

## Who is the service for?

The service is for leaseholders and freeholders who bought their properties from Southwark Council, through Right to Buy or from a previous owner.

## We provide independent advice on general and specialised leasehold / freehold matters including:

- Challenging annual service charges and major works payment demands; e.g., if you think the council is spending and charging too much on services or major works.
- Rights to be consulted and provided with information.
- Challenging the standard of services or building works that you think are not value for money.
- Neglect of the building or estate which is affecting your property.
- Understanding rights and responsibilities under the lease / freehold transfer.
- The Council's repair obligations.
- Applications to the First-Tier Tribunal (formerly known as LVT).

## Other Issues

We can also assist on a range of other issues that may affect you paying service charges such as:

- Debt
- Benefits
- Employment

## How to contact us

**Tel:** 020 7237 9532

**Email:** [Lholders@citizensadvicesouthwark.org.uk](mailto:Lholders@citizensadvicesouthwark.org.uk)

**Write to:** Leasehold  
Citizens Advice Southwark  
8 Market Place  
Southwark Park Road  
London  
SE16 3UQ

Please give your name and contact telephone number.  
An adviser will reply to advise you or make an appointment to see you.

## **Citizens Advice Southwark**

Citizens Advice Southwark provides free, confidential, independent and impartial advice for people who live, work, or study in the borough of Southwark.

For information about the range of services we provide visit us at:  
[www.southwarkcabservice.org.uk](http://www.southwarkcabservice.org.uk)



## **Advice for Southwark Council Homeowners**

A free, independent advice service for all Southwark  
Council Homeowners

**Telephone:** 020 7237 9532

**Email:** [Lholders@citizensadvicesouthwark.org.uk](mailto:Lholders@citizensadvicesouthwark.org.uk)

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