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