

STATEMENT OF OPPOSITION

Respondent's name: [REDACTED]

Respondent's email: [REDACTED]

Respondent's address: [REDACTED]

Representing: L&GAH Shared Owners at [REDACTED]

I am writing on behalf of the leaseholders of [REDACTED] to formally object to the request for dispensation from the consultation requirements under Section 20 of the Landlord and Tenant Act 1985 by our landlord, Legal & General Affordable Homes.

Our landlord appointed a service provider without conducting the legally required consultation with us, the leaseholders. We were not given an opportunity to review the proposals, provide feedback, or seek alternative quotes, which is a clear breach of the statutory requirements designed to protect our interests.

Timeline of Events:

- For the year 2023-24 we received a notice indicating a approx. 27% increase in service charges.
- Over the following months, we persistently requested a detailed breakdown of these charges and justification for the increase. Our requests were largely ignored or inadequately addressed, with responses attributing the increase vaguely to inflation.
- On February 21, 2024, we served a Section 22 notice requesting an audit of the accounts. The response included a few invoices that raised further concerns about double billing and questionable service frequency.

Efforts to Engage:

- Despite nearly a year of requests, we have not received a satisfactory explanation or the detailed breakdown of charges we sought.
- We have made repeated attempts to communicate our concerns and request transparency, all to no avail.

Impact of Non-Consultation:

- The landlord's failure to consult has resulted in a lack of transparency and accountability. This has left us uncertain about the necessity and value of the services provided.

- Financially, we are concerned that the charges may not represent the best value for money and that the services being billed multiple times may be inflating our costs unjustifiably.

Request to the Tribunal: We respectfully request that the tribunal does not grant the landlord's request for dispensation under Section 20. We urge the tribunal to require Legal & General Affordable Homes to follow the proper consultation process.

We believe that holding the landlord accountable to these legal requirements is essential for protecting the rights and interests of all leaseholders at [REDACTED].

Thank you for considering our concerns. We hope for a fair and just resolution to this matter.

Yours sincerely,

[REDACTED]