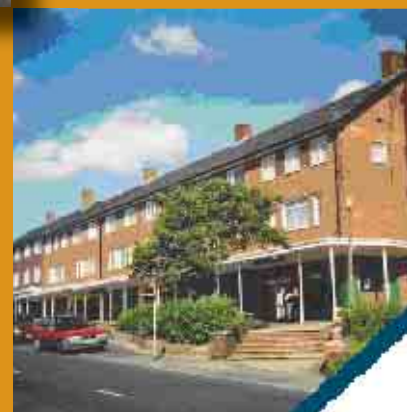


# Commercial Asset Management Environment & Neighbourhoods



## Commercial Asset Management Service Information



**Leeds**  
CITY COUNCIL

# What We Do

We are the 'shops' team for Leeds City Council. We manage commercial properties across the city that include retail, office and industrial properties. Our properties vary from individual lock up shop units to shops with living accommodation -flats/ maisonettes or houses. A wide variety of businesses rent properties from us; ranging from post offices and newsagents to hot food takeaways. We have hairdressers, beauty and tanning salons, bookmakers, taxi offices, grocers, butchers and bakers. We even have chemists and a tattooist.

The rents for all of our commercial properties are competitive. We base them on rents for properties in similar locations throughout Leeds. Periodically, we visit properties to carry out new valuations to ensure values are up to date.

We also deal with enquiries about the installation of mobile phone and broadband telecommunication masts on the roofs of blocks of flats that belong to the Council.

**'We Provide  
Professional And  
Efficient Services  
To All Our  
Tenants'**

## **We aim to:**

- **Make every effort to resolve your enquiry when you first get in touch.**
- **Make sure that you can contact us at a time, place and in a way which is most convenient for you;**
- **Ensure we provide you with an efficient and effective service that meets your individual needs**
- **We will not discriminate and provide a services that will ensure that all our customers feel valued and respected;**
- **Treat you as an individual with respect and courtesy, and maintain confidentiality at all times;**

## **Our Responsibilities**

- **Valuations**
- **New lettings**
- **Rent reviews**
- **Assignment of leases**
- **Estate management**
- **Lease & tenancy renewal**
- **Change of use procedures**
- **Landlords consents**
- **Disability Discrimination Act procedures**
- **Redevelopment schemes**
- **Planning permissions**
- **Regeneration areas**
- **Vacant property management**
- **Building and technical management**
- **Repairs and refurbishment schemes**
- **Reactive an emergency maintenance**
- **Health and safety procedures**
- **Gas testing**
- **Electric testing**
- **Asbestos testing**
- **Minor building works**
- **Relocation**
- **Trading disputes**
- **Rent arrears**
- **Tenant liaison groups**
- **Racial harassment procedures**
- **Community support**
- **County Court action**
- **Telecommunication equipment applications**
- **Management of telecom sites**

## How to contact us

You can contact us

- By telephone;
- In person - by visiting our office
- In writing, -by either letter, or email
- Via our website;

We can also arrange to visit you at home or at your business address.

## Our Contact Details

Leeds City Council  
Commercial Asset Management  
Dewsbury Road One Stop Centre  
190 Dewsbury Road  
Leeds  
LS11 6PF

Opening hours (for visits to our office)

Monday - 8.30 - 16.00

Tuesday - 8.30 - 16.00

Wednesday - 8.30 - 15.00

Thursday - 8.30 - 17.00

Friday - 8.30 - 17.00

Telephone: 0113 395 71 77 (Monday - Friday  
8.30 - 17.30)

E-mail: [commercialpropertypms@leeds.gov.uk](mailto:commercialpropertypms@leeds.gov.uk)

Website: [www.leeds.gov.uk/property](http://www.leeds.gov.uk/property)

# Telephoning us

We can provide advice and assistance about issues to do with your property and tenancy. We aim to sort out as many problems as possible during a single telephone call.

You can contact us by telephone about a range of enquiries including :

- Reporting any repairs or asking us about existing repairs;
- Rent payments and information about your rent account;
- Estate environment issues such as graffiti and fly tipping;
- Enquiries about bids for properties and lettings;
- General information

When you contact us we will: Answer your call within 20 seconds.

If we cannot answer your enquiry immediately we will get back to you by the end of the following working day.

**For out of hours emergency repairs please call 07802679891**

# Visiting Us

When you visit us at our office, we will:

- Make sure it is clean, tidy and easily accessible to everyone;
- Offer a full range of information about our services in different formats, These can include other languages, large print, audio tape, or Braille, We will also provide information about any other services that may be of use for you;
- Respect your privacy during our discussion and offer you the use of a private interview room if you ask for one;
- Clearly advertise our opening times and display notices about holiday closures;
- We will arrange an interpreter for you, if English is not your first language, or if you use British Sign Language.

# Writing to us

When you contact us in writing by:

Letter, email or via our website, we will:

- Log your contact in our customer log book so that we have a record of the enquiry you have made and the date we received it;
- Reply to your enquiry within 10 working days; using language that is clear, easy to understand, and free from jargon.

# Reception

# Visiting You

## When we visit you we will

- Arrange to meet you at a time that is okay for both of us. If, due to unforeseen events, we can not make it we will telephone you to let you know;
- Show you our identity badge when we meet you.
- We will explain things in a way that is clear, easy to understand, and free from jargon.
- Help you to arrange for someone to be present with you if you would prefer it. This could be a friend or family member.
- We will arrange an interpreter for you, if English is not your first language, or if you use British Sign Language.
- If you are out when we call we will leave a card telling you how to contact us and make another appointment



## Keeping you informed

We know how difficult it is to keep up with the speed of change these days and for you to get the best out of your tenancy and the service we provide we will;

- Send you out our monthly lettings brochure (with your permission);
- Update our website every month;

# Anti-Social Behaviour

We believe that everyone who lives, works or visits the city has the right to enjoy peace and quiet, feel safe and secure and not have to suffer or tolerate the anti-social activities of others.

Our Anti-Social Behaviour Unit brings together experienced staff from Leeds City Council, West Yorkshire Police and a broad range of other partner organisations to effectively prevent and resolve anti-social behaviour. They can help anyone who is suffering persistent and serious anti-social behaviour, for example

- Persistent verbal abuse or threats;
- Assault or physical violence;
- Racial harassment;
- Homophobic harassment;
- Damage to property
- Graffiti;
- Vandalism near to your property.

They can discuss your concerns with you - in the strictest confidence, - to clarify action already taken and conduct an investigation to determine what further action they can take to resolve the situation

Our helpline means you can speak to someone about persistent anti-social behaviour. It is not an emergency helpline.

In an emergency always call 999. Telephone 0845 6060606 for non-emergencies - or to report a crime and other incidents where Police attendance is required

You can contact the team by telephoning their contact centre on 0113 222 44 02

## Lines are open

Monday - Thursday 7.30am - 6pm

Friday 7.20am - 4.30 pm



## Who Is In the Team...and what we do

### **Patrick Powders MRICS Group Manager**

Patrick manages the Commercial Asset Management team. He liaises with head office about Leeds City Council policies and strategic planning. He also deals with complex valuation and tenant issues along with specialist letting issues.



### **Brendan Mannion BSc Hons Senior Valuation Surveyor**

Brendan is involved with general day to day estate management issues and deals with lease renewals, assignments, rent reviews and new lettings. He also liaises with our colleagues in our legal services about issues to do with council owned properties.



### **Steve Wilson Building Surveyor**

Steve deals with day to day repairs and maintenance of council owned retail, office and industrial properties. He is also responsible for dealing with health and safety issues regarding gas, electric, asbestos and water management. He also helps to identify key areas of investment for the capital budget.



### **Jose Cavaco – Cerieiro Telecommunications Officer**

Jose is responsible for dealing with enquiries regarding the installation of mobile phone and broadband telecommunication masts on some of the council's multi storey buildings. He works together with ward members and tenants' associations and supervises the building of telecommunication installations.



### **Lynne Craig Business Administrator**

Lynne deals with tenant enquiries and ensures all our marketing information is up to date about vacant properties. She makes sure that tenants' accounts are accurate and up-to-date and is instrumental in ensuring that the office runs smoothly.



## What happens when things go wrong?

We deal with an enormous number of enquires across a wide range of services. No matter how hard we try sometimes we might not get things right. If you think we could have handled your enquiry better please contact us and let us know so that we can put it right. .

We welcome and encourage feedback from our customers and there may be times that you wish to make a more formal complaint. We will try to resolve any complaints on the spot. Where this is not possible, we will acknowledge your complaints within three working days and provide a full response within 15 working days

You can register your complaint by the method which is most convenient for you either

### **In writing,**

Hand in your letter or completed form at any Leeds City Council Office, or send it to:

Freepost RLZR-ELTX-RUEH

Leeds City Council

PO BOX 657

LS1 9BS

By telephone, 0113 222 4405

By email ([complaints@leeds.gov.uk](mailto:complaints@leeds.gov.uk))

or on our website ([www.leeds.gov.uk/complaints](http://www.leeds.gov.uk/complaints)).

