

PARTNERS



Partners For Improvement in Islington
Major Works and Service Charge Challenges



Introduction



Partners For Improvement in Islington (Partners) manages, maintains and improves 6,400 properties on behalf of Islington Council.

A major programme of improvement works will result in the properties that Partners manages meeting the decent homes standard.

As a leaseholder, you will be consulted in accordance with the Landlord and Tenant Act 1985 on any planned works to your building.

You will receive a consultation notice (called a Section 20) which will detail the works that we propose to complete. This will include the estimated total cost of these works, and your expected contribution to this charge.

Once the works have been completed, we will send you a final account invoice which will detail the total cost incurred and your share of this charge.

On some occasions residents are not satisfied with the information provided in the final account or with the works completed. When this happens, we address these concerns through our challenge procedure.



Steps to resolve your challenge

To help us resolve your challenge effectively we would ask you to:

- Send us clear and concise information stating why you are challenging your bill. You can do this by highlighting the works you're challenging on the specification. If you need an excel copy of the specification please do let us know and we will be happy to provide this to you.
- Once we have received your challenge, we will acknowledge receipt and contact you to discuss your concerns.

We may need to visit your property based on the details you provide us in your challenge. If this is necessary, we will contact you to arrange a suitable time to visit.

- If a visit takes place, our surveyor will discuss your concerns. It is important at this time to ensure that you raise all of your concerns to our surveyor. This will prevent there being any delay in the final resolution of the challenge.

- If during our investigation of your challenge we locate defective works (e.g. peeling paintwork), we will then recall our contractors to remedy the issue. You will be charged for the initial repair or decoration but not for these remedial works.





What happens next?

Once your challenge has been investigated and closed, our Home Ownership Team will write to you with our findings.

There will be occasions where we do not agree with your challenge to costs incurred.

Where this is the case you are able to challenge the final account at the First Tier Tribunal, where an impartial panel will review the consultation, works and billing procedure.

Contact details for the First Tier Tribunal are:

HM Courts & Tribunals Service,
First-tier Tribunal (Property Chamber)
Residential Property,
10 Alfred Place,
London WC1E 7LR

Telephone:
020 7446 7700

Please note that any Final Account Challenges made by our Leaseholders are outside of the Formal Complaints procedure, run in conjunction with Islington Council.

If you have a complaint about your major works bill, it must be dealt with through the Partners Service Charge and Final Account Challenge procedure.



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