Voluntary contributions

Our aim is to be able to offer sensibly priced repairs in order that customers might consider having items fixed rather than replacing them.

A repair carried out here is going to cost customers a great deal less than an equivalent commercial service. We can't offer free repairs because although our kind volunteers offer their skills without charge, we must be able to pay our rent, energy bills and other overheads to maintain the service. Currently our basic outgoings are more than £900 per month We have been presented with over 2500 repairs in the 4 years that we have been operating and have an average success rate of 82% so clearly the facility is in demand however we are not yet sustainable.

When deciding on a contribution please consider the following. How much would you be prepared to invest in a repair before you chose to bin or replace your item. Our repairers are skilled people, if they were in the workplace they would not be hired at unskilled labour rates.

The minimum wage in this country is currently £12.71 per hour. Our repairers will record the time taken spent on your item, if parts are needed and they are more than £10 you will be contacted for approval. Parts needed in a repair are always charged at the rate at which we purchase them.

Even in the case of an unsuccessful attempt at a repair a volunteer would have given their own valuable time and skill in the investigation, identification and assessment of the fault. Appropriate generosity might just allow us to still be here when you want to return with your next item for repair.

We do however understand that some in our community are less fortunate than others. We would always want to be charitable to people who might rely on our service a little more than others. Only by most of our customers being sensible and considerate can we remain here and be suitably generous to those in our community who need a little more support.

V2 Oct 2026