



## Feedback from Product Owners leaving FRC

- That your things are not too old and too useless to save.
- Solved my problem with my CD player. Thank you.
- First time using a sewing machine.
- Making sculptures from found objects - new skill. How to load my staple gun properly.
- Value of repairing items that otherwise would be thrown away. Staff/volunteers all very helpful, friendly and knowledgeable. Very impressed.
- Different types of fuses.
- How my record player works - how to repair it and look after it.
- We are all good at different things and the persistence and patience of your volunteers mean a 4kg hedge trimmer will not go to the tip. Lovely atmosphere. Thank you very much.
- To hem jeans with Helen. Thank you I learnt and have some lovely jeans to wear.
- How wonderful to have something repaired, and to not need to buy a new hairdryer. Very grateful.
- To be brave in altering an item and takes a team to look at item.
- There are many amazing people who are very helpful.
- What expertise! A very useful service when repair people are not available or the call-out charge is too great.
- Having lived with a wobbly light for so long - it is now fixed and I am relieved to have discovered it had a faulty plug which I watched be mended safe and sound. Thank you for a very kind generous spirit who have time to me and wouldn't accept money as I am on benefits. I will spread the word and pay when I can. Thank you.
- Please keep up the good work!
- Don't leave electrical items at home if the wiring plug looks damaged - take them to the café to be checked. An item can often be repaired rather than disposed of.
- Really wonderful help and dedication from the helpers.
- The sense of community (Good community spirit!). Everyone is so helpful and in good spirits. Excellent to the helpers/the repair person doing all this for free. Well done!
- This is a great activity. Very very helpful with a strong sense of community. Huge thanks.
- Very enthusiastic people. Loved to pop by.
- 10/10 for dogged persistence to repair a tricky fault in my iron. Thank you! Keep up the good work.
- Never leave batteries in!
- About fuses, what is safe or not.
- It's good to explore whether or not items can be fixed and it's good to explore this with another person who may be more experienced.
- Brilliant! John Pearce, Peter and Michael were very professional! With my Dyson and Ross mended my hairdryer rapidly.
- Take care purchasing electrical items from China, as capacitor may not meet EU regulations.
- What can be repaired rather than landfill.
- So grateful for the Repair Café movement.
- That it was good to see volunteers working together to help people. I am interested in helping out at the repair café.
- What brilliant, supportive people live in our community! How to check to see if Hoover belt is broken. Thank you so much.
- An excellent community scheme.
- Brilliantly done. Very much appreciated.
- Don't throw anything away as it may be repaired - quickly too at the Café.
- That it's worth having a go at repairs, even though mine wasn't successful, it wasn't a waste of time as I can take my lamp to be re-cycled knowing it could not be saved. Thank you very much.



*Farnham Repair Café is a collaborative project between The Centre for Sustainable Design® at the University for the Creative Arts, Farnham Town Council, Farnham and United Reformed Church. Farnham Repair Café is a part of the global repair café movement led by Repair Café International Foundation. The data provided may be used for research purposes but any personal details will be anonymised.*

*Farnham Repair Café is a registered charity, Registered in England and Wales. Registration number 1172613*



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- How to deconstruct a violin case! How skilled your 'staff' are. How velvet hides poor construction.
- I learnt how to clean my leaked battery compartment on my remote control.
- That things are fixable.
- There is a wide variety of items can be looked at. My own was beyond repair today, but I would certainly come back!
- Nothing (or nearly nothing) is worth throwing away.
- Take battery out, very knowledgeable volunteers, I should try fixing things more.
- How skilful repairers are, how confident, how generous with time and expertise.
- My lamp works but needs new transformer also that I need to turn this lamp off at the mains.
- Lots of different equipment being repaired. Lovely atmosphere.
- Absolutely fabulous help. Both David Smith and young man helping to fix my laptop. Bob Mercer and Perry Mitchell helping to fix loads of bicycles.
- Love the concept of repairing goods and come here often. I appreciate the generosity of the volunteers.
- Set sewing machine to slight zigzag when sewing seams on jersey fabric instead of blaming tension on machine. Also, check needle ok if sewing jamming, new needle fixed that problem. Thank you! So glad the café is still going strong.
- There is a wealth of experience, knowledge and good-will in the team, and patience in dealing with the variety of issues brought in! Thanks!
- People's generosity in helping others.
- How easy with a sewing machine and quick it is to mend a hole effectively.
- Great assistance and information.
- Very good.
- Manufactures put things together in such a way as to make repair at best inconvenient and at worst impossible. They need to think more about length of use and less about getting people to have to replace with new. Bad for business but food for the planet and it's resources.
- That things e.g. cameras can be mended with some skill, patience and courage. Many thanks.
- Needed a specialist to do the job, as I had tried myself.
- Lots of wonderful people giving their time.
- Very helpful people. Recycle items (repair) rather than throwing away.
- Great community initiative.
- Friendly helpful service - and 100% success! Will come again.
- It was well worth the trip, surrounded by an amazing group of volunteers! Many thanks.
- Support from team means we can fix almost anything. Great job all. Thank you. Steward and Leo (who can now use his seat again)
- I learned about electrical plugs.
- Not to buy another Bosch kettle.
- Fantastic. What a wonderful group. What you offer... in addition to IT. Thank you.
- How to fix my garden tools.
- Lovely people. Use of vice helps making the gluing successful.
- About the wonderful enthusiasm of these guys. Very interesting.
- My Hoover is repairable with new parts, which they kindly showed me where to source. Definitely will be back, my second visit, will be back for a third visit with a toaster.
- Check battery connection carefully, my battery wasn't in tight enough hence clock not working.
- Wish we knew before, a wonderful idea saving us all time trouble and money, and enjoyable.
- Sewing things that are not flat (e.g. sleeves into a doll dress). Attaching zips is possible. Thank you so much.



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