

Guide to Living and Working on the London Estate

Long leaseholders



GROSVENOR

A to
Z

Welcome to Grosvenor's London estate

Important contacts

Point of contact	How they can help	Contact details
Customer Centre	All general enquiries and emergency repairs	020 7312 0011 customercentre@grosvenor.com
Management Surveyor	Rent, compliance and health & safety	Consult your Move In documents for your contact
Building Surveyor	Building maintenance, repair and fit-out	Consult your Move In documents for your contact
Asset Manager	Lease renewal and rent reviews	Consult your Move In documents for your contact
Leasing Team	Enquiries on other properties	020 7312 6449 residential.lettings@grosvenor.com

Covering almost 300 acres of Belgravia and Mayfair, Grosvenor's London estate is one of the world's most distinguished property portfolios.



The origins of the estate began with the marriage of Mary Davies and Sir Thomas Grosvenor in 1677. Mary had inherited 500 acres of land north of the Thames, to the west of the City of London. This remained largely untouched by the Grosvenors until the 1720s, when Sir Thomas's son, Richard, developed the northern part - now known as Mayfair - around Grosvenor Square. The estate of Belgravia, with Eaton Square at its heart, was developed in the early 19th century by Robert Grosvenor, 1st Marquess of Westminster (and great grandson of Sir Thomas), to complement his existing estate in Mayfair, immediately becoming fashionable with noblemen and aristocrats.

Today, the estate reflects Grosvenor's long-term commitment to creating and managing great places for people to live, work and visit: a thriving, urban neighbourhood that combines modern city living with traditional architecture, and quiet residential streets with successful business communities.

For more information on Belgravia and Mayfair, visit www.grosvenorlondon.com

The London estate is managed by Grosvenor Britain & Ireland, part of Grosvenor Group Limited. For more information please visit www.grosvenor.com

Finding a property on Grosvenor's estate

We offer a range of properties on the London estate.

You can find some of these at: www.grosvenorlondon.com, or you can contact our leasing team on 020 7312 6449.



What types of properties are available to lease?

- › Residential properties on short leases (usually from 12 months to 3 years), referred to as Market Let tenancies (also known as Assured Shorthold Tenancies).
- › Residential properties on leases up to 21 years.
- › Residential properties on long leases (over 21 years).
- › Retail premises.
- › Office space, ranging from small suites in multi-occupancy buildings to efficiently renovated townhouses and modern office buildings with extensive floorplates.

Prior to moving in, you should:

1. Complete a direct debit form for future rent, service charge and other payments.
2. Read the building insurance policy provided by Grosvenor and speak to your Management Surveyor with any concerns.
3. If purchased through an assignment, please ensure you complete form TR1 to register with the landlord.

Things to do before moving in

When you move in, you should:

1. Set up accounts with utility companies for gas, water, electricity, telephone and broadband.
2. Register with the local Council (Westminster City Council or Royal Borough of Kensington & Chelsea) for council tax, and parking permits if required.
3. Apply for a TV licence.
4. Register your vehicle for the Congestion Charge if required.
5. Take out contents insurance.

Disclaimer

This guide applies to long-leasehold properties that are directly managed by Grosvenor. Separate conditions apply to properties managed by third parties or freehold properties.

For independent advice and information on residential leasehold property, visit: www.lease-advice.org.

This guide is provided for information only and may be updated over time to reflect the environment in which we operate. It is not intended to change or otherwise supersede the terms of those legally binding documents that are in place between Grosvenor and you, as leaseholder. In case of doubt, please refer to the terms of your lease.

A

Accidents

See under "Emergencies".

Alterations

Any alterations you wish to carry out to your property require our prior approval. Please contact your Building Surveyor for information on the process and visit www.grosvenorlondon.com for policies.

B

Balconies and Roof terraces

If you have access to a balcony or terrace, certain restrictions are prescribed in your lease. The balconies on our properties may not be designed to take significant weight. Small flower pots are fine, but large pots and planters (eg weighing more than 10kg) are not. In some cases, access to balconies should be for maintenance purposes only. If you have any questions about your balcony, please contact your Management Surveyor.

If your property has a roof terrace attached to it, there may be restrictions on its use. Please consult your lease or contact your Management Surveyor.

Broadband

If you want a broadband connection, it is your responsibility to open an account with a provider – ideally one who already supplies a service to your building. We advise you to check with your Management Surveyor before you open an account.

Burglar / Intruder alarms

In properties where we have installed an intruder alarm in the common parts, we will be responsible for maintaining it. Please note that you may be liable for any costs relating to false alarms and misuse. It is your responsibility to install burglar / intruder alarms in your unit should you so wish although it should not be fitted externally or in common parts.

C

Cleaning

We employ professional cleaners to look after the communal areas of your building (the Common Parts) on a regular basis.

Common parts

The communal areas of your building – eg the hallway, staircase and landings – must be kept clear of obstructions at all times. We cannot permit the storage of bicycles, pushchairs or other items in the common parts because they can restrict evacuation of the building in the event of an emergency. We reserve the right to remove any items that are left in these areas.

Complaints and Compliments

We hope you will always be satisfied with the service you receive from us. If it is not satisfactory, or if we have exceeded your expectations, either way we welcome your comments. However, if a problem has arisen that we are unable to resolve to your satisfaction, you may raise it through our formal Complaints Procedure.

(visit www.grosvenorlondon.com/complaints)

Congestion charge

Our Mayfair properties are in the London Congestion Charging Zone (as defined in 2014) and Belgravia properties are just outside it. If you are likely to be driving in the Charging Zone, please visit www.tfl.gov.uk to register, and if relevant, apply for a residents' discount.

Council tax

As a resident you will be liable for local council tax, either with Westminster City Council or, in some cases in Belgravia, the Royal Borough of Kensington and Chelsea. Please visit their websites for details:

www.westminster.gov.uk/services/councilgovernmentanddemocracy/councils/counciltaxandfinance

www.rbkc.gov.uk/councilanddemocracy/counciltax.aspx

D

Decoration

Grosvenor paints and maintains the external building and common parts. External painting is usually completed during the summer months. Please contact your Building Surveyor with any queries about external decorations.

Deposit

If you have paid a deposit, we will return it to you at the end of your tenancy subject to deductions for outstanding costs or charges.

Dogs

See under “Pets”.

Drains

The Customer Centre will be able to assist if the building has a blocked drain or gutter in the common parts.

E

Electrical

Your personal electrical equipment is your responsibility. Please avoid overloading the circuits with inappropriate extensions or multi-socket devices. In the event of power failure, please check your fuse board and reset any switches that are in the off position. If this does not restore the power supply please unplug any electrical items and try the fuse board again.

Emergencies

You can call the emergency services from any phone on 999. Please also report any incidents regarding health, safety and security to our Customer Centre: we need to be aware of any potential risks to the safety and security of the building and all its occupants. For property emergencies – eg a burst water pipe – please call our Customer Centre.

For Gas Emergencies out of hours call National Grid on 0800 111 999
www.nationalgrid.com/uk/Gas/Safety/Gas+Emergency

Empty property

Please check your lease for the procedure on notifying Grosvenor if your property is going to be empty. Before going away, please check that any alarms are switched on, that gas and where possible electrical appliances are switched off and all doors and windows are securely locked.

F

Fire alarms / Carbon monoxide alarms / Equipment / Escapes

We will test smoke detectors and Carbon Monoxide (CO2) detectors in the common parts. We do not provide fire extinguishers or fire blankets, except in working areas of common parts, such as plant and lift motor rooms, where people at work will have received relevant training to use this equipment.

All our properties are regularly risk assessed for fire and other health and safety matters.

Please read the instructions for your building and make sure you know what to do in the event of a fire. Exit routes, evacuation and assembly points are described on the Fire Action Notice in the common areas in your building (if applicable).

G

Gardens

You may be able to apply for access to one of our gardens. If you are entitled to access, a garden charge may apply. Please visit www.grosvenorlondon.com/gardens for more information or call Grosvenor Landscape Management on 020 7730 7788.

Tennis courts are available in Eaton Square gardens and Belgrave Square garden, for our Eaton Square and Belgravia residents (subject to any waiting lists and an annual subscription charge). Please contact Grosvenor Landscape Management on 020 7730 7788 for further details.

Gas safety

Under current gas safety regulations, if you are subletting your property you are obliged to:

- › Maintain gas installations and all gas appliances, fixtures and fittings
- › Test Carbon Monoxide Alarms where you have provided them
- › Have the installation and gas appliances inspected annually by a Registered Gas Safe Engineer
- › Keep a proper record of all inspections
- › Give your tenant a copy of the inspection record

You should inform your tenant of the location of the emergency gas shut off valve for your property.

If you want to install any gas appliances/fittings you will need our prior agreement and will need to use a Registered Gas Safe Engineer – visit <http://www.gassaferegister.co.uk>

Gutters

We have a gutter maintenance programme to clean these on a regular basis but please call the Customer Centre if there is a problem which needs attention.

I

Insurance

Grosvenor is responsible for insuring the building and any contents that we provide: this is handled by Realty Insurance Ltd. Please check you are satisfied with the sum insured as any shortfall in respect of specialist finishes and fixtures will be your responsibility. You are responsible for insuring your own contents. We strongly recommend you take out cover to insure your personal contents and protect against damage.

Internet

Please see under "Broadband".

L

Landlord access

We may need access to your property from time to time to inspect the property and equipment, for repairs and maintenance or to deal with emergencies. We will always try to visit at a time that suits you, giving sufficient notice.

Leaks

Please report any leaks immediately to our Customer Centre even if they do not directly affect your own property.

Leases

If you would like to extend your lease, please contact your Management Surveyor.

Lifts

If your building has a communal lift we will be responsible for regular maintenance: please alert us via the Customer Centre if there are any problems with it. Please also contact us before using the lift for transporting building materials or furniture so that we can fit protection if required: any damage will be charged for.

M

Mail

Please help in keeping common parts clear of unsolicited mail. When you leave the property, it is important that you arrange for your mail to be re-directed. Grosvenor is unable to forward mail.

Maintenance

Please see under "Repairs & Maintenance".

Meters and Shut off valves (water, gas, electricity)

Please ensure you know where the meters and emergency shut off valves are.

Moving out

Please inform your Management Surveyor if you are leaving. Your responsibilities upon moving out include:

- › Terminating your contracts with utility companies
- › Returning garden keys and cancelling your garden subscription
- › Paying all outstanding bills and charges

N

Neighbours

Please respect your neighbours' right to privacy and avoid causing any disruption or inconvenience to them.

We want everyone to enjoy their home and its surroundings and we will not tolerate any form of anti-social behaviour on our estate. Anti-social behaviour includes, but is not limited to, noise nuisance, harassment, vandalism, litter, rubbish and fly tipping. As your landlord we will do what is within our control to help if you are subject to anti-social behaviour, but you should note that many issues will be the responsibility of the local council and/or the police. Please contact your Management Surveyor to report any instance of anti-social behaviour affecting your home on our estate.

Noise

If you are affected by excessive noise from neighbours or local building works, please contact the local council:

www.westminster.gov.uk/services/environment/pollution/noisepollution/ or call 020 7641 2000

www.rbkc.gov.uk/environmentandtransport/environmentalhealth/noiseandnuisance.aspx or call 020 7361 3002

Notices

We will try to provide as much information as possible about local building works in our control. We suggest you also look out for planning notices from the local council to be aware of works due in your neighbourhood.

P

Parking

Parking permits are available from Westminster City Council and Royal Borough of Kensington & Chelsea for permanent residents. If you have a mews property, you will also need a Grosvenor permit for mews parking. We have a selection of parking places for rental on the estate. Please contact your Management Surveyor for further information.

Pest control

Grosvenor is responsible for addressing any pest infestations in the common parts. Please contact your Management Surveyor for further details.

Pets

Pets are allowed in some of our properties, subject to our prior consent. Please contact your Management Surveyor or check your lease. If you are a Belgravia resident and would like access to Belgrave Square Garden to walk your dog, you will need to apply for a dog licence and become a member of the gardens. Please call the Grosvenor Landscape Management team on 0207 730 7788 or email glm.office@grosvenor.com for further information.

Power failure

Please see under "Electrical".

R

Rent

Rent (including insurance, service charge and mews / garden charges) is payable by direct debit, or as specified in your lease.

Repairs and maintenance

In summary, as your landlord, we are responsible for carrying out works to:

- › The structure and exterior of the building
- › Common areas in multi-flat buildings
- › Communal boiler, if one exists

You are responsible for keeping the property in good repair as per the terms of your lease.

Rubbish and recycling

Please see under "Waste".

S

Service charge

Your service charge will be outlined in your lease. The service charge is the fund used to pay for the repair and maintenance of those items Grosvenor are responsible for on directly managed buildings as laid out in the repairs and maintenance section. Please contact your management surveyor should you have any queries. For general information on long leasehold service charges, please visit: www.leaseadvice.org

Smoking

Smoking is not permitted in any common parts of our properties.

Subletting

If you wish to sublet your property, you need our permission. Please contact your Management Surveyor for landlord consent.

T

Telephone

You are responsible for opening an account with a telephone provider and setting up a landline or transferring the number.

Television

You are responsible for getting a television licence visit: www.tvlicensing.co.uk. If you wish to install a satellite dish, please contact your Management Surveyor for approval.

Tennis

Please see under 'Gardens'.

U

Utilities

Please see under 'Meters'.

W

Waste

Your local council (WCC or RBK&C) is responsible for rubbish collection. Please ensure you use the bins provided and recycle as much as possible. Please contact your Management Surveyor for the recycling policy in your building. Please check your council's website for collection dates and times:

www.westminster.gov.uk/services/environment/rubbishwasteandrecycling/

www.rbkc.gov.uk/environmentandtransport/domesticrecyclingandrubbish.aspx

Window boxes / Planters

Not all our properties are suitable for window boxes and or planters, and you will need our consent to install one. Please also contact your Management Surveyor for further information. (Please see under 'Balconies').



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