

A - Our major works programme requires that major works costs are apportioned equally to each property and therefore if you own more than one property each one will incur its own proportion of the bill.

Q - What happens if I still cannot pay?

A - If you are unable to pay and have exhausted all of the options mentioned, then it is important you talk to us.

We will send you reminder letters to pay once the invoice becomes payable, and if payment is not agreed we will contact your Lender (if you have one) to ask if they will consider paying on your behalf.

Your Lender will normally contact you to discuss this further and explain any implications of paying on your behalf. If your Lender is not in a position to assist or you do not have a Lender, then we will send you a letter informing you that your case is being prepared for referral to our solicitors to take legal action.

Possible outcomes of court action to recover the monies owed could be obtaining a Charging Order against your property (which may be enforced by an Order for Sale) or even forfeiture of your property. Therefore, it is important that you take this matter seriously as we will seek to recover the full debt amount.

Q - I am in the process of selling my property, will I need to pay?

A - You should ensure that you tell the solicitors acting on your behalf that you have been notified of major works being undertaken. They will discuss with you whether retention should be made for the costs of the works. It may be suggested that the estimated costs of these works are added to the sale price of your home and the additional money used to pay for the works. In this situation we would suggest that you obtain advice from your solicitor or other independent legal advice.