

SSE Hub Dartington

Co-working Membership FAQs

Am I eligible for membership?

At SSE Dartington we believe in creating a more caring, creative, equal world where people live a fuller life. The purpose of our co-working space is to enable people to work better towards these aims.

Dorothy Elmhirst envisioned Dartington as a place where “human values would be respected above all others - care and respect for the individual, concern for one another, and a sense of responsibility for our neighbour” and we seek to build a culture at the SSE Hub Dartington with this at the heart. Our guiding values are those upheld by Dartington Charitable Trust:

- **Inspiring.** We draw on our creativity and uniqueness to inspire positive change.
- **Committed.** We are committed to creating the best experience for all.
- **Open.** We are open, honest, respectful and fair.
- **Collaborative.** Working and learning together, we have the courage to challenge and achieve great things

We welcome anybody who shares these beliefs and our values, however they work towards this in their work or life. Since this can be so diverse and unique, we do not have a selection criteria for membership - we simply ask members who join us to confirm that they sign up to these aims and our values and to help to live these out in the community.

SSE Dartington will aim to embed these values throughout the Hub and we expect members to model these too. This can be through actions such as:

- Respect the Hub and leave it as you find it (wash your dishes, wipe your desk, keep things tidy and welcoming for others)
- Put in as much as you take out - maybe more
- Be willing to share time, information, biscuits with other Hub users
- Respect co-workers, enjoy shared aims, embrace different approaches

Are there opportunities to get to know other members?

Yes! There are opportunities in abundance. We run a weekly informal social event for community members to meet and chat, along with a monthly members lunch to share food and have more in-depth conversations. There will be a members' map in the space helping you to identify who else is in the community, and the community liaison will be able to help broker introductions to anybody that you specifically would like to link up to. More than anything, we look to all members to build a culture of collaboration, discussion and openness, so don't be shy to say hi, share a tea and get involved!

Do you offer team or shared memberships?

We are happy to welcome teams to our community. We offer a range of co-working membership types to accommodate both part and full-time employees. They are designed for per person not per desk, and therefore not for shared use.

If you are looking for space as an organisation and you feel that the individual memberships don't work for you or you'd like to discuss them, please get in touch with us and we can see if there is a way that we can tailor an offer for you.

Can I just pop by or should I make an appointment?

If you would like to take a look around or come in to discuss becoming a member the best way is to sign up to one of our tours. These allow dedicated time to show you around and go through all of your questions in detail. They are also scheduled so that you can stay to get involved in an event afterwards, giving you a chance to get to know the community. To sign up to a tour you can check this Eventbrite page (*LINK TO COME*) for upcoming tours and sign up online, or contact the team on dsse.admin@dartington.org / 01803 87290.

How do I join a tour?

To sign up to a tour you can check this Eventbrite page <https://hub-tour.eventbrite.co.uk> for upcoming tours and sign up online, or contact the team on dsse.admin@dartington.org / 01803 87290.

Do you allow trial days?

Yes, if – once you have attended a tour - you want to come to trial the space then we offer a one-off day free day pass so that you can see if the community and space are right for you. Simply contact us (dsse.admin@dartington.org / 01803 87290) with your name, company, contact email/phone and date that you want to visit and we will book you in and confirm. If you haven't already attended a tour please book your trial day on the day of a tour so that you can attend that at the same time – this allows us to tell you about the ethos and nature of the space and community in detail before you spend the day here.

How do I sign up for membership?

We'd love for you to be a part of SSE Hub Dartington! We suggest that all members come on a tour first so that we can show you around and share the ethos and culture of the space (see 'How Do I Join A Tour?'). At the end of a tour we email you our Membership Ts and Cs along with a Direct Debit mandate (if you cannot attend a tour but still wish to sign up please get in contact and we'll call you to provide you with the information). To sign up, you simply fill out the mandate, sign the Ts and Cs and return it to us. This will activate your membership on the date you specify and you can start using the space from thereon in. We will send you a welcome email with all of the information that you need to know to get started, and our team will get in touch to help you settle in.

Can I use any meeting or training room space?

Near to the main co-working space is a 4-person meeting room space that is available for members to book free of charge, subject to availability. This can be booked simply by putting your name, date and time of booking on the booking sheet outside of the room (if you wish to book remote please

contact the team who can book it for you). Within the co-working Hub is a large training space. If you wish to use this space please get in contact with Michelle Virgo who will be happy to see if it is possible (Michelle.Virgo@dartington.org).

What's in the Area?

We are conveniently located near to Dartington Shops, Dartington Hall and Estate and some beautiful countryside for walks of even a swim in the river on a sunny day. There are a range of places to enjoy or pick up lunch nearby, including the very popular sourdough bakery the Almond Thief; Shinner's Bridge Garage, offering tasty Indian snacks and sandwiches, and a Spar convenience store at the Post Office; the Pop Up Café and Bayards Kitchen based at The Shops; the Green Café, Roundhouse Café and the White Hart on the main Dartington estate; and the historic fine dining pub The Cott Inn around 0.4 miles away.

There is a post office few doors down and a popular garage on Webbers Way and a cycle path to neighbouring town Totnes where there is loads to explore.

What are you opening hours?

9am – 5:30pm Monday to Friday excluding Bank Holidays and other public holidays, and potential limitations over the Christmas period.

How do you track my hours?

At SSE Hub Dartington we trust our members and their intentions. We do not track your hours – we operate a trust basis and expect our members to respect the ethos of the memberships. If you have a 2-day per week membership, we don't expect you to come in strictly for 2 days every week (although you are welcome to). Some weeks you may come in for 1 day, some weeks 3 days – we are happy for it to vary and just ask you to keep to the principle of the membership. If you start using more than your membership we trust you to come to us to upgrade.

Can I have guests to visit?

As a general rule, members are able to bring visitors for up to 3 hours of visiting time per day. This can be 1 visitor for up to 3 hours or 3 visitors for up to 1 hour. Please give us notice in advance if you have any guests coming to visit the office space, just so we can double check to ensure the office is will not be overcrowded. You can also contact us in advance to reserve a free parking space for them outside the building, subject to availability. When guests arrive we ask you to sign them in and out.

If you need a guest to work with you for longer then we are able to offer guest day passes at £15/day.

Are utilities included?

All utilities are included in the costs of all memberships.

Can I get a phone line for my desk?

We don't offer phone services at the present.

What is the deposit cost and minimum period for memberships?

There isn't a deposit for our memberships (only a £6 cash deposit for the locker key, if you wish to use a locker, which is refunded to you when the key is returned). The contract is on a monthly rolling basis and we will take your full payment at the start of the month via Direct Debit.

If no longer need the desk, what's your cancellation policy?

The contract is on a monthly rolling basis and you can cancel within 5 working days before the next payment is due; contracts terminate at the end of the relevant month.

How do I pay?

Payments are made via direct debit. On becoming a member we will ask you to complete a Direct Debit mandate and the return of this will activate your membership. When you cancel your membership we will cancel your Direct Debit for the end of your membership period.

Because the agreement requires payment in advance, we require all members to pay via Direct Debit. We are afraid that we cannot accept bank transfers or card payments for membership fees.

Is tea and coffee provided?

Yes! We supply tea bags, coffee and milk in the kitchen and keep it all stocked for you to help yourself as you need throughout the day. We suggest a £1/day contribution for unlimited refreshments to help us to keep everything stocked. This is on a trust basis via a petty cash pot in the kitchen.

Can I send and receive post to the DSSE Hub?

Post will be received by the SSE Dartington team and deposited daily in the pigeon holes in the co-working space – we are not able to monitor your post or notify you of contents that you have received, so please make sure that you check your post for any new items.

SSE Hub Dartington does not offer a posting/franking service for outgoing mail, however there is a Post Office at Dartington Village Stores (next to Shinnars Bridge Petrol Station) just minutes from the SSE Hub.

Can I register my company to the address?

That isn't something that we are able to offer at this time.

Can I use a locker?

Full-time memberships include use of a dedicated large locker and part-time memberships include a small locker. We will ask for a £6 cash deposit on issuing a locker key, which is refunded to you when the key is returned.

Can I print, copy and scan?

Yes. Included within your membership is the ability to print black and white A4 sheets and make black and white A4 copies for day to day use. You may also make scans from the printer. If you wish to make colour, A3 or do a large printing job please contact one of the SSE Dartington team who can guide you on how to do this and any associated costs.

How can I arrive by public transport?

Totnes Railway station is around 1.4 miles from the SSE Hub Dartington receiving trains from Plymouth, Newton Abbott, Exeter and beyond. Rail commuters can walk, cycle or catch a bus (Stagecoach Gold or number 88) to arrive at the Hub. The Stagecoach Gold bus goes from Torquay, Paignton and Totnes and Plymouth with a half hourly service.

Are you bicycle friendly?

Yes! Great to hear you are cycling! There are cycle racks available outside of the building and we have showers in the building which cyclists can use.

What parking facilities are there?

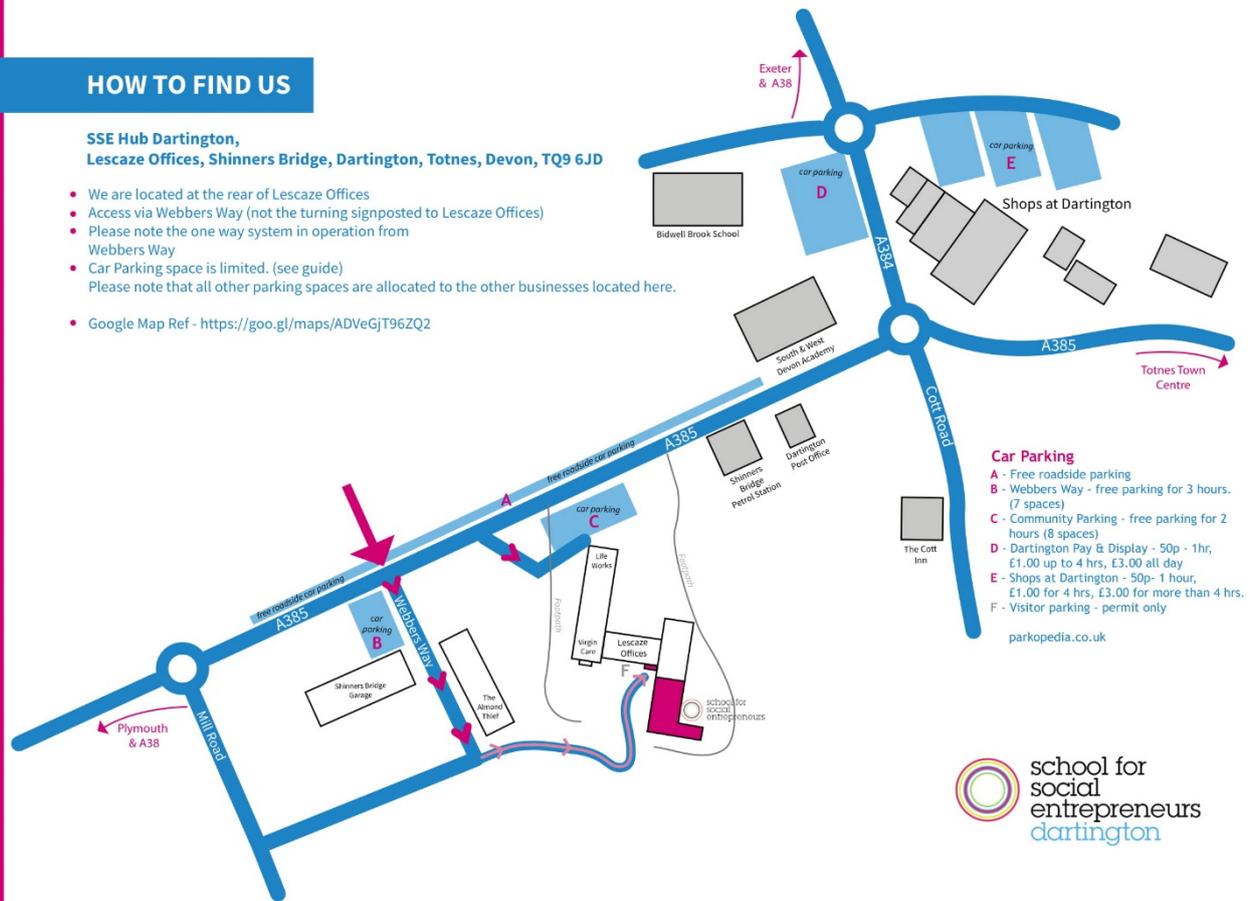
Parking options include:

- Free on-street parking available on the street (A385) opposite the Lescaze building, which normally has spaces available in the mornings ('A' on map). These tend to start filling up after the morning rush hour.
- Community parking free for up to 3 hours on Webbers Way ('B' on map) and up to 2 hours behind Lescaze Offices ('C' on map)
- Low cost pay and display parking opposite The Shops at Dartington ('D' on map. Prices correct as of Feb 2019: 50p for 1 hour; £1 for 4 hours; £3 for full day.)
- Low cost pay and display parking at The Shops at Dartington ('E' on map. Prices correct as of Feb 2019: 50p for 1 hour; £1 for 4 hours; £3 for full day. This also has electric vehicle charging points)
- If you are having a visitor to the space then we are happy to allocate them a parking space directly outside of Lescaze ('F' on map) for free if there is one available. This requires booking in advance by contacting the DSSE team.

HOW TO FIND US

**SSE Hub Dartington,
Lescage Offices, Shiners Bridge, Dartington, Totnes, Devon, TQ9 6JD**

- We are located at the rear of Lescage Offices
- Access via Webbers Way (not the turning signposted to Lescage Offices)
- Please note the one way system in operation from Webbers Way
- Car Parking space is limited. (see guide)
Please note that all other parking spaces are allocated to the other businesses located here.
- Google Map Ref - <https://goo.gl/maps/ADVeGjT96ZQ2>



This map is also available on the [Dartington Trust website](#), and we are happy to send you a PDF copy on your request.