



British Land

Our Service Commitment

At British Land we recognise that our occupiers are our most important customers. We know that the value in our portfolio comes from customers choosing to lease British Land buildings and that we will grow that value by providing efficient and practical support to customers wherever we can.

This Service Commitment sets out the key objectives and standards that we, and those acting on our behalf, intend to meet. We will monitor performance of all our partners to help ensure this.

We recognise that the diversity of our portfolio is such that different service standards are appropriate in some cases. Despite this, we intend always to meet the needs of customers with an emphasis on providing value and service.

1. Leasing

- We support the aims and objectives of the Lease Code.
- We promote best practice relating to commercial leases.
- We work constructively with customers to provide leasing proposals geared to their business requirements - and are happy to offer choice through priced alternatives.
- We monitor our compliance with the Code for all commercial leases we enter into.
- We encourage debate with occupiers and other property owners to help ensure that the Code can evolve and respond to meet changing business needs.

2. Service charges

- We support the aims and objectives of the Service Charge Guide (Edition 2, 2002).
- We expect to provide value for money for our services and ensure they are competitive.
- We will provide annual budgets at least one month before the start of the service charge year. Our aim is to ensure that you have time to review and give us comments on annual budgets before the financial year begins. We will give a clear explanation for any significant cost changes from the previous year.
- Our objective is to ensure accurate budgeting such that annual budgets will not be exceeded or significantly under spent unless there is an emergency or unforeseen event.
- Service charge costs will be transparent.
- Annual statements will be reconciled within six months of the service charge year-end, although we will work to reduce this to within three months.

3. Contact, Communication and Responsiveness

- Our goal is to ensure we have ongoing dialogue with our customers both at their head offices and those who occupy each of our buildings.
- We will make it easy for our customers to contact us.
- We will be responsive, constructive and prompt to all communication from our customers.

4. Property Management

- Applications for Owner Consent – We will review and streamline our processes for owner consents to provide more timely consideration of all applications. We will provide clear guidelines on procedures.
- Rent invoicing – We will ensure that rent invoices are received at least 21 days prior to their due date to enable a complete review of the detail. We will also ensure that our invoices are clear to reduce the need for you to seek clarification.
- Insurance – Each time you are invoiced for an insurance premium, you will receive a clear statement of the policy cover.
- Marketing - Where there is general retailer agreement to promote a retail location, we will develop, implement and share the costs of a local marketing plan to drive increases in footfall.

5. Building Management

All service standards will be set to reflect the occupational needs of those in our buildings. We will work to ensure that our service partners have established service standards and can demonstrate that they have met agreed standards.

- On-site staff – We are committed to employ high quality staff, trained to undertake their work effectively.
- Maintenance - We will ensure that planned preventative maintenance is in place to ensure our buildings operate effectively.
- Security and Cleaning – Our goal is to provide a safe, secure, clean and comfortable environment within all our buildings.
- Health and Safety – Agreed policies and procedures exist in our buildings to minimise the incidence of accidents. All incidents are reported and corrective action identified and implemented. We audit compliance of our policies to reduce the chances of those using our buildings being harmed by our activities.
- Environmental – We aim to lead environmental best practice in both day to day building management and development of new buildings, minimising the environmental impacts from each of our buildings.