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| --- | --- |
|  |  |
| Our Reference: Letter1/ <%PROP\_REF%> |  |
| <%LAS\_CORRESPOND\_NAME%><%LEASE\_ADR\_LINE1%><%LEASE\_ADR\_LINE2%><%LEASE\_ADR\_LINE3%><%LEASE\_ADR\_LINE4%><%LEASE\_ADR\_LINE5%><%LEASE\_ADR\_LINE6%> |  |
|  |  |
| Date: <%LETTER\_DATE%> |  |

Dear <%LAS\_CORRESPOND\_NAME%>

Re : <%PROP\_ADR\_LINE1%>, <%PROP\_ADR\_LINE2%>

CURRENT INVOICE BALANCE: £<%INBA\_TOTAL\_BALANCE%>

CURRENTLY DUE: £<%UNDISP\_INV\_BAL%>

Invoice number: <%INVOICE\_REF%> - <%CLIN\_DESCRIPTION%>

I refer to the above matter and note that the sum of **£<%UNDISP\_INV\_BAL%>** remains due in relation to outstanding service charges for your property.

To make a payment, please contact me on **0207 926 7132**. Alternatively, you can arrange payment using one of the methods enclosed.

Homeowners who need assistance with their service charges should contact the collections team who are available to give advice about your service charge account, invoices, and ways to pay.

The service is open from 9am – 5pm, Monday-Friday.

Kindly contact us within 10 days of the date this letter to arrange for the payment of the sum **£<%UNDISP\_INV\_BAL%>.**

Yours sincerely

<%OFFICER\_NAME%>

<%OFFICER\_NAME%>

Service Charge Collections Officer

Telephone: 020 7926 7132

Email: hmhomeownership@lambeth.gov.uk

**]]]**

### **Payment methods and details**

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| --- | --- |
| **Online** | You can pay online and see details of other payment methods at: <https://www.lambeth.gov.uk/housing/leaseholders/your-service-charge/how-pay-your-service-charge> or scan this QR code: |
| **By phone** | You can pay over the phone with your credit or debit card by either:* Calling the Collections Team on 020 7926 6700 and choosing option 1.
* Paying by the 24-hour automated payment line on 020 8290 2086 - choose option 2.

Make a note of the reference number that you will be given as this will be your receipt. |
| **By post** | Cheques should be made payable to ‘London Borough of Lambeth’.Please write your address and nine-digit service charge account number on the back of the cheque.You should send your cheque to: Homeownership Services, London Borough of Lambeth, PO Box 80771, London, SW2 9QQ.If you need a receipt for postal payments, please send a stamped, self-addressed envelope with your payment. Do not send cash through the post. |

Did you know you can raise queries on your day to day/ major works services charges,

by logging into your housing online account.

If you haven’t done so already, create a housing online account today. Please go to <https://myhousing.lambeth.gov.uk> or scan this QR code:

