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| Our Reference: Letter3/ <%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%>

Despite our previous attempts to contact you, you have not made arrangements to pay these charges and the above balance remains overdue.

Failure to pay your service charges is a breach of the terms of your lease. Therefore, we would urge you to make full payment of the outstanding sum as a matter of urgency.

If you have a mortgage against the property, the Council will contact your mortgage lender to inform them of the breach of lease.

If you are having trouble with paying, please get in touch so that we can provide advice and discuss the available options with you.

Should we not receive full payment of **£<%UNDISP\_INV\_BAL%>**, within 10 days of the date of this letter the Council will be pursing this debt further to the Pre-Action Protocol for Debt Claims contained in the Civil Procedure Rules.

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

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### **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:

