
Contact us

If you have any questions about the information in this leaflet, please get in touch.

By telephone: **0300 2000 120**

Lines are open Monday to Friday 8am – 6pm

By email: **leaseholdteam@wandle.com**



Disputing
your service
charge

Disputing your service charge

If you are unhappy with the costs or works detailed on your service charge bill you should contact your Leasehold Officer by phoning 0300 2000 120 or emailing leaseholdteam@wandle.com.

Please provide us with full details of your dispute when you get in touch, as it will help us to resolve your dispute as quickly as possible.

What you can expect

When we receive your dispute we will confirm receipt by letter or email, and we will give you an estimated timeframe for resolving it.



How long will it take to resolve my dispute?

We try to resolve most disputes within four weeks.

If your dispute is complex it may take a longer time to resolve and if this is the case, we will let you know. We will always call to update you if your dispute is taking longer to resolve than we told you.

Examples of disputes that may take longer to resolve

- Where your dispute relates to more than one year's service charge
- If you live in a building where we are not the freeholder (we do not own the building) – as we may need to contact the managing agent or freeholder to resolve your dispute
- If your dispute relates to more than one item of service charge expenditure

Do I need to pay my service charge?

While you are in dispute you must continue to pay your monthly service charge, as specified in your lease. Sometimes, we may agree to put the charges you are disputing on hold until we have resolved your dispute. Please note: We are not able to put the whole of your outstanding service charge on hold whilst investigations are taking place.

Will you need to visit my home?

In most instances, a visit or an appointment at our offices will not be necessary, but if we are unclear about what you are disputing and need further information from you, we may contact you to arrange a visit.

Can I dispute my estimated service charges?

Normally, we only deal with disputes relating to your actual service charge.

If you raise a dispute about your estimated service charge (which haven't been finalised or audited), we will make a decision as to whether a revised estimate service charge needs to be sent to you. This is determined by the extent of the changes required and the value of the charges.



Advising you of the outcome

Once we have completed our investigation into your dispute, you will be notified in writing of the outcome.

The outcome will:

- Inform you of what adjustments have been made
- Make any necessary adjustments to your account
- Arrange for remedial works to be undertaken, if required
- Give you the opportunity to make an appointment with us, should you need further clarity on how we have reviewed your dispute

Complaints Procedure

Please note that your service charge dispute is handled outside of our formal complaints procedure.

Any complaints you have which do not relate to your service charge will still be dealt with through the complaints procedure.