

that BGRMO doesn't have to organise the work until the leaseholders have paid for it. As long as we have consulted the leaseholders about the work and the costs are reasonable, we can include them in the service charge. If any leaseholder refuses to pay the service charge, BGRMO can take them to court. We can't ask any leaseholder to pay more than their share.

Where can I get help?

You may be able to get advice and help to settle a dispute about repair problems from the Leasehold Advisory Service (LEASE) www.lease-advice.org or you can contact a solicitor. Use the Community Legal Service (CLS) on 0845 345 4345 for free advice.

Ways to contact us:

Blenheim Gardens RMO
24 Prague Place
London SW2 5ED

Phone: 020 7926 0158
Website: www.bgrmo.org.uk
Email: blenheimgardens@lambeth.gov.uk

If you would like this information in large print, Braille, or in another format or language, please contact us on 020 7926 0158.

Español: *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

Français: *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

Português: *Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158.*

Twi: *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

Yoruba: *Tí ẹ ba fẹ ìmoràn yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*



Blenheim Gardens RMO Guidance Leaflet

Repairs for leaseholders

in partnership with



Leaseholder's repair obligations

Getting repairs done can be complicated if you are a leaseholder, particularly if the work needed affects more than one home in the same building. In most cases BGRMO is responsible for arranging the repairs if the problem affects the structure of the building or shared areas, but leaseholders may have to pay some or all of the costs involved.

What are leaseholders responsible for?

Nearly all leases say that the leaseholder is responsible for looking after their part of the building. This usually includes:

- all internal decoration, including carpets and paintwork
- repairs to furniture and appliances
- repairs to internal plumbing and wiring
- repairs to plasterwork
- repairs to floorboards

However, BGRMO may be responsible for arranging some types of repairs. This might be the case if the repairs needed affect more than one home, such as a shared heating system or a leaking roof.

BGRMO's responsibilities

As the freeholder, we are usually responsible for:

- repairs to the building's structure, including the roof and guttering
- repairs to shared parts of the building, such as lifts and communal stairways
- buildings insurance (to protect the entire building from accidents and disasters such as fire or flood)

We are only responsible for repairs if we know they are needed. We don't have to inspect the property to check, but we may do so. You should therefore contact us as soon as there are any problems. Give details of the repairs that are needed. Ensure you date and put your address in your letter and keep a copy.

Who has to pay for the work?

Leaseholders usually have to pay for repairs that the lease says they are responsible for arranging.

Even where BGRMO is responsible for getting repairs done, the leaseholders in the building may still end up paying for them. The council's buildings insurance may cover all or part of the cost (for example if the damaged is caused by an accident) but if anything is not covered (such as replacing a worn out lift), each leaseholder normally has to pay a share of the total cost.

If BGRMO plans to carry out major repairs and want to get back the money through service charges (section 20 works), we have to consult all the leaseholders first. If we don't consult you properly you may not have to pay all the costs. If you think this is the case, contact the Leasehold Advisory Service or a solicitor.

What if the BGRMO refuses to do the repairs?

If we refuse to carry out repairs we are responsible for, we are breaking the conditions of your lease. Get professional advice if you are in this situation. You may be able to take BGRMO to court to force us to do the work. The court may also be able to order us to pay you compensation.

If the problems make it dangerous to live in your home or your health could suffer if you stay there, the Lambeth's environmental health department may also be able to help. In serious situations like these, they can order BGRMO to do the work. If we still don't get the work done, Lambeth may be able to carry out the work themselves and claim the money back from BGRMO. You will probably end up paying for a share of the work through services charges.

What if other leaseholders refuse to pay?

If one or more leaseholders refuse to pay for essential repairs, BGRMO can still get the work done. We can't use this as an excuse to put off the repairs. This is usually the case even if your lease says