

Guide to Reyt Repair for new volunteers

Reyt Repair is a social enterprise powered by volunteers who fix furniture, electricals, clothes and similar small household items. We want to fix as many things as possible to save waste, save money and give ourselves the satisfaction of a successful repair. We enjoy working together, sharing skills and our experiences and bonding over coffee, cake and lunch.

We charge our customers a small amount for each fix. This money is used for tooling, promotional material, travel, training and office sundries (biscuits and cake). We are not able to pay our volunteers. We can, however, pay for volunteers' travel expenses, and we offer a free lunch to all volunteers.

When you arrive at Abbeyfield Park House, you should make sure you are 'signed in' on the red clipboard on the front desk, likewise signed out when you leave. Newcomers are shown around the key facilities in the house like toilets and kitchen, fire exits etc. You are welcome to help yourself to tea and coffee, take breaks whenever you like and eat in the room or the park. We offer lots of flexibility to our volunteers – some people come on a regular day and others at irregular intervals – both are fine although it can help if you let us know your plans.

Potential volunteers are given an induction period working directly with an experienced repairer. Over approximately three sessions we get to know you, your skills and your experience, and you will get to know us and how Reyt Repair operates. After this introduction period we will be able to decide if you are able to lead on repairs and if so, able to join the team..

There is always a coordinator at Reyt Repair. They are responsible for welcoming people, entering details into the computer, taking payments, ordering parts, etc. They also make decisions, if there is any serious doubt about a fix, thereby taking responsibility for it. Although the coordinator takes the final responsibility, we make decisions by rough consensus so everyone's input is welcomed and incorporated.

Repairs are planned by experienced repairers - we won't ask you to do things beyond your abilities. When everyone is happy that we have a good plan, then volunteers will start leading work on the item. It's quite common for plans to change as the repair progresses, but it's important when this happens that we check with each other that the new repair plan is appropriate.

We all try to keep the workshop clean and well organised to help us work efficiently, find things easily and move around safely and easily. Please put away tools when you have finished a repair, and tidy up after yourself and others!

We have full insurance for both public liability and professional indemnity. For safety, all electrical repairs must be PAT tested by a trained person before and after repairing. If appropriate, we can fund volunteers to go on a City and Guild PAT testing qualification. If there are other training opportunities that would benefit both a volunteer and the project we are open to funding these. Decisions like these are made by the directors.

Reyt Repair is not a place for discrimination or negativity towards others – we expect our customers to treat us respectfully and we treat them and each other politely and with respect at all times.