

Our Reference: Letter1/ <%PROP_REF%>

<%LAS_CORRESPOND_NAME%>
<%LEASE_ADR_LINE1%>
<%LEASE_ADR_LINE2%>
<%LEASE_ADR_LINE3%>
<%LEASE_ADR_LINE4%>
<%LEASE_ADR_LINE5%>
<%LEASE_ADR_LINE6%>

Date: <%LETTER_DATE%>

Dear <%LAS_CORRESPOND_NAME%>

RE : <%PROP_ADR_LINE1%>, <%PROP_ADR_LINE2%>
CURRENT INVOICE BALANCE: £<%INBA_TOTAL_BALANCE%>
CURRENTLY DUE: £<%UNDISP_INV_BAL%>
INVOICE NUMBER: <%INVOICE_REF%> - <%CLIN_DESCRIPTION%>

I refer to the above matter and note that our records show that the sum of **£<%UNDISP_INV_BAL%>** remains due in relation to outstanding service charges raised for your property, although the council has incurred costs in maintaining your block/estate.

To make a payment, please contact me on **0207 926 7132**. Alternatively, you can arrange payment using one of the methods enclosed.

We understand that during the last few weeks of uncertainty following the Coronavirus pandemic, many of you may have been affected. We want to assure all our residents that we are available to support you through this time. If you need any assistance with paying your service charges, Universal Credit advice or employment support then please do contact us on 0207 926 7132, or contact us via Live Chat by visiting www.lambeth.gov.uk/council-tenants-and-homeownerspay-your-rent-and-service-charges

If you want to know more about how we're working during the outbreak or have any questions about your services, you'll find all you need to know on our dedicated advice page. Please visit www.lambeth.gov.uk/coronavirus-covid-19 for more information.

There's been a lot of change for everyone over the past few weeks, and we're sure there'll be more to come. We'll keep our dedicated webpage up to date so you can always know what's going on with your service.

We've set up an appointment service for Lambeth Council homeowners who need assistance with their service charges or any other homeownership related enquiry. Members of our collections team will always be available to give advice about your service charge account, invoices and ways to pay.

Bring some ID and a copy of any documents you need to discuss. You can book an appointment online using our self-serve appointment <https://www.lambeth.gov.uk/places/brixton-customer-centre-civic-centre> or via telephone using the number above. The service is open from 9am – 5pm, Monday-Friday at the Civic Centre, 6 Brixton Hill, London, SW2 1EG.

Kindly contact us within 10 days of the date this letter to arrange for the payment of the sum **£<%UNDISP_INV_BAL%>.**

Yours sincerely

<%OFFICER_NAME%>

<%OFFICER_NAME%>

Service Charge Collections Officer

Telephone: 020 7926 7132

Email: hmhomeownership@lambeth.gov.uk

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