

THE PRECINCT, ROMILEY

Information for Tenants – Reporting Problems

This information is intended for the benefit of the retail tenants in The Precinct.

Who do I contact?

If you experience a problem of any kind then you should in the first instance report the matter to the managing agents *Broadwood Estates Limited*

How do I make contact?

You can contact the managing agents by telephone or by email, the contact information is clearly displayed on this website.

When should I make contact?

You should report any problems you experience as soon as possible.

Who is responsible for any repairs?

The local authority, Stockport Metropolitan Borough Council, owns all of the Freehold land upon which stands The Precinct buildings and the associated Car Park.

All of the land and buildings which make up The Precinct are let to and therefore owned by a private investor under the terms of a long lease.

The majority of the buildings are let to and therefore owned by the local authority, as long term tenants. The community theatre, the community centre, the local authority housing, the car park and the pedestrianised areas are all let to the local authority on seven separate leases.

The twenty five retail units are each let to separate individual businesses on fifteen year leases.

The leases contain all of the information which is necessary to establish who is responsible for maintaining and repairing each and all sections of the buildings.

As the local authority is the largest single tenant, it is responsible for undertaking the majority of the necessary maintenance and repairs.

The managing agents *Broadwood Estates Limited* will be able to put you in touch with the appropriate local authority department if it is clear that the responsibility for the repair is not your own.

How do I complain?

A copy of the managing agents complaints handling procedure will be made available upon request.