

Reference number: <reference number>

<name>

<correspondence address 1>

<correspondence address 2>

<correspondence address 3>

<correspondence postcode>

<date>

Dear <name>

LANDLORD'S NOTICE OF INTENT TO ENTER INTO A CONTRACT FOR A QUALIFYING LONG-TERM AGREEMENT FOR SERVICES

-<property address 1>, <property address 2>, <property address 3>,
<property postcode>

In accordance with Section 20 of the Landlord & Tenant Act 1985 as amended by Schedule 4(2), Section 151 of the Commonhold & Leasehold Reform Act 2002

Notice of Intention to enter into a qualifying long-term agreement to <block address>

In accordance with the terms of your lease:

- As the freeholder, Platform Housing Group ('we', 'our') is responsible for providing services to the block and/or estate in which you live. However, as the leaseholder you are liable to contribute towards the cost of these services in accordance with the calculation prescribed by your lease.

Further, in accordance with Section 20 of the Landlord & Tenant Act 1985 (as amended by Schedule 2 of the 1987 Landlord & Tenant Act and Section 151 of the Commonhold & Leasehold Reform Act 2002):

- We must consult you about any proposed contract for services, longer than 12 months, for which your annual contribution may be £100 or more, and

This Notice should be kept in a safe place. If you are in the process of selling your property, please pass a copy of this Notice to your solicitor.

Description of works

It is the intention of Platform Housing Group to enter into new Qualifying Long-Term Agreements with contractors to deliver various works and services to our homes. The contracts will begin at different times as part of a phased implementation from September 2026 onward. These contracts for works and services may include works or services provided to your home, block or estate.

Six contracts are being tendered for each of the regions that we work in – Severn (covering mainly Worcestershire and Herefordshire), Tame (covering mainly West Midlands, Derbyshire and much of Leicestershire) and Witham (covering mainly Lincolnshire, Nottinghamshire and the remaining part of Leicestershire). Please see below for a high-level summary of each Lot.

Further details of the works included in each Lot can be found on our website: www.platformhg.com/section20-customer-information. If you are unable to access the website and would like to receive a paper copy of the summaries, then please email us at: Section20@platformhg.com to request this.

Lot	Name	Description (not an exhaustive list)	Length of Contract	Number of Contractors
1	Home Investment & Retrofit	Replacement of kitchens, bathrooms, roofs, windows, doors, and improvements to insulation and energy efficiency	<i>up to 14 years</i>	Max. 3, 1 per locality
2	Passive Fire Safety Works	Fire safety works identified as a result of a fire risk assessment e.g. fire stopping, compartmentation, fire alarm installations, ventilation systems	<i>up to 10 years</i>	Max. 3, 1 per locality
3	Electrical Testing and Repairs.	EICR reports and remedial works identified as part of the assessment	<i>up to 7 years.</i>	Max. 3, 1 per locality
4	Complex Repairs and Major Voids	Complex repairs – repairs that involve multiple trades or repairs requiring specialist services	<i>up to 10 years</i>	Max 10, 1 per sub locality plus 1 for Leicester City

		Major Voids – repairs and works to empty properties		
5	Mould Surveys, Cleans and Remedials	Inspections and diagnostics, mould removal and preventative treatments, associated repairs and making good post works	<i>up to 8 years</i>	Max 10, 1 per sub locality plus 1 for Leicester City
6	Scaffolding	Provision of scaffolding for works undertaken by our in-house repairs service Platform Property Care	<i>up to 10 years</i>	Max. 3, 1 per locality

Landlord’s Statement

In our view these services are needed for the following reasons:

As a landlord we are responsible for the repair, maintenance and good management of our homes and ensuring that they meet all relevant building regulations and fire safety standards. This includes a responsibility to carry out testing, inspections and remedial work, where necessary. The proposed works and services are required to meet our obligations.

The new agreements will:

- Enable a partnership based approach with contractors focusing on delivering better services to customers
- Reduce the lead in time for contracts from the project start to the contractor starting work on site
- Allow us to deliver works budgeted for in our Investment Plan
- Allow us to aggregate works to drive value for money and deliver added social value benefits to our communities

Please note that you **DO NOT** have the right in this instance to nominate a person or organisation that you would like us to approach for a tender. This is because under UK procurement rules, due to the value of the contract we are required to advertise the contract by public notice using the Find A Tender service.

Observations

We invite any observations you may wish to make on the proposed contracts (Lots).

Please complete the enclosed Observations Form and:

- email an electronic copy to Section20@platformhg.com or,
- return it to the address at the bottom of the Observations Form, or
- complete the form online www.platformhg.com/section20-customer-information

Your Observations Form must be returned within the 'Relevant Period'. The relevant period will expire on **Monday 16 March 2026**.

Please find enclosed some Questions and Answers that help to explain the Section 20 consultation process, the contracts (Lots) that we are proposing to enter into and how these may impact on you.

If you have any other questions, please email section20@platformhg.com or call us on **0333 200 7304**

Yours sincerely

Doug Bacon
Deputy Chief Property Officer

Please Note:

- 1) If you are not the legal owner of this property, please forward this Notice to them as soon as possible.
- 2) This notice is issued pursuant to Section 20 of the Landlord and Tenant Act 1985 (as amended by but not limited to the Landlord and Tenant Act 1987 and the Commonhold and Leasehold Reform Act 2002).

Notes:

- 1) Section 20 of the Landlord and Tenant Act 1985 (as amended) provides that a landlord must consult leaseholders who are required under the terms of their lease to contribute to costs incurred under qualifying long-term agreement, where the contribution of any one leaseholder will annually exceed £100.
- 2) The landlord has a duty to have regard to written observations made within the consultation period by any leaseholder or recognised tenants' association. 'Recognised tenants' association' is defined by Section 29 of the 1985 Act.

Observations Form: Notice of Intention – Schedule 4.1

1. Contract details	
Contract Names	<ul style="list-style-type: none"> • Contract (Lot) 1 – Home Investment & Retrofit • Contract (Lot) 2 – Passive Fire Safety Works. • Contract (Lot) 3 – Electrical Testing and Repairs. • Contract (Lot) 4 – Complex Repairs and Major Voids. • Contract (Lot) 5 – Mould Surveys, Cleans and Remedials. • Contract (Lot) 6 – Scaffolding
Address	<property address 1>, <property address 2>, <property address 3>, <property postcode>

2. Observations			
Please write your observations here.			
Signature	<table border="1"> <tr> <td></td> <td>Date</td> </tr> </table>		Date
	Date		
Full Name			

Please complete this form and return it by email to Section20@platformhg.com by **16 March 2026**. If you do not use email, please complete this form and return it to the address below:

Platform Housing Group
1700 Solihull Parkway, Birmingham Business Park, Solihull, B37 7YD