

A photograph of an artist in a blue jacket and glasses, seen from the side, working in a studio. The studio is filled with various art supplies, including a white bucket, a blue bucket, and several framed paintings. One painting in the foreground shows a landscape with a boat on the water. Another painting in the background has handwritten text: "35° 35' N" and "113° 13' W". A sign on the wall reads "BOB THOMPSON Studio".

WELCOME!

Studio holder handbook
and terms and conditions

EAST ST ARTS

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1. An introduction to East Street Arts

East Street Arts operates on an international scale, supporting artists at all levels and stages of their careers. We sustain the alternative and challenge the norm through creating the space, time and resource for artists to be innovative, pioneering and successful. At the heart of our philosophy is developing unique, provocative and experimental environments for artists, residents, businesses and tourists to convene.

We occupy the places in which we live, bringing creativity, vibrancy and life to urban environments: from artistic commissions which reimagine public space to our portfolio of temporary and permanent arts properties.

Led by dynamic directors our property portfolio spans the length and breadth of the country providing artistic workspaces and studios, exhibition venues, community arts hubs and, most recently, the UK's first independent Art Hostel, creating a home-from-home for an international community of artists and curious tourists alike.

2. Permanent and temporary studios

Permanent Spaces

There are three permanent studio sites in Leeds - Patrick Studios, Union 105 and Barkston Studios as well as one semi-permanent space at Oak House.

Patrick Studios is a bespoke venue for artists and provides up to 24 quality studio spaces, resource areas, a double height project space, our main office and headquarters.

Barkston House is a studio facility and ceramics centre located on Domestic Street Light Industrial Estate in Holbeck, Leeds. We currently occupy six units on the building's third floor, which are home to 40 studio spaces.

Union 105 is situated on Chapeltown Road. Its remit is to support artists based in the area through its six studios. It also delivers a series of commissions which invite artists to develop new work in response to its context and the people of Chapeltown.

Art Hostel and Convention House

In addition to the studio spaces outlined above, we also have two further buildings in Magbate. Based on either side of Patrick Studios, the Art Hostel and Convention House offer a variety of opportunities for visitors and artists alike.

Art Hostel is set to open in 2019 and will boast more than 50 beds in rooms which are designed and created by artists.

Convention House is the studio space of the future. A digital and technology hub, the space is focused on digital and visual arts and aims to bring together all sectors under one roof. It is funded by the Leeds Tech Fund and a Small Capital Grant from Arts Council England.

3. Terms and conditions

Temporary Spaces

We are advocates of putting empty properties to creative use for the benefit of artists and communities. These spaces are taken on a temporary lease.

The temporary spaces programme has grown to a national scale and currently consists of more than 100 buildings which are home to more than 150 artists. We have occupied a wide range of spaces across the country including grade-A offices, nightclubs, warehouses, retail units and post-civic spaces.

We are dedicated to supporting artists to make work that is part of our everyday lives and which impacts on society. We are enthusiastic about bringing empty spaces back into use to further the careers of artists, and bring life and cultural activity to areas where there is a dearth of publicly accessible artistic activity.

We develop partnerships with local creative organisations who help manage spaces in their locality. You can find out more about our work on our website.

a) General information

- All studio holders have key access to their own space during permitted hours. Please see the 'building specific' section for more details.
- The majority of our staff are contactable 9am - 5pm, Monday to Friday by telephone or email. Please see the 'contact us' section for more details.
- Studio spaces may only be used for the production of art by the studio holder and for activities related to the production of art that support our charitable objectives and policies.
- No activity, unrelated to the furtherance of the arts may be undertaken without our knowledge and consent.
- Studios may not be used for residential or sleeping accommodation.
- Studio holders must not share door codes or keys that enable access to studios or any of our buildings with any person(s) not named on the licence agreement.
- Any visitors to our buildings are under the care of the person(s) named on the licence agreement.
- Smoking is not permitted in the building.
- Animals should not be brought onto our premises without prior permission. In temporary spaces, no animals should be brought onto the premises, with the exception of guide dogs.
- Bicycles can be brought into individual studios and may be stored in shared spaces overnight. They must not be stored in corridors or block fire escapes.
- Studio holders should maintain and encourage good relations with other studio holders, staff, users of the facilities, neighbours and partners.
- Studio holders should conduct all activities in a manner to ensure they do not interfere with or adversely affect the enjoyment of the space by others and respect other studio holders at all times.

- Studio holders will be invited to review their studio occupancy if there is little or no use of the studio over a six month period, unless agreed in advance.
- Studio holders agree to maintain a standard level of cleanliness within their studio environment.
- Our health and safety guidelines must be rigorously adhered to at all times. Please refer the health and safety sections of this handbook for further information.

b) Types of use

We offer the following types of studios within our spaces:

Self-contained and open plan studios

- Suitable for individuals and small collectives. Some of our studios and spaces are more suitable for certain practices. We can advise on what might best suit your needs at the application stage.

Project space

- Suitable for one-off events and exhibitions, workshops, installations or short residencies.

Rehearsal space

- Suitable for all kinds of performing arts and dance groups.

c) Studio benefits

Artist support is at the heart of our work. We are interested in the development of our studio holders' practice and want to ensure that all studio holders benefit from their studio. Please feel free to discuss individual needs with us and we will try to help.

Some examples of how we can offer support are:

- One-to-one mentoring sessions, available on request;
- Business development support and signposting, sessions available by request;
- Online learning and development resources;
- Access to our regular newsletter;
- Invitation to social and networking events and opportunities;
- Marketing support and promotion.

d) Shared use

Artists are permitted to be singular or joint studio holders. However, no variation to the parties engaged in a studio share will be permitted unless agreed with us. All artists with a shared space will be named on the studio licence and payment agreements. In the event of one party vacating the share, the full cost of the studio licence will fall to the remaining sharers.

We may grant collective us on a case-by-case basis. In the event of one party of the share vacating, the full cost of the studio licence will fall to the remaining sharers.

If you are hosting residencies or inviting a project collaborator into your studio space they will require a building induction and must sign in and out of the premises.

e) Guests, visitors and audiences

All guests and visitors must sign in and out using the daily registers kept on site. This is for fire safety protocol and for monitoring data.

You are responsible for all guests, visitors and audiences you invite into our spaces. Please ensure that your guests treat the spaces with respect and adhere to the terms and conditions set out within this handbook.

f) Public access

Our staff retain the right to show visitors around studios. All effort will be made to agree this with you prior to the visit.

g) Events in spaces

We recognise that hosting and curating events is part of many artists practice and is a way artists connect with their audiences and peers.

Please bear the following requirements and conditions in mind when hosting an event in your studio or project space.

- The event has to promote the arts.
- You must notify us of your intention to host any events with non studio holder audiences, contact details for the spaces team can be found at the back of this book.

- You must have completed and submitted an event specific risk assessment.
- You must provide evidence of their Public Liability Insurance (we recommend a-n.co.uk/about/insurance).
- You may sell tickets for the event as long as that is not the sole activity in the project space.
- You must submit the studio holder monitoring form within one month of the event.
- You must receive our permission before applying for temporary event notice (TEN).
- We reserve the right to deny event requests and/or ask for further evidence of risk assessment.
- If you host regular events we may ask you to complete a Google calendar to record your monitoring data, making event detail submissions easier.

Due to the varying nature of our spaces, there are different requirements for public access, opening times and health and safety. As such it is important to check and obtain approval for your event plans with a member of the spaces team prior to planning your event.

h) Selling in spaces

The primary purpose of our spaces is for uses which allow the public to appreciate or experience art, such as exhibitions, workshops and events. You are able to sell artwork, refreshments and craft items or run paid workshops, so long as this is not the main purpose of the space. Income derived from sales can be returned to the artists to fund their practice and contributes to the overheads of running the space.

i) Monitoring

You must complete a monitoring form for each event you host in your studio or project space. An event is classed as any activity which has a public audience or benefit.

This includes but is not limited to:

- exhibitions,
- workshops and classes,
- performances,
- talks, presentations, screenings and tours.

Our spaces team will guide you through the necessary steps to complete and submit this data. They will set up a shared Google calendar and submission schedule with you.

j) Marketing

Our marketing team can help to promote your work in a variety of ways.

- Cross-promotion on social media - we will share and retweet content from our studio holders, temporary space artists and creative partners.
- Guest blog posts - we publish a range of blog posts on the East Street Arts website, including artist profiles and guest interviews. We are happy to liaise with artists and schedule in this activity.
- Marketing advice - our marketing team is happy to offer advice and guidance around marketing and communications activity.
- Website - we will be looking at a new area on our website that links to studio holder, partner and associate content in the near future.
- Art Hostel blog - if the space/activity is based in Leeds/Yorkshire we may be able to promote it through the Art Hostel channels. Speak to the marketing team for more details.
- Guides for artists in our spaces - we are working to produce a variety of guides to marketing and communications for those using our spaces, from social media channels to PR.
- Abstracts - When appropriate we do include events and news in Abstracts, our newsletter - please do speak to the marketing team for further info.

Branding

We have a full set of brand guidelines available which we ask you to adhere to when using the East Street Arts logo or identity. Please contact marketing@esamail.org.uk or speak to the space for artists team.

If you are using one of our public facing temporary spaces, we will provide you with vinyls for the windows. These feature our logo and can be applied using our step-by-step guide. To request these and for any additional signage requirements, please contact marketing@esamail.org.uk

Photography

From time-to-time, we may take photographs in our spaces and studios. We'll use these images for promotional activity and for our archive. You'll find information about consent at the end of this document.

If you are taking photographs of other people and their work in your space, you will need to seek consent. We have a template consent form which we can share with you. Speak to marketing@esamail.org.uk or space@esamail.org.uk

ePrivacy and GDPR

If you're wanting to communicate with the general public, you need to adhere to ePrivacy regulations (formerly PECR). You can find more details in the Information Commissioner's Office's guide.

For all marketing enquiries, contact the team on marketing@esamail.org.uk

k) Subletting and sharing

It is not permitted to sublet your studio or project space. If you would like to discuss sharing or amending your studio license please contact a member of the spaces team.

l) Keys and key holders

We will provide one set of keys per license agreement. It is your responsibility to arrange any other sets of keys needed when applying for a joint or collective space. You must notify us of any key holders and supply their contact details.

m) Insurances

We recommend you take out insurance to cover yourselves and your artwork with Public and Products Liability and Professional Indemnity (PPL and PI) insurance provided with an individual a-n Artist membership.

You must have public liability insurance if you are hosting or producing events. a-n and Curator Space provide insurance for artists and arts organisers. You may want to seek your own contents insurance for your studio valuables.

More details can be found here:

a-n.co.uk/about/insurance

curatorspace.com/about/news/m-ppl-insurance-now-available-with-curatorspace/38

n) Utilities and meter readings

If you're using one of our temporary spaces, we require you to submit monthly meter readings. Please submit these to property@esamail.org.uk or via the Google form. The spaces team will guide you through the necessary steps to complete and submit this data.

Please refer to the buildings specific document and below for further guidelines regarding heating in spaces.

o) Studio maintenance and fittings

Your studio should be in good order when you move in, with fully functioning lights and electric sockets and the plumbing (where appropriate) in proper working order. If not, please let us know. You will likewise be responsible for leaving studios clean and in good order when you move out.

The cost of repairs and maintenance is a large element of your rent. It is therefore, in your own interest to respect and look after your studio and the building as a whole. Although our staff visit the buildings fairly regularly, we rely on studio holders to report any problems requiring attention without delay. A common problem is that studio holders do not let us know of leaks inside studio spaces for months – this is not only a disadvantage to you, it also causes long term damage to the fabric of the building.

We must be consulted before you make any modification to the structure of your studio. This includes changing or adding any locks. Building significant storage or permanent floors/walls that change the internal structure of your studio significantly will need to be approved prior to installation. Works undertaken without our permissions may be asked to deconstruct and take down any structures that are deemed unsuitable or that pose a hazard/risk to building users.

p) Arrears and finance

You will be billed for your studio rent on the first day of each month. We require all studio holders to set up a direct debit for the payment of monthly rent.

We will be implementing direct debits as payment method in 2019. A member of the spaces or finance team can guide you through the process.

All invoices are due within 30 days. Failure to make timely payment may result in the loss of your studio or project space. If you foresee financial difficulties contact a member of the spaces team as soon as possible.

In the event of the accrual of arrears, we may issue notice on your studio space.

East Street Arts reserve the right to review and update studio rental fees. Should we need to increase or update rental fees we will always provide you with a minimum of 30 days notice.

q) Behaviour

All studio holders have a role to play in creating a positive working environment. Bullying and harassment of any kind are not tolerated in our organisation or our spaces.

We remind you to be mindful of how your behaviour impacts fellow studio holders, neighbours, building staff and other stakeholders while working in your studio space.

If are concerned about any incidents of unacceptable behaviour or would like to make a complaint please contact a member of the spaces team.

r) Smoking, drinking and drug use

Legislation is in place which makes it illegal to smoke in enclosed public spaces. Smoking, including e-cigarettes, is therefore strictly prohibited on all premises (including entrances and exits) hired or used by East Street Arts and its studio holders.

The provision and consumption of alcohol, illegal or banned substances on our premises, is not permitted.

We expressly prohibit the use of any illegal drugs in any of our buildings. It is a criminal offence to be in possession of, use or distribute an illicit substance. If any such incidents take place in any of our buildings or at an event hosted by a studio holder, this will be regarded as serious, will be fully investigated and may lead to notice being served or police involvement.

We understand that you may wish to host events, such as exhibition openings, that include alcohol. You must request and receive permission from a member of the spaces team before making this provision and adhere to the guidance provided by the team.

4. Health and safety (including fire regulations)

s) Notice and termination

- Studio holders must give 30 days notice before leaving the studios. Only after all belongings have been removed, a meter reading has been submitted, the studio is left clean and in good order, all keys returned and all bills settled, will a deposit (if paid) be returned. If the studio is not left in an acceptable condition, the studio holder will be charged for clearance and redecoration.
- East Street Arts is subject to 30 days notice on occupancy.
- In the case of temporary studios, we will give studio holders 21 days notice to vacate the premises. In extreme circumstances this notice period may be reduced to seven days, however we will always aim for a minimum notice period of 21 days. Due to this short notice period, we suggest you have a contingency plan in place for if this happens.
- The licence agreements will be terminated if substantial repayment of monies owed has not been made within 30 days of any warning we give to you in writing.
- Studio holders are responsible for removing all items stored within their studio by the date of vacation. Studio holders must leave the spaces in a cleanly state. Studio holders may be charged for clearance should items be left behind that require disposal.

a) General terms

- Everyone working together in the studios should be alert to issues that may adversely impact upon their own and/or others' healthy and safe enjoyment of facilities. If you have any general concerns that something is wrong or could be improved, please take those concerns to the spaces project manager, using the emergency contact details provided in this handbook.
- You will receive an initial induction regarding security and fire safety from a member of our team or our creative partner in your location. Studio holders will follow the directions regarding security and safety that are specified.
- In the event of a fire, knowing who is in the building is extremely important. All studio holders and visitors must ensure that they sign in and out using the sign in registers each time they enter or leave the building. All visitors must be accompanied by a studio holder unless previously agreed with us. The registers need to be returned to us on a monthly basis. The space team will guide you through the necessary steps to complete and submit this data.
- You must complete an individual activity risk assessment for your practice and space within seven days of occupation. You must amend your risk assessment if your practice changes and supply a copy to the spaces team. You are required to review your activity risk assessment annually or when any significant changes occur.
- All corridors are to be kept clear at all times. No rubbish, materials, equipment or other items, including works of art, are to be left in the corridors, in stairways or in the communal areas.
- All communal and shared areas, including kitchen and toilet facilities, must be kept clean and clear. Food waste and dishes should be cleaned promptly and put away. Your personal waste from your studio should be disposed of in the bins provided and should not be left to accumulate in studio spaces or any communal spaces.

- The arrangements for fire and emergency evacuation and for first aid are prominently posted within the premises. These arrangements are drawn to the attention of the studio holder on induction. Visitors should be made aware of these when entering the building.
- You must take responsibility for keeping your studio space in a reasonably clean, healthy and tidy condition, appropriate to practice.
- You must observe the requirement to obtain our permission before bringing any equipment onto the premises that does not fall within a commonly accepted view of normal artists equipment. We cannot accept responsibility for any injury or loss occasioned to a studio holder, their visitor, co-worker or guest that derives from the practice of the said studio holder, nor any equipment or process engaged in by the studio holder within their licensed area.
- You are ultimately responsible for the safe working condition and consequent testing and servicing of their equipment including, but not limited to PAT testing.

The following are absolutely forbidden:

- The use or storage of gas canisters.
- The use of or storage of flammable liquids except for solvents used in connection with painting and brush-cleaning, that must be in suitable containers of no more than 500ml. Rags are to be disposed of appropriately and not placed in general waste bins.
- The use of candles or other unguarded flames.
- Any form of welding or hot-working.
- Practices that involve any form of spray painting, especially involving aerosols or solvents.
- The use of any powered cutting equipment or powered machinery, that has not been cleared in advance by us.
- There are two types of heaters allowed under the insurance for the building: halogen type with auto cut out and oil filled radiators. Any other types (e.g fan heater) are not allowed.
- The use of hot plates or cooking stoves.
- Large amounts of combustible materials eg. non fire retardant fabric, stockpiled timber and paper.

b) Fire safety

Fire alarms

- In the event of a fire alarm being activated, please see the building specific information documentation regarding procedures.

Location of fire escapes

- See building specific information documentation.

Assembly Point

- See building specific information documentation.

Fire fighting equipment

- The building has portable fire fighting appliances fixed to walls in various locations. The extinguishers are designed to be used on small contained fires, such as waste bins, etc, and should only be used by those confident in the operation of an extinguisher. If in any doubt, raise the alarm and exit the building via the identified route.

Fire escape drills

- These may take place on dates and at times that will be communicated by the building manager and all users are to cooperate in the effective evacuation, following any instructions given by fire wardens.

Fire register

- In the event of an emergency evacuation, the signing in register of studio holders and visitors should be taken to the muster point.

Fire doors

- All fire doors must be kept clear and shut. Do not prop open unless for a short period of time when it is necessary to move items around, making sure the door is supervised and closed when finished.

In some buildings there will be weekly fire alarm tests. These may be carried out by our staff or the building manager. If the alarm sounds for more than 30 seconds please follow the evacuation procedure. See building specific info for details.

If you accidentally set the fire alarm off, please contact the named contact in the building specific information documentation.

c) First aid

An approved contents first aid kit is located in the building together with an accident book. Please see building specific information documentation for details. First aid boxes should be used in emergency situations only. Although the first aid boxes are checked regularly, if you use any provisions from the first aid box please report to the spaces team so that stock can be replenished.

All accidents should be reported to the spaces team. See the contacts page of this document or email space@easemail.org.uk

On induction, you will be made aware of the first aid provision in the building. Please note, there will not always be a trained first aider on site.

The artist's own risk assessment may indicate any specific first aid provisions that is required on site. The artist will be responsible for providing this.

d) Risk assessments

Fire risk assessment

- We, or our creative partner, has completed a general and fire risk assessment of your building. Plans showing the fire systems and escape routes are posted on each floor. Please ensure that you familiarise yourself with the escape routes from the building. You will be guided through this during your induction.

Activity risk assessment

- You are required to complete and submit an individual activity risk assessment for your practice upon signing for a new studio space. This must be submitted to the spaces team within the first seven days of your occupation. Should your practice change or expand you must complete and submit a revised assessment. You can find a template at the back of this handbook.

Event activity schedule

- You are required to complete and submit an events risk assessment for any proposed events taking place in your studio space. This must be submitted to the spaces team for sign off seven days before your event takes place. You can find a template at the back of this handbook.

e) Environmental policy

We encourage recycling and, where practicable, provide recycling bins at the studios. Please only put relevant items in these bins as if contaminated the whole contents of the bin will not be recycled by the waste contractor.

Please take care with what you put down the studio sinks. Do not put toxic waste and materials, including oil-based paint and white spirit, down the sinks. These should be disposed of in household waste going to landfill. See the guide here for more details: [wikihow.com/Safely-Dispose-of-Paint](http://www.wikihow.com/Safely-Dispose-of-Paint)

Special care may need to be taken to ensure dangerous products and materials are disposed of in accordance to health, safety and environmental legislation. All records of avoidance of disposal must be kept. See health and safety for more information.

Regularly check for new legislation regarding waste products. We balance environmental sustainability with costs, so while we seek to use 100 per cent green sources of energy we may also seek cheaper options to keep costs low for tenants.

f) Equipment

It is your responsibility to ensure that all your tools, appliances and electrical equipment, including integral cables and plugs, are maintained in good condition and tested annually.

The use of powered cutting equipment, certain kiln facilities, etc may be appropriate for some practices. However, we will require you to demonstrate that the necessary safeguards, certificates of servicing/testing, insurances, and other requirements specific to the case are in place. You will need to demonstrate your competence in safe use and that appropriate controls are observed to minimise risk. We will conduct an assessment of the health and safety issues specific to the circumstances. We will determine whether use is permitted, the conditions of such use and any controls and monitoring necessary, at our absolute discretion.

In some temporary spaces, it may not be suitable to use certain types of equipment due to the nature of the space, ventilation provisions and safety protocols. The spaces team can discuss this with you during the application process.

Please make sure that all heaters and portable electrical appliances are switched off when your studio is not in use. Failure to adhere to this condition may result in your studio license being revoked.

g) Electricity

All studios are provided with at least one double socket, sometimes more. Do not overload the sockets or make excessive use of adaptors. Never use adaptors with electric heaters or other high-consumption equipment. Do not leave appliances plugged in while they're not in use and remove all adaptor plugs or transformer plugs when you leave the studio each day.

It is your responsibility to ensure that all your tools, appliances and electrical equipment, including integral cables and plugs, are maintained in good condition and tested annually. If you use an extension cable, make sure it is the correct thickness for the electrical equipment you are using. Make sure the cable is fully unrolled as power through a cable may cause it to overheat.

Electric heaters and other high consumption items require a thicker cable and an inadequate cable will burn out the socket. Whenever possible use an extension lead with an integral fused switch and an indicator light. At all times avoid extension cables trailing across the floor. Extension cables must be unplugged when you leave the studio. They should be stored loosely coiled when not in use and fully unrolled when in use.

It is advisable to renew or to PAT test electrical equipment regularly. You are also not advised to use a mains adaptor or extension in conjunction with an electrical heater or high wattage appliance.

h) Storage

Absolutely no storage in corridors and public areas is allowed. Our insurance and fire certification and your personal safety is based on all corridors, staircases and communal areas being kept completely clear.

Anything left in common areas may be disposed of without warning.

Due to the short term nature of temporary spaces please be mindful of storing excessive amounts of equipment and materials in your studio space. Should you receive notice you must be able to move your items to an alternative location easily.

5. Building specific information

Please see the separate building specific document for your unit. This includes details of specific health and safety requirements, security, access requirements, key contact info and evacuation procedures.

Failure to adhere to any conditions outlined in this handbook may result in your studio license being revoked.

6. Contact information

Liz Ainge
Project Manager
Working days: Monday-Friday
E: liz.ainge@esamail.org.uk
T: 0113 248 0040
M: 07595 835 825

Liz Riley
Artist coordinator
Working days: Monday-Thursday
E: liz.riley@esamail.org.uk
T: 0113 248 0040
M: 07784140373

Emma McKinney
Artist coordinator
Working days: Monday-Wednesday and Friday
E: emma.mckinney@esamail.org.uk
T: 0113 248 0040
M: 07379 970 154

Administrator:
E: property@esamail.org.uk
T: 0113 248 0040

You can also contact the team at:
space@esamail.org.uk

Marketing:
E: marketing@esamail.org.uk

7. Emergency contacts and information

Emergency services: 999
Non-emergency number: 101

What is an emergency?

An emergency is a situation that poses an immediate severe risk to health, life, property, or environment. Calling the emergency services should be an absolute last resort. For further emergency information please see building specific information.

If an unnecessary emergency services call out charge is billed, this will be the responsibility of the studio holder to pay. This also applies to out of hours calls to our staff.

If a real emergency occurs then call the emergency services not our staff.

8. Complaints Procedure

We aim to consistently meet high quality standards across all our services. If any of our studio holders or associates are unhappy with any of our services or something goes wrong it is very important that this is brought to our attention. This will help us to improve the standards and the services that we offer.

We aim to handle complaints quickly, effectively and in a fair and transparent way. We take all complaints seriously and will seek to use information gathered from investigating to help us improve the service we provide.

Making a suggestion

We acknowledge that our studio holders and associates may feel more comfortable about suggesting improvements rather than complaining formally. We will welcome any suggestions about how we can improve the services that we offer.

In order to make a suggestion please speak to anyone within our team, or email us on space@esamail.org.uk

Raising a complaint informally

Our preference is to know, at an early stage, that something is going or has gone wrong. This allows us the best opportunity to respond to the situation before the matter escalates and becomes a bigger problem.

It is important that any issues or concerns should be communicated, ideally verbally in person, to your contact within East Street Arts as soon as the issue arises. Our representative will attempt to address the matter, which will usually involve speaking to you to understand the problem and the extent to which it is affecting / has affected you. Our representative will then investigate the matter further and identify options with the aim of resolving the problem as far as possible to the satisfaction of all those involved.

Raising a complaint formally

If initial attempts to raise the complaint informally have failed, or you believe that the complaint is too serious to be raised informally, you should write to us to set out your complaint formally.

Your written notification should clearly set out that this is a formal complaint and you should give details of the issue or concern along with the extent to which it is affecting or has affected you. Your written notification should contain contact details for yourself in order that we can get in touch with you.

Your complaint should be sent to Liz Ainge, project manager - space for artists email liz.ainge@esamail.org.uk. Liz will either deal with the complaint direct or will nominate an appropriately experienced alternative.

Formal complaints process including timescales and time limits

We will acknowledge a formal complaint within three working days and give you the name and contact details of the person who will be investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different timescale with you. We may also need to arrange to meet with you as part of the investigation in order to understand specific details or ask questions.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and we will write to you with:

- details of the findings,
- any action we have taken, and
- our proposals to resolve your complaint.

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than six months later, we may not be able to investigate properly.

Anonymous complaints

We deal with anonymous complaints under the same procedure; however we will not be able to communicate the outcome of the investigation.

Further steps

If, after following the formal complaints process, you do not feel that your complaint has been resolved you should contact the chair of the board of trustees, at:

Patrick Studios,
St. Mary's Lane,
Mabgate,
Leeds, LS9 7EH
0113 248 0040

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free independent service.

You can contact the LGO at:
0300 061 0614 or lgo.org.uk

NB: The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.



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