

## **FAQs – S20: Kingsway Gardens – Major Works Phase 1**

We understand that receiving a Section 20 notice can feel daunting. These FAQs are designed to clearly explain what is being proposed, how it affects you, and what rights you have during the consultation process.

### **When are the works likely to begin?**

Phase 1 works are expected to take place between 2026 and 2028. The programme will be delivered block by block, so works will not be happening across the whole site at the same time. We will give you plenty of notice before works start on your building, including clearer dates and information about what to expect.

**Aster will be covering the cost of the following works and these will not be passed on to leaseholder: This is because these are corrective works we will pay for to address issues that have previously happened at Kingsway Gardens.**

- Roof Line Adjustments
- Façade repairs
- Guttering refurbishment
- Balcony upstands and balustrades
- Dividing parapet wall works
- The remaining 50% of scaffolding costs.

### **What works are leaseholders being charged for?**

You will only be charged for the works listed below

- Skylight replacement
- Asbestos removal (only where required in relation to skylight replacement works)
- Internal and external decorations
- Waterproofing to the rotunda
- 50% of the scaffolding costs

### **What works are NOT being charged to leaseholders?**

Why is the scaffolding cost shared at 50%? The scaffolding is needed to safely complete both works you contribute towards and works that Aster pays for entirely.

To keep things fair, the cost is split evenly. This means you are not paying the full cost of scaffolding, only the part that supports the works included in your service charge.

### **Can alternative methods (e.g. cherry pickers) be used instead of scaffolding?**

Alternative access methods, such as cherry pickers, have been considered. However:

- They are only suitable for limited areas
- They are not appropriate for all elevations or tasks, particularly skylight replacement and full external decoration

For safety, access, and efficiency, full scaffolding is required.

**Will delays increase the scaffolding cost?**

No. The scaffolding will be provided on a fixed-price basis, any delays in the programme should not increase the scaffolding costs for leaseholders.

**Why are external decorations being carried out again?**

External decorations follow a cyclical maintenance programme, typically reviewed every 6 years. The last programme was completed in 2018, so these works fall within the expected maintenance cycle.

**How much will this cost me?**

Estimated costs for your property are set out in the attached Notice of Proposal. These are estimates at this stage. We will keep you informed if there are any significant changes.

**You say this is a legal consultation, are you now going to add legal costs to my service charges?**

No. Although this consultation process is required by law there are no legal costs involved.

**Where can I access more information about the work you are proposing?**

A description of the works can be found on our website [www.aster.co.uk/existing-customers/get-involved/consultations](http://www.aster.co.uk/existing-customers/get-involved/consultations). Alternatively, we can email this specification document to you.

**What is a section 20 consultation and why does it affect me?**

A Section 20 consultation is a legal process designed to protect people who pay service charges. It ensures landlords only carry out major works that are necessary and reasonably priced.

Because you pay a service charge, the law requires us to consult with you before these works go ahead. This gives you the chance to ask questions, comment on the proposals, and take part in the process.

**What is an observation?**

You have a right to reply with your comments to a Section 20 notice up to 30 calendar days from the date of the notice. Your reply is known as an 'observation'. We will give due regard to any observations received during the consultation period.

A summary of all the observations received and our responses to them will be sent out with the next stage of the consultation documents. All the comments and feedback we receive are considered when planning the work and awarding the contract.

### **How do I make an observation?**

Your observation must be in writing either by letter or email. Any email should be sent to the email address at the top of this letter. Letters should be sent to the following address, Section 20 Officer, Aster Group, Sarsen Court, Horton Avenue, Cannings Hill, Devizes, Wiltshire, SN10 2AZ. You can't make observations verbally over the telephone or in person.

### **Is this Section 20 Notice a bill?**

No. This is not a bill, and you do not need to make any payment as a result of receiving this notice. The consultation is to explain the proposed works and gather feedback before any costs are incurred.

### **I have received a S20 notice but I don't think it's for me**

If the notice is addressed to someone else, please contact us so we can update our records. If you sub-let your property, please provide a correspondence address so we can contact you directly.

If you are selling your property, keep these documents and pass them to your solicitor once you accept an offer.

### **Where can I go for advice?**

If you would like independent advice about the Section 20 process, you may find the following organisations helpful:

Citizens Advice Bureau for independent advice. The following websites also have useful information about the S20 process:

<http://www.lease-advice.org>

<http://www.leaseholderadvicecentre.co.uk>

### **Who can I contact if I have questions?**

If you have any questions about the proposed works or the Section 20 process, please contact the Section 20 team using the details at the top of this letter. We are happy to help.

### **Can we discuss the works in more detail?**

Yes, we understand that residents may wish to explore the proposed works in more detail, including the scope, programme, and associated costs.

We would be happy to discuss any questions with you on a one-to-one basis or alternatively arrange a residents' meeting to go through the proposals and answer questions in a shared setting. If there is sufficient interest in a residents' meeting, we will provide further details on how to take part in due course.