



Keswick Eco Car Club

Frequently Asked Questions

WHAT IS A COMMUNITY CAR CLUB?

A community car club is a local, member-based initiative that provides access to self-service, pay as you drive, low-carbon vehicles. It's a convenient and affordable way of using an electric vehicle, without the expense and hassle of owning one.

WHO IS INVOLVED IN RUNNING THE KESWICK ECO CAR CLUB?

Keswick Eco Car Club is part of a wider project looking at rural energy resilience. The project is a partnership between:

- Charge My Street (CMS) - a Community Benefit Society which installs and operates community EV chargepoints
- Derwent Valley Car Club (DVCC) - run a successful community car club based in Gateshead
- Keswick Quaker Meeting House - the car club hosts
- Sustainable Keswick - providing volunteers to run the car club

HOW MUCH DOES IT COST TO BECOME A MEMBER?

Keswick Eco Car Club offers single or family membership which you can pay monthly or annually.

- *Individual membership is £5 per month or £60 per annum*
- *Family membership is £8.50 per month or £100 per annum*
- *Members then pay £5 per hour for the car*
- *Or £40 for a full day hire (24 hours)*

A direct debit will be set up with each member, invoices are sent and payment taken a week or two after you've received your invoice for the previous month.

IS MEMBERSHIP A ROLLING CONTRACT?

No, memberships can be cancelled at any time. A final invoice will be created for payment. Members can re-join at any time.

CAN I HIRE THE CAR WITHOUT BEING A MEMBER?

No. Keswick Eco Car Club is a rural community car club providing an alternative service to owning your own car, a second car or using alternative means of transport. Anyone driving the car must be registered and inducted as a member to be covered by our insurance.

DO I NEED INSURANCE TO BECOME A MEMBER?

No. Insurance, maintenance costs, servicing and wear and tear is included in members monthly and hourly hire charge.

CAN ANYONE BECOME A MEMBER?

As long as you have a full UK Drivers Licence, have held it for two years, and have less than 6 penalty points, you can become a Keswick Eco Car Club member.

HOW DO YOU BOOK THE CAR OUT?

Keswick Eco Car Club has an easy-to-use online booking system. Members can make changes to bookings, for example extend, amend, or cancel a booking. During the members induction, we will help you to set up the account to access the car club booking diary. Booking can then be made for the hours required.

HOW DO I ACCESS THE CAR? DO ALL MEMBERS GET A KEY?

No. The key will be kept within a key safe at the Keswick Quaker Meeting House for members to access and return the key after use. The key code is changed regularly, and members will be informed of the new code by email when it changes.

IS THE CAR ALL ELECTRIC?

Yes, the car is fully electric with a range of approximately 160 miles in the summer (this will be less in the winter). We ask all members to place the car back on charge after use, so that the car will be charged and ready for the next booking.

HOW DO I ADD CHARGE TO THE CAR?

Members are asked to charge the car when it is returned to the Keswick Quaker Meeting House so it is ready for the next booking. It does not cost members to charge the car at the Keswick Quaker Meeting House. For longer journeys, we encourage members to use the public charging points located around the county. If you need use a public charging point, follow the instructions on the public charger and connect the car to charge. Payment can usually be made by credit card or via an app on your phone.

CAN I USE THE VEHICLE IF I'M REGISTERED AS A DRIVER ON THE VOLUNTARY SOCIAL CAR SCHEME?

Not yet, however we are in discussion with Cumberland Council about whether this is possible. We would be interested to hear from you if you are a driver, or customer, of the Voluntary Social Car Scheme in Cumberland, or if you are interested in joining the scheme.

HOW DO I BECOME A MEMBER?

Joining the car club is simple, we can do it online or in person. To join:

- Email keswickecocarclub@gmail.com to request to become a member
- Visit <https://keswick.ecocarclub.org/login> to sign up for an account
- Our volunteers will carry out a licence check. To assist them in this process, you will need to obtain and send us a licence check code. Visit <https://www.gov.uk/view-driving-licence> and follow the steps to generate the code. We will also need photographs of the front and back of your licence.
- We also require two documents showing proof of address, for example a bank statement or a utility bill. You can either send photographs of your documents to keswickecocarclub@gmail.com or you can upload them to the booking system yourself.
- Before you can drive the car, one of our volunteers will show you how the car works so you are confident to drive it. They will also show you how to use the online booking system and where the key safe is located.
- Once the induction is complete, you will then receive a follow up email which will include a members handbook and the code to the key safe.

If you would like to join as a driver, or a volunteer, or if you have any further questions, please contact Keswick Eco Car Club team by email at keswickecocarclub@gmail.com