

5 March 2018

Dear

Estate services contracts

Our cleaning and grounds maintenance contracts will be coming to an end on 31 March 2018. Because of the amount of money and length of contract involved, Stonewater will have to retender these contracts. As part of this process, we must consult with all tenants and leaseholders who pay a variable service charge. This is called a Section 20 consultation. Our aim is to deliver a quality, responsive service that demonstrates value for money and clear, measurable standards.

What does this mean for me?

In accordance with the Service Charges (Consultation Requirements) (England) Regulations 2003 ('the Regulations') Stonewater Limited, as your landlord, must consult with all leaseholders and residents who are required under the terms of their lease/tenancy to contribute (by payment of variable service charges) to costs incurred under a qualifying long-term agreement, where the contribution of any one leaseholder may exceed £100 in any one accounting period. A qualifying long-term agreement is an agreement for works or services entered into for a period of more than 12 months.

We're sending you this letter because you are a variable service charge payer and we need to inform you of the consultation. We've included the formal Section 20 notice, some frequently asked questions (FAQs) and a blank observation form for you to return to us if you choose.

We've also sent this letter to all leaseholder and residents who will be required to pay variable service charges, as well as any recognised Tenant's Association.

What do I need to do now?

We're committed to involving all relevant residents at all stages of the consultation, and if you would like to contribute to this please fill out the enclosed observation form and return it by post to: Marcus Affleck, Stonewater, Suite C, Lancaster House, Grange Business Park, Enderby Road, Leicester, LE8 6EP or scanned and attached to an email to: estateservices.procurement@stonewater.org

Who else are you sending this to?

We'll also be sending out a separate letter to our fixed service charge customers, inviting them to contribute towards the process. However, these customers are not part of the formal Section 20 process.

Who do I contact for more information?

The attached FAQ document should answer your questions, but if not, or you have any queries or concerns:

Please email us at: estateservices.procurement@stonewater.org

Contact us via our website at: www.stonewater.org

Contact us by telephone on: 01202 312747

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'MA', with a long horizontal flourish underneath.

Marcus Affleck
Contract Manager (Housing)

For and on behalf of
Stonewater Limited

Encl. Notice of Intention, Observation Form, Frequently Asked Questions