



Brightmoor Artisans Collective
Working to create an equitable, sustainable and local economy
based on healthy locally grown and crafted products.
22735 Fenkell St. Detroit, MI 48223

Brightmoor Artisans Collective Policies and Procedures Manual

This manual is intended to provide The Brightmoor Artisans Collective Community Kitchen Renters with information regarding our policies and procedures. Kitchen Renters are responsible for all content and expected to adhere to the guidelines within. Kitchen Renters are also responsible for adhering to all content regarding the Standard Operating Procedures Manual.

What We Provide

The Brightmoor Artisans Collective (BAC) agrees to provide the Kitchen Renter access to and use of the kitchen facilities at 22735 Fenkell St, Detroit MI 48223. Facilities and services provided shall include, but not be limited to: use of stoves, sinks, refrigerators, freezers, counters, individual storage areas, and such other services as described in the BAC Kitchen Renter Agreement and Rate Schedule, and herein incorporated by reference; kitchen heating, cooling and lights; general janitorial and pest control service; solid waste disposal.

Requirements for Kitchen Use

Before reserving kitchen time with BAC, as well as during any use of our facilities, commercial Kitchen Renters must:

1. Provide a copy of any relevant Food Authority qualifications for our files. Bear in mind that it is the Kitchen Users responsibility to comply with NSW Food Authority requirements relevant to their business operations;
2. Provide proof of a minimum \$1,000,000 liability insurance with TCR listed as additional insured, and maintain such policy for the duration of any kitchen use;
3. Sign an Acknowledgement of Receipt of BAC Policies and Procedures Manual.

Should a commercial Kitchen Renter need to make changes in insurance policy coverage then the user must notify BAC in writing ten (10) days in advance of such contemplated cancellation or modification. It is the obligation of the Kitchen Renter to provide the required insurance. BAC shall have the right to terminate the Kitchen Renter Agreement upon failure to provide such insurance after five (5) days written notice has been given to the Kitchen Renter concerning such failure. Requirements 1 and 2 shall be waived for users renting the kitchen for personal (non-commercial) use and non-profit organizations, when they can provide proof of non-profit status.

Security Deposit

For all repeat Kitchen Renters a \$45 security deposit is required prior to first use of the kitchen. This Security Deposit is to guarantee the return of the premises to BAC in the same or better condition as when accepted by the Kitchen Renter, reasonable wear excepted, and to satisfy any obligations of the Kitchen Renter unfulfilled at the termination of the Kitchen Renter Agreement, as specified herein. This fee will be earmarked for cleaning the facility if the Kitchen Renter fails to do so. A portion of this fee will also cover the cost of repairs resulting from any damage to equipment caused by the Kitchen Renter as well as the replacement of lost key(s) for access to facility. If any provision of these policies and procedures is violated, the Security Deposit is forfeited. The security deposit, minus charges for cleaning or damage or lost keys, if any, will be returned to the Kitchen Renter at the Kitchen Renter's forwarding address. The Kitchen Renter will return the deposit within thirty (30) days (2 weeks for personal and one-time users) after the last date of use.) The Security Deposit may not be applied by the Kitchen Renter as and for payment of any rent due. Should the Kitchen Renter be responsible for damage and/or loss of value to the Premises greater than the value of the Security Deposit, the Kitchen Renter hereby agrees to reimburse BAC for such loss immediately upon the presentation of a bill for said damage and/or loss.

Rental Fees

Fees for kitchen use are based on hours of usage according to the rental agreement as outlined in the BAC Kitchen Renter Agreement and Rate Schedule. BAC also charges for storage of consumables in designated areas (ie. freezer, refrigerator). The rates for this storage are listed on the lease agreement as well.

Payments

Payment is due at the time of rental and must be made with bank check, money order, or cash. If paying by check, the check must be made payable to Brightmoor Artisans and mailed to 22735 Fenkell St, Detroit MI 48223, or delivered to the Kitchen Manager on site. While personal checks are accepted, Kitchen Renters will be responsible for all fees and charges incurred by BAC as a result of a check being denied for insufficient funds. Please make sure that sufficient funds are available if checks are used. Number of hours used should be indicated on each check. (e.g. Jan., 65 hours). Kitchen Renters that are also active members may enroll in the Work-trade Program and make payments via the program. See the Kitchen Manager, or the Brightmoor Artisans Work-trade Program document for additional information.

Scheduling

The kitchen is open from 8am to 6pm on Monday to Friday and 8am to 6pm Saturday, closed Sunday. The BAC kitchen manager schedules kitchen availability. Ask for availability outside of standards hours.

Reservations

Scheduling time to use the kitchen may be done at any time, but must be within at least 48 hours advance notice of when kitchen use is desired. Scheduling is based on a first-reserved, first-served basis.

Vacations

Once you have set kitchen hours those are your hours, and we will not give them away. If you go on vacation you must pay for those hours if you wish to keep them when you come back. If you do not care if you maintain the same hours when you return then we require one month's written notification and will release your set-times.

Cancellations

Once time has been reserved, it becomes unavailable to other Kitchen Renters. Because of this, BAC maintains a cancellation policy to ensure kitchen time does not go unused. We encourage our Kitchen Renters to carefully consider how much time is needed, and to use any overbooked hours for preparation, organization, experimentation, etc.

The following is our cancellation policy for kitchen time:

Reservations may be cancelled up to 48 hours prior to the rented time without penalty. The Kitchen Renter will be free to reschedule the cancelled hours at a future time in that month as part of their used hours under their Lease Agreement. Cancellations made less than 48 hours prior to the rented time will be billed as originally reserved.

Unused Hours

No credit will be extended to Kitchen Renters for unused hours, but BAC will assist Kitchen Renters in finding others who might be interested in occupying the kitchen during the hours unused. Kitchen reservations cannot be transferred or otherwise exchanged without prior approval from BAC.

Extra Time

BAC allows 20 minutes 'bonus time' at no charge to insure that the kitchen is cleaned to our standards. Please respect other people using the space and plan appropriately. This means booking enough time for loading and unloading, prep time and time to clean. Time used beyond that reserved will be charged to the Kitchen Renter's account.

Inventory, Storage and Receiving Inventory

The equipment provided by BAC is for the use of all Kitchen Renters. Each item has been logged with the kitchen inventory, any missing items will be recorded and Kitchen Renters will be charged for the cost of replacement. Any Kitchen Renter caught removing items from the kitchen will have her/his kitchen use privileges revoked.

Storage

Food should be stored in the proper manner (e.g. temperature regulated foods stored in the correct place, meats at the bottom of cooler and freezer locations) No items should be stored on the floor whatsoever. Kitchen Renters should remove any food that has spoiled or before spoilage occurs. If not, the management will remove it. Kitchen Renters will use only their designated items and must not use those stored by other Kitchen Renters. Kitchen Renters may affix their own lock to any storage compartment, which may be assigned to them upon execution of this agreement. A copy of the padlock key or combination to the lock must be provided to the management. Any Kitchen Renter abusing the storage units will be asked to remove his/her items and store them elsewhere.

Dry storage

Dry storage space consisting of metal caged racks and is available at a first come, first served basis.

Cool room and Freezer storage

Cool room and Freezer space is not included in your rental, however rental space is available on a priority basis. Please ask us for availability. Rental pricing available on the BAC Kitchen Renter Agreement and Rate Schedule.

Storage requirements

Organize and clean your storage area(s) regularly. Keep any personal ingredients, equipment, or products clean and organized in your designated space only. Storage of food should never take place in the Kitchen's cookware. Renters will use only the designated storage containers. All products and food items not in their original containers, or opened, must be clearly labeled with your name, current date, and contents. Items not clearly labeled or stored may be thrown away. We are not responsible for equipment, food, clothing, etc., left at the Kitchen.

Deliveries to the Kitchen

Kitchen Renter may have deliveries made to the kitchen as long as s/he has cleared it with the Kitchen Manager and is present to help receive the items. It is required that deliveries are made during business hours. The Kitchen Renter will notify the manager of the delivery and schedule an appropriate time for drop off. The Kitchen Renter must be present at the specified date and time to receive and confirm the order. If the Kitchen Renter is unable to be present when the order is scheduled to be delivered, s/he must designate another individual to be there in her/his place. Any concerns or adjustments to handling the delivery must be made with the Kitchen Manager. Our Renters are encouraged to establish their own accounts with vendors and place orders for delivery to the Kitchen directly. All orders must be made through your own account. Do not call in an order under the Kitchen name.

Parking

Parking is available for our Renters in the parking lot during rented kitchen time. We are not responsible for any damage, theft, parking tickets, towings, etc.

Phone and Internet usage

We do not currently have a phone for Kitchen users at the kitchen location. There is a WiFi service for Kitchen users, subject to reasonable use of the service.

Equipment and Facility Usage and Cleaning

Renters using the Kitchen facilities are expected to follow all proper sanitation requirements as well as keep the kitchen in a clean and professional state. Renters are also expected to properly clean and sanitize after their shift, and keep the kitchen ready for use by the next shift. Our kitchen may be busy at times, and it is important that the kitchen remain professional and clean for visitors, whether it's the health department, other (potential) Renters, customers, service people, etc. Anyone found violating these policies are in jeopardy of losing their Kitchen privileges. Note that any fines incurred by Kitchen as a direct result of a Renter or Renter's employee failing to abide by these policies will be charged to the Renter's account. All Kitchen Renters will be given a checklist upon arrival at the kitchen. This checklist will allow the Kitchen Renter to note any areas found unkempt and notify the management of her/his findings. The Kitchen Renter will fill out the checklist noting areas insufficiently cleaned and sanitized and return the completed sheet to the Kitchen Manager.

Dish Washing

Proper dishwashing and sanitizing is important for both public health and cost containment. Renters are expected to scrape and pre-rinse in the double sink and follow the standard wash, rinse, sanitize procedure. We also have a commercial dishwasher that is available to everyone as part of our Shared Equipment. If you are unsure how to use the machine please ask our staff for assistance. Scrape into the trash, or compost appropriately, and pre-rinse all heavily soiled dishes, including large food scraps, greasy/buttery equipment, animal products, etc. in the double sink.

Sweeping and Mopping Floors

Renters are expected to sweep and mop the floors in all areas they use, including the sink areas, prep spaces, and education area. Fill the mop bucket with fresh hot water and bleach. When finished mopping, empty the mop bucket, rinse and ring the mop, and hang it above the mop sink to drip dry. Replace broom and dustbin to the storage area. Be sure to sweep under and behind tables and equipment.

Wiping Down Equipment

Wipe down all equipment and surfaces used at the end of your shift. Always use a clean rag, first with soap and water, followed by sanitizer solution. Be sure to wipe down any equipment used (don't forget often overlooked items like sheet pans, grain mill, and the inside of the dehydrator and stove, etc). For equipment that disassembles into smaller parts (i.e. blenders, food processors), wash, rinse, and sanitize the parts in the three-compartment sink. If the stove is heavily soiled, remove the grates and wash in dishwasher, otherwise wipe down the stove top if used.

Security

BAC commercial kitchen is equipped with individual storage areas. Kitchen Renters may affix their own lock on the storage compartment, which may be assigned to them upon execution of this agreement. A copy of the padlock key or combination to the lock must be provided to the management. Any additional security on storage arrangements shall be the Kitchen Renter's sole responsibility. BAC assumes no responsibility for the security of any equipment or supplies the Kitchen Renter brings for use at the Commercial Kitchen.

Inspection

BAC shall have the right to inspect the commercial kitchen premises at all times during use.

Products

Only products that will be used for human consumption will be deemed appropriate for manufacturing in the commercial kitchen.

Signs and Advertising

No signs or other advertising matter shall be attached or painted on the kitchen premises aside from those we have placed.

Dismissal of Facility Usage

Upon breach of contract, a Kitchen Renter may be asked to leave the kitchen facility and be refused continued use of the facility. Evaluation of conditions will occur after one month and will determine if a Kitchen Renter can renew her/his contract.

Changes to Our Policies

BAC reserves the right, at its sole discretion, to modify or replace any of the policies and procedures, or change, suspend, or discontinue an offering at any time by posting a notice on the bulletin board in the kitchen or by sending an email to our mailing list. BAC will communicate to Kitchen Renters in a timely manner that these changes have been made. BAC may also impose limits on certain offerings without notice or liability. It is the Kitchen Renters' responsibility to check the policies and procedures periodically for changes. Continued use of the facility following the posting of any changes to the policies and procedures constitutes acceptance of those changes.