

Upton Village Hall User Guide A to Z

This guide applies to both those who book the Main Hall and those who independently book the Meeting Room. Meeting Room users should only use the side entrance (near their room) and its unisex toilet. The kitchen and car park are shared but the main users of these facilities are deemed to be those booking the Main Hall.
Co-operation between all users is expected.



www.uptonbychestervh.org.uk
bookings@uvhchester.org.uk
uvhmanager1928@gmail.com



Contacts

- Caretaker
- Maintenance
- Health & Safety
- Chairman

Jane 07540341422

Simon 07786913752

Sandra 07732133339

Ian 07970130447



Access

Your two keys work at both entrances, and the Yale key also opens the Utility Room door. For security, the Utility Room is best kept locked during Hall use unless required during the booking. Please do NOT identify your keys with labels. **Do NOT copy keys.** Please return all keys when bookings cease.

Accidents (see also 'Emergency' & 'First Aid')

All accidents must be reported on the form supplied (inside the First Aid Box in the bar area). The nearest A&E hospital is half a mile away at CH2 1UL on the Liverpool Road, 01244 365000.

Bookings & Cancellations

Booked periods include time for set-up and clear-down. Back-to-back bookings are normal. Please respect the bookings of others. One month's notice of cancellation is required, or the booking is charged. For bookings, consult the website for availability and then email in your request.

Chairs

The Hall should be left with one row of chairs around the hall – NOT stacked. Other chairs are stacked, 7 high, in the furniture store. Ensure stacked chairs are vertical with protection studs aligned. A chair trolley is kept in the furniture store. Please do NOT drag chairs across the floor or stand on or otherwise dirty the chairs. Some chairs have arm rests. The meeting room also has chairs around the wall.

Cleaning

The caretaker cleans the hall regularly. Hall users should, however, leave the premises 'as found' using cleaning equipment kept in the **Storeroom** (located off the fire exit corridor opposite the kitchen door). There is a vacuum cleaner / wide V-shaped floor broom / broom and dustpan & brush. Please return these after use.

Complaints (formally submitted)

These should be submitted by email (see cover) - alternatively on paper addressed to the Chairman and left in the mailbox.

Defibrillator

Located at the back of the hall. For emergency use – no training is necessary but can be provided.

Disabled toilet

Can be accessed with a RADAR key. Appropriate organisers can access using the Hall's own key – apply to the caretaker.

Dishwasher

Instructions are displayed on the wall by the machine.

Electricity

The main isolation switch and most of the distribution boards are located in the Utility Room – high on the wall in the sink alcove. Instructions are posted on the wall by the boards – to help identify and clear any electrical trips. Trips should be reported in the 'Log-It-2-Fix-It' diary (in the bar area).

Emergency

With so many hall users now carrying mobile phones – the Hall no longer has a 999 landline facility. Reporting an emergency by **mobile – 999 or 112** - give CH2 1HX postcode as well as the name 'Upton Village Hall'.

Faults 'Log-It-2-Fix-It'

Please note any faults or maintenance requirements or problems with the facilities – on the correct day in the '**Log-It-2-Fix-It'** diary located in the bar area. Major faults reported a.s.a.p. to the caretaker or Maintenance Manager.

First Aid

A First Aid box is kept in the bar area. Please report any shortages, or the usage of any items (other than plasters) to the H & S Officer (see front page).

Furniture Store (off the Main Hall)

This stores the chairs, collapsible tables, piano, badminton net stands, and certain other items.

Gas

Gas is only used for the heating boiler in the Boiler Room. If gas is smelt in the building – evacuate everyone and ring 0800-111-999 or 999. Then notify the Hall Management. The stopcock is above the door into the kitchen storeroom.

Health & Safety

All users share responsibility with the Hall Management for our Health & Safety. Acceptance of the UVH H&S Policy forms part of the User's Hiring Agreement. Key points are also covered by the caretaker's induction of one-off users.

Hearing Aid Loop System

Autumn 2026. The hearing loop is in the process of being upgraded and currently only picks up sounds via the P.A. system. The loop system can interfere with other sound systems temporarily brought into the hall. If isolated, please re-instate on completion (unit above the safes).

Heating

A "smart" temperature controller is pre-set with the requirements of each regular user's timeslot. Any user changing a radiator thermostat must please return these to the normal position on leaving – the thermostat marker facing directly out into the room. Any heating problems – contact the caretaker or maintenance. Boiler Room access requires Management authorisation. Portable fans are kept in the Storeroom.

Kitchen & catering

Before using the kitchen facilities please read the note displayed on the wall opposite the dishwasher. If the oven or fridge is needed notify the caretaker at least a day in advance. The oven is key-locked off for safety reasons. Preparation of food is governed by local Council Food Hygiene legislation.

Leaving & locking up checklist see back of this A-Z

Lighting

Please do not use more lighting than is necessary. By day, the skylights allow in significant daylight. Car park floodlighting is automatic with movement detectors. The emergency lights are on permanently. All other lights should be turned off on leaving the building. Movement detector lighting exists at both entrances. When using the stage acquaint yourself with the various lighting options.

Microphones see Public Address system

Noticeboards (& decoration)

The key for the external noticeboard is kept in the top safe (see **Safe**). The User's internal noticeboard is located on the left immediately after entering the main hall from the main lobby. It is 'self-governing' amongst Users. Please remove outdated notices. The board in the far corner is for Management use only. The board by the entrance to the bar area is mainly for use during bookings.

Do not stick notices or decorations to the emulsioned walls. Some decoration can be taped to the plastic trunking around the hall – please remove tape again.

Parking

Observe the one-way system, IN & OUT of the car park. If Meeting Room is independently booked, then agree parking arrangements with the main hall user.

Piano

A good upright conventional piano is stored in the furniture store. It is stored covered and is only available when authorised by Hall Management.

Policies

The management of the hall is governed by a number of policies. Key policies are displayed on the Management notice board.

Public Address System (PA Sound amplifier system)

This is turned on at the white switch alongside the amplifier box at the back of the hall. After use please switch off.

Two radio microphones (a headset and a hand mike) are kept in the lower safe. Switch ON/OFF by holding red button – red light shows status. The mikes can be used at the same time for Q and A sessions. Ensure they are turned off before storing. Spare batteries are in the top safe – please dispose of used batteries. Training is available for use of the system. The phono sockets on the stage frontage provide connection by lead to user's own music source. The volume through the PA is set via the knob on the wall – under the clock, to the left of the ballet mirror curtains. Always leave this set at around '7 - 8' for the next hall users. Access to the amplifier and its settings is restricted to those authorised. A cabled mike and stand are available on request.

Projection screen

An 8' X 8' (2.5m X 2.5m) screen can be lowered at the front of the stage via a small remote control with Up and Down arrows – stored in the safe. The stage curtains will need to be opened – via the winder at the side of the stage. After use, raise the screen, then switch the remote OFF and return it to the safe.

Rubbish & Recycling

This is handled by CWaC domestic collection. The wheelie bins are clamped outside the kitchen. The recycling box is stored in the kitchen. The hall caretaker handles all the routine waste from the various internal rubbish bins. When a booking creates significant waste resulting from its own catering or from the nature of the event – it is the user's responsibility to remove the waste from the hall grounds.

Safe (one above the other)

Located on wall in main hall – the back left-hand corner. Digital access code can be obtained from the Booking Sec. Ensure both safes are closed again after use.

Security

Users are requested to prevent intruders while events are underway by keeping the external door 'on the catch' – requiring key access from outside but easy exit without a key.

Skylights

These can be opened (middle skylight of each set) and their blinds closed – via the white controllers on the wall by the fire exit corridors, one set for each side of the room.

The skylights close automatically if it rains (and stay closed), so it OK to leave the skylights open in hot weather to keep the hall cooler for the next user group.

Report any problems to the caretaker or maintenance manager.

Storage

There are limited facilities to store user's equipment. To apply, contact the Booking Secretary.

The key for access to the User's under-stage storage area is kept in the Utility Room sink drawer.

Water

The main water stopcock is located in the ladies' toilet under the vanity unit. The branch through to the other side of the building (kitchen/bar and single toilet) is located above the door from the main lobby into the main hall.

CHECKLIST ON DEPARTURE

Leave as found – all reasonably clean & tidy

Take away any excessive rubbish you created

All windows closed including skylight & blinds up (or skylights open and blinds closed during a heatwave)

Check fire exits fixed closed

Single chairs against the sides incl. mirror curtain

All radiator controls set (markers outward)

All lights off – incl. toilets (only EXIT signs stay on)

Doors at both entrances locked (see side door note)

FIRE SAFETY FOR ALL USERS

All users to be made aware of fire safety & routes for evacuation. There is no automatic fire alarm. Use the Air Horns in the kitchen to alert other hall users.

Fire exits are shown by permanently lit signs. Exit corridors must be kept clear at all times.

Fire extinguishers are located by exits in case they are needed to clear a route.

Assembly point is 'grass verge across the main road'.

The hirer is responsible for adherence to these rules and for the care and safety of their users.

Use a mobile to call 999 or 112

Fire safety building capacity (normal use) 195