

FREQUENTLY ASKED QUESTIONS (FAQ)

Section 20 Consultation

Long-Term Agreement for external and internal block improvement works including retrofit and decarbonisation works



1. What is this letter about?

You have received a formal **Notice of Intention** because Gloucester City Homes (GCH) proposes to enter into a **long-term agreement** (more than 12 months) for potential **decarbonisation and external improvement works** at your estate/building. This is a legal requirement under **Section 20 of the Landlord and Tenant Act 1985**.

2. What are the proposed works?

External block works including –

- Roofing and associated work
- Retrofit and decarbonisation works such as external or cavity wall insulation, solar PV, battery storage, renewable heating sources installation or replacement
- Works associated with decarbonisation such as door cuts and ventilation
- Block improvement works including cavity wall insulation or block repairs
- External communal groundworks including but not exclusive to, pathways, fencing, boundary or retaining walls etc.
- Internal and external block improvements (e.g. decoration)

3. Why is GCH completing these works?

GCH is undertaking these works to improve the safety, sustainability, and quality of its housing stock. Many of our buildings require upgrades due to their age and condition or to improve energy efficiency, reduce carbon emissions, and maintain structural integrity. These improvements support national climate goals and help ensure that homes remain fit for the future.

4. How will I benefit from these works?

These works are designed to improve:

- **Comfort** – Better insulation and heating systems reduce heat loss and cold draughts.
- **Energy efficiency** – Lower energy use could reduce utility bills over time.
- **Property value** – Improvements may enhance the long-term value of your home.

- **Aesthetics and safety** – Upgraded communal areas, roofs, and external surfaces improve appearance and can enhance building safety and security.
- **Sustainability** – Renewable technologies (such as solar panels or heat pumps) help future-proof your home and contribute to a greener environment.
- **Requirement** – the component has come to the end of its economic lifecycle.

5. Who will be carrying out the work?

GCH intends to appoint **Lovell Partnerships Limited** through the **Fusion21 Framework**, a government-compliant procurement route for public sector bodies.

6. Why wasn't I asked to nominate a contractor?

Normally, leaseholders have the right to suggest alternative contractors during the consultation. However, because this contract is being awarded through a **compliant public framework agreement (Fusion21)**, that requirement **does not apply**.

This is permitted under **Schedule 1, Paragraph 5 of the Service Charges (Consultation Requirements) (England) Regulations 2003**.

7. Is the procurement process fair and competitive?

Yes. All suppliers on the Fusion21 framework have been pre-approved through a rigorous procurement process that meets the **Public Contracts Regulations 2015**. This ensures contractors offer value for money, quality, and meet financial and technical standards.

8. Why wasn't I consulted before these works were decided?

GCH has a legal duty to maintain and improve its properties and has carried out assessments to identify the necessary works. While leaseholders were not involved in selecting the types of improvements, you are now being consulted under Section 20 regarding the long-term agreement with the proposed contractor.

Due to the use of a compliant public sector procurement framework (Fusion21), contractor nomination rights do not apply – but your feedback on the proposed works and approach is still welcomed during this consultation period.

9. How much will this cost me?

Your personal contribution will depend on:

- The terms of your lease,
- The share of costs assigned to your property,
- The nature and scope of works applicable to your home.

Detailed cost breakdowns will be provided before invoicing.

10. How long will the works take?

The works are planned across all GCH blocks and dwellings and when any works that are relevant to you are identified, you will be informed of the work and your contribution and then throughout the process you will be kept informed of the planned start date, key milestones, and completion schedule.

11. Can I give feedback or raise concerns?

Yes. You have **30 days** from the date of the notice to submit **observations** (comments, questions, or concerns) about the proposed works or the agreement.

Please send your written observations to the Assets department using this email address: section20@gch.co.uk

12. Will I get to see more information?

Yes. If you'd like to inspect details of the procurement process or the contractor's proposal, you can request this by emailing section20@gch.co.uk

13. What happens next?

After the 30-day consultation period:

- Any observations will be reviewed and responded to.
- The agreement with Lovell Partnerships Limited may then be confirmed.
- Further communications will follow before the works commence.

Prior to the commencement of any work to your home and/or the block, a Letter of Estimates will be provided detailing the cost breakdown and your contribution. After receiving the Letter of Estimates, a 30-day period to submit comments, queries or concerns will be provided prior to the start of the work.

14. I am not a leaseholder or a shared owner.

Why have I received the letter?

Although the legal requirement to consult under Section 20 of the Landlord and Tenant Act 1985 applies only to leaseholders and shared owners, we are also sharing this information with certain tenants as a matter of good practice.

We may be carrying out routine repairs to communal areas as part of this contract. If this applies to the communal area in your block you will be recharged via your service charges. As with Leaseholders and Shared owners, this could result in costs of more than £100. If this applies to you, we want to make sure you are informed as early as possible

By providing advance notice:

- We aim to keep tenants informed about upcoming improvement works in their block or estate.
- We are ensuring transparency around how service charges may be affected.
- We are giving all residents an opportunity to understand the scope and benefit of the works, even if they are not part of the formal consultation process.
- This is part of our commitment to openness and fairness in how we manage and invest in our homes.

How can I submit questions?

Please contact the Leasehold team at section20@gch.co.uk or call us on 01452 424 344 for more information or help with your observations.