

5 March 2018

Dear

Estates services contracts

Our cleaning and grounds maintenance contracts will be coming to an end on 31 March 2019. 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 estates service that demonstrates value for money and clear, measurable standards.

What does this mean for me?

As a fixed service charge payer, you won't be included in the formal Section 20 process.

However, we recognise clean communal areas and tidy grounds are important to all of our customers so we're committed to involving all relevant residents in the process. If you would like to help shape these services for the future, you can do so by visiting our website (www.stonewater.org) and registering on the customer hub.

What do I need to do now?

If you would like to be involved in the process, then please use the Customer hub as detailed above to share your views, otherwise, there is no action for you to take.

Who else are you sending this to?

We'll also be sending out a separate letter to our variable service charge customers, informing them, and starting the formal Section 20 process. These customers will also receive information on the consultation, and how to be involved in the 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 or by telephone on 01202 312747.

Yours sincerely,

Marcus Affleck
Contract Manager (Housing)
For and on behalf of
Stonewater Limited

Encl. Frequently Asked Questions