

1 July 2018

**\*\*\* USER COPY \*\*\***

Your ref:

Our ref:     ARC16/0290-3  
              AINT/2018/11471

Dear Kent/Hughes House User Group,

### **Room Booking Information Sheet**

- All room bookings at Kent and Hughes Houses must be made through Councils Central Administration Building, Customer Service Staff at 135 Rusden Street, Armidale. Phone 1300 136 833.
- Your booking is only confirmed once your User Agreement Form and payment have been returned to Council
- You will be provided a personalised security swipe card and alarm code once your payment has been received and your booking is confirmed.
- Penalties now exist if user groups fail to adhere to the User Agreement guidelines. Please ensure you are familiar with these guidelines to avoid additional charges.
- A cordless vacuum cleaner is located in Kent House, behind the door in the hallway. This can be used by all user groups as needed.
- Casual weekend bookings will need to arrange to pay and collect their access card and code before 4pm on the Friday immediately before their booking.
- All buildings and the grounds of Kent House and Hughes House are non-smoking areas.

Please contact me by email at [ahutton@armidale.nsw.gov.au](mailto:ahutton@armidale.nsw.gov.au) or PO Box 75A Armidale NSW 2350 if I can be of further assistance.

Yours sincerely

Aimee Hutton  
**Interim Program Leader Community Services**

Encl: *User Agreement Form*

\*\*\*USER COPY\*\*\*

## Basic information

### Definitions of user groups are:

**Non-commercial rate** (not for profit groups): an organisation or group which operates within the Armidale Regional Local Government Area. This includes community groups.

**Commercial rate** (government agencies, commercial operators & for profit groups): state or federal government agencies or organisations run as a commercial operation and hold a Public Liability Insurance Policy acceptable to Council.

### Room Information:

**Kent House Activities Room:** Seats up to 30 comfortably. Reverse cycle air conditioning, large kitchen attached with fridge, microwave, stove & dishwasher and accessible toilets.

**Kent House Garden Room:** Small meeting room that seats up to 12 comfortably. Reverse cycle air conditioning system. Sink and kettle available for tea and coffee making as well as accessible toilets.

**Hughes House Jacaranda Room:** Located under Hughes House (down the ramp from the carpark), the Jacaranda Room seats up to 16 people comfortably with piano and whiteboard. Gas heating. Small kitchen with stove, microwave and fridge and accessible toilet.

### Costs

Non Commercial	Commercial Rate	Note: figures reflect hourly rates.
\$12.00	25.00	Kent House Activities Room (seats 30)
\$8.00	\$15.00	Kent House Garden Room Hughes (seats 12)
\$10.00	\$25.00	House Jacaranda Room (seats 16)

### Room use essentials

**Cleaning requirements:** Room, kitchens and toilet facilities are to be left clean and tidy after use with furniture returned to its original layout.

**Lights/heating/cooling:** All lights and equipment including stoves, heaters, air-conditioners and urns, are to be turned off before leaving the premises.

**Groups are to supply all their own food and beverages.** Crockery and cutlery are available for use. Please wash and put away all items before leaving. A dishwasher is available for use. Tea towels are not provided so please bring your own. Please report accidents and incidents promptly to Councils Customer Service.

### Safety and Security

Each user group will be provided with a security swipe card and a pin code to deactivate the alarm system. The alarm is a monitored system. User Groups are to **deactivate** the alarm on arrival and **reactivate** the alarm on departure. Failure to do so may result in a 'security call out', if this occurs the cost of the call out will be passed on to the user group per the 'User Agreement Form'.

### Storage

There are no facilities at Kent or Hughes House for storage of materials and equipment of user groups other than the kitchen cupboards (and room lockable cupboards in the Jacaranda room). Please advise if you have had a cupboard in the past or if you require one in the future. These are limited and are at a cost of \$10 per month for non commercial groups or \$20 per month for commercial user groups.

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**Frequently asked Questions**

**1. *Can I book more than one room at a time?***

Yes. You can book as many rooms as you like, provided they are available. The cost increases per room booked. Please see the costing table on the booking form.

**2. *Is there somewhere I can keep my equipment at Kent or Hughes House?***

Unfortunately, no. There has been some small amounts of space used in the past, however it is no longer Councils practice to have space available for user groups. All materials, including posters and flyers must be removed at the end of your allocated time slot.

**3. *How do I find out if a room is available?***

To check room availability you contact the Customer Services officers at Armidale Regional Council, 1300 136 833.

**4. *How do I book a room at Kent or Hughes Houses?***

To book a room you need to complete a booking request form. This will be processed by Councils Customer Services Officers at 135 Rusden Street. They will provide you with the details of your booking, take your payment and provide you with security access information.

**5. *What do I do if I arrive and someone is in the room I have booked?***

We strongly advise keeping a hard copy of your booking form with you when coming to Kent and or Hughes House to verify your booking with another party who may be using the space. If it is during office Hours you can contact Councils Customer Service Officers on 1300 136 833 for clarification.

**6. *What if the space is a mess when I arrive?***

If you attend a booked space and it is not satisfactorily presented, we ask that you put the matter in writing to the Program Leader of Community Services, 135 Rusden Street Armidale. This will enable us to investigate the matter and follow up with previous user groups.

**7. *Cleaning up after our group – what is expected?***

User groups are expected to return furniture to their original position in the room. There are cleaning products located in the kitchen in both Kent house and the Jacaranda room. We ask that you use the hand broom/cordless vacuum to remove any debris left on the floor by your group..

**8. *Cleaning up after our group – kitchen?***

It is expected that all dishes are washed, dried and put away ready for the next user group, and that tables are clean and wiped down.

**9. *Cleaning up after our group – Bins?***

We ask that user groups remove ALL FOOD scraps to the outside bins at the end of their use. There have been instances where food has been left in the building and it has resulted in undesirable consequences. Please replace the bin liner with a fresh liner.

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**INSTRUCTIONS FOR ALARM SYSTEM**

**To disarm the system as you enter:**

1. Enter your code (this is the pin number provided to you by Customer Services when booking)
2. Press "Off".
3. Press area number you want disarmed (4 Activities/Garden Room **or** 6 Jacaranda Room).
4. Press "Enter".
- 5.

**To arm the system as you leave:**

1. Enter your code.
2. Press "On".
6. Press area number you want armed (4 Activities/Garden Room or 6 Jacaranda Room).
3. Press "Enter".
- 4.

**If a wrong code is entered press CLEAR before retrying.**

Area 4: Kent House Garden & Activities Rooms

Area 6: Hughes House Jacaranda Room.

**RED LIGHT NEXT TO AREA NUMBER INDICATES ALARM IS ON**

For difficulties please call **A.N.T.S on 0427 170 942**.  
A call out fee may be charged to your group if you are at fault.