



PROPERTY INTEL

EXTERNAL — CLIENT
FACING

Section 20 Consultation Handling — Client Brochure

Section 20 Consultation Management:
Protecting Your Right to Recover,
Protecting Leaseholder Trust

DOCUMENT ID

PI-BLK-042

VERSION

1.0

CLASSIFICATION

External — Client Facing

OWNER

Head of Block Management

REVIEW CYCLE

Biannually

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2. Executive Summary

Section 20 of the Landlord and Tenant Act 1985 imposes strict consultation requirements on landlords and managing agents before carrying out qualifying works or entering into qualifying long-term agreements. The consequences of non-compliance are severe: recoverable service charge contributions are capped at £250 per leaseholder for qualifying works, regardless of actual cost.

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Property Intel delivers end-to-end Section 20 consultation management for freeholders, resident management companies, and right-to-manage companies across London. Our service covers every stage of the statutory process — from threshold assessment and notice preparation through to contractor appointment and file closure — with rigorous compliance, transparent communication, and a complete documentary audit trail.

We manage this process so that our clients can undertake necessary works with confidence, knowing that every procedural requirement has been met, every deadline tracked, and every leaseholder communication handled professionally.

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3. Who This Is For

This service is designed for:

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CLIENT TYPE	TYPICAL REQUIREMENT
Freeholders (individual or corporate)	Full consultation management for works to leasehold blocks
Resident Management Companies (RMCs)	Compliance assurance for director-led major works decisions
Right to Manage Companies (RTMs)	Structured consultation process following acquisition of management
Developers with retained freehold	Portfolio-wide consultation management across multiple blocks
Solicitors and surveyors	Specialist consultation support for client projects

Property Intel's client base is concentrated in Tower Hamlets and across Greater London, ranging from single blocks of 6 flats to portfolios exceeding 200 units. Our process scales without compromising on compliance or communication quality.

4. What We Handle

Property Intel manages the full lifecycle of Section 20 consultation. The following table summarises the scope of our service:

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SERVICE ELEMENT	DESCRIPTION
Threshold assessment	Determination of whether works or agreements trigger consultation requirements
Specification development	Preparation of works specifications in collaboration with appointed surveyors
Stage 1: Notice of Intention	Drafting, review, service, and proof of delivery to all leaseholders
Observation management	Receipt, logging, acknowledgement, and analysis of leaseholder observations
Contractor nomination handling	Formal invitation to leaseholder-nominated contractors
Estimate procurement	Obtaining compliant estimates against a standardised specification
Stage 2: Statement of Estimates	Preparation, review, service, and management of the second consultation period
Stage 3: Notification of Award	Drafting and service of reasons statement where applicable
Dispensation applications	Preparation and management of applications to the First-tier Tribunal
Emergency works management	Immediate response with retrospective dispensation where required
Leaseholder communication	Professional, templated correspondence at every stage
File management and archiving	Complete audit trail with structured file storage and retention

5. The Property Intel Process

Our consultation management process follows a structured, auditable workflow designed to eliminate procedural risk at every stage.

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5.1 ASSESSMENT AND INITIATION

We begin with a detailed assessment of the proposed works or agreement. This includes verification of the leaseholder register, calculation of per-leaseholder contributions, and confirmation that the statutory threshold is met. A dedicated consultation reference is assigned, and the project is entered into our Consultation Tracker with all relevant deadlines pre-calculated.

5.2 STAGE 1 — NOTICE OF INTENTION

Our team prepares the Notice of Intention using approved templates that have been reviewed against current legislation and tribunal guidance. Each notice clearly describes the proposed works, explains why they are necessary, and invites leaseholders to submit written observations and nominate contractors within the 30-day statutory period.

Notices are served using lease- and statute-compliant methods to each leaseholder at their last known address, with email used where consent has been given. Proof of service is recorded and stored immediately.

5.3 OBSERVATION MANAGEMENT

Every observation received during the consultation period is logged, acknowledged within five working days, and reviewed by the Block Manager and, where technical matters are raised, by the appointed surveyor. Observations are addressed in the Stage 2 statement as required by the Regulations.

5.4 STAGE 2 — STATEMENT OF ESTIMATES

We obtain a minimum of two written estimates against an identical specification. Where a leaseholder has nominated a contractor, that contractor is invited to tender. The

Statement of Estimates is prepared with full disclosure of all estimates, a summary of Stage 1 observations and our response, and any connected party declarations.

The Stage 2 notice is served using the same protocols as Stage 1, initiating a further 30-day consultation period.

5.5 STAGE 3 — NOTIFICATION OF AWARD

Where the contract is not awarded to the lowest-priced contractor, we prepare a Notification of Award setting out the reasons for the selection. This notice is served within 21 days of entering into the contract. Where the lowest estimate is accepted, we issue a courtesy notification as a matter of good practice.

5.6 COMPLETION AND ARCHIVING

Upon completion of the consultation, the full file is audited by our Compliance Officer, archived in our Document Management System, and retained in accordance with our data retention policy (minimum 6 years).

6. Risk Protection

The primary risk in Section 20 consultation is procedural defect leading to the loss of cost recovery. Property Intel mitigates this through multiple layers of protection:

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PROTECTION LAYER	HOW IT WORKS
Automated deadline management	Every statutory deadline is calculated at case initiation; alerts at 20, 10, and 5 days
Compliance Officer review	Independent sign-off before every notice is issued
Dual-delivery service	Postal and electronic service for maximum reach
Template-controlled notices	All notices use pre-approved, legally reviewed templates
Stage gate controls	No stage can progress until all preceding requirements are verified
Observation cross-referencing	Systematic check that all observations are addressed before Stage 2
Connected party disclosure protocol	Mandatory declarations from all tendering contractors
Quarterly compliance audit	Internal audit of all open and recently closed consultations

Our approach is designed to ensure that if a consultation is ever challenged at the First-tier Tribunal, the documentary record is complete, organised, and defensible.

7. Compliance Assurance

Property Intel's consultation management service is built on a foundation of regulatory compliance:

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REQUIREMENT	HOW WE COMPLY
Landlord and Tenant Act 1985, s.20	Full three-stage consultation for all qualifying works and QLTAs
Service Charges (Consultation Requirements) (England) Regulations 2003	Notices and timelines aligned to Schedule 4 (Part 2) requirements
RICS Service Charge Residential Management Code (4th Edition)	Process designed to meet or exceed Code standards
Data protection (UK GDPR)	Leaseholder data processed lawfully; privacy notices issued
First-tier Tribunal practice directions	Dispensation applications prepared in accordance with current guidance

We maintain a compliance calendar for every managed block, ensuring that no deadline is missed and no statutory requirement is overlooked.

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8. Why Property Intel

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DIFFERENTIATOR	DETAIL
London-specialist expertise	Deep knowledge of London's leasehold landscape, from Tower Hamlets council blocks to prime central London mansion blocks
Zero-defect target	Our internal KPI for consultation defects is zero; we have maintained this standard across our portfolio
Technology-led tracking	Proprietary Consultation Tracker module with automated deadline management and stage gating
Transparent communication	Every leaseholder receives clear, professional correspondence at every stage of the process
Dispensation capability	In-house expertise for FTT dispensation applications, with external legal support on instruction
Audit-ready documentation	Every consultation file is structured, indexed, and ready for tribunal or audit review at any time
Scalable service	From a single 6-unit block to a portfolio of hundreds of units, the same rigorous process applies

9. Pricing Positioning

Property Intel's Section 20 consultation management service is priced to reflect the value of full compliance and risk elimination.

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Consider the alternative: a defective consultation on a £150,000 major works project across 30 leaseholders limits recovery to £7,500 — a potential shortfall of £142,500. The cost of professional consultation management is a fraction of this exposure.

Our fees are structured as follows:

FEE ELEMENT	BASIS
Consultation management fee	Fixed fee per consultation, quoted at instruction
Surveyor and specification costs	Charged at cost or as agreed with client
Dispensation application support	Fixed fee per application
Tribunal representation (if required)	Quoted separately; external solicitor costs passed through at cost

We provide a full fee quotation before any consultation commences. There are no hidden charges.

10. Call to Action

To discuss Section 20 consultation management for your property or portfolio, contact Property Intel:

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CONTACT METHOD	DETAIL
Telephone	07586479847
Email	contact@property-intel.co.uk
Office	30 Churchill Place, London E14 5RE
Website	property-intel.co.uk

We offer an initial consultation at no charge to assess your requirements, review any upcoming works, and provide a clear quotation for our services.

Property Intel. Structured process. Full compliance.
Complete confidence.

Property Intel — Precision in Property Management

NEXT ACTION

Discuss this service

For scope, fees, onboarding timelines, or portfolio-fit questions, route the next conversation through Head of Block Management or the relevant Property Intel service lead.

DOCUMENT OWNER

Head of Block Management

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