

# Commercial Asset Management Environment & Neighbourhoods





# About Commercial Asset Management

Commercial Asset Management (CAM) is part of Leeds City Council's, Environment and Neighbourhoods Directorate. We deal with all aspects of letting and management of the Council's commercial properties. We have a large portfolio of commercial premises. These include shops, industrial units and offices.

At CAM, we are committed to achieving and maintaining a positive and constructive relationship with our tenants and aim to be courteous and helpful at all times.

## Contact Us

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

Telephone: 0113 395 71 77  
Monday to Friday 8.30am – 5.00pm

**Email: [commercialpropertypms@leeds.gov.uk](mailto:commercialpropertypms@leeds.gov.uk)**

If you need to talk with us in person, we have confidential interview areas we can use. Please contact us so that we can arrange a time that is convenient for both of us.

## About this Handbook

We have written this handbook for tenants of our commercial properties. It is not a substitute for your lease or tenancy agreement, and it does not alter our obligations as landlord and tenant.

Leases and tenancy agreements can be full of legal jargon that is hard to understand unless you are a lawyer. We hope that the information we have provided in our handbook will help you to understand our duties as landlord and your responsibilities as tenant.

We have also included items you may find interesting and answers to questions that some of our tenants have asked us. We hope you find it useful and informative.

To make the most of your handbook please keep it in the pack we provided with your lease or tenancy agreement. If you cannot find the answer to your question here, feel free to contact us. Remember we are only a phone call away if you have a problem.

This handbook will always refer to the tenant as you. When it talks about us or we, it means CAM as agents for Leeds City Council.



# Checklist

We have included on this page a list of items that you can use as a checklist of things you need to sort out at the start of your tenancy or lease. We hope that you find it useful.

## Things you need from us

Lease or Tenancy Agreement

Schedule of Condition

Gas Certificate

Electric Certificate

Your Property Manager

## Utilities and Business Rates

### Gas

Supplier	Contact Details
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Meter Reading	
Meter Position	
Stop tap position	

Safety check date due
Contractor

### Electricity

Supplier	Contact Details
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Meter Reading	
Meter Position	
Fuse Box position	

Safety check date due
Contractor

## Waste Collection

Company name	Reference/Policy Number	Contact details
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## Yorkshire Water

Ref number	Stop Cock Position
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## Business Rates

Ref Number	notes
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### Other Items

## Insurance

Company name	Reference/Policy number	Contact details
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### Health and Safety

Fire Safety Risk Assesment <input type="checkbox"/>	Notes
Asbestos Register <input type="checkbox"/>	Notes
Legionella Test <input type="checkbox"/>	Notes
Security Alarm <input type="checkbox"/> Env Health Alarm Service <input type="checkbox"/>	Key holder contact details



# Moving in

This section looks at some of the things you need to do when you move into your premises. It also provides advice and information about other items that you should be aware of.

## Things to do straight away

### Contact Gas and Electricity Companies

You should arrange for the gas, electricity and water meters to be read as soon as possible. You will be responsible for paying these bills from the start of your lease or tenancy, even if you do not move in until later. We will inform the utility people that you are the new tenant. Gas and electricity suppliers require at least 24 hours notice to arrange a meter reading.

At the start of your lease or tenancy we will ensure that the electrical fittings and gas appliances are safe, and in good working order. Once you have signed your lease or tenancy agreement they become your responsibility.

### Water Charges

You are responsible for the water rates. You will need to contact Yorkshire water and let them know your details.

Their website [www.yorkshirewater.com/business-customers](http://www.yorkshirewater.com/business-customers) contains information that you may find of use.

### Contact Details

Yorkshire Water  
Business Centre  
PO Box 52  
Bradford  
BD3 7YD

Business line: 0845 7372062

### Business Rates

We will tell our business rates office that you are the new tenant. We would advise you to contact them as soon as possible.

### Contact details

Leeds City Council  
Revenues and Benefits,  
P.O. Box 60,  
Leeds LS2 8JR

Telephone 0113 2476983

Monday, Tuesday & Thursday:  
8.30 am to 5.00 pm  
Wednesday: 9.30 am to 5.00 pm  
Friday: 8.30 am to 4.30 pm

## Your property manager

All our properties have a Property Manager who is your main point of contact, and is responsible for the management of your premises. We will let you know his or her name when you become one of our tenants. Your Property Manager is the person that you need to contact if you have any comments or enquiries.

## Schedule of Condition

At the start of your lease or tenancy, we will produce a "Schedule of Condition". This may include a written description, photographs or plans about the condition of your property. It records the condition when you move in. It is your responsibility to maintain the property to this standard.

Once we have agreed that the written schedule is accurate, both of us will sign it.

# Insurance

**You  
have to have  
insurance as part  
of your tenancy  
agreement**

You have to have insurance as part of your lease or tenancy agreement. Your insurance should cover the following items

- Contents (Items that you bring with you)
- Any internal improvements you make (such as counters or office areas)
- Broken Glass
- Loss or damage caused by theft

We will arrange building insurance. To make sure that we have adequate building insurance for your property we may need to arrange for a surveyor to visit you from time to time to carry out a valuation. We will contact you if we need to arrange access to carry out a survey.

The Building Insurance that we arrange covers damage caused by

- Fire
- Lightning
- Aircraft
- Explosion
- Storm

## Public Liability Insurance

You will need to make sure that you have Public Liability Insurance. This is particularly important if members of the public, clients or customers visit your premises.

Public Liability insurance will cover you (or something connected with your business) if you accidentally injure a member of the public. It will also cover you if you damage third party property while on business. This type of cover can include legal fees and expenses that result from any claim that somebody makes against you.

**You must be able to confirm for us that appropriate insurance cover is in place.**

## Security and Intruder Alarms

Security devices in your property are your responsibility. This includes the installation and maintenance of alarms. Although we do not provide these devices, we would recommend that you install one.

You may find that a previous occupier has left one in your property. If this happens then we are not responsible for maintaining or replacing it.

When intruder alarms go wrong, they can cause annoyance, especially late at night. If an alarm causes a nuisance -and nobody knows who to contact- the council's noise service may disconnect it. If this happens there may be a charge that can be expensive.

In order to help prevent this, in the council we have an Alarm Keyholder Details Registration Scheme. You can register up to two names of emergency key holders for your alarm. This means that if it goes off our service will try to contact the people you have named so they can switch it off.

To find out more please telephone 0113 222 4406. Alternatively, you can e-mail [env.health@leeds.gov.uk](mailto:env.health@leeds.gov.uk)

## Security Grills

If you want to fit security grills or protective screening to your windows or doors, you will need to write to us and ask for our permission.



# Your Lease or Tenancy

Your lease or tenancy agreement contains the legal responsibilities and duties that you have as the tenant. It also provides similar information about our obligations as landlord.

It is a legally binding contract between landlord and tenant. It provides rules, obligations and rights. For example, your right as a tenant to occupy the accommodation and our right as your landlord to receive rent.

You have the right to occupy your property as long as you wish, on condition that you comply with the terms of your lease or tenancy.

We will be happy for you to remain as the tenant as long as you continue to pay your rent, and comply with the other terms of your lease or tenancy agreement.

## Your responsibilities as tenant

### You must:

- Pay rent
- Pay utility charges
- Pay Non-Domestic Rates
- Carry out gas and electric safety tests
- Repair the inside of your property
- Decorate the interior of the premises at least once every five years
- Keep the premises in good condition and repair.
- Keep your insurance up to date
- Only use the property for the permitted purpose.
- Allow access to your property for repairs
- Comply with all statutory or legal notices.

### You must not

- Leave your property vacant for more than a month.
- Use the premises for any illegal or immoral purpose.
- Use any common areas in a way that causes problems or disadvantages other occupiers
- Carry out any alterations without our permission – This includes installing machinery, fixtures and fittings or heating
- Assign (transfer) your tenancy to somebody else without our permission
- Sublet part of your property.

If your lease or tenancy includes accommodation for you to live in the following people can reside there.

- The tenant(s)
- Direct relatives of the tenant(s)
- A caretaker or manager of the shop premises (With our permission in writing)

You cannot transfer this part of your tenancy or sublet it to anybody else.



## Gas

You are responsible for ensuring that all gas fittings in your business premises are safe.

You must make sure that all gas equipment is maintained according to the manufacturer's instructions. This means a Gas Safe registered engineer should service your equipment at least once a year.

We would recommend that you take out a service agreement with a Gas Safe registered engineer. This can also cover minor repairs and maintenance.

You can find independent advice and assistance about gas safety by contacting Gas Safe. They have a register of consultants and companies that are competent to carry out gas work.

### Contact Details

Gas Safe Register  
PO BOX 6804  
Basingstoke  
RG24 4NB

Telephone 0800 408 5500  
[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

We are responsible for the safety and maintenance of gas appliances in your home if your lease or tenancy is for less than seven years and includes where you live.

## Repairs

You are responsible for any repairs or maintenance to the inside of your property. This includes windows, doors and glass.

We are responsible for any external repairs. If you know that a repair may be necessary you should let us know as soon as possible. You can do this by telling your Property Manager or by writing to us. If you report a problem and repairs are not carried out promptly, please let us know so we can chase them up.

If there are outstanding repairs you must not stop paying the rent. This would be breaking the terms and conditions of your tenancy or lease.

## Electricity

Our units have an electricity supply and standard fittings. You can carry out any alterations at your own cost as long as you ask our permission first. You may need to remove these at the end of your tenancy. If you carry out any alterations they must comply with all electrical safety rules.

If your unit includes electric heating you are responsible for its maintenance.

You are also responsible for all portable electrical equipment (items that you can move around and that you plug into a socket). You will need to arrange for a qualified electrician to test these at least once a year.

Further independent advice and assistance on electrical safety at work can be found at [www.hse.gov.uk/electricity/](http://www.hse.gov.uk/electricity/)

## Decoration

You are responsible for ensuring that the interior of the building is decorated. The interior of the building is the whole area within the external walls, including the internal surface of the external walls. You will have to redecorate your property at least once every five years.

## Breaching the terms of your lease or tenancy

If you break any of the terms and conditions of your lease or tenancy this could lead to us taking action against you. This means you could lose your premises, and have to move out.

Should a dispute arise we will invite you to discuss this with us, and make every effort to resolve it.

If we cannot reach a satisfactory resolution to the problem then we will have no option but to take steps to end your lease or tenancy.

## Waste and Refuse

We encourage all businesses to reduce, reuse and recycle commercial and industrial waste. You cannot store loose rubbish either inside or outside your unit, as this is a fire risk

Leeds City Council does not operate a trade waste collection service. We have our own contractor, Associated Waste Management Limited (AWM), who deals with waste and recycling collections from all council offices.

Our colleagues in Environmental Services can arrange a trade waste collection for you. This will be through AWM, who will charge you for the collection and disposal of your waste. There is a fee for making these arrangements on your behalf. For further details telephone 0113 2224406

Another option is to look in the yellow pages or on the internet for waste management companies.

### Skips

Skips are not allowed on site unless there is a designated bay.

These will be subject of a separate licence agreement



# Our duties as Landlord

## We will:

- Respect your right to quiet enjoyment of the property and give you exclusive possession.
- Carry out repairs to the outside of the building, such as repairing the roof, gutters and fall pipes.
- Give you reasonable notice if we need access for repairs (except in the case of an emergency when notice may not be possible).
- If your property is part of a building that contains a number of other tenants, we will keep shared areas in good repair.

## Rent

You will need to arrange to pay your rent every month or quarter. Rent is payable in advance by Direct Debit.

Failure to pay your rent could lead to you losing your lease or tenancy. If this happens, we will also seek to recover our costs, plus interest.

If you are having any financial problems that may have an effect on your tenancy or lease you should talk to your Property Manager as soon as possible. We will do everything we can to help you, but we need to be aware of the problem. We will treat in confidence any matter that you discuss with us.

## Rent Increases

We will from time to time review how much rent you will have to pay.

If you have a lease, we will review your rent at the intervals we have specified in your lease document.

## Signs

If you want to erect any external signs on your property, you will need to ask for our permission in writing. There are restrictions on where you can put signs, and about their size. Some may need planning consent or building control approval in which case you will have to contact our Development Enquiry Centre. The Leonardo Building 2 Rossington Street, Leeds LS2 8HD.

You can only go ahead once we have given our consent.

If you choose to have signs on your property, you will be responsible for all associated costs. You will also be responsible for their removal at the end of your lease or tenancy.

## Car Parking

If your premises includes a parking space or spaces you should only park in your allocated space.

If there are no allocated spaces then you must only park in front of the unit you occupy. You must not block access to any other units.

For further advice, please contact your Property Manager

# Ending your lease or tenancy

If you have a short-term tenancy or lease, and you want to leave your property, you will need to give us at least 6 months notice in writing.

You will need to pay your rent up to and including the last day of your Lease/Tenancy. We will refund any overpayment of rent. Once you have made your last rent payment, you should cancel your Direct Debit.

If you want to leave and you have a lease of 3 years or more you will need to let us know in writing

If you decide at the end of your lease or tenancy you do not wish to renew it you will need to tell us in writing at least 6 months before it ends.

There may be circumstances where we will not be able to renew your lease or tenancy agreement. If this is the case we will give you at least 6 months notice in writing.

If you want to assign your lease to somebody else, you can only do this if we have given you our permission. You will need to write to us with as much information as possible so that we can consider your request

## Leaving your property

Before you leave, we will arrange to inspect your premises to ensure that you have met all your responsibilities. These include making sure that:

- You give us full vacant possession
- It is clean and tidy and that all your goods and equipment are removed from the property
- You remove all of your improvements or alterations to the property, and that you make good any damage that removing them may cause.
- The decoration meets the standard expected in your tenancy agreement.
- Making sure gas and electrical fittings are safe and that they are as you found them when you moved in.
- Provide us with copies of your most recent service of any gas appliances
- You provide copies of your most recent telephone, gas and electricity bills
- Provide us with a forwarding address

If we find that, you have not done any of the above we will carry out the work after you have left the property and recharge you. We may also claim for any loss of rent if this delays letting the property to the next tenant.

We may inspect the premises, before you move out. If we find that you have not complied with your obligations we may serve a notice on you that means that you have to do so.

On the date you leave you will need to:

- Make sure that you turn off the water at the mains
- Read all meters;
- Notify the suppliers that you have left and provide us with the details.
- Notify the suppliers of your telephone and fire/security alarm connection.
- Make sure that the property is secure and return all keys to us.

Please note that returning the keys before the agreed date will not terminate your liability unless previously agreed in writing with us.



# Safety Rules and Regulations

## Health & Safety

Health and safety laws exist to protect people from danger in the workplace. They cover all businesses and apply equally to self-employed people and employees. As the tenant or leaseholder of a commercial tenancy, you have a legal responsibility for the health and safety of people who work for you. You are also responsible for the health and safety of anybody that your business may affect; including customers or visitors to your premises.

At Leeds City Council, we can offer advice and training about Health and Safety for small businesses. We have also developed a free booklet about health and safety at work for businesses in Leeds. To find out more please telephone 0113 247 7791

You can also find out more about health and safety by visiting the website of the Health and Safety Executive: [www.hse.gov.uk](http://www.hse.gov.uk)

## Fire Safety

You are responsible for fire safety in your property. You must provide fire extinguishers and make sure that they are regularly serviced. You will also have to carry out a Fire Safety Risk Assessment. The West Yorkshire Fire Service can offer useful advice about fire safety, but cannot carry out an assessment for you. Their website [www.westyorksfire.gov.uk](http://www.westyorksfire.gov.uk) contains a number of documents that may be helpful. You can contact them on 0113 290 4800



## Asbestos Register

When you move in we will provide you with an asbestos register. An asbestos register contains information about asbestos in a building, such as its location and condition. It is a legal requirement for every workplace or commercial premises to have one.

Once you become the tenant of your property, you are responsible for making sure that you keep it up to date. You may want to consider setting up your own register as an electronic document such as a spreadsheet. You can find a number of examples on the internet.

It is important that the information in your asbestos register is available for anybody who may be exposed to asbestos in your property. This includes your staff or a contractor carrying out works on your behalf.

You can find independent advice and assistance about asbestos, asbestos licensed contractors and the safe removal and disposal of asbestos at [www.hse.gov.uk/asbestos](http://www.hse.gov.uk/asbestos)

## Legionella

Legionnaires' disease is a potentially fatal illness caused by Legionella bacteria that develop in stagnant water. This can include hot and cold water services.

People can get the disease by breathing in small droplets of water containing the bacteria. It cannot be passed from person to person or by drinking contaminated water.

A simple step that you can take to avoid the spread of the disease is to run your water for at least two minutes as soon as you move in to your property. If you do not use a tap for more than a week, you should run it for the same length of time

Our colleagues in our Health and Safety team can offer advice about the prevention of Legionnaires' disease. Telephone (0113) 247 7791 or email [env.health@leeds.gov.uk](mailto:env.health@leeds.gov.uk)

You can also find independent advice and assistance on water safety and the control of Legionella bacteria at [www.hse.gov.uk/legionnaires](http://www.hse.gov.uk/legionnaires).

## Other Legal Responsibilities

### Smoking

In July 2007, new laws came into force that make enclosed public places and workplaces in England smokefree. These laws make you responsible for making sure that your premises are smokefree, and that you display 'no smoking' signs in a prominent position.

You can find useful information and resources about smoke free workplaces at [www.smokefreeengland.co.uk](http://www.smokefreeengland.co.uk)

### Disability and the Equality Act 2010

From 1 October 2010, the Equality Act replaced most of the Disability Discrimination Act (DDA). However, the Disability Equality Duty in the DDA continues to apply, and makes it illegal to discriminate against disabled people in employment, providing goods and services, education and transport. As an occupier, there are a number of duties that you have to comply with.

You can find advice and guidance about how these rules may affect you at [www.equalities.gov.uk](http://www.equalities.gov.uk) or [www.hse.gov.uk/disability](http://www.hse.gov.uk/disability)

# Your Feedback

At Commercial Asset Management, we consult with our customers to make sure that we meet your expectations and needs, and to help us to improve our services. Every two years we carry out a survey of our tenants and we encourage you to use the survey to let us know your views and opinions.

We will ensure that we provide a detailed analysis of the outcome, and publish the results on the Internet.

We welcome feedback at any time, so please do not hesitate to contact us if you have any suggestions about our service.

Leeds City Council is committed to giving you the best possible service at all times. Sometimes, however, we make mistakes. If this happens, we want you to contact us and let us know so that we can put it right.

If you have a comment, compliment or complaint about any of our services , you can talk to the member of staff concerned or their manager, or

- You can phone us: **0113 222 4405,**
- You can log on to the internet and fill in an on line form:  
**[www.leeds.gov.uk/complaints](http://www.leeds.gov.uk/complaints)**
- Or email us [complaints@leeds.gov.uk](mailto:complaints@leeds.gov.uk)
- Or write to us at  
**Freepost RLZR-ELTX-RUEH  
Leeds City Council  
PO BOX 657  
LS1 9BS**

