



TENANT HANDBOOK

Helpful tips and advice for emergencies



WELCOME TO 9 GROSVENOR HILL, W1K 3QA

Residential Land would like to welcome you to your new home. We are a professional landlord and are here to make sure we exceed your expectations during your stay.

We have a dedicated team of in-house property professionals, from property managers to interior designers. With the help of our 24-hour helpline which runs 365 days of the year and on-site staff, we are confident that renting a property from us will be an enjoyable and professional experience.

You should read this handbook alongside your Tenancy Agreement, however if there are any contradictions between anything stated in this handbook and Tenancy Agreement terms the Tenancy Agreement will take precedence.

Your personal Building Manager for Grosvenor Hill is Stuart. Please feel free to contact Stuart on the details below should you have a questions or queries.

Stuart Birke
07956 546 898
stuart@residentialland.com
9:30am - 6:00pm - Monday - Friday.

MAP NOT TO SCALE – INDICATIVE ONLY

HELPFUL TIPS

As a tenant, you are now responsible for your home and it is important that you keep it in good condition. To prevent future problems we have put together a list of useful tips to help you maintain the property.

- Kitchen sinks can often be cleared using a sink unblocker, available from most supermarkets and household stores. To help prevent future blockages, regularly use a suitable drain-cleaning product.
- Limescale on shower heads, taps, baths, and sinks can be removed using a descaling product, available from most supermarkets and household retailers.
- Regularly wipe down windows affected by condensation. If mould appears, clean it using diluted bleach or a suitable anti-mould product from a supermarket or DIY store. (See “Condensation”.)
- Tenants are responsible for ensuring gutters remain clear so rainwater can drain properly. If blocked gutters or gullies cause damage to the property, the tenant may be liable for the associated repair costs. Most gutters are visible from windows, and contractor details can be provided if you wish to arrange professional cleaning.
- Replacing light bulbs is the tenant’s responsibility. Contractor details can be provided if assistance is required.
- Defrost freezers regularly to avoid excessive ice build-up, which can affect performance and efficiency.
- Carry out regular maintenance washes on the washing machine. (See “Maintenance Washes”.)
- At the start of the tenancy, tenants should locate the main water stopcock. This is commonly found beneath the kitchen sink or where the mains water pipe enters the property.
- Ensure you know how to switch off the electricity and gas supplies in an emergency. Refer to “Turning Off Electricity” or ask a contractor during their next visit.
- If your electric oven stops working, check whether the clock or timer has been accidentally reset. Resetting the clock may restore operation. If there is no power at all, check the fuse box or the appliance isolation switch, which may be located on the splashback.
- If your fridge is not draining properly and food is becoming wet, the drainage valve may be blocked. Try clearing the drainage hole at the back of the fridge using a straw or cotton bud.
- If your dishwasher is not cleaning crockery effectively, check whether the rinse aid or dishwasher salt needs topping up or replacing. These products are available from supermarkets. Refer to the appliance manual for further guidance, and ensure the spray jets are not blocked by overloading the dishwasher.



WASHING MACHINES

A washing machine should never be overloaded, as this prevents clothes from circulating properly during the wash cycle. If the machine begins to move excessively, it is often due to heavy items such as towels becoming waterlogged and causing the drum to become unbalanced.

If the machine is not draining correctly or fails to complete its cycle, the most common cause is a blockage in the pump caused by foreign objects. This can usually be resolved by following the guidance in the “Checking the Pump Filter” section below.

To keep your washing machine in good working order, a maintenance wash should be carried out once a month to remove any build-up of mould, detergent residue, or soap scum. (See “Maintenance Washes” below.)

After each use, the machine door and seal should be wiped dry and the door left open when not in use. This allows the drum to air out and helps prevent black mould from forming. Mould is more likely to develop when low-temperature washes are used regularly, particularly with non-bleach liquid detergents, when moisture remains around the seal and glass, and when the door is kept closed between uses. (Please also refer to “Removing Mould” below.)

The detergent drawer should also be removed and cleaned regularly, following the manufacturer’s instructions, to prevent a build-up of detergent and fabric softener residue. Warm water can be poured through the drawer compartment to help dissolve any hardened detergent deposits.

Maintenance Washes

A maintenance wash should be carried out once a month to help keep the machine clean and functioning efficiently. It is also recommended if the machine develops a damp smell or visible mould.

- Do not place any clothing in the machine.
- Fill the detergent compartment with soda crystals instead of regular detergent.

Soda crystals are inexpensive, widely available in supermarkets, and are highly effective for cleaning and softening water. If mould is present, a small amount can also be added directly into the drum.

Set the machine to its hottest wash cycle and allow it to complete the cycle empty.

Removing Mould

Black mould commonly forms around the door seal if the machine is not allowed to dry properly between washes or if maintenance washes are not carried out regularly.

- Wear rubber gloves and suitable eye protection.
- Use thick bleach and an old toothbrush to clean around the rubber door seal.
- Most seals contain folds and grooves, so separate the inner and outer sections carefully to clean all hidden areas where mould and debris may collect.
- Once cleaned, run a maintenance wash. (See “Maintenance Washes” above.)

Checking the Pump Filter

Problems such as poor drainage or cycles stopping partway through are often caused by small foreign objects becoming trapped in the pump filter. Common items include socks, colour catchers, collar stiffeners, coins, and other loose objects. Always check clothing pockets and remove loose items before washing.

Please note that if foreign objects cause damage to the machine, the tenant may be responsible for the cost of repair or replacement.

If the Machine Is Not Full of Water

- Locate the access panel for the pump filter, usually found at the lower front of the machine.
- Open the panel carefully, as some covers can be fragile.
- Keep a towel nearby in case any residual water escapes.
- Unscrew the filter anti-clockwise and remove it.
- Remove any debris or foreign objects found inside the filter.
- Refit the filter securely to prevent leaks.

If the Machine Is Full of Water

- Locate and open the pump filter access panel.
- Some machines include a drain hose beside the filter. If present, pull it out carefully and drain the water slowly into a sink or bucket.
- If no drain hose is fitted, place a shallow bowl or tray beneath the filter.
- Ensure towels are placed around the machine, as water may drain quickly.
- Slowly loosen the filter to allow water to drain into the container.
- When the container is full, tighten the filter, empty the container, and repeat the process until all water has drained.
- Once empty, remove the filter fully and inspect for blockages or foreign objects.

Please note that some washing machines, particularly older models, may not have an accessible pump filter or may require a different access method. Always refer to the appliance handbook before carrying out maintenance. If you are unable to locate the filter or complete the steps safely, contact your property manager, who can arrange for an engineer to attend.

OVERFLOWS

Preventing Toilet Overflows

If the toilet begins to overflow, quickly remove the cistern lid and locate the float attached to the fill valve inside the tank. Lift the float upwards until the water stops rising. This action closes the fill valve and prevents further overflow. If the cistern is sealed and cannot be accessed, please contact us for assistance.

Saniflo Toilets

Some properties are fitted with a Saniflo macerator pump system. These systems break down waste and pump it into the property's drainage system when the toilet is located too far from standard pipework.

You will usually see a small boxed unit connected to the toilet, and you will hear the pump operate after flushing. This sound is normal. However, if the noise becomes unusually loud or changes noticeably, please contact your property manager, as the pump may require attention.

Everyday Use

Saniflo toilets are designed to handle only human waste and small amounts of toilet paper. Do not dispose of wipes, sanitary products, cotton buds, paper towels, nappies, or any foreign objects in the toilet, as these can damage the macerator pump.

Please note that damage caused by misuse may result in repair or replacement costs being charged to the tenant.

Cleaning & Descaling

Standard toilet cleaning products can be used for routine cleaning. However, drain unblockers or corrosive chemicals must never be used, as they can damage the internal rubber components of the unit.

For descaling, only use an approved Saniflo descaling product, available from Saniflo suppliers or online retailers.

Follow the steps below for both cleaning and descaling:

- Switch off the pump unit.
- Pour in the toilet cleaner, bleach, or approved descaling product.
- Flush the toilet.
- Leave the product to sit for approximately 30 minutes.
- Turn the power back on and flush the toilet again.



BLEEDING A RADIATOR

If your radiator is cold at the top but warm at the bottom, it may need bleeding to remove trapped air.

- You Will Need
- Radiator bleed key
- Cloth or towel
- Small container or bowl

Instructions

1. Turn off the heating and allow the radiator to cool.
2. Locate the bleed valve at the top corner of the radiator.
3. Hold a cloth and container underneath the valve.
4. Insert the bleed key and slowly turn anti-clockwise.
5. Allow trapped air to escape until water flows steadily.
6. Tighten the valve by turning clockwise. Do not overtighten.
7. Check the boiler pressure afterwards and repressurise if necessary.
8. Turn the heating back on and check the radiator heats evenly.

Important

- Never bleed a radiator while the heating is on.
- If radiators regularly need bleeding, contact your property manager or heating engineer.
- If the valve leaks after closing, seek professional assistance.



BLEEDING A RADIATOR

CONDENSATION

There is always moisture in the air, but additional moisture created by cooking, bathing, showering, or drying clothes indoors can lead to excessive condensation within the property.

Warm air holds more moisture than cold air. When warm air comes into contact with cold surfaces such as windows, mirrors, external walls, tiles, or clothing, the moisture condenses into water droplets. If left untreated, this can lead to damp, mould, and mildew growth. Condensation is therefore usually more noticeable during colder weather.

Preventing Condensation

The following steps can help reduce condensation and prevent mould forming within the property:

- Open windows regularly to improve ventilation, particularly when cooking, showering, or bathing.
- Use extractor fans where fitted and keep them running during and after use of bathrooms or kitchens.
- Keep a low, consistent level of heating throughout the property where possible.
- Wipe away moisture from windows, walls, and other cold surfaces as it appears.
- Dry clothes outdoors where possible, or in a well-ventilated room with windows open.
- Avoid drying clothes directly on radiators where possible.
- Keep lids on pans while cooking and reduce heat once water has boiled.
- Leave space between furniture and external walls to allow air to circulate.
- Avoid blocking air vents or trickle vents fitted to windows.
- Keep internal doors closed when cooking or showering to prevent moisture spreading through the property.
- Regularly clean any small signs of mould using a suitable anti-mould cleaner or diluted bleach solution.
- Ensure tumble dryers are properly vented unless they are condenser dryers.

If condensation and mould continue despite following the above guidance, please contact your building manager for further advice.

LEAKING OR BURST PIPES

If you experience a leaking or burst pipe, please contact your Building Manager as soon as possible and follow the guidance below.

If a Pipe Is Leaking

- Place a bowl, bucket, or towel underneath the leak to catch water.
- Move any furniture or belongings away from the affected area where possible.
- Pull back carpets and use towels or newspapers to absorb excess water and minimise damage.

If a Pipe Bursts

Turn Off the Water Supply

Switch off the main water stopcock immediately. This is usually located under the kitchen sink or where the main water pipe enters the property.

Drain the Water System

Turn on all cold taps and flush toilets to help drain any remaining water from the system.

Turn Off Heating & Hot Water Systems

Switch off the boiler, immersion heater, and any water heating systems. If the heating system uses solid fuel, allow the fire to go out naturally. Once the heating is off, open the hot taps to help drain the system.

Turn Off Electricity if Necessary

If water is leaking near electrical sockets, appliances, or wiring, switch off the electricity supply at the mains immediately.

Do not touch the mains switch if it is wet or if you are standing in water.

If you cannot stop the leak, locate the stopcock, or believe there is significant water damage, contact your Building Manager or emergency contractor immediately.

LOSS OF WATER SUPPLY OR REDUCED WATER PRESSURE

If you are experiencing a loss of water supply or reduced water pressure, please follow the guidance below before reporting the issue.

Check the Internal Stopcock

The internal stopcock (also known as the stop valve or stop tap) controls the water entering your property and is usually located:

- Under the kitchen sink
- Near where the mains water pipe enters the property

If you have recently had plumbing work carried out, the stopcock may have been partially closed. Please ensure it is fully open.

Check for Local Thames Water Works

Low pressure or temporary loss of water may occur if Thames Water are carrying out maintenance or repair works in your area. You may receive advance notice of planned works through your letterbox or online service updates.

For service updates or emergencies, contact Thames Water directly:

- Thames Water Customer Service: 0800 714 614
- Available 24 hours a day
- Website:
- <https://www.thameswater.co.uk>

External Stopcock

Some properties also have an external stopcock controlling the incoming water supply. This is usually located:

- At the boundary of the property
- In a small chamber or inspection cover outside
- Near the water meter, if fitted

Not all properties have an accessible external stopcock, particularly older buildings or properties with shared water supplies.

Difficulty Operating the External Stopcock

If you are unable to operate the external stopcock or believe there may be an issue with the water supply outside the property, contact Thames Water directly for assistance.

Additional Guidance

- Check whether neighbouring properties are also affected, as this may indicate a wider supply issue.
- Reduced pressure may occur temporarily during peak usage times.
- If the issue only affects hot water, this may indicate a boiler or heating system fault rather than a mains water issue.
- If water supply issues continue after carrying out the above checks, please contact your Building Manager for further assistance.



WHAT TO DO DURING A POWER OUTAGE

Power outages can occur unexpectedly due to severe weather, maintenance works, overloaded electrical systems, or faults within the local network. While most outages are resolved quickly, it is important to know what steps to take to remain safe and minimise disruption within the property.

If you experience a power outage, first check whether neighbouring properties or street lighting are also affected. This can help determine whether the issue is isolated to your property or part of a wider local outage.

If only your property has lost power:

- Check the fuse box or consumer unit to see whether a circuit breaker has tripped.
- Try resetting the affected switch once only.
- If power is not restored, unplug recently used appliances in case one has caused the issue.
- If the issue continues, contact your Building Manager or electricity supplier.

If neighbouring properties are also without power, the issue is likely related to the local electricity network. In this case, contact your electricity supplier directly for updates and estimated restoration times.

Preparing for a Power Outage

Preparation is important and can make power outages significantly easier to manage. It is recommended that tenants keep a small emergency supply kit within the property.

Your emergency kit may include:

- Torches or battery-powered lanterns
- Spare batteries
- Portable phone chargers or power banks
- Bottled water
- Non-perishable food supplies
- A manual can opener
- A battery-powered or wind-up radio
- Basic first aid supplies
- Warm blankets and extra clothing during colder months

Candles are not recommended as emergency lighting due to the increased fire risk. Battery-powered lighting is much safer and more reliable.

If any member of the household relies on electrically powered medical or life-support equipment, you should contact your electricity supplier in advance to discuss emergency support arrangements and priority services.

During a Power Outage

Electrical Safety

During a power outage:

- Unplug sensitive electrical equipment such as televisions, computers, gaming consoles, and internet routers to protect them from possible power surges when electricity returns.
- Avoid overloading extension leads or attempting temporary electrical repairs.
- Leave one light switched on so you can easily identify when power has been restored.
- If safe to do so, switch off major appliances until the electrical supply stabilises.

If you smell burning, notice sparks, or suspect an electrical fault within the property:

- Do not touch damaged wiring or electrical equipment.
- Switch off the electricity at the mains if safe to do so.
- Contact emergency services if there is an immediate danger.

Food & Refrigeration

Try to keep fridge and freezer doors closed as much as possible:

- A closed fridge can usually keep food cold for several hours.
- A full freezer may keep food frozen for up to 24-48 hours if unopened.

Dispose of food if you are unsure whether it remains safe to consume after a prolonged outage.

Heating & Hot Water

If your heating or hot water system relies on electricity, these services may also stop working during an outage.

During colder weather:

- Keep windows and external doors closed to retain heat.
- Use blankets and warm clothing where necessary.
- Avoid using outdoor cooking or heating equipment indoors.

Portable gas heaters, barbecues, camping stoves, or generators should never be used inside the property due to serious fire and carbon monoxide risks.

After Power Is Restored

Once electricity returns:

- Wait a few minutes before switching major appliances back on.
- Reset clocks, heating controls, internet routers, and appliance timers if necessary.
- Check refrigerated and frozen food if the outage lasted several hours.
- Test smoke alarms and emergency lighting if fitted.
- Restock any emergency supplies used during the outage.

If power repeatedly cuts out, circuit breakers continue tripping, or appliances appear damaged following the outage, contact your Building Manager or a qualified electrician for further assistance.

EMERGENCIES

Emergency Repairs & Out of Hours Call Outs

Emergency contractors should only be contacted outside normal working hours where there is an urgent issue that could not reasonably have been foreseen and which may:

- Cause serious damage to the property
- Present a health or safety risk
- Leave the property unsafe or uninhabitable

Please note that if an emergency contractor is called unnecessarily for a non-emergency issue, tenants may be responsible for the associated costs.

Out of hours contractors are instructed to make the property safe and prevent further damage. Permanent or full repairs are usually completed during normal working hours.

Examples of Emergency Situations

Emergency call outs may include:

- Severe or uncontrollable water leaks
- Complete loss of electrical power or lighting
- Blockage of the only toilet within the property
- Complete loss of heating or hot water where no alternative heating is available
- Broken external doors or windows following a break-in
- Smell of gas or suspected gas leaks
- Fire, flooding, or serious structural damage

Please note:

- If a toilet blockage has been caused by misuse, wipes, sanitary products, or foreign objects, the tenant may be responsible for repair costs.
- Heating engineers attending out of hours may only be able to make temporary repairs until replacement parts become available.
- Temporary heaters may be provided where appropriate.
- Following a burglary or break-in, contractors may temporarily secure the property until permanent repairs can be arranged during working hours.

If your property has been broken into:

- Contact the police immediately by dialling 999 if the intruder is still present
- Obtain a crime reference number
- Inform your Building Manager as soon as possible

Fire Safety

In the Event of a Fire

- Dial 999 immediately and ask for the Fire Brigade
- Evacuate the property immediately
- Do not stop to collect belongings
- Do not re-enter the building for any reason until advised safe by the Fire Brigade
- Warn neighbours if they may also be at risk
- If you live within a block of flats and it is safe to do so, activate the communal fire alarm

Fire Prevention Tips

To help reduce fire risks within the property:

- Do not overload electrical sockets or extension leads
- Never leave cooking unattended
- Keep candles away from curtains, bedding, or flammable materials
- Ensure smoke alarms are tested regularly
- Avoid storing items in communal hallways or escape routes
- Do not charge e-bikes or e-scooters inside communal areas unless specifically permitted

When to Contact Your Building Manager

Please contact your Building Manager:

- After reporting emergencies to the relevant utility provider or emergency services
- If emergency repairs are required within the property
- If temporary accommodation or additional support may be needed following a serious incident
- If you are unsure whether an issue qualifies as an emergency
- Non-urgent maintenance issues should always be reported during normal working hours.

Gas Leaks & Smell of Gas

If you smell gas within the property: Immediately:

- Open doors and windows to ventilate the property
- Turn off the gas supply at the meter if safe to do so
- Check whether a hob burner or appliance has been left on accidentally

Do NOT:

- Turn electrical switches on or off
- Use plugs, appliances, or doorbells
- Smoke
- Use matches, lighters, or naked flames

Once safe, contact the National Gas Emergency Service immediately: National Gas Emergency Number 0800 111 999 (Available 24 hours a day)

If the smell of gas is strong or you feel unsafe, leave the property immediately and wait outside until emergency services arrive.

MANAGEMENT PHONE NUMBERS

Please contact for any maintenance issues:

For day-to-day maintenance issues, emergencies, or building-related queries, please contact your Building Manager directly.

Operations & Property Support

If your Building Manager is unavailable or away, please contact head office. For tenancy enquiries, renewals, move-ins, or general lettings support, please contact:

020 7408 5155**Accounts department:**

Please contact credit control for any rent enquiries.

020 7408 5155**Emergency numbers (out of office):****02037645589**



PEST CONTROL

It is the tenant's responsibility to take reasonable steps to prevent and manage pest issues within the property.

Basic pest control products such as traps, bait, and moth deterrents can be purchased from most supermarkets and household stores. If a pest issue becomes more serious, your Building Manager can provide details for a professional pest control contractor.

In some cases, the landlord may arrange "proofing" works to help reduce possible entry points for rodents by sealing visible gaps around pipework, walls, floors, and kitchen units.

Preventing Pests

Mice, moths, and other pests are common in London properties, particularly in older buildings. Good housekeeping can significantly reduce the likelihood of infestations.

Tenants are encouraged to:

- Store food in sealed containers
- Clean crumbs and spillages promptly
- Empty bins regularly and dispose of rubbish correctly
- Keep kitchens, cupboards, and storage areas clean and dry
- Vacuum floors, rugs, wardrobes, and skirting boards regularly
- Avoid excessive clutter
- Air wardrobes and cupboards regularly
- Store wool, cashmere, silk, and other natural fibres carefully

Moths

Clothes moths are attracted to natural fibres such as wool, carpets, and cashmere.

To help prevent moths:

- Vacuum carpets and wardrobes regularly
- Wash or dry clean clothes before long-term storage
- Avoid storing damp or unwashed clothing
- Use moth deterrents where appropriate

Signs of Pest Activity

Common signs may include:

- Droppings
- Gnaw marks
- Small holes in fabrics or carpets
- Scratching noises
- Damage to food packaging

Please report any significant infestations to your Building Manager promptly.

REFUSE & RECYCLING

Bin Collection Days

You can check your refuse and recycling collection days using Westminster City Council's online collection checker.

Please ensure rubbish and recycling are placed out correctly and within permitted collection times to avoid missed collections or penalties.

Recycling Guidance

Westminster provides mixed recycling and general waste collections across the borough. Depending on your property, you may be provided with clear recycling bags or communal recycling bins.

Common recyclable items include:	Items that should not be placed in recycling include:
• Paper and cardboard • Plastic bottles and containers • Glass bottles and jars • Tins and aluminium cans • Food and drink cartons	• Food waste or contaminated packaging • Mattresses and bulky furniture • Construction or DIY waste • Electrical items not accepted locally • General household waste

Bulky Waste Disposal

Large household items such as sofas, mattresses, wardrobes, fridges, and white goods cannot be disposed of through normal collections.

Westminster City Council offers a bulky waste collection service:

- Approximately £36 for up to six items
- Additional items cost approximately £6.40 each
- Collections are usually completed within three working days
- Residents receiving Housing Benefit or Council Tax Support may qualify for free collections

Bulky waste may also be taken to designated Community Mobile Recycling Centres.

Items should only be placed in approved collection areas following booking instructions.

Reminders & Useful Links

- Place bins and recycling out by 7:00am on collection day
- Do not leave waste or furniture outside the property without a confirmed collection

Useful Links:

<https://www.westminster.gov.uk/recycling-and-rubbish/recycling-and-rubbish-collections/howdispose-bulky-waste>

<https://www.westminster.gov.uk/recycling-and-rubbish/recycling-and-rubbish-collections/recycling-home>

GO GREEN

Residential Land is committed to working with tenants to help create a more sustainable future. The guidance below includes a number of simple steps that can help reduce household costs while also making a positive environmental impact for future generations.

Energy Saving Tips

Making small changes to everyday habits can help reduce energy usage, lower household bills, and minimise environmental impact.

- Wash clothes at lower temperatures where possible. Around 90% of a washing machine's energy use comes from heating water, so washing at 30–40°C can significantly reduce energy consumption.
- Always wash full loads where practical, rather than running multiple smaller cycles.
- Air-dry laundry whenever possible instead of using a tumble dryer.
- Use eco settings on appliances if available, as these programmes are designed to use less water and electricity.
- Switch off lights when leaving a room, even for short periods.
- Unplug appliances and chargers when not in use, as many continue to consume electricity on standby mode.
- Replace old bulbs with energy-efficient LED lighting where possible.
- Set heating timers to come on 15–30 minutes before needed and switch off before going to bed or leaving the property.
- Keep a consistent, moderate room temperature rather than turning heating on and off frequently.
- Close curtains or blinds in the evening to help retain heat during colder months.
- Avoid blocking radiators with furniture or clothing, as this reduces heating efficiency.
- Bleed radiators regularly to ensure they heat properly and efficiently.
- Keep doors closed in unused rooms to retain heat where needed.
- Defrost freezers regularly to help appliances run more efficiently.
- Keep fridge and freezer doors closed as much as possible and ensure seals remain clean and effective.
- Boil only the amount of water needed in kettles to avoid unnecessary energy use.
- Use saucepan lids when cooking to reduce cooking times and energy consumption.
- Turn appliances off at the wall where safe to do so when not in regular use.

Water Saving Tips

Reducing water usage helps conserve resources and may also reduce utility costs.

- Take shorter showers instead of baths where possible.
- Turn taps off while brushing teeth or washing dishes.
- Only run dishwashers and washing machines with full loads.
- Keep a jug of drinking water in the fridge to avoid running taps while waiting for water to cool.
- Report dripping taps, leaks, or faulty plumbing promptly to prevent unnecessary water waste.
- Use cold water washes where suitable for lightly worn clothing.

Waste Reduction Tips

Reducing waste helps minimise environmental impact and supports recycling efforts.

- Reuse shopping bags and avoid single-use plastics where possible.
- Recycle household waste in accordance with local council guidelines.
- Donate unwanted clothing, furniture, and household items to charity shops instead of disposing of them.
- Avoid over-purchasing food to help reduce food waste.
- Reuse containers, bottles, and packaging where practical.
- Dispose of batteries, electrical items, and hazardous waste responsibly using local recycling facilities.

YOUR FEEDBACK

We are committed to providing a good quality service to all of our tenants and always look to improve based on your feedback. Please help us do so by responding to satisfaction surveys and by getting in touch when you have any concerns. If you're unhappy about any aspect of the service, please talk this through with your Building Manager. If this does not resolve things satisfactorily we encourage you to make a formal complaint which will be taken seriously and dealt with as quickly as possible.

If you make a complaint, we will:

- Try to resolve the matter as quickly as possible
- Aim to respond to you within five days
- Keep you informed of progress and our findings.

You can help us deal with your complaint efficiently by:

- Providing your full details, including full property address and the full name of the lead tenant
- Telling us who you have dealt with before
- Providing a copy of any previous complaint correspondence
- Telling us how you would like the complaint resolved

Please make your complaint in writing to:

Stuart Birke
Head of Lettings
Residential Land
59 - 60 Grosvenor Street
Mayfair
London
W1K 3HZ

Or alternatively, please email Stuart on stuart@residentialland.com





R**ESIDENTIAL** LAND