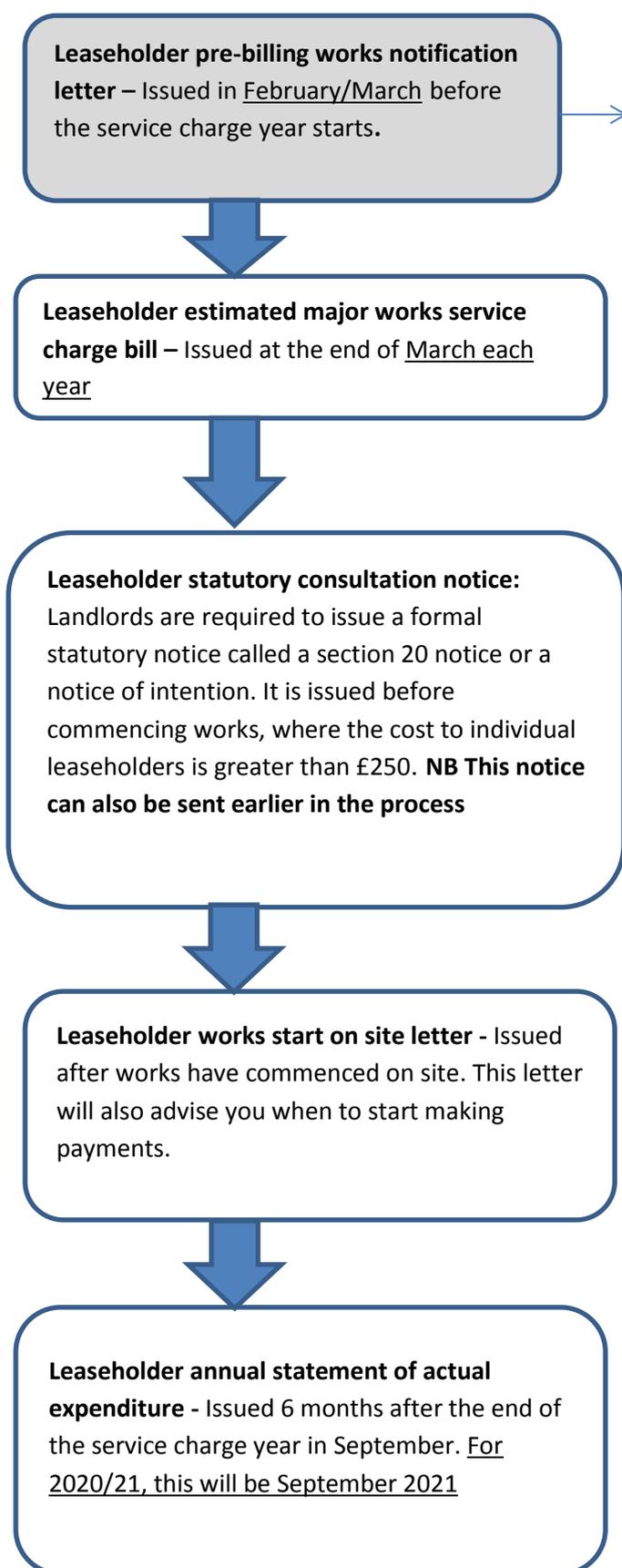


## Leaseholder Services major works letters and bills guide

This diagram below shows when you will receive a letter or a bill from leaseholder services. The right hand column details what this means for you.

### Billing & Letter Stages



### This stage

**You are at this stage**

### This letter is to advise you that:

- planned works are due to be carried out in the next service charge year.
- or they started last year (2019/20) and the scheme is still on site and works will continue with costs being incurred in the 2020/21 service charge year, which runs from 01 April 2020 to 31 March 2021.
- works delayed from last year (2019/20) will be carried out in 2020/21.
- you will receive an estimated bill in March for the 2020/21 service charge year

**This is not a bill; you DO NOT have to start paying at this point.** We will send you a separate letter about payments.

If you would like to find out more about major works and payment options there is a guide on the Camden website.

### More information on the works:

You will receive an estimated bill telling you how much we think we will spend on each works element in the coming year.

Further details of costs will be sent in a formal section 20 notice (notice of intention) following any tendering of the works and will include the proposed contractor's price.

At the end of each year, you will get a statement of expenditure for all service charges and this will include a statement of what we have spent on major works.

If you have any concerns about this or any other aspect of your service charges please contact us for more information.

## **Additional information FAQs for Major Works Billing: Notification of works**

### **What are major works service charges?**

We issue separate bills for major works charges, these bills will be for larger maintenance or planned works such as:

- Better homes works, which might include roof works, window replacement, concrete repairs and redecoration.
- Mechanical and electrical works such as lift replacement and communal heating works.
- Communal decoration schemes, which may include communal area decoration, flooring and repairs to communal doors etc.

### **When will I receive the estimated bill?**

In March, we will send you an estimated bill for all service charges including the major works planned to take place during the year.

### **Why will an estimated bill be issued before works have started?**

Camden is allowed to issue you with an estimated bill for major works items at the start of the service charge year. These form part of the annual service charge

### **When will works be carried out?**

Works will not start until after section 20 notices have been issued and the consultation period has ended. We will also send a works start on site letter.

### **Can I get more information on the works?**

Yes, the section 20 notice will contain a breakdown of the proposed works. For the larger schemes our planned works team will also arrange meetings with Camden's project manager and the contractor. No works will begin before leaseholders have been consulted.

### **The works have not started. Do I have to start paying the bill?**

No, you will only need to make payments towards the bill once works have started on site. We will write to you with a works start on site letter when works commence.

### **Are there extended payment options for major works?**

Yes, resident leaseholders can spread payments up to 5 years interest free and longer-term periods are available. Further details are available under 'payment options' in the major works guide which is on our website; you can also request a copy.

### **I may be unable to pay my major works bill.**

Contact leaseholder services and let us know. Our officers will be able to explain the options available. The major works guide explains the council's hardship scheme.

### **Can I make an appointment to discuss payment options?**

Yes, please contact us and we will arrange a suitable time to meet with you.

### **Will I receive more than one bill?**

If the major works project spans more than one year, you will get a bill at the beginning of each year. If works are delayed from one year to the next this might look like a double-charge. It is not, Camden will only seek payment towards an annual demand when the works in question have actually been carried out during that year. If you received an estimated major works demand in 2019/20 (last year) and the works have not yet started or been cancelled, the works may be carried forward into the next financial year and your 2019/20 statement of expenditure will be adjusted to zero, in September 2020 and you will not be asked to make payment towards it. When all costs have been incurred, we will send you a final summary. Please note you can set up one extended payment plan.

### **Will major works information be available on the Camden Account?**

Yes, we will let account users know when this has been added.

