

## St Gabriel's Community Centre - Protocols

| Issue / Question   | Who can help  | Contact Details  |
|--|---|--|
| <i>Repair issues</i> – has something in the centre been broken? Is something not working properly? Any general issues around maintenance of the facility | All repair requests must be reported through to Civic Buildings Helpline. This will ensure the repair is recorded on the repairs system and a reference number will be generated  | Civic Buildings Helpline: 0113 2474105   |
| <i>Caretaking or Cleaning</i> – if a caretaker hasn't arrived at the facility, if there isn't any cleaning materials available to use                    | If a building is not open between 9am – 5pm when it should be, please call one of the South Area Buildings Team. If the facility is not open when it should be after 5pm, please contact LCC Security Services. Do not open the building for another organisation even if you are they key holder.                                      | Sharon Smith: 07891 273350<br><a href="mailto:sharon.smith@leeds.gov.uk">sharon.smith@leeds.gov.uk</a><br>Angie Baker: 07891 272804<br><a href="mailto:angie.baker@leeds.gov.uk">angie.baker@leeds.gov.uk</a><br>LCC Security Services: 0113 2630440<br><br>Civic Buildings Helpline: 0113 2474105 |
| <i>Key holding</i> – if keys are lost, stolen or don't work  | Keys lost or stolen must be reported immediately to the Civic Buildings Helpline. If users don't have access to the facility when a letting is in place and it is after 5pm, then please contact LCC Security Services  | Civic Buildings Helpline: 0113 2474105<br><br>LCC Security Services: 0113 2630440  |
| <i>Furniture &amp; Equipment</i> – if there is inadequate furniture or equipment at the facility   | Requests for equipment or furniture should be submitted in writing with full details to the South East Area Support Team. All requests will be considered by the Outer South Community Centres Sub Committee. All requests for such items must be agreed by the sub committee.  | Light Addaquay<br><br><a href="mailto:Light.addaquay@leeds.gov.uk">Light.addaquay@leeds.gov.uk</a><br><br>0113 395 1654  |
| <i>Lettings</i> – any questions relating to lettings – charges or application forms  | Contact Lettings Unit regarding any queries about lettings applications or a current lettings at the facility   | Lettings Unit – 0113 2243845   |
| Review Report for Area Committee – deadlines, questions, content   | South East Area Support Team will oversee the review report which will go to the Outer South Area Committee on Monday 25 <sup>th</sup> March 2013.<br>Deadline for information for report: 15 <sup>th</sup> Feb 2013<br>Area Committee Chairs Briefing: 8 <sup>th</sup> Mar 2013<br>Area Committee Meeting: 25 <sup>th</sup> March 2013 | Light Addaquay<br><br><a href="mailto:Light.addaquay@leeds.gov.uk">Light.addaquay@leeds.gov.uk</a><br><br>0113 395 1654  |