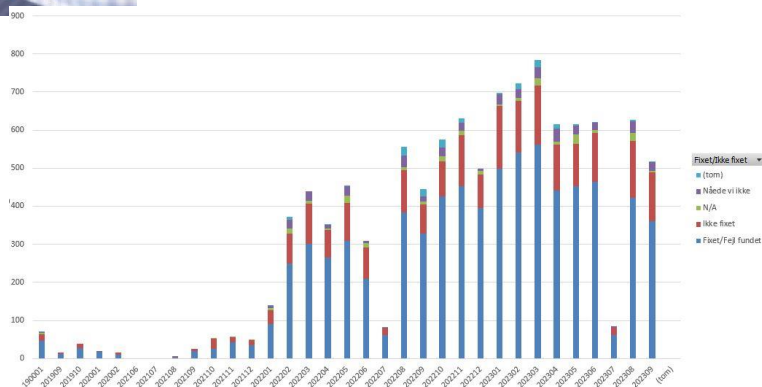
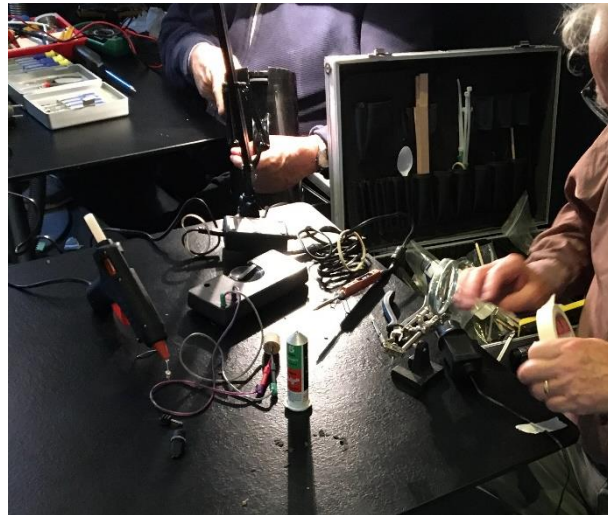
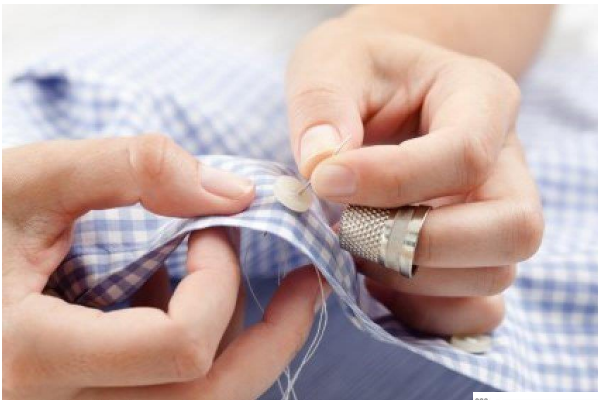




Repair Cafe coordinator



Repair Cafe Denmark, February 2024



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Appendix

All appendices are available online in Repair Cafe Denmark's Starter package:

- a. **Checklist.** Use it when you work towards the first repair cafe.
- b. **Membership agreement Repair Café Denmark.** You register your new repair café in the Repair Cafe Danmark network by signing and sending this agreement. It's free - you sign that your RC complies with the requirements of the statute.
- c. **Statutes for Repair Café Denmark**
- d. **Startup tool**
- e. **Guide to recruiting volunteers** Even if you have enough volunteers to start the repair café, you will never finish recruiting volunteers.
- f. **Rules for Repair Café** Print out and display / hang up so that all guests can see them.
- g. **Guide to holding a repair café.**
- h. **Security in the repair café.** Must be read by at least one of those present.
- i. **LB Insurance pool**
- j. **Guide to registration** One of the few requirements to be a member of Repair Cafe Denmark is that all repairs are registered in our common system, so that we can both collectively and for the individual repair cafe see how good we are at repairing things and saving CO₂ emissions. You can always see the total (registered) result for all repair cafes that are part of Repair Cafe Denmark



here: [Total CO2 savings](#) and your own repair cafe gets access to a corresponding statement at repaircatedanmark.dk/din-cafes-navn

- k. **About associations** A useful guide
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Introduction

The coordinator's role is crucial for the operation and survival of the repair cafe. It may sound like a big responsibility, so remember that it is the "coordinator role" that is important and you are not alone: In part, the various tasks that belong to the coordinator role can and should be shared between several people to the extent that it is possible and partly, the repair cafe "belongs" to all the volunteers who put effort into it, so major decisions should be made by the collective and not just by the individual.

All volunteers in a repair cafe participate because they think it's fun and important, so working with a repair cafe must never become a chore. And here our guests help us incredibly well: They are (almost without exception) incredibly grateful and happy when they leave a repair cafe, either with a repaired product or with the awareness that they have done what can be expected of them to save a product. Draw on the energy that lies in their gratitude: Have a little chat with the guest when he/she leaves the repair cafe and feel their gratitude - and at the same time learn more about what our guests get help for.



1. Start of new repair cafe

It doesn't take much to start a repair café, but after all you need some volunteers and you have to start by getting hold of them.

The start phase ends with a "volunteer orientation meeting", so the activities in this phase are all about building up to this meeting. Use all the information channels available to you: Ads in local businesses, ads in social media groups, not one, but all the groups you can think of: City and district groups, housing associations, other voluntary organizations in the area. If there is a local newspaper or a district magazine, then they must be brought to write about the case - if not before, then when the time of the voluntary meeting is known. And talk to local friends and acquaintances.

If there is a repair café nearby, you might be able to get help to organize a "pop-up repair café": A one-off event with repairs like a real repair café, but not necessarily in the right place (it can be in a shopping centre, a sports hall or a library where there will also be random passers-by) or with the right prospective volunteers. If there is a "green festival" or similar in the municipality, stand up and tell about the repair cafés (and try to get a participant from the board or a neighboring RC to join).

Create a free mailbox (gmail, hotmail or similar) so that interested parties can get in touch with you from the start and create a Facebook group so that you have a place to advertise the repair café. (Not everyone likes Facebook, so it is an advertising space, but not the primary communication channel with the volunteers).

There will be many who would like to join, but who do not think they have the time and qualifications – and these are arguments that can quickly be rejected:

The time: If you have a heart that beats for increased consideration for the Earth's resources and the climate and the artisanal challenge of repairs, then you should also be able to spare 3 hours a month – more time is good, but 3 hours is enough. And since the other volunteers you meet have their hearts in the same place, it is actually just before that participation in a repair café gives more energy than it takes.

The qualifications: There are 4-5 types of tasks in any repair cafe. As a rule, you can divide the tasks so that you can get started with only 3 people, but this is not recommendable:

- **Coordinator:** The person who has contact with the organization that supplies the premises, responsibility for reminding the other volunteers about appointments and opening times etc. and who is responsible for entering the repairs into our common database. If the host organization does not provide



coffee, there is also a task in asking the local traders if they want to provide coffee or cookies.

- Host: Person with a key to the premises, someone who knows where the coffee and the coffee machine are and who knows where the safe is if something goes wrong.
- Marketing: One or more people who make sure to warm up a repair café by mentioning the next opening time in various media - and talking about the results of the last opening.
- Clothing repair: One or more people who know how to operate a sewing needle and a sewing machine. Also very happy with elements of "visual mending" (Instead of patching a hole, you sew on a ladybug)
- Mechanical Repair: One or more who can use a hammer and chisel and screwdriver and gain access to the inside of a coffee machine or vacuum cleaner.
- Electronics Repair: One or more who can also use a multimeter and a soldering iron.

And often these functions overlap and are supplemented by someone who doesn't think they can do any of it, but wants to join in to learn. You can get by with three people if necessary: A host/coordinator, a garment repair and a mechanic/electronics.

The premises: A repair café is typically open somewhere between one and four times per month. This means that there is a need for a lockable cabinet or similar, where tools etc. can be stowed out of the way between each opening (e.g. a rolling table with a lower shelf and some large plastic boxes) and there is a need for a room where the repair cafés can be held: A room with electricity and a minimum of 3 tables: Reception, clothing repair and mechanical/electronic repair, as well as space for citizens who are waiting. But since it often turns out to be quite a bit more than that, it would be good if space could be created for 4-8 tables. If it takes place in a library, it might also be a good idea to have a table with a relevant library exhibition and if it takes place in a café, then there must also be space for coffee and cake to be sold.

Our repair cafés are located in very different places: libraries, cultural centers, volunteer centres, residents' houses, parish houses, etc. - if not sooner, then it should be possible to find a room when the volunteers are about to gather.

First meeting: The meeting itself for the volunteers is used to give them answers to their questions and to get them to hand over their email address and/or phone number (it is not smart to have to go out and get hold of this sort of thing afterwards. Email is easier than phone number when more people need to be informed). You will always be able to get the participation of someone from the board of Repair Cafe Denmark - if not physically, then via an online connection, so there is an opportunity for the participants to get answers to



almost anything. You can possibly also ally yourself with a volunteer from a nearby repair cafe.

Tools and other equipment: You can often get started without having to spend the first time finding funds for tools, etc.: The host organization has something or wants to buy something, volunteers are willing to bring their own equipment and as soon as you have started a little, you can also get financial support for tools from Repair Cafe Denmark, currently DKK 5,000 in start-up assistance + a tool set from iFixit and DKK 2,000 in an account with RS-Component. There is more information about this in RCDK's Starter Pack, which you can find by going to the website under Guidance / Operation of the repair cafe.

It is the active volunteers who "own" the repair café, so you might as well make some important decisions already at the first meeting: Where will it be held (if it is not already obvious), when will it be open and who will take care of it of getting hold of which tool/equipment. Since we are trying to change the consumption habits of all Danes, you should choose an opening time when people in work and education have the opportunity to come.

2. Nurture your volunteers

Make sure to constantly recruit new volunteers (See the guide in the Starter Pack). It's more fun to be many than to be few and working in a repair cafe is one of the ways we spread information about how to repair. If there are enough of you so that two fixers can help each other or look over their shoulder, then it is only an advantage. And should you - for a period - become so many that there is hardly any space, it may be that some of your volunteers can be persuaded to use their time to help a neighboring RC. This also applies if someone wants to volunteer with you, but your opening hours don't suit them: Check the opening hours at neighboring RCs. Waiting lists are a very bad idea.

New volunteers must be accepted. At a minimum, with a short introduction to how you work, who sits where, how to help each other (both fixers and coordinators and media volunteers), but it is better if, for example, you gather all new volunteers for a meeting without guests and talk about both the repair movement in general (that we help each other and our guests, that we count in kilos and only rarely in kroner, what opportunities we have to refer to spare parts and professional repairers, what tools and equipment we have and how we set up and take down). You can, for example, hold a meeting of this kind every quarter or similar, but it must depend on the need.

Volunteers come because they want to help. Also help the coordinators, so remember to ask for help with setting up and packing up.



The volunteers want to get to know each other. Name tags are a good start, so that the newcomers (and those of us with poor name memory) can see what the others' names are and who is a volunteer and who is a guest. It's also a really good idea to know a little about what the individual volunteers would like to take care of - both in general (I'm here to help sew, to take things apart, to learn, etc.) and more specifically (I know a lot about B&O radios). That knowledge can also be used by the person who receives guests and sends them and their belongings on to a volunteer: Next available or just wait until Jens is ready.

The volunteers get a lot of their energy to participate because of the social cohesion in the group, so that needs to be nurtured. With beer after work or with a summer excursion or with Christmas lunch or with . . . – fill up yourself. Someone (not least younger volunteers) also gets energy from learning more about repair, so try to give the opportunity for all volunteers to learn from each other, both experiences from receiving guests and from the different fixer categories.

Use the overview of your co2 savings ([repaircafedenmark/jeresby](https://repaircafedenmark.com/jeresby) name) and our [total CO2 saving](#) like a pat on the back. Hear where we rock.

And then there is no voluntary work in Denmark that works without coffee.

3. Cooperation with host organization

The Repair café always has a partner – municipality, business, library, resident organization – who helps with premises and perhaps a little funding. If they are willing to finance, they want to know what it costs and as a starting point you can acquire tools for somewhere between DKK 3,500 and DKK 10,000 (RCDK has some lists) and the annual operating costs, apart from rent, are even less : You have to fill up with glue, contact spray, sewing thread etc. once in a while and you also discover that you are missing a left-handed screwdriver or similar, so it would be nice to have more than DKK 5,000 annually. And it will be even better if there can also be funds for a joint meal or two during the year. But if the business partner only contributes premises, then that is also excellent – then you have to try to find other ways for the other things.

Align expectations: When you are two or more organizations working together to start a repair cafe, it is important to agree expectations in advance: What is expected of the host organization, is there anything that the repair cafe (understood as the active volunteers) cannot tinker with and which they just have to be willing to comply. And vice versa: As a starting point, we only promote other people's messages if we receive payment. Although there are several organizations that take the initiative, the established repair cafe is an organization in its own right. And as a member of Repair Cafe Denmark, it also has some requirements that it must comply with (not many, but they are there).



4. Forms of organization

How a repair cafe is organized has a bearing on which rules it must comply with and which options it has. We actually see three forms:

1. Citizens' initiative
2. Organization-run repair cafe
3. Repair cafe with associated association

A citizens' initiative is as loosely knit as can be. There are no other rules than the rules that apply if you decide to hold a joint party. On the other hand, there are also a number of options that you do not have: You cannot act as an association (e.g. a public information association), you cannot have a bank account (e.g. for receiving sponsorships), you cannot enter into agreements, take out insurance, etc. But as a member of Repair Cafe Denmark, you are still helped a little in the association area: Partly, Repair Cafe Denmark's insurance simply requires that there is an identified contact person, and partly Repair Cafe Denmark can in some situations constitute the association that you need. Legally speaking, the volunteers in a citizens' initiative are just private individuals who have agreed to meet and if something happens unintentionally, it is basically the private liability insurance that must cover any damage. And acquired tools don't really belong to anyone - apart from the person who paid.

An organisation-driven repair cafe: If, for example, it is a municipality that runs the repair cafe, then the situation is slightly different: The municipality can do what it can (e.g. buy and own tools) and must comply with the rules of the game that apply to a municipality. For example, volunteers who do a piece of work for a municipality are "working for the municipality" even if they are not paid, and this means something for liability: the municipality's insurance must cover the damage caused by the "employees".

Repair cafe with associated association: If you establish an association, you have far more options: You can set up a bank account, you can receive money, you can take out insurance, etc. But it is also significantly more difficult and imposes extra administrative work on someone in the association. A general meeting must be held, a board elected, insurance taken out, the one and the other documented.



5. Membership of Repair Cafe Denmark

Repair Cafe Denmark is, to a certain extent, a replacement for the association's administration, as membership of Repair Cafe Denmark only requires compliance with a few rules and then there is extra insurance cover and the possibility of acquisitions via RCDK.

Advantage

Membership of RCDK is free

Membership provides insurance cover in the form of a RiskPoint insurance policy

Membership provides support from RCDK in the form of marketing materials, display on our Denmark map, educational offers, general help for starting and running an RC as well as receiving an internal information letter, access to data and to the results of the climate calculator's information about what has been repaired in the RC.

Membership makes the RC a part of the Reparationsmovement in Denmark and thus helps to strengthen our approaches to politicians and other organisations.

Membership may occasionally be used to obtain financial benefits from our partners.

Our national unity is our strength vis-à-vis other organisations, politicians and business partners at home and abroad.

Conditions

Membership is free, but according to the statutes there are a few conditions that must be met:

§ 3 Purpose of the association (excerpt)

- Repair Cafe must not distort competition in relation to the local business community.
- Repairs may not be made for commercial use.
- Repair Cafe's volunteers are self-taught and cannot be held responsible for any deterioration/damages that have occurred during attempted repairs.

§ 5 Membership



PCS. 1 All Repair Cafes that are members of Repair Cafe Denmark must sign a membership agreement. This includes, among other things, that you will comply with the association's articles of association, as well as do some advertising for partners when they support us financially, donate tools or something else.

PCS. 2 As a member of Repair Cafe Denmark, the individual Repair Cafe undertakes to ensure that the calendar, opening hours and the Cafe's address on the repaircatedanmark.dk website are updated

PCS. 3 In order to document the effect of the repair cafes, the individual Repair Cafe must register all repairs on the website according to the applicable reporting tool.

PCS. 4 All Repair Cafes use the Repair Cafe Denmark logo with their own name

As a member, you must actively contribute to Repair Cafe Denmark's purpose and support the association's work or actively contribute at one of the local Repair Cafes.

Repair Cafe Denmark resources

In addition to each repair cafe receiving a file with their logo upon creation, we have a large number of other files that can help you create printed materials and postings on social media. We would very much like to have expanded our image material, so if you take photos locally that you have the permission of the people photographed for us to use publicly, please send them to us.

Join Repair Cafe Denmark

Repair Cafe Denmark is an organization that exists to support the local repair cafes and to promote the work of changing our consumption pattern. You - or whoever you appoint in your repair cafe - help set the course and choose the management at the annual general meeting. The association needs you to make demands on it, so let me know when you have a wish. But also offer what you can do for the association - there are lots of tasks and you will find a catalog on the website.

Offer of extended service

It will be possible to subscribe to an extended service offer from Repair Cafe Denmark. The offer is still being prepared, but in short it will give the RCDK the opportunity to keep track of the local RC's income and expenses, help to apply for sponsorships, etc. helps the local RCs to prepare.



6. The bound tasks

As can be seen above, there are not many completely bound tasks: Make sure that your address and opening hours on the Repair Cafe Denmark website are updated and make sure that you register and report all repairs. If the coordinator role changes to another person, a new signed membership agreement must be submitted (this is a requirement of the insurance).

But then there are also some tasks that are "almost bound":

Make sure that the "Rules for repair cafe" are clearly laid out so that guests can see them - they contain answers to some important questions, such as the fact that we cannot guarantee that the items we are trying to help repair will be better off our work.

Make sure that at least one of those present knows "Safety in repair cafés" and also knows the room, emergency exits, safety cabinet, etc. more aware that you remember the elementary safety requirements when you work.

7. The good practice

It is of course important to "obey the rules", but it is also important to use whatever efforts you can find to give guests and volunteers a good experience, and here are a few ideas for what you can do:

Do not make any major decisions without all volunteers feeling that they are involved in making the decision. From who will represent the repair cafe at the general meeting to new activities and changes to opening hours and address.

Make sure the volunteers know your results

page:<http://repaircafedenmark.dk/bynavn> always contains an overview of the CO2 savings due to your repairs and it can be used as a small pat on the back.

Exchange of experiences and the personal pat on the back: It is good if you have time after an opening to just touch some of today's repairs: What did we actually learn there. And please give praise to the volunteers who have taken a special initiative to get the guest involved in the repair.

Remember that we do NOT repair FOR our guests – we HELP our guests. In practice, it may be a little different, so our use of language slips again and again.



Volunteer fixers may also think that a repair can be too difficult in relation to the money saved - but remember that we primarily count in kilos, not kroner.

8. Between openings

The Repair Cafés are experiencing increasing popularity and it is less and less often that we have to explain what it actually entails. If you need the explanation, you will find it on our website under "Find repaircafe / What is a repair cafe".

But the fact that we are becoming more well-known should not make us forget to constantly draw attention to the fact that we are here and what we stand for. So follow up after each repair cafe with a post on Facebook, Instagram or LinkedIn, depending on what you prefer. And even more important: Ensure mention of an upcoming opening in the same places on your own Facebook page and various Facebook pages for the city/district.

And while you are open, there is of course signage outside that tells you where you are.

This advertising work is a point where it is easy and convenient to share the work with several people, so that it is not only up to the coordinator to ensure that your repair cafe is mentioned.

Local newspapers often also want to write about repair cafes - just not too often. Especially if you can entice them to visit so they can write about the atmosphere. And they like news, so tell them when you bought a new left-handed screwdriver or when you do a special demonstration of how to turn the collar of a shirt or . . .

9. Financing

By far our most important resource is the volunteers who contribute to our activities. Be it as fixers, as coordinators, as spreaders of advertising or in various ways in the central work. But occasionally we also need a little support in the form of kind or money: for coffee, for new glue and fuses, for a Christmas lunch or a summer excursion. Here are a few ideas that you can use to the extent that you have the time and opportunity:

- a. Support from the host organisation: If you live in a library, a cultural center or the like, it is not "responsible" for the relevant organization or municipality to support you with money, coffee, tools, etc. - and often it is clearly the easiest.



- b. Kaffekassen: It is always and without exception free to receive help in a repair cafe. But you can have a coffee box standing, so that guests who would like to show their support for our efforts with a cash amount have the opportunity to do so. It must never become a demand, but it is also not something that can be perceived as a hidden charge (e.g. if a municipality were to fear this): It corresponds to a tip or an extra thank you from a private person to another private person. This also applies (in my opinion, but I'm not a lawyer) if there is a mobile pay number on the coffee box that belongs to a private person.
- c. Local companies 1: We have a good cause and many can see it, so there are also many local companies that would like the opportunity to support our work, so of course we must give them this kind of opportunity. And then pay a little back (unless they ask for an exemption) by telling our guests that the coffee is from xxx.
- d. Local companies 2: It requires a little more, but you will also be able to offer local companies and organizations that you hold a repair cafe "in their name": "Today the repair cafe is financed by Brugsen".
- e. Sales to local companies: As we become more and more well-known, there are also companies that ask us to visit - either with a lecture or with a pop-up repair cafe. When we remember that, for example, there are people who make a living by hanging out in a shopping center and showing how to cut dress-up dolls, we should not provide our services for free in such contexts. And when we get money in, let it also benefit the volunteers who have made an extra effort, e.g. 1/3 to the volunteers, 1/3 to the "coffee box" and 1/3 to the administration. To get used to the idea, I have set a price of 1,500 for a lecture, 1,500 for a technical pop-up and 1,500 for a clothing repair pop-up. That's probably all, far too little, so send your experiences to kontakt@repaircafedanmark.dk.

10. The repair registration

When you are now happy to skin a teddy bear and fix the engine so that it can wiggle its hips again, the registration of the repair may seem like a bureaucratic process. But it is far from that. The registrations are immediately converted into CO2 savings which are posted on your website and it is a tool that you can use to praise the volunteers' efforts. And which we can use to praise the combined efforts of all of us.



And then the registration would like to develop into an even stronger effort against the use-and-throw-away culture than the specific repairs. For example, in the field of electronics, the Danes throw away over 100,000 tonnes annually and we repair around 1 per thousand each year. But if we can use our data to inform consumers about which manufacturers they should bypass and which products can be repaired, then we have the opportunity to influence the consumption pattern even more, both towards consumers and towards manufacturers.

Because who among us would not prefer to give gifts to those we love that make them think positive thoughts about us when they look at that ever-functioning model airplane, blender or sweater. At least it's better than (our gift) ending up in the bin.

Arne Forest

Repair Cafe Denmark

February 2024