



TENANT HANDBOOK

FOR

INDUSTRIAL & OFFICE BUSINESS UNITS

Regulations, Guidance and Information

www.blaenau-gwent.gov.uk

BUSINESS TENANT HANDBOOK
INDUSTRIAL AND OFFICE PREMISES

1. INTRODUCTION

This handbook has been written to provide an easy to use guide for businesses taking occupancy of a Council-owned business unit.

This document is issued by Blaenau Gwent County Borough Council in its capacity as owner and Landlord of the business unit you occupy. The document contains regulations, information and guidance to help tenants understand their responsibilities when operating from the property.

This handbook is a supplemental guide to your signed tenancy agreement in respect of the business unit. Therefore, it is essential that you read and understand your agreement, which is a contractual document that stipulates your legally binding obligations as a tenant.

For all general enquiries, please contact **Connect 2 Blaenau Gwent** on:

01495 311556

Business owners should ensure that their staff are familiar with this document and with revisions, which may be issued from time to time.

A copy of the document should be kept by business owners on site at all times for reference.

This document may be updated from time to time. Hard copies are available by contacting the above stated general telephone number. Any revised and up-to-date versions of this handbook will be issued to business owners in their capacity as occupiers of the business unit.

2. OCCUPANCY:

Your tenancy is made between Blaenau Gwent County Borough Council (the Landlord) and you as the "Tenant". You must under no circumstances share occupancy of the building with any third party. This violation will result in the immediate termination of the tenancy agreement and recovery of the property by the Council.

You have no rights to sublet the building or award any form of occupational agreement to another party, nor must you transfer your tenancy agreement to any third party. Any such violation will result in the immediate termination of your occupancy at the premises and recovery of the property by the Council.

3. PERMITTED USE:

During the application stage for the business unit, we will have discussed and assessed the type of business activity that you intend to operate from the business unit. Your tenancy agreement will then specify the type of business activity permitted to operate from the property.

You may only use the business unit for the purpose described in your tenancy agreement. Each industrial estate is allocated a 'use' and refers to the uses permitted under the Town and Country Planning (Use Classes) Order 1987. This identifies what can be carried out at the premises.

If you wish to use the premises for any other purpose, please contact the Council in order for the proposed change to be discussed. Any proposed changes of use may require Planning Consent from the Local Planning Authority and will also require written authorisation from the Property Team of Blaenau Gwent Council.

Under no circumstances should you instigate a change of use of the premises without prior approval from the Council. Any such violation will result in the immediate termination of your tenancy agreement and recovery of the property by the Council.

Certain activities are **specifically prohibited** at all of our premises. These include:

- Retailing
- Car repairs
- Vehicle storage
- Storage of household goods
- Any activity that causes nuisance or annoyance to other users of the industrial estate.
- Any activity which is considered by us to be unsafe, unhealthy, or in contravention of any health and safety legislation or regulations.
- Any activity which is considered by us to be illegal or immoral.

The above list is not exhaustive. Accordingly, the Council reserves the right to decide on what activities will not be permitted to operate from its business units.

NO ONE IS ALLOWED TO SLEEP ON THE PREMISES AND THE PROPERTY MUST NOT BE USED FOR ANY ILLEGAL OR IMMORAL PURPOSE

YOU ARE NOT ALLOWED TO MANUFACTURE OR SERVICE ANYTHING OUTSIDE OF THE BUSINESS UNIT OR IN COMMON AREAS ON THE ESTATE.

4. CHILDREN:

The presence of children in the business unit and on the estate site is strictly prohibited.

5. ANIMALS:

Except for Guide Dogs for the blind, no animals are allowed on site.

Hence, the Tenant/Licensee will not be permitted to keep any other dogs, cats or other animal, fish, reptile or bird on the premises.

6. GAS BOTTLE STORAGE:

Portable gas bottles are not permitted for use or storage in any units or shared compound areas (including any spaces external to the premises).

7. FIRE EXITS:

Business occupiers are requested to ensure that the Fire Exit doors and external escape routes are kept clear at all times.

8. EXTERNAL AND OPEN STORAGE:

You are not permitted to store any materials, containers or waste outside of your unit. Trade waste may be stored in a top covered wheelie bin which must be stored internally at night. Should you require permission to site a skip on a temporary basis, please contact the Property Team on 01495 355700.

9. VEHICLES:

Business occupiers and their staff must not carry out repairs to any vehicles in the business unit or on the common areas of the estate site.

Business occupiers and their staff and visitors must not leave engines running when the vehicle is stationary.

Vehicles should not be left overnight. No liability is accepted by the landlord for any loss or damage at any time. Any vehicles that are un-related to the business use of the premises should not be brought onto the estate.

Storage of vehicles on the estate is not permitted and vehicles should not be left on the site overnight.

All vehicles must be taxed and in a roadworthy condition.

Vehicles must not block the access of other site users or fire escape routes.

10. PARKING AREAS AND CAR PARKING:

Tenants must only use proper defined spaces within the common parking areas for parking of cars.

Tenants must not obstruct access routes or the entrance.

The car park is for use by the Tenant, employees of the Tenant and persons visiting the premises.

11. VEHICLE SPEED LIMIT ON ESTATES

The speed limit relating to all traffic on the Council's estates is 5 mph.

12. OBLIGATIONS TO OTHER BUSINESS USERS ON THE ESTATE:

The tenant must not permit or do any act or thing which may cause nuisance or annoyance to other business occupiers and users of the industrial estate.

The tenant must ensure that all activities are carried out in a peaceful and neighbourly manner so as not to cause grievance, nuisance or inconvenience to fellow business occupiers or others within the area.

13. DAY-TO-DAY MANAGEMENT:

Blaenau Gwent Council business units and estates are inspected on a regular basis by staff from the Council's property team. However, it is up to the business occupiers at each estate to monitor day-to-day activities on the site and to report any problems and complaints to the property team of Blaenau Gwent County Borough Council.

The property team manages the shared areas at each site and will attend to various issues such as fly-tipping, improper use of the site, site security, basic grounds maintenance duties and other external repairs and maintenance that is deemed the responsibility of the Council.

14. TERMINATING YOUR TENANCY AGREEMENT:

To terminate your occupancy you will need to notify the Council in writing to confirm that you wish to vacate the premises. You will be required to give not less than 2 months notice - as stated in your tenancy agreement. Your notice in writing will commence from the date your letter is received by the Council.

Following your issue of notice, a member of the Council's Property Team will confirm acceptance in writing. The Property Team will then arrange a Pre-exit Inspection of the premises within 7 days of receiving your notice.

The rent will continue to be charged for the entirety of the notice period and up until the end of the calendar month that follows the minimum notice period required in your tenancy agreement.

You will be required to pay all outstanding rent and any other payments due to Blaenau Gwent Council prior to vacating the premises.

If you have a problem with regard to any outstanding sums and their repayment, then please discuss this with a member of the Council's Property Team.

15. HEALTH & SAFETY AND OTHER STATUTORY RESPONSIBILITIES:

The tenant has a fundamental obligation to ensure that their business, and the unit occupied, complies with all relevant health and safety and other statutory regulations applicable to the tenant's business.

The tenant shall be responsible for death, injury or illness caused by the tenant or any of his/her employees, agents, invitees or visitors or for any loss, damage or destruction to the tenant's property or to the property of any such employees, agents, invitees or visitors.

Unless otherwise agreed in writing by the Council, the tenant is responsible for the maintenance and servicing of gas, water and electrical installations in the business unit. In this connection, the tenant must comply with the relevant statutory regulations. The tenant is also responsible for ensuring that a qualified and certified engineer undertakes any servicing and maintenance of gas, water and electrical installations.

The fire alarm and emergency lighting installations must be tested by a qualified electrician at regular intervals. A valid certificate is to be produced for the Council upon request.

16. EMPLOYEES & VISITORS:

The tenant is responsible for the health and safety of their employees and visitors, whilst on the business premises and estate site.

If the tenant's employees or visitors behave in a manner which, in the Council's opinion, is inappropriate or causes difficulties, nuisance or offence to other businesses, visitors or neighbours, then the Council reserves the right to terminate the tenancy agreement.

17. INSURANCE:

The Council, as Landlord, is only responsible for buildings insurance cover. The Council arranges buildings insurance on your behalf and will recharge you accordingly.

The Council is not responsible for insuring the tenant's business or the contents of the business unit occupied by the tenant.

The tenant is responsible for insuring the contents and fixtures/fittings of the building against loss or damage caused by them or connected with their business operations – including any break-ins or burglary.

The tenant shall arrange adequate Insurance for Third Party Liability and provide proof of such Insurance to the Council.

The Council is not responsible for insuring the building against risks arising out of the tenant's activities and business processes.

The tenant is responsible for ensuring that all applicable Insurance for their business is in place and maintained. Such cover can typically include employer's liability and public liability Insurance policies.

The tenant must not use the premises for any activity which is likely to invalidate the Council's insurance on the building or cause an increase in the premium for such insurance.

The tenant must not bring and store/use dangerous, inflammable or explosive items on to the premises.

Any change to the working practices that the tenant wishes to undertake at the premises should be reported to the Council in writing and in advance of their introduction. Under no circumstances should the tenant proceed with any change in working practices without formal agreement to do so from the Council.

The tenant is responsible for reporting to the Council the time, date and cause of any damage to the building, immediately after it has occurred. In the case of vehicle impact damage to the business unit, the name of the driver and of the company he/she represents must also be immediately reported to the Council by the tenant.

If a tenant wishes to examine the Council's insurance policy to satisfy themselves of the extent of the cover, they can do so by arranging an appointment with the Insurance Department of Blaenau Gwent Council.

18. CLEANING, WASTE & GENERAL HOUSEKEEPING:

The tenant is directly responsible for keeping the business unit clean and disposing of waste. The tenant must make his/her own arrangements for the disposal of waste. All waste must be contained and disposed of correctly and not allowed to accumulate inside the building. The management of waste must comply with the Environmental Protection Act 1990 – Section 34.

NO WASTE, GOODS, MATERIALS OR EQUIPMENT SHOULD BE STORED OR LEFT OUTSIDE OF THE OCCUPIED BUSINESS UNIT, OR IN ANY COMMON AREAS. THIS RULE INCLUDES A PROHIBITION AGAINST UNAUTHORISED SKIPS AND BINS BEING LEFT OUTSIDE OF THE BUSINESS UNIT.

Storage within any compounds allocated to business units is subject to any conditions imposed by Blaenau Gwent Council's Planning and Environmental Service.

19. ALTERATIONS AND ADDITIONS TO THE PREMISES

The tenant is strictly prohibited from making any structural alterations to the building. Any alterations or additions to involve the construction and installation of walls, partitions, doors, windows, floors etc are strictly prohibited. Violation of this instruction will constitute a serious breach of your tenancy agreement. Hence, this violation will result in the immediate termination of the tenancy agreement and recovery of the property by the Council.

IMPORTANT HEALTH AND SAFETY NOTICE

UNDER NO CIRCUMSTANCES SHOULD THE TENANT IMPLEMENT ANY WORKS RELATING TO GAS, ELECTRICAL OR WATER INSTALLATIONS AT THE BUSINESS UNIT WITHOUT FIRSTLY CONTACTING BLAENAU GWENT COUNTY BOROUGH COUNCIL.

Note: As an occupier you have a Statutory Duty under the Control of Asbestos Regulations 2006.

The fixing of any machinery, or other items of weight, to the walls of the building, or to the roof joists or supporting structural elements of the building, will not be permitted without the written permission of the Council.

20. PROPERTY REPAIRS AND MAINTENANCE:

In accordance with the tenant's full repairing and insuring lease, the tenant is responsible for maintaining and keeping in good repair condition and decoration the whole of the business unit. This will include keeping the inside of the building in good decorative order and to undertake general day-to-day repairs and maintenance.

Before any repairs or maintenance works is instigated by the tenant, it is essential that they first contact the Council to ascertain if an Asbestos Register is assigned to your particular premises. This is a priority action to ensure that you are not exposing yourself, employees, agents or contractors to any hazard.

The tenant will be responsible for the repair, maintenance of:

- Internal painting/decoration.
- Roller shutter/up-and-over sectional doors.
- Internal floor coverings – maintenance, repair and replacement/renewal.
- Internal doors and fire escape doors to include all door furniture and ironmongery.
- Damage to window/door panes.
- Ironmongery – door/window handles, locks, hinges.
- Keys – replacement of keys (and locks where keys are lost or stolen).
- PAT testing of all electrical appliances provided by you.
- Periodic electrical installation testing and certification.
- Sanitary installations – basic plumbing repairs to sanitary appliances within the property such as WC and wash hand basins.
- All damage resulting from break-ins or vandalism – except where it would be covered by the Council's building insurance.
- Any machinery and fixtures belonging to the Council – as agreed at the commencement of the tenancy agreement.
- Any electrical, gas, water appliances belonging to the Council.
- Gas Installations – all fittings and appliances provided or installed by you including Gas Safety Certification.
- Pest Control – eradication through approved treatment of all insects, pests and vermin of any kind (excluding woodwork).
- Cleaning - the tenant is responsible for ensuring that the premises is kept clean and tidy at all times including all glazing (interior and exterior surfaces). No cleaning of roofs is to be undertaken by the Tenant.
- Security - including external door and window locks.
- Fire alarm and emergency lighting installations.
- Replacement of lamps and light fittings.
- Provision and servicing of fire extinguishers and other fire safety equipment.
- Any physical damage.

The above list is not exhaustive based on the principle that the tenant is responsible for complying with all statutory maintenance duties relevant to the property.

The Council will take the lead on managing the following repairs:

- Structural repairs.
- Roof repairs.
- Repairs to external drains, guttering and down-pipes.
- Window and door frame replacements.
- Estate maintenance of common areas.

The Council reserves the right to recharge the costs of any works it undertakes to the tenant where it is deemed appropriate, and in accordance with your occupational agreement.

- **The Tenant is not to undertake any works of any kind that would involve working at heights - without first consulting with the Council.**
- **Faults or damage resulting from the Tenant's misuse or from other parties under the control of the Tenant will be the responsibility of the Tenant.**

21. SERVICE CHARGES

In addition to rent, the Council shall reserve the right to raise service charges to cover the Council's costs in repairing and maintaining any common areas, services, landscaping and private roads and footpaths serving the Estate.

22. WHAT HAPPENS IF I MISS A RENT PAYMENT?

If, for any reason, you miss a rent payment you should contact us immediately.

You will then be able to talk to someone who deals with arrears and come to an agreement and action plan to clear the amount due - thereby avoiding any further action being taken against you.

It is important for you to take action as soon as possible before the arrears become more difficult for you to manage.

If you do not contact us, or fail to pay your arrears in full, we will then take action in accordance with your tenancy agreement and our arrears policy. This could result in the need for the Council to terminate your tenancy agreement with a final demand to pay all outstanding arrears in full.

Therefore, it is very important that you contact us immediately and keep us informed at all times if you cannot pay the agreed amount. Officers are always willing to offer assistance and advice.

23. GAS SAFETY:

Prior to the Tenant taking occupancy of the premises, the Council will have arranged for the inspection and servicing of all gas installations (if applicable) at the premises and obtained an up-to-date Gas Safety Certificate.

However, it is the Tenant's responsibility to arrange the on-going annual inspection, servicing and gas certification of all gas installations provided in the premises. This will include installations such as a combi-boiler unit and roof/wall mounted space heaters in the workshop areas. This work is necessary to ensure that the gas installations are working efficiently and safely. The inspection and servicing must be undertaken by a Gas Safe registered engineer from a Gas Safe registered business.

The Gas Safe Register is the official stamp for gas safety in the United Kingdom. CORGI registration is no longer valid. To work legally on gas appliances and installations the engineer/company must be on the Gas Safe Register.

After a Gas Safe registered engineer has fitted or serviced your gas appliance, they will often leave you with a report which explains what checks they did. This report may be issued as a gas safety certificate, sometimes referred to as a gas safety record depending on the job you have asked them to do. It isn't always a legal requirement for your engineer to give you this type of information, but many Gas Safe registered engineers will provide it or similar.

The gas safety information tells you that the gas appliance or gas fitting has been checked to see if it is working safely and meets the correct safety standards. This information may also tell you when you next need to service the appliance.

It's important to get your appliances regularly serviced to make sure they are working efficiently and safely. You should also have a gas safety check done on all gas fittings and appliances every year.

GAS BOTTLE STORAGE

Portable gas bottles are not permitted for use or storage in any units or shared compound areas (including any spaces external to the premises).

24. FIRE SAFETY:

WHAT YOU MUST DO

Arrange for a Fire Risk Assessment to be undertaken at your premises as soon as possible after taking occupancy of the building. The purpose of this fire risk assessment is to take into consideration the risks associated with the processes specific to your business operation.

On taking occupancy, the Council will provide you with a Fire Safety Information Pack that will help you to understand your fire safety management obligations as an occupier of the premises.

On taking control of a business unit it is important to be aware of the responsibilities you have for the management of fire safety at your premises.

Each year people die or are seriously injured as a result of fires at work. Many fires can be avoided by taking fire precautions. If a fire does break out, the effects can be minimised by having effective controls and procedures in place.

Fire safety law changed on the 1st October 2006 when the **Regulatory Reform (Fire Safety) Order 2005**, came into force. It replaces most fire safety legislation with one simple order – **it means that an employer or a person in control of the workplace must take reasonable steps to reduce the risk from fire and make sure people can safely escape if there is a fire.**

You must make sure that everyone who is on your premises, including employees, customers, or other visitors can escape if there is a fire. You need to pay particular attention to those who need special help, such as elderly or disabled people, or children.

The emphasis is on preventing fires and reducing risk

The main vehicle for ensuring compliance with the Order is to carry out a **fire-risk assessment** that will assess fire risks and inform the necessary development of a plan for managing fire safety at the premises. ***A fire risk assessment will help to identify risks that can be removed or reduced and to decide the nature and extent of the general fire precautions that need to be taken by you.***

As the occupier and person in control of the property on a day-to-day basis, you are responsible IN LAW for ensuring that a Fire Risk Assessment is undertaken at your premises on an annual basis. This Fire Risk Assessment must be carried out by a competent person.

'Competent Person'

It is advisable that the person/organisation that carries out the Fire Risk Assessment on your building would be an outside contractor (i.e. Fire Engineer). Competence is demonstrated through sufficient training, experience and knowledge.

Within your organisation, a 'competent person' must also be appointed to carry out fire safety management duties – such as testing and recording the operation of fire alarms and emergency lighting units, and ensuring that fire drills are carried out at regular intervals. This person would also take the lead on contacting the Emergency Services in the event of a fire and taking control of evacuations. This person would typically be a 'Fire Warden' and should undergo an appropriate training course.

The main rules under the **Regulatory Reform (Fire Safety) Order 2005** are to:

- Carry out a fire-risk assessment and identify possible dangers and risks;
- Think about who may be especially at risk (e.g. children, disabled people, public visitors);
- Remove or reduce the risk from fire - as far as reasonably possible;
- Put in place fire precautions to deal with any possible risks that remains;
- Take other measures to make sure there is protection if flammable or explosive materials are used or stored;
- Keeping records of any fire hazards and what has been done to reduce or remove them;
- Create a plan to deal with any emergency – e.g. what must be done in the event of a fire;
- Ensuring that staff are aware of the plan and trained – i.e. staff know what to do in the case of a fire, practised a fire drill and recorded how it went; keeping the fire-risk assessment under regular review – over time the risks may change.

The order applies to virtually all premises and covers nearly every type of building, structure and open space. For example, it applies to offices and shops, schools and sports centres, factories and warehouses etc.

In essence, the responsible person(s) must ensure the safety of **employees** and other **relevant persons** by properly managing the following:

- Fire Risk Assessment
- Fire Safety Policy
- Fire Procedures (such as evacuation)
- Staff Training
- Fire Drills
- Means of Escape
- Signs and Notices
- Emergency Lighting
- Fire Alarm
- Fire Extinguishers
- Fire Doors and Compartments

Failure to carry out these responsibilities may result in Enforcement by the Enforcing Authority through the actions of an Inspector. Conviction of failing to comply may lead to a penalty consisting of a fine or up to two years imprisonment

Please note, the term 'fire risk' collectively describes both the risk of fire occurring and the risk to people in the event of fire.

The Tenant must ensure that they provide and service fire extinguishers and other fire fighting equipment within their premises in accordance with their fire risk assessment

The Tenant must arrange for the fire alarm and emergency lighting installations to be tested by a qualified electrician at regular intervals. A valid certificate is to be produced for the Council upon request.

Advice and Information

If you need more practical advice or information after you have arranged your fire risk assessment, your Fire and Rescue Service may be able to help you (see under 'Fire' in the phone book). You can get guides, suitable for your type of premises, from good bookshops and by downloading them from the internet at: **www.wales.gov.uk/fire**

You can get information about managing process risks and highly flammable or explosive materials from your local HSE office or on their website at: **www.hse.gov.uk**

Copies of booklets and guides on fire safety for premises are available from:

Fire and Rescue Services Branch
Welsh Assembly Government
Cathays Park
Cardiff

CF10 3NQ Tel: 02920 825111

Email: fire@wales.gsi.gov.uk

USEFUL INFORMATION

Who to contact in an emergency . . .

In the case of an emergency you should call the appropriate emergency service immediately. Any serious incidents on site must be reported to Connect 2 Blaenau Gwent on **01495 311556**.

Emergency Telephone Numbers

Fire Service, Police or Ambulance: 999 or 112

Gas leaks and emergencies (Transco): 0800 111 999
(24 hr emergency help line)

Electrical Emergencies: 0800 052 0400
South Wales (SWALEC)
Western Power Distribution

Welsh Water Water Services & Emergencies 0800 052 0130

If you smell gas, think you have a gas **leak**, or are worried that fumes containing **carbon monoxide** are escaping from a gas appliance, please **call the free Gas Emergency Services emergency line** immediately on **0800 111 999**.

Also:

- Open all doors and windows to ventilate the property.
- Do not turn on/off any naked electrical switches.
- Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition.
- If there are any electrical security entry phones/locks, please open door manually.

Utilities:

SWALEC: Electricity & Gas 0845 071 3955

British Gas: Electricity & Gas 0800 048 0202

Welsh Water

Information on water services and emergencies: 0800 052 0130
(24 hrs a day, 7 days a week)

Blaenau Gwent County Borough Council

Building Control Department

General Enquiries: (01495) 355529

For advice and information on:

- Applications for building regulations
- Health and safety in and around buildings
- Demolition of dangerous structures
- Erection of new buildings and structures
- Extensions and alterations to existing buildings
- Change of use
- Access and facilities for disabled people

Blaenau Gwent County Borough Council

Planning Control Department

General Enquiries: (01495) 355555 or 355518

For advice and information on:

- Changing the use of a building
- Displaying a sign or advertisement
- Erecting a new building
- Extending or altering an existing building
- Altering listed buildings
- Carrying out other building and engineering works
- Landscaping or trees affecting your site or building
- Running a business from home

The Planning Control Section is responsible for the delivery of the statutory role of processing planning and related applications. In addition, it provides free advice on preliminary proposals.

Blaenau Gwent County Borough Council

Business Rates

For general information about business rates, including account enquiries, annual notification and rate reduction.

For further information please contact:

The Business Rates Section

By telephone - (01495) 355212

By fax - (01495) 356132

By post – Business Rates Section, Municipal Buildings, Civic Centre, Ebbw Vale, Gwent NP23 6XB

Blaenau Gwent County Borough Council

Environmental Health

For advice and information on:

- Health and safety at work
- Food safety (general food hygiene)
- Contaminated land
- Pollution control – water, noise, air quality etc.
- Animal welfare (non-agricultural premises)
- Pest control

For further information please contact:

Environmental Health Section, Abertillery District Office, Mitre Street, Abertillery, NP13 1AE

Phone: (01495) 357813

Fax: (01495) 355245

environmental.health@blaenau-gwent.gov.uk

Blaenau Gwent County Borough Council

Commercial Waste - Collection

General Enquiries: (01495) 311556

Businesses are required under the Environmental Protection Act to ensure that their waste is disposed of correctly. A registered waste collection service must be used.

Commercial waste is collected once a week by the refuse crews. Billing for commercial accounts is due six monthly in advance.

The Council is able to supply for hire wheeled containers from 120, 240, 330 & 660 litres up to 1100 litre and 1280 litre.

The Council also offers weekly or as often as required collections of commercial recycling for dry recyclates (Paper, Cardboard, Plastic Bottles, Tins, Glass) and food at a very small charge, and we will also provide you bags and/or bins to store your recycling until collection.

To set up a commercial waste account or to find out more information about the services that we provide please contact the Council's Contact Centre on 01495 311556.

Blaenau Gwent County Borough Council

Trading Standards

For advice and information on:

- Licensing requirements
- Trading standards legislation
- Distance selling and internet sales
- Advertising, labelling, descriptions and pricing
- Product safety and weights & measures
- Food description, quality and labelling
- Animal health, livestock movements and licenses

For further information please contact:

Trading Standards
Beaufort Street
Brynmawr
Gwent
NP23 4AG

Tel: 01495 356138
Fax: 01495 355245

Email : TradingStandards@blaenau-gwent.gov.uk

CONSUMER ADVICE IN BLAENAU GWENT

Consumer Advice and information in Blaenau Gwent is now provided by two sources:-

Consumer Direct provides a telephone and online consumer advice service, which is supported by local authorities in Wales, and funded by the Office of Fair Trading

Consumer Direct provides clear, practical advice to help consumers resolve problems and disagreements with suppliers of goods and services. Consumer Direct can advise on issues such as faulty goods, poor workmanship and substandard services. You should also contact Consumer Direct to report dishonest trading and scams.

Consumer Direct works in partnership with Local Authority Trading Standards Services by providing first level advice and information on a wide range of consumer problems. Only complaints requiring further investigation or assistance are referred to Trading Standards or other advice services.

Trading Standards routinely provide advice to businesses and consumers on their rights and obligations under current legislation. Consumers visiting our offices in Brynmawr can also utilise our advice service.

FOR CONSUMER COMPLAINTS:

Consumer Direct Wales

08454 04 05 06 (English)

08454 04 05 05 (Welsh)

Minicom: 08451 281384

www.consumerdirect.gov.uk