



Guidelines & Resources

This information is for you to get to know us and how our community works. We'll try and keep it short and sweet. If you have more questions, just ask.

COOPERATIVE CULTURE

Our desire is for this community and space to be co-created together by you, our members. So share ideas — whether that be for a workshop or pop-up shop or as simple as a book to contribute to the library. (Find us and have a chat, email sarah@theimpactguild.com or use the #GotAnIdea channel on Slack.)

If we were to sum it up, the things we value most and that you'll hear often are:

- Creating Collectively
- Being a Good Neighbor (and we see a neighbor as anyone alongside us in life)
- Learning through Conversation (aka asking thoughtful questions and listening well)
- Sharing Moments (often this looks like enjoying good food, drink, art, music and conversation)
- Exploring the intersections of Passions + Talents + Needs
- All to Positively Impact our neighborhoods, city and world

COMMUNICATION

Cobot: Our online system for navigating The Impact Guild. Everything from booking conference room space to paying your membership dues happens here. If you have signed up as a member, you have your Cobot login.

Slack: More informal communication. A place to share your thoughts, ideas, lunch plans etc. Make it your own and feel free to initiate new channels and check-in whether you are in the space or not. Remember this community is about more than just sharing a building.

Our Team Name: theimpactguild.slack.com || We will 'invite' you to the Team and from there you can pick and choose which channels to participate in.

Go [here](#) for a tutorial on getting started on Slack.

Community Board: To keep things real (on real paper), we have the community board as a collection of things going on in the city. Feel free to add to it and encourage others (not just members) to share here too. (There's a #communityboard channel for you digital junkies too.)

ACCESS & GUESTS

Part of our culture is a balance and integration between work, life and play. For those reasons, our hours are Monday - Friday 8:30 am to 6 pm. Common Desk and Dedicated Office memberships are invited to be here any time in these allotted hours. We will be closed on holidays as specified in the Holiday Calendar section.

When you become a member you will be given a FOB access card which will allow you to enter the space by the front door. FOB cards are issued with a \$10 deposit. At the end of your membership you may return your card for a refund. If your card is lost you can be reissued one for an additional \$10. Please do not loan out your card, these are for members only.

Please meet guests at the front door to let them in. You are able to have one guest come and work with you in our open collaborative space for up to a half-day, or the appropriate number of guests for a booked conference room. You are responsible for your guests, please help ensure that they follow these guidelines. Guests who stay longer than a single meeting should purchase a Day Pass.

For additional use of the space during off hours, such as special events, please see the Venue Rental details (this is open to members and non-members). [Link](#)

PARKING:

We have (free!) parking — in the front of the building, along the side (closer to the railroad tracks) and if full, along the street.

Our neighbors in the back have large truck deliveries and it is important not to block the side access, so please pull up when parking in those spaces and never park along the building. Also, if parking along the street, be aware that this is a residential area and these are people's homes... Please use this as an opportunity to be a Good Neighbor.

And always be safe! If you are walking out after dark, try to walk with someone else.

WIFI & PRINTING

WIFI is included in your membership and we work hard to maintain our network and provide fast speeds. While we cannot guarantee there will be no interruptions in our service, this is a top priority and we will always do our best to keep you connected.

WIFI network: Impact Guild

Password: xxx

Printer network: name

We have a black and white printer with scanning and copying available to you our members. 50 sheets per month are included in your membership. You will be billed \$.10 per page for additional sheets.

For larger quantity or color printing and/or shipping needs:

FedEx Office/Kinkos: 333 W. Olmos Dr. or 4418 Broadway

USPS: 2407 McCullough Ave

UPS: 4007 McCullough Ave

Mail service to our address is only available for our Dedicated Office members.

CONFERENCE SPACE

We have three conference spaces open to The Impact Guild community The Studio, The Lab and The Workshop. The Lab space is only available to The Impact Guild community members whereas The Studio and The Workshop may also be booked externally.

Members may book 10 hours per month. Additional hours may be booked for additional cost. Priority always goes to whomever schedules through Cobot and may be booked 10 days to 30 minutes in advance. If a conference room is not booked through Cobot, it may be used on a first come, first serve basis, but you will be asked to leave if someone has reserved the space.

At this time, you may not book a recurring meeting to ensure that all members have equal opportunity to schedule a space.

Go here to book: [link](#)

TECHNOLOGY

We are phasing in AV equipment through smart TVs in our conference rooms. When you book a room, these are available for use at no additional charge. [More details](#)

INVOICING

Monthly billing is processed through Cobot. You may set up automatic payment processing through a credit card, PayPal or ACH/direct debit.

Billing will always occur on the day of the month of your first draft. (ex: If you join March 8th, you will continue to be billed monthly on the 8th.) If you join on a day of the month that does not occur every month, you will be billed the last day of that month. (ex: If you join March 31st, you will be billed on April 30th.)

Cancellation: If you wish to cancel your membership, you must do so through Cobot before that month's invoice is processed. Month's are not prorated and membership dues are not reimbursed.

2017 HOLIDAY CALENDAR

The Impact Guild will be closed all day on the following holidays. (Some fall on weekends and will not affect normal hours.)

April 14	Good Friday
May 29	Memorial Day
July 4	Independence Day
September 4	Labor Day
November 23-24	Thanksgiving Holiday
December 24-25	Christmas Holiday
December 31	New Year's Eve

LOCAL FLAVOR

It's our desire to be active in this quirky and diverse neighborhood we are a part of. Here are some staples for living local:

Press	coffee shop... and wonderful patio
The Rose Bush	food truck park (BYOB)
The Cove	'sustainable, organic, local' food, Texas beer garden & live music
Las Nieves	natural fruit shaved ice (just go... you're welcome)
Chris Madrids	burgers (arguably best in town)
5 Points Local	healthy 'clean' food (& yoga!)
Las Salsas	taqueria
Burnt Ends	BBQ just 2 blocks away
Blanco Cafe	taqueria
La Fonda	fancier Mexican food (and darn good margaritas)
Outlaw Kitchen	takeaway cafe & neighborhood market (sporadic hours)
Sanchos	cocina y cantina (try the shrimp balls)
Big Bobs Burgers	...burgers (if you want to compare against Chris Madrids)

Some other great things to check out in the area if you want to get out! San Pedro Springs Park (and pool!), The Playhouse, our Beacon Hill community garden, Landa Library, the Fiesta Store on Main

Things are always changing, if you discover a new gem, share it with us and on the #GoodNeighbor channel.

BE A GOOD NEIGHBOR

This is one of our core principles that we want to start here inside The Impact Guild. Here are some of the basic ways that we can be Good Neighbors to one another:

VOLUME

Part of this collaborative environment is we will all be sharing space, so please be aware of how you are affecting others who are working or meeting.

- Pop into a phone room to make a louder or longer phone call.
- If you are taking a break and enjoying a talk with a friend, find a nook that isn't right next to someone working.
- If playing music or videos, wear headphones.

CLEANING UP

Please make this space your own — we have flexible space and furniture for a reason. But whether it's in a conference room or the kitchen, when you are done with a space please reset it.

- CONFERENCE and COMMON AREAS:
 - This looks like throwing away trash, putting away office supplies, wiping down whiteboards and replacing/ tucking in tables and chairs.
- KITCHEN:
 - In the kitchen, this means wiping down counters, throwing out trash, and loading the dishwasher.
 - The refrigerator is meant for day-of food storage. Please label your food. Perishables will be removed from the fridge and thrown away Monday mornings before 8:30.
 - We have some coffee, drinks, snacks and paper goods available for common use. Please use considerately.
- STORAGE:
 - There are just too many of us using this space to leave anything behind, so whenever you leave for the day, please take everything with you. The Impact Guild cannot be held responsible for lost or stolen items.
- If you see we've run out of something or have a suggestion for the space, let us know on the #CommunityBoard or the #GotAnIdea channel.
- At the end of the day, please just look around for how you can help reset the space for the next day.

INVESTING IN THE COMMUNITY

This space and this network of people is co-owned by each of us. It is our dream that our members would come together to build on ideas, form partnerships, ask challenging questions, teach one another, and learn from the experiences of others. With that, we won't always agree on everything, but let's always listen well and value diverse perspectives.

So glad you are a part of the community.