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## Consultation on Communal Works and Services

### 'Section 20' Consultation

Section 20 Consultations are legally required consultations concerning communal works and services that you are responsible to pay for in your **Service Charge**.

Your lease or tenancy agreement has more details and information about the costs and service charges.

These consultation arrangements are commonly known as 'Section 20' consultation.

### When Must We Consult You?

#### Leaseholders

- If we propose to carry out building repairs or major works e.g. roofing works, window replacement or external redecoration contract where the cost per lease is over £250. This is usually paid from the reserve fund.

#### Leaseholders and Tenants

- If we propose to replace services e.g. alarm systems, fire alarms, furnishings or carpets etc. where the cost per lease or to each tenancy is over £250. This is usually paid from the reserve fund.
- When we enter into long term agreements (for more than 12 months) with outside contractors for work, supplies or services e.g. lift maintenance contract, cleaning or grounds maintenance, utilities etc. where the annual cost per lease or to each tenancy is more than £100 per year.

#### Freeholders

- Although there is no obligation to consult with freeholders, Hanover will consult with them in the same way as it does with other homeowners.

### How Will We Consult With You?

When we are planning to carry out major works, we will usually hold a residents' meeting before you receive any of the statutory notices.

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There are two and sometimes three stages depending on the type of agreement or works. At each stage you will receive a formal notice and at the first two stages you will have 30 days in which to forward comments or observations.

- 1 **Pre-tender stage – Notice of intention** (before we invite contractors to estimate a cost for the work).
- 2 **Tender stage – Notification of landlord’s proposals** (after we have received the estimates)
- 3 *(in some cases only)* **Award of contract stage – Notification of the award of the contract** (when we award the contract to the successful contractor)

## **Information That We Have To Provide To You**

We have to provide Section 20 notices to every resident who has to pay the costs as well as a copy to any Residents’ Association that is officially recognised by Hanover.

## **How We Will Respond To Your Comments Or Observations**

We have a duty to consider your written comments and will respond to them individually within 21 days of receipt. We will also provide every resident involved in the consultation with a summary of all the observations received and how we have responded to them.

## **How Long Will The Consultation Take?**

The whole process may take more than 6 months to complete depending on the individual circumstances of the work to be carried out.

## **Your Right To Challenge Our Proposals**

If you think the scope or cost for the works detailed in the notice are unreasonable we recommend that you discuss this first with the person stated on your consultation notice. You have a legal right to make a formal challenge about the proposals to the [First-tier Tribunal \(Property Chamber\)](#) formerly the Leasehold Valuation Tribunal.

## **Further information on Section 20 consultation**

Lease – The Leasehold Advisory Service [www.lease-advice.org](http://www.lease-advice.org)