

Increasing access to Community Facilities for existing tenants Frequently Asked Questions

Which community facilities will be increasing access for tenants and let holders?

The following seven Glasgow Life community facilities will be increasing access for tenants and let holders, from next month:

| | Is the venue currently open? | Widening access for existing let holders | What days/times will the venue be open |
|-------------------|--|--|--|
| North East | | | |
| Barlanark | Yes, for essential childcare | Yes | Monday – Friday 8am – 6pm |
| North West | | | |
| Bellcraig | Yes, for essential childcare | Yes | Monday – Friday 8am – 6pm |
| Maryhill | Yes, for essential childcare | Yes | Monday – Friday 8am – 6pm |
| South | | | |
| Castlemilk | Yes, for essential childcare | Yes | Monday – Friday 8am – 5pm |
| Darnley | Yes, for essential childcare | Yes | Monday – Friday 7.30am – 5.30pm |
| Govanhill | Yes, for essential childcare | Yes | Monday – Friday 8am – 6pm |
| Penilee | Yes, for essential adult care services | Yes | Monday – Friday 9am – 4pm |

When will these seven community facilities increase access?

These venues are currently open for essential services and will increase access to existing tenants and let holders from Monday 6 September, during current opening hours only.

What if my previous booking wasn't within the current venue opening times?

Where possible, you will have the opportunity to amend your booking. This may mean booking a let for a different day or time than you held pre-Covid. If you would like to discuss this, please speak with your venue manager. Your venue manager will also keep you updated if circumstances or venue opening hours change.

What safety procedures does Glasgow Life have in place?

We are currently reviewing the ongoing operation of our venues following the Scottish Government's removal of the need for physical distancing. We will inform tenants and let holders as soon as we have made any changes to our existing protocols. At the current time all customers will be encouraged to keep a safe distance, wash their hands frequently and wear a face-covering in all communal indoor areas and while moving around our venues.

For tenants and let holders participating in physical activity, visitors will be required to wear a mask or face covering in all indoor areas except when participating in physical activities in pre-booked halls.

Other safety measures, including the availability of hand sanitisers and the collection of customers details for Test and Protect purposes will also remain in place in community venues, for now.

Visitor seating will be limited, and any leaflet dispensers and non-essential wall displays will be removed to increase space in the communal areas.

Tenants and let holders will be responsible for ensuring they comply with Scottish Government guidance as well as conditions of let as laid out by Glasgow Life. Venue Managers will provide advice

to let holders on the capacity of rooms, which will not exceed Fire Risk Assessment quotas based on the let activity.

There will be two members of Glasgow Life staff on shift at any one time during opening hours, should you need advice or support.

What is happening with community facilities that are not currently open?

We recognise that you will be disappointed that there is no confirmed opening date for your venue however, the £100m funding guarantee provided by Glasgow City Council has been fully allocated reopening more than 90 venues across the city.

In May, the Council passed a motion resolving that all Glasgow Life venues should reopen as soon as funding and Scottish Government guidance allows. Glasgow Life's ability to open more venues is entirely dependent on more funding becoming available.

Glasgow Life will continue to make the case for further income which would allow us to open more, and should more funding become available, we will then discuss future reopening plans with Glasgow City Council, local communities and our stakeholders.

Full details on the status of all 24 Glasgow Life community facilities can be found online here: www.glasgowlife.org.uk/communities/latest-community-facilities-information

What if I am interested in taking over the running of a community facility?

Glasgow Life continues to support local community and voluntary organisations who wish to become more involved in the running of their own facilities, providing access to structured guidance where needed.

Positive, long-term options for venues will be explored through the People Make Glasgow Communities initiative, which the Council launched in February 2021.

This is an open call out to give Glaswegians and community organisations greater control over the community venues they rely on. The initiative has already received more than 300 expressions of interest.

To register your interest, please visit: www.glasgow.gov.uk/communities

What will happen to my booking if Covid protection levels change?

Our reopening plans and dates are subject to change in line with ongoing Scottish Government guidance. Your venue manager will keep you informed of what this might mean for you.

What happens if someone in the venue tests positive for Covid-19?

When we are informed that someone has tested positive for Covid-19 and has been in our venue in the last 72 hours we will adhere to Test and Protect processes when contacted. This includes isolation or venue closure if necessary and contacting all tenants and let holders in the building. Our enhanced cleaning regime will be continued.

It is the responsibility of the tenant or let holder to inform Glasgow Life if they have a positive test or someone displaying symptoms of Covid-19 within their group.

How do I reinstate my booking?

The venue manager for your community facility will be in touch with you to discuss your options. They will work with you to understand your expectations, discuss any impact of ongoing Scottish Government guidance, and look at how best to rebuild centre bookings.

If you do decide to reinstate your booking, please complete the Let Application Form and read the Conditions of Let and Covid-19 Let Conditions amendments. These can be sent to you by email from the venue manager.

Are you taking new bookings at any of the seven venues?

At present, we are only inviting tenants and let holders within these seven venues to reinstate their bookings. However, there may be scope to offer lettable space within these venues to other tenants and/or let holders as we move forward.

Are there any activities that cannot currently take place?

Please discuss the nature of your activity with the venue manager. Reference will be made to the current Scottish Government guidance as well as any guidelines of governing bodies and Glasgow Life's interpretation of these. At this time no inflatables will be allowed within a venue.

What is the cost of the let?

The cost of your let can be found within the Regular Let Application Form (Booking Form). Glasgow Life have at this time taken a decision not to increase let costs from pre-Covid-19 levels. This is subject to change but will be communicated to you through the venue manager.

Who do I speak to for more information?

Please speak to the venue manager for your community facility in the first instance.