

## Langton Green Pavilion Café Areas of conflict

### Storage:

Currently there is a lot of shared storage where all users appear to have keys and access. Emma has belongings in the office, the container, cleaning cupboard, kitchen & on her bar area. LGCSA have 3.5 containers and the rooms opposite the apparently unused changing rooms. (I have visited and recorded no use during the period of this mediation, I do however appreciate that these are an explicit condition set by the funding FA.

Emma	LGCSA
An exclusive lockable storage area.	½ a shared container outside the pavilion

### Recommendation:

Being able to store one's belongings or stock privately is a fundamental right that any licensee / leaseholder should have available to them. This removes any conflicts or doubt.

The venue comprises of several underutilised spaces. It is my recommendation that Emma is given a dedicated storage space that is hers and hers alone. I would propose that the LGCSA make an entire container dedicated to her.

### Time:

The Pavilion is split up between Emma & The LGCSA under a % scheme. This is overly complicated and makes it difficult to comprehend whose or used what.

Emma	LGCSA
Monday 8am - 6pm Tuesday 8am - 6pm Wednesday 8am - 6pm Thursday 8am - 6pm Friday 8am - 6pm  Obviously, evenings negotiable depending on what's going on.  Saturday and Sunday - if they prefer to do their own cafe that's fine. Would like opportunity to be able to use some Saturdays after 1pm - 6pm for birthday parties?	The facilities will be available for hire at all times when LGCSA does not require them – and LGCSA will give reasonable notice of their requirements.

### Recommendation:

That a set timetable is created, agreed & made publicly available comprising of three uses:

1. Café Use
2. LGCSA Use
3. Mixed use

Mixed use is then available on a first come first served basis. My recommendation is that both Emma and LGCSA confirm to me the times that they wish to use the venue and I produce a draft.

## Bookings & Booking System

There is confusion as to who is responsible for this, with a digital system only being used by Emma and seemingly being ignored by LGCSA. I'm not certain if the LGCSA user has been given training on this or even if LGCSA agreed to its use. Emma also uses a manual diary. There have been circumstances where booking have not been honoured or properly placed leaving clients unhappy.

Emma	LGCSA
Bookings to be made via the online bookings system Time Tree.	The booking system for the hire of the Pavilion facility will be run Independently by Speldhurst Parish Council. It will be based around LGCSA's pre booked usage.

### Recommendation:

That a digital/online booking system is used, managed by the SPC office with both the LGCSA & Emma having user permissions. A quick search online shows there are hundreds of software options to do this. I recommend that SPC grant their officers time to research and submit some options to Emma & LGCSA for consideration.

## Fixtures & Fittings + Stock

Due to the mixed use of the venue, there is a lot of shared space. Emma is required to remove her belongings from the shared space, LGCSA booking or not. The default position is it must be clear. In addition, Emma's business model requires her to carry lots of equipment for her guests and these have been known to over spill into the undesignated areas.

Emma	LGCSA
To only have to move F&F / Stock if entirely necessary.	Any stock fixtures and fittings installed by the hirer (if agreed with LGCSA) must be removed once the hire has finished. These may be stored in the external container when not being used, otherwise they must be removed from the premises.

### Recommendation:

Upon creation of the digital timetable and booking system. It is not unreasonable to allow Emma to keep her belongings where they are if the LGCSA are not using the venue. The current default position of assume it will be used is, in my opinion unreasonable. Therefore, my recommendation is that this position is reversed, and the default position is that Emma is allowed to leave her belongings as they are, unless the LGCSA give her written notice. This notice only needs to be 1 day.

## Cleaning

Both parties are accusing each other of neglect on this matter and agree that the space should be left as it was found.

Emma	LGCSA
That LGCSA return the space "as they found it"	All hired areas must be left clean at the end of hiring and as they were found.

### Recommendation:

Neither party is asking the unreasonable here. The question is of course, what are the satisfactory levels of cleanliness and does one have any evidence that a space wasn't left as it should be. Without forcing the parties to record the state in which they have left the venue this isn't something that can be policed. However, I would urge both parties to act responsibly and within the spirit of the agreement.