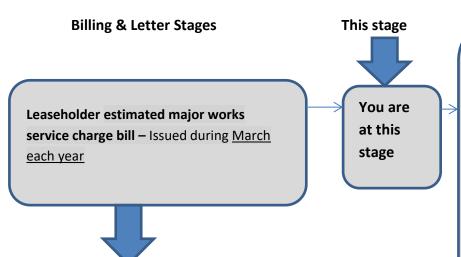
Leaseholder Services major works letters and bills guide

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.



Leaseholder statutory consultation notice:

Landlords are required to issue a formal statutory notice called a section 20 notice or a Notice of Intention. It is issued before commencing works, where the cost to individual leaseholders is greater than £250. NB This notice can also be sent earlier in the process



Leaseholder works start on site letter - Issued after works have commenced on site. This letter will also advise you when to start making payment towards this work.



Leaseholder annual statement of actual expenditure - Issued 6 months after the end of the service charge year in September. For 2024/25, this will be September 2025

This letter is to advise you that:

a. planned works are due to be carried out in the next financial year.
b. or they started last year (2023/24) but the scheme is still on site and works will continue with costs being incurred during the 2024/25 financial year, which runs from 01 April 2024 to 31 March 2025.

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

More information on the works:

Your estimated bill will tell you how much we think we will spend on each works element in the coming year.

You will already have received details of these costs in a formal section 20 notice (Notice of Intention) which followed the tendering of the works and included the proposed contractor's price.

Each September you will get a statement of expenditure for all service charges, and this will include a statement of what we have actually spent on these 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. Or Fire Risk Assessment works.
- 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.

Why have I received an estimated bill?

We have sent 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. But you do not have to pay towards this estimated invoice until you receive a letter advising you that the works have started.

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?

Your Section 20 notice contained a breakdown of the proposed works. For the larger schemes our Planned Works team will also arrange meetings with Camden's Contract Manager and the contractor. No works will begin before leaseholders have been consulted.

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.

Please contact Leaseholder Services and let us know. Our officers will be able to explain the options available. And 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 2023/24 (last year) and the works have not yet started, or have been cancelled, the works may be carried forward into the next financial year. Your 2023/24 statement of expenditure will be adjusted to zero in September 2024, 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 that 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.