

Our Reference: Letter2/ <%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 my previous letters and I note that the sum of £<%UNDISP_INV_BAL%> still remains outstanding in relation to unpaid service charges, although the council has incurred costs in maintaining your block/estate as relevant.

As we Non-payment of service charges is a breach of your Lease.

Should we not receive the sum of £<%UNDISP_INV_BAL%>, or an acceptable payment proposal within 10 days of the date of this letter the Council intends to contact your mortgagee and inform them of your breach of lease.

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.

If you have made a payment within the last 3 days please disregard this letter.

Yours sincerely

<%OFFICER_NAME%>

<%OFFICER_NAME%>

Service Charge Collections Officer

Telephone: 020 7926 7132

Email: hmhomeownership@lambeth.gov.uk

The failure to pay a service charge will mean that you are in breach of the terms of your lease and in these circumstances the Council intends to contact your mortgage provider to inform them that you are in breach of your lease. It is therefore very important that you contact the Council to arrange to pay the service charge. If you are experiencing difficulty paying or do not understand this letter, please get in touch so that we can provide advice and discuss the available options with you.

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