



*-not recommended

Challenging the Amount Demand – Clarify the Issue

Procedural

- Landlord's name and address not on the demand
- No summary of rights and obligations with the demand
- Statutory consultation not followed
- Charge not recoverable under the lease terms
- Machinery in the lease not followed e.g.
 - Advance charges not recoverable
 - Works outside the scope of the Lease
 - Accounts not certified /audited as required by the lease)

Quantum

- Was it a reasonable decision to incur costs?
- Are the costs reasonable considering quality of work and/or services?
- Were the works necessary?

What Action Should I Take?

Raise concerns in writing with property manager

- As soon as possible after demand received
- support dispute with evidence e.g.
 - alternative quotes
 - experts reports
 - photographs
 - records of unanswered complaints
- explain what result you are seeking
- Try to narrow down issues
- give deadline for manager to respond.

Are there customer care issues?

- Invoke internal complaints process
- If complaint still not satisfied complain to the redress scheme to which the property manager belongs

Who Can Help Me?

- Leasehold Advisory Service
- Citizens Advice Bureau
- Law Centres
- Bar Pro Bono Unit
- Solicitors
- Barristers
- Direct Access Scheme
- Interpreters

What can I do if the dispute is not resolved?

- Apply for mediation
- Apply for early neutral evaluation
- Apply to the Appropriate Tribunal
- In England
 - First-tier Tribunal(Property Chamber)
- In Wales
 - Leasehold Valuation Tribunal