



Commercial Partner Handbook *For Leaseholders and Licensees*



PSVT is committed to providing information that is accessible to all Port Sunlight commercial tenants and partners. If you need an alternative format, e.g., a large print format, please get in touch.

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1. Welcome to Port Sunlight

Dear Partner

Welcome to the Port Sunlight Village Trust (PSVT) Commercial Partner Handbook. If you are a new leaseholder or licensee, you should read this handbook in conjunction with your Lease or Licence and other information you received when signing up for your organisation. It provides vital information on your property, from moving in and out to maintaining your property. It describes the work of PSVT, outlines our responsibility to you, and what we ask of you in return.

Some sections will be of interest to you straight away, whereas others you may wish to refer to in the future.

Our contact details are below, as are links to our website where you will find answers to many of your questions.

Port Sunlight is a friendly village with lots of social groups and activities. You will find details of these in the 'Your community' section of the residents' website, along with details of our public events programme.

As a commercial partner at Port Sunlight, you (and your team) are eligible for Residents Cards which entitles you to free entry to The Port Sunlight Museum, the Edwardian Worker's Cottage Experience, and discounts in our Museum Gift Shop and on walking tours. If you don't already have Residents Cards, please contact us and request them.

For general enquiries or to make an appointment with a member of the PSVT team please contact:

Port Sunlight Village Trust
23 King George's Drive
Port Sunlight
Wirral CH62 5DX

Phone: 0151 644 4800

Email: admin@portsunlightvillage.com

Website: portsunlightvillage.com

Office hours: Monday - Friday, 9am-5pm
(lunch time closure from 1-1.30pm)

Out-of-hours emergency repairs call Liberty Group: 0330 333 8380

2. History of our village



About Port Sunlight Village

William Lever (later Lord Leverhulme) built Port Sunlight to house the workers at his soap factory, Lever Brothers, which eventually became the global giant, Unilever. Port Sunlight holds a unique place in the history of urban planning and represents one man's vision to provide industrial workers with decent, sanitary, affordable housing in a beautiful setting. There are approximately 900 Grade II-listed buildings in the village, and Port Sunlight was declared a Conservation Area in 1978 and this informs the work that we carry out to maintain our properties.

About Port Sunlight Village Trust

Until the 1980s, residential tenancies in the village were tied to employment with Unilever, village institutions and services, or the Lever family itself. Then the residents were given the option to buy their homes, with just over 600 sold. In 1999, Port Sunlight Village Trust (PSVT) was established as an independent charity, and became the freeholder of almost 300 tenanted houses, most of the public buildings and the public space.

Today, PSVT continues to manage its tenanted residential and commercial housing stock and is also responsible for the management and maintenance of the vast landscape, which includes a diverse group of listed structures such as the war memorial, fountain, and the Dell bridge. Whilst Wirral Council retain the responsibility for highways, paving and street lighting.

Port Sunlight is also a tourist destination and PSVT manages The Port Sunlight Experience which includes Port Sunlight Museum, the Edwardian Worker's Cottage and The Gallery at Bridge Cottage. Our staff and volunteers work together to make Port Sunlight "an inspiring place to live, work and visit", and share values of integrity, respect, knowledge, passion, participation and creativity.

Our mission:

We are guardians of a unique and beautiful village, working with its community to ensure a great quality of life for residents and to celebrate William Lever's amazing legacy through cultural and learning experiences for all.

To this end, we invest millions of pounds in conservation projects, cyclical and planned maintenance and lifelong learning activities for all. There is more on the history of Port Sunlight and the role of PSVT on our website.

3. Your lease or licence



Your Lease or Licence is the legally binding document that you signed when you first became a commercial partner of PSVT. It sets out your rights and responsibilities as a leaseholder or licensee and PSVT's as your landlord / licensor, and it is important that you keep your copy of the agreement safe. This Handbook should help you to understand the agreement.

We must all abide by the conditions in the lease or licence which can only be altered by mutual agreement.

Our commercial partners have one of three types of agreement:

Leases within the Landlord & Tenant Act

Commercial leases granted historically by PSVT (and previously by UML) are generally within the Landlord & Tenant Act, this should be stated within the lease document.

This grants the leaseholder the automatic right to renew the lease on expiry, provided acceptable rent terms can be agreed between the parties.

PSVT no longer offer leases to new commercial partners within the Landlord & Tenant Act.

Leases outside the Landlord & Tenant Act

Commercial leases granted over recent years and going forward, are generally outside the Landlord & Tenant Act, this will be stated within the lease document.

This means that the leaseholder does not have the right to renew the lease on expiry, though PSVT can choose to offer a new lease to the leaseholder if they wish.

This is the default format for commercial leases granted by PSVT.

Licences

Licences are granted for short-term or rolling occupations, they do not grant any property rights.

As a commercial partner you agree to:

- 1.** Pay the rent / licence fee for the premises regularly and promptly.
- 2.** Be responsible jointly and severally with other occupants for maintaining the cleanliness of any communal area.
- 3.** Make payment for services such as water, gas, electricity, and Council Tax to statutory authorities.
- 4.** Be responsible for internal decoration in all rooms in the premises, including floor coverings (i.e., carpets, floor tiles, vinyl and original woodblock flooring).

5. Contract directly with a commercial waste operator, and do not leave any other refuse in the rear service roads.
6. Be a good neighbour.

4. Your rights and responsibilities



Your responsibilities

1. Car parking and repairs

Most roads within the village are adopted by Wirral Council and parking is permitted or restricted as indicated by signage and or line marking.

Unless expressly agreed within your lease or licence, parking on PSVT land is not permitted.

Remember that emergency vehicles require access to all properties 24 hours a day.

2. Environment and pest control

- Unwanted food should be disposed of properly so as not to encourage rats, pigeons and other disease-carrying vermin.
- Pigeons should not be encouraged as they can cause extensive damage to eaves and guttering, as well as spreading disease.

3. Environment and noise

Port Sunlight is a residential village and you should not cause unreasonable noise. A continuing noise often becomes not just an annoyance but a real nuisance. Examples of noise that may be considered a statutory noise nuisance include barking dogs, loud music/television/radio, regular parties, intruder alarms and maintenance activities.

4. Respect the conservation area

Port Sunlight is a conservation area and most properties are Grade II listed. We are committed to the conservation and management of the village, and it is important that you ensure that its fabric, landscape, and monuments are not damaged or misused.

Any works within your property that affect the building fabric must be agreed in writing with PSVT's Conservation & Maintenance Manager in advance of works commencing.

Ongoing photographic evidence may be required during the period of any works to ensure that any historic features are recorded for conservation purposes - the likelihood of this requirement will depend on the historic nature of the property and will be agreed with you when you request permission for the works.

Listed Building Consent (where required) must be requested from Wirral Council, our Conservation & Maintenance Manager will be able to help you determine when this applies.

5. Refuse disposal and recycling

Put your refuse and recycling bins out on the appropriate collection days and return them to your property or other designated location.

5. Your rent and other charges

Setting your rent / licence fee

Rents / licence fees are agreed at the start of the agreement. Some agreements include annual uplifts, others include uplifts at set points during the term of the agreement, whilst others are fixed for the whole term. Please refer to your agreement to see which applies.

Service charges

Service charges are payable on properties with a shared communal area. They cover the cost of any services PSVT provides, or for which PSVT takes responsibility but which are usually the responsibility of the occupier. Examples of these costs include cleaning communal areas and windows.

If heating/water are paid by PSVT on behalf of the occupier a separate charge will be made. Where it is feasible to install a sub-meter, this will be used to calculate the charge. Where this is not feasible an apportionment will be made pro-rated to the space occupied.

Charges made will be reviewed annually to ensure that they adequately meet the cost of providing the services.

Insurance

Generally PSVT insures the properties and cross charges this to the lease or licence holder. Charges are annual and apply from April to March. Occupations that start partway through a year will be pro-rated accordingly.



6. Maintaining your property

Because of the architectural and historical importance of the village, it is protected by the Planning (Listed Buildings and Conservation Areas) Act 1990. This is national legislation enforced by Wirral Council and governs what can and can't be done to a listed building, both internally and externally. It is the responsibility of PSVT to ensure all works on our properties meet the requirements of the law.

- The majority of our properties are Grade II listed buildings which may be different from other buildings you have occupied. Older buildings can be prone to damp and condensation, as custodian of a listed building we ask you to be aware of these issues and act on them appropriately.

Dampness

Dampness in your property could mean that the walls, windows, roof or floor need repair. It should be reported to PSVT for attention.

Condensation

Dampness could also be caused by condensation this occurs when warm, moist air inside the property reaches a cold surface such as an exterior wall or window. Typical signs of condensation are moisture on the inside of windows and black mould on window frames and/or on exterior wall surfaces.

How to prevent condensation becoming a problem

- Keep rooms well ventilated.
- When using toilet facilities always ensure the extractor fan is switched on or the window is open. In cold weather open the window when you have finished and if possible, leave it open for a while. The longer you can leave it open the better the room will air.
- If you are cooking, it helps to keep doors closed to prevent moist air reaching other rooms. Turn on any extractor fan and keep them running for a little while after you have finished cooking.
- Make sure that vents and air bricks are free from blockages.
- Avoid using paraffin or liquid gas heaters because they give off large amounts of water vapour.
- Avoid drying clothes indoors or on radiators. If you do dry clothes indoors, ensure the property is well ventilated.

7. Repairing your property (including emergency repairs)



This section explains the correct procedure for requesting a repair, how it is dealt with, and when it is PSVT's responsibility.

How to request a repair

Your lease will detail whether PSVT or the occupier are responsible for maintenance and repairs. For older leases, there may be a series of schedules listing Individual elements of the property, whilst newer leases generally state that PSVT is responsible for the structure and external fabric and that the occupier is responsible for the interior.

Repair requests can be made by either contacting the PSVT office or through the 'report a problem' section of our residents' website:

Port Sunlight Village Trust

23 King George's Drive
Port Sunlight
CH62 5DX

Phone: 0151 644 4800

Email: admin@portsunlightvillage.com

Website: portsunlightvillage.com

The website has information on maintaining and conserving your property.

PSVT has a **Conservation and Maintenance Manager** who is available to advise all commercial partners, on any conservation issues. Again, call or email the PSVT office to request advice.

Repair priorities and response times

Repairs reported by occupiers to PSVT are categorised according to the urgency and the nature of the repair. Essentially, the more urgent the repair, the quicker it will be dealt with.

All repairs will be given a response time:

Emergency repairs

Any repairs which are considered to be a serious risk to the occupier's or a third party's health, safety and security, or which will cause serious damage to the property, will be attended to within 24 hours of notification.

Urgent repairs

Any repairs which are likely to risk health, safety and security, or which are depriving tenants of a basic amenity, will be attended to within three working days of notification.

Routine repairs

Routine repairs are for issues which are not considered to be causing immediate damage to the building, its occupiers, or neighbouring properties. Examples include repairs to

guttering, replacement of damaged but operative equipment. These repairs will be addressed within 30 days.

Please note that these times are subject to the contractor being able to gain access to your property. Some repairs require us to obtain permission from Wirral Council and this can affect the time for repairs to be completed

Our right to access

PSVT needs to have access to your property to undertake routine maintenance, however, we do not retain keys for any of our tenanted properties so need you to be present. We will notify you when we need to visit and will agree a mutually convenient time. It is important that appointments are kept, and unless there is a very good reason for a broken appointment PSVT reserves the right to charge for the costs incurred. If you fail to allow PSVT access, we may need to consider legal action against you in order to gain access.

In an emergency we may also need to force entry into your property if lives or property are at risk.

Cyclical Maintenance and Repair

As part of the routine care of our properties PSVT carry out programmes of repair and maintenance across the village. This is a rolling programme of work on a 7-year cycle to assess the condition of the paintwork, joinery and roofs. If your property is on the list for a particular year, we will require access to undertake an assessment of the exterior of the property and undertake painting, joinery or roofing repairs. Although we carry out regular assessment of the properties, it is still important that you report any problems with your property to the PSVT.

Requesting an emergency repair

If you require an emergency repair during office hours, you should contact the PSVT office on **0151 644 4800**.

If your emergency is during our **lunchtime closure (1-1.30pm)** please call **07592 034922**.

If you require an emergency repair **when our office is closed (5pm - 9am on weekdays, weekends, Bank Holidays and between Christmas and New Year)** you should call: Liberty Group – 0330 333 8380

Please note that this number is for **EMERGENCY REPAIRS ONLY** and only when **PSVT's office is closed**.

When telephoning you should state:

- Your name
- The address

- Nature of the emergency
- Your telephone number and means of access to the property

Liberty Group will then arrange for an appropriate contractor or a member of PSVT staff to respond to the issue.

The following incidents are examples of emergencies and should be reported to Liberty Group if they occur out-of-hours:

1. Escape of water causing damage to the fabric of the building, PSVT's fixtures and fittings and the tenant's contents.
2. Major structural damage.
3. The presence of raw sewage inside the building.
4. A serious roof leak whereby water is entering the property and affecting lighting.

Other emergency numbers

In the event of:

1. A gas leak: phone Cadent on 0800 111 999
2. Total failure of the electricity supply: phone 105
3. Fire: phone 999. Once you are safe and secure, please advise Liberty so that any appropriate follow-up actions can be taken.

Your repair and maintenance responsibilities

As our commercial partner you agree to do the following:

1. Replace broken glass - contact PSVT's **Conservation and Maintenance Manager** for advice about the appropriate type of glass to use.
2. Tell us as soon as possible about any fault in the premises which it is PSVT's responsibility to repair.
3. Permit officers and agents of PSVT to enter the premises at any reasonable time to inspect the state of the repair or to carry out any repairs required.
4. Maintain any outside areas in a tidy condition.
5. Properly repair and replace any breakages by you, members of your team or visitors. If heritage features inside or outside the property, such as walls, ceilings, glass or wood trim, are damaged you should contact **PSVT's Conservation and Maintenance Manager** for advice on appropriate repairs or replacement materials. If damage is caused by vandalism, please supply PSVT with a Crime Reference Number.
6. Replace all light bulbs, light fittings and fuses.
7. Carry out all *internal* redecorating and painting.
8. Replace door locks if keys are lost.
9. Put your refuse/recycling bins out on the appropriate collection days and return them to your home or other designated location.

8. When are permissions required?



You must get written consent from PSVT if you want to do any of the following:

1. Fit an aerial or satellite dish, external signage or other items to the outside of the building or outbuildings.
2. Make any alteration to your property over and above maintenance and repairs.
3. Hold a community event. We are fans of community events and there is information about holding them in the 'Your Community' section of the website.

You are responsible for decorating the inside of your property. External painting is generally carried out by PSVT on a seven-year cyclical programme unless your lease specifies otherwise.

If you would like any advice regarding making alterations to your property, please contact our **Conservation and Maintenance Manager** on **0151 644 4800**. There is also more information on maintaining your property on the residents' website.

Any internal or external alterations, including fitting satellite dishes and external lighting will require written formal consent as your home is likely to be a Grade II listed building. Approval decisions are made by **Wirral Council's Planning Department**, there are **details of the process on their website**.

An aerial photograph of a city landscape. In the foreground, a large green park with a central cross-shaped garden and a small pond is visible. To the left, there are rows of residential houses with red roofs. In the center, a large, white, domed building with a green roof stands out. The background shows a dense urban area with many buildings and trees under a cloudy sky.

9. Health, Safety and Security

Health and Safety

As a commercial lease holder you have certain Health & Safety responsibilities.

Your lease or licence will detail who is responsible for Health & Safety in your building, if you are unsure please contact PSVT.

Employees and visitors

You have a duty under the Health and Safety at Work etc. Act 1974 to ensure, so far as reasonably practicable, the health, safety and welfare of their employees at work. People in control of commercial premises have a duty towards people who are not their employees but use their premises.

Gas and electricity servicing

Under the Gas Safety (Installations and Use) Regulations 1998 the following must be adhered to:

- Only Gas Safe-registered people to carry out work on gas fittings.
- Not to permit a gas appliance to be used if you suspect it is unsafe or is inadequately ventilated.
- Carry out an annual safety check on gas pipe work and appliances.
- Provide gas servicing or safety checks.
- Keep records of all inspection defects and actions taken.

Under the Electrical Safety Standards in the Private Rented Sector Regulations 2020 the following must be adhered to:

- Ensure that national standards for electrical safety are met.
- Carry out electrical inspections every five years.
- Provide a certificate of compliance.
- Portable appliance testing to be carried out annually

Legionella

Legionella testing is essential to ensure proper compliance with current legislation, including ACOP L8, HSG274 and HTM 04-01 (Healthcare). It is crucial to limit the risk of occupants' exposure to Legionella bacteria with proper Legionella risk assessment and management.

Testing must be carried out monthly with a Legionella Risk assessment every two years.

Fire Safety

You are responsible for carrying out a fire risk assessment in your building annually.

Fire Risk Assessments

A fire risk assessment is a systematic and thorough evaluation of a commercial property to identify fire hazards, assess the risks associated with those hazards, and develop a plan to eliminate or reduce those risks. It involves a detailed examination of the property's layout, construction, occupancy, and operations to identify potential ignition sources, fuel sources, and the likelihood of fire spread.

Fire Risk Management

Fire risk management is your responsibility this includes fire drills, evacuation plans, fire alarms and emergency lighting are your responsibility

Security

Port Sunlight is a safe place to live, however, there are steps you can take to ensure that our properties are as safe and secure as possible.

- Advise PSVT of any communal or security lighting which does not work.
- You should report any incidents to the **Police** on 101 or the confidential reporting line Crime Stoppers on 0800 555 111. If it is an emergency, please phone 999.

No property can ever be burglar-proof but there are actions you can take to reduce the risk to your property.

- Never leave your property unoccupied without making sure that the windows are secured, and the doors locked.
- Never leave valuables or cash lying around.

Who is responsible for taking out insurance?

PSVT insures the structure and fittings of your property.

You need to insure your own Items with a business contents insurance policy. Fires, thefts, and floods do occur, and may result in heavy loss. Neither PSVT nor any other agency has any obligation to give financial assistance or compensation. We also advise you to insure against accidental damage, as you may be liable to replace certain fittings such as if they are accidentally damaged by you or a member of your team.

What to do in an emergency?

In the event of an emergency, you should always phone **999** to contact the Police, Fire and Ambulance services. This is a free phone number whether you call from your mobile phone or landline. You'll be asked by the operator which service you require. Be as specific as possible, giving relevant information such as where you are phoning from, your name and why you are phoning.

For all non-emergencies and for reporting an incident that has taken place, call **Merseyside Police on 101**.

Additional security

PSVT tenants and leaseholders have access to additional safety and security services provided by a company called Custodian Guards.

Custodian Guards provides security patrols to deter anti-social behaviour, theft and vandalism. They operate van and foot patrols around Port Sunlight. Custodian's hours of operation are:

Monday - Thursday:	3.15 pm - Midnight
Friday:	3.15 pm - 1 am
Saturday:	1.15 pm - 1 am
Sunday:	1.15 pm - Midnight

Custodian's on-call service is available 24 hours a day. If you have a security-related concern, call them on **0151 201 6023**. It may be because you feel someone's personal safety or property has been threatened by theft, inappropriate behaviour, verbal or physical harassment, or other actions. Even if you are not sure if you have all the information call Custodian's operations room. Alternatively, you can send an email to **info@custodianguards.co.uk**

11. When you leave a PSVT property



Before leaving your property, there are certain things you must do:

Terminate your contract

You must give us the correct period of notice, as stated in your lease or licence. This should normally be in writing.

On the day your occupation finishes please hand in your keys at PSVT's office.

Tell other parties

Remember to tell Wirral Council etc. of your moving date. Royal Mail will redirect your mail for a fee.

Meters

You need to arrange for your electricity, gas and water meters to be read by the relevant utility company before you move, usually giving the supplier at least three working days' notice.

Please note that you are responsible for all utilities until the end of your contract, rather than up to the day you move out.

Appliances

Disconnecting and reconnecting your appliances is your own responsibility.

Please ensure that the water supplies to any dishwasher or washing machine are switched off. You will be charged for any damage caused by leaks following a disconnection.

Condition of the property

Please leave the property (including any outside areas) in a clean and tidy condition and clear of all your belongings.

Dilapidations works and or payments may be due depending on the condition of the property and the terms of your contract.

12. Getting involved in village life



Village activities

Port Sunlight boasts a rich and varied social programme, organised for our residents by PSVT. Port Sunlight is also home to several groups and societies, covering everything from music, singing and dancing to crown green bowling and photography. These programmes are aimed at learning new skills, bringing together people with shared interests, reducing isolation, and supporting community cohesion. You can find out more through:

- The Port Sunlight Gazette, which is distributed quarterly to your door or available to download from the PSVT website.
- By visiting the website: www.portsunlightvillage.com
- Through social media.
- By keeping an eye on the village noticeboards.

Volunteering

Port Sunlight and PSVT could not function without the invaluable support of our volunteers. PSVT is committed to supporting them, providing training and development, and creating opportunities for them to socialise and engage with others. Volunteers tell us that they gain a lot from their activities: they develop new skills, make new friends, and feel like they have made a difference and have contributed to their local community.

Whatever you and your team's skills and interests we have a wide variety of volunteer roles to choose from:

- Welcoming visitors to the Edwardian worker's cottage, Port Sunlight Museum and Bridge Cottage
- Providing guided tours of the village.
- Supporting visitor and community events and activities.
- Carrying out historical and collections-based research.
- Assisting with formal and informal learning workshops.
- Supporting the village landscape team in maintaining our greenspaces and floral displays and helping to keep our village litter free.

If you or members of your team would like to volunteer, visit the Volunteering page on the PSVT website to find out about our latest vacancies:

www.portsunlightvillage.com/volunteering-at-port-sunlight/

or email volunteering@portsunlightvillage.com

13. Compliments, comments and complaints



Our service to you

PSVT is committed to providing you with a high quality, accessible and responsive service that consistently meets or exceeds your expectations.

Your views are important to us because they help us to improve our services and ensure that we treat everyone fairly. We realise that we do not always get things right, and when this happens, we need to know so that we can learn and improve our services, as well as putting things right for you.

Also, it is great to hear when we do get things right.

Definitions

What is a complaint?

A complaint is any expression of dissatisfaction, either informally or formally, about any aspect of a service provided by PSVT that requires a formal response.

What is a concern?

A concern is a problem raised that can be responded to and resolved straight away.

Feedback

Feedback is any type of information received, e.g. a comment (positive or negative), compliment, suggestion or a thank you, that PSVT can use to help improve our service or to show that we are providing a valued and much-needed function.

Confidentiality

Confidentiality will be maintained as far as possible, however, there are some situations where the identity of a complainant must be disclosed. In all cases we will exercise the utmost discretion when dealing with complaints or concerns raised and will handle your information in line with data protection legislation.

What we will need to know

We need to understand your feedback, concern, or complaint straight away. For us to do this, we'll need the following information:

- Your contact details, including telephone number and email address.
- The nature of the feedback, concern or complaint.
- Any names or dates that you have noted in relation to the incident.
- Where relevant, what you would like us to do to put things right.

If we are able to resolve the issue immediately then we will log this as a concern. However, if we cannot resolve the issue informally, **Stage 1 of the formal complaints procedure will be followed.** All formal complaints must be received in writing, i.e., through our website or by letter, email or our Complaints & Feedback form. The form is available on request from PSVT. You can also provide informal feedback via telephone.

NB: All formal complaints should be resolved within 28 days of being received by PSVT. Every endeavour will be made to reply within this time frame but occasionally complex matters, including those involving third parties, may take longer to resolve.

There is no time limit on making a complaint, but it is best for the complaint to be made as quickly as possible after the incident/s. If more than six months have passed between the incident (or latest incident) and the date when the complaint is made, then we may not be able to investigate. If a complaint is made more than six months after the incident, the reason for the delay must be explained. However, this does not guarantee that the complaint can be investigated.

What do you think?

As a tenant your views are very important to us, both in relation to everyday matters and when we are making important decisions. From time-to-time, we will ask you what you think of the services PSVT provides and will send you letters or questionnaires asking for your comments. Your response is essential in helping us decide how best to improve our services. However, you don't have to wait for us to get in touch. You can share your views on the village matters that are important to you by emailing feedback@portsunlightvillage.com or calling 0151 644 4800.

14. Inclusion and confidentiality



An inclusive organisation

PSVT is committed to ensuring that people have equitable opportunities to engage with PSVT's services and be part of village life. We recognise that a happy and sustainable village community is a diverse and inclusive one.

In accordance with our Equity & Diversity Policy, we will treat our commercial partners fairly and equitably, without discrimination, either directly or indirectly, because of age, sex, disability, gender re-assignment, marriage and civil partnership status, pregnancy and maternity status, race, religion and belief or sexual orientation.

Guaranteeing your confidentiality

In compliance with data protection law (General Data Protection Regulation – GDPR), PSVT will not disclose any personal information regarding you or your tenancy without your express permission.

As a tenant, you have the right to check some of the information we hold about you to make sure that it is correct. You can check:

- The information we hold about you on our computer system.
- The information that you have given to us, e.g., on your application form.

If you wish to inspect this information, please contact the office to make arrangements. Such requests are covered by the General Data Protection Regulation.

15. Useful contact numbers

Port Sunlight Village Trust	0151 644 4800
Orbis (Out -of-hours emergency repairs)	0151 343 2764
Custodian Guards (Village security)	0151 201 6023
Cadent (Gas)	
Emergencies	0800 111 999
General enquiries	0333 200 8899
Electricity	
Emergencies	105
United Utilities	
Report a leak	0800 330 033
Medical	
Emergencies	999
Arrowe Park Hospital	0151 678 5111
NHS helpline	111
NHS Walk-In Centre	0151 488 3706
Arrowe Park Hospital	
Arrowe Park Road	
Upton, CH49 5PE	
Citizens Advice	03444 111 444
Housing benefit office	0151 606 2002
Wirral Council	0151 606 2004
For reporting street lighting problems and damaged trees (on adopted roads), damaged paving and flooding	
Merseyside Police (General enquiries)	0151 709 6010