

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. For more detailed information, please visit our website thh.org.uk/publications or call us on 020 7364 5015.

Long-Term Agreements

How we consult you

1

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

This step is called Notice of Intent.

2

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

This step is called Notice of Proposal.

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.

This step is called Award of Contract Notice.

4

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

This step is called Notice of Intent.

How we bill you

We send an **estimated bill** to leaseholders affected by the work.

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

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 – for example external refurbishment work. 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.

Standard Contracts

How we consult you

1

We write to leaseholders affected by the work and explain what the standard contract is for and invite you to comment.

This step is called the Notice of Intent.

2

After we have received prices from contractors, we send a copy of the estimates to the leaseholders affected. We explain how much you'll have to pay and invite you to comment.

This step is called the Notice of Estimates.

3

If we don't choose the lowest price contractor, we write to leaseholders affected by work and explain why. We also send a summary of the comments we received at steps 1 and 2.

This step is called Award of Contract Notice.

How we bill you

We send an **estimated bill** to leaseholders affected by the work.

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

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.

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. This is called a dispensation. Even in these situations, we still have to do all we can to consult or notify you.