

# Highbury House Repair Café

## 8 September 2018

Repair Cafés are free meeting places and they're all about repairing things – together. At a Repair café you'll find expert volunteers, with repair skills in all kinds of fields. It's a community event. It saves people money, it reduces the number of items needlessly in landfill and connects people in their community and allows for skill sharing.



Starting in Holland in 2009, there are currently over 1400 Repair Cafés worldwide – the concept is gaining traction and this was Highbury House's fourth.

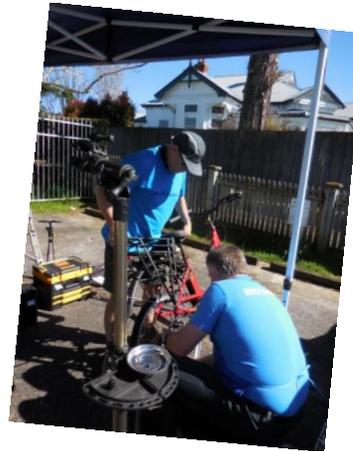
This was easily the busiest of our four Repair Cafés. It seems the word is spreading and people are understanding more about the concept.

### Preparation and finding volunteers

Preparations for this event really began straight after the last Repair Café, when we asked the existing group of volunteers if they would be happy to participate in another one. The answer was YES from almost everyone we asked! We decided to keep the repair stations that we had offered at the previous event. The proposed list was: *small electricals, bikes, clothing, soft toys, wooden, general (this might include toys and small pieces of furniture), jewellery, knife sharpening.*

### Overview of volunteer roles

- ❖ Repairers - Electrical/Wooden/General x 4;
- ❖ Clothing/Soft Toys x 3
- ❖ Bikes x 2
- ❖ Jewellery x 1
- ❖ Knife sharpening x 1
- ❖ Refreshments x 1
- ❖ Greeters/registration/feedback x2
- ❖ Float & photographer x 1





**In summary:**

Number of items presented: 130

Most popular stations: Electrical (34); knife sharpening (32); general (19)

The recorded value of items is proving to be very unreliable. Most people just don't know what their item's worth is/was. Only 50% of items brought in had a recorded value. The value we did record was \$8347

Time spent on preparation: approx 15 admin hours



## **Feedback**

This was the first time that we had received enquiries in the days leading up to the event. People seemed more switched on to the idea from an earlier stage this time.

On the day, several people commented to the organisers what a wonderful service it is and asked how often we run these and when the next one is, so they could bring more items.

Feedback forms collected at the event recorded very positive comments.

As the fourth Repair Café Highbury House has run, we are delighted with the increase in the number of visitors and the spreading of the word.

We feel that we have optimised our marketing and advertising capability to inform our community about the Repair Cafes and our events. After the last event, we recommended to Repair Café Auckland, that an investment (both time and financially) in the marketing and advertising of the concept and all locally run Repair Cafes will help us all carry on the movement successfully.

***The feedback from community members before, during and after the day was overwhelmingly positive.***

