

Section 20 Major Works Information Request

Important: where qualifying works exceed the statutory contribution threshold, consultation is generally required. A tribunal can grant dispensation from consultation requirements, sometimes on conditions. Do not deduct amounts or assert a final liability without checking the facts and any dispensation.

Template letter

To: [LANDLORD / MANAGING AGENT]

Date: [DATE]

Property: [ADDRESS]

Re: Major works charge of [AMOUNT]

Please provide copies of the documents needed to understand the consultation and charge:

1. Every notice of intention, statement of estimates and award notice served.
2. The addresses and dates of service.
3. Estimates, specifications, tender evaluation and final contract.
4. Responses to leaseholder observations.
5. Final invoices and the basis of apportionment.
6. Any application or decision granting dispensation from consultation requirements.
7. Any reason relied on for urgent works or a shortened process.

Until those documents are available, I reserve my position on whether the consultation requirements were satisfied and whether the amount is payable and reasonable. Please respond within 28 days.

Yours faithfully,
[NAME]

Next step

Compare the documents with the lease, the Service Charges (Consultation Requirements) (England) Regulations 2003 and any tribunal dispensation. Obtain specialist advice where the sum or procedural risk is significant.