

# IN-HOUSE MANAGEMENT PROCEDURE FOR THE “LOS PALACIOS DE CAMPOSOL” SOCIAL CENTRE

## Chapter I.

### For the “Los Palacios de Camposol” Social Centre

#### **Article 1.- Purpose and scope of application.**

This In-house Management Procedure is intended to administer the basic aspects of the organization and operation of the “Los Palacios de Camposol” Social Centre.

#### **Article 2.- Definition of the Centre and General Objectives.**

The Municipal Social Centre of Camposol is established as a public establishment destined to be a dynamic and open meeting point for all people individually or associatively, who inhabit the Camposol area, as well as throughout the municipal community of Mazarrón, having as main objectives:

- To promote coexistence, solidarity and mutual help.
- To promote participation in social and community life.
- To promote relations with the rest of the population of the municipal community.
- To promote training, health promotion, cultural development and occupation of free time.
- And in general, any activity that promotes improvement of the quality of life of the users.

#### **Article 3.- Ownership of the Centre.**

The ownership of the “Los Palacios de Camposol” Social Centre is wholly that of the Town Council of Mazarrón, which by the principle of public responsibility, assumes the supervision and coordination of the same, depending functionally on the Camposol Councillor of Mazarrón Town Council, or in the one established by the authorities responsible.

#### **Article 4.- Fundamental principles.**

The “Los Palacios de Camposol” Social Centre in Mazarrón will provide its facilities under the principles of respect for the individuality of users and the right to their autonomy and participation.

#### **Article 5.- Coordination with other services.**

The “Los Palacios de Camposol” Social Centre in Mazarrón will function in a coordinated manner with other public resources, thus guaranteeing the proper overall use, complementary to its personal and technical benefits.

## Chapter II.

### General operating rules

#### **Article 6.- Schedule**

The schedule of the Social Centre will be established based on the activities carried out in its facilities, there must be planning and communication at all times with the Councillor for Camposol (or the person in which responsibility is designated) for the need of use to enable a correct coordination between the different users wish to utilise the centre.

### **Article 7.- Coexistence**

Users must respect the rules of coexistence, mutual respect, safety and hygiene in all the facilities of the Centre and in the activities that are carried out.

Activities that may cause discomfort to other users of the Centre should be avoided.

To this end, the rules of use in the various parts of the Centre must be respected, as established in these Regulations or by the Councillor or person to whom the Centre is delegated.

### **Article 8.- Use of spaces**

The various parts of the Centre are to be used for specific purposes and activities. Avoid carrying out activities that do not correspond with the appropriate places.

The existing furniture in the Social Centre, in the common areas (kitchen, auditorium, corridor outdoor spaces, reception, etc.) will be for the use of all the people who attend the Centre, so that no item or items may be placed in them that prevents access or use by other users, except for existing cabinets in common areas that have been assigned exclusively to keep the materials necessary to perform the activities that are carried out at the Centre.

There will be a maximum of two cabinets to store the materials used in each one of the activities carried out at the Centre.

At the end of each activity, all the materials used must be duly collected and placed in the space provided for it, leaving the rest of the existing furniture in the facilities in a position that does not interfere with future activities.

Pets are not allowed on the premises of the Centre, except for exceptional circumstances that have prior authorisation by the Councillor or person designated as responsible for the Centre.

### **Article 9.- Personnel**

The personnel who carry out their functions (council or external personnel), must offer and receive the utmost respect. Users must follow their directions. Complaints should be addressed directly to the Councillor for Camposol or to the person responsible for the Centre, by means of the corresponding Complaints Form or by the dedicated email facility.

### **Article 10.- Management of the Centre and functions**

The management of the Social Centre is under the authority of the Mayor's Office, which may delegate to the Councillor of Camposol or to the appropriate council department corresponding to the following functions:

- Maintain and enforce the mandatory rules of the Centre.
- Exercise the representation of the Centre.
- Apply the provisions concerning the tasks, operation, objectives and purpose of the centre.
- Ensure the maintenance of the rules of coexistence and mutual respect.
- Those others that were legally or regulatory entrusted to it in relation to the purpose of the Centre.

### **Article 11.- Complaints, claims and suggestions.**

Users who wish to submit complaints or claims about any aspect of the operation or activities, can send it through the Claims Forms available and direct them to the Councillor for Camposol or appropriate council department responsible for the centre.

They can make any type of suggestions that may improve coexistence and of the quality of life of the Centre through the mailbox placed at the entrance of the Centre for such purpose.

### **Chapter III**

#### **House Rules**

##### **Article 12.- Rules of coexistence for the use of the facilities**

1. All users have the right to participate in the activities organized in the Centre.
2. The use of the premises of the centre for private interest will not be allowed.
3. The Town Council staff will be in charge of carrying out and maintaining the cleaning and maintenance of the Centre's facilities.
4. It will not be allowed to introduce any food or other element that negatively affects hygiene or cleaning, unless it has been previously authorized by the Councillor.
5. Smoking will not be allowed inside the facilities, or the use of equipment that pose a fire hazard.
6. Maximum attention will be paid on the completion of any activity that all windows are properly closed and the air conditioning turned off.
7. Common areas for the enjoyment of users, such as the auditorium, kitchen and outdoor spaces, etc., shall be used by the participants of activities taking place at the time of use, and respecting the operating hours and rules as described.
8. The furniture and furnishings of the centre will be used appropriately for which they were designed, users being responsible for its correct use, any damage that occurs due to any activity carried out in the centre must be immediately communicated Councillor or person delegated.
9. Gambling or activities with gainful results are not allowed.
10. Only the Delegate Councillor or the person to whom he/she delegates, is the person authorized to give directions or verbally admonish those who do not respect the order, coexistence or facilities of the Centre, in accordance with those established in these Rules.
11. Everyone is expected to collaborate and participate fully to achieve the general objectives of the Centre:
  - To promote coexistence, solidarity and mutual help.
  - To promote participation in social and community life.
  - To promote relations with the rest of the population of the municipal area.
  - To promote education, health, cultural development and occupation of free time.
  - And in general, any activity that promotes the improvement of the quality of life of the users.
12. The emergency exits, the fire extinguishers and the defibrillators will be left free of any obstacle and will be visible from any point of view of each room.

13. All advertising that is placed in the Centre will be related to the activities that are carried out there, it is not allowed for companies or entities to offer their services.

14. In everything that affects the smooth operation and for which there is no general rule, the Councillor of the Centre will provide criteria for action, putting them in concurrence for all users of the centre.

## **Chapter IV**

### **Rights and duties of users/associations**

#### **Article 13.- Rights**

- 1.- To participate in the activities organized in the Centre.
- 2.- To actively collaborate in the promotion of solidarity and mutual help among the participants.
- 3.- To receive general information in relation to aspects of concern and to be kept updated on the security measures and Evacuation and Emergency Plan.
- 4.- To be treated with absolute consideration by the staff of the Centre and the rest of users.
- 5.- To participate in the dynamics of the centre, according to management regulations.
- 6.- To present complaints due to defects in the operation, through claims addressed to the Councillor for Camposol or the department to which the Centre is designated.

#### **Article 14.- Duties**

- 1.- To respect and facilitate coexistence in terms of schedules and activities.
- 2.- Correct use of the facilities, furniture and equipment of the Centre.
- 3.- Know and comply with the provisions of these In-house Regulations and others provisions that advance it.
- 4.- Communicate well in advance the need to reserve common spaces for the performance of any activity to the Councillor managing the Centre.
- 5.- Respect the proper use of the facilities and resources of the centre, being the responsibility of the user any damage caused by his/her negligence, both to the facilities and to other users.
- 6.- The person in charge of each of the associations that carry out their activities in the Centre must sign in the entry and exit book, where available, indicating time of entry to and exit from the centre.
- 7.- Do not leave any materials used in the different activities outside the designated storage cabinet.
- 8.- The opening and closing of the Centre, in accordance with the established schedule, will be the responsibility of the person/s authorized for this purpose.
- 9.- To inform the Councillor of any anomalies or irregularities they observe in the operation of it.

## **Chapter V**

### **Penalty regime, classification of offenses**

#### **Article 15.- Penalty regime**

Users who by action or omission cause alterations in the Centre, disturb the coexistence atmosphere of the same, disrespect other users, relatives or people who for any reason are there, will be responsible for the damages and losses caused, without prejudice to the civil or criminal liability that they may incur and that is required before the competent Courts and Tribunals.

### **Articles 16.- Classification**

Violations are classified as minor, serious and very serious.

#### **16.1.- The following are minor offenses:**

- a) Deviate from the rules of coexistence and mutual respect, creating situations of discomfort in the Centre.
- b) Inappropriate use of the Centre's facilities and resources.
- c) Not respecting the schedules of other associations to carry out activities organized in advance.
- d) Smoking inside any of the Centre's facilities.

#### **16.2.- The following are serious offenses:**

- a) Having been sanctioned for three minor offenses in the two years prior to the commission of the offence.
- b) To utter insults, threats, coercion, insults or slander against other users, staff or any other person related to the Centre.
- c) Violation of the rules contained in the Internal Regulations of the Centre, except when they constitute a minor offense.
- d) The theft of goods or any class of objects owned by the Centre, personal or any user.
- e) Commit serious, intentional or inexcusable negligence damage, to the facilities, furniture or belongings of the Centre.
- f) Carry out activities for profit.

#### **16.3.- Very serious infractions are:**

- a) Having been sanctioned for committing three serious offenses in the two years prior to the commission of the offence.
- b) Insult, injure or slander, if they are propagated publicly, physical attacks or serious physical or mental abuse of other users, staff of the Centre or any other person related to it or its activities.
- c) The misappropriation of property belonging to the Centre, users or staff causing serious damage.
- d) Cause serious damage or damage to the property of the centre or to the coexistence of the same.

### **Article 17.- Sanctions**

Without prejudice to other civil or criminal responsibilities that may arise due to the infractions incurred by users, contained in the previous article, the sanctions that may be imposed will be the following:

#### **17.1.- Penalties for minor offenses**

- Private verbal or written warning.

#### **17.2.- Penalties for serious offenses**

- Temporary expulsion from the centre for a period of less than a month.

#### **17.3.- Penalties for very serious offenses**

- Temporary expulsion for a period of one to six months.

- Permanent expulsion.

#### **18.- Criteria.**

Once the infractions have been qualified, the sanctions will be graduated according to the degree of intentionality or negligence, attitude towards coexistence, seriousness or significance of the facts; to examples of repentance and consequent reparation of the damages of all kinds that may have produced.

The sanctions for minor infractions will lapse after two months, the serious ones after six months and the very serious a year. The limitation period will start to run from the day that the offence was committed.

#### **19.- Communication**

The initiation of a sanctioning procedure to punish infractions will be communicated in writing to the users and/or their legal representative so that within a period not exceeding 15 days they can present the corresponding appeal.

A maximum period of 3 months is established for the Councillor to respond and initiate the sanctioning process.

### **CHAPTER VI**

#### **Modification of the Regulation and Entry into Force**

##### **20.- Modification**

The Local Government Board of the Mazarrón Town Council is empowered to dictate the implementing provisions of this Regulation.

##### **21.- Entry into force.**

This Regulation will enter into force once the period of fifteen days to which refers to article 65.2, of the Law Regulating the Bases of Local Regime, after publication in the Official Gazette of the Region of Murcia (BORM).