

FREQUENTLY ASKED QUESTIONS

What are the arrangements for getting keys?

Key collection and return should be arranged with the Parish Administrator, 01962 844878, admin@stmatthewstpaul.org.

Is there disability access?

There is full access to all hireable areas at St Paul's Church, ramped access at the back of St Paul's Hall and the Parish Rooms, and portable ramp access to St Matthew's Church.

How is the lighting operated?

St Paul's Church Lighting in the church building is controlled by a clearly labelled keypad next to the main doors. The utility corridor, toilets and kitchen are controlled by motion sensors and turn off after a pre-set time. Currently the gallery and chancel security lighting stays on all evening when the church lights are switched off.

St Paul's Hall and the Parish Rooms These have the usual light switches.

What do I need to know about the heating?

St Paul's Church As part of the recent extensive and beautiful re-modelling of the internal space, underfloor heating was installed under the stone flooring, supplemented by perimeter radiators and thermostatically controlled radiators upstairs in the gallery and meeting room. There is no need to adjust this as it is pre-set.

St Paul's Hall The hall is heated using a timer system and it should not be necessary to adjust this for most bookings. However, if for some reason the heating is not on, press the 'EXTEND' switch on the timer unit in the kitchen, which will provide two hours' extra heating. If the heating is on and you are too warm, press 'CROP'. *Do not turn the timer off.*

Parish Rooms The heating will be set for your hire. If you need to turn the heating off, please press 'CROP' on the timer unit. To turn the heating back on, press 'CROP' again. If for some reason the heating is not on, please press 'EXTEND' on the timer unit. This will give you two hours' heating.

St Matthew's Church The heating will be set for your hire.

What toilet facilities are there?

St Paul's Church This operates as a self-contained unit with two toilets (one fully accessible with baby changing) for the sole use of the hirer.

St Paul's Hall and the Parish Rooms The toilet facilities (including disabled access and baby changing) for both the hall and rooms are in St Paul's Hall. These are accessed by users of the rooms from the back, across the children's play area. The toilets are shared between users of the hall and rooms.

St Matthew's Church There is a toilet accessed through the nave. There are two steps between the nave and the chancel and a narrow entrance to the vestry.

What audio-visual facilities are there?

St Paul's and St Matthew's churches The venues are best suited to classical / acoustic performances. Currently we do not have projection or computer facilities.

Are there any environmental requirements?

In the light of environmental concerns, we ask you to use our crockery and cutlery instead of disposable items. You will find ample provision in all hire spaces.

Do you have a Fairtrade policy?

Yes, as a parish we operate a Fairtrade policy and would like to encourage those who hire our venues to use Fairtrade products whenever possible.

What parking is there on site?

There is disabled parking at the St Paul's site and limited other spaces, as local residents hire some of the spaces. There is alternative parking just down the hill at the railway station. Parking for large numbers of visitors can be found at the Tower multi-storey car park on Sussex Street, a smaller car park on Gladstone Street or at the car park on Worthy Lane. All these are within a 10-minute walk.

Parking for St Matthew's Church may be found a short walk away from the venue in Bere Close (10 cars) and Weeke Manor Close (a further 6 cars).

What do I need to do at the end of the hire?

After using any of our venues, please return all the tables and chairs to their original places.

All used kitchen equipment, crockery and cutlery should be cleaned and returned to the cupboard. Washing-up liquid is provided but please bring a tea towel and take it home with you.

Please clean up any spills and take care to preserve the floors and soft furnishings. Cleaning equipment for St Paul's Church can be found in the utility room and for St Matthew's Church in the kitchenette. For St Paul's Hall and the Parish Rooms, all cleaning products can be found in the respective kitchens. It is not always possible for our cleaner to visit the premises between bookings. In order to make sure that the next user finds the accommodation in good order we rely on the goodwill of all hirers.

Please remove all rubbish and all personal items at the end of your hire, and all goods and property of those attending the event.

What are the security arrangements for locking up?

St Paul's Church The large plate glass main doors are secured by a state-of-the-art lock at the base in line with the specifications of our insurers. Please lock the front door on finishing your hire, returning the key as agreed with the Parish Administrator, and also check all perimeter doors are secure. Leave the windows as you found them.

St Paul's Hall Please lock both the connecting door to the play area and the main door, and check that the fire exit doors and windows are secured.

Parish Rooms Please lock the connecting door to the play area and check that the fire exit doors and windows are secured.

The same key operates both the Parish Rooms and hall doors.

St Matthew's Church This is opened and closed for you as needed for your hire.

What are the safeguarding requirements?

Please see our full policy on our website at <https://stmatthewstpaul.org/>.