activity of 'hiring' is included. Often called 'Hirer's Liability', some insurers include this cover as part of their standard policy, however others expect clients to extend cover to include this.

Ensure that your insurers are clear about how the building operates – for example if hirers can access the premises without staff or volunteers being on site. Check the detail of your insurance to ensure that you adhere to any health and safety requirements.

Insurance policies organisations should hold include:

- Public Liability
- Employers Liability – this is a legal requirement if your organisation employs staff
- Building and Contents
- Trustee Liability
- Insurance specific to your asset **and what you do**.

Resources

- [Charities and insurance – GOV.UK](#)
- [Insurance for Voluntary Organisations in Someone Else's Premises – Ladbrook | Charity Insurance](#)

Building security and alarms

Community buildings are used in a variety of different ways, often being hired when there are no staff or volunteers on the premises. Cleaning may take place out of hours. It is important to have a routine for closing the building which everyone using it understands.

If you have an alarm, you will need to supply details of key holders when it is installed. It is important to note the process for changing key holders and to ensure that your key holders are up to date. It is good practice, even if you do not have an alarm, to identify staff, board/committee members or volunteers

who can respond to issues and emergencies out of hours. Preferably these will be people who live reasonably close to the building and have transport.

Consider how users will access the building. Some organisations operate a reception run by staff or volunteers. These organisations often have a sign-in system for visitors and may give visitors badges or lanyards. There are some key considerations for organisations which do not operate a reception. Good signage will be key to ensuring that users can find their activity or service. Whilst you may provide a signing-in book, there are no checks to ensure this is used. So, it is important that the closing-up routine ensures that everyone is off the premises. If you provide services for children and vulnerable adults, you will need to consider how you will ensure their safety and security within the building.

Safeguarding

All community organisations, especially those working with children and vulnerable individuals, are required to have a safeguarding policy. Safeguarding arrangements should be proportionate to the organisation's size, activities, and the level of risk associated with the groups it works with.

This policy should outline how your organisation will protect people from harm, how individuals can raise concerns, and how allegations or incidents will be handled and reported. It should also address specific risks relevant to activities and the vulnerable groups being supported.

Resources
- Safeguarding and protecting people for charities and trustees - GOV.UK
- Law, rules and duties – NCVO
- Safeguarding and child protection for charity trustees – NSPCC Learning

Licensing and activities

Community assets may require a range of licences or permissions depending on the activities they host. While simply owning or managing a building doesn't require a licence, many common uses of community spaces do, such as showing films, playing music, selling food, or serving alcohol. To make sure your organisation and asset are covered, you may need to have:

- Premises licence – required if serving alcohol or providing regulated entertainment
- Gambling licence for some types of fundraising
- Music licence (PPL PRS) – required if playing recorded music including background music, activities such as exercise classes, or public performances
- TV licence – required if showing live TV or iPlayer
- Film licence – a public performance licence is usually required to show films even if no admission fee is being charged
- Food hygiene registration – required if preparing or serving food.

As requirements relating to licences can vary, organisations should always check to see what may be required. It is a good idea to keep a log of all licences and their renewal dates to ensure your activities are always covered.

Where groups are hiring space in your asset, it is usually their responsibility to get licences for their activities however you should inform them of the requirements. Your booking policies and agreements can include terms about licensing, so all users are aware of their responsibilities.

Different activities in your building may be subject to legislation and compliance requirements. If you work with children, for example, the Children Act requirements will affect both the building and how it is operated.

Resources
- gamblingcommission.gov.uk/public-and-players/guide/fundraising-prize-draws-raffles-and-lotteries
- pplprs.co.uk
- gov.uk/government/publications/alcohol-licensing-community-premises

Equality, diversity and inclusion

Community organisations must comply with the Equality Act 2010 to ensure that their services are accessible, inclusive, and free from discrimination. The Act protects people from unfair treatment and promotes a fair and more equal society.

If a community building is open to the public, it is considered a service provider under the Act and therefore must not:

- refuse to serve someone based on a protected characteristic
- provide a lower standard of service
- harass or victimise someone
- apply a policy or rule that puts people with a protected characteristic at a disadvantage (unless it can be justified).

Duty to make reasonable adjustments (especially for disability)

One of the most important parts of the Act for community buildings is the duty to make reasonable adjustments for disabled people. This includes:

- physical access adjustments, like ramps, lifts, and accessible toilets
- communication adjustments, such as large print materials or hearing loops
- policy adjustments, like allowing assistance dogs or extra time for people with learning disabilities
- you are expected to anticipate and plan for these needs — not wait until someone complains.

Equality in employment or volunteering

If your organisation employs staff or uses volunteers, you must:

- have fair recruitment practices
- avoid discrimination in pay, conditions, dismissal, or promotion
- prevent harassment and victimisation
- make reasonable adjustments for disabled staff or volunteers.

Further information on equality, diversity and inclusion in relation to managing a community building is available on My Community, including an example policy.

Resources
- Discrimination: your rights: Types of discrimination ('protected characteristics') - GOV.UK
- Equity, diversity and inclusion – NCVO
- Equality Act: guidance for charities - GOV.UK

Data protection

Community organisations in the UK must comply with data protection laws if they collect, store, or use any personal data — for example, names, contact details, photos, or health information. These requirements fall under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Most organisations, including charities and community groups, must register with the Information Commissioner's Office (ICO) and pay a data protection fee (usually £40/year for small organisations).

For data protection regulations, personal data can include:

- names, addresses, emails, phone numbers
- bank or payment details
- health or disability information
- photos or CCTV footage
- attendance lists, sign-in sheets
- records of volunteers, staff, or service users
- CCTV footage in the building.

Under GDPR, if you want to collect or store someone's personal data, you must do so lawfully, fairly, and transparently. In many cases, this requires explicit consent from the individual, which must be:

- freely given – no pressure or negative consequences if they say no
- specific – clear on what the data will be used for
- informed – the person must understand what they are agreeing to
- unambiguous – there must be a clear action (e.g., ticking a box)
- documented – you must keep records of who consented, when, and how

- easy to withdraw – people must be able to withdraw consent just as easily as they gave it.

Resources
- [Register – ICO](#)
- [Advice for small and medium organisations – ICO](#)
- [Guide to GDPR and data protection for charities – ACEVO](#)

New anti-terrorism legislation

Terrorism (Protection of Premises) Act 2025 (Martyn's Law)
If your asset regularly hosts large gatherings or events (over 200 people), you may now be legally required to implement additional security provisions under the Terrorism (Protection of Premises) Act 2025, also known as Martyn's Law. Martyn's Law was passed in memory of Martyn Hett, one of the 22 victims of the Manchester Arena bombing in 2017. The law aims to ensure that public venues take proportionate steps to improve security and prepare for terrorist incidents. The law was passed in April 2025 and will be introduced through phased implementation from late 2025 onwards.

The law outlines different requirements for buildings depending on their capacity. Venues with a capacity of 200-799 people will be classed as Standard Tier, while those with a capacity of 800+ will be subject to Enhanced Tier requirements.

While further guidance regarding the implementation of Martyn's Law is still to be published, you can begin taking steps to ensure your asset is compliant, including:

- check your asset's capacity and determine your tier
- start a terrorism risk assessment and include this as part of your Health and Safety procedures
- write a basic emergency action plan
- source training for staff and volunteers in recognising suspicious behaviour
- keep informed – sign up to updates with ProtectUK alerts

Resources
- [Martyn's Law Factsheet – Home Office in the media](#)
- [ProtectUK - Home](#)

Maintenance and refurbishment

If you own the building, then you are responsible for its repair, maintenance and refurbishment. If you lease the building, then responsibility for repair, maintenance and refurbishment should be set out in your lease. It is important to be clear what is your responsibility and what is the responsibility of the owner.

Repairs	These are generally reactive when a problem arises. These range from minor issues such as a leaking pipe or a broken window to major issues such as storm damage to the roof.
Maintenance	Examples include painting external woodwork, clearing gutters and internal decoration. Maintenance will depend on your building, but it is usually planned and predictable. Depending on the usage of your building, you may, for example, plan to ensure that all parts are decorated once every five years.
Refurbishment	Longer-term renewal and replacement of, for example, the roof, heating and electrical systems, kitchen, toilets. Based on the current condition of your building, you should be able to develop a schedule for these works.

It is important to consider all of these costs when producing your annual budget. Though your budget should include an amount for repairs, the cost is very difficult to predict. Maintenance and refurbishment are easier to predict and prepare for, but it is important to be flexible, as the actual timing of these works should depend on the condition of the building. The type of building will impact the cost of repair and maintenance – for example, costs are generally higher for heritage buildings. Any surveys you have undertaken (described in the Surveys section in this guidance) will help to inform budgeting.

> If your building contains asbestos, remember to check your asbestos management plan and ensure that contractors are informed.

It is wise to regularly inspect the building to identify any issues. Tackling problems at an early stage can reduce cost and impact.

Using contractors

If you have a procurement policy, this should set out the process for selecting contractors. If you are using grant funding for repairs and refurbishment, there may be rules set out in your grant agreement around how you select a contractor.

It can be helpful to draw up a list of approved contractors, that is, contractors that you have checked out – looking at their qualifications, response times, Health and Safety policies, insurance, reviews, etc. This can be particularly helpful where you have a repair which requires urgent action.
It is important to ensure that there is a clear (preferably written) agreement with the contractor for each piece of work. This should include the details of the work you require. If you are not using a contractor on your approved list, you should carry out checks. Gas and electrical works must comply with UK standards. It is

helpful to appoint one person (usually a staff member or member of the board/management committee) to liaise with the contractor.

Remember to keep a list and set up calendar alerts for renewals, particularly for contracts which are renewed annually or less often – e.g. boiler maintenance, alarm maintenance, etc. This will ensure that essential safety and maintenance checks are not overlooked. Check the paperwork on contracts and note the notice periods for cancelling contracts. Again, set calendar alerts so that, if you are dissatisfied with the service, you can start the process of cancelling the contract at the right time.

Using staff and volunteers

If work is being carried out by staff and/or volunteers, ensure that your insurance covers this. If you are using hazardous substances, check the risks and ensure that those carrying out the work comply with safety guidance and understand what to do if there is a problem. Maintenance is often done by volunteers in smaller organisations. It is important to do a risk assessment and mitigate the risks involved.

> It is important to ensure that people do not carry out work alone when they are working at height, with hazardous materials or with potentially dangerous equipment.

Regular checks

Doing regular checks can avoid problems or catch them at an early stage. Regular checks might include:

- checking passageways, access routes and fire doors to ensure there are no obstructions or rubbish which could cause a problem in evacuating the building
- checking the cleanliness of toilets and washing facilities
- checking fire equipment and carrying out fire drills
- checking the first aid box and any other first aid equipment or supplies
- ensuring that signage is in place and readable.
- water checks and water testing as identified in your risk assessment
- arranging gas and electricity safety checks by qualified contractors – the need and frequency of these checks should be identified as part of your risk assessment

It can be helpful to list regular checks and inspections in your Health and Safety policy and to set up alerts for periodic checks such as gas, electricity and fire equipment inspections.

Business continuity plan

It can be helpful to develop a business continuity plan which looks at what you will do when problems arise. Typical problems include:

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- issues with utilities or water
- issues with bad weather or transport services
- IT problems
- problems with the building
- unanticipated loss or unavailability of key staff, volunteers, tutors
- problems in the neighbourhood.

You can start working on this by thinking about the things which could go wrong and developing strategies for managing these issues.

A key issue for many community organisations is cancellation of activities or services, for example, because of bad weather or because the tutor is ill. How do you let customers, staff and volunteers know? This may be crucial for the safety of your staff and volunteers. Timely information to customers may be key to retaining their goodwill.

Problems with the building, utilities or water may result in the closure of the building for a period of time. A speedy resolution to the problem will be key, but so will communication with everyone involved.

If your building could be used to support the community during an emergency such as a power cut or flood, you need to ensure that the organisation is geared up to provide that support.

Doing this planning will help you to ensure that you have appropriate and adequate insurance cover. It will also allow you to think through the financial consequences of, for example, a period when the building is closed.

Resources
- assets.publishing.service.gov.uk – Business Continuity Management Toolkit

Letting and marketing your building

Understanding your customers
A starting point is to ask yourself the question, who are our customers? The type of customers you will attract as tenants or hirers will largely be dependent on the size of your building, the size of spaces within it, and those which are lettable and those which are not. Existing use of the building and your organisation's relationships with existing customer groups will also play a part, as well as the historical role of the building within your community.

It is useful to analyse your current booking patterns to understand who uses your building, what they use it for, when you are busy and when you are not. Are there particular trends, gaps in provision or potential customer groups that are not being reached? For example:

- you may be fully booked during the evening but have limited demand during the day
- your bookings tend to be from a small section of the community, and the building is rarely used by certain groups e.g., young people, people with disabilities, or people from racially minoritised communities
- you may have lots of bookings for smaller rooms, but fewer for the main hall where the room capacity is much higher
- you may get lots of interest from other charitable organisations (who are charged the discounted rate) but less from statutory or commercial tenants/hirers who pay the full rate
- organisations hiring the space tend to run smaller group activities rather than parties or large events.

For existing customers, it is a good idea to share a survey or run a focus group to understand what they like about using the space, what they dislike, whether their current needs are being met, and whether they are exploring alternative options.

To target new customers, make sure to research the market. It is likely that the needs and expectations of new customers are different from those who use your space currently. Compare what you provide to other community buildings and spaces to rent locally. Consider:

- is there a shortage of a particular type of space in your area?
- who might rent the space at particular times of day or week, for example, quieter periods during the daytime?
- are there local businesses which might be interested in office space or hiring rooms for meetings?
- is the local authority, GP, local college or registered housing provider looking for space to run services?

Is there a market?

A gap in provision does not necessarily mean there is a market for your space. For example, your research may show that there are few small offices in your area. But does that mean there is an unmet need? There may be no small offices because there is no demand – there may be few small businesses in the area, or those that do exist may opt to save on office costs by working from home.

Once you have identified a potential new user group, it is a good idea to 'test the market'. This means speaking to potential users or tenants to indicate the type of service you plan to offer and the rent you plan to charge. If these ideas deter people from wanting to rent space, then you may need to rethink your plans.

Resources
- locality.org.uk – Marketing your community space hire

- [locality.org.uk – 7 principles of local marketing](#)

Types of use

Different types of users will want to use your building in different ways. This might include:

- long-term tenants
- sessional users
- office space
- storage
- hourly or half-day rentals
- occasional/event use

Understanding your customers will be the key factor in determining which type of use is most appropriate for them. There will also be physical and practical considerations in deciding which customer groups can use your space, such as:

- **access to the building** – considering people with mobility problems, can they access the whole of the building or are certain spaces limited?
- **impact on operations** - will you need to have extra staff or volunteers available? Do you have a reception for one-off users or tenants who have visitors? Do you offer catering, link with local entertainers to provide party packages, or offer a bar for social events?
- **mix of users** – is it practical or sensible to have different user groups using the building at the same time? There may be conflicts about noise, use of facilities or safety concerns to contend with.

Usually, you will have to work with the existing space and building layout, but there may be some low (or high!) cost options to reshape your building to create more lettable space. Covenants on the building and the requirement for licences might dictate or restrict the use of your building, particularly if your users want to play music, put on performances, serve alcohol or run activities like bingo, raffles or tombolas.

Out of office hours access

It is important to consider whether you will offer out-of-office-hours access (i.e., evenings and weekends) and decide whether you can provide this in a secure way. This is especially crucial if you plan to operate the building without staff or volunteers present when the building is in use. You will need to ensure that tenants and hirers understand their responsibilities – can you be confident that they will leave the building safe and secure? Can you make it easier for them by giving them checklists for opening and closing the building?

Consider too if there are practical arrangements which can make out-of-hours access easier such as providing remote access or key codes. If the building is large, can you separate it into self-contained zones, so that tenants and hirers are only responsible for one section of the building?

Understanding your costs

Before determining the prices for your building hire, you will need to understand the costs involved in providing the space. This might include:

- reception services
- office supplies and equipment
- utilities and water rates
- cleaning and caretaking
- business rates
- IT, broadband and phone
- car parking
- licences and insurances
- building maintenance costs
- management costs.

Consider whether it is a good idea for your rental charge for tenants and hirers to include some of these items – for example:

- If you include reception services, then any reduction to this service could require you to renegotiate the rent. Many community buildings choose not to operate a traditional reception as it may not be the most effective use of staff or volunteer time.
- Providing internet access may be attractive to potential tenants, but it can also be one of the main things that tenants complain about. Do you have staff and/or volunteers available to deal with problems?
- Will offering car parking for tenants impact on the other services you provide? Will it cause problems for people arriving for courses, meetings and events?
- If you hire out equipment for meetings (screens, projectors, etc.), be clear about what equipment your hirers need to bring with them and whether or not there is any support to help them operate your equipment.

As an organisation occupying a space, you are liable to pay business rates. You will get mandatory rate relief and may get discretionary rate relief if you are a charity. Some other organisations operating for social benefit may qualify for discretionary rate relief – but this is at the discretion of the local authority. However, if you are sub-letting an area of the building in a way that gives exclusive use to your tenant, then they may be liable for the business rates for that space (and if they are not a charity, they may have to pay in full). Rating is complex, so it is advisable to do your research before subletting.

Setting a pricing policy

A pricing policy allows you to demonstrate to customers that you are being fair to everyone. However, this does not mean that everyone has to pay the same. Many organisations have tiered pricing systems, where they charge different rates to statutory organisations, private businesses and voluntary organisations.

You may, for example, charge more for private rentals for parties and social events than for a charity hiring the space for a workshop.

Setting prices is about knowing your local market. It is a good idea to research what other local organisations charge and what they offer for the price. If your prices are significantly higher than those offered by similar local facilities, then you may struggle to get customers outside of peak periods. Other factors such as the size of rooms, proximity to transport links, availability of parking and quality of common facilities will influence a decision to hire space alongside its price.

Be realistic about the prices you charge and how much income your room hire will generate. Does the rent you plan to charge cover the costs associated with managing the space? Does it cover other organisational running costs? If not, then you will need plans to make up the shortfall through fundraising, community enterprise, events, or other income-generating activities.

Tenant and user agreements

It is good practice to have a written agreement with your hirers and tenants. For tenants of offices and managed workspace, it is advisable to take legal advice on the form of letting (tenancy or licence) and the written document. Do not rely on the fact that a document is called a licence; if the terms of the licence create a lease, then you have given your tenants a lease. Remember that if you hold your building on a lease, you may need your landlord's permission to sublet, and you must not sublet for a term longer than the time you have remaining on your lease.

A written agreement for room-hire clarifies the terms and conditions of the letting and can be referred to if there is any dispute. Terms and Conditions (T&Cs) for room hire are usually linked to a booking form which asks for details about the hirer, their organisation and booking requirements. Your T&Cs may include information about:

- Deposits and payment processes
- Cancellation procedures
- Policies (e.g., fire, Health and Safety, safeguarding)
- Insurance and liabilities
- Restrictions on building/room use
- Anything else which is relevant to your room hire policy.

Please see Appendix B for examples of terms and conditions to include in hire agreements and Appendix C for an example booking form.

Inductions and handbooks

When users first join as tenants or hirers, it can be useful to share an induction pack or handbook to detail the key information they need to know about using the building. This might include: an introduction to the organisation and building

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including how to access, a site map, details of communal facilities and services, a 'who's who' of key staff members and volunteers and information about how to stay safe (including what to do in an emergency, health & safety, fire safety, first aid, and security). Consider creating this information pack as a 'live' document, shared and updated online, to keep users up to date as things change.

Roles and responsibilities

It is important to ensure that tenants and hirers understand their roles and responsibilities when it comes to using the building. This will form part of your induction pack, although it is also important to reiterate these points to users through verbal and written briefings.

Key aspects to cover include:

- How they should manage risk, including having their own and adhering to your organisation's Health and Safety, fire safety, food safety, licensing, child protection, adult safeguarding, and lone working policies
- Expectations about what they can and cannot do in the building, including any restrictions on their activities around, for example, alcohol, gambling and/or operating late in the evening
- Insurances – ensuring that they have their own and are compliant with the conditions of your insurance policies. See the Insurance section above for more information.
- Expectations on how they should look after the building, including how to avoid equipment and material damage and adhering to any opening and closing procedures
- Expectations on how they should interact and minimise conflict with other building users, including guidelines around communication
- Any other roles and responsibilities specific to your building.

Relationship management

Good relationships = good tenants. So, it is important to ensure fair treatment of all building users through setting out clear policies and guidelines. Try to anticipate issues early on and work out how you can avoid or deal with them. This might include making sure everyone is clear about how to manage conflicts between tenants and hirers, for example, about noise. Things will inevitably go wrong at times but learning how to deal with issues swiftly and sensitively will help to build trust and respect with users.

Consider how you can maintain regular communication with tenants and hirers through, for example, meetings, emails, newsletters, and social media, to ensure everyone is up to date with what is happening within the building and encourage collaboration among users.

Resources
- Communications - MyCommunity

Further resources

There are resources and webinars on the Assets Hub on My Community covering all aspects of acquiring, developing, refurbishing and managing community buildings.

These include resources:

- Capital Funding Directory
- Writing a business plan for a capital project
- Assessing the feasibility of a community asset project
- Revenue funding sources to support project development costs

Transforming Community Spaces webinars:

- Securing funding for your capital project
- Renovating and adapting your space to meet community needs
- Taking your project from testing viability to a detailed business plan
- Why community engagement is key to your success
- Managing a community building
- Succession planning: community shares & community assets
- How community assets can benefit from climate action and energy efficiency
- Renting your space for the benefit of your community

Locality believes in the power of community to transform lives. As the leading national experts on community assets, we help communities take ownership of land and buildings, manage finances and governance, and connect with others running similar spaces - find out more.

Appendix A: Legislation and guidance relating to management of community buildings

The link is to further information – from, for example, the Health & Safety Executive

- The Health & Safety at Work Act 1974
- The Management of Health & Safety at Work Regulations 1999
- Workplace Health Safety and Welfare
- Provision and Use of Work Equipment Regulations 1998
- Manual Handling Operations Regulations
- Personal Protective Equipment Regulations 2022
- Control of Substances Harmful to Health
- Electricity at Work Regulations 1989

- A Guide for People with Duties under the Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) Explained
- The Electricity at Work Regulations 1989
- Managing and Working with Asbestos
- Working Safety with Display Screen Equipment
- Regulatory Reform (Fire Safety) Order 2005
- Starting your Food Business Safely
- Food Standards Agency Information
- The Licencing Act 2003
- Occupiers Liability Act 1984
- Overview of Children Act
- National Standards on Water Fittings

Appendix B: Terms and conditions of room hire

These are examples of what you might include in your Terms and Conditions of room hire, you will need to adapt as appropriate.

- Room hire is only secured upon receipt of a completed booking form, receipt of a deposit for 50% of the room hire charge and our confirmation of the booking. The deposit is non-refundable in the event of cancellation by the customer.

- In the event of a cancellation by the customer for any reason the following charges will apply:
  - One week or less before the date of hire commencement– 100% of the room hire charge.
  - More than one week before the date of hire commencement – 50% of the room hire charge.

- Payment for the remainder of the room hire fee and any fees due in respect of catering or equipment hire will be due within 30 days of receipt of the invoice raised for these items. In the event of late payment, any reduced rate will not apply and the rate for a commercial customer will be charged. OR

- The balance of the room hire charge must be paid in advance of the booking date.

- We reserve the right to cancel bookings and will aim to give reasonable notice except in cases where the cause of cancellation is beyond our reasonable control or if a customer is in arrears from a previous booking.

- We reserve the right to alter or amend prices or other details shown on the website or other literature. Customers will be invoiced for the rates applicable at the time their booking is confirmed, and it is the customer's responsibility to check the rates applied.

- Our fire evacuation plan, health and safety, food hygiene and child and vulnerable adult protection policies are posted on the notice board at the entrance to the building and on our website. It is a condition of booking that hirers familiarise themselves with this information

- The customer is responsible for their own equipment brought onto the premises, and for any damage caused to our property or fixtures by persons or equipment brought onto the premises by the customer.

- We will not accept liability for:
    o the death of or injury to the customer, its employees or delegates
    o loss or damage to any property belonging to the customer, its employees or its delegates
    o any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by the customer or its employees or delegates in the exercise of the rights granted by the booking.

- Nothing in these terms and conditions shall limit or exclude our liability for:
    o death or personal injury or damage to property caused by negligence on the part of us or our employees or agents
    o any matter in respect of which it would be unlawful for us to exclude or restrict liability.

- The customer acknowledges that:
    o no relationship of landlord and tenant is created between us and the customer by this hiring agreement
    o we retain control, possession and management of the building and the customer has no right to exclude us from the building
    o the hiring agreement is personal to the customer and cannot be assigned.

- The customer shall be liable and indemnify us against any claims, demands, actions, proceedings, damages and costs or other liability in any way arising from this agreement that are brought against us of whatever nature including, but not restricted to, claims in respect of death, injury, loss or damage where any such claim arises by the actions, omissions or neglects by the customer.

- The customer must have their own public liability insurance and provide a copy to us at least 10 working days before the hire commencement. If they do not, they must inform us and their booking may be refused

- In the unlikely event that we have to cancel a booking; a full refund will be made (unless the cancellation was due to the customer being in arrears).

- Rooms will be set up according to the instructions received on the booking form. We cannot be responsible for any last-minute changes of layout or equipment required.

- Any extra assistance additional to initial equipment set-up may incur an extra charge OR

- Please note that we do not provide IT support. Customers may make an appointment in advance of their booking to ensure that they can operate our equipment.

- Our organisation provides catering services so customers may not bring in their own food and drink without prior arrangement. We reserve the right to make a charge for this. Nuts and other allergens may be present in the kitchen OR

- Customers may bring their own food and drink onto the premises provided that we have given prior consent. Hirers may use the kitchen facilities and must abide by the manuals and safety guidance on display in the kitchen.

- Alcohol is not permitted in the building OR

- If you wish to serve or sell alcohol, you must obtain our agreement at the time of booking. You will be required to complete and sign a separate form setting out your requirements and agreeing to abide by conditions on the sale and serving of alcohol.

- Gambling is not permitted in our building OR

- Activities such as bingo, raffles and tombolas are permitted within the building. If your booking involves any other type of gambling, you must obtain our prior permission. We reserve the right to refuse permission.

- You must have our prior permission if your booking is for public performance, dancing or showing motion pictures. Please provide as much detail as possible on the booking form. You will be required to procure any necessary licences for your event (for example copyright licences to play music) and must provide us with copies at least 10 working days before the hire commencement date.

- We operate a non-smoking building and smoking regulations must be observed by the customer at all times. Details of the designated smoking points can be found in reception of the building.

- The customer and its delegates are expected to behave in a responsible manner and with due regard to our regulations (including those relating to statutory fire and safety requirements) and any reasonable instructions given by employees or volunteers from our organisation.

- We provide a First Aid box in the kitchen which is available to all users. Please report any accident or injury to the [Bookings Secretary]. OR

- We do not provide a First Aid Box, so the hirer is required to make their own provision. Please report any accident or injury to the [Bookings Secretary].

- [If you have planning or licencing restrictions on late opening.] Our confirmation will include the start and finish times for your room booking. For evening events, please note that the event must finish by 11.30 pm and the premises must be cleared by midnight. Please respect our neighbours and leave the premises quietly.

- Hirers are expected to return furniture and equipment to their original position and to leave the space clean, tidy and clear of rubbish.

- Hirers are not permitted to display any signs, advertisements, banners, posters or similar item outside the building without our prior consent.

- No conduct may be carried out that may invalidate our insurance policies. A copy of our insurance policy can be found on the notice board in reception.

- Hirers are required to be on the premises at all times during the hire period. We may not have staff or volunteers on the premises during the hire. Hirers are required to ensure that the premises are secure during their hire period and that they leave the premises safe and secure. Further details on this will be included in the confirmation letter and on our website.

- Any breach of these terms and conditions may result in the termination of a booking.

- Blue tac/white tac/sticky tape of any description is not to be used on the walls.

Appendix C: Example of a booking form

Title: Choose an item.

First name*: `Click or tap here to enter text.
Surname*: Click or tap here to enter text.

Address: Click or tap here to enter text.

Phone*: Click or tap here to enter text.
Email*: Click or tap here to enter text.

Type of organisation: Click or tap here to enter text.

Event details including date, times, type of event, number of attendees:

Click or tap here to enter text.

Details of room required and set up:

Click or tap here to enter text.

Equipment required: Choose an item.

Catering requirements including timings and dietary requirements:

Click or tap here to enter text.

Access requirements, hearing loop, wheelchair access etc.:

Click or tap here to enter text.

☐ **Agreement to terms and conditions of booking***

We take seriously the protection of your privacy and confidentiality, and we understand that you are entitled to know that your persona data will not be used for any unintended purpose and will not accidentally fall into the hands of a third party. Your data will be used for the purposes of this booking and in line with our data protection policy which can be found on our website.

However, from time to time, we would like to contact you by email or SMS with updates on our activities and special offers. We will never share your details with third parties. If you agree that we can contact you, please tick the box below.

☐ **Agreement to being contacted**

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Signature*: Click or tap here to enter text.
Date of booking*: Click or tap to enter a date.

Address to send completed booking form – this may be an email address – plus other contact details.

Note: you may want to include a note at the end of your booking form that states: The booking will not be accepted until confirmation is provided.

[Organisations using this example form are required to create or review their own data protection policies and processes to comply with relevant legislation including, but not limited to, the Data Protection Act 2018 – the UK's implementation of the General Data Protection Regulations (GDPR) standard and The Privacy and Electronic Communications (EC Directive) Regulations 2003.]

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