Golden Lane Harvest Fun Day - 26 September 2026

# Major Works Leaseholder Billing: Frequently Asked Questions

**Golden Lane Estate Major Works Renewal Programme**

*This FAQs sheet explains how leaseholder contributions to major works are likely to work. Some details are still being developed, and further information will be provided as the programme progresses.*

## How much will I have to pay?

At this stage, the cost information that we have is not robust enough to share with leaseholders, because it has not been 'market tested.' The only project which has been tendered to date is Crescent House and it is still ongoing as a process, so we have not received any priced submissions yet.

The estimated cost of works will only be known once contractors have submitted tender prices and these have been evaluated. Leaseholders will be formally consulted and informed of estimated costs before any invoices are issued.

## Why can't you tell me my bill now?

The construction programme is being delivered until the end of 2035 and the works have been split into 5 tender packages, which will be staggered in line with the master programme. Post-contract professional services are likely to be needed until the end of 2036 to settle final accounts and oversee the management of any defects. No works contracts have yet been awarded at the time of this document.

Although we do have very high-level cost information, providing an estimate at a premature stage, before tenders have been received, could be misleading. It's also out of alignment with the Section 20 consultation process. We want to ensure leaseholders receive accurate information based on actual market-tested costs rather than early assumptions – even if they have been provided with the support of professional quantity surveyors.

## How will my share of the costs be calculated?

The way costs are apportioned is set out in the terms of your lease. For many properties, the

leaseholder contribution is calculated based on the floor area of the dwelling as a proportion of the total floor area of the building or block.

This means that larger properties may pay a higher share of the costs than smaller properties because they represent a greater proportion of the total area. The exact method of apportionment will always be determined by the provisions contained within the individual lease.

## What is Section 20 consultation?

Section 20 is the statutory consultation process required before landlords carry out major works for which leaseholders may be charged.

The consultation gives leaseholders an opportunity to comment on the proposals, ask questions and make observations before contracts are awarded.  The landlord has a statutory obligation to provide responses to individual leaseholder queries within 21 days.

## What happens during Stage 1 consultation?

Stage 1 is known as the Notice of Intention.

It informs leaseholders that major works are proposed and allows residents to provide comments and observations. Detailed costs are not usually available at this stage because contractors have not yet submitted tender prices.

## When will I receive cost information?

Cost information is normally provided during Stage 2 of the Section 20 consultation process.

By this stage, tenders have been received and assessed, allowing more accurate estimates to be shared with leaseholders.

## When will billing start?

Bills are generally not issued until relevant approvals, consultation requirements and contractual arrangements have been completed.

The City of London Corporation will provide advance notice before any invoices are issued so leaseholders have time to understand the charges and discuss payment options.

## Will I have to pay the full amount immediately?

Not necessarily.

The City of London Corporation recognises that major works bills can represent a significant financial commitment. Various payment options will be made available, depending on individual circumstances and the policies in place at the time.

## What payment options are likely to be available?

Subject to eligibility and policy requirements, payment options may include:

- Payment in full.
- Payment by instalments.
- Longer-term repayment arrangements.
- Existing leaseholder loan schemes.

Further details will be provided before any invoices are issued.  We are actively working on providing a suite of options by early next year, to coincide with the planned Stage 2 Notice for the Crescent House major works package.

## I already have a major works loan. What happens to it?

If you currently have a loan or repayment agreement relating to previous major works, this will remain in place under its existing terms unless you are advised otherwise.

Any future charges and repayment options would be discussed separately to ensure you understand the choices available.

## What if I am worried about being able to afford the charges?

Please contact the Home Ownership Team as early as possible.

The sooner we understand your circumstances, the sooner we can discuss the support, payment arrangements or options that may be available to you.

## Can I challenge the costs?

Leaseholders have the right to make observations through the Section 20 consultation process.

Questions about costs, specifications and procurement can be raised during consultation, and all observations are considered before decisions are made.

### Why are leaseholders being charged for these works?

The City of London Corporation has obligations to maintain, repair and improve its housing stock.

Most residential leases require leaseholders to contribute towards the cost of repair, maintenance and improvement works through service charges and major works charges, subject to the terms of the lease.

### Are any grants available?

At present, no grant funding has been identified that would remove leaseholders' contractual liability to contribute towards major works costs.

Should funding opportunities become available, the City of London Corporation will communicate this to residents.