



NEW COMMERCIAL TENANTS

WELCOME PACK

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Welcome to Stevenage and welcome to your new premises.

We are pleased you have chosen our town to base your organisation and grow your business. Our goal is not only to provide you with a place to do business but to actively support your growth and success.

In this welcome pack, there is information to help your company get underway with moving-in guidelines.





Top Tips to help you in your new premises

Remember to:

- Take meter readings when you move in
- Register with gas and electricity providers
- Arrange waste collection

Compliance:

- Many of the council's commercial tenants are fully responsible for the compliance of the premises they lease. This includes but may not be limited to:
 - Fire risk assessment
 - Electrical condition report (EICR)
 - Asbestos management survey
 - Gas Safety Certificate also known as a gas safety record form or a CP12 (if you have gas in your premises)

Please ensure you understand what this means, and if you have any questions please contact the Estates team on commercialestates@stevenage.gov.uk

You will be asked to provide compliance certification on an annual basis.

Businesses can view their Business Rates details online, sign-up for Direct Debit and search for a Business Rates Rateable Value. Registering an account, only takes a few simple steps and will enable you to access information or make payments.

<https://my.stevenage.gov.uk/publicaccesslive/selfservice/dashboard.htm>



Important factors to note:

- Rent is always payable by direct debit, usually a quarter in advance
- Be sure to understand the terms of your lease and the repairs and maintenance responsibilities that come with it; the grand majority of commercial leases give full responsibility to the tenant
- An electrical test certificate will be provided to new tenants upon handover. The premises must also be returned with a passed certificate

Landlord's Consent:

- Please ensure that you are familiar with the terms of your lease, and all items that you will need Landlord's consent for. This includes but is not limited to:
 - Alterations to the property
 - Subletting
 - Assignment
 - Any significant change to the nature of the business
- Undertaking any of these actions without landlord's consent is a breach of your lease and could lead to serious consequences. Please also note that providing Landlord's consent will be carefully considered by the council and assessed on a case by case basis, however may not be granted.

Stevenage Borough Council - Insurance information

Policy Type Property Damage Insurance Renewal

Insurer: Chubb European Group SE

Policy Number: UKPKND06918

How to make a Claim

All Claims must be reported immediately to:

Insurance Team
Stevenage Borough Council,
Finance & Estates,
Daneshill House,
Danestrete,
Stevenage,
Herts,
SG1 1HN

Telephone: 01438 242406



Our Services: supporting your business

It is entirely your decision which providers you choose to use, however please bear in mind that Stevenage Borough Council provides a wide range of professional, flexible, and reliable trade waste services.

- Waste Collection Services
- Commercial Waste Disposal
- Skip Hire
- Trade Bins Services
- Grounds Maintenance Services
- Commercial Garage Services and rentals
- CCTV

For trade waste please:

email waste.trade@stevenage.gov.uk

or call **01438 242 937**

For commercial garages please email:

garages@stevenage.gov.uk

For CCTV please email:

enquire@hertfordshirecctv.co.uk



Stevenage
BOROUGH COUNCIL
01438 218888



A Polite Reminder...

Please be mindful of your neighbours

Keep the front of the premises clean
and well presented

Minimise sticking advertisements to
windows, this looks messy and cluttered

HOW TO GET IN TOUCH

Key contact details:

Council switchboard:

01438 242 242

Customer Service Centre:

customerservicecentre@stevenage.gov.uk

Estates general email address:

commercialestates@stevenage.gov.uk

FM for the corporate estate:

facilities.helpdesk@stevenage.gov.uk

Business rates contact:

business.rates@hertspartnership-ala.gov.uk

Licensing department contact (if relevant):

licensing@stevenage.gov.uk

Trade Waste contact:

waste.trade@stevenage.gov.uk / 01438 242 937

Rent payment or invoice queries:

Debtor.Invoicing@stevenage.gov.uk