



Community Room Policy

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Contents

1. Scope and purpose	2
2. Information about Community Rooms	2
3. How to apply for a Community Room	3
4. Useful Information and Cancellations	3
5. Terms and conditions	4
6. Reporting any issues	7
7. Examples of who can use the Community rooms	8
8. Our equity, diversity & inclusion commitment	8
9. Derby City Council and Derby Homes' rights	9
10. Complaints	9

1. Scope and purpose

This policy is for tenants of Derby City Council and Derby Homes, and the public. It explains the safe and appropriate uses of Derby City Council's Community Rooms.

The purpose of this policy is to outline all the information and requirements for customers to use before a community room agreement can be put in place.

2. Information about Community Rooms

Community rooms are a great asset to Derby City Council and Derby Homes. They allow us to facilitate and support beneficial activities for tenants in areas such as social inclusion, health and wellbeing, training, volunteering, education, and access to employment.

We work with partners and other agencies to encourage tenants and residents to get involved in social events and activities, as well as delivering projects that have the potential to positively influence people's lives.

Projects based around community rooms can boost personal confidence, enhance life chances, and enable tenants to contribute to the wider community if they wish. There are 22 Community Rooms across the city. These rooms are owned by Derby City Council and managed by Derby Homes.

3. How to apply for a Community Room

To apply for the use of a community room all lead organisers must either complete an online application form, or send an application by email to hub@derbyhomes.org To ensure safe use of the space. We ask all lead organisers to have relevant policies and procedures in place prior to making an application for a community room. We will ask for information such as (but not limited to):

- Risk Assessments
- Public Liability Insurance Certificate
- Safeguarding Policy
- Health and Safety Policy
- Constitution of the group
- Equality and Diversity Policy

Fob Access and Security Alarm

All Community rooms are accessible by fob access only. Entry is permitted only to those authorised to hold a fob.

Lead organisers should only allow entry to their members only and must not leave the security door open for prolonged periods to maintain safety.

One fob and the security alarm code will be issued to the lead organiser.

Additional fobs may be purchased, but this must be agreed in advance with Customer Engagement and registered in the name of the fob holder.

Fobs will be cancelled if we are made aware of the unauthorised transfer of a fob(s).

Any fobs purchased will not be refunded.

Returning a fob

All fobs should be returned immediately within 7 days after usage of the community room(s). An unreturned fob, or if the fob is lost or damaged, will result in the lead organiser being charged a replacement fee. Fob damage or loss must be reported to immediately.

Charging information and how to pay can be found on the Derby Homes website
Replacement door entry fobs - Derby Homes

4. Useful Information and Cancellations

Tenants who pay a service charge towards the room as part of their tenancy will be prioritised above all other groups and activities. We will cancel pre-agreed usage if such a request is made.

Derby City Council and Derby Homes reserve the right to:

- Cancel any groups that do not adhere to our Terms and Conditions, or any other purpose deemed unacceptable
- Offer alternative rooms to groups, if essential maintenance and safety work to their regular room is required.
- Community room usage cannot be transferred to another responsible lead without agreement. Access to the room(s) will be cancelled if this happens. Groups must nominate a responsible individual and submit a new application form.
- Groups that purchase external services (e.g. instructors, equipment, or caterers) do so at their own risk. We will not be liable for any costs associated with these services if room usage is cancelled.
- Regular longstanding applications must be renewed every 12 months. Lead organisers will need to reapply to continue using the community room. This process will ensure that we have up to date information on community groups, and that new groups have fair opportunity to utilise the rooms
- Long term use will be dependent on the demand for each community room is.
- All community room applications for bookings are allocated on a first come, first served basis.

To give fair opportunity to others, we require at least 24 hours' notice for cancellations and that they are confirmed in writing or via email.

5. Terms and conditions

All applicants must be over 18 and agree to the terms and conditions. This agreement will be confirmed through submission of a completed application form.

Non-Exclusive use

Community rooms are shared spaces and are not intended for exclusive use. Derby City Council and Derby Homes staff and customers paying a service charge may access the rooms at any time.

Storage of Items

To reduce the risk of fire and ensure accessibility, the storage of items within community rooms is not permitted without prior written permission.

We do not accept responsibility for any loss or damage to items. All items left in the premises are at the owner's risk.

We reserve the right to remove and dispose of any items left in community rooms without permission. Locks must not be installed or used on any internal doors, including kitchen cupboards.

Times of Use

Standard community room hours of use: 9am – 9pm

Requests outside these hours will only be considered in exceptional circumstances.

Timeslots

Timeslots over consecutive days will be considered on a case-by-case basis. A consecutive timeslot would only be considered if:

- it is for an event which is open to the public and our tenants.
- it involves the whole community.
- it is working towards Derby City Council and Derby Homes' strategic objectives.

Wi-Fi Policy

Wi-Fi access is allowed if it is lawful under the Equality Act 2010 and the Human Rights Act 1998 is not used to store, transmit or publish any material that is legally 'obscene' under the Obscene Publications Act 1959 or anything that breaches The Children's Act 1978

You must not use e-mail or the Internet for knowingly doing anything that is illegal under any law or for any of the purposes

Music

We do not provide a music licence for the community rooms. If any music is played this will need to be organised by the group and is royalty free.

Music and noise must be kept to a reasonable level and not disturb nearby residents.

Use of instruments are subject to approval.

Activities not permitted

Due to the size and location of the community rooms, and in the interest of health and safety, certain activities are not permitted.

Examples include:

- Bouncy castles
- BBQs
- Firework displays
- Crèche / nursery
- Extremist activities

We reserve the right to make the final decision of what activities are allowed in the community rooms and will review these on a case-by-case basis.

Housekeeping

To ensure the room(s) are being looked after, community room groups must leave the space clean and tidy.

- Take all rubbish and personal items away with you. This includes all food waste.
- Ensure the room is secure on departure including setting the alarm and closing all doors and windows
- No chemical cleaning products will be left on site due to health and safety.
- Groups must inform the customer engagement team if they notice that housekeeping has not been adhered to on arrival.
- A cleaning company carries out a basic regular clean. All groups using the room(s) must ensure that floors and surfaces are clear to allow the cleaning to be completed effectively.

Use of equipment and whitegoods

Community rooms are provided with equipment (e.g., vacuum cleaner, mops, TV) and white goods (e.g., fridge, freezer, dishwasher, oven, microwave)

All groups are expected to use and maintain the equipment and white goods responsibly during and after use.

Any damage or malfunction must be reported immediately. Failure to take proper care of the equipment may result in recharges.

Pets

No animals are allowed in the room(s), except for assistance dogs.

Alcohol Consumption

No alcoholic beverages are to be stored, consumed, or sold on the premises.

Fire Alarms and Safety

All rooms have a no-smoking policy and are fitted with extra sensitive smoke alarms that are linked to Derbyshire Fire and Rescue services.

Candles and vapes must not be used within the premises; any cooking activities must be done safely and ensure the room is well ventilated.

Activation of the fire alarms will result in groups being recharged.

Parking

Limited residential on street parking is available around many of our community rooms, please research this before submitting your application. Vehicles should not block access to neighbouring properties and comply with the Highway Code.

Travel to and from the community rooms, including parking arrangements for you and your group members are your responsibility.

We do not take responsibility for any parking fines or damages incurred.

Damage and recharges

Any damages, misuse or breakages to the room must be reported and the lead organisers will be charged if found liable.

We will pay for the cost up front using our contracted services and you will be recharged accordingly.

Groups with outstanding repayments will either be postponed or cancelled.

6. Reporting any issues

If the community room has any repair, access, or other issues, please report these immediately to the customer engagement team on either 01332 956 356,

hub@derbyhomes.org or for customer service and out of hours call 01332 888 777.

In case of an emergency

Should an emergency occur, Derby Homes reserves the right to override any agreement and use the facility as deemed appropriate.

7. Examples of who can use the Community rooms

Derby City Council and Derby Homes Tenants

Priority is given to tenants who pay a service charge towards the room.

External groups, partners and organisations

We will only allow external group bookings where there is a clear benefit to tenants to allow such a booking.

Indoor sporting groups, such as boxing, wrestling and other contact sports, are not permitted in the community rooms, due to the layout and size of the rooms. Low level exercise that does not require a large space or equipment, such as yoga, and chair aerobics, may be permitted, subject to the activities being available to tenants. These examples are not exhaustive.

Polling Stations

During elections, Polling Stations will have priority. Derby City Council can use any community room as a Polling Station (6am – 10 pm).

Councillors

Councillors are permitted to use the community room(s) to host resident surgeries.

Community rooms are not to be used by councillors during purdah for any activity, to ensure that the Council's buildings and facilities are not used contrary to legislation and guidance during the pre-election period.

Political neutrality

Community rooms must operate as a neutral, shared spaces. To maintain neutrality, community rooms cannot host activities, meetings or events that can be perceived as relating to political, campaign-focused, or international solidarity movements. This approach applies consistently to all groups, regardless of the topic or viewpoint.

8. Our equity, diversity & inclusion commitment

We are committed to fostering equity, valuing diversity, and building an inclusive environment. We believe in putting customers first and treating everyone fairly and with respect.

Groups that discriminate against any protected characteristic will not be permitted to use our rooms.

9. Derby City Council and Derby Homes' rights

We reserve the right to:

- Refuse any applications for room bookings on reasonable grounds.
- Make the final decision of what activities are allowed in the community rooms.
- In case of emergency, the right to override any agreement and to use the facility as deemed appropriate.
- Dispose of any items left in the rooms without permission.
- Recharge any individual or group for damage, unauthorised changes to the room or damage and or removal of white goods.

Any breaches to the signed terms and conditions will result in cancellation and removal of access.

10. Complaints

If you are unhappy with the service you have received from us in relation to the booking and use of a community room, you can talk to us first by contacting the Engagement Team. You can also raise a complaint. You can do this online, through email, over the phone, in writing or in person. [Complaints - Derby Homes](#)

We will not get involved in complaints arising from the internal functioning of groups (e.g. disagreements between members, decision-making processes, or financial management). Group members advised following their own policies and procedures or escalate matters to the relevant local authorities where appropriate to resolve matters.

Please click the link to view our Fair Processing Notice:

<https://www.derbyhomes.org/site-info/privacy/fair-processing-notice/>