

## Property Issues Affecting You Premises – Example

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Look, I really need to vent about the space we're renting on the 1st floor at 100 High Street. Honestly, if we'd known how many daily head-aches were built into the design of this unit, I don't think we ever would have signed the lease.

First of all, getting into our own unit is a total joke. You'd think in a modern, prime building you could just take a lift straight to your floor, right? Wrong. To get to our part of the 1st floor, we literally have to take a lift or escalator *up* to the 2nd floor, and then walk back *down* a staircase to get to our space on the 1st floor. It feels completely ridiculous doing that loop every single day.

And because the only real entry path involves that staircase, we have zero proper disabled access for visitors or staff needing step-free routes. Technically, there's a goods lift, but it opens right out into the ground-floor retail area, which means it's totally inaccessible for standard office use or bringing clients in through the main side.

The main issue, though, is the natural light, or rather, the complete lack of it. The space was originally designed as retail storage. The retailers didn't even want it, so the landlord kept it, threw it on the market, and now we're stuck with a space that gets virtually no light and feels completely boxed in.

Because it's basically impossible to run a standard, collaborative open-plan office in a dark room like this, we had to repurpose the area into an auditorium and meeting room setup. But even that's a compromise, because it wasn't built for that purpose, we don't even have a sloped floor for proper view lines. We've basically spent months bending over backwards trying to make an oversized storage unit function like a proper modern office space.

So what I really want to know is are these grounds for a rates reduction?

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