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09 November 2018

Dear colleague,

Re: Instrument repairs

I am writing to let you know that we will be making changes to the way in which we organise instrument repair billing, in the hope that the process will become more efficient and straightforward for all parties.

As you may know, the Love Music Trust has for many years offered a service to schools whereby any instrument that needs repairing can be brought to the Trust's office for this purpose. We will endeavour to repair it (or provide replacement parts as appropriate) or, if we are unable to fix it 'in house', arrange for it to be collected by one of our approved independent technicians so it can receive specialist assessment and repair.

We will continue to offer this free<sup>1</sup> service to all Cheshire East schools and academies.

Currently, when a repair charge is made to a school, repairers invoice this to the school directly. Recognising that this causes additional workload for both the school and the repairer we will, with immediate effect, be settling repairers invoices and charging back costs as appropriate to schools. Wherever possible, to reduce administration, these chargebacks will be incorporated in to your next termly invoice from us.

Please can I take this opportunity to advise/remind you of our instrument repair procedures, which are included overleaf.

Please do not hesitate to contact me if you have any questions regarding the instrument repair service.

Yours sincerely,

Iain McKnight  
Assistant Director & Instrumental Lead

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<sup>1</sup> The Love Music Trust makes no charge for this service itself, but will pass on to schools the cost of any repairs, replacement charges and associated expenses (e.g. travel) charged to us by the repairer.



## Instrument Repair Procedures: Information to Schools/Academies

November 2018

- Instruments are often brought to the Trust office by one of our tutors. If you have any questions about an instrument they will generally be happy to advise and assist as far as possible, but please remember that they are specialist teachers not specialist repairers!
- There are two types of instruments in use in schools; those owned by schools themselves and those owned by LMT and loaned to schools. The protocol for repairs will be as follows:

### School-owned instrument

- When we receive an instrument for repair we will ask you to confirm whether you would like a quote to be obtained prior to work being undertaken.
- LMT will loan an instrument to school for use whilst repair is ongoing. There is no charge for this service, but it is dependent on stock levels.
- If you have requested a quote, we will notify you of the amount quoted by the repairer and seek your further authorisation before work commences. This will be done in writing, via email.
- If you are not willing to pay the amount quoted for the repair work the instrument will be returned, unrepared, to school.
- Under all circumstances and without exception the cost of any authorised repairs undertaken to a school-owned instrument will be charged back to the school concerned.

### LMT instrument on loan

- Through dialogue with tutors and the school, we will assess how the instrument has come to be damaged or defective.
- LMT will only meet the cost of repair if the instrument is found to have an inherent defect.
- Under all circumstances and without exception the cost of any repairs undertaken to an LMT instrument which has been damaged - even if that damage is accidental - whilst on loan to a school will be charged back to the school concerned.
- LMT will loan an instrument to school for use whilst repair is ongoing. There is no charge for this service, but it is dependent on stock levels.
- Please note that, if the instrument being repaired is itself on loan from LMT, we may choose to restock the repaired instrument and leave the 'temporary loan' instrument in school.