

Our Reference: Letter3/ <%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%>**

Despite previous communication you have not made arrangements to pay these charges and the above balance remains overdue.

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 are obliged 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, please get in touch so that we can provide advice and discuss the available options with you.

Should we not receive full payment of £<%UNDISP\_INV\_BAL%>, within 10 days of the date of this letter the Council will be pursuing this debt further in compliance with the Legal Pre-Action Protocol.

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](http://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](http://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.

Yours sincerely,

<%OFFICER\_NAME%>

<%OFFICER\_NAME%>

Service Charge Collections Officer

Telephone: 020 7926 7132

Email: [hmhomeownership@lambeth.gov.uk](mailto:hmhomeownership@lambeth.gov.uk)

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