

Melbourn Hub Furniture
Inspection & replacement process

Subject: Melbourn Hub café chair stock

Purchase date __/__/__

Stock levels at point of purchase:

- Strata Polypropylene chairs.
 - Black - __ purchase price @ £57.95 ea
 - Grey - __ purchase price @ £57.95 ea
 - Red - __ purchase price @ £57.95 ea
- Tub chairs.
 - Black – 4 @ £170.00 ea
 - Red – 2 @ £170.00 ea
- Total purchase price £

Aim

The purpose of this document is to register the entry into the Hub stock asset record, the above listed furniture, and detail the process how all new seating stock will be inspected and recorded.

It is the responsibility of both the MCHMG and Melbourn Parish Council to ensure that all users of Melbourn Hub, do so without risk of a faulty chair causing them harm.

This process follows on from the previous inspection process undertaken by the MCHMG.

Process – seating.

All seating stock will be visually inspected for damage, general wear & tear, structural damage.

For all café chairs (Strata) should a chair be identified as structurally defective, the landlord (Melbourn Parish Council) will be informed in writing, and the chair will be removed from service.

A report will be sent to the Vendor (in this case Strictly Tables and Chairs) asking that under the 5-year warranty, the chair be replaced (colour matched).

Process - Café tables internal and external stock

In addition, all café table stock will be inspected (quarterly) and if found to be defective or coming to the end of life through wear & tear or damage, the same process of reporting will be applied.

The tables differ in so much as they are much older than any chair stock but are reasonably robust. However, the leg balancing system can wear and cause tables to be unstable.

The outside table and chair stock differs in so much as the seating is aluminium frames and wooden slatted chairs, and the tabletops are metal. The table legs are the same design as internal table legs.

Generally, the outside furniture is used to the greater extent between April and September. Outside of these dates, only a limited use is made.

Conclusions and results

Melbourn Parish Council will be made aware of inspections quarterly in the MCHMG quarterly report.

It is well documented that in hospitality operations, seating generally has a life of approximately 18 months, it is considered that the existing outside seating has likely a slightly longer life.

The MCHMG quarterly reports will detail replacement these failures and demonstrate the requirement for replacement.

Warranty details

The above listed chairs come with warranties and are listed below.

- Strata Polypropylene chairs.
 - Black - 5yr structural warranty with Strata
 - Grey - 5yr structural warranty with Strata
 - Red - 5yr structural warranty with Strata
- Tub chairs.
 - Black – 1yr warranty held with Vendor
 - Red - 1yr warranty held with Vendor

Contact details of vendor.

Supplier :-

Strictly Tables and Chairs

Sandy Lane, Chicksands, Shefford, Bedfordshire, SG17 5QB

T: 01462 455 938

M: 07384 463 207 (WhatsApp)

E: tony@stac.co.uk

W: www.strictlytablesandchairs.co.uk

Warranty information from vendor.

The following is cut and pasted from emails exchanged regarding questions on warranties.

- *I've just rang and spoken to the manufacturer and they've said they don't offer any documents.*

They just offer a 5 year warranty on all their products.

It's the same scenario with us really. We've never been asked for this before.

With regards to customer service, it's the most important thing to us. You can tell by our 400 reviews on google that are all 5 star.

We don't disappear when there is a problem – and we are only up the road from you if ever you have any issues.

- *The normal process would be to send over a detailed image of the product, then would forward to the manufacturer.*

They would then assess and advise the next steps.

The following reporting Template will be sufficient when included with pictures to demonstrate inspection and defects. This should be sent to the vendor for action.

Reporting template for damaged seating

Date of report __/__/__

Description of chair damage

(please insert number of defective chairs and tick appropriate box).

Name of person reporting.....

Number of chairs damaged Strata Black

Number of chairs damaged Strata Grey

Number of chairs damaged Strata Red

Number of internal tables tops damaged Square – Table No.....

Number of internal tables tops damaged Round – Table No.....

Number of internal tables legs damaged Square – Table No.....

Number of internal tables legs damaged Round – Table No.....

Number of Tub Chairs damaged Black

Number of Tub Chairs damaged Red

Outside furniture

Number of outside metal chairs (arms) damaged Slates Frame

Number of outside metal chairs (no arms) damaged Slates Frame

Number of outside tables tops damaged Round – Table No.....

Once the report is complete, please scan & save a copy to ‘general seating online folder’ and email a copy to the parish Clerk. parishclerk@melbournparishcouncil.gov.uk