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|  |  |
| Our Reference: Letter2/ <%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 my previous letter and note that the sum of £<%UNDISP\_INV\_BAL%> remains outstanding in relation to unpaid service charges.

Non-payment of service charges is a breach of your Lease; therefore, we would urge you to make full payment of the outstanding sum as a matter of urgency.

Should we not receive the sum of **£<%UNDISP\_INV\_BAL%>**, or an acceptable payment proposal within 10 days of the date of this letter, the Council intends to contact your mortgage lender and inform them of your breach of lease.

If you have made a payment within the last 3 days, please disregard this letter.

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:

