

Guide to your maintenance responsibilities

If you have any maintenance issues that need attention from Network Rail, please contact your Property Manager or Site Manager who will be happy to discuss them with you.

Alternatively call

0800 830 840

www.networkrail.co.uk/property



At Network Rail we are committed to providing quality business space for our tenants. In order to achieve this, the properties need to be well maintained both by Network Rail and the current tenant.

Your tenancy agreement sets out in detail Network Rail and your own responsibilities for maintaining your property. **This is a simple guide to who is responsible for what.**

Network Rail

We are responsible for

- The structure of the arch viaduct (if applicable)
- Shared access roads, forecourts and common areas, e.g. shared fire escape routes, car parking and landscaped areas

- Shared services, lighting, drainage and vegetation
- Fencing and access gates to common areas
- General signage to common areas

Please Note - Network Rail will apportion and off-charge the cost of maintaining the above shared facilities (excluding the structure of the arch viaduct) in the form of a service charge.



Tenant

You are responsible for

- The end walls and doors to the arch including their decoration (the colour scheme to be agreed in advance by Network Rail)
- The arch linings (please note - you are not allowed to make any alterations to the arch lining without first consulting with Network Rail).
- The Buildings and Structures eg roof, walls, floors, lean-to's and foul drainage (**)
- Fixtures and Fittings, e.g. signage, kitchen fittings, plumbing and rainwater goods
- The Lighting (including any external lights connected to the Property's electricity supply)
- All services – gas, water, electricity and sanitary ware
- Servicing of fire and security alarms, heating systems etc that are exclusive to the Property
- Regular servicing and repair of roller shutters

- Internal decoration
- The surfacing, fencing, access gates and vegetation to any land included within your Tenancy

If any maintenance is required to the exterior of the property then please contact us as soon as possible so that we can agree with you a safe way to carry out the work.

Remember, you cannot carry out any work to alter the property or the space within the arch without Network Rail's prior consent



*This is intended as a simple guide only. For the full terms of your occupation, please read your tenancy agreement, which will take precedence. A breach of any terms of the tenancy may result in action being taken against you, which could lead to you losing the property and/or facing additional costs.

**Some tenancy agreements provide that Network Rail will maintain the Buildings and Structures and charge an annual fee to the tenant