Jan van Ruijven & Michiel Tukker

Friday July 7th, 2023



### How we started

- First started on January 28th, 2012
- Initiative from Milieudefensie Delft and multiple volunteers (with support from Repair Café international)
- Approximately 10 people, 1 meeting per month
- Repair Café Delft has steadily grown since then





#### Now

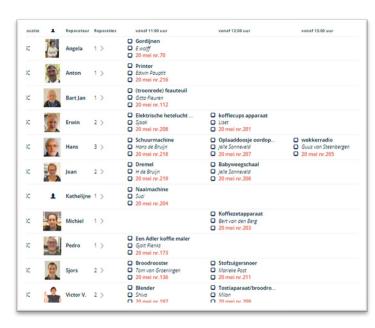
- A Foundation under Dutch law since 2013, with all appropriate registrations
- Cooperation with Technical University Delft (TU Delft) and several sustainability groups in Delft
- Over 70 volunteers (age 28 82 years old)
- Regular meetings (1<sup>st</sup> and 3<sup>rd</sup> Saturday of each month) on two Locations: TU Delft Science Centre & Delfshove / Stunt (since 2016/2020)
- Approximately 100 repairs each month: 60% success rate with 20% half repaired/advising
- Marketing via local newspapers, banners, social media but mostly through word of mouth and repeat-visitors
- We have our own storage at each location for tools / equipment, spare parts, consumables (glues, tape, cleaning supplies)
- Actively working on improving safety for our volunteers (work-methods, knowledge base, PPE's)
- Our own website <a href="www.repaircafedelft.nl">www.repaircafedelft.nl</a> (since 2012)

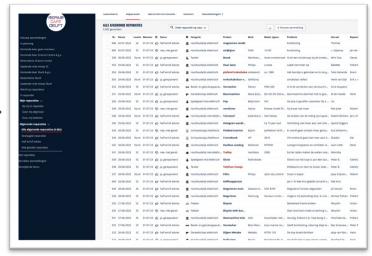




### Our work process

- Since 2020, we have started registering repairs before the meeting in our own "Repair monitor" and assign each repair a timeslot.
- During the COVID years, this allowed us to control the number of people at our repair meeting
- This system allows our volunteers to log in with their personal account, choose the repairs that they are interested in and "prepare" (e.g. search for documentation/spare parts)
- Communication with visitors and volunteers mainly takes place via e-mail, Whatsapp and telephone.
- To respect privacy legislation, all personal data is only accessible to members of the board.
- We also take repairs of people who don't register beforehand and come by during the meeting on Saturday.
- Each volunteer chooses how many scheduled repairs he/she wants to do. This leaves space for unplanned repairs.





# Thank you! Any questions?

info@repaircafedelft.nl

epaircafedelft.nl