

## Section 20 Notice of Intention Frequently Asked Questions

We are sending you a section 20 Notice because we're planning to carry out some work where you live. We're asking you to send us any observations about the proposed work. Before you write to us, please have a look at these FAQs which we hope will help clarify the proposed work and the Notice.

### 1. General information

#### What is the Burney House Fire Safety Works programme?

We're committed to maintaining our customers' homes and improving neighbourhoods. This is why we have a programme to carry out both internal and external works at Burney House, which will upgrade its safety in the event of a fire and in turn keep our residents and visitors safe.

#### Why have I received a section 20 notice?

When we carry out any work that is subject to a service charge and the costs may exceed certain limits, we are obliged under section 20 of the Landlord and Tenant Act 1985, to consult with our customers before we enter into the contract. The Notices give you information about the proposed work, and later, tenders about the work.

#### Who can I contact if I have an enquiry during the work?

You can email our Building Safety Manager; Ranvir Sandhar at [burneyhouse.BSP@shgroup.org.uk](mailto:burneyhouse.BSP@shgroup.org.uk) Alternatively you can contact our Customer Service Centre on **0300 303 1061**.

### 2. Tendering

#### How many contractors are invited to tender?

At this point, we are inviting your observations on the proposed works, and subject to the observations we receive, we will then seek tenders or estimates for the work.

We will not have prices from contractors until after we have received tenders.

### 3. Timescales

#### When will the work start?

Works usually commence between two and four months after the section 20 Notice of Intention is issued. The contractor will confirm specific appointments with you after the consultation period, in the lead up to the work. The contractors will do all they can to minimise disruption throughout the work and be flexible to meet your availability where possible.

### How long will the works last?

We will have a better idea of timescales once a contractor has been appointed.

## 4. Observations

### What is an observation?

The Regulations allow you to give observations about our proposal to enter into a contract for this work. The Regulations require observations to be written, we can't take them over the phone.

We prefer observations to be made by email to [burneyhouse.BSP@shgroup.org.uk](mailto:burneyhouse.BSP@shgroup.org.uk) or you can send them by post to Ranvir Sandhar at The Oasts, Newnham Court, Bearsted Road, Maidstone, ME14 5LH.

## 5. Your support is key

Please continue to follow the fire evacuation policy for Burney House, until such time we have completed works and the Building is in line with current regulations. There is a fire evacuation policy sheet attached, which explains what to do in the event of a fire. The fire evacuation policy is also available on our dedicated Burney House Fire Safety Works microsite <https://www.shgroup.org.uk/your-home/repairs/burney-house>

For help with translation, or if large type, Braille or a taped summary would be useful, please contact your local service centre: [www.shgroup.org.uk/servicecentre](http://www.shgroup.org.uk/servicecentre)

<b>Arabic</b>	إذا كنت بحاجة إلى ترجمة، أو إذا كان من الأنسب لك أن يكون النص مطبوعاً بأحرف كبيرة، أو بلغة برايل للمكفوفين أو ملخصاً على شريط سمعي فالرجاء أن تتصل بمركز الخدمة المحلي في منطقتك: <a href="http://www.shgroup.org.uk/servicecentre">www.shgroup.org.uk/servicecentre</a>
<b>Bengali</b>	অনুবাদ করায় সাহায্য, অথবা বড় হরফেরে ছাপা, ব্রহেল বা একটা ব্রটপ করা সংক্ৰপ্তিসার য্ক্ষদ কাফে লাফে, তাহফল দয়া কফর <b>0300 303 1682</b> নম্বফর আপনার স্থানীয় সাক্ষভসি ব্রসন্টাফরর সাফথ ব্রয্যোফয্যে করফবন।
<b>French</b>	Pour obtenir de l'aide avec vos traductions, ou si un résumé en gros caractères, Braille ou audio s'avère nécessaire, merci de contacter votre Centre de Service: <a href="http://www.shgroup.org.uk/servicecentre">www.shgroup.org.uk/servicecentre</a>
<b>Somali</b>	Si aad gargaar uga hesho turjumaadda, ama haddii ay waxtar kuu yeelanayaan farta waaweyn, farta Braille ee dadka indhaha la' ama soo koobid la duubay, fadlan la xiriiir xarunta adeegga xaafaddaada: <a href="http://www.shgroup.org.uk/servicecentre">www.shgroup.org.uk/servicecentre</a>
<b>Spanish</b>	Para recibir ayuda con una traducción o escrita en letras más grandes o en Braille o si un resumen grabado le sería de ayuda, por favor pógase en contacto con su centro local de servicio: <a href="http://www.shgroup.org.uk/servicecentre">www.shgroup.org.uk/servicecentre</a>
<b>Turkish</b>	Çeviri konusunda yardım için ya da büyük baskılı olarak, Braille (kör alfabesi) ve sesli formatta bant kaydı özeti yardımcı olacaksa, lütfen <b>0300 303 1683</b> numaralı telefondan yerel servis merkezinizle irtibata geçin.
<b>Urdu</b>	ترجمہ میں مدد کے لیے، یا اگر بڑی لکھائی میں، بریل پر یا ایک ٹیپ کیا ہوا خلاصہ مفید ہو گا، تو براہ ک خدمت مرکز سے رابطہ کریں اپنے: <a href="http://www.shgroup.org.uk/servicecentre">www.shgroup.org.uk/servicecentre</a>