

MAJOR WORKS

Why do we consult?

We have a responsibility to consult with you about any services and works covered by your service charge under Section 20 of the Landlord and Tenant Act 1985. We do this by sending you a formal notification called a Section 20 Notice. Occasionally we will share with you provisional details of any planned works prior to serving the Section 20 Notice but formal consultation will not begin until the notice has been served.

What is a Section 20 Notice?

A Section 20 Notice is a legal document advising that we intend to enter into a long term agreement (a contract). It is also your opportunity to get involved and tell us what you think. Each notice lasts for 30 days from the date it is issued.

Section 20 Consultation

Section 20 of the Landlord and Tenant Act 1985 (as amended) stipulates that if works are required that cost more than £250 per customer; we are legally bound to carry out a consultation process. We are also required to do this if we enter into a long term agreement (more than 12 months) with a supplier that will cost more than £100 per customer per year. This gives customers an opportunity to formally comment on the works as well as nominate their own choice of contractor.

The formal process:-

Stage one – we provide you with notification of our plans; this is just an overview of our intentions.

Stage two – we provide you with estimates for the works and a full breakdown

Stage three – We advise you of which contractor we have selected and our reasons

As your Landlord we recognise the importance of consultation and will, as a minimum standard, consult with leaseholders in line with current legislation. Under the Commonhold and Leasehold Reform Act 2002, we have a duty to consult with you prior to starting major works or partnering agreements.

I would like to raise an issue with the works that are taking place – what can I do?

During the S20 Consultation period the notices we send will detail how to make your observations in writing if you feel you would like to comment at this time. Each notice will provide a deadline for when observations should be submitted by. Please make any observations at the earliest possible stage.

If you have any issues or concerns it is important to tell us at the time of the works rather than wait until the invoice has been sent out to you. Please contact our Asset Management Team on 0300 777 2600 if you have any issues or concerns.