

# GASCOYNE HOLDINGS LIMITED

Gascoyne Holdings Limited

22 Charing Cross Road  
London  
WC2H 0HS

## Tenancy Information

### Welcome

Thank you for renting a property from Gascoyne Holdings Ltd.

We are the landlords of your property. We would like to take this opportunity of welcoming you to your flat on our London Estate. We manage the buildings from our London office at 22 Charing Cross Road. The office is open from 9am to 5pm from Monday to Friday.

This document is a very brief summary of certain points in your agreement and contains important information about the properties on the London Estate.

Please take some time to read this information booklet and your agreement. They contain important information that you should be aware of whilst residing at the property.

Should you have any queries in respect of your tenancy please do not hesitate to contact us.

Office: **020 7632 2500**

Email:

**n.carroll@gascoyneholdings.co.uk**  
**reception@gascoyneholdings.co.uk**

**Elizabethan Security** - Overnight security

Mobile: **07584 705 078**

(Mon-Fri: 7pm-5am. Sat-Sun: 5pm-5am)

**Out of Hours Emergency Number**

Phone: **0844 858 8364**

Please read enclosed information

This document is a very brief summary of certain points in your agreement and contains important information about the properties on our London Estate.

**PLEASE TAKE SOME TIME TO READ THIS INFORMATION SHEET AND YOUR AGREEMENT. THEY CONTAIN IMPORTANT INFORMATION THAT YOU SHOULD BE AWARE OF WHILST RESIDING AT THE PROPERTY**



The agreement you have signed is a legal contract between the Landlord of the property and yourself. You should read the agreement carefully and ensure you understand it fully and if in doubt consult a solicitor or other qualified person. The tenancy agreement places legal obligations on you, some of which are explained below.

## Subletting

We do not permit subletting of our properties or any part of them. This includes any advertising and renting out of the property on short or long term 'sub-lets' via the 'AirBNB' website or any other websites.

You must not take in lodgers or paying guests of any kind.

Family members, children or personal staff required to occupy the property may only do so with the Landlord's written permission.

There are various reasons why we do not permit subletting. It increases the wear and tear on the property leading to many more maintenance issues. It can cause disturbance and nuisance to other residents in the block. It can lead to various security issues that become difficult for the Landlord to monitor and control.

Please be aware that the tenancy agreement we have issued includes clauses prohibiting subletting. By signing the agreement you agree to be bound by them.

## Term

The agreement is an Assured Shorthold Tenancy Agreement, which means that you can stay in the property for the period of the lease, provided you meet all the obligations of the tenancy. You have the right to an initial minimum term of six months.

## Notice Period

If the Landlord wishes to end the tenancy at or after six months, we will serve what is known as a Section 21 Notice, which gives you two months' notice before you have to leave the property.

## Sharers

Every adult that moves into the property (eighteen years old and above) must be named on, and must sign the tenancy agreement.

Please be aware that it will be a breach of the agreement should anybody else move into the property during your tenancy without express written permission from the Landlord. If permission is granted, a new tenancy agreement will be drafted and must be signed by all adults.

## Early Surrender

Due to the terms of the agreement, you are under contract to remain at the property until the end of the period stated in the agreement. Should you decide to leave at the end of the period stated in the agreement, you must notify us in writing, giving a minimum of one month's notice prior to the end of the period.

**Please Note:** Should you vacate the property prior to the end of the contracted period, whether or not you give a month's notice you will be liable for all rent payments due until the end of the contracted period, or until we are able to find a replacement tenant. You will also be liable for the Landlord's re-letting fee for the new tenancy.



### Property Visits

We may need to make occasional visits to the property you are renting from us. The purpose of the visit is to check to ensure there are no maintenance issues that need attention and to check the condition of the property.

Normally we will contact you beforehand giving you at least 24 hours notice of our intention, with an appointment date and time during normal working hours. If for any reason the appointment is inconvenient, please contact us immediately so that we can reschedule the date.

### Emergency Access

If there is a problem in your flat that may cause damage to another flat or communal areas (such as flooding), we will try to contact you. If we are unable to do so, we will execute our right to enter the property to deal with the emergency.

### Faults and Repairs

If a fault becomes apparent at the property, you must inform us immediately so that we can deal it quickly and efficiently. Failure to do so may mean that you are held responsible for any further deterioration as a result of the delay. Once we have been informed of a fault we will arrange with our contractors to have it repaired.

Please Note: You must not instruct a contractor to undertake any work without our permission, except in the case of an emergency (Please read 'Emergency Contact Numbers' on page 6 of this document).

The cost of any 'non-emergency' works carried out without our

permission will become your responsibility.

Whilst Gascoyne Holdings has a general obligation to keep the property in good repair, you have a legal obligation to undertake repairs and/or mitigate any damage or loss to the property in the case of an emergency where it has not been possible to contact the Landlord or where immediate action is required to prevent extensive damage.

In these circumstances any payments made by you to a contractor will be recoverable from the Landlord.



### Smoke/Fire & Carbon Monoxide Detectors

When any detectors are fitted in the property, under the terms of your agreement, you are obliged to ensure they are checked regularly and are kept in good working order. *This is for your safety and the safety of your family.* We recommend a daily check. However, they must be checked at least once a week. You are responsible for the replacement of exhausted batteries. If you become aware of a fault you must notify us immediately. Please contact us for help in replacing batteries in inaccessible detectors.

**In the event of a Carbon Monoxide detector sounding, you should immediately phone the National Grid on 0800 111 999**

### Decorating

Should you wish to make any changes to the property, you must inform us in writing and wait until written permission is given before any work commences. Permission will not be withheld unreasonably. However, should the redecoration be anything garish, at the end of your tenancy we may insist that the property is repainted to the same standard as when you moved in.



### Deposits

We require a deposit of six weeks rent for every tenancy. This deposit is refundable only after you have vacated the property and provided that:

- Your rent is paid up to date.
- All utility bills relating to the tenancy have been paid.
- The property has been well maintained.
- Any items listed on the inventory are all present and in good condition.

Gascoyne Holdings must be satisfied with the property before the deposit is refunded. As long as the points above are satisfactory, the deposit will normally be refunded within ten days by Bank Transfer.

### Rent

Tenants are responsible for ensuring the rent is paid in full and on time. Paid by standing order or bank transfer, rent is deducted from your bank and should reach our account by the rent-due day. This saves you the worry of taking the trouble of bringing the rent to our office, and protects you from the potential of a bad payment history, should the rent be brought in late.

**Please Note:** Should we incur any costs as a result of a late payment in rent, this cost may be passed on to you.

### Insurance

Gascoyne holdings is responsible for insuring the property and any items owned by us. You are responsible for arranging your own insurance for your possessions and personal items. The Landlord will not accept any responsibility for loss or damage to your possession whilst at the property.



### Going Away?

If you are going to be away from the property for more than two weeks at any one time you must inform us in writing. If the property is unoccupied for a period it may affect the building insurance and we may have to take steps to protect the property.



### Light Fittings

Many of the light fittings consist of mounted halogen spot-lights with surface mounted transformers. These units only support bulbs with a total wattage of 60w. **This means that a three bulb unit should be fitted with 3 x 20w bulbs (50w bulbs should not be used).** If bulbs are used that exceed 20w each, it will cause the transformer in the light fitting to fail. It is expensive to replace these fittings and tenants will be charged in instances where incorrect bulbs have been fitted.



### Windows Ledges

Please do not place any items whatsoever on any of the external window ledges. Any items (e.g. flowerpots, candles etc.) that fall or are caused to fall can cause serious injury to people below.

### Pets

*Pets are generally not permitted in our properties. However, please contact our office to discuss further.*

### Appliance Maintenance

- *Dishwasher*

Most flats contain dishwasher machines. It is important to remember that they need to be topped up with 'dishwasher salt' at regular intervals (this is not regular 'salt' – it is available from most supermarkets). The compartment that takes the salt is underneath the bottom tray inside the machine – beneath a 'screw-cap' lid. This will help keep the machine working properly and reduce breakdowns.

- *Washer-Dryer*

The amount of clothes a washer-dryer can dry is considerably less than the amount it can wash in one cycle. It is important to remember to reduce the load (amount of clothes in the machine) when using the washer-dryer for drying. The clothes will not be dried if there are too many and the machine may stop working.

### Vacating

You must vacate the property by noon on the agreed date (usually the last day of the tenancy agreement). We will make an appointment to meet you at the property where we will take meter readings and take all the keys to the flat. We will require a forwarding address and your bank details so that we can return your deposit.

Prior to your move you should ensure that the flat is left in the same condition as when you moved in.

- You have had the flat professionally cleaned including carpets & upholstery.
- You have advised us of any breakages or ongoing problems.
- You have contacted all utility companies and closed down your utility accounts and settled any outstanding sums.

### Rubbish Collection

Rubbish must be left in sealed refuse bags, not supermarket shopping bags. The bags will be collected by our on-site cleaner. Refuse should not be left in the common parts at any other times.



#### Charing Cross Mansions

Collection between  
**7:00am – 8:00am**  
**Monday to Friday.**

Please leave rubbish outside your flats between **these hours only**.

**No rubbish is to be left outside the flats during the weekends.**

#### Burleigh Mansions

Please leave rubbish in the storage cupboards located at the St Martin's Lane entrance to this property.

**No rubbish is to be left outside the flats at anytime in this building.**

#### Talbot House

Collection between  
**7:30am – 8:30am**  
**Monday to Friday.**

Please leave rubbish outside your flats between **these hours only**.

**No rubbish is to be left outside the flats during the weekends.**

Please take care to not leave **non-rubbish** items unattended outside your flat or in any of the common parts, as they may be removed and disposed of at anytime including weekends. The Landlord will not be held responsible for the loss of personal property left in the common parts of the building.

### Local Resources

- **Westminster City Council** is your local council. They can help with all sorts of queries, including council tax, refuse collection, recycling, parking, any issues with neighbours, etc. They can be contacted via their website: [www.westminster.gov.uk](http://www.westminster.gov.uk) or General Enquiry Line: **020 7641 6000**
- **Charing Cross Police Station** Agar Street, London WC2N 4JP is your local police station. They can be contacted for non-emergencies on **020 7240 1212** or dialling **101**.
- **Covent Garden Medical Centre** 47 Shorts Gardens, London WC2H 9AA is your local Doctor's Surgery. They can be contacted via their website: [www.coventgardenmedicalcentre.nhs.uk](http://www.coventgardenmedicalcentre.nhs.uk) or by phone on **020 7379 7209**

### Free High-Speed Broadband available to tenants

High-speed fibre optic broadband is installed in all of our flats in Burleigh Mansions, Charing Cross Mansions and Talbot House. The service is provided by Hyperoptic.

The standard complimentary service is provided free of charge to tenants.

#### Complimentary Broadband

- **100Mb** Fibre Broadband – **Free to tenants**
- Super-fast broadband all the time for all the household
- Ideal for streaming catch-up TV and films, Download large files in an instant and upload them at the same speed
- No download limits or restrictions
- 24/7 award winning Customer Support direct from Hyperoptic
- Free Phone service included – Free evening and weekend calls to local and national numbers\*

#### Upgrade for £10 per month

- **1Gb** Fibre Broadband
- Outstanding for downloading HD movies and games, transferring huge files in seconds and using multiple devices at the same time.



hyperoptic

Upgrade to 1Gb for **£10** per month

### Activate your complimentary 100Mb broadband service

1. Visit [www.hyperoptic.com](http://www.hyperoptic.com)
2. Enter your postcode and choose your apartment number
3. Select your package and complete the order process\*

\*Please note that you will be required to register Direct Debit details with Hyperoptic to cover the cost of any phone calls that are not included in your package.

**Hyperoptic** are the broadband service providers. Please contact them on **0333 332 1111** for any help or assistance required.

**Gascoyne Holdings Ltd offer no guarantees on the quality and availability of this service. Tenants should contact Hyperoptic in the first instance to resolve any issues and problems.**

## Emergency Out of Hours Telephone Number: **0844 858 8364**

The emergency 'out of hours' service is operational between the hours of 6pm to 9am Monday to Thursday and from 6pm on Friday until 9am on Monday. All bank holidays are also included.

The purpose of this service is to cover cases of real emergency, meaning something that cannot wait until the next working day, examples include:

- Material damage to a property as a result of water, fire and other hazards.
- The failure of central heating in winter where there is no separate hot water supply (immersion heater).

For the avoidance of doubt, problems with domestic appliances (ovens, dishwashers, washing machines, etc.) or provision of hot water are not considered to be an emergency and engineers will not be called upon to attend outside normal working hours.

**If you suspect a GAS LEAK you should call National Grid immediately on:  
0800 111 999**

If you have **NO WATER** supply you should check with Thames Water that it is not a general problem in the local area by telephoning them on **0845 9200 800**.

If the **ELECTRICITY** supply fails you should first check your fuse board to see whether any fuses have tripped (this is frequently caused by blown light bulbs and/or power surges caused by small electrical goods). If this fails to rectify the problem you should then call UK Power Networks helpline on **0800 028 0247** to see whether there is a local problem.

**If you find yourself locked out of your flat outside of our office hours you should in the first instance phone our 'Out of Hours Emergency Number: 0844 858 8364**  
They may be able to offer assistance.

**If you lock yourself out of your flat outside of office hours and a locksmith is called out to enable you to gain entry to the property, a charge will be made for the call out. If it is necessary to change locks because you have lost or locked your keys in the property it is your responsibility to pay these costs. If at any time you arrange for the locks to be changed you must immediately provide Gascoyne Holdings Limited with a complete set of the new keys.**

**Gascoyne Holdings Limited reserves its right to charge tenants if contractors are called out to undertake work that falls outside the landlord's repairing obligations or is not a genuine emergency.**



### Overnight Security Guard

There is an overnight security guard stationed in the porter's booth in the central corridor of Charing Cross Mansions seven days a week between the hours 8pm to 5am. The Guard is from **Elizabethan Security** and will carry identification at all times.

The guard will undertake regular patrols of all the staircases, corridors and rooftops of Charing Cross Mansions, Burleigh Mansions, Talbot House and 43 Charing Cross Road throughout the night.

Tenants may contact the guard during his hours of duty if they have any security concerns or noise issues with neighbouring flats, etc. on:

Mobile Phone: **07584 705078**

Please note that residents only have a right of access over the common parts of each building to and from their flat. Further to this, no resident has the right to be on the roof or in any other areas of the buildings.

### What to do if there is a FIRE

If the fire alarm should sound please evacuate the building at the most convenient exit, following the fire signage displayed in the common parts. Please go to the assembly point that is indicated on the fire action notices in the common parts. Please do not attempt to tackle a fire or carry bulky personal belongings from the building.

**PLEASE PHONE THE FIRE BRIGADE ON 999 TO REPORT A FIRE. THE ALARM SYSTEM IS NOT CENTRALLY MONITORED.**

Please familiarize yourself with the emergency escape routes when you move in to the property. Please do not hesitate to ask a member of staff at Gascoyne Holdings Ltd if you should have any queries relating to the emergency procedures.

### Emergency Numbers

**For all emergencies, contact your local Police Force, Ambulance Service or Fire Service, on 999 or 112.**

**For gas leaks or suspected gas leaks, call the British Gas Emergency line on 0800 111 999.**

### Finally

We do hope you will be happy in the property. If we can help in any way please do not hesitate to contact us.

## Our complaints procedure

We hope that you have no cause to complain about our service, but if you do here is our complaints procedure:

In the first instance please make your complaint in writing via post or email to:

Natalie Carroll, Senior Property Asset Manager, 3rd Floor, 22 Charing Cross Road, London, WC2H 0HS

[n.carroll@gascoyneholdings.co.uk](mailto:n.carroll@gascoyneholdings.co.uk)

If Natalie Carroll is unable to resolve your complaint, or it is not appropriate to report it to her please put your concerns in writing and address to:

Adam Wiles, Head of Property Asset Management, 3rd Floor, 22 Charing Cross Road, London, WC2H 0HS

[a.wiles@gascoyneholdings.co.uk](mailto:a.wiles@gascoyneholdings.co.uk)

The logo for Ombudsman Services features a stylized 'O' with a rainbow gradient, followed by the words 'ombudsman' in a grey sans-serif font and 'Services' in a larger, bold grey sans-serif font.

Good for consumers – Good for business



If matters are still not resolved to your satisfaction then please contact the Property Ombudsman:

Phone: [0330 440 1614](tel:03304401614)

Email:

[osenquiries@os-communications.org](mailto:osenquiries@os-communications.org)

Post:

Ombudsman Services: Communications

PO Box 730

Warrington

WA4 6WU

[www.ombudsman-services.org](http://www.ombudsman-services.org)

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