

How to run a Repair Café (updated 12/04/16)

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Key things to consider when organising a Repair Cafe

Why are you doing it?

Seriously – why? Have facts and figures at the ready and be passionate about the benefits. People love repair events, and they're ideal opportunities to recruit support for other local sustainable initiatives and activities. Your event is a good opportunity to get contact details for your newsletter.

Finding the right venue

Look for a venue with enough space to set out tables and seating for repairs and refreshments. Is there a kitchen area? Are there enough power points? An outdoor area is useful for bike repairs. Where is the main switch on the fuse board/consumer unit? Where is the first aid kit/ fire blanket/ fire doors? What's the emergency contact number? Check that the manager is happy for electrical repairs to be carried out on the premises.

Have you got some skilled repairers lined up?

You need to know what repair skills your event can offer before you publicise it. You don't need to know exactly how many repairers will come as some people inevitably drop out and some come along at the last minute, but it wouldn't be sensible to offer laptop repairs, for example, if you weren't reasonably confident that someone reliable was definitely going to be there. More on this in a later section.

Have you decided how you'll manage the booking – or does it even need managing?

Cottenham and Royston Repair Cafes use Eventbrite for booking people in for their events. Cambridge Repair Café has tried to match specific repair requests with available repairers via email. The advantage of this is that it's possible to give repairers a guarantee that their item will be seen, and gives the repairers an idea of what to expect (and therefore which kit to bring). The disadvantages are that it's very time consuming, people turn up without booking, people who have booked turn up early (not a problem because they can have tea and cake), late or not at all. On balance, it's probably best to book in 3 or 4 items per repairer, allowing a 40 min max, but not to assign the items slavishly to a particular repairer. E.g. if you have 3 people capable of electrical repairs, you could safely book in around 12 items for a 3 hour event. Some of the repairs would be quicker, allowing people without booked slots to have their items assessed/repared.

Have you thought about how you'll publicise it?

Local websites (TC and CCF), Greeniversity, Streetlife, local press and radio. Local posters are probably as effective as any – stick a poster up in the pub, post office, local shop.

Press release

FAO: The Editor/Newsdesk of the Cambridge Evening News

Re: Event to tackle Cambridge's waste

Details: Event: Repair Cafe, Sat 30th Jan, St Andrews Hall, Chesterton, CB4 1DH

Booking details: Booking preferred, free event

For publication: Now

From: Cambridge Carbon Footprint and Transition Cambridge

Contact: Nicole Barton, Events and Volunteer Organiser T:01223 301842

nicole@cambridgecarbonfootprint.org

Dear Cambridge News,

Please could you publicise the below event scheduled for 30th Jan 2016. Cambridge Carbon Footprint and Transition Cambridge organise these events to help reduce the enormous amounts of waste that we create. A recent UN Report places Britain in the [top 5 of nations creating electronic waste](#) (mostly fridges, washing machines and other domestic appliances at the end of their life). Globally electronic

waste hit a record high in 2014 with an astonishing 42 million tonnes dumped in one year, with the average Briton dumping 23.5kg. An inhabitant of Africa dumps an average of 1.7kg.

The Cambridge Repair Cafe is part of a world wide movement that encourages people to repair things and move away from a culture of throwing stuff away. On Sat 30th Jan, at St Andrew's Hall, Chesterton, a team of experienced volunteer repairers is offering to fix people's tired and broken items at the latest Cambridge Repair Cafe event. The event runs from 1.30- 4.30pm and is free, with donations to cover costs welcome. If you miss the Cambridge one, or live nearer to Royston, then you could attend the [Royston Repair Cafe on Sun 7th Feb](#)

Engineers and fixers will do their best to fix small household appliances, gadgets, electronics, phones, computers, bicycles, clothes and general bits and bobs. Broken items can be booked in by emailing: cambridgeskillshare@gmail.com with a short description of the item and the fault. You can also turn up with an item on the day, up to 3.30pm.

For more details visit: www.transitioncambridge.org/repaircafe

Web listing

Cambridge Repair Cafe

30 January 2016 - 1:30 pm - 4:30 pm



CCF and Transition Cambridge are delighted to announce their next Repair Cafe. The idea is to match amazing repairers with people who need stuff fixed...and all for FREE! You can also pick up ideas on how to fix things yourself, if that interests you. We welcome:

- small household appliances
- electrical items
- computers
- mobile phones
- bicycles
- clothes
- general bits'n'bobs

There'll be a cafe on the day. You can turn up on the day, but it's best to book your item in so the repairers have an idea of what's coming and any small spares needed. Contact Kate [here](#) to book. The repairers are brilliant and can fix most things but there are no guarantees. For further details about the day click [here](#).

The Repair Cafe is global and growing all the time, see the [latest countries](#) to join the drive to reduce waste and emissions. Free event but donations gratefully received.

[Cambridge Carbon Footprint](#) shared their [event](#).

Published by [Lizzie Erwood](#) · [13 January](#) ·

CCF and Transition Cambridge are holding their next Repair Cafe on Sat 30th January 2016. People love this event, it's very popular. Not only is it sociable but you get your stuff fixed for free by expert engineers and repairers.

Go to CCF's or Transition's website to book your item in.



30JAN

[Interested](#)
[Repair Cafe](#)

Sat 13:30 · [St Andrews Hall Chesterton](#) · Cambridge, United Kingdom

29 people interested · 9 people going

Volunteers

You'll need lots! For registration as people come in, to do refreshments, to help set up, clear up, be on hand to engage people in the bigger picture – e.g. TC and CCF, Circular Cambridge

Duration

3 hours is a good duration for the event, with extra time for set up and clear up, a minimum of 30 mins on each side. 1 hour in for set-up is preferable, people often arrive early!

Food

Home made cakes and biscuits do down well, and help cover venue costs.

Donations

Donations can help cover venue costs too.

First Aid

It is good practice to have a qualified first aider at your event if possible

Insurance:

You should have public liability insurance and know what is covered.

Paperwork

Royston, Cottenham and Cambridge Repair Café organisers have all signed up and paid to use the Repair Café logos, house rules etc. (About £40? Check on repaircafe.org.) Cambridge Repair Café also has a written risk assessment (this may be a requirement of your venue), a sign in sheet and a log sheet for repairers. This enables items and the outcome of the repair to be tracked. Cottenham have address labels 'I was fixed at Cottenham Repair Café' for each item. Cambridge Repair Café think this is a great idea, but haven't quite got round to doing one for themselves yet. It's a good idea to make sure all repairers have a copy of the paperwork beforehand.

On the day

Make sure everyone knows the system of booking in and tracking items etc. A very brief 'housekeeping' chat at the start is probably the easiest way to do this, and a good time to point out fire exits etc.

Useful resources:

repaircafe.org and your local repair event: Go along to one and get advice from someone who's already done it.

Repair Café Planner

St Andrews Hall, Chesterton. Booked from/to: 1pm -5.30pm Event running: 2-5pm

Contact at venue and on the day:

Organisers:

What needs doing	Who is doing it	Dates	Cost	Notes
1. Find and book venue				
2. Check venue has what we need tables/chair/stuff for cafe				
3. Create planner				
4. Schedule and organise organisers meetings in run up				
5. Recruit repairers				
6. Info and details to repairers				
7. Write some copy about the event that can be used for all publicity				
8. Design and print posters				
9. Distribute posters				
10. Design and create a webpage for the event that can take bookings				
11. Publicise on CCF and Transitions listings and on as many others as possible				
12. Write and distribute press release and send out with pic to radio and print and online pubs				
13. Send out publicity to email to warm/interest groups				
14. Post and keep lively on Facebook/Twitter				
15. Recruit general volunteers for the day. Create doodle poll for slots and think about roles needed				
16. Find photpgrapher/ somebody to take pics on the day				
17. Make sure all admin for				

the day up-to-date and printed (sign in sheets/disclaimers etc)				
18. Decide on and set up a booking system for public to book items in				
19. Keep an eye on bookings and share details with repairers				
20. Any pre-visit needed to venue for H&S/risk assessment/venue induction/access to electrical points/extension reels needed?				
21. Purchase/source all perishables needed for café (different milks/squash/t&c etc)				
22. Set up and decorate room – posters/upcoming events/table with flyers/eco-library/donation tin/bunting				
23. Signage for outside				
24. Look after repairers and other volunteers on the day				
25. Pack up room and clean				
26. Lock up building/set alarm/return key				
27. Thank repairers and other volunteers post event				
28. Capture details of people that wanted to sign-up to newsletters etc				
29. Evaluate and share results of feedback forms				
30. Make sure all payments made				
31. Share pics/any nice quotes/fb form the event				

How to find repairers for a Repair Café

- Contact an existing neighbouring Repair Café if you can and see if they can help find you some repairers.
- Advertise for repairers on local social media like Facebook or the local paper. Approach repairers/engineers/technical hobby/interest group/professionals/retirees to see if there's interest there.
- Once the Repair Café is established you may find people approaching you at the events themselves. Repairers themselves often have friends who are happy to join in.

Note: where a repairers skills are unknown, it would be good to put an experienced Repair Café repairer in touch with the prospective engineer to check their level of knowledge.

Liaising with repairers

If possible, set up an email address for all Repair Café correspondence, this'll help keep things simple.

When you a provisional Café date, contact everyone to see who's available and who's interested. This gives us an idea of which repair skills can be advertise on websites and posters. e.g.

Hi everyone

We hope you've had a great summer - it hardly seems possible that it's November next week! We thought you'd like to know that we're planning the next Cambridge Repair Cafe for the afternoon of 30 Jan 2016 at St Andrew's Hall in Chesterton again. We're sorry not to have organised one sooner, but 2015 has been a very full year for us, and somehow it's nearly gone.

Chris has been keeping us updated with news from the Cottenham Repair Cafe, and we know that many of you have helped make this a successful regular event. People are always asking us when the next Repair Cafe is, so it's clear that there's a need for repair skills and that word is spreading.

We hope lots of you will be able and happy to come along on 30 January. We promise copious hot drinks and cakes :) Please let us know if you think you'll be able to make it. We'll then know which repair skills we can offer in our publicity for the event.

More details later,

Thanks,

*Kate and Nicole
for Cambridge Skillshare and Repair*

Nearer the date confirm attendance and send out the final arrangements and copies of the paperwork:

Hi everyone

Thanks once again for offering to repair at the Cambridge Repair Cafe on Sat 30 Jan. Here are some details about the afternoon's running order. If you have any queries, please just get back to us.

Venue: St Andrews Hall, Chesterton, CB4 1DH

Open and set up: 1.00pm

Start: 1.30pm

Finish: 4.30 prompt

Clear up and out: by 5.00 as another group are coming straight in.

Parking: in the street more or less opposite the hall. Please avoid disabled spaces in front of the hall.

Safety: Please read the attached risk assessment which we've provided at the request of the hall's management team. The insurance held by venues seems to be getting stricter, and there was some doubt that we'd be able to use this venue at all, so although we know we can run a safe event, we feel we need to demonstrate it too. We will bring some spare RCDs.

Paperwork: People sign up to house rules when they come in, also attached. Their item is given an ID when they register. As a repairer, please keep a note of these when you inspect the item, and the outcome. This helps us track each item through the repair cafe.

We'll collect all paperwork at the end of the afternoon.

Tools: Please bring your own if you can, and remember to keep track of them!

Bike repair: We'll have an area of the main hall for this - we're not expecting anyone to do repairs outside at this time of year!

Booked in so far: About 15 items are booked in, there's a fortnight to go, and we expect more on the day. We'll give priority to people who have booked in by 23 Jan. I'll send out a list on 24/25 Jan with times and possible repairers - not set in stone, but just to give you an idea of what to expect.

Last year we had 58 items brought in, and over two thirds were repaired partly or completely successfully.

Looking forward to it,

Thanks again

If you can, you might send repairers a list of the booked items they can expect in advance - as some repairers do like to know what to expect, but you might not think it worth the effort. Alternatively, you could just send the whole list of booked items to all repairers, just to give them a heads up on what they might meet on the day.

Make sure you thank the repairers very quickly after the event:

Dear everyone

Thank you very much from all of us at Transition Cambridge and Cambridge Carbon Footprint for your part in making yesterday's Repair Cafe such a success. We're sorry if you left before we had time to thank you all personally. We really appreciate you giving up your Saturday afternoon, especially if you were at the Cottenham Repair Cafe last week, and doing the Royston Repair cafe next week. We hope you're having a day off today.

We've not yet had time to go through the paperwork, but we know that you've given a lot of stuff destined for landfill a new lease of life, restored many bikes to safe functionality and made many new converts to a repair culture. Exact repair figures to follow.

The verbal feedback we picked up was hugely positive, and we've had a couple of emails from thanking us for running the event - a first!

We found a small screwdriver at the end of the afternoon, photo attached. If it's yours, please let us know and we'll get it back to you. It's a Phillips type.

The next Repair Cafe in the local calendar is Royston next Sunday, 7 Feb (check out their Facebook page for details).

We're hoping to run another Cambridge Repair Cafe in the summer. 2 July is looking probable, but we have yet to confirm.

Send out the figures from the day once you have them:

Dear everyone,

I've been reading through the feedback forms from Saturday. I'll have to find a way of sharing them with you (probably on the Transition Cambridge website when I master the editing) as they are all so positive. Basically, everyone was very grateful for your time, hard work and expert advice, even when their item wasn't repaired.

It was our busiest Repair Cafe so far, with 16 repairers. Between you, you examined an amazing 78 items. That's 16 more than last May.

Of those 78,

1 was found to be working

2 were found to be beyond repair

2 couldn't be tested (missing charger, battery etc)

16 items weren't repaired but had a fault identified and/or advice was given on spare part to buy/where to take

3 had a fault that couldn't be pinned down

45 were fully repaired or repaired to the owner's satisfaction

5 were partly repaired and sent home in a better state than when they arrived

and there were 2 where I can't find a record (am chasing).

If ever we needed to demonstrate that there's life left in the things we used to throw away, and that they are rescuable (is this a real word?) with the right skills, I think you did so again on Saturday.

We're hoping to upload some photos of the event - we'll share them with you when that's done.

Thanks again,

Notes for Repairers

Firstly, thank you for coming to help! We hope that as well as doing something good for the community and the environment, you will have a fun and rewarding day.

The Repair Café is an extension of the idea of helping a friend. If your next-door neighbour brought something to you asking your help, I'm sure you would do what you could. He/she would understand that, and would know that free advice and assistance from a neighbour is not and cannot be the same as taking something to a professional service organisation.

It is almost certain that during today, you will be faced with something you have not seen before (though you might have come across something a bit like it). **Do not be afraid to admit this** – unlike a commercial repair shop, you cannot possibly be an expert in absolutely everything – and the repairers bringing their things for repair understand that. If you are at all unsure, **do go and seek a second opinion from another repairer** – you may learn something new, and extend the repertoire of things you know how to fix. You the repairers are a team, working together to deliver great results, not doing battle to show who is the smartest.

If we can't help

There will be some things that we can't fix – perhaps for lack of expertise, but more likely for lack of reparability

built in at the design stage. If, between us, we really cannot crack the problem, or a special replacement tool or part that we haven't got is required, don't be afraid to say so – it shouldn't be a surprise. However, **do** put the item back together again in the same state as you found it, and if you can, **do** suggest where they can obtain the spare part or find a specialist repairer. For example, go online and give an eSpares part number, and the date of the next Repair Café, to get it installed!

Involve the repairer

You should expect the repairer to watch what you do (and there may be other onlookers, eager to learn too). It would be an excellent outcome if the repairer sees how easy the fix is, and is then able to do the same for friends – but they do need to understand any safety issues – see below. For example, if they're willing, have them put the screws in to put it back together.

Explain what you are doing as you go through the diagnostic process. If there is a chance that your diagnosis may be wrong, and the part you are about to replace might not fix it, say so. If the item is presented to you in an unsafe condition – and especially if you are going to make it less safe – discuss the issue with the repairer. If you are not confident that they understand the risks, you may have to say *"You must not use this until you have taken it to a professional repair shop!"*

Safety devices

Be extremely cautious about compromising safety devices – safety shields, electrical cut-off switches, thermal cut-outs, fuses, mains capacitors. Remember that although fuses may fail simply through 'getting tired', they often blow in response to some other component failing. In this case, shorting out the fuse to see what happens may make the situation much worse. Always replace a fuse with one of the same rating – even if this means that it blows again immediately. It may be legitimate to short a *thermal* fuse momentarily to confirm a diagnosis, but never leave the device in that state – we have a selection of replacement thermal fuses.

Be aware too that taping up something that could arc or overheat may create a fire risk – and we don't want anyone's house to burn down as a result of coming to a Repair Café!!

Tools

Repairers tend to be quite possessive of their tools, and have them organised in a particular way, and you are probably no different. I hope you have brought your own tools, but whether you have or haven't, you will probably end up borrowing from other repairers. Please be very diligent about returning them *immediately* after use – or we will all get in a muddle over what belongs to whom!

The reward

We hope that the delight on the repairers' faces when you bring their item back from the dead will be ample reward for your hard work during the day. However, we also recognise that you should not be left out of pocket. There is free cake for repairers, and free hot and cold drinks from the café – just show your Repairer's badge.

If you use up spare parts from your junk drawer, and want to replace them, you can claim the cost of this from the Administrator. (However, we generally can't replace damaged or broken tools.)

Finally...

We hope you have fun, and don't have too many items that are impossible to repair. Do give us your feedback. If you have enjoyed yourself, and want to repeat the experience, there's a Repair Café roughly once a month in the Cambridge area, and they are usually grateful for additional repairers. You could even start a Repair Café of your own!!

CAMBRIDGE REPAIR CAFÉ --- HOUSE RULES /

DISCLAIMER

[**Note:** A 'repairee' – referred to below – is the person bringing the item for repair. Where this is not the person who owns the item, the repairee must have got the permission of the owner to bring the item for assessment and, where possible, repair]

1. All repairs carried out at the Cambridge Repair Café are performed free of charge on a voluntary basis by the repairers. Voluntary donations are welcome to help pay for venue hire, lunch and refreshments for volunteer repairers, publicity materials and the development of Repair Café events in future.
2. Repairees are encouraged to work with the repairers whenever practical to see how the repair is being done and to pick up new skills.
3. Repairees are expected to remain with the repairer while the repair is being carried out. Items should not be left with the repairer for collection at a later time, except by special arrangement.
4. Neither the organisers of the Cambridge Repair Café nor the repairers are liable for any loss or injury that may result from any repair carried out at the Café or for any advice or instructions given and used at a later date.
5. The repairee is responsible for providing any consumables such as leads, plugs, fuses, zips, etc that may be needed to fully complete a repair.
6. Repairers offer no guarantee for any repairs carried out with or without their help, and are not liable if any repaired items do not work properly at home or break down again in the future.
7. After making an initial assessment of an item, repairers are fully entitled to use their discretion and refuse to repair an item should they decide to do so. When a professional repair service is needed, Cambridge Repair Café will, if possible, suggest a local provider.
8. Repairers are at liberty to refuse to repair and/or reassemble any appliances that are deemed to be hazardous, semi---hazardous or beyond repair.
9. Repairees are responsible for the removal of all items that cannot be repaired.
10. Normally, a maximum of ONE item per person will be examined. Should time allow, extra items can be considered for repair.
11. Parents will be held responsible for the behaviour and safety of their children whilst on the Cambridge Repair Café site.
12. Repairers and repairees consent to photographs/video taken at the Repair Café being used for publicity purposes. Please make it clear to the photographer if you do NOT wish your photograph/video to be used in this way.

I have read, understood and agreed to abide by the above house rules / disclaimer.

Signature of Repairee

Please print your name **Date**

Please return this form with your completed feedback (overleaf) when you leave the Repair Café

Summary of repair café insurance 21.10.15

Repair Café Group	No. cafes a year (approx)	Insurance	Name of insurer	Cost of insurance £/y	Conditions	Contact
Chesterfield (a)	2 (b)	No (c)	n/a			Lisa Hopkinson
Cottenham RC	4	No	n/a			Chris Muller
Tiverton RC (d)	12	Yes	Ansvar (Policy: Charity and Community Connect)	£380.10 (e)	2 hours per month. Covers public, products and employees liability and legal expenses. The cover is for small electrical appliances (including PAT testing), woodwork repairs, sewing repairs and cycle repairs. Hand tool sharpening demos (rather than actual repairs) added on part way through the year at no extra cost.	Neil Purves
Transition Farnham and Centre for Sustainable Design at University of Creative Arts	11 sessions of 2 - 3 hours Saturday am.	Yes, PLI and partial Product Liability	Tennysons of Chichester/ Zurich underwriters	£343	All Transition Farnham PLI liability; Repair Cafe extension cost £138. Injury to persons covered, but damage to property as a result of repairs excluded; electricians to be qualified (undefined); PAT testing; no high power exclusion stipulated; Risk Assessment protocol required.	Robert Simpson
Malvern Hills RC			negotiated AXA insurance, via JST Insurance Services, Barnsley, to cover any RCs in Herefs & Worcs by setting up a project/institution called RC Herefordshire and Worcestershire (RCH&W). MHRC is incorporated into RCH&W and so will any RC in H&W that we assist with	£365	Covers up to 20 RCs a year for PL regarding electrical goods repair, domestic appliance maintenance/repair, vacuum cleaners repair and service and repairs to wooden furniture	Chris Dyer (f)

(a) Part of Transition Chesterfield activities

(b) Have only held one this year due to difficulties finding a central venue and lack of insurance

(c) Have had a quote from Naturesave for £371 to cover RC and all Transition activities and includes public and product liability

(d) Part of Sampford Peverell and District Sustainable Villages

(e) Just for Repair Cafe, separate PLI for Transition events costing £159.

(f) Found Tennyson very unhelpful. Reported that Transition Stratford-upon-Avon run RC as an event under their own Transition insurance, costing £260/year.



Feedback form

Please tell us what you thought about the Cambridge Repair Café today.

1. How/where did you hear about the event?

2. Age group:

Under 20

21---40

41---60

61+

3. What item did you bring to be repaired?.....

4. Was your item repaired? Yes/No/Partly

5. If no, were you advised about the problem? Yes/No

6. Were you happy with the help you received? Yes/No

If yes, please describe your experience at the Repair Café:

If no, please explain why you were not happy

7. Please leave us your email address if you would like to receive information about future Repair Cafés and similar events organised by Cambridge Skillshare, Cambridge Carbon Footprint and Transition Cambridge.

Please write clearly:

.....

Please leave your completed feedback form at our reception area when you leave Thank you!

Risk assessment form

Risk assessment for: Cambridge Repair Café 30 Jan 2016
 Conducted by: for Transition Cambridge
 Date: 13 Jan 2016

Hazard	What could happen?	Who could be hurt?	Action taken to minimise risk
Trailing wires	People could trip over them and fall	Anyone participating in the event	Wires to be routed round wall and table edges where possible, and taped to floor where they present a trip hazard. Safety notice on repair tables
Hot drinks	Spills of hot water, tea or coffee could result in scalds Spills of any liquid can make floors slippery and cause people to slip or trip	Anyone in the café area.	Sensible precautions to be taken when serving hot drinks. Mop up spillages straightaway Safety notice at café
Sharp tools	Cuts and eye injuries	Repairers more at risk than repairees.	Sensible precautions to be taken when tools are in use. If repairees are using them, point the risks out to them. No children under 16 to be allowed to handle sharp tools. Safety notice on repair tables
Hot soldering irons and recently soldered items	Burns to skin or clothes, especially as hot soldering irons are not obviously hot unless you touch them.	Repairers more at risk than repairees.	Sensible precautions to be taken when soldering Soldering irons must be in a proper holder when not in use and not left on or near flammable materials including plastic. If repairees are using them, point the risks out to them. Tie long hair back. No children under 16 to be allowed to handle soldering irons. Safety notice on repair tables

Electrical appliances	Risk of electric shock and burn. Risk of fire.	Repairers more at risk than repirees.	Check that socket outlets are not overloaded by using unfused adaptors as this can cause fires Switch off and unplug appliances before cleaning or adjusting them Stop using equipment immediately if it appears to be faulty RCDs to be used. No-one to undertake electrical repair without having the necessary skills, knowledge and experience to carry out the work safely. Repairers to identify suitable (foam, CO2) fire extinguishers before event Safety notice on repair tables
Sewing machines	Needle can break if it hits metal e.g. zip	Repairers more at risk than repirees.	Sensible precautions to be taken by repairer
Bicycle	Oil on skin and clothes	Anyone participating in the event	Sensible precautions to be taken by repairer

Planning a repair event: outline summary

Please read this alongside our more detailed notes.

Go to www.repaircafe.org to

- understand the Repair Café ethos
- read FAQs etc
- make voluntary contribution of €49 for digital starter pack and use of Repair Café

Choose your venue

- Check
 - Facilities
 - Costs
 - Management's stance on electrical repairs
 - Available dates
- Book and pay
- Schedule pre-event visit a week

Find repairers

See detailed notes for some ideas on how to do this.

- Check you are happy with competence/expertise
- Carry out risk assessment

Call for repairers

- Contact all your potential repairers with date and venue of repair event
- Log responses
- Establish from these which repair

Publicise your event

- Poster - when you know which skills you can offer
- Email contacts
- Newsletters
- Websites (e.g. Transition Cambridge, Cambridge Carbon Footprint, Greeniversity)
- Local shops, pubs
- Facebook/Twitter/Streetlife/

Call for volunteers to

- set up/clear up on the day
- register items
- meet and greet
- run the café
- help generally

Brief Volunteer café team to

- source and serve tea and cakes
- wash up
- take payment

Communicate with repairers

- Update them with essential information, but avoid overloading with minutiae.
- Send copies of risk assessment.
- Confirm attendance one/two weeks ahead of event.

Communicate with reapees

(= someone with an item needing repair)

- Check with repairers if someone has an item you think may need very specialist skills, and advise reapee accordingly
 - Decide how/if you want to manage how people bring their items in e.g. you could
 - Keep a list of people's names and items
 - Offer them an approximate time slot
 - Explain to late bookers that they may need to wait
 - Make sure reapees know to register on

Check your paperwork

- Sign in form
- List of booked items/reapees
- House rules
- Feedback forms (on back of house rules)
- Repairers' log
- Risk assessment

Thank all repairers and volunteers

Collate repair records, feedback

Evaluate and report to repairers and all team members

Your repair event!

Get there in good time to set up

- tables, chairs, signage
- café area
- donation bowls
- literature

Check everyone knows the system, fire exits, first aid, risk assessment etc