



SERVICE GUIDE

A guide to living on The Portman Estate



Introduction

Welcome to The Portman Estate. This guide is for our residential customers and lets you know what to expect from us for the duration of your stay on the Estate. It is a general guide and is designed to be read in conjunction with your tenancy agreement or lease. We hope that you will find it helpful but please contact us if you are unsure about any aspect.

The Portman Estate has been in the continuous ownership of the Portman family since 1532 and now covers about 110 acres of Marylebone, running north from Oxford Street and east from Edgware Road.

The Estate includes many buildings and places of architectural and historical interest but it also provides a cosmopolitan and vibrant blend of shops, restaurants, wine bars, hotels and garden squares, offering much in the way of leisure opportunities for visitors, residents and the working community in the heart of the West End.

The overriding aim of everyone at The Portman Estate is to make it the destination of choice for residents, businesses and visitors, where our buildings match market demand, our environment is attractive, varied and vibrant and the level of service that we offer our customers is second to none.



Location and contact information

The Portman Estate office is at 4th Floor, One Great Cumberland Place, London W1H 7AL, a few minutes walk from Marble Arch underground station.

Our website, which includes comprehensive information about our guidelines and procedures, is **www.portmanestate.co.uk**.

The contact phone number for general enquires about The Portman Estate is **020 7563 1400**.

Requests and Enquiries

For more specific enquiries please direct your query to the appropriate team as detailed below;

Service Desk 020 7563 1750, E-mail: service.desk@portmanestate.co.uk (08.30–17.30)
Monday to Friday excluding Bank Holidays.

Out of Hours Emergency Line 0207 5631750
17.30 – 08.30 Monday to Friday and 24 hours at weekends and Bank Holidays. Tenancy queries should be directed to the Residential Team on **020 7563 1400**.

A TO Z Guide - A

Access to your property

We will need to make occasional inspections to check the condition of your property during the course of your tenancy. We will always respect your right to occupy the property without unreasonable interference and will give notice of our intention to inspect. Normally we will give you at least 24 hours' notice and can attend at a time that suits you, within reason, during working hours.

We also have a number of statutory obligations to fulfil and will ask for access so that we can satisfy these obligations. We ask for your co-operation in this respect. Please see the section on health and safety for more details.

In the event of an emergency, such as when a problem in your property threatens to cause damage to another part of the building (for example overflowing water) we will try to contact you. If we are unable to do so, we will exercise our right to enter your property to deal with the emergency.

We will have to enter your property from time to time to address these obligations or deal with emergencies and we reserve the right to gain access without notice if it has not been possible to reach prior agreement with you about access arrangements.

Accident/incident reporting

Any accident occurring in the common areas of your building should be reported to the Service Desk. Please help us by ensuring that we are told about all accidents or near misses, no matter how trivial they might appear to be.

Alterations

All properties are taken as seen when your tenancy is agreed. We will consider written applications for changes or improvements, but we reserve the right to decline applications or to seek a full or part contribution towards the cost.

The cost of repairs due to incorrect operation or poor maintenance will be recoverable from you. Repair costs arising from fair wear and tear or because the appliance is not fit for the use for which it was intended will be our responsibility.



A TO Z Guide - A



Asbestos

Asbestos can be found in any house or building built before 2000 as it was widely used in a variety of building materials. The Portman Estate is steeped in history and in the most part our properties are from the Georgian era, originally built in the 18th century and subsequently refurbished to modern standards over the years.

Managing historic property comes with great responsibility and part of that responsibility is to ensure where possible asbestos is removed but where it is not possible to remove it, make sure it remains in a safe condition for anyone living, working or visiting the premises.

If asbestos materials are in good condition and in a place where they are unlikely to be disturbed, they should not cause any harm. It is only when the materials are damaged or disturbed that fibres are released and asbestos can become a danger.

The Portman Estate has a robust health and safety management system in place and has carried out an Asbestos Survey to your property. If asbestos has been identified it is being managed in line with The Control of Asbestos Regulations 2012. There is no risk to you, but it is important that before hanging anything on the walls or ceilings you get in touch with The Estate so we can confirm you will not disturb asbestos in the process. Please contact our Service Desk if you have any queries on 02075631750.



Cable / satellite services

Cable or satellite infrastructure may be installed but subscription to these services will be at your expense. Satellite dishes, aerials and cables may not be installed without our formal written consent. All works carried out in the common/roof areas are to be completed by our approved contractors.

CCTV

There is no CCTV installed on the Estate.

Cleaning

We employ teams of cleaners to look after the common areas of your building on a regular basis. Any queries about this service should please be directed to our Service Desk.

Common parts

Please keep the common parts of your building clear of obstructions at all times. We appreciate that space for certain items can sometimes be limited within flats but we are unable to allow bicycles, pushchairs, toys or other items to be left in the common areas. They represent a restriction on the ability to evacuate the building in the event of an emergency, so are a breach of health and safety regulations. We must therefore reserve the right to remove any items that are left in these areas.

Staircase Bannisters and Handrails

The Estate properties are often historical buildings with listed features that cannot be altered. Handrails and balustrades may not conform to current building regulation standards, for example low handrails heights or gaps between the balustrades of over 100 mm. Please take care when using the staircases and ensure children are always accompanied by an adult.

Complaint's procedure

We are committed to delivering very high levels of service to the Estate's customers, either directly or via our agents and advisers. However, with the best will in the world, things will go wrong from time to time and when that happens, we will do our utmost to put things right as quickly as possible. We expect that most problems that arise can be resolved between the individuals concerned but if you feel that this has not happened satisfactorily and you wish to make a formal complaint, then you should please address this to Tom Knight in writing and he will investigate.

He will acknowledge receipt of your complaint as soon as it reaches him and will let you have a full response within the next 10 days. Your complaint will be considered fairly and objectively.

Please use the below contact information to submit your complaint:

Tom Knight

Portfolio Director

4th Floor

One Great Cumberland Place

London

W1H 7AL

Tom.knight@portmanestate.co.uk

A TO Z Guide – C



Contacts

UK Power Networks (Electrical Outages)

0800 029 4285

www.ukpowernetworks.co.uk

Emergency Services 999 or 112

National Grid (Gas Leaks)

0800 111 999

www.nationalgrid.com

Rent Deposits Information for deposits

0844 980 0290

www.mydeposits.co.uk

Shelter Information for Assured Shorthold

0808 800 4444

www.shelter.org.uk

Tenants Thames Water

0845 9200 800

www.thameswater.co.uk

Transport for London Congestion Charge

0845 900 1234

www.tfl.gov.uk

Westminster City Council

Main switchboard

0207 641 6000

Environmental Action Line

0207 641 2000

www.westminster.gov.uk



A TO Z Guide – C



Council tax

As a new resident, you will need to notify Westminster City Council of the start-ing date of your tenancy for Council Tax and Electoral Roll purposes. Please check their website for details.

Covid 19

The wellbeing of our community is extremely important to us, The Portman Estate will continue to monitor advice from the Government and adapt accordingly.

A TO Z Guide – E

Our statutory obligations for which access to your property may sometimes be needed are:-

Water hygiene

A water hygiene risk assessment covering all parts of the building is usually undertaken every two years or after material changes. For properties with water tanks, bacteriological sampling is usually required every six months. In some cases, water tanks are accessible only through flats. If this applies to your flat,

we will arrange a convenient date with you for undertaking these checks. The results of the sampling programme may lead to the need for further treatments, in which case further access will be needed.

Electrical fixed wiring testing

The regularity of these tests depends on the age and condition of the building's wiring and the recommendations of our professional advisors but we would generally expect to commission these tests on common parts and individual flats and houses at three to five yearly intervals.



A TO Z Guide – F

Empty premises

If you plan to leave your property empty for longer than 21 days, please let us know. If we need to gain emergency access while you are away, we will try to contact you beforehand. You can minimise problems that might occur during a long absence by performing the following simple checks before you depart:-

- Your intruder alarm (if you have on) is on.
- You have not left anything on the stove and all the gas appliances are turned off.
- You have checked your smoke alarms.
- Your doors and windows are securely locked, and internal doors are closed.
- You have switched off as many electrical appliances as you can.
- Your heating timer set to ensure that pipes do not freeze.

Ending your tenancy

Please refer to your tenancy agreement for specific details.

Fire alarm testing and servicing

If your building has a fire alarm system in the common parts, we will provide the appropriate

fire alarm testing and servicing regime in accordance with health and safety regulations. We will test all smoke and heat detection devices annually. We will replace the batteries in smoke and carbon monoxide detectors in your property before you move in. During your tenancy, you are responsible for testing the detectors regularly and replacing the batteries when required.

Fire blanket

We have provided fire blankets in the kitchen of your property. Please familiarise yourself with the instructions for use.



A TO Z Guide – F

Fire escapes

The main staircases in the common parts are the primary fire escape route, unless otherwise shown by the emergency signage/plan for the building. The emergency fire escape staircases and lobby areas should always be clear of obstructions. Please report any obstructions to the Service Desk.

Fire evacuation strategy

When you move into your property, please take the time to familiarise yourself with the exit routes and fire evacuation points described on the Fire Action Notice in the common areas of your building (if applicable). This information will usually be found either by the front door

or by the fire alarm panel. A Home Fire Safety Guide is included in your welcome pack which provides useful information about preventing a fire, what to do in the event of a fire and escaping from a fire. If you need a further copy, please contact the Service Desk.

Fire fighting equipment

Some properties have fire extinguishers provided in the common areas of your property which are for tackling small fires. You should tackle a fire only if you have received adequate training in the use of the equipment.

No risks should be taken, and in case of doubt do not attempt to use the equipment but rather raise the alarm and evacuate the building.



A TO Z Guide – F

Fire safety advice for e-scooters, e-bikes, chargers and batteries

E-scooters and e-bikes

The London Fire Brigade (LFB) attended over 116 fires involving e-Scooters and e-Bikes in 2022.

Charging your e-bike or e-scooter

Most fires related to e-bikes and e-scooter have happened in homes. These fires are often caused when charging batteries.

Please pay special attention to bike conversion kits. Do not attempt to modify or

tamper with the battery. Always follow the manufacturer's instructions.

Reduce the risk of overheating

Batteries can get warm during their use. Allow them to cool down before attempting to re-charge.

Batteries should always be charged on hard flat surfaces where heat can dissipate.

Batteries can also pose a risk if they have been damaged, so try to ensure they are not getting knocked around while in use or while being carried.

Batteries should also never be exposed to extremes of temperature.



A TO Z Guide – F

Follow the instructions

Always follow manufacturers' instructions when charging.

Never leave it charging unattended or charge it while you are asleep.

You should always make sure you unplug your charger once it is finished charging.

Always use the correct charger for your batteries and buy any replacements from a reputable seller.

Where to charge your batteries

Never block your escape route with e-bikes or e-scooters.

Store and charge them somewhere away from a main through route or exit.

Make sure you and your family have an escape plan in place in the event of a fire. Always call 999, never try to fight the fire yourself.

Chargers and batteries

Here is how to buy and use items with lithium batteries safely.

Fire risks of batteries and chargers explained

How safe is your bedside table? Do you pop your phone on to charge before bed? Maybe you love to watch TV on your laptop or tablet in bed – plugged in to keep the screen bright, of course? Let us take a closer look at how many of us use every day electrical items – and the fire risks many of us leave ourselves open to without realising it.



A TO Z Guide – F

What is a lithium battery and are they dangerous?

Lithium batteries are the lightweight, rechargeable batteries that power our phones, laptops, and cameras. They are found in many electrical devices from mobility scooters to e-cigarettes and are used safely by millions of people every day. However, there are some things you need to know when it comes to fire safety, chargers, and batteries.

When used properly batteries are not dangerous. But they can present a fire risk when over-charged, short-circuited, submerged in water or if they are damaged. It is important to charge them safely too.

Firefighter safety tips for charging your devices

Always use the charger that came with your phone, tablet, e-cigarette, or mobile device.

If you need to buy a replacement, always choose a branded, genuine product from a supplier you can trust. There are lots of fakes out there, and it can be difficult to spot the difference.

Avoid storing, using, or charging batteries at very high or low temperatures.

Protect batteries against being damaged – that is crushed, punctured, or immersed in water.

Do not leave items continuously on charge after the charge cycle is complete – it is best not to leave your phone plugged in overnight for example.

Never cover chargers or charging devices – that includes using your laptop power lead in bed. When you travel, avoid keeping all your items containing lithium-ion batteries together, especially on a plane. Check with your flight carrier for additional information or advice.

Do not overload your sockets – see further info below.

Counterfeit electrical chargers can be deadly – many fail to meet UK safety regulations leading to fires and injury. What may seem like a bargain at the market is not worth the risk when you consider that it could cost a family member's life.



A TO Z Guide – F

Are you overloading your electrical sockets?

Some appliances use more power than others, so be mindful of not overloading your extension leads. Power-hungry appliances such as kettles, toasters and microwaves should not be on the same extension.

Always use a fused 'inline' type – not the plug-in cube type – but be careful not to overload it. This is all too easy if you add extra adaptors/extensions, or appliances that use lots of power like kettles, tumble dryers or heaters.

It is also important to fully unwind drum extensions leads. If you leave them coiled, they can overheat and cause a fire.

Replace old or worn items

Do not be tempted to try a DIY fix such as electrical tape – always replace faulty leads and extensions. Is it worth risking your loved ones and your home for the sake of a few pounds?

Furniture

We cannot accept responsibility for your furniture removals or repositioning. Please check that your property can accommodate your furniture before committing to your tenancy.

Guests

If you have guests staying in your flat with you, or while you are away, please let us know in advance in case they need to contact the Service Desk. We are not able to action calls from anyone unless they are the tenant or a permitted occupier named on the lease.

Health and safety

We have a comprehensive Health and Safety and Environmental Policy, copies are available on request or on our website: www.portmanestate.co.uk.



Gas safety inspections and boiler servicing

Under the current gas safety regulations, our obligations are to:-

- Maintain all gas appliances in let properties.
- Ensure that all gas appliances are inspected annually by an approved inspector.
- Keep a proper record of all inspections of gas appliances.
- Provide the inspection record to the tenants.
- We will usually start the process for annual boiler inspections two months before the expiry of the existing certificates.

Smoke detection checks and fire safety equipment tests

The regularity of these will depend on our fire risk assessments for individual properties.

Insurance

We insure the structure of your building, including the walls, roof and fixed items e.g. floor coverings, window dressings and kitchen appliances. We also insure the common parts and any plant and machinery which serve all occupiers of the building. You are responsible for insuring the contents of your property.

Intercom and access control systems

Some buildings have access or intercom systems at the front door. These are maintained by us and if you encounter problems with them, please notify our Service Desk.

Intruder alarms

We do not fit install intruder alarms in our properties, you may with our consent have an alarm installed at your own cost. The alarms will need to be linked to remote response facilities. You can arrange a monitoring service directly with the alarm company. You will need to provide the alarm code or fob to the service desk. The alarm and any associated equipment will need to be removed at the end your tenancy and installation sites made good.



Gas Leak Emergency Procedure

Call the National Gas Emergency Service number on **0800 111 999** if you suspect a gas leak. The number operates 24/7 and is free to call. The helpline will advise you what steps to take next.

They will also send out an emergency gas engineer from your local distribution network who will ensure steps are taken to make the situation safe.

The engineer will require entry to the property in order to make it safe for you. All of engineers carry ID on them.

A follow up call should also be made to The Portman Estate service desk to advise of the suspected gas leak.

Lifts

Your building has a lift, please help us to keep it well presented and in good condition for all residents and their visitors. Use of the lift by tradespeople and for transporting furniture is not permitted.

All our lifts are regularly maintained but any concerns should be reported to the Service Desk.

If the lift fails to work, please follow the instructions given inside the lift car as these will vary from building to building. Emergency call buttons are linked to the lift maintenance contractor's central monitoring station that will be able to deal with the problem. If necessary, the monitoring service will arrange an emergency response attendance, supported as necessary by the Fire Brigade. Our Service Desk will also be notified.

Should you find yourself stuck in the lift, please do not attempt to force open the doors as this may exacerbate the problem.

Light bulbs and light fittings

You are responsible for replacing the light bulbs within your property, including those in appliances. We are responsible for the common parts. Should you be unable to replace bulbs, we can arrange for one of our suppliers to do

this work for you, but at your cost. We offer a complimentary light bulb changing service with limited time slots on a Monday. This is on a first come first served basis, should you choose to use this service our contractors will be given keys to access your property.

Locks and keys

If you lock yourself out of the property during office hours, you can come to our office and we will lend you a spare system key. For out of hours lock outs, we offer a complimentary key holding service. Our service desk will arrange for an operative to attend with keys to let you into your property. We reserve the right to charge for excessive use of this service. If your keys are lost or stolen, you will be liable for the cost of replacing the lock and issuing new sets of keys. We use security coded locks on The Portman Estate so any damaged locks must be replaced like for like. When you vacate your property at the end of the tenancy, we will expect to find the same lock installed as at the start of your tenancy and all sets of keys issued must be returned.

Mail

The cleaners will sort and clear mail as much as possible but we would appreciate everyone's help in keeping the common parts clear of mail and recycling junk mail.

A TO Z Guide – M

Moving in

As soon as you have found your new home and we have agreed the terms of your tenancy, we will arrange a moving in date with you. The moving in process will include:-

- An introduction to your main contact at The Portman Estate and our Service Desk.
- An overview of the home and its services, including an explanation of the equipment provided.



Handover of key – You will be given three sets of keys for your property. We can provide additional sets if these are needed but there is a charge. These are security coded keys so additional sets can only be supplied by us. We will also keep a set of keys. When you move in, we will ask you to agree the basis upon which we can, if need be, gain access to your flat if it becomes necessary to do so (generally for emergency repairs).



Meter readings/utilities – we will provide the current readings for your electricity, gas and water (where applicable) meter with your inventory check-in report. Please remember that it is your responsibility to let the suppliers of these services know when your occupation of the flat begins.



Inventory – on the day of your check-in an inventory will be completed by an independent inventory clerk and a copy of this will be sent to you by the letting agent. When you receive it, please check it carefully and let the inventory clerk know within seven days if you disagree with anything in the report. After seven days the inventory will be taken as a true record of the condition of your flat on the date when you moved in. We will pay for the inventory when you check-in.

A TO Z Guide - M



Customer check list and financial information

At the start of your tenancy agreement you will need to:-

- | | |
|--|--|
| ☐ Attend the inventory check-in and give your comments on the inventory report within seven days. | ☐ Register your vehicle for the congestion charge, if appropriate. |
| ☐ Sign up with utility companies for gas, electricity, water and telephone accounts. | ☐ Apply for a parking ticket from Westminster City Council, if required. |
| ☐ Register with Westminster City Council's Tax department. | ☐ Apply for a television licence. |
| ☐ Take out contents insurance. | Please note we will not release the keys to your property until we have the signed tenancy agreement. |



Moving out

When you have given notice or have received notice from us to end your tenancy, we will get in touch to arrange:-

- Access prior to your move date to make landlord's inspection.
- Access to undertake an Energy Performance Certificate examination.
- A check-out appointment for the return of keys and inventory check.

Prior to your final check-out, your responsibilities include:-

- Ensuring that your flat is left in the same condition as it was when you moved in.
- Having the property cleaned to a professional standard.
- Advising us of any breakages or ongoing problems.
- Letting agents working on our behalf will also require access for valuations and viewings.

A TO Z Guide – M

The following points should also be addressed before you leave:-



We will need your forwarding address and confirmation of your bank details so that we can return your deposit. Please let us have postal and email addresses for this purpose.



Inventory – our inventory clerk will check the flat to record any changes in its condition and to note meter readings. The inventory report will be sent to you and you will have seven days in which to challenge its conclusions. Any challenges will be considered fairly and impartially. You will be responsible for the cost of making good any damage to the property, identified in the report or what might become apparent subsequently.



Return of keys – all sets of keys identified in the inventory must be returned at the end of the tenancy. Missing keys will necessitate a lock change and you will be liable for the cost.



Meter readings – you are responsible for terminating contracts with the utility companies. The inventory clerk can help you to take meter readings.

You should then pass these on to the utilities suppliers as quickly as possible and provide them with a forwarding address. Utilities costs remain your responsibility until you close your account with the suppliers. We will require details of the suppliers you have been using. You will be charged an administration fee if you fail to do this.



Condition of the property/fittings – the inventory clerk will assess the cleanliness of your property and the condition of carpets, decoration, and landlords fitting. If cleanliness is not of an acceptance standards or damage has occurred outside of normal wear and tear, sums will be withheld from your deposit.



Mail – Please arrange for a mail forwarding service with the Post Office. We cannot take responsibility for your mail after your departure date.



Belongings – please ensure that you have removed all of your belongings from the flat. Any items left in the flat after check-out will be removed, at your cost, and either destroyed or donated to charity.

A TO Z Guide - N

Notices

Please do not place any sign, poster or notice anywhere in the common parts of your building without our prior consent.

Parking

Most properties on The Portman Estate do not have private parking so you will need to arrange parking permits directly with Westminster City Council. You will find the relevant application form in your check-in pack. We cannot accept any responsibility for the security or safety of your vehicle.

Pets

As a general rule, we do not allow pets in our properties.

Private gardens

Portman Square Garden, Montagu Square Garden, Bryanston Square Garden and Manchester Square Garden are located on our Estate. As a tenant on the Estate you may be permitted to use one of these gardens. Registration, conditions and fees apply. Please contact our Service Desk for further information.

Power failure

In the event of power failure you should firstly check your fuse board to see if any of the

switches are in the off position. If they are, then try resetting them to the on position. Should this fail then please unplug any electrical items that might be causing the fault and try to reset the fuse board switches again. If the problem persists and you are satisfied that all electrical items have been unplugged, then please contact our Service Desk. Please note that your personal electrical equipment is your responsibility so we must reserve the right to charge you the cost of restoring power to your flat if the fault is found to be with an item of your personal property. Please do not overload the electrical circuits by using inappropriate multi-socket electrical devices or extension cables when connecting to the mains.



Problems and faults

If a problem arises with your accommodation please refer initially to our Summary of Service Levels Table to establish who is responsible for sorting out the problem. If in doubt, please contact our Service Desk. The Service Desk will assess the problem and refer it to the appropriate person in the Estate office or directly to a contractor if necessary. If we arrange repairs that are your responsibility under the terms of your agreement, the cost will be recoverable from you, you will have the option of making your own arrangements for the repair should you prefer to do so. Please tell us about faults or the need for repairs as soon as you become aware of them, so that we can respond quickly and efficiently.

Recycling

Mixed paper and card-Mixed glass-Plastic bottles-Food tins and drink cans

Bottles, glass, and tins should be cleaned before being left for recycling. Westminster's blue bag service has weekly collections. The bag should be left at street level and easily visible to the collection crew. If you need more information about this service or need more blue bags, please call Westminster's Environmental Action Line on 020 7641 2000.

They can also tell you about how to recycle other items, including cartons, textiles and clothing, batteries, and garden waste.

Refuse collection

Refuse is collected by Westminster City Council. To find the collection times for your street, please go to www.westminster.gov.uk/env/streetsearch and enter your address. The Council provides refuse bags and adhesive strips for larger items. The Council asks everyone to help to keep their streets clean and tidy by putting out rubbish for collection no more than 30 minutes before the scheduled collection time.

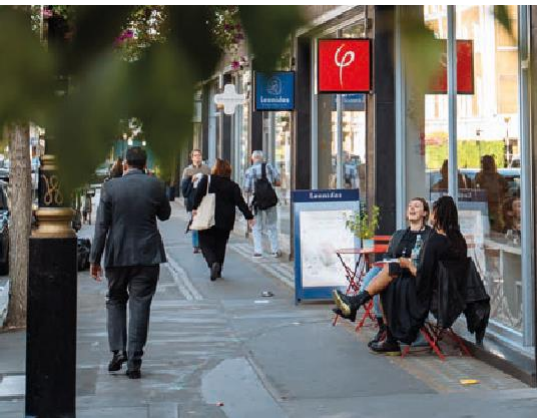
If you need more information or would like to make a comment about waste collection services, please contact Westminster City Council on their 24 hour environment action line 020 7641 2000 or via their website. You can also write to the Council at Street Environment Service, Westminster City Council, 64 Victoria Street, London SW1E 6QP.

A TO Z Guide – R

Rent Deposit

At the end of your tenancy, when you have handed back your flat in a satisfactory condition, we will return your deposit, provided that your rent is paid and up to date. Your deposit should be returned by the deadline specified in the tenancy agreement and in accordance with the requirements of the Tenancy Deposit Scheme. We are entitled to withhold all or part of your deposit if:-

- You have not cleaned the property.
- You have not rectified any damage and we are waiting for estimates for there medial work to be done.
- You have left unpaid bills which may cause problems for us and for the next tenants.



To ensure that you get your deposit back you should ensure that:

- The property is left the same condition as described in the inventory
- You have thoroughly cleaned the property before you leave.
- Any damage has been repaired to a professional standard.
- You have not made any major changes to the property that need to be put right.
- All personal belongings have been removed (as you will not be allowed back into the property once you have vacated).
- All bills have been paid and meter readings have been provided to both the utility companies and The Portman Estate.
- During your tenancy, your deposit is held by us in a separate account on your behalf.

For all new Assured Shorthold Tenancies entered into since 6 April 2007, we have a statutory obligation to protect your deposit and this is done through an insurance backed scheme. If you find yourself in dispute with us about any aspect of your deposit, including deductions from it at the end of your tenancy, you can apply to the Alternative Dispute Resolution Service who will adjudicate regarding the disputed amount.

Rent increases

We will review your rent at the end of your fixed term tenancy so that the new rent, based on market levels, becomes payable if you renew your tenancy.

Rent payment

Your payments will be made by standing order. Once the standing order mandate has been completed and signed, it will be sent to your bank and your payments will be collected on the sixth day of each month. We do not accept cash.

Repair and maintenance responsibilities

The Summary of Service Levels table explains who is responsible for what and our target response times for different areas of activity. The repairing obligations for both landlord

and tenant should be specified in the tenancy agreement. More generally, they are covered by Section 11 of the Landlord & Tenant Act 1985 which

makes the landlord responsible for:-

- Ensuring that the property is fit for habitation at the beginning of the tenancy. Repairing the structure and exterior of the building.
- Repairing and keeping in working order the water, electricity and gas supplies (if fitted) and the sanitation (drains, basins, sinks, baths and WCs).
- Disruption to utility supplies caused by utility company works is outside the landlord's remit.
- Repairing and maintaining the boiler, water heating equipment and domestic appliances provided by the landlord. Maintaining the common areas in multi-occupancy buildings.

As tenant, you will normally be responsible for:-

- Using the premises responsibly, doing such small jobs as unblocking drains, replacing light bulbs, controlling vermin, repairing broken windows etc.-Repairing any damage which you have caused.
- Keeping the premises clean – When undertaking your own repairing responsibilities, please ensure that only appropriately qualified contractors are used. If you would like us to arrange a maintenance visit for minor repairs that are your responsibility, we will do so but at your cost.
- Roof terraces and balconies – Some of the buildings on The Portman Estate have small ironwork balconies. If you have one of these outside your property, please note that they are not load bearing, will not withstand weight and must not be used for any purpose, including the drying of clothes. If you have a roof terrace or balcony, we do not allow the installation of any permanent or semi-permanent features (such as heavy planters, water features, BBQ's or sculptures) without our formal consent, the permitted use of your roof terrace, if you have one, should be covered in your tenancy agreement otherwise access to roofs or terraces is not permitted.

Sharing your flat

All requests for sharing or taking in a lodger should be made to us, in writing. If we give consent, it may be necessary to grant a new tenancy agreement, to replace the existing one.

Smoking

Smoking is not permitted in the premises or common areas of any property on The Portman Estate.

Telephone connection

We will provide the necessary cabling. You are responsible for setting up an agreement with a telephone service supplier.

Television licence

You are responsible for buying your own television licence.

Tenancy – joint

It is possible to change to a joint tenancy agreement with someone else, but this involves surrender of the existing tenancy and the grant of a new one in joint names. The joint applicant would be subject to a referencing and approval process.

Tenancy transfers

You should never transfer your tenancy to someone else without seeking professional advice. The tenancy may not be transferable and you could put your own security of tenure at risk.

Windows

If the glass in a window is broken, please have this replaced as a matter of urgency. We are responsible for cleaning the windows to your property.

The Portman Estate carries out quarterly window cleaning to the front facing windows via a reach and wash system.

We hope you enjoy your stay on The Portman Estate.

Please check our websites and register for email alerts to receive news, offers and details of forthcoming events.

www.portmanestate.co.uk
www.portmanmarylebone.com



Estate Responsibilities	Response time during working hours 08:30 to 18:00 Mon - Fri	Out of Hours Emergency Response Times	Customer Responsibilities
Annual gas safety checks and boiler servicing.	By specific arrangement.	N/A	Provide ready access.
Boiler repairs and maintenance – common parts and rental flats.	Same day response but see service levels below for more information.	Same day response on calls logged before midday Monday to Saturday. Calls placed on Saturday afternoon and Sunday will be prioritised on Monday morning.	The Customer should familiarise themselves with the operations manual provided before placing a Service Desk call.
Buildings insurance – claims.	By specific arrangement.	N/A	Contents insurance – claims.
Carpentry – maintenance issues due to wear and tear.	Within 7 days.	N/A	Carpentry – works caused by tenant damage or misuse.
Carpets – cleaning/repairs in common parts and in flats when due to wear and tear.	Within 7 days.	N/A	Cleaning in flats and replacement/repair at end of tenancy if damage caused by occupier.
Cleaning – common parts/flat prior to tenant check-in.	48 hours.	N/A	Professional clean at end of tenancy.
Drains – clearance.	Usually within 24 hours.	Prioritised for the following working day.	Drains clearance if blockage caused by tenant.

Estate Responsibilities	Response time during working hours 08:30 to 18:00 Mon - Fri	Out of Hours Emergency Response Times	Customer Responsibilities
Electrical failure/gas leaks.	Initially check with supplier. If supply not at fault – response will be within 4 hours.	Initially check with supplier. If supply not at fault – response will be within 4 hours.	The Customer is responsible for checking that supply failure is not with the utilities company prior to logging a Service Desk call. See contacts section.
External maintenance of building.	Planned schedule or by specific agreement.	N/A	None.
Fire Alarms & Life Safety Equipment	Within 4 hours	Within 4 hours	Replacement of fire alarm batteries in flat during tenancy.
Garden maintenance/common external areas.	Planned schedule or by specific agreement.	N/A	Garden maintenance/demised external areas – e.g. terrace, patio or roof terrace.
Telephone line infrastructure TV Aerials common to the property.	5 working days.	N/A	Cable or satellite installation by prior agreement with The Portman Estate only. Telephone/internet provider installation of additional sockets - with approval from The Portman Estate.
Utilities supply common parts.	By specific arrangements.	N/A	Utilities supplies for demise (gas, water, electric).

Estate Responsibilities	Response time during working hours 08:30 to 18:00 Mon - Fri	Out of Hours Emergency Response Times	Customer Responsibilities
Utilities infrastructure - pipe work meters etc (The landlord is not responsible for interruptions in supply from the utility company).	By specific arrangements	N/A	Installation/relocation of additional infrastructure within demise e.g. meters, additional stopcocks. Subject to landlord's consent.
Lifts	Entrapment within 1 hour. Callouts usually within 2 hours.	Within 4 hours	None.
Keys provision.	At check-in.	N/A	Replacement keys due to loss. Return all at end of tenancy.
Keys - replacement/additional key request.	Dependent on circumstances but usually between 24 - 48 hours.	Dependant on circumstances – emergency locksmith service/ key holder attendance within 1- 4 hours.	All costs arising from lost or stolen keys including lock replacements and re-issue of keys to other tenants.
Lock replacement at landlord's request.	Dependant on circumstances but usually between 24 - 48 hours.	Dependant on circumstances – emergency response within 1- 4 hours.	Lock replacement at customer's request.
Leaks	Same day response. where possible within 1- 4 hours depending on severity. Permanent resolution will be by specific arrangement.	Emergency response available depending on severity. Emergency response will be within 1-4 hours.	Customers are responsible for making sure heating is left on during absences in the winter to avoid burst pipes. Customers should report leaks/damp as soon as they become apparent to avoid severe damage.

Estate Responsibilities	Response time during working hours 08:30 to 18:00 Mon - Fri	Out of Hours Emergency Response Times	Customer Responsibilities
Light bulb and lighting repairs in common parts. Light bulb replacement in flats prior to check in. Repairs to lighting infrastructure.	On a planned schedule or within 7 days.	N/A	Replacement of light bulbs in flat during tenancy. The service desk will only change light bulbs in common parts or broken light fittings.
Maintenance and repairs of building fabric and systems in common parts.	Planned schedule or by specific agreement.	Calls will be logged and prioritised the following working day.	Changing batteries in battery operated smoke detectors and carbon monoxide detectors during the tenancy term.
Repairs to domestic appliances as specified in agreement e.g. dishwasher, cooker, extractor hood, fridge, washing machine.	Within 48 hours where possible and dependent on parts.	Calls will be prioritised for the following working day.	Maintenance of domestic equipment not provided by the Landlord/repair of Landlords equipment if damage caused by misuse.
Pest control throughout the common parts.	On a planned schedule or within 48 hours.	Logged and prioritised for the following working day.	Pest control within a flat.
Plumbing works/maintenance issues due to wear and tear.	Usually within 48 hours.	Prioritised for the following working day.	Plumbing works caused by tenant damage or misuse



THE
PORTMAN
ESTATE

The Portman Estate
4th Floor
One Great Cumberland Place
London W1H 7AL T T: +44 (0)20
7563 1400
E: info@portmanestate.co.uk
www.portmanestate.co.uk
www.portmanmarylebone.com