

## School Lettings Management

### General Principles

The Trustees are committed to providing community access to school premises and facilities, to include reputable staff, parents, pupils, local residents and groups, and school-linked organisations.

School premises are available when not required by the school, this is generally week day evenings, weekends and school holidays.

### Lettings Management

P&E Sports Lettings Ltd manage Stowe Valley Multi Academy Trust community lettings with the exception of the Sports facilities at Oakley and Myton Schools are managed by Everyone Active under a Community Use Agreement with the Local Authority.

P&E Sports Lettings Ltd bring a wealth of experience in managing school facilities, their role is to manage all aspects of the lettings process outside of the school day, ensuring a safe, efficient and professional service for all users, while removing the operational burden from the school.

P&E Sports work closely with schools to maximise community use of facilities while ensuring pricing remains competitive, reasonable and fair, taking into account staffing and energy costs as well as local market conditions, community access and the long-term sustainability of the provision.

This includes:

- Managing all bookings and enquiries
- Staffing and on-site supervision
- Customer communication and invoicing
- Ensuring safeguarding, health & safety and compliance standards are met
- Promoting inclusive community use of the school's facilities

All bookings will be managed through P&E Sports' online booking system.

Further information on facilities available to hire can be found at: [www.pandesports.com](http://www.pandesports.com)

### Terms and Conditions

The terms and conditions of hire will be provided as part of the P&E Sports Lettings booking process.

### Complaints

P&E Sports Lettings Ltd operate a clear and transparent complaints process.

If a hirer has a concern relating to a booking, facility, staff member or service provided as part of the lettings provision, this should be raised directly with P&E Sports in the first instance.

Complaints should be submitted in writing to:

**David Phelan**

Managing Director – P&E Sports Lettings Ltd  
**info@pandesports.com**

All complaints will be acknowledged and investigated in line with P&E Sports' complaints procedure. Where appropriate, the school will be kept informed and involved in resolving any issues.

In the unlikely event that you are not satisfied with the outcome, complaints can be escalated to [enquiries@stowevalley.com](mailto:enquiries@stowevalley.com)