

Leaseholder guide to major works

We consult leaseholders before we do any works, such as repairs, improvements or major works that will cost you more than £250 or provide services that will cost you more than £100. Here's a simple guide to how the consultation works.

Long-term agreements

We use long-term agreements because they are generally a cheaper way to get work done. Long-term agreements are contracts that last for 12 months or longer. They give contractors a longer period of work than a standard contract, which helps keep costs down. For long-term agreements, we consult all leaseholders in steps 1, 2 and 3 and we only consult the leaseholders affected in step 4.

How we consult you

Step 1

We write to all leaseholders and explain what the long-term agreement is for and invite you to comment.



Step 2

After we have received prices from contractors, we send a copy of the estimates to all leaseholders and invite comments.



Step 3

In some cases, if we don't choose the lowest price contractor we write to all leaseholders and explain why we have chosen the successful contractor. We also send a summary of the comments we received at steps 1 and 2.



Step 4

We write to all leaseholders affected by the work. We explain why the work is needed, the total cost, how much you will have to pay and invite comments.

How we bill you

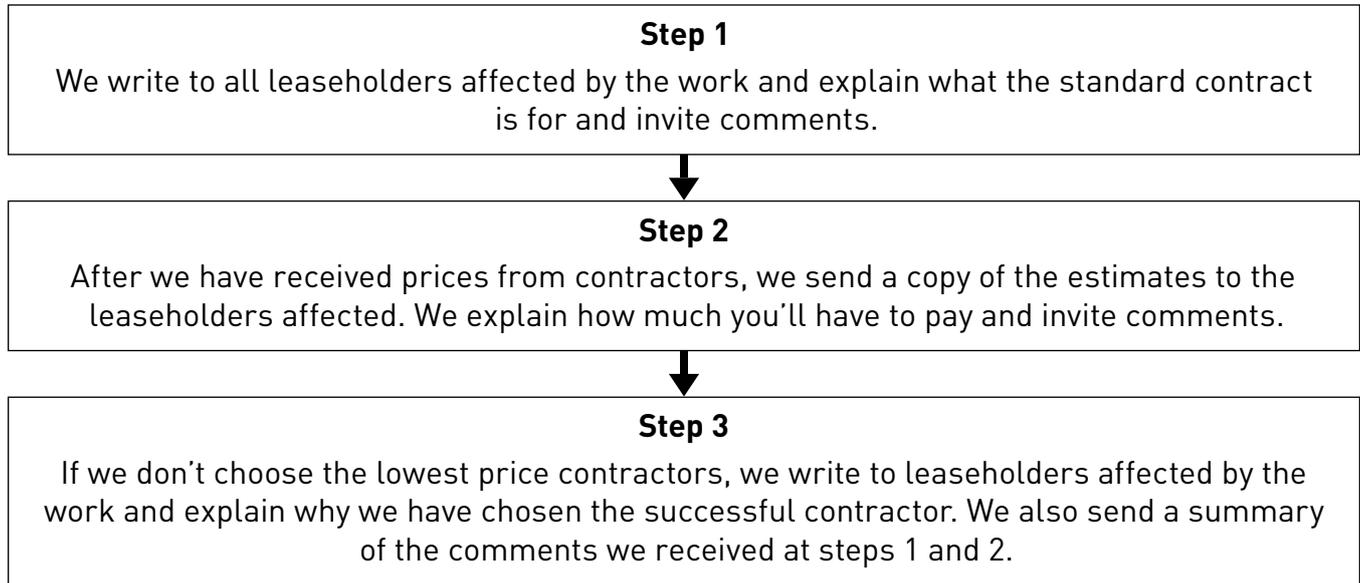
We send an actual bill to leaseholders affected by the work.



Standard contracts

Sometimes we need to carry out work that is not included in any long-term agreement. We do this using a standard contract. Standard contracts are contracts that last less than 12 months. With these contracts, we only consult the leaseholders affected.

How we consult you



How we bill you

We send an actual bill to leaseholders affected by the work.

When we have to do something urgently

Sometimes we can charge you the full amount even though we haven't carried out all the consultations. For example, when we have to do something urgently for safety reasons. This is called a dispensation. Even in these situations, we still have to do all we can to consult and notify you.

This is a simplified explanation of the Section 20 consultation process and should not be used as a definitive guide.