

# SET Deptford FAQ



## General

### Are studios accessible 24/7?

Yes

### Can I bring guests?

Yes, but you are responsible for their conduct and safety whilst on site. You need to meet them at the ground floor and escort them through the building, and when they leave.

**You cannot share your fob or key with anyone else. Please be reminded studios are workspaces and not social spaces. Parties or similar gatherings are not permitted.**

### What is included with membership?

By taking a studio, you become an Associate Member for life.

This includes:

- Free access to project spaces when they are not in use
- Opportunities to take part in the members' programme of exhibitions, workshops, talks, and performances
- Free access to SET Social in Peckham
- A welcoming community of artists, with chances to collaborate and exhibit

### What if I am changing who I share my studio with?

Each studio has a Lead Member who is responsible for making payments to SET. If you wish to have Sharers, they will also become Associate Members of the Charity.

You must inform SET of any change in Sharer in writing with 1 months' notice. You will need to provide SET with their **name** and **contact details** so they can sign Sharer Particulars and register for a fob.

**You cannot share your key/fob with anyone else. Each sharer will have their own fob.**

Subletting is not permitted.

### Can I split the payment with my sharer?

Yes for studios over £600, Groups can share a space and split the fee directly with SET. Each member signs their own Licence Agreement and is equally responsible for payment, regardless of how the cost is divided. The group is also jointly responsible for safety of studios.

**The group is jointly liable—if someone leaves, the others must cover their share or replace them.**

A **Studio Rep** acts as the main contact with SET, handling communication and coordinating any agreement changes, but doesn't manage the group.

Important to note:

- All members are equal—no one can “evict” another.
- Any change in the split requires written agreement from all and a new Licence.
- The group is responsible for the H&S of the studio, any arrears and ensuring the full fee is paid.
- SET will not mediate personal disputes; conflicts that cannot be resolved amongst studio members may lead to the studio being terminated. SET will only intervene in instances of suspected misconduct.
- Once we've divided a studio between lead members, we cannot divide it further, please be aware of this and expect a long lead time when making amendments.

## What can I not do in a studio?

To keep everyone safe and maintain a positive environment, there are a few rules:

- No living in your studio
- No smoking
- No public events or parties
- No hot works or anything that sparks or flames
- No amplified or live music
- No tattooing or licensable works
- No spray painting, or indoor solvent use
- No structural changes without written consent
- No subletting or sharing fobs

If you are unsure, just ask the studios team during your studio viewing or contact [info@setspace.uk](mailto:info@setspace.uk)

Please see SET's Terms and Conditions for more information.

## What's the notice period for the studio?

If you want to leave, you just need to give **3 months' notice** so we can reallocate your space fairly.

## Maintenance/Infrastructure

### Do we have a timeline for Wifi?

There is good coverage in the area, however, installation can take time, we will issue updates when we can but there will **not be wifi on site for the first few months.**

### What is the plan for access?

There will be key access for the building. Upstairs studios will access via the balcony and kitchen. Downstairs will enter via front door, or alternatively via the roller shutters (for the two studios where that's applicable). The two roller shutter studios will use a remote to open their shutters.

### Can I make mess, i.e paint on the floor?

Yes

### Can I drill into floors/window ledges?

Probably – however please ensure you check with our infrastructure team when making any studio changes ([repairs@setspace.uk](mailto:repairs@setspace.uk))

### **Can windows be opened?**

Yes

### **Will the lift be operational?**

No.

### **Is there parking?**

Yes. 1 parking space in front of the garage and space for up to 3 vehicles within the lockable side yard. Permit parking elsewhere.

### **Is there heating?**

**No heating.**

You can heat your studio using **oil filled radiators** only – other types of heater are not permitted for reasons of fire safety.

### **Are there Kitchens or tea stations?**

There is a communal kitchen upstairs.

### **Where are the sinks for washing brushes?**

Kitchen and child toilets, adult toilets.

### **Is the water safe to drink?**

It is likely safe to drink - confirmation required – survey pending.

### **What is the evac plan?**

This can be found in the SET Studio Handbook.

### **Is there asbestos in the building?**

Pending – Survey taking place 28<sup>th</sup> Jan (Unlikely to be Asbestos)

### **Where will First Aid kits be kept?**

In the communal kitchen.

### **What are the recycling rules?**

Separated general waste and mixed recycling, collected once per week.

## Direct Debit

### What is a Direct Debit?

A Direct Debit is an automatic payment taken from your bank account on an agreed date each month. It's a simple and secure way to pay your studio rent without needing to remember manual transfers.

### How do I set up a Direct Debit?

When you pay your deposit and first month's rent, you will be sent a link to sign up for Direct Debit, we use GoCardless.

If for some reason this link does not work for you, please contact [accounts@setspace.uk](mailto:accounts@setspace.uk) and they will be able to advise you.

### Does it matter what email address I use when signing up to direct debit?

Yes, you must use the **SAME email address** to sign up to direct debit that you used when signing up for your studio, otherwise your direct debit will not match your payments to your account!

### When will payments be taken?

Payments are usually taken on the first working day of each month.

### What happens if I pay my deposit + first month's rent mid-month?

Firstly, you will pay for the first *full* month (which will be for the following month), plus your deposit amount. Then you will pay for the **pro-rated days** from your first month\*

\*you will normally be billed for the partial monthly amount in the following month.

#### Example:

- You take a £170 Studio and pay £340 (deposit + first month) on **15th January**.
- In **February**, you are billed for **15 days of January** (15th–31st) only.

### What if I have an international bank account?

You will need to sign up to direct debit using a bank card from a UK bank account.

## **What happens if I don't have enough money in my account?**

Your direct debit will attempt to take the amount two more times during the same week. If the amount fails for a third time, you will need to contact [accounts@setspace.uk](mailto:accounts@setspace.uk), and manually transfer your studio fee to the bank details below:

Bank Santander  
SET Centre  
11232612  
09-01-29

## **Will I get a receipt or invoice?**

Yes, you will receive an invoice for every payment.  
Contact [accounts@setspace.uk](mailto:accounts@setspace.uk) if you would like to see your statement of account.

## **What if I change my bank account?**

Contact [accounts@setspace.uk](mailto:accounts@setspace.uk) to inform us of the change and we will either send you a link to create a new direct debit account, or we can change the bank details on your account for you.

## **What if I don't receive an invoice?**

Contact your studio manager and [accounts@setspace.uk](mailto:accounts@setspace.uk)

It is not incumbent upon SET to provide an invoice; we do so for our member's benefit.

If you do not receive an invoice, you are still legally obligated to pay the studio fees for that month.

If for any reason you do not receive an invoice, or the money is not taken out of your account via direct debit by the second week of a month – please let us know.

## **How do I stop the direct debit when leaving?**

You will need to cancel the direct debit with your bank. Alternatively, you can contact [accounts@setspace.uk](mailto:accounts@setspace.uk) and we will cancel your direct debit on go cardless.