

Housing & Property Service Standards

# Commercial Tenanted Property Management



EAST HAMPSHIRE



*Partners*

[www.easthants.gov.uk](http://www.easthants.gov.uk)

## Service Standards

# Commercial Tenanted Property Management

The Council leases industrial properties, shops and other commercial properties.

- We will within 5 working days endeavour to answer any queries regarding your obligations under your lease (e.g. rent, repairs etc.).
- We will normally let you know at least one month before any rent review how much (if at all) the Council proposes to increase your rent.
- If you wish to assign, or sublet your lease to someone else, we will let you know in writing within five weeks whether the Council agrees to or objects to the assignment.
- If you wish to carry out alterations that require the Council's consent as landlord, we will within four weeks provide you with our approval or let you know in writing if we have objections to the alterations, or require more time to consider your proposals. (Please do not carry out any works before we write to you.)
- Where we are responsible for carrying out works to common (shared) parts for which a service charge is made under the lease, we will seek best value from our contractors in order to keep the service charge as low as possible.
  - If you request in writing information on how we have calculated your service charge, we will provide this in writing within three weeks.
- We will consult with all our tenants every 5 years (and new tenants within 6 months) to find out whether you are satisfied with the service you are receiving from us and whether you have any suggestions for changes.



- We will welcome any suggestions for service improvement at any time, and we will respond within 10 working days to let you know how we intend to deal with your suggestion.
- If we are unable fully to deal with your query, we will let you know within 5 working days when you can expect a detailed response.



**In return, we expect you to:**

- Pay your rent on time (and any other money you owe us).
- Carry out repairs promptly and to an appropriate standard.
- Comply with the other obligations under your lease.

To find out more about Commercial Tenanted Property Management, please contact us:

 01730 234036

 Land & Property Services  
East Hampshire District Council  
Penns Place  
Petersfield  
Hants  
GU31 4EX

 [www.easthants.gov.uk](http://www.easthants.gov.uk)

# What to do if you are unhappy with our service

We hope that there will never be a need for you to complain about Housing & Property Services but we know that things can sometimes go wrong, and when they do we need to know.

Your complaint can help us, not only to deal with your particular problem, but also to take action to prevent similar occurrences in the future.

## **How to make a complaint**

First of all, let the person you have been dealing with know and they will try to resolve any problems quickly and explain what has been done and why. If you are still dissatisfied, you can make a complaint in any of the following ways:

## **Call**

If you know the direct dial number you can ring them direct. If not you can call our main switchboard number 01730 266 551

## **Click**

You can make a complaint via our website [www.easthants.gov.uk](http://www.easthants.gov.uk) follow the links from the front page under 'contact us'. The website will also tell you what happens next.

## **Come in**

You can speak to someone in person, it may help if you ring and make an appointment first, to ensure that the right person is there to see you

## **Contact us in writing**

You can write to us at the following address:

Housing & Property Services  
Penns Place  
Petersfield  
Hampshire  
GU31 4EX

If you are still dissatisfied then your local councillor or MP may be able to help you. For further impartial advice you can contact the Citizens Advice Bureau.