



Chairs of Tenant and Homeowners Council, Chairs of Area Housing Forums, All Chairs of TRAs

Dear Chair

Re: Historic Water Resale Case

I am writing to update you following the letter of 27 May 2016 from Gerri Scott, Strategic Director of Housing & Modernisation, explaining the current situation with Southwark Council's arrangement with Thames Water. As you know the council like many landlords collected water charges for Thames Water as part of a tenant's rent. Following the recent High Court ruling regarding the Council's contractual relationship with Thames Water the Council is now re-evaluating how our tenants are charged for water rates and our future relationship with Thames Water.

Following the Council's cabinet meeting on Tuesday 7 June 2016, the process for issuing refunds for the period 1 April 2001 to 28 July 2013 has been agreed. All current tenants who are affected will be receiving letters next week that set out what their refund will be, after deduction of any arrears. Cheques will begin to be issued in the following week. Any amount owing that is less than £10 will be left as a credit to the tenant's rent account rather than issued as a cheque.

In the case of Tenant Management Organisation (TMO) tenants, where TMOs hold the records on tenants that the council needs to calculate the refunds, we have asked that this information is supplied to the council. These TMOs will be asked to manage the refunds process, which should begin to happen during July.

Refunds in relation to tenancies which ended before 28 July 2013 are being handled separately and we expect to start this process in late Summer.

In the case of leaseholders they already have a direct relationship with Thames Water and so will only be eligible for a refund if they were a council tenant in the period 1 April 2001 to 28 July 2013.

I attach a fact sheet that sets out how the refunds will work, explains the background to the case, and describes the officer recommendations regarding what action the council should take as a result of the judgment. It also contains details of how to respond to the current consultation on the council's preferred option of terminating the agreement with Thames Water in the future.

This is to help you should you have any questions from residents who have received the letter from the council.

I hope this information is helpful and thank you for your support.



A handwritten signature in black ink, appearing to read 'S. Douglass', written over a horizontal line.

Stephen Douglass

Director of Communities