CHELTENHAM
BOROUGH COUNCIL
Housing services

How we consult with you before major works

Section 20 consultation gives leaseholders the opportunity to understand proposed major works, review costs and provide comments before significant costs are incurred.

Stage 1: Notice of Intention

We tell you about the proposed works. At this stage, we will:

- Explain the works we are proposing
- Explain why the works are needed
- Invite comments and observations from leaseholders
- Give leaseholders the opportunity to nominate a contractor (subject to procurement requirements)
- Consultation period: Minimum 30 days

Stage 2: Notice of Proposals

We share estimates we have received. At this stage, we will:

- Provide a summary of the estimates received
- Explain where estimates can be inspected
- Respond to any observations received during Stage 1
- Invite further comments from leaseholders
- Consultation period: Minimum 30 days

Stage 3A: Notice of Reasons (where applicable)

We explain our contractor selection. If the Council does not select the lowest estimate, we must provide a Notice of Reasons explaining:

- Which contractor has been chosen
- Why they were selected
- The reasons for not selecting the lowest estimate
- This notice is usually issued after the contract has been awarded and before work begins

Stage 3B: Notice of Award and Estimate (where applicable)

We explain our contractor selection. If the Council does select the lowest estimate, we must provide a Notice of estimate explaining:

- Which contractor has been chosen
- Why they were selected
- The reasons for selecting the contractor
- This notice is usually issued after the contract has been awarded and before work begins

After consultation

Once the consultation process is complete, the Council will:

- Appoint the contractor
- Manage and monitor the works
- Provide updates on progress where appropriate
- Notify leaseholders if there are significant changes affecting costs
- Service charge billing

When costs have been incurred

The Council will recover leaseholder contributions in accordance with:

- The terms of the lease
- The Council's service charge policy
- Any available payment options or repayment arrangements