CLAIM NO.

IN THE FIRST-TIER TRIBUNAL (PROPERTY CHAMBER) RESIDENTIAL PROPERTY

APPLICATION UNDER SECTION 20ZA OF THE LANDLORD AND TENANT ACT 1985

BETWEEN:

LONDON BOROUGH OF ENFIELD

(Applicant/Landlord)

-and-

The Respondents are the leaseholders of the Applicant's housing stock who are liable to pay service charges and who would otherwise be entitled to consultation under section 20 of the Landlord and Tenant Act 1985, being those leaseholders of the properties identified in the schedule contained within Exhibit Bundle RB-1 (approximately 5208)

(Respondents)

Dispensation Application Bundle

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HM Courts & Tribunals Service

First-tier Tribunal (Property Chamber)
Residential Property

Office use only – Reference number

Leasehold 5

Apply to dispense with consultation requirements

Landlords can apply to dispense with the requirement to consult tenants set out in Section 20 of the Landlord and Tenant Act 1985 by making an application under Section 20ZA of the Act.

Before you apply

You will need a copy of a sample lease.

You must complete all sections and provide all documentation requested otherwise the tribunal cannot progress your application.

If you are unable to do so you must explain why at the end of this form and the tribunal will decide whether or not the application can proceed.

If you have any questions

If you have any questions about this application contact the relevant regional tribunal office in **Annex 2.**

The tribunal cannot give legal advice on your case.

Serving the application

You must send a copy of the application to the respondent and any interested party by email or post.

Other notes

Write clearly if you are completing this form by hand.

Use another sheet of paper if there is not enough space for you to say everything.

Add your name at the top of any additional pages.

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Section 1 – Applicant's information

1.1 Details of applicant

First name

London Borough of Enfield

Last name

Capacity

Landlord

Company name (optional)

1.2 Address

First line of address

Civic Centre

Second line of address

Sliver Street

Town or city

Enfield

County (optional)

Postcode

E	N	1	3	X	A	

1.3 Reference number for correspondence (optional)

LS/C/JJR/175351

1.4 Contact details

Phone number

020 80785909

Mobile number

Email address

jennifer.jarvis-roberts@enfield.gov.uk

Note for Section 1

In cases with more than one applicant, attach a separate document containing the names, addresses and emails (if known) of all the applicants. Also, include a document, signed in pen by each applicant or an email from each applicant wanting to be part of the application.

Note for Capacity

Capacity could be landlord or managing agent

1.5 Details of applicant's representative (if any)

First name

Jennifer

Last name

Jarvis-Roberts

Company name

1.6 Address

First line of address

Civic Centre

Second line of address

Silver Street

Town or city

Enfield

County (optional)

Postcode

N	1	3	X	A		

1.7 DX number for correspondence (optional)

1.8 Reference number for correspondence (optional)

LS/C/JJR/175351

1.9 Contact details

Phone number

0208 0785909

Mobile number

Email address

jennifer.jarvis-roberts@enfield.gov.uk

Note 1.5

A representative is someone you want to represent you in dealing with the tribunal.

If you appoint a representative, the tribunal office will only correspond with your representative.

Note 1.7

Not all regional tribunal offices use the DX service.

See Annex 2 for offices that have DX numbers.

Section 2 – Property information

2.1 Is the address of the subject property the same as the applicant's address?

☐ Yes

☑ No. **Provide the address below.**

Address

First line of address

All council leaseholders in London Borough of Enfield

Second line of address

Town or city

County (optional)

Postcode

2.2 Reference number for correspondence (optional)

2.3 Brief description of the property

Full range of properties from low rise, high rise, purpose built and converted

Note for Section 2

The subject property address could be the same as the applicant's address (for example, the property or properties involved in the application or dispute).

Note 2.3

Add a short description of the property, for example:

- is the property a block of flats
- how many flats are in the block
- a description of the property or properties (for example 1 or 2 bedroom)
- an estimate of the age of the property

Section 3 – Respondent's information

3.1 Details of respondent

First name

Full list of 5,028 leaseholders names available on request

Last name

Capacity

Leaseholders

Company name (optional)

3.2 Address

First line of address

Second line of address

Town or city

County (optional)

Postcode

3.3 Reference number for correspondence (optional)

3.4 Contact details

Phone number

Mobile number

Email address

Note for Section 3

Anyone that pays a service charge should be added as a respondent to this application.

In cases with more than one respondent, attach a separate document containing the names, addresses and emails (if known) of all the respondents.

Note for Capacity
Capacity could be leaseholder or landlord.

3.5 Details of respondent's representative (if any)

First name

Last name

Company name

3.6 Address

First line of address

Second line of address

Town or city

County (optional)

Postcode

3.7 DX number for correspondence (optional)

3.8 Reference number for correspondence (optional)

3.9 Contact details

Phone number

Mobile number

Email address

Note 3.7

Not all regional tribunal offices use the DX service.

See Annex 2 for offices that have DX numbers.

Section 4 – Landlord's information

4.1 Is the landlord the same as the applicant?

☑ Yes

☐ No. **Provide the details.**

4.2 Details of landlord

First name

Last name

Company name (optional)

4.3 Address

First line of address

Second line of address

Town or city

County (optional)

Postcode

4.4 Reference number for correspondence (optional)

4.5 Contact details

Phone number

Mobile number

Email address

4.6 Details of landlord's representative

First name

Last name

Company name

4.7 Address

First line of address

Second line of address

Town or city

County (optional)

Postcode

4.8 DX number for correspondence (optional)

4.9 Reference number for correspondence (optional)

4.10 Contact details

Phone number

Mobile number

Email address

Note 4.8

Not all regional tribunal offices use the DX service.

See Annex 2 for offices that have DX numbers.

Section 5 – Any recognised tenants' association (if known)

5.1 Name of secretary

First name

Full list of 26 recognised Tenants Association available on request

Last name

5.2 Address

First line of address

Second line of address

Town or city

County (optional)

Postcode

5.3 Reference number for correspondence (optional)

5.4 Contact details

Phone number

Mobile number

Email address

Section 6 – Details of dispensation

6.1 Does the application concern qualifying works?

- ☐ Yes. **Go to question 6.2.**
- ☑ No

6.2 Have the works started or been carried out?

- ☐ Yes
- ☑ No

6.3 Does the application concern a qualifying long-term agreement?

- ☑ Yes. **Go to question 6.4.**
- ☐ No

6.4 Has the agreement already been entered into?

- ☐ Yes
- ☑ No

Note for Section 6

Applicants may seek a dispensation for all or any of the consultation requirements about qualifying works or long-term agreements.

6.5 Use this page to give information about each of the qualifying works or qualifying long-term agreements. Use one sheet for each.

Describe the qualifying works or qualifying long-term agreement concerned. State when the works were carried out or planned to be carried out or in the case of a long-term agreement, the date that agreement was entered into or the proposed date it is to be entered into.

The Applicant seeks dispensation under section 20ZA of the Landlord and Tenant Act 1985 in respect of a proposed two-year electricity supply contract for communal housing services procured through the LASER Energy Buying Group. The costs will be recovered through service charges. The contract has been procured through a competitive public sector framework and leaseholders will suffer no relevant prejudice if dispensation is granted, while retaining their rights to challenge the reasonableness of service charges. The Building Safety Act 2022 provisions referred to above are not considered relevant to this application.

Describe the consultation that has been carried out or is proposed to be carried out.

Full statutory section 20 consultation has not been carried out because it is not reasonably practicable given timing and market conditions. Leaseholders will still be informed through letters and retain full rights to challenge service charges.

Explain why you seek dispensation for all or any of the consultation requirements

The contract must be entered into by October 2026. Delaying procurement to complete consultation would risk exposure to out-of-contract or deemed rates, leading to materially higher costs.

Note 6.5

Give a brief outline of your case so that the tribunal understands what your application is about.

Indicate if any of the provisions of Sections 116 to 122 and Schedule 8 of the Building Safety Act 2022 are relevant to this application.

The tribunal may ask for further details or documents to support your case.

If you need to include more information, use a separate document or use **Annex 1**.

Section 7 – Other applications

7.1 Do you know of any other cases involving:

☐ related or similar issues about the management of this property

☐ the same landlord or tenant as in this application

Details

Section 8 – Hearing

Determine without a hearing (a paper determination)

It is possible for your application to be dealt with only on written representations and documents without anyone needing to attend in person. This is called a paper determination.

8.1 Do you think a paper determination is right for your case?

☑ Yes

☐ No

Note 8.1

Even if you have asked for a paper determination the tribunal may decide that a hearing is necessary.

You'll need to pay an additional fee of £227 if a hearing date is set.

Urgency of application

8.2 Is your case urgent?

☐ No

☑ Yes. **Explain why it is urgent.**

The matter is urgent because the Council must enter into a new electricity contract by October 2026 to avoid exposure to significantly higher and volatile out-of-contract energy rates, which would increase costs passed on to leaseholders

Note 8.2

Cases are dealt with as either fast or standard track, the tribunal will decide which:

Fast track - this is for simple cases that will not create a lot of paperwork or argument. Fast track cases are usually heard within 10 weeks of application.

Standard track - this is for more complicated cases with numerous issues to be decided, or where there is lots of paperwork involved. Standard track cases are usually heard within 20 weeks of application.

Availability

8.3 Are there any days when you or any expert or witness you are using cannot attend?

☐ Yes. Please list them in the box below.

☑ No

Dates on which you or they **will not be** available in the next 4 months

Support during your hearing

8.4 Do you, or anyone attending with you, need any adjustments?

☑ Yes. Please list them in the box below.

☐ No

Note 8.4

Some people need support to access information and use our services, for example:

- documents in alternative formats, colours and fonts
- help with communication, sight, hearing, speaking, interpretation or translation
- access and mobility support if a hearing takes place in person

This form gets copied to other parties, so use a separate document if you do not want to disclose anything.

Section 9 – Statement of truth

I believe that the facts stated in this form and any continuation pages are true.

Signature



Date

Day		Month		Year			
08		07		2026			

Full name

Jennifer Jarvis-Roberts

Section 10 – Additional information

If you have not completed all sections of this form please tell us in the box below which sections have not been completed and why.

Application fee

What you need to pay

The application fee is **£114**

How to pay the fee

☐ **I have not included payment because**

☐ I have applied for help with fees online and my reference number is

H	W	F						

☐ I am applying for help with fees, see attached form EX160 'Apply for help with fees'

☐ Other – please explain why

☐ **I want to pay by online banking**

Email me details on how to pay. My email address is

☐ I enclose a cheque or postal order made payable to HMCTS

☑ **Fee account details – for use by legal professionals**

Your account number

P	B	A	0	0	7	9	0	0	6

Your reference (if applicable)

LS/C/JJR/175351

Note for application fee

You'll need to pay an additional fee of £227 when the hearing date is set.

You may be able to get help paying fees if you only have a small amount in savings, receive certain benefits or are on a low income.

See www.gov.uk/get-help-with-court-fees for more information.

Note for online banking

The tribunal will send you a reference number so you can make a payment online.

Checklist

☑ I enclose the contact details for tenants that pay a service charge

☑ I have completed the application fee section

List of documents that need to be included with the application:

☑ a copy of a sample lease

Unless you complete all sections and provide all documentation, the tribunal cannot progress your application.

Contact details

Email your application to the relevant regional tribunal office address shown in the Annex 2 to this form.

If you cannot email you can send the application by post.

Annex 1

Use this page to give information about each of the qualifying works or qualifying long-term agreements. Use one sheet for each.

Describe the qualifying works or qualifying long-term agreement concerned. State when the works were carried out or planned to be carried out or in the case of a long-term agreement, the date that agreement was entered into or the proposed date it is to be entered into

The application concerns a qualifying long-term agreement for the supply of electricity to Council Housing communal areas, to be procured through the LASER consortium under a compliant public-sector framework by entering into a two-year contract commencing on or around 1 October 2026, with costs recovered through service charges. Full section 20 consultation has not been carried out because it is not reasonably practicable given the timing and volatility of the energy market, and delaying procurement would expose the Council and leaseholders to materially higher and volatile out-of-contract energy rates. The Council therefore seeks partial dispensation under section 20ZA of the Landlord and Tenant Act 1985; leaseholders will suffer no relevant prejudice, as they retain full rights to challenge the reasonableness of

Describe the consultation that has been carried out or is proposed to be carried out.

Explain why you seek dispensation of all or any for the consultation requirements

Dispensation is sought because the electricity contract must be entered into within a fixed timeframe to ensure continuity of supply and avoid exposure to materially higher and volatile out-of-contract energy rates; the procurement is constrained by the LASER framework and market conditions, meaning consultation would not realistically influence the procurement route, supplier choice or pricing; and leaseholders will suffer no relevant prejudice, as they retain full statutory rights to challenge the reasonableness of costs and service charges. Partial dispensation is therefore a reasonable and proportionate response that protects leaseholders' interests while enabling timely and cost-effective procurement of an essential service.

Note for Annex 1

Give a brief outline of your case so that the tribunal understands what your application is about.

Indicate if any of the provisions of Sections 116 to 122 and Schedule 8 of the Building Safety Act 2022 are relevant to this application.

The tribunal may ask for further details or documents to support your case.

Annex 2

List of addresses of tribunal regional offices

Northern region

Address:

HM Courts and Tribunals Service

First-tier Tribunal (Property Chamber)
Residential Property
1st Floor, Piccadilly Exchange
Piccadilly Plaza
Manchester
M1 4AH

Telephone: 01612 379491

Fax: 01264 785 128

Email address: RPNorthern@justice.gov.uk

This office covers the following metropolitan districts: Barnsley, Bolton, Bradford, Bury, Calderdale, Doncaster, Gateshead, Kirklees, Knowsley, Leeds, Liverpool, Manchester, Newcastle-upon-Tyne, Oldham, Rochdale, Rotherham, St. Helens, Salford, Sefton, Sheffield, Stockport, Sunderland, Tameside, Trafford, Tyneside (North and South), Wakefield, Wigan and Wirral.

It also covers the following unitary authorities: Hartlepool, Middlesbrough, Redcar and Cleveland, Darlington, Halton, Blackburn with Darwen, Blackpool, Kingston-upon-Hull, East Riding of Yorkshire, Northeast Lincolnshire, North Lincolnshire, Stockton-on-Tees, Warrington and York.

It also covers the following Counties: Cumbria, Durham, East Cheshire, Lancashire, Lincolnshire, Northumberland, North Yorkshire and West Cheshire.

Midland region

Address:

HM Courts and Tribunals Service

First-tier Tribunal (Property Chamber)
Residential Property
Centre City Tower
5-7 Hill Street
Birmingham
B5 4UU

For use by legal professionals:
DX 360601 Birmingham 5

Telephone: 0121 600 7888

Fax: 01264 785 122

Email address: RPMidland@justice.gov.uk

This office covers the following metropolitan districts: Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton.

It also covers the following unitary authorities: Derby, Leicester, Rutland, Nottingham, Herefordshire, Telford and Wrekin and Stoke-on-Trent.

It also covers the following Counties: Derbyshire, Leicestershire, Nottinghamshire, Shropshire, Staffordshire, Warwickshire and Worcestershire.

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Chronology
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Case No. LON/00AK/LDC/2026/0233

FIRST-TIER TRIBUNAL (PROPERTY CHAMBER)

LONDON BOROUGH OF ENFIELD (APPLICANT)

AND

VARIOUS LEASEHOLDERS (RESPONDENTS)

CHRONOLOGY

Council Housing electricity procurement via LASER / Npower, Timeline for 2026

Month	Description
January	Planning began on for a Key Decision covering the electricity procurement process to cover October 2026 and beyond.
February	Market volatility reviewed. Strait of Hormuz crisis started. Annual Fixed Term Fixed price options reviewed with alternative 'Purchase in Advance' options. An existing Npower supply under the corporate contract was identified, highlighting the corporate arrangement that Housing would later seek to join.
March	The electricity procurement Key Decision was registered as KD 6054, which became the approval route for the Housing electricity change.
April	LASER supplied benchmarking, Flexible Framework information and PIA/PWP options to support consideration of flexible procurement. Housing, Procurement and Legal meeting in this month, with the annual procurement process starting earlier to allow time to prepare the documentation.

May	The preferred route was to add Housing supplies to the existing corporate arrangement. Following feasibility discussions, LASER confirmed on 18 May that all parties had approved Housing joining the corporate agreement and Purchase in Advance (PIA) flexible procurement framework from October 2026, with managed services. Home Ownership advised that the arrangement was likely to be a qualifying long-term agreement because costs would be recovered through service charges. As normal consultation would conflict with procurement deadlines, an application for First-tier Tribunal dispensation was recommended. LASER confirmed a two-year contract with a fixed PIA price refreshed every 12 months.
June	Procurement and Tribunal processes proceeded in parallel to meet the July contracting deadline. LASER began onboarding requirements for VAT, Direct Debit and site data. The intended supply start was 1 October 2026. The final variation was confirmed ready and draft onboarding data was submitted in this month.
July	Legal review confirmed that Enfield could enter the variation subject to accepting its risks and obligations, including delayed registration and fixed bridging prices; LASER also sought an extended Npower deadline. KD 6054 was approved on 10 July for Green (REGO) electricity from Npower through LASER’s corporate PIA arrangement, covering 1 October 2026 to 30 September 2028. The Council signed and returned the Housing agreement, including an amended version, and

	requested LASER's completed counterpart. Billing and onboarding work continued. Application for Dispensation of Consultation made to the First Tier Tribunal.
August	VAT, consolidated-billing and Direct Debit documentation, together with confirmation of supply data, to complete the portfolio's billing and onboarding configuration, continued in this month.
September	Approval for Housing electricity Direct Debit arrangements put in place. LASER issued Enfield-specific October electricity prices and budget forecasts, Enfield conducted Treasury checks on the Npower/LASER which supported by the approved Key Decision and executed Access Agreement, ahead of the planned 1 October start.

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CLAIM NO.

IN THE FIRST-TIER TRIBUNAL (PROPERTY CHAMBER) RESIDENTIAL PROPERTY

APPLICATION UNDER SECTION 20ZA OF THE LANDLORD AND TENANT ACT 1985

BETWEEN:

LONDON BOROUGH OF ENFIELD

(Applicant/Landlord)

-and-

The Respondents are the leaseholders of the Applicant's housing stock who are liable to pay service charges and who would otherwise be entitled to consultation under section 20 of the Landlord and Tenant Act 1985, being those leaseholders of the properties identified in the schedule contained within Exhibit Bundle RB-1 (approximately 5208)

(Respondents)

WITNESS STATEMENT OF RAFE BERTRAM

I, Rafe Bertram, of the London Borough of Enfield, Civic Centre, Silver Street, Enfield EN1 3XA, WILL SAY as follows:

Introduction

1. I am an Asset and Sustainability Manager employed by the London Borough of Enfield ("**the Council**").

2. I am authorised to make this statement on behalf of the Council in support of its application under section 20ZA of the Landlord and Tenant Act 1985.

3. The matters set out in this statement are within my own knowledge or derived from Council records, which I believe to be true.

4. This statement should be read together with the exhibit bundle (RB-1) filed in support of the application.

5. This application concerns the procurement of electricity for communal supplies across the Council's housing portfolio.

6. The Council proposes to enter into a two-year electricity supply contract via the LASER framework, commencing on or around 1 October 2026, with costs recoverable through service charges and therefore constituting a qualifying long-term agreement.

7. The procurement is undertaken through LASER (Kent County Council), a central purchasing body operating compliant public-sector energy frameworks.

8. The Council has entered into a LASER Access Agreement enabling it to procure energy through the framework.

9. The Council is also party to an Access Agreement Variation for the Flexible Framework, which permits amendments and authorises LASER to implement call-off contract changes.

10. The LASER schedule summary and special terms included within Exhibit Bundle RB-1 set out the supply structure and risks, including exposure to out-of-contract rates.

11. This contractual structure significantly limits discretion outside the framework.

Background and Existing Arrangements

12. The Council's current fixed-term electricity supply contract expires on 30 September 2026.

13. Replacement arrangements must ensure continuity from 1 October 2026.

14. The housing site schedule within Exhibit Bundle RB-1 identifies relevant supplies.

15. The schedule summary within Exhibit Bundle RB-1 details supply numbers and consumption.

16. The Council manages approximately 5,028 leaseholders, as reflected in Exhibit Bundle RB-1.

17. The tenant-to-leaseholder ratio and impact schedule within Exhibit Bundle RB-1 demonstrates cost distribution.

Reasons for Seeking Dispensation

18. The energy market is volatile with limited pricing windows.

19. Procurement must be completed within strict timeframes.

20. Full consultation would introduce delay incompatible with these constraints.

21. The LASER framework and agreements constrain procurement choices.

22. Leaseholder consultation would not influence supplier, route, or pricing.

23. Delay risks higher costs through out-of-contract rates.

Absence of Relevant Prejudice

24. The Tribunal must consider relevant prejudice and there is none in this particular case.

25. Leaseholders retain rights to challenge reasonableness of charges.

26. Procurement is via compliant framework ensuring value for money.

27. Dispensation protects leaseholders from higher costs.

28. A sample lease within Exhibit Bundle RB-1 demonstrates recovery of communal electricity costs and apportionment basis.

Proportionality and Partial Dispensation

29. The Council seeks partial dispensation.

30. This is proportionate given urgency, framework constraints, and retained protections.

31. The Council will provide information to leaseholders and ensure transparency.

32. The application and procurement are being progressed in parallel.

Conclusion

33. Due to the limited time period, It is not reasonably practicable to complete full consultation.

34. Delay would expose leaseholders to higher costs.

35. Leaseholders will suffer no relevant prejudice.

36. The Council requests dispensation under section 20ZA.

Statement of Truth

I believe that the facts stated in this witness statement are true. I understand that proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

Signed:



Name: Rafe Bertram

Position: Asset and Sustainability Manager

Date: 06/07/2026

CLAIM NO.

IN THE FIRST-TIER TRIBUNAL (PROPERTY CHAMBER) RESIDENTIAL PROPERTY

APPLICATION UNDER SECTION 20ZA OF THE LANDLORD AND TENANT ACT 1985

BETWEEN:

LONDON BOROUGH OF ENFIELD

(Applicant/Landlord)

-and-

The Respondents are the leaseholders of the Applicant's housing stock who are liable to pay service charges and who would otherwise be entitled to consultation under section 20 of the Landlord and Tenant Act 1985, being those leaseholders of the properties identified in the schedule contained within Exhibit Bundle RB-1 (approximately 5208)

(Respondents)

EXHIBIT BUNDLE RB-1

Exhibit No.	Description	Page No.
1.	Special Terms	1 – 2
2.	Housing Site Schedule	3 - 17
3.	Schedule Summary	18 – 20
4.	Leaseholder Address List	21 - 70

Access Agreement: Special Terms

London Borough of Enfield's (LBE) housing portfolio has a fixed-term-fixed-price (FTFP) contract in place with TotalEnergies which is set to expired on 30th of September 2026. From 1st October 2026, the Housing Portfolio will join the LASER (KCC) Flexible Energy Framework on a Managed Service Level to align the contract terms with the Corporate Portfolio.

This will involve a change of supplier to nPower Ltd which would typically require customer commitment at least 6 months ahead of the required flexible contract start date to ensure successful registration of supplies, pricing issuance and onboarding onto our Managed Service. In this instance as an exception, we will aim to register the supplies via our Additional Business Process in recognition that the LBE Corporate Portfolio is already registered with Npower & utilises the LASER Managed Service.

Risk of Delayed Registrations

Due to the possibility the agreement may be signed less than 3 months in advance of the requested contract start date of 1st of October 2026 there is a risk not all electricity supplies will be registered in time. Where this is the case, the incumbent supplier may bill sites at out of contract rates for a period of time.

Whilst best endeavours will be made to facilitate a contract start date of 1st October 2026 for avoidance of doubt LASER accepts no liability for any costs incurred due to late registrations or out of contract rates billed from your incumbent supplier.

The following conditions apply to mitigate risk with the registrations and service set up process:

- LBE will commit to working with the incumbent supplier to settle all queries, resolve any outstanding debt, and invoices prior to registration to avoid any delays with the transfer.
- LBE will commit to providing all of the required information to LASER to facilitate onboarding & pricing including confirming current MOP/DC arrangements, billing requirements and providing HH Data, Direct Debit & VAT forms and all other required information.
- The option to register & price supplies via the additional business route cannot be guaranteed, dependent on volume, market availability and timescales, and therefore a 12-month Fixed Bridging Price will be secured if the additional business route is not possible.
  Where a Bridging Price is required, LASER will secure the fixed price on your behalf; once the Access Agreement Variation has been fully signed by all parties.

Securing Fixed Bridging Prices if required

Ther following terms apply in relation to securing Fixed Bridging Prices. This applies to the *Housing Portfolio supplies joining from 1st October 2026 only:*

Fully fixed prices from suppliers are validated against the energy market but do not include a breakdown of commodity and non-commodity price components. For the avoidance of doubt, the fully fixed prices will only vary due to a change in law or change in the rate of a pass-through tax or levy (including the Climate Change Levy and Value Added Tax).

Upon expiry of the initial fixed-term fixed-price period, all volume will enter into LASER's flexible purchasing basket for the remainder of the supply period 1st October 2027 to 30th September 2028.

In order to authorise LASER (Kent County Council) to proceed with securing the initial 12-month fully fixed prices on your behalf the Participating Authority agrees to the following as part of this agreement: *The Participating Authority hereby appoints LASER (Kent County Council) as our agent and gives authority to LASER to negotiate, agree and enter in to contracts for the supply of electricity, gas, metering and related services and to negotiate, agree and enter in to amendments and variations of those contracts.*

Site Schedule

Participating Authority:	**London Borough of Enfield**
Supplier:	**nPower**
Contract Start Date:	**1st October 2026**
Contract End Date:	**30th September 2028**

Portfolio Summary[1]	HH Electricity	NHH Electricity	UMS Electricity
Number of Supplies	2	976	1
Total Estimated Annual Usage (kWhs)	58,036	6,642,316	20,069
LASER Recovery Fees (£/Supply/Annum)*	TBA	TBA	TBA

Please note the following which are applicable to the agreement:
1 - Please note the Number of Supplies and Total Estimated Annual Usage is a representation of the Customer portfolio at the time of securing agreements. This may vary dependent on actual usage and with site additions and removals during the course of the contract.
2 - Service level indications are MS (Managed Service), POSO (Procurement Only Service Option) and Housing Service. For the MS bills are sent from the Supplier to LASER for validation, processing and payment.
3 - The main Procurement Types are PIA (Purchase in Advance) and PWP (Purchase within Period), further options may become available during the agreement. The Participating Authority can apply to change the Procurement Option during the course of the agreement, if agreed by the Contracting Authority via a variation, and with a minimum of 6 months notice required in advance of the Flex product anniversary. Prices for any Procurement Type will be based on purchases made following the completion of a signed agreement and sites being added to the Flexible basket. Pricing for sites added mid-way through a contract period will be added via a Flex additions price or a Fixed price depending on availability.
4 - The Participating Authority has opted for Renewable Energy Guarantees of Origin (REGO) and delegates authority for LASER to secure these certificates on their behalf for each 12 month supply period of the Flex contract. This will apply for the full commitment term, however the Participating Authority can opt out of REGO or RGGO providing 3 months notice is provided to LASER in writing in advance of the 12 month flexible supply period. If REGO is to be applied to only certain sites this will be shown in the site listing.
*Please note, the LASER recovery fees are included in supplier standing charges

Key
Supplies to be confirmed

Site Name & Address	Post Code	Estimated Annual Usage (kWhs)	Meter Point Administration Number	Supplementary Data	Supply Type	Service Level[2]	Procurement Type[3]	PWP / FSAR Elec Adjustment - This is Actual Annual Usea - Copy & Paste Values
AGRICOLA PLACE 17-24	EN1 1DW	1,445	1013033094903	02 811 007	NHH	Managed Service	PIA	2,627
AGRICOLA PLACE 7-10	EN1 1DW	2,846	1013033095136	02 811 007	NHH	Managed Service	PIA	5,175
ALBEMARLE AVENUE 1-23	EN8 0EY	917	1013046200768	04 807 205	NHH	Managed Service	PIA	1,667
ALBEMARLE AVENUE 18-32	EN8 0EY	392	1013046205135	02 807 007	NHH	Managed Service	PIA	713
ALBEMARLE AVENUE 2-16	EN8 0EY	426	1013046201229	04 811 205	NHH	Managed Service	PIA	775
ALDERNEY HOUSE 1-18	EN3 5XA	4,469	1013045376674	02 811 007	NHH	Managed Service	PIA	8,125
ALMA HOUSE	N9 0PT	2,704	1013052071281	03 136 238	NHH	Managed Service	PIA	4,916
ALMA HOUSE 2-13	N9 0PT	5,599	1013052071741	03 136 238	NHH	Managed Service	PIA	10,180
ALMA HOUSE 28-45	N9 0PT	9,365	1013052071510	03 136 238	NHH	Managed Service	PIA	17,027
ALMA ROAD 47-61A	EN3 4	2,950	1013038080384	04 811 205	NHH	Managed Service	PIA	5,364
ALMA ROAD 65-75A	EN3 4	2,072	1013038085443	04 811 205	NHH	Managed Service	PIA	3,767
ALMA ROAD 77-91A	EN3 4	1,017	1013038089810	04 811 205	NHH	Managed Service	PIA	1,849
ALMA ROAD 93-107A	EN3 4	2,867	1013038094182	04 811 205	NHH	Managed Service	PIA	5,213
Block 2.5, 97-122 Peregrine Point	EN3 4	8,111	1050001561000	03 801 201	NHH	Managed Service	PIA	14,747
Peregrine Point Block 3 123-165	EN3 4	15,960	1050001561376	03 801 201	NHH	Managed Service	PIA	29,018
Anglesey Road 1-15a	EN3 4HY	7,148	1013034678910	02 811 007	NHH	Managed Service	PIA	12,996
ANVIL HOUSE 1-18	N9 0QB	6,612	1013069236186	03 136 238	NHH	Managed Service	PIA	12,022
ARCHERS DRIVE 1-20	EN3 5AR	3,991	1013040051480	02 811 007	NHH	Managed Service	PIA	7,256
ARCHERS DRIVE 22-28, 27-33	EN3 5AR	5,337	1013040056540	02 811 007	NHH	Managed Service	PIA	9,704
ARLINGTON HOUSE	N14 4FD	3,293	2500020881704	01 801 050	NHH	Managed Service	PIA	5,987
ASHBURTON HOUSE 1-14	EN3 7TU	3,550	1013039372755	02 811 007	NHH	Managed Service	PIA	6,455
ASHBURTON HOUSE 1-14	EN3 7TU	58,907	1014571488089	04 118 064	NHH	Managed Service	PIA	107,104
ASHCOMBE HOUSE 1-124	EN3 7TP	31,480	1013039336180	03 136 238	NHH	Managed Service	PIA	57,236
Ashcombe House 11th Floor	EN3 7TP	0	1014569815528	04 118 064	NHH	Managed Service	PIA	0
Ashcombe House 1st Floor	EN3 7TP	7,089	1014569814835	04 118 064	NHH	Managed Service	PIA	12,889
Ashcombe House 8th Floor	EN3 7TP	8,201	1014569815290	04 118 064	NHH	Managed Service	PIA	14,911
ASHRIDGE COURT BLOCK A 1-17	N14 4AX	2,544	1013054303431	02 811 007	NHH	Managed Service	PIA	4,625
ASHRIDGE COURT BLOCK A 1-17	N14 4AX	2,138	1013054303895	02 811 007	NHH	Managed Service	PIA	3,887
ASHRIDGE COURT BLOCK B 18-35	N14 4AX	2,300	1013054308030	02 811 007	NHH	Managed Service	PIA	4,182
ASHRIDGE COURT BLOCK B 18-35	N14 4AX	3,368	1013054308262	02 811 007	NHH	Managed Service	PIA	6,124
ASHRIDGE COURT BLOCK C 36-52	N14 4AX	1,637	1013054312630	02 811 007	NHH	Managed Service	PIA	2,976
ASHRIDGE COURT BLOCK C 36-52	N14 4AX	2,769	1013054312862	02 811 007	NHH	Managed Service	PIA	5,035
ASHTON ROAD 42-52	EN3 6DG	1,184	1013067647340	02 811 007	NHH	Managed Service	PIA	2,153
ASHTON ROAD 43-53	EN3 6DG	1,367	1013067647800	02 811 007	NHH	Managed Service	PIA	2,485
ASHTON ROAD 54-64	EN3 6DG	1,120	1013067650797	02 811 007	NHH	Managed Service	PIA	2,036
ASHTON ROAD 55-65	EN3 6DG	1,346	1013067651258	02 811 007	NHH	Managed Service	PIA	2,447
ASHTON ROAD 67-77	EN3 6DG	1,392	1013067654018	02 811 007	NHH	Managed Service	PIA	2,531
ASHTON ROAD 79-89	EN3 6DG	1,290	1013067655624	02 811 007	NHH	Managed Service	PIA	2,345
ASHWOOD ROAD 1-11	EN6 2PQ	717	1013027484970	04 100 015	NHH	Managed Service	PIA	1,304
ASHWOOD ROAD 13-23	EN6 2PQ	1,157	1013027485200	04 100 015	NHH	Managed Service	PIA	2,104
ASHWOOD ROAD 175-185	EN6 2PQ	1,192	1013027525917	04 100 015	NHH	Managed Service	PIA	2,167
ASHWOOD ROAD 186-196	EN6 2PQ	1,182	1013027528670	04 100 015	NHH	Managed Service	PIA	2,149
ASHWOOD ROAD 205-215	EN6 2PQ	766	1013027533271	04 100 015	NHH	Managed Service	PIA	1,393
ASHWOOD ROAD 210-220	EN6 2PQ	801	1013027534656	04 100 015	NHH	Managed Service	PIA	1,456
AUCKLAND CLOSE 60-83	EN1 4PP	4,643	1013065814248	02 811 007	NHH	Managed Service	PIA	8,442
BAGSHOT ROAD 3-5	EN1 2RD	1,507	1013045009136	04 811 205	NHH	Managed Service	PIA	2,740
BAKER STREET 180-216	EN1 3EZ	5,172	1013055918260	02 811 007	NHH	Managed Service	PIA	9,404
BAKER STREET 102A-104C	EN1 3EZ	1,093	1013055884220	02 811 007	NHH	Managed Service	PIA	1,987

BAKER STREET 103A-105C	EN1 3EZ	312	1013055885144	02 811 007	NHH	Managed Service	PIA	567
BAKER STREET 106A-108C	EN1 3EZ	1,268	1013055887443	02 811 007	NHH	Managed Service	PIA	2,305
BAKER STREET 107A-109C	EN1 3EZ	517	1013055888368	02 811 007	NHH	Managed Service	PIA	940
BAKER STREET 110ABC-112ABC	EN1 3EZ	799	1013055890669	02 811 007	NHH	Managed Service	PIA	1,453
BAKER STREET 111A-113C	EN1 3EZ	579	1013055891583	02 811 007	NHH	Managed Service	PIA	1,053
BAKER STREET 115A-117C	EN1 3EZ	579	1013055894343	02 807 007	NHH	Managed Service	PIA	1,053
BAKER STREET 119A-121C	EN1 3EZ	538	1013055896410	02 812 007	NHH	Managed Service	PIA	978
BAKER STREET 225-227	EN1 3EZ	798	1013055936436	02 811 007	NHH	Managed Service	PIA	1,451
BAKER STREET 225-227	EN1 3EZ	18,609	1014569689252	04 118 064	NHH	Managed Service	PIA	33,835
BAKER STREET 229-231	EN1 3EZ	1,180	1013055938503	02 811 007	NHH	Managed Service	PIA	2,145
BAKER STREET 229-231	EN1 3EZ	10,688	1014570074503	03 801 239	NHH	Managed Service	PIA	19,433
BAKER STREET 233-235	EN1 3EZ	497	1013055940344	02 811 007	NHH	Managed Service	PIA	904
BAKER STREET 233-235	EN1 3EZ	15,799	1014570387760	03 801 239	NHH	Managed Service	PIA	28,725
BAKER STREET 292 -294	EN1 3EZ	1,292	1013055944942	02 807 007	NHH	Managed Service	PIA	2,349
BAKER STREET 296-296B	EN1 3EZ	3,639	1013055946550	02 812 007	NHH	Managed Service	PIA	6,616
BAKER STREET 98-100	EN1 3EZ	920	1013055881006	02 811 007	NHH	Managed Service	PIA	1,673
BAKER STREET 99A-101C	EN1 3EZ	597	1013055881920	02 811 007	NHH	Managed Service	PIA	1,085
BALES TERRACE 1-24	N9 9QG	1,112	1013051421763	04 811 205	NHH	Managed Service	PIA	2,022
Banbury Close - Feeder Pillar	EN2 8FS	1,174	2500020742300	01 801 69	NHH	Managed Service	PIA	2,135
Banbury Close - Landlord supply	EN2 8FS	543	2500020651939	01 800 069	NHH	Managed Service	PIA	987
BARNET ROAD 99-109	EN6 2RN	722	1013015555105	04 807 205	NHH	Managed Service	PIA	1,313
BARROWFIELD CLOSE 1-18	N9 0HA	2,078	1013038990724	02 656 007	NHH	Managed Service	PIA	3,778
BARROWFIELD CLOSE 19-36	N9 0HA	2,335	1013038995095	02 811 007	NHH	Managed Service	PIA	4,245
BARROWFIELD CLOSE 37-54	N9 0HA	1,588	1013038999461	02 811 007	NHH	Managed Service	PIA	2,887
BARROWFIELD CLOSE 55-72	N9 0HA	1,674	1013039004064	02 811 007	NHH	Managed Service	PIA	3,044
BARROWFIELD CLOSE 73-90	N9 0HA	2,719	1013039008430	02 807 007	NHH	Managed Service	PIA	4,944
BARROWFIELD CLOSE 98-121	N9 0HA	3,982	1013039014416	02 811 007	NHH	Managed Service	PIA	7,240
BEALE CLOSE 1-16	N13 6DH	2,657	1013030034520	02 811 007	NHH	Managed Service	PIA	4,831
BEALE CLOSE 17-32	N13 6DH	2,248	1013030034752	02 811 007	NHH	Managed Service	PIA	4,087
BEALE CLOSE 33-48	N13 6DH	2,319	1013030035445	02 811 007	NHH	Managed Service	PIA	4,216
BEALE CLOSE 49-64	N13 6DH	2,662	1013030047404	02 811 007	NHH	Managed Service	PIA	4,840
BEDALE ROAD 14-24	EN2 0NP	1,711	1013058812120	02 811 007	NHH	Managed Service	PIA	3,111
BEDALE ROAD 2-12	EN2 0NP	1,151	1013058809829	02 811 007	NHH	Managed Service	PIA	2,093
BEDALE ROAD 26-36	EN2 0NP	1,147	1013058814191	02 811 007	NHH	Managed Service	PIA	2,085
BENJAFIELD CLOSE 11 (Rushleigh House(Q))	N18 2YN	26,575	1013052794177	03 801 239	NHH	Managed Service	PIA	48,318
BERKELEY GARDENS 72-78	N21 2BD	1,906	1013046505515	02 807 007	NHH	Managed Service	PIA	3,465
BETSPATH HOUSE 1-16	N11 1SA	2,896	1013068727883	02 811 007	NHH	Managed Service	PIA	5,265
BEVERLEY CLOSE 1-7	EN1 2AS	745	1013028645780	02 811 007	NHH	Managed Service	PIA	1,355
BEVERLEY CLOSE 17-23	EN1 2AS	857	1013028648080	02 811 007	NHH	Managed Service	PIA	1,558
BEVERLEY CLOSE 25-31	EN1 2AS	606	1013028649232	02 811 007	NHH	Managed Service	PIA	1,102
BEVERLEY CLOSE 9-15	EN1 2AS	856	1013028646932	02 811 007	NHH	Managed Service	PIA	1,556
BLENHEIM HOUSE 1-16	N9 0PU	1,335	1013052082326	02 811 007	NHH	Managed Service	PIA	2,427
BLISS HOUSE	EN1 4UL	101,655	1013051813225	04 139 248	NHH	Managed Service	PIA	184,827
BLOSSOM LANE 1-24	EN2 0TG	3,614	1013059638749	02 807 007	NHH	Managed Service	PIA	6,571
BLOSSOM LANE 1-24 Heating	EN2 0TG	81,413	1014571128132	04 118 064	NHH	Managed Service	PIA	148,024
BLOSSOM LANE 25-48	EN2 0TG	6,532	1013059645189	02 811 007	NHH	Managed Service	PIA	11,876
BLOSSOM LANE 25-48 Heating	EN2 0TG	140,768	1014571671859	03 801 239	NHH	Managed Service	PIA	255,942
BLOSSOM LANE 49-70	EN2 0TG	6,198	1013059652549	02 811 007	NHH	Managed Service	PIA	11,269
BLOSSOM LANE 49-70 Heating	EN2 0TG	17,302	1014572058257	03 801 239	NHH	Managed Service	PIA	31,458
Bond Court	N9 9QP	3,162	1050002249450		NHH	Managed Service	PIA	5,749
BONINGTON HOUSE 1-108	EN1 1XT	54,478	1013032231250	03 136 238	NHH	Managed Service	PIA	99,051
BOUNCES ROAD 109-127	N9 8LJ	2,642	1013037613710	02 811 007	NHH	Managed Service	PIA	4,804
BOUNCES ROAD 129-147	N9 8LJ	2,666	1013037618541	02 811 007	NHH	Managed Service	PIA	4,847
BOUNCES ROAD 149-171	N9 8LJ	2,504	1013037623374	02 811 007	NHH	Managed Service	PIA	4,553
BOUNCES ROAD 173-195	N9 8LJ	2,644	1013037628897	02 811 007	NHH	Managed Service	PIA	4,807
BOUNCES ROAD 197-219	N9 8LJ	2,450	1013037636258	02 811 007	NHH	Managed Service	PIA	4,455
BOUNCES ROAD 249 -271	N9 8LJ	3,199	1013037647524	02 811 007	NHH	Managed Service	PIA	5,816
BOUNCES ROAD 273-295	N9 8LJ	2,094	1013037650518	02 811 007	NHH	Managed Service	PIA	3,807
BOUNDARY COURT 1-50	N18 2TB	20,426	1013068528244	03 136 238	NHH	Managed Service	PIA	37,138
BOUVIER ROAD 14-24	EN3 5SH	722	1013049394542	02 811 007	NHH	Managed Service	PIA	1,313
BOUVIER ROAD 17-27	EN3 5SH	462	1013049395467	02 811 007	NHH	Managed Service	PIA	840
BOUVIER ROAD 17-27 HEATING	EN3 5SH	23,241	1014569597489	04 118 064	NHH	Managed Service	PIA	42,256
BOUVIER ROAD 2-12	EN3 5SH	895	1013049391329	02 811 007	NHH	Managed Service	PIA	1,627
BOUVIER ROAD 29-39	EN3 5SH	574	1013049398459	02 811 007	NHH	Managed Service	PIA	1,044
BOUVIER ROAD 29-39 HEATING	EN3 5SH	34,753	1014569983880	04 118 064	NHH	Managed Service	PIA	63,187
BOUVIER ROAD 42-52	EN3 5SH	891	1013049401447	02 811 007	NHH	Managed Service	PIA	1,620
BOUVIER ROAD 54-64	EN3 5SH	645	1013049403054	02 811 007	NHH	Managed Service	PIA	1,173
BOUVIER ROAD 66-116	EN3 5SH	2,680	1013049404660	02 808 007	NHH	Managed Service	PIA	4,873
BOWES ROAD 410-412	N11 1NN	1,928	1013032984042	02 811 007	NHH	Managed Service	PIA	3,505
BOWES ROAD 414-422A	N11 1NN	2,104	1013032986341	04 100 015	NHH	Managed Service	PIA	3,825
BOWES ROAD 424-432A	N11 1NN	2,000	1013032988640	04 811 205	NHH	Managed Service	PIA	3,636
BOWES ROAD 434-442	N11 1NN	2,052	1013032990481	04 811 205	NHH	Managed Service	PIA	3,731
BOWES ROAD 444-452	N11 1NN	1,980	1013032992780	04 811 205	NHH	Managed Service	PIA	3,600
BOWOOD ROAD 67-105	EN3 7LL	2,310	1013042344810	02 811 007	NHH	Managed Service	PIA	4,200
BRADWELL MEWS 1-8	N18 2QX	1,719	1013052885940	02 811 007	NHH	Managed Service	PIA	3,125
BRADWELL MEWS 9-20	N18 2QX	2,147	1013052886172	04 811 205	NHH	Managed Service	PIA	3,904
BRAMLEY HOUSE	EN2 9AR	49,061	1013056654260	03 801 239	NHH	Managed Service	PIA	89,202
BRETT COURT	N9 0RE	2,912	1013039034885	04 811 205	NHH	Managed Service	PIA	5,295
Brettenham Road 227-297	N18 2HF	2,715	1013052766807	02 811 007	NHH	Managed Service	PIA	4,936
BRIDPORT HOUSE	N18 2XJ	64,487	1013064117768	04 100 049	NHH	Managed Service	PIA	117,249
BRIGADIER AVENUE 10-12B	EN2 OLU	1,522	1013058068309	02 811 007	NHH	Managed Service	PIA	2,767
BRIGADIER AVENUE 6-8B	EN2 OLU	1,216	1013058066231	02 811 007	NHH	Managed Service	PIA	2,211
BRIGADIER HILL 42-52	EN2 OLU	1,342	1013058852141	02 811 007	NHH	Managed Service	PIA	2,440
BRIGADIER HILL 45-47B	EN2 OLU	1,410	1013058853298	02 811 007	NHH	Managed Service	PIA	2,564

BRIGADIER HILL 49-51	EN2 OLU	1,310	1013058855365	02 811 007	NHH	Managed Service	PIA	2,382
BRITTANY HOUSE	EN2 6PS	116,540	1013059430826	04 138 248	NHH	Managed Service	PIA	211,891
BRITTANY HOUSE 4 Office	EN2 6PS	10,715	1013059431519	02 811 007	NHH	Managed Service	PIA	19,482
BRITTANY HOUSE flat 2 Commual Room	EN2 6PS	9,775	1013059431059	02 807 007	NHH	Managed Service	PIA	17,773
BRITTANY HOUSE flat 3 Commual Room	EN2 6PS	17,584	1013059431280	02 809 007	NHH	Managed Service	PIA	31,971
Brompton House 1-16	N9 0PP	2,043	1013069223530	02 807 007	NHH	Managed Service	PIA	3,715
BROOKBANK	EN1 4PQ	25,710	1013065331933	03 136 238	NHH	Managed Service	PIA	46,745
BROOKBANK - 2nd Floor	EN1 4PQ	106,270	1014568098346	04 118 064	NHH	Managed Service	PIA	193,218
Buckfast House	N14 4AZ	41,244	1013057952848	02 811 043	NHH	Managed Service	PIA	74,989
Bullsmoor Way 108 - 124	EN8 6	3,119	1023517100036	01 801 003	NHH	Managed Service	PIA	5,671
Bullsmoor Way 126 - 136	EN8 6	1,456	1023517099807	01 801 003	NHH	Managed Service	PIA	2,647
BULLSMOOR WAY 129-139	EN8 6	2,581	1023501014299	01 801 003	NHH	Managed Service	PIA	4,693
BULLSMOOR WAY 138-154	EN8 6	3,103	1013063904323	01 801 003	NHH	Managed Service	PIA	5,642
BULLSMOOR WAY 141-157	EN8 6	3,040	1013063904787	01 801 043	NHH	Managed Service	PIA	5,527
BULLSMOOR WAY 156-172	EN8 6	3,008	1013063908693	02 811 043	NHH	Managed Service	PIA	5,469
BULLSMOOR WAY 159-169	EN8 6	2,454	1013063909614	01 801 040	NHH	Managed Service	PIA	4,462
BULLSMOOR WAY 171-187	EN8 6	3,124	1023501013834	01 801 003	NHH	Managed Service	PIA	5,680
BULLSMOOR WAY 174-184	EN8 6	2,742	1013063913522	02 812 043	NHH	Managed Service	PIA	4,985
BULLSMOOR WAY 189-199	EN8 6	8,962	1013063916746	01 801 040	NHH	Managed Service	PIA	16,295
BULLSMOOR WAY 60-76	EN8 6	1,619	1013063884313	01 801 003	NHH	Managed Service	PIA	2,944
BULLSMOOR WAY 78-94	EN8 6	3,858	1013063888911	01 801 003	NHH	Managed Service	PIA	7,015
BULLSMOOR WAY 96-106	EN8 6	1,605	1013063893284	01 801 003	NHH	Managed Service	PIA	2,918
BURGUNDY HOUSE	EN2 0NP	95,634	1013058820177	04 811 242	NHH	Managed Service	PIA	173,880
BURNCROFT AVENUE 133-155	EN3 7JQ	2,266	1013040910765	04 811 205	NHH	Managed Service	PIA	4,120
BURNCROFT AVENUE 73-131	EN3 7JQ	4,580	1013040898114	04 811 205	NHH	Managed Service	PIA	8,327
BURNCROFT AVENUE 80-110	EN3 7JQ	2,914	1013040900181	02 811 007	NHH	Managed Service	PIA	5,298
BURY STREET WEST 362-364A	N9 9LA	1,219	1013048983992	02 807 007	NHH	Managed Service	PIA	2,216
BYCULLAH ROAD 13 1-9	EN2 8ED	1,747	1013063468014	02 811 007	NHH	Managed Service	PIA	3,176
BYCULLAH ROAD 24A 7-12	EN2 8ED	1,041	1013063511487	02 811 007	NHH	Managed Service	PIA	1,893
BYCULLAH ROAD 26 FLATS 1-6	EN2 8ED	1,413	1013063480439	03 137 237	NHH	Managed Service	PIA	2,569
BYCULLAH ROAD 31	EN2 8ED	2,377	1013063488020	04 811 205	NHH	Managed Service	PIA	4,322
BYCULLAH ROAD 35	EN2 8ED	1,923	1013063495611	02 811 007	NHH	Managed Service	PIA	3,496
CAMBERLEY AVENUE 1-7	EN1 2AR	1,357	1013028641641	02 811 007	NHH	Managed Service	PIA	2,467
CAMBERLEY AVENUE 9-15	EN1 2AR	741	1013028643719	02 811 007	NHH	Managed Service	PIA	1,347
CAMBRIDGE ROAD 803-829	EN1 4BU	29,281	1014570496098	04 118 064	NHH	Managed Service	PIA	53,238
CAMBRIDGE ROAD 803-833	EN1 4BU	1,643	1013040826810	02 811 007	NHH	Managed Service	PIA	2,987
CAMBRIDGE ROAD 806-816	EN1 4BU	1,475	1013040827735	02 811 007	NHH	Managed Service	PIA	2,682
CAMBRIDGE ROAD 818-828	EN1 4BU	1,601	1013040830950	02 811 007	NHH	Managed Service	PIA	2,911
CAMBRIDGE ROAD 831-859A	EN1 4BU	39,864	1014571075001	04 118 064	NHH	Managed Service	PIA	72,480
CAMBRIDGE ROAD 835-859A	EN1 4BU	1,665	1013040834635	02 811 007	NHH	Managed Service	PIA	3,027
CARADOC EVANS CLOSE 1-15	N11 1RN	2,469	1013067172390	02 811 007	NHH	Managed Service	PIA	4,489
CARPENTERS ROAD 14-24	EN1 4QU	1,449	1013065209115	02 811 007	NHH	Managed Service	PIA	2,635
CARPENTERS ROAD 2-12	EN1 4QU	1,304	1013065206355	02 811 007	NHH	Managed Service	PIA	2,371
CARTERHATCH LANE 154-164	EN1 4LA	1,789	1013050329490	02 811 007	NHH	Managed Service	PIA	3,253
CARTERHATCH LANE 19-29	EN1 4LA	1,227	1013050305579	02 811 007	NHH	Managed Service	PIA	2,231
CARTERHATCH LANE 193a-195c	EN1 4LA	492	1013050333405	02 811 007	NHH	Managed Service	PIA	895
CARTERHATCH LANE 197-199	EN1 4LA	268	1013050335012	02 811 007	NHH	Managed Service	PIA	487
CARTERHATCH LANE 31-41	EN1 4LA	1,186	1013050307186	02 811 007	NHH	Managed Service	PIA	2,156
CARTERHATCH LANE 43-53	EN1 4LA	1,914	1013050309021	02 811 007	NHH	Managed Service	PIA	3,480
CARTERHATCH LANE 55-65	EN1 4LA	1,278	1013050310630	02 811 007	NHH	Managed Service	PIA	2,324
CARTERHATCH LANE 67-77	EN1 4LA	8,401	1013050312247	02 809 007	NHH	Managed Service	PIA	15,275
CARTERHATCH LANE 79-89	EN1 4LA	1,171	1013050313853	02 807 007	NHH	Managed Service	PIA	2,129
CEDARS COURT 1-40	N9 9AJ	4,667	1013049850175	02 811 007	NHH	Managed Service	PIA	8,485
Flat 31 GALVA CHADDLEWOOD - Guest Room	EN4 0AA	1,945	1013055650316	01 801 003	NHH	Managed Service	PIA	3,536
Galva Chaddlewood Site	EN4 0AA	41,077	1013055636056	03 136 238	NHH	Managed Service	PIA	74,685
CHADWELL AVENUE 35-73	EN8 0ER	869	1013046169718	02 807 007	NHH	Managed Service	PIA	1,580
CHADWELL AVENUE 60-82	EN8 0ER	906	1013046175697	02 811 007	NHH	Managed Service	PIA	1,647
CHALKWELL PARK AVENUE 14A-14F	EN1 2AL	1,912	1013028663264	02 811 007	NHH	Managed Service	PIA	3,476
CHALKWELL PARK AVENUE 16A-16F	EN1 2AL	1,226	1013028664870	02 807 007	NHH	Managed Service	PIA	2,229
CHAPEL STREET 1-11	EN2 6QF	881	1013062431175	02 182 007	NHH	Managed Service	PIA	1,602
CHAPEL STREET 13-29	EN2 6QF	1,545	1013062433242	02 812 007	NHH	Managed Service	PIA	2,809
CHAPEL STREET 31-41	EN2 6QF	1,459	1013062436002	02 811 007	NHH	Managed Service	PIA	2,653
CHAPEL STREET 43-59	EN2 6QF	5,479	1013062437619	02 811 007	NHH	Managed Service	PIA	9,962
CHAPEL STREET 61-71	EN2 6QF	1,790	1013062439918	02 811 007	NHH	Managed Service	PIA	3,255
LAUNDRY ROOM BLOCK 1-11 R/O CHAPEL STREET	EN2 6QF	752	1013062441527	03 801 239	NHH	Managed Service	PIA	1,367
CHARLTON ROAD 16-20A	N9 8EJ	2,545	1013034239385	02 807 007	NHH	Managed Service	PIA	4,627
CHARLTON ROAD 22-26A	N9 8EJ	2,887	1013034241914	02 809 007	NHH	Managed Service	PIA	5,249
CHASE GREEN AVE 105	EN2 8EN	1,083	1013064382495	02 811 007	NHH	Managed Service	PIA	1,969
CHELMSFORD COURT 1-6	N14 4JJ	708	1013054254670	02 808 007	NHH	Managed Service	PIA	1,287
CHELMSFORD COURT 7-12	N14 4JJ	2,484	1013054256288	02 811 007	NHH	Managed Service	PIA	4,516
CHERRY ROAD 1-11	EN3 5SE	771	1013049370852	02 811 007	NHH	Managed Service	PIA	1,402
CHERRY ROAD 1-11 HEATING	EN3 5SE	36,500	1014572239034	03 801 239	NHH	Managed Service	PIA	66,364
CHERRY ROAD 13-75	EN3 5SE	2,554	1013049370620	02 811 007	NHH	Managed Service	PIA	4,644
CHERRY ROAD 14-24	EN3 5SE	445	1013049371313	02 811 007	NHH	Managed Service	PIA	809
CHERRY ROAD 14-24 HEATING	EN3 5SE	33,935	1014568360086	03 279 239	NHH	Managed Service	PIA	61,700
CHERRY ROAD 2-12	EN3 5SE	598	1013049371085	02 811 007	NHH	Managed Service	PIA	1,087
CHERRY ROAD 2-12 HEATING	EN3 5SE	51,721	1014567970230	04 118 064	NHH	Managed Service	PIA	94,038
CHERRY ROAD 26-36	EN3 5SE	986	1013049371545	02 811 007	NHH	Managed Service	PIA	1,793
CHERRY ROAD 26-36 HEATING	EN3 5SE	12,893	1014568898514	03 801 239	NHH	Managed Service	PIA	23,442
CHERRY ROAD 38-48	EN3 5SE	690	1013049371777	02 811 007	NHH	Managed Service	PIA	1,255
CHERRY ROAD 38-48 HEATING	EN3 5SE	52,666	1014569279160	04 118 064	NHH	Managed Service	PIA	95,756
CHERRY ROAD 50-60	EN3 5SE	941	1013049384190	02 811 007	NHH	Managed Service	PIA	1,711
CHERRY ROAD 62-72	EN3 5SE	723	1013049387874	02 811 007	NHH	Managed Service	PIA	1,315
CHESHIRE HOUSE	N18 2HS	64,483	1014568394350	04 807 242	NHH	Managed Service	PIA	117,242

CHEVIOT CLOSE 31-39	EN1 3UZ	1,326	1013060852452	02 811 007	NHH	Managed Service	PIA	2,411
CHEVIOT CLOSE 40-47	EN1 3UZ	1,986	1013060854751	02 811 007	NHH	Managed Service	PIA	3,611
CHILTERN HOUSE WEST SIDE	N9 0ED	13,485	1013069261944	04 807 242	NHH	Managed Service	PIA	24,518
CHURCH LANE 79-101	N9 9PZ	717	1013042739035	02 811 007	NHH	Managed Service	PIA	1,304
CHURCH LANE 9-15 (Raglan Houses)	N9 9PZ	689	1013042724544	02 811 007	NHH	Managed Service	PIA	1,253
CHURCH STREET 100A-C	N9 9AS	882	1013049029767	03 136 237	NHH	Managed Service	PIA	1,604
CHURCH STREET 106A-C	N9 9AS	731	1013049032290	03 136 237	NHH	Managed Service	PIA	1,329
CHURCH STREET 108A-C	N9 9AS	619	1013049033903	03 136 237	NHH	Managed Service	PIA	1,125
CHURCH STREET 112A-C	N9 9AS	1,308	1013049038734	03 136 237	NHH	Managed Service	PIA	2,378
CHURCH STREET 158-188	N9 9AS	2,644	1013049055980	02 811 007	NHH	Managed Service	PIA	4,807
CHURCH STREET 190-200	N9 9AS	1,233	1013049070700	02 807 007	NHH	Managed Service	PIA	2,242
CHURCH STREET 210-220	N9 9AS	515	1013049079448	04 100 015	NHH	Managed Service	PIA	936
CHURCH STREET 94A-C	N9 9AS	153	1013049027236	03 136 237	NHH	Managed Service	PIA	278
CHURCH STREET 98A-C	N9 9AS	2,117	1013049028842	03 136 237	NHH	Managed Service	PIA	3,849
CHURCHBURY LANE 104-114	EN1 3UN	1,652	1013055790849	02 811 007	NHH	Managed Service	PIA	3,004
CHURCHBURY LANE 88-90	EN1 3UN	307	1013055787855	01 801 003	NHH	Managed Service	PIA	558
CHURCHBURY LANE 92-102	EN1 3UN	2,379	1013055789009	02 811 007	NHH	Managed Service	PIA	4,325
CLARENCE ROAD 73-83	EN3 4BL	1,090	1013036196227	02 811 007	NHH	Managed Service	PIA	1,982
CLARENCE ROAD 74-80	EN3 4BL	1,053	1013036195998	02 807 007	NHH	Managed Service	PIA	1,915
CLARENCE ROAD 82-88	EN3 4BL	732	1013036198758	02 807 007	NHH	Managed Service	PIA	1,331
CLARENCE ROAD 85-95	EN3 4BL	1,493	1013036199900	02 811 007	NHH	Managed Service	PIA	2,715
CLARENCE ROAD 97-107	EN3 4BL	1,651	1013036203121	02 811 007	NHH	Managed Service	PIA	3,002
COCKER ROAD 29-35	EN1 4QH	726	1013065224521	02 807 007	NHH	Managed Service	PIA	1,320
COCKER ROAD 37-43	EN1 4QH	674	1013065226139	02 807 007	NHH	Managed Service	PIA	1,225
COCKER ROAD 45-51	EN1 4QH	1,948	1013065228660	02 811 007	NHH	Managed Service	PIA	3,542
COCKER ROAD 53-59	EN1 4QH	1,103	1013065230279	02 809 007	NHH	Managed Service	PIA	2,005
COCKER ROAD 61-67	EN1 4QH	1,122	1013065231421	02 807 007	NHH	Managed Service	PIA	2,040
COCKER ROAD 69-75	EN1 4QH	766	1013065232578	02 809 007	NHH	Managed Service	PIA	1,393
COLDHAM GROVE 8-22	EN3 6DS	2,423	1013046797848	02 811 007	NHH	Managed Service	PIA	4,405
COLEBROOK WAY 22-26	N11 1SZ	1,586	1013067271063	04 811 205	NHH	Managed Service	PIA	2,884
COLEBROOK WAY 48-52	N11 1SZ	1,528	1013067265548	02 811 007	NHH	Managed Service	PIA	2,778
COLLEGE COURT 1-6	EN3 4EY	4,714	1013035304510	02 811 007	NHH	Managed Service	PIA	8,571
COLLEGE COURT 7-12	EN3 4EY	1,054	1013035306128	02 807 007	NHH	Managed Service	PIA	1,916
COLLEGE GARDENS 1-43	N18 2XW	11,088	1013064106951	02 811 043	NHH	Managed Service	PIA	20,160
CONSTABLE HOUSE	EN1 1XX	56,699	1014568576051	04 128 064	NHH	Managed Service	PIA	103,089
CONSTABLE HOUSE 1-30	EN1 1XX	0	1013032211936	03 136 238	NHH	Managed Service	PIA	0
COPPERFIELD MEWS 1-19 BLOCK 2	N18 1PE	6,082	1013067905171	02 808 043	NHH	Managed Service	PIA	11,058
COPPERFIELD MEWS 20-39 BLOCK 2	N18 1PE	9,623	1013067905631	04 807 242	NHH	Managed Service	PIA	17,496
COPPERFIELD MEWS 42-60 BLOCK 4	N18 1PE	6,788	1013067915295	03 137 238	NHH	Managed Service	PIA	12,342
COPPERFIELD MEWS 61-80 BLOCK 4	N18 1PE	10,664	1013067919893	03 137 238	NHH	Managed Service	PIA	19,389
CORDWAIN HOUSE 1-8	N18 2XH	1,205	1013068550782	02 807 007	NHH	Managed Service	PIA	2,191
CREDITON HOUSE 1-16	EN3 7TR	1,373	1013039376208	02 811 007	NHH	Managed Service	PIA	2,496
CREDITON HOUSE 1-16	EN3 7TR	70,975	1014570205600	04 118 064	NHH	Managed Service	PIA	129,045
CROSS ROAD 9-16	N11 1LU	2,256	1013067128920	02 811 007	NHH	Managed Service	PIA	4,102
CULLANDS (CULLENS) GROVE 114	N13 4PT	12,236	1013039834361	04 100 049	NHH	Managed Service	PIA	22,247
CULLANDS (CULLENS) GROVE COURT	N13 4PT	49,250	1014571629305	04 128 064	NHH	Managed Service	PIA	89,545
CUMBERLAND HOUSE 1-45	N9 8LY	25,696	1013036510173	03 136 238	NHH	Managed Service	PIA	46,720
DANBY COURT	EN2 6PY	2,055	1013062450266	04 811 205	NHH	Managed Service	PIA	3,736
DEAN HOUSE	EN3 5AT	54,428	1013040059300	04 100 049	NHH	Managed Service	PIA	98,960
DENDRIDGE CLOSE 1-10	EN1 4PW	3,384	1013065834485	02 811 007	NHH	Managed Service	PIA	6,153
DENDRIDGE CLOSE 11-20	EN1 4PW	674	1013065834713	02 811 007	NHH	Managed Service	PIA	1,225
DENDRIDGE CLOSE 21-30	EN1 4PW	1,001	1013065834945	02 811 007	NHH	Managed Service	PIA	1,820
DENDRIDGE CLOSE 31-42	EN1 4PW	1,485	1013065834253	02 811 007	NHH	Managed Service	PIA	2,700
DENDRIDGE CLOSE 43-56	EN1 4PW	1,623	1013065834021	02 811 007	NHH	Managed Service	PIA	2,951
DENE HOUSE BLOCK 2 NORTH END	N14 6HX	4,555	1013060180854	04 811 205	NHH	Managed Service	PIA	8,282
DENE HOUSE BLOCK 2 SOUTH END	N14 6HX	2,908	1013060180622	04 811 205	NHH	Managed Service	PIA	5,287
DERWENT ROAD 31	N13 4PY	0	1013040589919	01 801 003	NHH	Managed Service	PIA	0
DICKENS LANE 1-22	N18 1PH	5,151	1013067924722	03 137 238	NHH	Managed Service	PIA	9,365
DICKENS LANE 22-39	N18 1PH	3,112	1013067930248	03 136 238	NHH	Managed Service	PIA	5,658
DICKENS LANE 40-54	N18 1PH	3,334	1013067934614	04 811 242	NHH	Managed Service	PIA	6,062
DODSLEY PLACE 1-24	N9 0HU	5,891	1013053437028	02 807 007	NHH	Managed Service	PIA	10,711
DORMAN PLACE 1-18	N9 7AQ	4,002	1013040537939	03 801 201	NHH	Managed Service	PIA	7,276
DORRIT MEWS 1-21	N18 1PB	10,376	1013067938292	03 136 238	NHH	Managed Service	PIA	18,865
DORRIT MEWS 22-34	N18 1PB	7,976	1013067943353	04 811 242	NHH	Managed Service	PIA	14,502
DORSET HOUSE	EN3 6XA	57,546	1013046108760	04 100 049	NHH	Managed Service	PIA	104,629
DORSET HOUSE 11TH FLOOR	EN3 6XA	0	1014569208781	04 118 064	NHH	Managed Service	PIA	0
DORSET HOUSE 2ND.FLOOR	EN3 6XA	0	1014570422723	04 118 064	NHH	Managed Service	PIA	0
DORSET HOUSE 5TH FLOOR	EN3 6XA	39,063	1014569910289	04 118 064	NHH	Managed Service	PIA	71,024
DORSET HOUSE 8TH FLOOR	EN3 6XA	0	1014569525721	04 118 064	NHH	Managed Service	PIA	0
DOVER HOUSE	N18 1HR	63,526	1013064057969	03 136 238	NHH	Managed Service	PIA	115,502
DOWLAND HOUSE 1-24	EN1 4UJ	5,143	1013051830470	02 811 007	NHH	Managed Service	PIA	9,351
Dujardin Mews- Pumping Station/ Streetlighting	EN3 4FJ	2,552	2500001313675	03 801 070	NHH	Managed Service	PIA	4,640
VALEGRO COURT	EN3 4FJ	486	2500001313666	01 801 69	NHH	Managed Service	PIA	884
DURANTS LODGE	EN3 7LX	33,942	1013041665854	03 801 239	NHH	Managed Service	PIA	61,713
DURBIN HOUSE 1-18	N9 0QE	9,600	1013069244920	03 136 238	NHH	Managed Service	PIA	17,455
EASTBOURNIA AVENUE 89-95	N9 0RU	801	1013039650592	04 811 205	NHH	Managed Service	PIA	1,456
EDWARD LAKE HOUSE	N14 6AE	785	1013061343730	04 811 205	NHH	Managed Service	PIA	1,427
ELDON ROAD 1-15	N9 8LH	1,715	1013035904350	02 811 007	NHH	Managed Service	PIA	3,118
ELDON ROAD 17-47	N9 8LH	5,121	1013035914010	02 811 007	NHH	Managed Service	PIA	9,311
ELIZABETH AVENUE 1-7	EN2 8DL	1,011	1013064313720	02 807 007	NHH	Managed Service	PIA	1,838
ELIZABETH AVENUE 17-23	EN2 8DL	1,715	1013064317868	02 807 007	NHH	Managed Service	PIA	3,118
ELIZABETH AVENUE 25-31	EN2 8DL	1,984	1013064319935	02 807 007	NHH	Managed Service	PIA	3,607
ELIZABETH AVENUE 9-15	EN2 8DL	871	1013064315790	02 807 007	NHH	Managed Service	PIA	1,584
ELSINGE ROAD 100-102	EN1 4NT	2,014	1013065169093	02 812 007	NHH	Managed Service	PIA	3,662

ELSINGE ROAD 101-103	EN1 4NT	1,945	1013065170708	02 811 007	NHH	Managed Service	PIA	3,536
ELSINGE ROAD 105-107	EN1 4NT	1,485	1013065173008	02 811 007	NHH	Managed Service	PIA	2,700
ELSINGE ROAD 84ABC-86ABC	EN1 4NT	1,427	1013065156670	02 812 007	NHH	Managed Service	PIA	2,595
ELSINGE ROAD 85A-87C	EN1 4NT	1,739	1013065157822	02 811 007	NHH	Managed Service	PIA	3,162
ELSINGE ROAD 88-90	EN1 4NT	2,182	1013065159430	02 812 007	NHH	Managed Service	PIA	3,967
ELSINGE ROAD 89A-91C	EN1 4NT	1,740	1013065161049	02 811 007	NHH	Managed Service	PIA	3,164
ELSINGE ROAD 92ABC-94ABC	EN1 4NT	2,590	1013065162655	02 811 007	NHH	Managed Service	PIA	4,709
ELSINGE ROAD 93A-95C	EN1 4NT	2,546	1013065164262	02 811 007	NHH	Managed Service	PIA	4,629
ELSINGE ROAD 96-98	EN1 4NT	1,647	1013065165879	02 812 007	NHH	Managed Service	PIA	2,995
ELSINGE ROAD 97A-99C	EN1 4NT	1,485	1013065167486	02 811 007	NHH	Managed Service	PIA	2,700
EMSWORTH CLOSE 1-12	N9 8NW	3,046	1013031362314	02 811 007	NHH	Managed Service	PIA	5,538
EMSWORTH CLOSE 13-26	N9 8NW	2,880	1013031365538	03 136 237	NHH	Managed Service	PIA	5,236
EMSWORTH CLOSE 27-46	N9 8NW	3,282	1013031368983	02 807 007	NHH	Managed Service	PIA	5,967
EMSWORTH CLOSE 47-56	N9 8NW	2,353	1013031374045	02 811 007	NHH	Managed Service	PIA	4,278
ENFIELD ROAD 106-116	EN2 7HW	864	1013068220273	02 811 007	NHH	Managed Service	PIA	1,571
ENFIELD ROAD 18-32	EN2 7HW	2,066	1013068197961	03 801 201	NHH	Managed Service	PIA	3,756
ENFIELD ROAD 34-44	EN2 7HW	1,522	1013068202335	02 811 007	NHH	Managed Service	PIA	2,767
ENFIELD ROAD 46-56	EN2 7HW	922	1013068205327	02 811 007	NHH	Managed Service	PIA	1,676
ENFIELD ROAD 58-68	EN2 7HW	1,345	1013068208319	02 811 007	NHH	Managed Service	PIA	2,445
ENFIELD ROAD 70-80	EN2 7HW	1,078	1013068211302	02 811 007	NHH	Managed Service	PIA	1,960
ENFIELD ROAD 82-92	EN2 7HW	697	1013068214526	02 656 007	NHH	Managed Service	PIA	1,267
ENFIELD ROAD 94-104	EN2 7HW	1,153	1013068217518	02 811 007	NHH	Managed Service	PIA	2,096
ERMINE SIDE 1-12	EN1 1DD	3,440	1013033027749	02 811 007	NHH	Managed Service	PIA	6,255
ERMINE SIDE 13-28 BLOCK 21 (near no 13)	EN1 1DD	3,200	1013033030732	02 811 007	NHH	Managed Service	PIA	5,818
ERMINE SIDE 13-28 BLOCK 21 (near no 20)	EN1 1DD	826	1013033030500	02 811 007	NHH	Managed Service	PIA	1,502
ERMINE SIDE 29-32, 41-44 BLOCK 23	EN1 1DD	1,047	1013033033496	02 811 007	NHH	Managed Service	PIA	1,904
ERMINE SIDE 33-40 BLOCK 22	EN1 1DD	2,640	1013033033032	02 811 007	NHH	Managed Service	PIA	4,800
ERMINE SIDE 53-64 BLOCK 25	EN1 1DD	2,000	1013033034189	02 811 007	NHH	Managed Service	PIA	3,636
EVERIST HOUSE	N14 4FF	4,486	2500020881722	01 801 050	NHH	Managed Service	PIA	8,156
L/L LTG 1-22 FAIRWEATHER COURT N13 4PW	N13 4PS	22,256	1013040547139	04 807 242	NHH	Managed Service	PIA	40,465
FARNDALE AVENUE 53-69	N13 5AJ	2,369	1013043647769	04 811 205	NHH	Managed Service	PIA	4,307
FARNDALE AVENUE 71-87	N13 5AJ	2,559	1013043652360	02 811 007	NHH	Managed Service	PIA	4,653
FIELD HOUSE	N9 0PS	1,485	1013052067833	02 811 007	NHH	Managed Service	PIA	2,700
FIRS LANE 292-298	N13 5QQ	1,483	1013059958902	02 807 007	NHH	Managed Service	PIA	2,696
FIRS LANE 300A-302C	N13 5QQ	3,471	1013059962350	02 807 007	NHH	Managed Service	PIA	6,311
FIRS LANE 304A-306C	N13 5QQ	2,875	1013059964428	02 807 007	NHH	Managed Service	PIA	5,227
FIRS LANE 308A-314A	N13 5QQ	689	1013059966267	02 807 007	NHH	Managed Service	PIA	1,253
FOLKESTONE ROAD 1-18	N18 2EN	2,190	1013052774853	02 811 007	NHH	Managed Service	PIA	3,982
FOLKESTONE ROAD 19-28	N18 2EN	1,659	1013052775086	02 811 007	NHH	Managed Service	PIA	3,016
FOLKESTONE ROAD 29-41	N18 2EN	1,682	1013052781985	02 811 007	NHH	Managed Service	PIA	3,058
FOLKESTONE ROAD 42-65 BLOCK 11	N18 2EN	3,178	1013052785206	02 811 007	NHH	Managed Service	PIA	5,778
FOLKESTONE ROAD 66-71 BLOCK 12	N18 2EN	1,135	1013052791185	02 811 007	NHH	Managed Service	PIA	2,064
Forty Hill - Feeder Pillar	EN2 9EG	2,051	2500020651317	01 801 069	NHH	Managed Service	PIA	3,729
GAINSBOROUGH HOUSE 1-10B	EN1 1XY	37,032	1013032252640	03 136 238	NHH	Managed Service	PIA	67,331
GALLIARD CLOSE 1-4	N9 7DT	375	1013029837189	02 807 007	NHH	Managed Service	PIA	682
GALLIARD CLOSE 5-8	N9 7DT	430	1013029838563	02 807 007	NHH	Managed Service	PIA	782
GALLIARD CLOSE 9-12	N9 7DT	365	1013029839716	02 807 007	NHH	Managed Service	PIA	664
GALLIARD COURT 4-14	N9 7LT	1,196	1013029768640	02 807 007	NHH	Managed Service	PIA	2,175
GATWARD GREEN 1-6	N9 9AW	1,027	1013050729690	02 807 007	NHH	Managed Service	PIA	1,867
GATWARD GREEN 17-32	N9 9AW	2,469	1013050734060	02 807 007	NHH	Managed Service	PIA	4,489
GATWARD GREEN 48-53	N9 9AW	1,110	1013050741420	04 807 205	NHH	Managed Service	PIA	2,018
GEORGE PARR HOUSE	N21 2QE	1,619	1013049299785	02 807 007	NHH	Managed Service	PIA	2,944
GILPIN CRESCENT 1-45	N18 2XN	24,000	1013064137310	03 136 238	NHH	Managed Service	PIA	43,636
GILPIN CRESCENT 46-77	N18 2XN	3,148	1013064154565	02 811 007	NHH	Managed Service	PIA	5,724
GILPIN HOUSE 1-16	N9 0QA	1,485	1013069232048	02 811 007	NHH	Managed Service	PIA	2,700
GOODWIN HOUSE	N9 8LT	5,322	1013036531100	02 811 007	NHH	Managed Service	PIA	9,676
GRAHAM HOUSE	N9 8NA	16,405	1013035918380	03 136 238	NHH	Managed Service	PIA	29,827
GRANVILLE AVENUE 1-19	N9 0EY	2,465	1013038976464	02 807 007	NHH	Managed Service	PIA	4,482
GREEN ROAD 36-50	N14 4AU	880	1013057917880	02 811 007	NHH	Managed Service	PIA	1,600
GREEN STREET 298-302	EN3 7ND	764	1013041509914	02 807 007	NHH	Managed Service	PIA	1,389
GREEN THE 1-12	N14 6LR	654	1013046181440	02 807 007	NHH	Managed Service	PIA	1,189
GREEN THE 13-26	N14 6LR	1,413	1013046184432	02 807 007	NHH	Managed Service	PIA	2,569
GREEN THE 27-38	N14 6LR	559	1013046188117	02 807 007	NHH	Managed Service	PIA	1,016
GRESLEY COURT	EN1 4PU	1,207	1013064578687	03 801 201	NHH	Managed Service	PIA	2,195
GROVE ROAD WEST 13-18	EN3 5SY	1,564	1013048748249	02 811 007	NHH	Managed Service	PIA	2,844
GROVE ROAD WEST 1-6	EN3 5SY	1,333	1013048745025	02 811 007	NHH	Managed Service	PIA	2,424
GROVE ROAD WEST 7-12	EN3 5SY	1,028	1013048746631	02 812 007	NHH	Managed Service	PIA	1,869
GUERNSEY HOUSE 1-124	EN3 5UZ	54,118	1013045318487	04 100 049	NHH	Managed Service	PIA	98,396
GUERNSEY HOUSE 3RD FLOOR	EN3 5UZ	15,812	1014571448750	04 118 064	NHH	Managed Service	PIA	28,749
GUERNSEY HOUSE 9TH FLOOR	EN3 5UZ	18,704	1014570922743	04 118 064	NHH	Managed Service	PIA	34,007
HADRIANS RIDE 1-31 BLOCK 1	EN1 1DE	1,288	1013033067078	02 811 007	NHH	Managed Service	PIA	2,342
HADRIANS RIDE 1-31 BLOCK 1	EN1 1DE	739	1013033068220	04 811 205	NHH	Managed Service	PIA	1,344
HADRIANS RIDE 2-24 BLOCK 10	EN1 1DE	382	1013033067538	04 811 205	NHH	Managed Service	PIA	695
HADRIANS RIDE 2-24 BLOCK 10A	EN1 1DE	3,220	1013033067991	02 811 007	NHH	Managed Service	PIA	5,855
HADRIANS RIDE 26-32	EN1 1DE	3,355	1013033074438	02 811 007	NHH	Managed Service	PIA	6,100
HADRIANS RIDE 33-43 61-71 BLOCK 6	EN1 1DE	2,341	1013033067306	02 811 007	NHH	Managed Service	PIA	4,256
HADRIANS RIDE 53-59 81-87 BLOCK 8	EN1 1DE	1,279	1013033067760	02 812 007	NHH	Managed Service	PIA	2,325
HADRIANS RIDE 66-76	EN1 1DE	2,632	1013033084091	02 811 007	NHH	Managed Service	PIA	4,785
HADRIANS RIDE 89-123	EN1 1DE	3,420	1013032418934	04 812 205	NHH	Managed Service	PIA	6,218
HALIFAX ROAD 100-110 (SUPPLY No.2)	EN2 0PJ	1,095	1013061421706	04 811 205	NHH	Managed Service	PIA	1,991
HALIFAX ROAD 88-98 (SUPPLY No.1)	EN2 0PJ	1,148	1013061421478	04 811 205	NHH	Managed Service	PIA	2,087
HARINGTON TERRACE 39-47A 40-44	N9 9UN	1,485	1013058503697	02 811 007	NHH	Managed Service	PIA	2,700
HARINGTON TERRACE 48-53A	N9 9UN	3,278	1013058507600	02 811 007	NHH	Managed Service	PIA	5,960
HASELBURY ROAD 250-252	N9 9TR	604	1013049925849	02 811 007	NHH	Managed Service	PIA	1,098

HASELBURY ROAD 253-255	N9 9TR	857	1013049926763	02 807 007	NHH	Managed Service	PIA	1,558
HASELBURY ROAD 258-260	N9 9TR	348	1013049928370	02 811 007	NHH	Managed Service	PIA	633
HASELBURY ROAD 301-323	N9 9TR	2,745	1013049935962	02 812 007	NHH	Managed Service	PIA	4,991
HASELBURY ROAD 333-343	N9 9TR	2,680	1013049947693	02 811 007	NHH	Managed Service	PIA	4,873
HASELBURY ROAD 345-355	N9 9TR	2,822	1013049947921	02 811 007	NHH	Managed Service	PIA	5,131
HASTINGS HOUSE	EN1 3HS	63,896	1013052454468	04 139 248	NHH	Managed Service	PIA	116,175
HAZELBURY LANE 1-15	N9 1PZ	782	1013055547734	02 809 007	NHH	Managed Service	PIA	1,422
HEATHS CLOSE 1-5	EN1 3UP	1,212	1013055099234	02 811 007	NHH	Managed Service	PIA	2,204
HEATHS CLOSE 19-29	EN1 3UP	1,585	1013055101761	02 811 007	NHH	Managed Service	PIA	2,882
HEATHS CLOSE 31-35	EN1 3UP	1,236	1013055103379	02 811 007	NHH	Managed Service	PIA	2,247
HEATHS CLOSE 7-17	EN1 3UP	1,598	1013055100155	02 811 007	NHH	Managed Service	PIA	2,905
HEDGE HILL 27 (LANDLORD) - residents connected to supply	EN2 8RU	932	1050001336758	01 801 003	NHH	Managed Service	PIA	1,695
HENDON ROAD 23-45	N9 7AT	1,996	1013040394873	02 811 007	NHH	Managed Service	PIA	3,629
HENDON ROAD 34-44	N9 7AT	2,328	1013040397633	02 811 007	NHH	Managed Service	PIA	4,233
HEREFORD HOUSE	N18 2HL	25,433	1013052874210	03 136 238	NHH	Managed Service	PIA	46,242
HERM HOUSE	EN3 5XD	35,321	1013045364711	04 100 049	NHH	Managed Service	PIA	64,220
HERM HOUSE 3RD FLOOR	EN3 5XD	0	1014569848189	04 118 064	NHH	Managed Service	PIA	0
HERM HOUSE 9TH FLOOR	EN3 5XD	3	1014569331379	04 118 064	NHH	Managed Service	PIA	5
HERNE MEWS 1-12 BLOCK 8	N18 2QZ	1,810	1013052897217	03 136 237	NHH	Managed Service	PIA	3,291
HERNE MEWS 13-30 BLOCK 9	N18 2QZ	4,070	1013052900437	02 811 007	NHH	Managed Service	PIA	7,400
HERTFORD ROAD 139-141	EN3 & N9	2,025	1013031989981	04 811 205	NHH	Managed Service	PIA	3,682
HERTFORD ROAD 297-299B	EN3 & N9	5,447	1013046003428	02 811 700	NHH	Managed Service	PIA	9,904
HERTFORD ROAD 301-303B	EN3 & N9	1,440	1013046005267	02 811 007	NHH	Managed Service	PIA	2,618
HERTFORD ROAD 305-307B	EN3 & N9	1,103	1013046006181	02 811 007	NHH	Managed Service	PIA	2,005
HERTFORD ROAD 309-311B	EN3 & N9	1,552	1013046007798	02 811 007	NHH	Managed Service	PIA	2,822
HERTFORD ROAD 313-316	EN3 & N9	1,074	1013046010550	04 807 205	NHH	Managed Service	PIA	1,953
HERTFORD ROAD 317-319C	EN3 & N9	1,479	1013046012167	02 807 007	NHH	Managed Service	PIA	2,689
HERTFORD ROAD 328-344	EN3 & N9	2,124	1013032037365	03 136 237	NHH	Managed Service	PIA	3,862
HERTFORD ROAD 346-372	EN3 & N9	2,272	1013032041501	02 811 007	NHH	Managed Service	PIA	4,131
HERTFORD ROAD 400-410	EN3 & N9	838	1013046024580	02 812 007	NHH	Managed Service	PIA	1,524
HERTFORD ROAD 412-422	EN3 & N9	1,142	1013046028264	02 811 007	NHH	Managed Service	PIA	2,076
HERTFORD ROAD 520A-532A	EN3 & N9	1,798	1013046052648	02 811 007	NHH	Managed Service	PIA	3,269
HERTFORD ROAD 540A-548A	EN3 & N9	496	1013046059086	02 811 007	NHH	Managed Service	PIA	902
HERTFORD ROAD 720-722	EN3 & N9	1,258	1013069076567	02 811 007	NHH	Managed Service	PIA	2,287
HERTFORD ROAD 724-726	EN3 & N9	1,263	1013069077710	02 811 007	NHH	Managed Service	PIA	2,296
HERTFORD ROAD 868-878	EN3 & N9	3,107	1013069115436	02 811 007	NHH	Managed Service	PIA	5,649
HERTFORD ROAD 880-890	EN3 & N9	2,743	1013069117043	02 811 007	NHH	Managed Service	PIA	4,987
HERTFORD ROAD 892-902	EN3 & N9	2,986	1013069118881	02 811 007	NHH	Managed Service	PIA	5,429
HERTFORD ROAD 904-914	EN3 & N9	1,741	1013069120490	02 811 007	NHH	Managed Service	PIA	3,165
HERTFORD ROAD 916-926	EN3 & N9	2,122	1013069123482	02 807 007	NHH	Managed Service	PIA	3,858
HIGH ROAD 117-141	N11 1	1,345	1013066404653	04 811 205	NHH	Managed Service	PIA	2,445
HIGH ROAD 151-177	N11 1	3,218	1013067099251	04 811 205	NHH	Managed Service	PIA	5,851
HIGH ROAD 179-213	N11 1	3,842	1013067099483	04 811 205	NHH	Managed Service	PIA	6,985
HIGH ROAD 215-241	N11 1	2,939	1013067099711	04 811 205	NHH	Managed Service	PIA	5,344
HIGH ROAD BLOCK B 180-218	N11 1	3,260	1013067099943	02 811 007	NHH	Managed Service	PIA	5,927
HIGH STREET 78A-80C	EN3 4ER	1,413	1013035224938	02 811 007	NHH	Managed Service	PIA	2,569
HIGH STREET 82ABC-84ABC	EN3 4ER	1,303	1013035227006	02 811 007	NHH	Managed Service	PIA	2,369
HIGHFIELD HOUSE 1-5	N21 3AD	1,966	1013045953745	02 811 007	NHH	Managed Service	PIA	3,575
HIGHFIELD HOUSE 6-11	N21 3AD	1,589	1013045955120	02 811 007	NHH	Managed Service	PIA	2,889
HIGHFIELD HOUSE GARAGES	N21 3AD	1,595	1013045953513	02 811 007	NHH	Managed Service	PIA	2,900
HIGHVIEW GARDENS 1-19	N11 1SE	3,832	1013068032132	02 811 007	NHH	Managed Service	PIA	6,967
HIGHVIEW GARDENS 2-20 BLOCK C	N11 1SE	3,980	1013068032364	02 811 007	NHH	Managed Service	PIA	7,236
HIGHVIEW GARDENS 26-44 BLOCK H	N11 1SE	3,779	1013068032596	02 811 007	NHH	Managed Service	PIA	6,871
HOE LANE 14-18A	EN3 5SL	1,577	1013049498279	02 811 007	NHH	Managed Service	PIA	2,867
HOE LANE 20-24A	EN3 5SL	2,150	1013049500342	02 811 007	NHH	Managed Service	PIA	3,909
HOE LANE 26-30A	EN3 5SL	1,147	1013049501959	02 811 007	NHH	Managed Service	PIA	2,085
HOE LANE 2-6A	EN3 5SL	1,834	1013049493448	02 811 007	NHH	Managed Service	PIA	3,335
HOE LANE 302-312	EN3 5SL	1,298	1013049547261	02 812 007	NHH	Managed Service	PIA	2,360
HOE LANE 314-324	EN3 5SL	1,986	1050001696603	03 801 040	NHH	Managed Service	PIA	3,611
HOE LANE 32-36A	EN3 5SL	2,098	1013049504027	04 807 205	NHH	Managed Service	PIA	3,815
HOE LANE 326-336	EN3 5SL	4,634	1013049552322	02 812 007	NHH	Managed Service	PIA	8,425
HOE LANE 338-348	EN3 5SL	1,411	1050001511091	04 811 001	NHH	Managed Service	PIA	2,565
HOE LANE 38-42A	EN3 5SL	1,214	1013049506780	02 811 007	NHH	Managed Service	PIA	2,207
HOE LANE 44-48A	EN3 5SL	2,735	1013049509080	02 811 007	NHH	Managed Service	PIA	4,973
HOE LANE 50-54A (54-54A ON BILLS)	EN3 5SL	1,201	1013049511619	02 811 007	NHH	Managed Service	PIA	2,184
HOE LANE 56-60A	EN3 5SL	1,188	1013049513918	02 811 007	NHH	Managed Service	PIA	2,160
HOE LANE 8-12A	EN3 5SL	826	1013049496430	02 807 007	NHH	Managed Service	PIA	1,502
Hogarth House	EN1 1XP	25,747	1014570122803	04 128 064	NHH	Managed Service	PIA	46,813
HOGARTH HOUSE 1-12	EN1 1XP	2,495	1013032219067	02 811 007	NHH	Managed Service	PIA	4,536
HOLLY LODGE 13-18	N21 3JR	1,753	1013047767524	02 811 007	NHH	Managed Service	PIA	3,187
HOLLY LODGE 1-6	N21 3JR	1,352	1013047764300	02 811 007	NHH	Managed Service	PIA	2,458
HOLLY LODGE 7-12	N21 3JR	1,784	1013047765917	02 811 007	NHH	Managed Service	PIA	3,244
HOLLY ROAD 1-9	EN3 6QB	3,457	1013066718831	02 807 007	NHH	Managed Service	PIA	6,285
HOLMWOOD ROAD 1-11	EN3 6QL	4,370	1013066721365	04 100 015	NHH	Managed Service	PIA	7,945
HOLMWOOD ROAD 13-23	EN3 6QL	3,103	1013066723664	03 801 201	NHH	Managed Service	PIA	5,642
HOLMWOOD ROAD 16-26	EN3 6QL	2,760	1013066724589	02 807 007	NHH	Managed Service	PIA	5,018
HOLMWOOD ROAD 25-35	EN3 6QL	2,719	1013066726888	02 811 007	NHH	Managed Service	PIA	4,944
HOLMWOOD ROAD 28-38	EN3 6QL	2,409	1013066727809	02 811 007	NHH	Managed Service	PIA	4,380
HOLTWHITES HILL 131-161	EN2 8BL	5,568	1013064983948	02 811 007	NHH	Managed Service	PIA	10,124
HONITON HOUSE	EN3 7TN	30,492	1013039348371	04 811 242	NHH	Managed Service	PIA	55,440
HONITON HOUSE 1st FLOOR	EN3 7TN	0	1014570512420	04 118 064	NHH	Managed Service	PIA	0
HONITON HOUSE 5TH FLOOR	EN3 7TN	0	1023520437106	04 118 064	NHH	Managed Service	PIA	0
HONITON HOUSE 8TH FLOOR	EN3 7TN	14,017	1023520437338	04 118 064	NHH	Managed Service	PIA	25,485
HYDE PARK AVENUE 26-28	N21 2PP	1,494	1013047741075	02 807 007	NHH	Managed Service	PIA	2,716
HYDE PARK AVENUE 30-40B	N21 2PP	4,770	1013047742681	02 812 007	NHH	Managed Service	PIA	8,673

HYDEFIELD COURT 1-11	N9 9HH	2,344	1013049859832	02 807 007	NHH	Managed Service	PIA	4,262
HYDEFIELD COURT 13-23	N9 9HH	3,822	1013049863059	02 811 007	NHH	Managed Service	PIA	6,949
HYDEFIELD COURT 14-24	N9 9HH	717	1013049863519	02 811 007	NHH	Managed Service	PIA	1,304
HYDEFIELD COURT 2-12	N9 9HH	1,485	1013049860527	02 811 007	NHH	Managed Service	PIA	2,700
INVERFORTH ROAD 15-23	N11 1SY	1,544	1013067270149	04 810 205	NHH	Managed Service	PIA	2,807
ISIS HOUSE 1-45	N18 2TA	24,845	1013068506161	03 136 238	NHH	Managed Service	PIA	45,173
IVINGHOE CLOSE	EN1 3HS	3,894	1013055027249	04 812 205	NHH	Managed Service	PIA	7,080
IVY ROAD 15-20	N14 4LN	546	1013060094832	02 811 007	NHH	Managed Service	PIA	993
IVY ROAD 1-8	N14 4LN	913	1013060094372	04 811 205	NHH	Managed Service	PIA	1,660
IVY ROAD 21-26	N14 4LN	885	1013060095065	04 807 205	NHH	Managed Service	PIA	1,609
IVY ROAD 27-32	N14 4LN	586	1013060095297	04 807 242	NHH	Managed Service	PIA	1,065
IVY ROAD 47-50	N14 4LN	350	1013060095525	02 810 007	NHH	Managed Service	PIA	636
IVY ROAD 51-54	N14 4LN	480	1013060095757	02 811 007	NHH	Managed Service	PIA	873
IVY ROAD 55-58	N14 4LN	617	1013060095989	02 811 007	NHH	Managed Service	PIA	1,122
IVY ROAD 59-62	N14 4LN	408	1013060096218	02 807 007	NHH	Managed Service	PIA	742
IVY ROAD 63-66	N14 4LN	1,017	1013060108635	02 811 007	NHH	Managed Service	PIA	1,849
IVY ROAD 67-70	N14 4LN	116	1013060109781	02 807 007	NHH	Managed Service	PIA	211
IVY ROAD 9-14	N14 4LN	950	1013060094600	02 811 007	NHH	Managed Service	PIA	1,727
JACKSON HOUSE	N11 1SH	33,611	1013068007980	04 139 248	NHH	Managed Service	PIA	61,111
JEREMYS GREEN 104-109	N18 2NB	1,508	1013053378835	04 811 242	NHH	Managed Service	PIA	2,742
JEREMYS GREEN 110-115	N18 2NB	1,354	1013053380444	02 807 007	NHH	Managed Service	PIA	2,462
JEREMYS GREEN 124-140	N18 2NB	1,106	1013053383890	02 807 007	NHH	Managed Service	PIA	2,011
JEREMYS GREEN 145-176	N18 2NB	3,405	1013053392175	02 807 007	NHH	Managed Service	PIA	6,191
JEREMYS GREEN 26-42	N18 2NB	1,565	10130533585 91	02 807 007	NHH	Managed Service	PIA	2,845
JEREMYS GREEN 43-59	N18 2NB	1,179	1013053362960	04 810 205	NHH	Managed Service	PIA	2,144
JEREMYS GREEN 60-76	N18 2NB	1,755	1013053367105	04 807 205	NHH	Managed Service	PIA	3,191
JEREMYS GREEN 81-97	N18 2NB	1,671	1013053372620	02 807 007	NHH	Managed Service	PIA	3,038
JEREMYS GREEN 9-25	N18 2NB	1,042	1013053354453	03 136 237	NHH	Managed Service	PIA	1,895
JEREMYS GREEN 98-103	N18 2NB	1,494	1013053377229	04 811 205	NHH	Managed Service	PIA	2,716
JERSEY HOUSE 1-124	EN3 5UX	50,623	1013045339645	04 811 242	NHH	Managed Service	PIA	92,042
JERSEY HOUSE 3RD. FLOOR	EN3 5UX	40	1014572161292	04 118 064	NHH	Managed Service	PIA	73
JERSEY HOUSE 9TH.FLOOR	EN3 5UX	6,281	1014571839069	04 118 064	NHH	Managed Service	PIA	11,420
JOHN ADAMS COURT	N9 9XA	40,325	1013049177190	03 801 239	NHH	Managed Service	PIA	73,318
JOHNBY CLOSE 1-24	EN3 6BJ	7,485	1013067475530	04 811 205	NHH	Managed Service	PIA	13,609
JOHNBY CLOSE 58-81 - meter in 64-69	EN3 6BJ	11,176	1013067490022	04 811 205	NHH	Managed Service	PIA	20,320
Pavillion 25 Johnby Close	EN3 6BJ	1,419	1030019130027	03 801 201	NHH	Managed Service	PIA	2,580
JOYCE AVENUE 1-11	N18 2XY	613	1013064698280	02 811 007	NHH	Managed Service	PIA	1,115
JOYCE AVENUE 128-216	N18 2XY	20,734	1013064715769	03 136 238	NHH	Managed Service	PIA	37,698
JOYCE AVENUE 218-252	N18 2XY	4,256	1013064726343	02 811 007	NHH	Managed Service	PIA	7,738
JOYCE AVENUE 254-342	N18 2XY	16,692	1013064730711	03 136 238	NHH	Managed Service	PIA	30,349
JOYCE AVENUE 2-90	N18 2XY	26,426	1013064698519	03 137 238	NHH	Managed Service	PIA	48,047
JOYCE AVENUE 92-126	N18 2XY	3,952	1013064711392	02 811 007	NHH	Managed Service	PIA	7,185
KEMPE ROAD 25-35	EN1 4QT	1,538	1013064660792	02 811 007	NHH	Managed Service	PIA	2,796
KEMPE ROAD 50-60	EN1 4QT	2,065	1013064666312	02 812 007	NHH	Managed Service	PIA	3,755
KEMPE ROAD 51-63	EN1 4QT	2,279	1013064666776	02 811 007	NHH	Managed Service	PIA	4,144
KEMPE ROAD 62-72	EN1 4QT	1,156	1013064669536	02 811 007	NHH	Managed Service	PIA	2,102
KEMPE ROAD 65-75	EN1 4QT	1,550	1013064670452	02 811 007	NHH	Managed Service	PIA	2,818
KEMPE ROAD 74-84	EN1 4QT	1,790	1013064672751	02 811 007	NHH	Managed Service	PIA	3,255
KEMPE ROAD 86-96	EN1 4QT	951	1013064675283	02 811 007	NHH	Managed Service	PIA	1,729
KENNEDY AVENUE 38-48	EN3 4PB	1,342	1013036764320	02 811 007	NHH	Managed Service	PIA	2,440
KENNEDY AVENUE 50-60	EN3 4PB	1,710	1013036767312	02 811 007	NHH	Managed Service	PIA	3,109
KENNEDY AVENUE 62-72	EN3 4PB	1,093	1013036769611	02 811 007	NHH	Managed Service	PIA	1,987
KENNEDY AVENUE 74-88	EN3 4PB	8,209	1013036771220	02 812 007	NHH	Managed Service	PIA	14,925
KENNEDY AVENUE 90-132	EN3 4PB	1,898	1013036773291	02 807 007	NHH	Managed Service	PIA	3,451
KENTWINS	N14 4AD	5,351	1013057936749	02 807 007	NHH	Managed Service	PIA	9,729
KENWOOD HOUSE	N9 9QE	1,731	1013043608662	02 811 007	NHH	Managed Service	PIA	3,147
KETTERING ROAD 51-81	EN3 6XB	2,402	1013046120953	02 807 007	NHH	Managed Service	PIA	4,367
KEYS HOUSE	EN3 6UY	52,391	1013046137051	04 139 248	NHH	Managed Service	PIA	95,256
KEYS HOUSE 11TH FLOOR	EN3 6UY	0	1014570804297	04 118 064	NHH	Managed Service	PIA	0
KEYS HOUSE 2ND FLOOR	EN3 6UY	0	1014571905767	04 118 064	NHH	Managed Service	PIA	0
KEYS HOUSE 5TH FLOOR	EN3 6UY	5,066	1014571517758	04 118 064	NHH	Managed Service	PIA	9,211
KEYS HOUSE 8TH FLOOR	EN3 6UY	0	1014571180578	04 118 064	NHH	Managed Service	PIA	0
LANCASTER HOUSE 1-6	EN2 0AY	992	1013060303904	02 811 007	NHH	Managed Service	PIA	1,804
LANCASTER HOUSE 7-12	EN2 0AY	564	1013060305283	02 811 007	NHH	Managed Service	PIA	1,025
LANCASTER ROAD 1-7	EN2 0BS	569	1013060257443	02 811 007	NHH	Managed Service	PIA	1,035
LANCASTER ROAD 17-21A	EN2 0BS	613	1013060260669	02 811 007	NHH	Managed Service	PIA	1,115
LANCASTER ROAD 22-32	EN2 0BS	619	1013060262276	02 811 007	NHH	Managed Service	PIA	1,125
LANCASTER ROAD 9-15	EN2 0BS	851	1013060259050	02 811 007	NHH	Managed Service	PIA	1,547
LANGHEDGE LANE 172-198	N18 2TJ	2,852	1013064749572	02 811 007	NHH	Managed Service	PIA	5,185
LANGHEDGE LANE 201-215	N18 2TJ	1,023	1013064753259	02 811 007	NHH	Managed Service	PIA	1,860
LANGHEDGE LANE 202-228	N18 2TJ	3,463	1013064753940	02 811 007	NHH	Managed Service	PIA	6,296
LANGHEDGE LANE 244-256	N18 2TJ	3,228	1013064763832	02 807 007	NHH	Managed Service	PIA	5,869
LANGHEDGE LANE 255-265	N18 2TJ	1,360	1013064766596	02 811 007	NHH	Managed Service	PIA	2,473
LANGHEDGE LANE 272-284	N18 2TJ	2,140	1013064770272	02 811 007	NHH	Managed Service	PIA	3,891
LARKSFIELD GROVE 1-27	EN1 4LE	5,807	1013052487125	02 811 043	NHH	Managed Service	PIA	10,558
LARKSFIELD GROVE 31-39	EN1 4LE	1,413	1013052494489	02 811 007	NHH	Managed Service	PIA	2,569
LARKSFIELD GROVE 40-45	EN1 4LE	1,846	1013052496788	02 811 007	NHH	Managed Service	PIA	3,356
LARKSFIELD GROVE 46-51	EN1 4LE	1,839	1013052498395	02 811 007	NHH	Managed Service	PIA	3,344
LARKSFIELD GROVE 52-57	EN1 4LE	1,074	1013052500005	04 811 205	NHH	Managed Service	PIA	1,953
LARKSFIELD GROVE 58-63	EN1 4LE	3,261	1013052501611	04 812 205	NHH	Managed Service	PIA	5,929
LAUDER COURT BLOCK 1 (1-6)	N14 6AH	1,015	1013061396867	02 811 007	NHH	Managed Service	PIA	1,845
LAUDER COURT BLOCK 2 (7-18)	N14 6AH	4,048	1013061397090	02 811 007	NHH	Managed Service	PIA	7,360
LAWSON ROAD 13-18	EN3 5XJ	1,180	1013050281652	02 811 007	NHH	Managed Service	PIA	2,145
LAWSON ROAD 1-6	EN3 5XJ	1,695	1013050278437	02 811 007	NHH	Managed Service	PIA	3,082

LAWSON ROAD 19-24	EN3 5XJ	1,341	1013050283260	02 811 007	NHH	Managed Service	PIA	2,438
LAWSON ROAD 25-30	EN3 5XJ	3,162	1013050284876	03 136 237	NHH	Managed Service	PIA	5,749
LAWSON ROAD 31-36	EN3 5XJ	1,241	1013050286483	03 136 237	NHH	Managed Service	PIA	2,256
LAWSON ROAD 37-42	EN3 5XJ	1,538	1013050288090	03 136 237	NHH	Managed Service	PIA	2,796
LAWSON ROAD 43-48	EN3 5XJ	1,027	1013050289703	03 136 237	NHH	Managed Service	PIA	1,867
LAWSON ROAD 49-54	EN3 5XJ	1,409	1013050291312	02 811 007	NHH	Managed Service	PIA	2,562
LAWSON ROAD 55-60	EN3 5XJ	2,895	1013050292929	02 811 007	NHH	Managed Service	PIA	5,264
LAWSON ROAD 7-12	EN3 5XJ	1,519	1013050280046	02 812 007	NHH	Managed Service	PIA	2,762
LAWSON ROAD 73-96	EN3 5XJ	4,176	1013050297528	02 811 007	NHH	Managed Service	PIA	7,593
LAWSON ROAD 73-96	EN3 5XJ	2,607	1013050297750	02 807 007	NHH	Managed Service	PIA	4,740
LEA HOUSE 1-24 & BROOK HOUSE	N9 0BS	4,646	1013052057941	02 807 007	NHH	Managed Service	PIA	8,447
LEICESTER HOUSE	N18 2LP	17,122	1013053398840	03 136 238	NHH	Managed Service	PIA	31,131
LEN WARREN HOUSE	N9 0QT	27,349	1013038976232	03 801 239	NHH	Managed Service	PIA	49,725
BOWES ROAD 361A-361B (LIMES CLOSE)	N11 1RB	884	1013067130993	02 811 007	NHH	Managed Service	PIA	1,607
LIMES CLOSE 11-14	N11 1RB	1,244	1013067131222	02 811 007	NHH	Managed Service	PIA	2,262
LIMES CLOSE 1-4	N11 1RB	1,069	1013067131914	02 811 007	NHH	Managed Service	PIA	1,944
LIMES CLOSE 5-10	N11 1RB	2,624	1013067131454	02 812 007	NHH	Managed Service	PIA	4,771
LINKS SIDE 13-15B	EN2 7QZ	2,625	1013066431790	02 811 007	NHH	Managed Service	PIA	4,773
LINKS SIDE 13-15B	EN2 7QZ	16,088	1013066431569	02 115 029	NHH	Managed Service	PIA	29,251
LINKS SIDE 1-3B	EN2 7QZ	2,882	1013066440536	02 807 007	NHH	Managed Service	PIA	5,240
LINKS SIDE 1-3B	EN2 7QZ	50,808	1013066440768	03 801 239	NHH	Managed Service	PIA	92,378
LINKS SIDE 17-19B	EN2 7QZ	320	1013066428575	02 811 007	NHH	Managed Service	PIA	582
LINKS SIDE 17-19B	EN2 7QZ	912	1013066428343	02 114 029	NHH	Managed Service	PIA	1,658
LINKS SIDE 21-23B	EN2 7QZ	2,797	1013066425351	02 811 007	NHH	Managed Service	PIA	5,085
LINKS SIDE 21-23B	EN2 7QZ	21,310	1013066425120	03 801 201	NHH	Managed Service	PIA	38,745
LINKS SIDE 5-7B	EN2 7QZ	2,748	1013066438699	02 811 007	NHH	Managed Service	PIA	4,996
LINKS SIDE 5-7B	EN2 7QZ	3,026	1013066438927	04 114 033	NHH	Managed Service	PIA	5,502
LINKS SIDE 9-11B	EN2 7QZ	4,739	1013066436390	02 811 007	NHH	Managed Service	PIA	8,616
LINKS SIDE 9-11B	EN2 7QZ	24,506	1013066435243	01 801 003	NHH	Managed Service	PIA	44,556
LONDON ROAD 100ABC-102ABC	EN2 6HX	2,071	1013029355567	02 811 007	NHH	Managed Service	PIA	3,765
LONDON ROAD 104-106	EN2 6HX	1,785	1013029357174	02 811 007	NHH	Managed Service	PIA	3,245
LONDON ROAD 88ABC-90ABC	EN2 6HX	1,250	1013029349350	02 811 007	NHH	Managed Service	PIA	2,273
LONDON ROAD 92ABC-94ABC	EN2 6HX	1,497	1013029351190	02 811 043	NHH	Managed Service	PIA	2,722
LONDON ROAD 96ABC-98ABC	EN2 6HX	1,737	1013029353268	02 811 007	NHH	Managed Service	PIA	3,158
LOUSADA LODGE BLOCK 1	N14 4DL	2,023	1013059357681	02 811 007	NHH	Managed Service	PIA	3,678
LOUSADA LODGE BLOCK 2	N14 4DL	1,862	1013059357910	02 811 007	NHH	Managed Service	PIA	3,385
LYNDHURST GARDENS 11-13	EN1 2AT	712	1013028616111	02 811 007	NHH	Managed Service	PIA	1,295
LYNDHURST GARDENS 3-5	EN1 2AT	1,373	1013028612890	02 811 007	NHH	Managed Service	PIA	2,496
LYNDHURST GARDENS 7-9	EN1 2AT	6,437	1013028614504	02 811 007	NHH	Managed Service	PIA	11,704
LYTCHET WAY 119-157	EN3 5XR	4,060	1013045527322	04 811 205	NHH	Managed Service	PIA	7,382
LYTCHET WAY 1-47	EN3 5XR	4,248	1013045501565	04 811 205	NHH	Managed Service	PIA	7,724
LYTCHET WAY 159-221	EN3 5XR	6,633	1013045532155	04 811 205	NHH	Managed Service	PIA	12,060
LYTCHET WAY 2-48	EN3 5XR	4,904	1013045501101	04 811 205	NHH	Managed Service	PIA	8,916
LYTCHET WAY 50-96	EN3 5XR	12,216	1013045513296	04 811 205	NHH	Managed Service	PIA	22,211
LYTCHET WAY 59-71 89-101	EN3 5XR	3,313	1013045515595	02 811 007	NHH	Managed Service	PIA	6,024
LYTCHET WAY 73-87 103-117	EN3 5XR	4,416	1013045519048	02 811 007	NHH	Managed Service	PIA	8,029
Manesty Court 1-24 (Block 3 & 4)	N14 4LN	6,054	1013060170962	02 811 007	NHH	Managed Service	PIA	11,007
MANOR COURT 13-18	EN1 4SJ	1,218	1013064494274	02 811 007	NHH	Managed Service	PIA	2,215
MANOR COURT 1-6	EN1 4SJ	1,301	1013064491050	02 811 007	NHH	Managed Service	PIA	2,365
MANOR COURT 19-24	EN1 4SJ	25,914	1013064495880	02 811 007	NHH	Managed Service	PIA	47,116
MANOR COURT 25-30	EN1 4SJ	1,307	1013064497498	02 811 007	NHH	Managed Service	PIA	2,376
MANOR COURT 31-36	EN1 4SJ	1,216	1013064499333	02 811 007	NHH	Managed Service	PIA	2,211
MANOR COURT 37-42	EN1 4SJ	1,245	1013064500946	02 812 007	NHH	Managed Service	PIA	2,264
MANOR COURT 43-48	EN1 4SJ	1,112	1013064502553	02 812 007	NHH	Managed Service	PIA	2,022
MANOR COURT 49-54	EN1 4SJ	1,580	1013064504160	02 812 007	NHH	Managed Service	PIA	2,873
MANOR COURT 61-66	EN1 4SJ	1,468	1013064506006	02 812 007	NHH	Managed Service	PIA	2,669
MANOR COURT 67-72	EN1 4SJ	1,272	1013064507384	02 812 007	NHH	Managed Service	PIA	2,313
MANOR COURT 7-12	EN1 4SJ	1,369	1013064492667	02 811 007	NHH	Managed Service	PIA	2,489
MANOR COURT 73-78	EN1 4SJ	2,013	1013064509220	02 811 007	NHH	Managed Service	PIA	3,660
MANOR COURT 79-84	EN1 4SJ	1,230	1013064510606	02 811 007	NHH	Managed Service	PIA	2,236
MANOR COURT 85-90	EN1 4SJ	1,435	1013064512213	02 811 007	NHH	Managed Service	PIA	2,609
MANOR COURT 91-96	EN1 4SJ	1,295	1013064513820	02 811 007	NHH	Managed Service	PIA	2,355
MASONS ROAD 1-12	EN1 4QL	1,079	1013065210723	02 811 007	NHH	Managed Service	PIA	1,962
MASONS ROAD 13-23	EN1 4QL	1,070	1013065213715	02 811 007	NHH	Managed Service	PIA	1,945
MASSEY CLOSE 13-18	N11 1QX	943	1013067125939	04 100 015	NHH	Managed Service	PIA	1,715
MASSEY CLOSE 1-6	N11 1QX	1,978	1013067218627	04 811 205	NHH	Managed Service	PIA	3,596
MASSEY CLOSE 7-12	N11 1QX	1,791	1013067220236	04 811 205	NHH	Managed Service	PIA	3,256
MAYFIELD CRESCENT 108-118	N9 7NJ	1,414	1013029896290	02 811 007	NHH	Managed Service	PIA	2,571
MAYFIELD CRESCENT 84-94	N9 7NJ	1,486	1013029893077	02 811 007	NHH	Managed Service	PIA	2,702
MAYFIELD CRESCENT 96-106	N9 7NJ	1,297	1013029894683	02 811 007	NHH	Managed Service	PIA	2,358
MAYO CLOSE 1-23	EN8 0HE	717	1013046191100	02 807 007	NHH	Managed Service	PIA	1,304
MAYO CLOSE 2-16	EN8 0HE	339	1013046191564	02 807 007	NHH	Managed Service	PIA	616
MAYO CLOSE 25-39	EN8 0HE	680	1013046196163	02 809 007	NHH	Managed Service	PIA	1,236
MERRYHILLS COURT 13-18	N14 4AX	2,706	1013054911324	02 811 007	NHH	Managed Service	PIA	4,920
MERRYHILLS COURT 1-6	N14 4AX	1,593	1013054908109	02 811 007	NHH	Managed Service	PIA	2,896
MERRYHILLS COURT 19-24	N14 4AX	648	1013054912930	02 811 007	NHH	Managed Service	PIA	1,178
MERRYHILLS COURT 25-30	N14 4AX	1,606	1050000681740	02 125 007	NHH	Managed Service	PIA	2,920
MERRYHILLS COURT 31-36	N14 4AX	1,617	1013054916155	02 811 007	NHH	Managed Service	PIA	2,940
MERRYHILLS COURT 7-12	N14 4AX	1,048	1050000681730	02 125 007	NHH	Managed Service	PIA	1,905
MONTAGU ROAD 239-249	N9 0EU	689	1013054091146	02 807 007	NHH	Managed Service	PIA	1,253
MONTAGU ROAD 309-319	N9 0EU	638	1013054094820	02 807 007	NHH	Managed Service	PIA	1,160
MONTAGU ROAD 321-331	N9 0EU	685	1013054096437	02 807 007	NHH	Managed Service	PIA	1,245
MONTAGU ROAD 55-65	N9 0EU	1,000	1013054054570	02 811 007	NHH	Managed Service	PIA	1,818
MOOR PARK HOUSE 1-12 BLOCK A	N21 1BP	4,720	1013048610470	02 811 007	NHH	Managed Service	PIA	8,582

MOOR PARK HOUSE 13-24 BLOCK B	N21 1BP	3,538	1013048610709	02 811 007	NHH	Managed Service	PIA	6,433
MOORFIELD ROAD 1-43	EN3 5XN	4,285	1013045450965	02 811 007	NHH	Managed Service	PIA	7,791
MOORFIELD ROAD 18-64	EN3 5XN	6,133	1013045455100	02 811 007	NHH	Managed Service	PIA	11,151
MOREE WAY 117-145	N18 2UJ	2,518	1013054805750	02 811 007	NHH	Managed Service	PIA	4,578
MOREE WAY 1-23	N18 2UJ	1,879	1013054778840	02 811 007	NHH	Managed Service	PIA	3,416
MOREE WAY 2-48	N18 2UJ	7,983	1013054779301	02 811 007	NHH	Managed Service	PIA	14,515
MOREE WAY 25-47	N18 2UJ	1,690	1013054785280	02 811 007	NHH	Managed Service	PIA	3,073
MOREE WAY 49-71	N18 2UJ	1,760	1013054791034	02 811 007	NHH	Managed Service	PIA	3,200
MOREE WAY 50-96	N18 2UJ	5,189	1013054791266	02 811 007	NHH	Managed Service	PIA	9,435
MOREE WAY 73-95	N18 2UJ	1,404	1013054797471	02 811 007	NHH	Managed Service	PIA	2,553
MOREE WAY 97-115	N18 2UJ	2,442	1013054803220	02 811 007	NHH	Managed Service	PIA	4,440
MOTTINGHAM ROAD 18-28	N9 8DX	3,657	1013033558580	02 811 007	NHH	Managed Service	PIA	6,649
MOTTINGHAM ROAD 1A-15A	N9 8DX	3,354	1013033553981	02 811 007	NHH	Managed Service	PIA	6,098
MOTTINGHAM ROAD 30-44	N9 8DX	3,689	1013033561574	02 811 007	NHH	Managed Service	PIA	6,707
MOTTINGHAM ROAD 46-56	N9 8DX	2,719	1013033565480	02 811 007	NHH	Managed Service	PIA	4,944
MYRTLE ROAD 14-24	N13 5QU	2,718	1013059187025	02 811 007	NHH	Managed Service	PIA	4,942
MYRTLE ROAD 2-12	N13 5QU	2,373	1013059184265	02 807 007	NHH	Managed Service	PIA	4,315
NAPIER ROAD 35-61	EN3 4QS	1,378	1013038046579	02 811 007	NHH	Managed Service	PIA	2,505
NAPIER ROAD 63-89	EN3 4QS	3,194	1013038046807	02 811 007	NHH	Managed Service	PIA	5,807
NAPIER ROAD 7-33	EN3 4QS	2,370	1013038046347	02 811 007	NHH	Managed Service	PIA	4,309
NEWDALES CLOSE 1-18	N9 7AF	4,924	1013040531723	02 809 007	NHH	Managed Service	PIA	8,953
NEWDALES CLOSE 19-24 BLOCK 2	N9 7AF	3,350	1013040532188	04 807 205	NHH	Managed Service	PIA	6,091
NEWDALES CLOSE 25-30	N9 7AF	2,685	1013040533794	04 807 205	NHH	Managed Service	PIA	4,882
NEWTON HOUSE	EN3 7TN	36,332	1013039360564	03 136 238	NHH	Managed Service	PIA	66,058
NEWTON HOUSE 11TH FLOOR	EN3 7TN	9,027	1023520436877	04 118 064	NHH	Managed Service	PIA	16,413
NEWTON HOUSE 1st	EN3 7TN	25,086	1014570896298	04 118 064	NHH	Managed Service	PIA	45,611
NEWTON HOUSE 8TH FLOOR	EN3 7TN	13,094	1023520436645	04 118 064	NHH	Managed Service	PIA	23,807
Nicholls House - Hertford Road	EN3 5QH	2,183	2500020742337	01 801 69	NHH	Managed Service	PIA	3,969
Nicholls House - Jasper Road	EN3 5QH	1,203	2500020651502	01 801 069	NHH	Managed Service	PIA	2,187
NIGHTINGALE ROAD 254-258A	N9 8PS	1,665	1013033501548	02 811 007	NHH	Managed Service	PIA	3,027
NORMANDY HOUSE	EN2 0PE	34,671	1013059469920	04 811 205	NHH	Managed Service	PIA	63,038
NORTHBOURNE HOUSE	N14 4JL	3,562	1013060167287	04 811 205	NHH	Managed Service	PIA	6,476
NORTHFIELD ROAD 73-79	EN3 4BP	964	1013036174144	02 807 007	NHH	Managed Service	PIA	1,753
NORTHFIELD ROAD 81-87	EN3 4BP	496	1013036176211	02 807 007	NHH	Managed Service	PIA	902
NUTFIELD CLOSE 13-18	N18 2SP	2,449	1013065511568	04 811 205	NHH	Managed Service	PIA	4,453
NUTFIELD CLOSE 1-6	N18 2SP	670	1013065508342	04 811 205	NHH	Managed Service	PIA	1,218
NUTFIELD CLOSE 19-24	N18 2SP	1,015	1013065513175	04 811 205	NHH	Managed Service	PIA	1,845
NUTFIELD CLOSE 25-30	N18 2SP	1,171	1013065514781	02 811 007	NHH	Managed Service	PIA	2,129
NUTFIELD CLOSE 7-12	N18 2SP	822	1013065509959	04 811 205	NHH	Managed Service	PIA	1,495
OATLANDS ROAD 30-34A	EN3 5LJ	1,507	1013044042675	02 811 007	NHH	Managed Service	PIA	2,740
OATLANDS ROAD 36-40A	EN3 5LJ	1,357	1013044044974	02 811 007	NHH	Managed Service	PIA	2,467
BLOCK 13M 3-49 OLD ROAD	EN3 5XY	5,160	1013045424282	02 811 007	NHH	Managed Service	PIA	9,382
OLD ROAD 110-120	EN3 5XY	1,260	1013045444298	02 811 007	NHH	Managed Service	PIA	2,291
OLD ROAD 122-132	EN3 5XY	1,172	1013045445900	02 810 007	NHH	Managed Service	PIA	2,131
OLD ROAD 134-144	EN3 5XY	1,669	1013045447518	02 811 007	NHH	Managed Service	PIA	3,035
OLD ROAD 14-24	EN3 5XY	3,791	1013045427274	02 811 007	NHH	Managed Service	PIA	6,893
OLD ROAD 50-60	EN3 5XY	5,086	1013045436241	02 811 007	NHH	Managed Service	PIA	9,247
OLD ROAD 74-84	EN3 5XY	2,000	1013045450041	02 811 007	NHH	Managed Service	PIA	3,636
OLD ROAD 86-96	EN3 5XY	3,122	1013045450273	02 811 007	NHH	Managed Service	PIA	5,676
OLD ROAD 98-108	EN3 5XY	989	1013045450501	02 811 007	NHH	Managed Service	PIA	1,798
ORDNANCE ROAD 10-12B	EN3 6BN	874	1013067418035	02 811 007	NHH	Managed Service	PIA	1,589
ORDNANCE ROAD 14-16B	EN3 6BN	1,034	1013067419873	02 811 007	NHH	Managed Service	PIA	1,880
ORDNANCE ROAD 18-20B	EN3 6BN	1,288	1013067421482	02 811 007	NHH	Managed Service	PIA	2,342
ORDNANCE ROAD 22-24B	EN3 6BN	1,198	1013067426310	04 811 242	NHH	Managed Service	PIA	2,178
ORDNANCE ROAD 2-4B	EN3 6BN	1,214	1013067414129	02 811 007	NHH	Managed Service	PIA	2,207
ORDNANCE ROAD 26-28B	EN3 6BN	1,646	1013067428840	02 811 007	NHH	Managed Service	PIA	2,993
ORDNANCE ROAD 39-45A	EN3 6BN	4,694	1013067432527	04 811 242	NHH	Managed Service	PIA	8,535
ORDNANCE ROAD 6-8B	EN3 6BN	1,266	1013067415735	02 811 007	NHH	Managed Service	PIA	2,302
OSWARD PLACE 11-18 29-36	N9 7EF	3,731	1013040506197	04 811 205	NHH	Managed Service	PIA	6,784
OSWARD PLACE 1-6 19-24	N9 7EF	2,808	1013040505732	04 807 205	NHH	Managed Service	PIA	5,105
OSWARD PLACE 37-58	N9 7EF	4,482	1013040514931	04 182 205	NHH	Managed Service	PIA	8,149
OSWARD PLACE 45 BLOCK 8-9	N9 7EF	1,948	1013040517231	02 811 007	NHH	Managed Service	PIA	3,542
OSWARD PLACE 45-64	N9 7EF	3,223	1013040517000	04 810 205	NHH	Managed Service	PIA	5,860
OSWARD PLACE 65-88	N9 7EF	5,732	1013040522064	04 809 205	NHH	Managed Service	PIA	10,422
OSWARD PLACE 7-10 25-28 BLOCK 6	N9 7EF	4,466	1013040505964	04 809 205	NHH	Managed Service	PIA	8,120
OXFORD GARDENS 21-31	N21 2AN	3,542	1013047638261	04 808 205	NHH	Managed Service	PIA	6,440
PALMERS ROAD 108-118 BLOCK E	N11 1SL	6,418	1013067204590	02 811 007	NHH	Managed Service	PIA	11,669
PALMERS ROAD 132-142	N11 1SL	5,130	1013067212183	02 811 007	NHH	Managed Service	PIA	9,327
PALMERS ROAD 66-96 BLOCK G	N11 1SL	5,525	1013067195857	02 811 007	NHH	Managed Service	PIA	10,045
PALMERS ROAD 98-106	N11 1SL	4,364	1013067201605	02 811 007	NHH	Managed Service	PIA	7,935
PALMERS ROAD120-130 BLOCK D	N11 1SL	3,432	1013067208043	02 811 007	NHH	Managed Service	PIA	6,240
PARK ROAD 67-69	EN3 6LR	3,212	1013068266506	02 811 007	NHH	Managed Service	PIA	5,840
PARK ROAD 71-73	EN3 6LR	1,497	1013068268577	02 811 007	NHH	Managed Service	PIA	2,722
PARK ROAD 75-77	EN3 6LR	1,775	1013068271107	02 811 007	NHH	Managed Service	PIA	3,227
PARK ROAD 79-81	EN3 6LR	2,286	1013068273178	02 811 007	NHH	Managed Service	PIA	4,156
PARK ROAD 83-85	EN3 6LR	1,773	1013068275245	02 811 007	NHH	Managed Service	PIA	3,224
PARK ROAD 87A-89C	EN3 6LR	1,588	1013068276851	02 811 007	NHH	Managed Service	PIA	2,887
PARK ROAD 91-93C	EN3 6LR	1,674	1013068278469	02 811 007	NHH	Managed Service	PIA	3,044
PARKSTONE AVENUE 1-4, 40	N18 1HF	4	1050001613280	03 801 201	NHH	Managed Service	PIA	7
PARSONAGE LANE 44-88	EN2 0AG	3,122	1013061458965	02 811 007	NHH	Managed Service	PIA	5,676
PARSONAGE LANE 44-88	EN2 0AG	57,807	1014570962996	04 118 064	NHH	Managed Service	PIA	105,104
Parsonage Lane 57ab	EN2 0AG	2,240	2500001343484	01 800 069	NHH	Managed Service	PIA	4,073
Parsonage Lane 9ab	EN2 0AG	2,563	2500001343475	01 801 069	NHH	Managed Service	PIA	4,660
PASSMORE HOUSE 1-16	N9 0QD	1,828	1013069240554	02 811 007	NHH	Managed Service	PIA	3,324

PENN HOUSE 1-16	N9 0PX	1,978	1013069253660	02 811 007	NHH	Managed Service	PIA	3,596
PENTRICH AVENUE 1-11	EN1 4NA	717	1013051748597	02 811 007	NHH	Managed Service	PIA	1,304
PENTRICH AVENUE 13-23	EN1 4NA	746	1013051751580	02 812 007	NHH	Managed Service	PIA	1,356
PENTRICH AVENUE 25-35	EN1 4NA	987	1013051754572	02 812 007	NHH	Managed Service	PIA	1,795
PENTRICH AVENUE 37-47	EN1 4NA	858	1013051757564	02 811 007	NHH	Managed Service	PIA	1,560
PEVENSEY AVENUE 10-20	EN1 3HT	1,933	1013055046108	02 811 007	NHH	Managed Service	PIA	3,515
PEVENSEY AVENUE 22-32	EN1 3HT	1,466	1013055049093	02 811 007	NHH	Managed Service	PIA	2,665
PEVENSEY AVENUE 34-44	EN1 3HT	1,529	1013055050708	02 811 007	NHH	Managed Service	PIA	2,780
PEVENSEY AVENUE 46-56	EN1 3HT	1,644	1013055052315	02 811 007	NHH	Managed Service	PIA	2,989
PEVENSEY AVENUE 58-68	EN1 3HT	1,185	1013055053921	02 811 007	NHH	Managed Service	PIA	2,155
PEVENSEY AVENUE 70-80	EN1 3HT	689	1013055055539	02 811 007	NHH	Managed Service	PIA	1,253
PEVENSEY AVENUE 82-92	EN1 3HT	2,458	1013055057146	02 811 007	NHH	Managed Service	PIA	4,469
PEVENSEY AVENUE 94-104	EN1 3HT	1,592	1013055058752	02 811 007	NHH	Managed Service	PIA	2,895
PEVERETT CLOSE 1-11	N11 1QG	1,660	1013067093046	04 807 205	NHH	Managed Service	PIA	3,018
PICARDY HOUSE	EN2 0PD	51,392	1013059474753	02 808 007	NHH	Managed Service	PIA	93,440
PICKWICK MEWS 1-29 BLOCK 5	N18 1PD	11,835	1013067946805	04 100 049	NHH	Managed Service	PIA	21,518
PICKWICK MEWS BLOCK 7	N18 1PD	10,211	1013067946577	04 808 242	NHH	Managed Service	PIA	18,565
PLEVNA HOUSE 1-16	N9 0QG	1,731	1013069249751	04 811 242	NHH	Managed Service	PIA	3,147
POPLARS THE 10-27	N14 4HH	1,672	1013057882697	02 807 007	NHH	Managed Service	PIA	3,040
POPLARS THE BLOCK A 28-36	N14 4HH	2,632	1013057883158	04 811 205	NHH	Managed Service	PIA	4,785
POPLARS THE BLOCK B 10-27	N14 4HH	2,132	1013057882925	02 811 007	NHH	Managed Service	PIA	3,876
POPLARS THE BLOCK C 1-9	N14 4HH	1,515	1013057882465	03 136 237	NHH	Managed Service	PIA	2,755
PRINCES AVENUE 46-56	EN3 6JY	709	1013069048737	02 812 007	NHH	Managed Service	PIA	1,289
PRINCES AVENUE 58-68	EN3 6JY	848	1013069050346	02 811 007	NHH	Managed Service	PIA	1,542
PRIORS MEAD 23-36	EN1 3LS	468	1013055871114	04 811 205	NHH	Managed Service	PIA	851
PRIORS MEAD 9-22	EN1 3LS	1,261	1013055867660	04 811 205	NHH	Managed Service	PIA	2,293
PRIORY CLOSE 14-17	N14 4AW	1,180	1013057950089	02 811 007	NHH	Managed Service	PIA	2,145
PRIORY CLOSE 18-21	N14 4AW	3,622	1013057951231	02 811 007	NHH	Managed Service	PIA	6,585
PRUDEN CLOSE 1-10	N14 6DX	1,797	1013063214780	04 182 205	NHH	Managed Service	PIA	3,267
PRUDEN CLOSE 11-28	N14 6DX	3,037	1013063217319	03 136 238	NHH	Managed Service	PIA	5,522
PRUDEN CLOSE 29-40	N14 6DX	2,455	1013063221680	02 811 007	NHH	Managed Service	PIA	4,464
PRUDEN CLOSE NEW LAUNDRY ROOM	N14 6DX	2	1023545803919	04 807 205	NHH	Managed Service	PIA	4
PUMP HOUSE EXETER ROAD	EN3 7TN	13,982	1013039323767	03 136 238	NHH	Managed Service	PIA	25,422
PURCELL HOUSE	EN1 4UH	55,241	1013051795514	03 136 238	NHH	Managed Service	PIA	100,438
RAMNEY DRIVE 43-68	EN3 6DU	3,714	1013047949458	02 811 007	NHH	Managed Service	PIA	6,753
RAYNTON ROAD 23-29	EN3 6BP	1,086	1013066917097	02 811 007	NHH	Managed Service	PIA	1,975
RAYNTON ROAD 24	EN3 6BP	878	1013066918471	02 811 007	NHH	Managed Service	PIA	1,596
RAYNTON ROAD 26	EN3 6BP	428	1013066920319	02 182 007	NHH	Managed Service	PIA	778
RAYNTON ROAD 28	EN3 6BP	657	1013066922158	02 811 007	NHH	Managed Service	PIA	1,195
RAYNTON ROAD 30	EN3 6BP	1,815	1013066923300	02 811 007	NHH	Managed Service	PIA	3,300
RAYNTON ROAD 31-37	EN3 6BP	835	1013066924225	02 182 007	NHH	Managed Service	PIA	1,518
RECULVER MEWS 1-10	N18 2QY	1,662	1013052891465	02 811 007	NHH	Managed Service	PIA	3,022
RECULVER MEWS 11-22	N18 2QY	1,504	1013052891697	04 811 205	NHH	Managed Service	PIA	2,735
REGAN HOUSE 1-45	N18 2SZ	9,994	1013068495582	03 136 238	NHH	Managed Service	PIA	18,171
RENDLESHAM ROAD 16-22	EN2 0TZ	822	1013059530878	02 807 007	NHH	Managed Service	PIA	1,495
RENDLESHAM ROAD 24-30	EN2 0TZ	991	1013059532945	02 807 007	NHH	Managed Service	PIA	1,802
RENDLESHAM ROAD 32-38	EN2 0TZ	1,484	1013059535013	02 807 007	NHH	Managed Service	PIA	2,698
RENDLESHAM ROAD 40-46	EN2 0TZ	880	1013059536851	02 807 007	NHH	Managed Service	PIA	1,600
RENDLESHAM ROAD 48-54	EN2 0TZ	489	1013059539151	02 807 007	NHH	Managed Service	PIA	889
RESERVOIR ROAD 33-43	N14 4BB	1,204	1013054288020	02 811 007	NHH	Managed Service	PIA	2,189
REYNOLDS HOUSE	EN1 1XR	25,807	1014569801260	04 128 064	NHH	Managed Service	PIA	46,922
REYNOLDS HOUSE 1-18	EN1 1XR	3,018	1013032222050	02 811 007	NHH	Managed Service	PIA	5,487
RINGLEWELL CLOSE FLATS - LIFT	EN1 3PX	19,972	1013040866600	03 801 239	NHH	Managed Service	PIA	36,313
ROMAN WAY 14-24 38-48	EN1 1EG	2,480	1013033047294	04 811 205	NHH	Managed Service	PIA	4,509
ROMAN WAY 1-47	EN1 1EG	2,547	1013033043848	02 811 007	NHH	Managed Service	PIA	4,631
ROMAN WAY 2-48	EN1 1EG	2,640	1013033044309	04 811 205	NHH	Managed Service	PIA	4,800
ROMAN WAY 50-72	EN1 1EG	2,914	1013033055807	02 811 007	NHH	Managed Service	PIA	5,298
ROMAN WAY 61-71	EN1 1EG	3,026	1013033058560	03 136 237	NHH	Managed Service	PIA	5,502
ROMAN WAY 73-83	EN1 1EG	2,662	1013033061554	02 811 007	NHH	Managed Service	PIA	4,840
ROMANY HOUSE 1-18	N9 0PY	2,124	1013069257576	02 811 007	NHH	Managed Service	PIA	3,862
ROMNEY HOUSE	EN1 1XS	16,743	1014569485938	03 801 239	NHH	Managed Service	PIA	30,442
ROMNEY HOUSE 1-18	EN1 1XS	5,573	1013032226659	02 811 007	NHH	Managed Service	PIA	10,133
ROSENEATH WALK 13-18	EN1 2AH	1,118	1013028679821	02 811 007	NHH	Managed Service	PIA	2,033
ROSENEATH WALK 1-6	EN1 2AH	1,268	1013028676608	02 811 007	NHH	Managed Service	PIA	2,305
ROSENEATH WALK 19-24	EN1 2AH	1,469	1013028681662	02 811 007	NHH	Managed Service	PIA	2,671
ROSENEATH WALK 7-12	EN1 2AH	2,220	1013028678215	02 811 007	NHH	Managed Service	PIA	4,036
RUSSELL ROAD 1-3	EN1 4TJ	1,168	1013053039580	02 811 007	NHH	Managed Service	PIA	2,124
RUSSELL ROAD 5-7	EN1 4TJ	1,417	1013053041190	02 811 007	NHH	Managed Service	PIA	2,576
RUSSELL ROAD 9-11	EN1 4TJ	1,204	1013053043267	02 811 007	NHH	Managed Service	PIA	2,189
RUSSELLS RIDE 30-44	EN8 8TT	796	1013056110312	02 807 007	NHH	Managed Service	PIA	1,447
RUTLAND COURT 10-16	EN3 4BJ	944	1013036150686	02 807 007	NHH	Managed Service	PIA	1,716
RUTLAND COURT 1-7	EN3 4BJ	1,061	1013036147920	02 807 007	NHH	Managed Service	PIA	1,929
RUTLAND COURT 17-23	EN3 4BJ	1,704	1013036152521	02 807 007	NHH	Managed Service	PIA	3,098
RUTLAND COURT 18-24	EN3 4BJ	977	1013036152985	02 807 007	NHH	Managed Service	PIA	1,776
RUTLAND COURT 25-31	EN3 4BJ	865	1013036154820	02 807 007	NHH	Managed Service	PIA	1,573
RUTLAND COURT 26-32	EN3 4BJ	2,908	1013036155285	02 811 007	NHH	Managed Service	PIA	5,287
RUTLAND COURT 2-8	EN3 4BJ	1,094	1013036148385	02 807 007	NHH	Managed Service	PIA	1,989
RUTLAND COURT 9-15	EN3 4BJ	911	1013036150222	02 807 007	NHH	Managed Service	PIA	1,656
SARK HOUSE 1-124	EN3 5XB	23,775	1013045351838	04 811 242	NHH	Managed Service	PIA	43,227
SARK HOUSE 3RD FLOOR	EN3 5XB	0	1014570542099	04 118 064	NHH	Managed Service	PIA	0
SARK HOUSE 9TH FLOOR	EN3 5XB	0	1014570166049	04 118 064	NHH	Managed Service	PIA	0
SCOTLAND GREEN ROAD 21-31	EN3 4RE	575	1013037843026	02 811 007	NHH	Managed Service	PIA	1,045
SCOTLAND GREEN ROAD 33-43	EN3 4RE	568	1013037844864	02 811 007	NHH	Managed Service	PIA	1,033
SCOTT HOUSE	N18 2JH	107,320	1013066162460	03 136 238	NHH	Managed Service	PIA	195,127

SEAFIELD ROAD 74-78	N11 1AS	799	1013066325995	02 811 007	NHH	Managed Service	PIA	1,453
SEAFIELD ROAD 80-96	N11 1AS	2,223	1013066327830	04 811 205	NHH	Managed Service	PIA	4,042
SEAFORD ROAD 24-34	EN1 1NS	1,743	1013030106282	02 807 007	NHH	Managed Service	PIA	3,169
SEAFORD ROAD 36-46	EN1 1NS	1,998	1013030109502	02 811 007	NHH	Managed Service	PIA	3,633
SEVERN DRIVE 10-20	EN1 4LX	801	1013051009609	02 811 007	NHH	Managed Service	PIA	1,456
SEVERN DRIVE 22-32	EN1 4LX	578	1013051012596	02 811 007	NHH	Managed Service	PIA	1,051
SEVERN DRIVE 34-44	EN1 4LX	731	1013051015588	02 811 007	NHH	Managed Service	PIA	1,329
SEVERN DRIVE 46-56	EN1 4LX	1,114	1013051018570	02 811 007	NHH	Managed Service	PIA	2,025
SEVERN DRIVE 58-68	EN1 4LX	799	1013051021100	02 811 007	NHH	Managed Service	PIA	1,453
SEVERN DRIVE 70-80	EN1 4LX	611	1013051024555	02 811 007	NHH	Managed Service	PIA	1,111
SHAW CLOSE 17-28	EN8 0HD	736	1013046266778	02 811 007	NHH	Managed Service	PIA	1,338
SHAW CLOSE 29-36	EN8 0HD	565	1013046269991	02 807 007	NHH	Managed Service	PIA	1,027
SHAW CLOSE 37-50	EN8 0HD	766	1013046272061	02 811 007	NHH	Managed Service	PIA	1,393
SHAW CLOSE 5-16	EN8 0HD	632	1013046263554	02 811 007	NHH	Managed Service	PIA	1,149
SHERBOURNE AVENUE 27-42	EN3 5BW	4,425	1013052447336	02 811 007	NHH	Managed Service	PIA	8,045
SHERBOURNE AVENUE 3-20	EN3 5BW	4,010	1013052441120	02 811 007	NHH	Managed Service	PIA	7,291
SHERBOURNE AVENUE 43-56	EN3 5BW	6,601	1013052451244	04 811 205	NHH	Managed Service	PIA	12,002
SHORTMEAD DRIVE 13-19	EN8 8TX	164	1013056083174	02 807 007	NHH	Managed Service	PIA	298
SHORTMEAD DRIVE 34-40	EN8 8TX	4,477	1013056088001	02 807 007	NHH	Managed Service	PIA	8,140
SHORTMEAD DRIVE 42-48	EN8 8TX	1,575	1013056090074	02 807 007	NHH	Managed Service	PIA	2,864
SHROPSHIRE HOUSE	N18 2HU	85,638	1013053410346	04 139 248	NHH	Managed Service	PIA	155,705
SILVER STREET 287-297	N18 1NQ	723	1013067899651	04 807 205	NHH	Managed Service	PIA	1,315
SILVER STREET 299-309	N18 1NQ	857	1013067901265	02 811 007	NHH	Managed Service	PIA	1,558
SILVER STREET 311-321	N18 1NQ	1,070	1013067902871	02 811 007	NHH	Managed Service	PIA	1,945
SNELLS PARK 101-132	N18 2TD	3,181	1013064795807	02 811 007	NHH	Managed Service	PIA	5,784
SNELLS PARK 31 1/7	N18 2TD	717	1013064790970	02 807 007	NHH	Managed Service	PIA	1,304
SNELLS PARK 31 25/29	N18 2TD	269	1013064793961	02 807 007	NHH	Managed Service	PIA	489
SNELLS PARK 31 9/23	N18 2TD	2,321	1013064792123	02 811 007	NHH	Managed Service	PIA	4,220
SNELLS PARK 33 TRINITY COURT	N18 2TD	4,472	1013064776948	02 811 007	NHH	Managed Service	PIA	8,131
SNELLS PARK 35 FLATS 1-16 (EAGLE COURT)	N18 2TD	1,815	1013064786370	02 811 007	NHH	Managed Service	PIA	3,300
Snells Park Scout Hut/ Communal Services Mess Room/ Angel Yard	N18 2TD	9,498	1013064797878	04 811 205	NHH	Managed Service	PIA	17,269
SOUTH STREET 118-128 (98-106)	EN3 4JY	1,684	1013036937515	04 809 205	NHH	Managed Service	PIA	3,062
SOUTH STREET 1A-11D	EN3 4JY	4,269	1013036912219	02 812 007	NHH	Managed Service	PIA	7,762
SOUTH STREET 36-42	EN3 4JY	2,911	1013037003290	02 812 007	NHH	Managed Service	PIA	5,293
SOUTH STREET 48-56	EN3 4JY	1,849	1013037002376	02 811 007	NHH	Managed Service	PIA	3,362
SOUTH STREET 58 - 66	EN3 4JY	1,586	1050000637458	04 811 205	NHH	Managed Service	PIA	2,884
SOUTH STREET 98-106	EN3 4JY	914	1013036938893	02 809 007	NHH	Managed Service	PIA	1,662
SOUTHBURY AVENUE 116-126	EN1 1RN	1,216	1013031635090	02 811 007	NHH	Managed Service	PIA	2,211
SOUTHBURY AVENUE 128-134	EN1 1RN	1,097	1013031636703	02 811 007	NHH	Managed Service	PIA	1,995
SOUTHBURY AVENUE 56-62	EN1 1RN	659	1013031620606	02 811 007	NHH	Managed Service	PIA	1,198
SOUTHBURY AVENUE 64-74	EN1 1RN	792	1013031622677	02 807 007	NHH	Managed Service	PIA	1,440
SOUTHBURY AVENUE 84-94	EN1 1RN	1,325	1013031627736	02 809 007	NHH	Managed Service	PIA	2,409
SOUTHBURY AVENUE 96-106	EN1 1RN	1,311	1013031630720	02 811 007	NHH	Managed Service	PIA	2,384
Sparkbrook Way Bollards	EN3 6BT	3,551	1050001319725	01 801 003	NHH	Managed Service	PIA	6,456
ST ANDREWS ROAD 28	EN1 3UB	4	1013055124537	03 801 201	NHH	Managed Service	PIA	7
ST.EDMUNDS ROAD 202-218	N9 7PJ	1,608	1013029194563	02 811 007	NHH	Managed Service	PIA	2,924
ST.EDMUNDS ROAD 253-269	N9 7PJ	1,870	1013029202842	02 811 007	NHH	Managed Service	PIA	3,400
ST JOSPEHS ROAD 18 - 48	N9 8NF	2,456	1050000738607	04 811 205	NHH	Managed Service	PIA	4,465
ST.JOSEPHS ROAD 13-53 (1-53B)	N9 8NF	4,378	1013031295847	02 807 007	NHH	Managed Service	PIA	7,960
ST.JOSEPHS ROAD 1-49 (1-53B)	N9 8NF	3,685	1013031295615	02 807 007	NHH	Managed Service	PIA	6,700
ST.JOSEPHS ROAD 50-88	N9 8NF	4,016	1013031309180	02 807 007	NHH	Managed Service	PIA	7,302
ST.MARTINS CLOSE 34-74, BLOCK 1	EN1 4HW	4,867	1013050204142	02 811 007	NHH	Managed Service	PIA	8,849
ST.MARTINS CLOSE 53-93, BLOCK 2	EN1 4HW	3,089	1013050204374	02 811 007	NHH	Managed Service	PIA	5,616
ST. MARYS ROAD 128-166	N9 8NJ	4,204	1013031266400	02 811 007	NHH	Managed Service	PIA	7,644
ST. MARYS ROAD 201-211	N9 8NJ	2,844	1013031283888	02 811 007	NHH	Managed Service	PIA	5,171
ST. MARYS ROAD 32-58	N9 8NJ	3,581	1013031250767	02 811 007	NHH	Managed Service	PIA	6,511
STANDARD ROAD 88-98	EN3 6DP	928	1013046751151	02 811 007	NHH	Managed Service	PIA	1,687
STATHAM GROVE 1-5 BLOCK P	N18 1RE	1,085	1013063092420	04 811 205	NHH	Managed Service	PIA	1,973
STATHAM GROVE 22-24	N18 1RE	248	1013063097942	04 811 205	NHH	Managed Service	PIA	451
STATHAM GROVE 29-36 BLOCK C	N18 1RE	1,193	1013063099781	04 811 205	NHH	Managed Service	PIA	2,169
STRAND PLACE BLOCK 3 19-36	N18 1QS	4,316	1013067979466	04 811 205	NHH	Managed Service	PIA	7,847
STRAND PLACE BLOCK 4 13-18	N18 1QS	1,373	1013067979698	04 811 205	NHH	Managed Service	PIA	2,496
SUFFOLK ROAD 47-57	EN3 4AY	1,811	1013035406408	02 811 007	NHH	Managed Service	PIA	3,293
SUNNY ROAD 55A FLATS 1-6	EN3 5EF	806	1013043927901	02 811 007	NHH	Managed Service	PIA	1,465
SUNNY ROAD 55A FLATS 7-12	EN3 5EF	976	1013043929972	02 807 007	NHH	Managed Service	PIA	1,775
SUNNY ROAD 98A FLATS 1-6	EN3 5EF	962	1013043940327	02 811 007	NHH	Managed Service	PIA	1,749
THE SUNNY ROAD 55A FLATS 1-6	EN3 5EF	48,334	1014568876200	04 118 064	NHH	Managed Service	PIA	87,880
THE SUNNY ROAD 55A FLATS 7-12	EN3 5EF	48,057	1014569254324	03 801 239	NHH	Managed Service	PIA	87,376
THE SUNNY ROAD 98 FLATS 1-6	EN3 5EF	29,054	1014569572874	04 118 064	NHH	Managed Service	PIA	52,825
Swinson House	N11 1SJ	44,690	1013068020173	04 139 248	NHH	Managed Service	PIA	81,255
Swinson House	N11 1SJ	462,934	1014569394397	04 128 064	NHH	Managed Service	PIA	841,698
SYDNEY ROAD 21-21A	EN2 6TS	59	1013028017190	02 807 007	NHH	Managed Service	PIA	107
SYDNEY ROAD 41	EN2 6TS	59	1013028020411	02 811 007	NHH	Managed Service	PIA	107
TANNERS END LANE 1-24	N18 1PQ	4,002	1013067958768	04 811 205	NHH	Managed Service	PIA	7,276
TANNERS END LANE 25-36	N18 1PQ	3,464	1013067958990	04 807 205	NHH	Managed Service	PIA	6,298
TANNERS END LANE 49-84	N18 1PQ	7,764	1013067959229	04 808 242	NHH	Managed Service	PIA	14,116
TANNERS END LANE 49-84	N18 1PQ	8,198	1013067959450	04 811 242	NHH	Managed Service	PIA	14,905
TASH PLACE 13-17	N11 1PA	1,567	1013066414777	03 136 237	NHH	Managed Service	PIA	2,849
TASH PLACE 18-23	N11 1PA	1,842	1013066415006	03 136 237	NHH	Managed Service	PIA	3,349
TASH PLACE 24-29	N11 1PA	1,492	1013066415238	03 136 237	NHH	Managed Service	PIA	2,713
The Haven	N14 4AR	2,730	1013057905467	02 811 007	NHH	Managed Service	PIA	4,964
THE MALL 27	N14 6LR	84	1013064271177	02 807 007	NHH	Managed Service	PIA	153
THOMAS LIPTON HOUSE	N14 4HG	889	1013057891664	02 811 007	NHH	Managed Service	PIA	1,616
THOMAS WOOLNOUGH HOUSE	N14 4NX	574	1013058603745	03 801 201	NHH	Managed Service	PIA	1,044

TIVERTON HOUSE	EN3 7TN	43,620	1013039323535	03 136 238	NHH	Managed Service	PIA	79,309
TOTTENHALL ROAD 225-229	N13 6DJ	525	1013030644944	02 811 007	NHH	Managed Service	PIA	955
TOTTENHALL ROAD 231-235	N13 6DJ	884	1013030648850	02 807 007	NHH	Managed Service	PIA	1,607
TURKEY STREET 79-89	EN1 4PH	1,783	1013065885540	02 811 007	NHH	Managed Service	PIA	3,242
TURKEY STREET 79-89 Heating	EN1 4PH	32,260	1014568490495	03 801 239	NHH	Managed Service	PIA	58,655
TURKEY STREET 91-101	EN1 4PH	1,374	1013065888532	02 811 007	NHH	Managed Service	PIA	2,498
TURKEY STREET 91-101 Heating	EN1 4PH	32,188	1014569030998	03 801 239	NHH	Managed Service	PIA	58,524
VALLEY HOUSE 21-38 (1-20)	N9 0EA	6,232	1013069291841	02 807 007	NHH	Managed Service	PIA	11,331
VICTORIA RD 151 - 155A	N9 9BA	807	1013055437562	02 811 007	NHH	Managed Service	PIA	1,467
Village Road 124-126	EN1 2EX	1,373	1013028583228	02 811 007	NHH	Managed Service	PIA	2,496
WADHAM HOUSE 1-45	N18 2XT	18,818	1013064103960	03 136 238	NHH	Managed Service	PIA	34,215
WAKEFIELD ROAD 18	N11 2SU	0	1013035133165	03 801 201	NHH	Managed Service	PIA	0
WALBROOK HOUSE	N9 8LS	96,891	1014568958085	08 807 254	NHH	Managed Service	PIA	176,165
WALMER HOUSE	N9 9LH	44,048	1013043597851	02 811 043	NHH	Managed Service	PIA	80,087
WALTHAM GARDENS 1-31	EN3 6PG	2,243	1013065920503	04 811 205	NHH	Managed Service	PIA	4,078
WALTON HOUSE 1-18	N9 0PR	11,144	1013069227679	03 136 238	NHH	Managed Service	PIA	20,262
WELCH HOUSE	EN3 6UX	40,070	1013046124860	04 811 242	NHH	Managed Service	PIA	72,855
WELCH HOUSE 11TH FLOOR	EN3 6UX	0	1014572420505	04 118 064	NHH	Managed Service	PIA	0
WELCH HOUSE 2ND FLOOR	EN3 6UX	0	1014568952561	04 118 064	NHH	Managed Service	PIA	0
WELCH HOUSE 5TH FLOOR	EN3 6UX	0	1014568624811	04 118 064	NHH	Managed Service	PIA	0
WELCH HOUSE 8TH FLOOR	EN3 6UX	0	1014568222544	04 118 064	NHH	Managed Service	PIA	0
WELD PLACE 15-27	N11 1QY	1,709	1013066423284	04 100 015	NHH	Managed Service	PIA	3,107
WELL HOUSE 1-18	N9 0EB	1,904	1013069282642	02 811 007	NHH	Managed Service	PIA	3,462
WELLINGTON ROAD 15	EN1 2PD	584	1013045031210	02 807 007	NHH	Managed Service	PIA	1,062
WEST CLOSE - BIN STORE 1	N9 9QR	33	1050002164257	04 138 201	NHH	Managed Service	PIA	60
WEST CLOSE - BIN STORE 2	N9 9QR	28	1050002177265	04 138 201	NHH	Managed Service	PIA	51
WEST CLOSE 1-17	N9 9QR	1,186	1013051444760	02 811 007	NHH	Managed Service	PIA	2,156
WEST CLOSE 18-25	N9 9QR	324	1050002328066	TBC	NHH	Managed Service	PIA	589
WEST CLOSE 26-37	N9 9QR	815	1050002328075	TBC	NHH	Managed Service	PIA	1,482
WEST CLOSE 38-54	N9 9QR	1,169	1013051453960	02 807 007	NHH	Managed Service	PIA	2,125
WESTCROFT CLOSE	EN3 5RZ	27,243	1013045390934	03 801 239	NHH	Managed Service	PIA	49,533
WETHERBY ROAD 2-20 & 42-60	EN2 0NS	4,241	1013058796940	02 807 007	NHH	Managed Service	PIA	7,711
WETHERBY ROAD 22-80	EN2 0NS	4,130	1013058799700	02 807 007	NHH	Managed Service	PIA	7,509
WHITAKERS HOUSE	N14 4FA	8,580	2500020881740	01 801 050	NHH	Managed Service	PIA	15,600
WHITEFIELDS ROAD 133-147	EN8 0EL	683	1013046239409	02 807 007	NHH	Managed Service	PIA	1,242
WHITEFIELDS ROAD 17-69	EN8 0EL	1,961	1013046211574	02 811 007	NHH	Managed Service	PIA	3,565
WHITEFIELDS ROAD 195-201	EN8 0EL	604	1013046254587	02 807 007	NHH	Managed Service	PIA	1,098
WHITEFIELDS ROAD 196-218	EN8 0EL	990	1013046255048	02 807 007	NHH	Managed Service	PIA	1,800
WHITMORE CLOSE 28-32	N11 1PB	1,383	1013067237258	02 811 007	NHH	Managed Service	PIA	2,515
WHITMORE CLOSE 33-37	N11 1PB	1,224	1013067237480	02 811 007	NHH	Managed Service	PIA	2,225
WHITMORE CLOSE 47-51	N11 1PB	1,330	1013067248524	04 811 205	NHH	Managed Service	PIA	2,418
William House	N13 6DX	44,273	1013030021415	04 811 205	NHH	Managed Service	PIA	80,496
WINNINGTON ROAD 132-142	EN3 5RN	2,185	1013049332449	02 812 007	NHH	Managed Service	PIA	3,973
WINNINGTON ROAD 97-107	EN3 5RN	1,857	1013049326463	02 811 007	NHH	Managed Service	PIA	3,376
WOOLPACK HOUSE	EN3 6UU	96,632	1013046096803	04 100 049	NHH	Managed Service	PIA	175,695
WOOLPACK HOUSE 11TH FLOOR Heating	EN3 6UU	0	1014572105864	04 118 064	NHH	Managed Service	PIA	0
WOOLPACK HOUSE 2ND FLOOR Heating	EN3 6UU	1	1014568827903	04 118 064	NHH	Managed Service	PIA	2
WOOLPACK HOUSE 5TH FLOOR Heating	EN3 6UU	0	1014568485430	04 118 064	NHH	Managed Service	PIA	0
WOOLPACK HOUSE 8TH FLOOR Heating	EN3 6UU	990	1014567900544	04 118 064	NHH	Managed Service	PIA	1,800
WORCESTERS AVENUE 110-120	EN1 4NB	378	1013051738473	02 811 007	NHH	Managed Service	PIA	687
WORCESTERS AVENUE 1-11	EN1 4NB	477	1013051710413	02 812 007	NHH	Managed Service	PIA	867
WORCESTERS AVENUE 122-132	EN1 4NB	308	1013051740774	02 811 007	NHH	Managed Service	PIA	560
WORCESTERS AVENUE 13-23	EN1 4NB	310	1013051713405	02 811 007	NHH	Managed Service	PIA	564
WORCESTERS AVENUE 134-144	EN1 4NB	1,272	1013051742381	02 811 007	NHH	Managed Service	PIA	2,313
WORCESTERS AVENUE 25-35	EN1 4NB	618	1013051716629	02 811 007	NHH	Managed Service	PIA	1,124
WORCESTERS AVENUE 37-47	EN1 4NB	356	1013051719610	02 811 007	NHH	Managed Service	PIA	647
WORCESTERS AVENUE 49-59	EN1 4NB	850	1013051722604	02 811 007	NHH	Managed Service	PIA	1,545
WORCESTERS AVENUE 50-60	EN1 4NB	558	1013051723069	02 811 007	NHH	Managed Service	PIA	1,015
WORCESTERS AVENUE 61-71	EN1 4NB	785	1013051725828	02 811 007	NHH	Managed Service	PIA	1,427
WORCESTERS AVENUE 62-72	EN1 4NB	224	1013051726282	02 811 007	NHH	Managed Service	PIA	407
WORCESTERS AVENUE 73-83	EN1 4NB	322	1013051729042	02 811 007	NHH	Managed Service	PIA	585
WORCESTERS AVENUE 74-84	EN1 4NB	298	1013051729502	02 811 007	NHH	Managed Service	PIA	542
WORCESTERS AVENUE 86-96	EN1 4NB	394	1013051732490	02 811 007	NHH	Managed Service	PIA	716
WORCESTERS AVENUE 98-108	EN1 4NB	308	1013051735481	02 811 007	NHH	Managed Service	PIA	560
YEOMANS WAY 1-13	EN3 5AP	3,691	1013040067588	02 811 007	NHH	Managed Service	PIA	6,711
YEOMANS WAY 12-24	EN3 5AP	4,313	1013040067816	02 811 007	NHH	Managed Service	PIA	7,842
YORK HOUSE 1-6	EN2 0AZ	474	1013060300684	02 811 007	NHH	Managed Service	PIA	862
YORK HOUSE 7-12	EN2 0AZ	575	1013060302291	02 811 007	NHH	Managed Service	PIA	1,045
REARDON COURT	N21 3BH	49,009	3400000350656	00 845 AM8	HH	Managed Service	PIA	89,107
Darter House and Redstart House	N18 3HF	19,200	2600003312924	03 801 A2E	NHH	Managed Service	PIA	
1 Boundary Court (Caretakers)	N18 2TB	13,320	1013068516977	03 807 201	NHH	Managed Service	PIA	
Block 5, 36-63 Passerine Point	EN3 4	9,027	1050001562193	00 845 078	HH	Managed Service	PIA	16,413
TV AMPLIFIERS		20,069	1013095757948	08 857 160	UMS	Managed Service	PIA	36,489
26-32, LABURNUM AVENUE	N9 9RB	36	1050002105907	03 801 201	NHH	Managed Service	PIA	65
55-63, GATWARD GREEN	N9 9AW	36	1050002105828	03 801 201	NHH	Managed Service	PIA	65
5 Bramley House	EN2 9AR	500	1013056655412	03 801 201	NHH	Managed Service	PIA	909
Car Ramp Purcell House, 2 Holbrook Close, Enfield, Middlesex, EN1 4UQ	EN1 4UQ	2700	1013051795746	01 0393 2	NHH	Managed Service	PIA	4,909
Alpha Community Hall	N18 2RJ	4013	1050000598240		NHH	Managed Service	PIA	7,296
Ayley Croft Hall	EN1 1XS	5549	1013032211476		NHH	Managed Service	PIA	10,089
Boleyn Hall	EN1 4HR	6080	1050001936659		NHH	Managed Service	PIA	11,055
Boundary Hall	N18 2SY	14181	1013064790516		NHH	Managed Service	PIA	25,784
Brigadier Hall	EN2 0NL	6592	1013058843634		NHH	Managed Service	PIA	11,985
Curlew House	EN3 4QP	21172	1014571395850		NHH	Managed Service	PIA	38,495
Jackson House	N11 1SH	160996	1050000457239		NHH	Managed Service	PIA	292,720

Klinger Hall	N18 1PF	3787	1013067914609		NHH	Managed Service	PIA	6,885
Klinger Hall	N18 1PF	5945	1013067914830		NHH	Managed Service	PIA	10,809
Memorial Hall	N9 9QP	15894	1013051443614		NHH	Managed Service	PIA	28,898
Mottingham (Community) Hall	N9 8DY	4312	1013033553750		NHH	Managed Service	PIA	7,840
St Helier Hall	EN3 5XF	5498	1013045340108		NHH	Managed Service	PIA	9,996
Westbourne Community Hall	N9 0RT	4987	1013038990496		NHH	Managed Service	PIA	9,067
								0
								0
								0

Site Name & Address	Post Code	Estimated Annual Usage (kWhs)	Meter Point Administration Number	Supplementary Data	Supply Type	Service Level[2]	Procurement Type[3]
26-32, LABURNUM AVENUE	N9 9RB	36	1050002105907	S 03 801 201	NHH	Managed Service	PIA
55-63, GATWARD GREEN	N9 9AW	36	1050002105828	S 03 801 201	NHH	Managed Service	PIA
5 Bramley House	EN2 9AR	500	1013056655412	S 3 801 201	NHH	Managed Service	PIA
Car Ramp Purcell House, 2	EN1 4UQ	2700	1013051795746	S 01 0393 2	NHH	Managed Service	PIA
Alpha Community Hall	N18 2RJ	4,013	1050000598240		NHH	Managed Service	PIA
Ayley Croft Hall	EN1 1XS	5,549	1013032211476		NHH	Managed Service	PIA
Boleyn Hall	EN1 4HR	6,080	1050001936659		NHH	Managed Service	PIA
Boundary Hall	N18 2SY	14,181	1013064790516		NHH	Managed Service	PIA
Brigadier Hall	EN2 0NL	6,592	1013058843634		NHH	Managed Service	PIA
Curlew House	EN3 4QP	21,172	1014571395850		NHH	Managed Service	PIA
Jackson House	N11 1SH	160,996	1050000457239		NHH	Managed Service	PIA
Klinger Hall	N18 1PF	3,787	1013067914609		NHH	Managed Service	PIA
Klinger Hall	N18 1PF	5,945	1013067914830		NHH	Managed Service	PIA
Memorial Hall	N9 9QP	15,894	1013051443614		NHH	Managed Service	PIA
Mottingham (Community) Hall	N9 8DY	4,312	1013033553750		NHH	Managed Service	PIA
St Helier Hall	EN3 5XF	5,498	1013045340108		NHH	Managed Service	PIA
Westbourne Community Hall	N9 0RT	4,987	1013038990496		NHH	Managed Service	PIA
		262,278					
		0.163					
		42751.3					

Site Name & Address	Post Code	Estimated Annual Usage (kWhs)	Meter Point Administration Number	Supplementary Data	Supply Type	Service Level[2]	Procurement Type[3]
BETSPATH HOUSE 1-16	N11	2,896	1013068727883	02 811 007	NHH	Managed Service	PIA

Appendix 2 - Site Schedule (Summary)

HOUSING HH ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2026
Contract End Date:	30th September 2028
Service Level[1]:	Managed Service
Supply Type:	HH
Procurement Option[2]:	Purchase In Advance
REGO Selected[3]:	Yes
Number of Supplies[4]:	2
Estimated Annual Consumption (kWh)[4]:	58,036
LASER Fee Format[5]:	£/supply/annum
LASER Fees[5]:	496.00

HOUSING NHH ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2026
Contract End Date:	30th September 2028
Service Level[1]:	Managed Service
Supply Type:	NHH
Procurement Option[2]:	Purchase In Advance
REGO Selected[3]:	Yes
Number of Supplies[4]:	975
Estimated Annual Consumption (kWh)[4]:	6,377,142
LASER Fee Format[5]:	£/supply/annum
LASER Fees[5]:	80.00

HOUSING UMS ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2026
Contract End Date:	30th September 2028
Service Level[1]:	Managed Service
Supply Type:	UMS
Procurement Option[2]:	Purchase In Advance
REGO Selected[3]:	Yes
Number of Supplies[4]:	1
Estimated Annual Consumption (kWh)[4]:	20,069
LASER Fee Format[5]:	£/supply/annum

LASER Fees[5]:	496.00

CORPORATE GAS Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2024
Contract End Date:	30th September 2028
Service Level[1]:	Manages Service
Supply Type:	Gas
Procurement Option[2]:	Purchase In Advance
RGGO Selected[3]:	No
Number of Supplies[4]:	209
Estimated Annual Consumption (kWh)[4]:	42,721,861
LASER Fees[5]:	£164.63/Aupply/Annum

CORPORATE HH ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2024
Contract End Date:	30th September 2028
Service Level[1]:	Managed Service
Supply Type:	HH
Procurement Option[2]:	Purchase In Advance
REGO Selected[3]:	No
Number of Supplies[4]:	68
Estimated Annual Consumption (kWh)[4]:	12,189,119
LASER Fees[5]:	£392.87/Supply/Annum

CORPORATE NHH ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2024
Contract End Date:	30th September 2028
Service Level[1]:	Managed Service
Supply Type:	NHH
Procurement Option[2]:	Purchase In Advance
REGO Selected[3]:	No
Number of Supplies[4]:	216
Estimated Annual Consumption (kWh)[4]:	5,211,952
LASER Fees[5]:	£117.30/Supply/Annum

CORPORATE UMS ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2024
Contract End Date:	30th September 2028

Service Level[1]:	**Managed Service**
Supply Type:	**NHH**
Procurement Option[2]:	**Purchase In Advance**
REGO Selected[3]:	**No**
Number of Supplies[4]:	**2**
Estimated Annual Consumption (kWh)[4]:	**43,756**
LASER Fees[5]:	**£117.30/Supply/Annum**

Please note the following which are applicable to the agreement:
1 - Please refer to the Service Level Agreement for your selected service option.
2 - The main Procurement Types are PIA (Purchase in Advance), PWP (Purchase within Period) and further options may become available during the agreement. The Participating Authority can apply to change the Procurement Option during the course of the agreement, if agreed by the Contracting Authority via a variation, and with a minimum of 6 months notice required in advance of the Flex product anniversary. Prices for any Procurement Type will be based on purchases made following the completion of a signed agreement and sites being added to the Flexible basket. Pricing for sites added mid-way through a contract period will be added via a Flex additions price or a Fixed price depending on availability.
3 - For sites where the Participating Authority has opted for Renewable Energy Guarantees of Origin (REGO) or Renewable Green Gas of Origin (RGGO) certificates, they delegate authority for LASER to secure these certificates on their behalf for each 12 month supply period of the Flex contract. This will apply for the full commitment term, however the Participating Authority can opt out of REGO certificates by providing 3 months in advance of the Flex product anniversary.
4 - Please note the Number of Supplies and Total Estimated Annual Usage is a representation of the Customer portfolio at the time of securing agreements. This may vary dependent on actual usage and with site additions and removals during the course of the contract. Fees may be reviewed if there are significant variations.
5 - Please note the base year for the CORPORATE fees presented based on the current portfolio is 1 October 2023 to 30 September 2024. This is subject to annual RPI/CPI increases.
5 - Please note the base year for the HOUSING fees presented based on the current portfolio is 1 October 2026 to 30 September 2027. This is subject to annual RPI/CPI increases.

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To the Leaseholder

Please reply to: Legal Services
Seventh Floor
Civic Centre
Silver Street
Enfield, EN1 3XA
email: jennifer.jarvis-roberts@enfield.gov.uk
Phone: 020 8078 5909
Textphone:
Fax:
My Ref: LS/C/JJR/ **175351**

Your Ref:
Date: 22 October 2026

Dear Leaseholder,

COUNCIL'S RESPONSE TO LEASEHOLDERS' OBJECTIONS
Case No: LON/00AK/LDC/2026/0233
Applicant: London Borough of Enfield
FIRST-TIER TRIBUNAL PROPERTY CHAMBER (RESIDENTIAL PROPERTY)

Thank you for the objections and questions submitted about the Council's application for dispensation from the Section 20 consultation requirements for the communal electricity arrangements.
Before we address the individual questions, we would like to provide a summary, in plain English, to provide a clearer background to this issue. Many apologies for not doing this before.

The leasehold notification letter on the website did not go into much detail but the dispensation is solely about how the Council purchases electricity for communal areas across its housing portfolio, including services such as communal lighting, lifts and other shared facilities. We have been purchasing electricity on an annual basis using a 'spot price' tendering to utility companies to get value for money for our council residents and leaseholders.

While progressing the procurement of this years' electricity and working with energy experts, we saw that energy costs have become more and more volatile over recent years (Ukraine war, blockage of the Strait of Hormuz etc) and so we were keen to move away from the 'spot price' tendering to an approach that would help guard against the risks of these highly volatile

Terry Osborne
Director of Law & Governance
Monitoring Officer
Enfield Council
Civic Centre, Silver Street
Enfield EN1 3XA

www.enfield.gov.uk

If you need this document in another language or format contact the service using the details above.

prices to provide greater cost certainty and increase the value for money for council residents and leaseholders.

The only way to do this was to enter into our two year 'purchase in advance' council-wide agreement for the purchase of this electricity where we could secure the necessary electricity when the market was favorable, rather than be held to 'spot price' on a particular day.

This change from an annual, to a two-year arrangement, has triggered the consultation threshold required by Leaseholder regulations. However, the timing of this move to provide this less risk and better value for money for our council residents and leaseholders, meant that we didn't have the necessary time to go through the entire consultation process. This is why this application to the Tribunal is for the reduction of consultation.

However, it should be noted that this application does is not asking the Tribunal if the electricity service charge is reasonable or unreasonable. However, through this process, in a market of rising energy prices of around 10-15%, we have kept the electrical costs overall similar to last year's prices, if we consider the same consumption of electricity. So we hope you agree that the move to a two-year 'purchase in advance' agreement was the prudent and appropriate thing to do in the circumstances.

Apologies for not explaining this clearly in the initial communication. This current two-year approach will end in September 2028, which will give us ample time to provide the necessary consultation period for this next arrangement.

Because many objections raise the same or closely related issues, the Council has grouped them below and provides one detailed response to those common questions. This response is intended to explain the position in plain English and to address the matters raised by objectors. The Council's detailed supporting evidence will also form part of the Tribunal bundle.

1. Why was dispensation necessary, and why was the Section 20 consultation process not started earlier?

Planning for the replacement electricity arrangements began in January 2026. At the outset, the Council expected to continue with its established one-year spot-price approach. During that planning process, the Council reviewed the energy market and available options and concluded that increased market volatility made it appropriate to reconsider the annual approach and move to a purchase-in-advance model.

A one-year arrangement had not required this form of long-term agreement consultation. The

change to a two-year arrangement meant that Section 20 consultation was required. By the time that change in strategy had been worked through, including the Council's internal reports, approvals and contract processes, the Council considered there was insufficient time to complete the full consultation before the new supply arrangements were required from 1 October 2026.

LASER advised that this type of flexible arrangement would normally require at least six months' notice. The Council was nevertheless able to join the existing corporate arrangement because the corporate side already had the relevant agreement in place and previous energy purchases had already been made under it. The Council considered this gave the housing portfolio access to a risk-managed arrangement while the market was becoming increasingly volatile.

The Council accepts that this meant leaseholders did not receive the normal consultation before contractual commitment. The Council therefore applied to the Tribunal to decide whether it is reasonable to dispense with that consultation and has considered whether the lost opportunity caused any relevant prejudice.

2. Was an earlier, shorter or partial consultation considered?
No statutory Section 20 consultation had commenced when the application was being prepared.

Shortened consultation- the Council cannot unilaterally shorten the statutory consultation timetable and treat that as full compliance.
Partial consultation- the Council could have carried out whatever prescribed consultation stages remained practicable, but that would not automatically amount to full statutory compliance.

The Council therefore sought Tribunal dispensation rather than delaying the replacement contract. Following the Tribunal's directions, affected leaseholders, residential sub-lessees and recognised residents' associations were notified and were given an opportunity to object before the Tribunal determines the application.

The Council has also learned from this process. As a result work on the next contract, due after September 2028, is already expected to begin well in advance. LASER explained that future procurement can require one year to 18 months of internal work, including business cases and approvals, and the Council's service-charge team intends to undertake a qualifying long-term agreement consultation for the next comparable arrangement.

3. Has the LASER/nPower agreement now been signed, and why did the Council proceed before the Tribunal determined the application?
Yes. The Council now has signed contractual documentation and an approved Key Decision. The housing site schedule identifies nPower as supplier and records a supply period from 1 October 2026 to 30 September 2028.

The contractual mechanism is a variation of the Council's existing corporate LASER access agreement, adding Council Housing electricity sites to the existing corporate arrangement. The Council proceeded because communal electricity supply had to continue from 1 October 2026 and it considered that delay created exposure to a volatile market and potentially higher pricing.

The Council's decision was not an ad hoc operational choice. The procurement rationale, options and considerations were addressed through the Council's formal Key Decision process and supporting contract-modification documentation.

The Tribunal's decision remains important because this application concerns whether the statutory consultation requirements may be dispensed with. The Council does not suggest that signing the commercial arrangement makes the dispensation application unnecessary.

4. How do the previous arrangement, the new arrangement and the alternative out-of-contract position compare?
Please see below headline kWh rates:

Description	**Day rate in pence/kWh**
October 2026–27	20.22
October 2025–26	20.92
Out-of-contract rates from Total Energies	45.94

These are electricity unit rates and do not represent the final charge to an individual leaseholder. The final charge will depend on the relevant block’s actual consumption and will be apportioned in accordance with the lease.

5. Will the new arrangement increase leaseholders’ service charges?
In a market of rising energy prices of around 10-15%, we have kept the electrical costs similar to last year's prices, if we consider the same consumption of electricity. We are currently reviewing this with our provider and we’ll get respond back to you with more detailed information.

6. How are electricity costs estimated, apportioned and finally recovered through service charges?
Communal electricity is recovered through variable service charges where the lease and block arrangements permit that recovery, with costs apportioned according to the lease. The Council issues estimated service charges at the start of the year and then prepares final accounts based on the actual cost and actual consumption.

When the year-end actual cost is known, the leaseholder account is reconciled. If the actual cost is lower than the estimated amount, the difference is returned or credited through the leaseholder final-account process.

7. Is this a fixed-price or flexible-price contract?
It is best described as flexible procurement leading to a fixed annual price. LASER can purchase energy progressively up to two years in advance of each October-to-September delivery period. Instead of buying the entire requirement on one particular day, purchases are spread across the market with the aim of achieving an overall averaged and favourable price.
Once those purchases are converted into the price for the supply year, the Council receives a fixed 12-month price from October to September. This provides annual budget certainty while the underlying procurement strategy manages market risk over a longer period.

While the arrangement is not guaranteed to produce the absolute lowest price, its aim is to avoid the risk of an annual spot-price tender being fixed on a particularly expensive day. LASER also purchases in aggregation with other participating local authorities, giving the framework greater collective buying power.

8. Why did the Council use LASER and why does it consider the arrangement value for money?
The only route available for accessing the purchase-in-advance arrangement was to add the Council Housing communal electricity portfolio to the corporate property portfolio, which was already using LASER. The Council considered alternative options before selecting this approach, and the Council's published Key Decision records the procurement considerations and rationale. Please refer to the Key Decision document here: Decision - KD 6054 - Electricity Procurement for Council Housing | Enfield Council.

The LASER arrangement also provides practical oversight beyond purchasing the energy. LASER's Managed Service validates supplier invoices, while its Bureau Service brings together available meter and consumption data within SystemsLink for reporting and dashboards covering consumption, cost and carbon performance. The Council considers those services relevant to value for money because they support checking of bills, monitoring of

consumption and identification of unusual usage or potential opportunities to reduce usage and cost.

Under the overall arrangement, LASER provides oversight of billing, validation, data management and energy reporting, while nPower provides the underlying electricity supply, metering and data services.

9. What parts of the arrangement were already set by the LASER framework, and what could leaseholders have influenced?
The LASER framework itself contains terms and structures used by many participating public-sector bodies. Once the Council chose to join the existing corporate arrangement, the framework, supplier-management structure and core arrangement were substantially predetermined. The Council's practical decision was whether to opt into that established route for the housing portfolio.

10. Why does the Council say consultation would not have changed the supplier, procurement route or price?
The Council's position is that the central commercial route was constrained once it chose to access the existing corporate LASER Purchase in Advance arrangement. The housing portfolio was not conducting a new unrestricted stand-alone tender in which leaseholder observations could simply select a different supplier.

11. What opportunity have leaseholders had to make representations and what has the Council done with the objections?
Following the Tribunal's directions, affected leaseholders, residential sub-lessees and recognised residents' associations were notified of the application, given access to the application material and invited to submit objections by 8th October 2026.

The Council reviewed those objections and consolidated repeated questions into common themes so that objectors receive a consistent response. This response is intended for those who objected and will also be capable of being made available online. Further information will be available on our website on 5th November.

The objections prompted further work, to compile this response, provide a clearer plain-English explanation, and we are working on further information for which will be added to the Tribunal Bundle and made available by 5th November.

12. Why does the Council consider that the absence of consultation has not caused relevant prejudice?

The Council accepts that leaseholders lost the normal opportunity to receive information and make observations before the two-year arrangement was entered into. It also accepts that the original communications could have explained the proposal more clearly. The Council has therefore focused on whether that loss caused a real practical disadvantage. The cost evidence presently available shows that leaseholders' service charges for communal electricityare overall in a similar position for the same electricity consumption as compared to last year.

The Council also faced the contrary risk of remaining exposed to a volatile market and potentially to out-of-contract or risk of increased pricing from volatile energy markets. The Council's position is therefore that the primary disadvantage identified by objectors is the loss of information and the earlier opportunity to comment, rather than evidence of a worse electricity purchase. The Council is seeking to remedy that information disadvantage through this response and the fuller evidence to follow in the Tribunal bundle.

13. Can any remaining prejudice be dealt with through information or conditions rather than refusal of dispensation?

The Council considers that information-based disadvantage can be addressed by disclosure and clear explanation. The Council is therefore supplying this response and preparing supporting cost evidence rather than simply relying on the fact that the contract has been signed.

If the Tribunal identifies a remaining disadvantage which can properly be addressed by a proportionate condition, the Council respectfully asks that such a condition be considered rather than refusing dispensation altogether. The Council will comply with any order or condition made by the Tribunal.

Dispensation does not determine whether any subsequent service charge is reasonable or payable. Leaseholders retain the right to challenge the amount, reasonableness, payability or apportionment of their service charges by applying to the First-tier Tribunal (Property Chamber).

14. What information has been provided and what further information will be available?

The Tribunal application, supporting evidence and directions were made available through the notification process and Council website - Leasehold notification letter | Enfield Council .

For the Tribunal bundle due in November, the Council intends to include the documents on which it relies, including the relevant contract and procurement material and more detailed cost evidence.

15. What consultation requirements is the Council asking the Tribunal to dispense with, and how many leaseholders are affected?
The application concerns dispensation from the consultation requirements applicable to the two-year communal electricity qualifying long-term agreement identified in the application. It is not an application asking the Tribunal to decide whether every future electricity service charge is reasonable or payable. The application affects leaseholders who are liable to contribute towards communal electricity costs under the proposed arrangement. Not every leasehold property or block has a communal electricity supply. The precise number affected may change as the Council's leasehold records are updated following Right to Buy sales, completed buybacks and other changes in ownership.

16. How are consumption and billing managed, and what about meter readings, energy efficiency, smart meters and the other conditions requested?
LASER provides the oversight around billing validation, data management and energy reporting, while nPower provides the underlying supply, metering and data services. Together, those services support the process from measuring energy through to billing, reporting and identifying opportunities to manage consumption.

While we appreciate this question, we will need a little more time to answer this in more detail. Therefore, we will include further information about this in the information submitted in the Tribunal Bundle by 5th November 2026.

Leaseholders retain their statutory rights to challenge subsequent service charges, including questions of amount, reasonableness, apportionment and payability.

Council's overall position
The Council accepts that leaseholders did not receive the usual Section 20 consultation before the two-year arrangement was entered into. The Council also accepts that its original communication could have been clearer. Those matters are not being dismissed.

The Council's evidence is, however, that planning began in January 2026, the procurement strategy changed in response to increasing market volatility, and the Council selected a purchase-in-advance arrangement intended to reduce exposure to a single market point while still giving a fixed 12-month price for each supply year. The Council considered that delaying the procurement to complete consultation risked exposing residents to less favourable market or out-of-contract pricing. Hence this application was made to the Tribunal for the dispensation of consultation.

The Council is therefore not presently seeing evidence that the lack of consultation caused

leaseholders a worse overall electricity outcome in those examples. It is continuing to provide the detailed evidence so that both objectors and the Tribunal can see how that conclusion has been reached. However, in a market of rising energy prices of around 10-15%, we have kept the electrical costs overall similar to last year's prices, if we consider the same consumption of electricity.

The Council considers that the main disadvantage identified by many objectors is the loss of the earlier opportunity to receive information and comment. It is seeking to address that through additional explanation and disclosure and, if the Tribunal considers it necessary, any proportionate conditions. The Council therefore maintains its application for dispensation.

Yours faithfully,
London Borough of Enfield

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: [redacted] - LON/00AK/LDC/2026/0233 - Statement of Objection
Date: 22 October 2026 14:37:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 08 October 2026 17:30

To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>; [redacted]
[redacted] - LON/00AK/LDC/2026/0233 - Statement of Objection

> You don't often get email from [redacted] Learn why this is important

Dear Tribunal:

Please see attached.

Thank you.

Respectfully,

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Re LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:41:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]

Sent: 07 October 2026 17:25
To: london.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Re LON/00AK/LDC/2026/0233

> You don't often get email from [redacted]. Learn why this is important

Dear Sir or Madam,

I don't have any objections to the application of dispensation in relation for the proposed two-year contract for the supply of electricity to communal housing services as long as it is beneficial for us and we don't have to pay any extra sum on top of what we are already paying. Our service charges have sky-rocketed in the past few years from around £800 to £2000 approx now. On top of that, we are also having to pay thousands of pounds for major work bills time to time when we don't see any significant improvement. As you can imagine, it's a huge burden for us having to pay so much money and also I am the only one working in my household. We are already struggling to pay all the bills and in no way can afford to pay more. Hope these things will be taken into consideration before allowing the application to the council.

Kind Regards,
[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Formal Dispute of Tribunal Application – Case LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:41:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
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From: [redacted]

Sent: 07 October 2026 19:13
To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Cc: [redacted]
Subject: Formal Dispute of Tribunal Application – Case LON/00AK/LDC/2026/0233

> You don't often get email from [redacted] Learn why this is important

Dear Enfield Council,

Re: Tribunal Case Number LON/00AK/LDC/2026/0233 – Formal Dispute of Tribunal Application and Service Charges

I am writing to formally dispute the tribunal application and the service charge amounts being claimed against me under the above case number. I would like the following timeline and circumstances to be formally noted as part of my dispute.

Since March 2025, I have repeatedly requested a full breakdown of the caretaking records and supporting documentation relating to the charges being applied to my lease. Despite numerous requests, I have still not received the adequate documentation required to substantiate these charges.

My neighbour, [redacted], who is also a leaseholder within the building, has been included in all relevant email correspondence and has likewise been requesting the same documentation and information. Therefore, these requests have not been made by me in isolation. Both leaseholders have repeatedly sought the relevant records and clarification from the Council, yet the requested documentation has still not been adequately provided.

I have contacted all relevant departments, including the Leasehold Team, Caretaking Team and Property Manager, in an attempt to obtain clarification and supporting evidence. Despite these efforts, the information requested has not been provided.

I have specifically disputed the caretaking charges because, based on my experience and the evidence available to me, no adequate caretaking service has been carried out at the property for over four years. I work from home and have CCTV footage covering the property which can assist in evidencing the lack of caretaking activity. I am prepared to rely upon this evidence should it be required.

Furthermore, all tenants within the building, including both council tenants and leaseholders, signed a petition addressed to Enfield Council regarding the ongoing lack of caretaking services. This collective concern was raised with the Council, yet the petition was not properly acknowledged or addressed.

A formal complaint has also been submitted through the appropriate Council channels regarding these issues. Again, I have not received an adequate acknowledgment or resolution.

There are also concerns regarding works carried out to the car park. Repairs were undertaken without appropriate notification being provided to us as leaseholders. I consider this to be a further failure in communication and compliance with the obligations owed to leaseholders under the terms of the lease.

The continued poor communication, lack of transparency and dismissive responses from some members of staff have caused considerable frustration and have had a significant impact on my wellbeing. I have repeatedly attempted to resolve these matters directly and reasonably, but the lack of meaningful response has left me with no option but to formally challenge the charges and the tribunal application.

As a leaseholder, I understand that I am entitled to request information and supporting documentation relating to service charges and to properly challenge charges where I do not believe they are reasonable or supported by evidence. I have been requesting this information since March 2025, and I consider that sufficient time has now passed for the Council to have provided the relevant records and properly addressed my concerns.

The fact that another leaseholder, [redacted], has also been included in the correspondence and has made the same requests for the same documentation further demonstrates that these are genuine and ongoing concerns regarding the information and services being provided by the Council.

There is also no plausible justification, in my view, for an increase in the service charge where an adequate caretaking service has not been provided. The Council should be able to demonstrate precisely what services have been carried out, when they were carried out, and how the amounts being charged have been calculated.

For completeness, I have enclosed printed copies of emails and correspondence sent over approximately the past year and a half. These documents evidence my repeated attempts to obtain information and resolve this matter directly, as well as the lack of adequate communication and resolution from Enfield Council. They also demonstrate that [redacted], as a fellow leaseholder, has been involved in the correspondence and has made the same requests for the outstanding documentation.

In light of the above, I formally dispute the tribunal application **LON/00AK/LDC/2026/0233** and the charges being claimed. I request that the

Council:

1. Provide a full breakdown of all caretaking charges being claimed, including the relevant dates, services provided and costs incurred.
2. Provide the underlying caretaking records and supporting documentation requested since March 2025.
3. Explain and substantiate the increase in the service charge despite the concerns regarding the provision of caretaking services.
4. Address the petition signed by residents regarding the lack of caretaking services.
5. Provide a formal response to the complaint previously submitted through the Council's approved complaints procedure.
6. Explain why works were carried out to the car park without appropriate notification to leaseholders.
7. Take into account the correspondence and requests made jointly by myself and fellow leaseholde[redacted]
8. Review the tribunal application in light of the outstanding documentation, disputed charges and the evidence I have provided.

I have made repeated and reasonable attempts to resolve this matter without the need for further escalation. However, I do not believe it is reasonable for the Council to pursue disputed charges through a tribunal while failing to provide the documentation and evidence I have repeatedly requested to establish the basis of those charges.

Please treat this email and the enclosed correspondence as a formal record of my dispute in **Tribunal Case LON/00AK/LDC/2026/0233**. I request written confirmation that my objections and supporting evidence have been received and will be provided to the relevant team dealing with the tribunal proceedings.

I reserve my position in respect of all disputed charges and any further rights available to me as a leaseholder.

I look forward to receiving a substantive response and the outstanding documentation.

Yours faithfully,

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
[redacted] RE: First-tier Tribunal (Property Chamber)
Date: 22 October 2026 14:40:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]

Sent: 08 October 2026 13:12
To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>; Leaseholder <leaseholder@enfield.gov.uk>; LONDON.RAP@JUSTICE.GOV.UK
Subject: First-tier Tribunal (Property Chamber)
Importance: High

To: First-tier Tribunal (Property Chamber)
Re: Application for dispensation under section 20ZA, Landlord and Tenant Act 1985
[redacted]
Application reference: LON/00AK/LDC/2026/0233

I object to the landlord's application for dispensation from the section 20 consultation requirements in relation to the proposed two-year contract for the supply of electricity to the communal areas.

I am concerned that dispensing with consultation could result in leaseholders paying more than necessary for the communal electricity supply. The usual section 20 consultation process gives leaseholders an opportunity to consider the proposed supplier, the estimated cost, the contract terms, and whether the price represents value for money before the landlord enters into a long-term agreement.

As the cost of communal electricity is likely to be recovered through the service charge, any increase in the contract price, administration charges, or other related costs could have a direct financial effect on me and the other leaseholders. I am therefore concerned that, without proper consultation, leaseholders may be committed to a two-year contract at a price that is higher than could have been obtained through a competitive procurement process.

I understand that dispensation does not determine whether the eventual charges are reasonable. However, I ask the Tribunal to consider whether leaseholders would suffer real financial prejudice if they are not given the opportunity to make representations, propose an alternative supplier, or comment on the estimated costs before the contract is signed.

If the Tribunal considers that dispensation is necessary, I ask that it be granted only subject to conditions requiring the landlord to:

- Provide leaseholders with the proposed supplier's name, contract term, estimated annual cost, and apportionment method.
- Provide evidence that the price has been competitively tendered or compared with the market.
- Confirm that leaseholders retain their right to challenge the reasonableness and liability of any service-charge costs under section 27A of the Landlord and Tenant Act 1985.
- Provide a copy of the main contract terms, including any price-review, termination, or additional-charge provisions.

I respectfully ask the Tribunal to refuse the application, or alternatively to grant dispensation only with safeguards that protect leaseholders from avoidable additional costs. (Please note, there was not enough details supplied which I feel was unfair).

Yours faithfully,

[redacted]

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted] – Case LON/00AK/LDC/2026/0233"}
Date: 22 October 2026 14:38:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Jennifer Jarvis-Roberts
Senior Lawyer ♦Corporate Team ♦ Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909

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From: [redacted]
Sent: 08 October 2026 08:15

To: London.RAP@justice.gov.uk; Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>; [redacted]>
Subject: Formal Dispute of Tribunal Application – Case LON/00AK/LDC/2026/0233"}

You don't often get email from [redacted]. Learn why this is important

Dear Enfield Council,

Re: Tribunal Case Number LON/00AK/LDC/2026/0233 – Formal Dispute of Tribunal Application and Service Charges

I am writing to formally dispute the tribunal application and the service charge amounts being claimed against me under the above case number. I would like the following timeline and circumstances to be formally noted as part of my dispute.

Since March 2025, I have repeatedly requested a full breakdown of the caretaking records and supporting documentation relating to the charges being applied to my lease. Despite numerous requests, I have still not received the adequate documentation required to substantiate these charges.

My neighbour, [redacted], who is also a leaseholder within the building, has been included in all relevant email correspondence and has likewise been requesting the same documentation and information*. Therefore, these requests have not been made by me in isolation.

Both leaseholders have repeatedly sought the relevant records and clarification from the Council, yet the requested documentation has still not been adequately provided.

I have contacted all relevant departments, including the Leasehold Team, Caretaking Team and Property Manager, in an attempt to obtain clarification and supporting evidence. Despite these efforts, the information requested has not been provided.

I have specifically disputed the caretaking charges because, based on my experience and the evidence available to me, no adequate caretaking service has been carried out at the property for over four years. I work from home and have CCTV footage covering the property which can assist in evidencing the lack of caretaking activity. I am prepared to rely upon this evidence should it be required.

Furthermore, all tenants within the building, including both council tenants and leaseholders, signed a petition addressed to Enfield Council regarding the ongoing lack of caretaking services.
This collective concern was raised with the Council, yet the petition was not properly acknowledged or addressed.

A formal complaint has also been submitted through the appropriate Council channels regarding these issues. Again, I have not received an

adequate acknowledgment or resolution.

There are also concerns regarding works carried out to the car park. Repairs were undertaken without appropriate notification being provided to us as leaseholders. I consider this to be a further failure in communication and compliance with the obligations owed to leaseholders under the terms of the lease.

The continued poor communication, lack of transparency and dismissive responses from some members of staff have caused considerable frustration and have had a significant impact on my wellbeing. I have repeatedly attempted to resolve these matters directly and reasonably, but the lack of meaningful response has left me with no option but to formally challenge the charges and the tribunal application.

As a leaseholder, I understand that I am entitled to request information and supporting documentation relating to service charges and to properly challenge charges where I do not believe they are reasonable or supported by evidence. I have been requesting this information since March 2025, and I consider that sufficient time has now passed for the Council to have provided the relevant records and properly addressed my concerns.

The fact that *another leaseholder, [redacted], has also been included in the correspondence and has made the same requests for the same documentation* further demonstrates that these are genuine and ongoing concerns regarding the information and services being provided by the Council.

There is also no plausible justification, in my view, for an increase in the service charge where an adequate caretaking service has not been provided. The Council should be able to demonstrate precisely what services have been carried out, when they were carried out, and how the amounts being charged have been calculated.

For completeness, I have saved all emails and copies of emails and correspondence sent over approximately the past year and a half, onto a USB memory stick. These documents and images taken evidence the non existent caretaking service we were being charged for and my repeated attempts to obtain information and resolve this matter directly, as well as the lack of adequate communication and resolution from Enfield Council. They also demonstrate that [redacted], as a fellow leaseholder, has been involved in the correspondence and has made the same requests for the outstanding documentation.

In light of the above, I formally dispute the tribunal application *LON/00AK/LDC/2026/0233* and the charges being claimed. I request that the Council:

1. Provide a full breakdown of all caretaking charges being claimed, including the relevant dates, services provided and costs incurred.

2. Provide the underlying caretaking records and supporting documentation requested since March 2025.
3. Explain and substantiate the increase in the service charge despite the concerns regarding the provision of caretaking services.
4. Address the petition signed by residents regarding the lack of caretaking services.
5. Provide a formal response to the complaint previously submitted through the Council's approved complaints procedure.
6. Explain why works were carried out to the car park without appropriate notification to leaseholders.
7. Take into account the correspondence and requests made jointly by myself and fellow leaseholder [redacted]
8. Review the tribunal application in light of the outstanding documentation, disputed charges and the evidence I have provided.

I have made repeated and reasonable attempts to resolve this matter without the need for further escalation. However, I do not believe it is reasonable for the Council to pursue disputed charges through a tribunal while failing to provide the documentation and evidence I have repeatedly requested to establish the basis of those charges.

Please treat this email and the enclosed correspondence as a formal record of my dispute in *Tribunal Case LON/00AK/LDC/2026/0233*. I request written confirmation that my objections and supporting evidence have been received and will be provided to the relevant team dealing with the tribunal proceedings.

I reserve my position in respect of all disputed charges and any further rights available to me as a leaseholder.

I look forward to receiving a substantive response and the outstanding documentation.

Yours faithfully,

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Subject: LON/00AK/LDC/2026/0233 – [redacted]
Date: 22 October 2026 14:49:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

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Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 25 September 2026 09:07

To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Subject: LON/00AK/LDC/2026/0233 – [redacted]

> You don't often get email from [redacted]. Learn why this is important

Dear Home Ownership Services,

I have received your letter regarding the application for dispensation from the Section 20 consultation requirements.

Before deciding whether I wish to make representations to the Tribunal, please could you confirm:

1. What is the estimated annual cost to me as the leaseholder of [redacted] under the proposed two-year electricity contract?
2. How has my share of the cost been calculated?
3. How does the proposed cost compare with what I currently pay for communal electricity?
4. What is the total value of the proposed contract?

I would appreciate a response as soon as possible, as the Tribunal has given leaseholders a deadline of **8 October 2026** to submit any objections.

Kind regards,
[redacted]

Sent from Outlook for iOS

From: Jennifer Jarvis-Roberts
To: [redacted]
Date: 22 October 2026 14:43:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

---

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

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Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
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---

From: [redacted]
Sent: 05 October 2026 13:01

To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: [redacted]

> You don't often get email from [redacted]. Learn why this is important

Dear Sir/Madam,

I confirm that I have no objection to Enfield Council's application for dispensation from the Section 20 consultation requirements.

Kind regards,

LON/00AK/LDC/2026/0233

Thank you
[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: LON/00AK/LDC/2026/0233 – Leaseholder response
Date: 22 October 2026 14:52:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

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Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
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From: [redacted]>
Sent: 24 September 2026 12:04

To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: LON/00AK/LDC/2026/0233 – Leaseholder response

> You don't often get email from [redacted]. Learn why this is important

Dear Sir/Madam,

I am a leaseholder affected by the above applicationand wish to object to the Council's applicationfor dispensation from the Section 20 consultation requirements.

My concern is primarily the potential financial impact on leaseholders. I understand from the Council's letter that the application concerns a proposed two-year contract for the supply of electricity for communal housing services, and that the Tribunal is being asked to dispense with the usual consultation requirements.

I am not objecting to the Council arranging asupply of electricity, nor am I suggesting that aparticular contractor should be used. However, as the cost of communal services may be recovered through leaseholders' service charges, I am concerned that dispensing with the consultation would prevent leaseholders from having an opportunity to understand and comment on the financial implications of the proposed contract.

I would therefore ask the Tribunal to consider whether leaseholders may be disadvantaged by the proposed dispensation and, if appropriate, torequire the Council to provide information about:

- the anticipated cost of the two-year contract;
- the anticipated impact on leaseholders' service charges; and
- the basis on which the Council has determined that the proposed arrangement represents reasonable value.

I would be grateful if this response could be taken into consideration when determining the Council's application.

Yours faithfully,

[redacted]

Sent from my iPhone

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Case Ref: LON/00AK/LDC/2026/0233 – Leaseholder response – [redacted]
Date: 22 October 2026 14:50:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

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On behalf of the Director of Law and Governance
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From: [redacted]>
Sent: 24 September 2026 20:28

To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Case Ref: LON/00AK/LDC/2026/0233 – Leaseholder response – [redacted]

> You don't often get email from [redacted] Learn why this is important

Dear Sir/Madam,

I am the leaseholder of the above property and write in response to the Council's application for dispensation under section 20ZA of the Landlord and Tenant Act 1985, relating to a proposed two-year contract for the supply of electricity to communal housing services.

I do not oppose the application in principle. I understand that energy prices change quickly and that it may not be practical for the Council to complete the full consultation process before prices are secured.

However, I respectfully ask the Tribunal to attach the following conditions to any dispensation granted:

1. That the Council's costs of making and pursuing this application are not recoverable from leaseholders through the service charge, and that an order to this effect is made under section 20C of the Landlord and Tenant Act 1985 and paragraph 5A of Schedule 11 to the Commonland and Leasehold Reform Act 2002.

2. That, within 28 days of entering into the contract, the Council provides all affected leaseholders with the name of the supplier, the contract term, the unit rates and standing charges agreed, and a short explanation of how the supplier was selected (including any purchasing framework used).

I make this response without prejudice to my right to challenge the reasonableness or payability of any service charges arising from this contract under section 27A of the Landlord and Tenant Act 1985.

The Council's Legal Services have been copied into this email

Yours faithfully,

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: RESPONDENT REPLY FORM & INDIVIDUAL OBJECTION: Case Reference LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:51:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

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Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
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From: [redacted]
Sent: 24 September 2026 16:14

To: London RAP <london.rap@justice.gov.uk>
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: RESPONDENT REPLY FORM & INDIVIDUAL OBJECTION: Case Reference LON/00AK/LDC/2026/0233

> You don't often get email from [redacted]. Learn why this is important

Case Reference: LON/00AK/LDC/2026/0233
Property Address: [redacted]

Dear Sir/Madam,

I am writing as the long leaseholder of the above property to formally **object** to the London Borough of Enfield's application for dispensation under section 20ZA of the Landlord and Tenant Act 1985.

Pursuant to Direction 2, please find my completed Reply Form details and statement of objection below.

PART A: LEASEHOLDER REPLY FORM

- **Have you sent a statement in response to the landlord?** YES (Included below)
- **Do you request an oral hearing?** NO (I request a paper determination)
- **Name & Address of Spokesperson:** None (Representing myself)
- **Print Name:** [redacted]
- **Address of Affected Property:** [redacted]
- **Date:** 24 September 2026

PART B: STATEMENT OF OBJECTION

I object individually to the application for dispensation on the following grounds:

1. **Procedural Unfairness & Engineered Time Crunch:**
   The Tribunal's directions were issued on **26 August 2026**. While the Applicant landlord technically complied with the absolute limit of

Direction 1 by ensuring I was notified on **24 September 2026**, the council took **29 days** just to distribute the notification letter. By running down the clock, the landlord has compressed my response window into a mere 14 days. This self-inflicted administrative delay creates severe procedural prejudice, leaving an unrepresented leaseholder with insufficient time to seek legal counsel or properly parse a multi-block procurement contract.

2. **Quantifiable Financial Prejudice (*Daejan Investments Ltd v Benson*):** The submitted contract terms explicitly warn that due to the late transition timeline, electricity supplies face a distinct risk of delayed registration by **1 October 2026**. The documentation confirms that leaseholders risk being billed at highly inflated **"out of contract rates"** or forced onto a costly **"12-month Fixed Bridging Price"**. The procurement agent, LASER, explicitly disclaims all liability for these penalty costs. Bypassing the Section 20 consultation process forces leaseholders to absorb the structural pricing risks of the council's administrative delays via upcoming service charges without a right to object.

PART C: RESPECTFUL REQUESTS TO THE TRIBUNAL

- **Refusal or Strict Conditional Dispensation:** I respectfully request that the Tribunal consider **refusing** the application for dispensation to protect leaseholder statutory rights. Alternatively, should the Tribunal deem dispensation necessary to maintain continuity of the building's energy supply, I request that it be made **strictly conditional** under *Daejan* principles. I request that the Tribunal directs Enfield Council **to exclusively absorb 100% of any out-of-contract rate premiums or bridging tariff penalties** caused entirely by their own failure to meet the framework's advance onboarding timelines.
- **Deferral to Judicial Discretion:** Due to severe personal time constraints and a lack of formal legal training, **I respectfully inform the Tribunal that I do not wish to enter into protracted procedural or adversarial legal arguments with the landlord’s representatives. I place my full trust in the Tribunal's expertise and am entirely content to leave the final decision to the Judge’s absolute discretion**

based on the written evidence submitted.

Thank you for your time, consideration, and assistance in this matter.

Yours faithfully,

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Objection to Application for Dispensation from Section 20 Consultation Requirements
Date: 22 October 2026 14:48:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
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From: [redacted]
Sent: 27 September 2026 16:14

To: london.rap@justice.gov.uk; Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Objection to Application for Dispensation from Section 20 Consultation Requirements

You don't often get email from [redacted] Learn why this is important

Dear Sir/Madam,

Re: Enfield Council – Application for Dispensation from Section 20 Consultation Requirements

I am writing to formally object to Enfield Council's application for dispensation from the Section 20 consultation requirements.

As an affected leaseholder, I do not believe that the Council should be permitted to bypass the statutory consultation process without first giving leaseholders a proper opportunity to receive relevant information, ask questions, raise concerns and comment on the proposed arrangements.

I would particularly like the Tribunal to take into consideration the following:

- I have not been given a sufficient opportunity to participate in the normal Section 20 consultation process.
- I believe leaseholders should be given appropriate information about the proposed contract/arrangements, including the costs and how these may affect leaseholders through service charges.
- I believe that proper consultation is important so that leaseholders can scrutinise the proposed arrangements and raise any concerns before the Council proceeds.
- I do not believe that dispensing with the consultation requirements should be treated as a matter of administrative convenience where leaseholders may ultimately bear costs arising from the arrangements.

I therefore respectfully ask the Tribunal to take my objection into account when considering Enfield Council's application.

Please confirm that this email has been received and that my objection has been placed before the Tribunal for consideration.

Yours faithfully,

[redacted]

[redacted]

Reference: LON/00AK/LDC/2026/0233

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Objection to Section 20 Consultation Dispensation – Case LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:51:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

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Kind regards

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On behalf of the Director of Law and Governance
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From: [redacted]>
Sent: 24 September 2026 18:41

To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>; [redacted]
[redacted]
Subject: Objection to Section 20 Consultation Dispensation – Case LON/00AK/LDC/2026/0233

> You don't often get email from [redacted]. Learn why this is important

I am writing in response to Enfield Council's notification dated 22 September 2026 regarding its application for dispensation from the Section 20 consultation requirements.

Case reference: LON/00AK/LDC/2026/0233
Property: [redacted]

I am a leaseholder at the above property and wish to formally **object to Enfield Council's application for dispensation**.

I appreciate that the application concerns the proposed two-year contract for the supply of electricity to communal housing services and that the Tribunal is not currently considering the reasonableness or payability of the resulting service charges.

However, I do not believe that sufficient information has been provided to demonstrate why the normal Section 20 consultation process cannot be followed. As a leaseholder who may ultimately contribute towards the costs of this contract through service charges, I believe I should have the opportunity to understand and, where appropriate, comment on the proposed contract before the Council is permitted to bypass the statutory consultation requirements.

I respectfully ask the Tribunal to require Enfield Council to provide clarification regarding:

1. The reason why the Council considers it necessary to dispense with the Section 20 consultation requirements.
2. The urgency that prevents the normal consultation process from taking place.
3. The procurement process followed by the Council, including the number of suppliers/quotes considered.
4. The proposed total value of the two-year electricity contract.
5. How the costs of the contract will be allocated to individual leaseholders.
6. Whether a contract has already been awarded or entered into, and if so, when.
7. What opportunity leaseholders would otherwise have had to comment on the proposed contract and associated costs.

I therefore ask the Tribunal to **refuse the application for dispensation**, unless Enfield Council can demonstrate sufficient grounds for dispensing with the consultation requirements.

Alternatively, if the Tribunal is minded to grant dispensation, I respectfully ask that it consider imposing appropriate conditions requiring Enfield Council to provide affected leaseholders with sufficient information concerning the procurement, contract value and allocation of costs.

I would be grateful if this objection could be included in the Tribunal's consideration of the application.

Please confirm receipt of this email and my objection.

Yours faithfully,

Sent from Outlook for iOS

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: First-tier Tribunal Application for Dispensation from Section 20 Consultation Requirements Case Reference: LON/00AK/LDC/2026/0233 Property: [redacted]
Date: 22 October 2026 14:50:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

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On behalf of the Director of Law and Governance
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From: [redacted]

Sent: 25 September 2026 07:59
To: London RAP <london.rap@justice.gov.uk>
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: First-tier Tribunal Application for Dispensation from Section 20 Consultation Requirements Case Reference: LON/00AK/LDC/2026/0233 Property: [redacted] EN1 Redacted

> You don't often get email from [redacted]. Learn why this is important

Dear Sir/Madam,

I am writing in response to your letter dated 22 September 2026 regarding the above Tribunal application.

I wish to make it absolutely clear that I do not agree to Enfield Council's application for dispensation from the statutory Section 20 consultation requirements. I formally object to the application.

I do not consent to my statutory rights as a leaseholder being removed, reduced, or bypassed. I expect Enfield Council to comply fully with the legal consultation requirements that apply to leaseholders.

I do not accept that the consultation requirements should simply be dispensed with, and I reserve all of my rights as a leaseholder in relation to this matter.

Please ensure that this letter is provided to the First-tier Tribunal and placed on the case record as my formal objection to the Council's application.

I also request confirmation of:

The date by which leaseholders must submit objections or representations;

The full reasons relied upon by Enfield Council for seeking dispensation;

Details of the proposed electricity contract, including its duration and scope; and Confirmation that my objection will be taken into account by the Tribunal before any decision is made.

For the avoidance of doubt, I do not agree to the proposed dispensation and I do not waive any of my statutory or other legal rights as a leaseholder.

Yours faithfully,

[redacted]

[redacted]

Sent from Outlook for Android

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: LON/00AK/LDC/2026/0233 – Response to application for Section 20 dispensation
Date: 22 October 2026 14:49:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 25 September 2026 13:33

To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Re: LON/00AK/LDC/2026/0233 – Response to application for Section 20 dispensation

> You don't often get email from [redacted]. Learn why this is important

Dear Tribunal,

Re: LON/00AK/LDC/2026/0233 – London Borough of Enfield's application for dispensation from Section 20 consultation requirements

I am a leaseholder at [redacted]. I am writing in response to the Council's application concerning its proposed two-year contract for communal electricity. I have copied this response to the Council's Legal Services team.

I understand the Council's concern that delaying the contract could expose leaseholders to higher electricity rates. However, I object to **unconditional dispensation** because I have not been given enough information to assess how the proposed contract may affect the charges for my property or what I may lose by being unable to comment through the usual consultation process. In particular, I ask the Council to provide:

1. The estimated annual communal electricity charge attributable to my flat under the proposed contract, compared with the amount currently charged.
2. An explanation of which communal electricity supplies serve my building and how the costs will be allocated to my flat.
3. The proposed contract rates and terms, and a comparison with the current arrangements.
4. The evidence supporting the Council's statement that allowing time for consultation would result in materially higher costs for leaseholders.

Without this information, I cannot assess the proposed cost or make informed observations before the Council commits to a two-year agreement. I am also concerned about how any change would affect my existing service charges.

I ask the Tribunal to consider this loss of opportunity when deciding whether dispensation is reasonable. If the Tribunal is minded to grant dispensation, I ask it to consider whether appropriate conditions should require the Council to provide the information above and give affected leaseholders a meaningful opportunity to comment on it.

I understand that this application does not decide whether any future service charge is payable or reasonable. I reserve my right to question any charge subsequently demanded.

Please acknowledge receipt of this response and let me know if I may make further comments after the Council provides the requested information.

Copied to:

Jennifer Jarvis-Roberts

Legal Services, London Borough of Enfield, Civic Center, Silver Street, EN1 3XA

Yours faithfully,

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Objection to Section 20 Dispensation Application – LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:46:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 28 September 2026 10:52

To: London.RAP@justice.gov.uk; Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Objection to Section 20 Dispensation Application – LON/00AK/LDC/2026/0233

You don't often get email from [redacted] Learn why this is important

Dear Sir/Madam,

I am the leaseholder of [redacted].

The documents do not provide sufficient information about the proposed electricity contract. We have not been told which electricity supplier will be selected, the total contract price, what alternative quotations have been obtained, or how the contract will affect our service charges.

I do not agree to the Section 20 consultation requirements being removed. I do not want Enfield Council to enter into this contract without first giving leaseholders full information and a proper opportunity to review the proposals and raise any concerns.

I therefore object to the application for dispensation and ask the Tribunal not to allow the Council to bypass the normal consultation process.

Please confirm receipt of my objection.

Yours faithfully,

[redacted]

Case reference: LON/00AK/LDC/2026/0233

Sent from my Galaxy

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: ref LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:48:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 25 September 2026 15:33

To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>; london.rap@justice.gov.uk
Subject: ref LON/00AK/LDC/2026/0233

> You don't often get email from [redacted]. Learn why this is important

Good day

re letter received case Reference: LON/00AK/LDC/2026/0233
addressed to my mother [redacted]

re [redacted]

The link in the Letter
https://www.enfield.gov.uk/services/housing/council-houising/leasehold-notification-letter

When attempting to access this link, I receive the message "page not found".
As this page is not working we are unable to agree or object to the Tribunal application for dispensation from section 20 Consultation requirements made by London Borough of Enfield, as we have no access to any information on how this may or may not affect our property.

please send printed copies to myself, I act on my Mother behalf with dealing with Enfield Housing

[redacted]

Kind regards
[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Case Reference: LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:48:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 27 September 2026 20:09

To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Case Reference: LON/00AK/LDC/2026/0233

> You don't often get email from [redacted]. Learn why this is important

Dear Sir/Madam,

Please find attached [redacted] formal response to the London Borough of Enfield's application for dispensation from the Section 20 consultation requirements.

Case Reference: LON/00AK/LDC/2026/0233
Property: [redacted]

We respectfully ask that the attached response is placed before the Tribunal and considered when determining the Council's application.

Please confirm safe receipt of this email and the attached response.

Kind regards,

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Request for Clarification Regarding Section 20ZA Dispensation Application (LON/00AK/LDC/2026/0233)
Date: 22 October 2026 14:53:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 24 September 2026 10:31

To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Cc: [redacted]
Subject: Request for Clarification Regarding Section 20ZA Dispensation Application (LON/00AK/LDC/2026/0233)

> You don't often get email from [redacted]. Learn why this is important

Dear Ms Jarvis-Roberts,

I am writing as a leaseholder in relation to the Section 20ZA dispensation application concerning the proposed communal electricity supply contract.

I would like to make clear that this correspondence is not intended as an objection to the application, nor should it be treated as a formal response to the Tribunal proceedings. I am simply seeking clarification on several points raised within the application and supporting documents so that I can better understand the rationale for the council's request and make an informed decision as to whether any further representations are necessary.

1. Timing of the Consultation Process

The supporting documents indicate that the current electricity contract expires on 30 September 2026 and that the replacement contract is due to commence on 1 October 2026. The LASER framework documentation also appears to indicate that participation in such arrangements would ordinarily require commitment several months in advance.

Could the council please explain why the statutory Section 20 consultation process was not commenced earlier, allowing sufficient time for consultation to be completed within the normal legislative requirements?

In particular, I would appreciate clarification on:

- When the council became aware that a replacement electricity contract would be required.
- When procurement planning for the replacement contract commenced.
- When the council first identified that compliance with the full Section 20 consultation process may not be achievable.
- Why it was considered necessary to seek dispensation rather than undertake consultation within the usual timescales.
- A high-level timeline of the key procurement and decision-making milestones that led to LASER (Kent County Council) being awarded the contract.
- Whether the council has sought dispensation from the Section 20 consultation requirements for previous electricity, gas, or other major utility procurement exercises affecting leaseholders and, if so, whether leaseholders were consulted in advance of those procurements.

As this application is being presented as an exceptional measure due to timing and procurement constraints, it would be helpful to understand whether similar

dispensations have been sought previously by the council in relation to utility procurement contracts and, if so, the circumstances that led to those applications.

2. Financial Impact on Leaseholders

The application states that delays associated with the consultation process could expose leaseholders to increased costs through out-of-contract electricity rates and that granting dispensation would help avoid such additional costs.

Could the council please provide any analysis, estimates, business cases, or modelling that quantify:

- The anticipated additional costs that may be incurred if the normal Section 20 consultation process had been completed.
- The anticipated savings, if any, arising from the granting of dispensation.
- The likely impact on leaseholders' service charges under the proposed procurement arrangement.
- Whether an assessment has been undertaken comparing the projected costs of the proposed arrangement against the costs currently recovered through service charges.

I appreciate that the Tribunal is not being asked to determine the reasonableness of future service charges. However, as a significant element of the council's justification for dispensation appears to be the avoidance of increased costs to leaseholders, it would be helpful to understand the scale of any anticipated financial benefit or exposure.

3. Impact on an Individual Leaseholder

Has the Council undertaken any assessment of the estimated financial impact on the average leaseholder if:

- The Tribunal grants the dispensation application; and
- The normal Section 20 consultation process had instead been followed?

If such an assessment has been prepared, I would be grateful if it could be shared.

4. Request for Timely Response

As the deadline for leaseholders to make representations to the Tribunal is approaching, I would be grateful if the council could provide a response within 7 days of this email, where reasonably possible.

My intention is not to challenge the application unnecessarily, but rather to ensure that I have sufficient information to properly understand the circumstances surrounding the application and any potential financial implications for leaseholders.

Providing this clarification within that timeframe would allow me adequate opportunity to review and consider the information received before deciding whether I wish to

make any formal representations to the Tribunal.

I appreciate that some of the information requested may need to be obtained from other departments involved in the procurement process, and I would be grateful if this enquiry could be forwarded to the appropriate officers where necessary.

Thank you for your assistance. I look forward to your response and thank you in advance for helping leaseholders better understand the application and its potential implications.

Kind regards,

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Objection to Application LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:53:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 24 September 2026 07:42

To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Objection to Application LON/00AK/LDC/2026/0233

You don't often get email from [redacted] Learn why this is important

Dear Sir/Madam,

Re: Case Reference LON/00AK/LDC/2026/0233
Property: [redacted]

I am a leaseholder of the above property and wish to submit an objection to the London Borough of Enfield's application for dispensation from the Section 20 consultation requirements.

I understand the Council's need to ensure continuity of electricity supply to communal areas and I do not object to the procurement of an appropriate electricity contract. However, I have concerns regarding the information provided to leaseholders in support of this application.

Whilst the Council states that it is not reasonably practicable to undertake the statutory consultation process, leaseholders have not been provided with sufficient information to understand the financial implications of the proposed contract. In particular, the application does not provide:

- The current annual communal electricity costs for the affected properties.
- The anticipated costs under the proposed LASER framework contract.
- The estimated impact on service charges that leaseholders are expected to pay.
- Any comparison of alternative procurement options or quotations.
- A clear explanation as to why the consultation process could not have commenced earlier, given that the expiry date of the existing contract would have been known well in advance.

I am concerned that leaseholders are being asked to forgo their statutory consultation rights without being provided with sufficient information to assess whether doing so is reasonable or in their best interests.

I therefore respectfully request that the Tribunal gives consideration to the lack of financial information provided to leaseholders when determining whether dispensation should be granted. At the very least, I believe leaseholders should be provided with details of the anticipated cost implications before a decision is reached.

I would be grateful if this objection could be taken into account when considering the application.

Yours faithfully,

[redacted]

To the Leaseholder

Please reply to: Legal Services
Seventh Floor
Civic Centre
Silver Street
Enfield, EN1 3XA
email: jennifer.jarvis-roberts@enfield.gov.uk
Phone: 020 8078 5909
Textphone:
Fax:
My Ref: LS/C/JJR/ **175351**

Your Ref:
Date: 22 October 2026

Dear Leaseholder,

COUNCIL'S RESPONSE TO LEASEHOLDERS' OBJECTIONS
Case No: LON/00AK/LDC/2026/0233
Applicant: London Borough of Enfield
FIRST-TIER TRIBUNAL PROPERTY CHAMBER (RESIDENTIAL PROPERTY)

Thank you for the objections and questions submitted about the Council's application for dispensation from the Section 20 consultation requirements for the communal electricity arrangements.
Before we address the individual questions, we would like to provide a summary, in plain English, to provide a clearer background to this issue. Many apologies for not doing this before.

The leasehold notification letter on the website did not go into much detail but the dispensation is solely about how the Council purchases electricity for communal areas across its housing portfolio, including services such as communal lighting, lifts and other shared facilities. We have been purchasing electricity on an annual basis using a 'spot price' tendering to utility companies to get value for money for our council residents and leaseholders.

While progressing the procurement of this years' electricity and working with energy experts, we saw that energy costs have become more and more volatile over recent years (Ukraine war, blockage of the Strait of Hormuz etc) and so we were keen to move away from the 'spot price' tendering to an approach that would help guard against the risks of these highly volatile

Terry Osborne
Director of Law & Governance
Monitoring Officer
Enfield Council
Civic Centre, Silver Street
Enfield EN1 3XA

www.enfield.gov.uk

If you need this document in another language or format contact the service using the details above.

prices to provide greater cost certainty and increase the value for money for council residents and leaseholders.

The only way to do this was to enter into our two year 'purchase in advance' council-wide agreement for the purchase of this electricity where we could secure the necessary electricity when the market was favorable, rather than be held to 'spot price' on a particular day.

This change from an annual, to a two-year arrangement, has triggered the consultation threshold required by Leaseholder regulations. However, the timing of this move to provide this less risk and better value for money for our council residents and leaseholders, meant that we didn't have the necessary time to go through the entire consultation process. This is why this application to the Tribunal is for the reduction of consultation.

However, it should be noted that this application does is not asking the Tribunal if the electricity service charge is reasonable or unreasonable. However, through this process, in a market of rising energy prices of around 10-15%, we have kept the electrical costs overall similar to last year's prices, if we consider the same consumption of electricity. So we hope you agree that the move to a two-year 'purchase in advance' agreement was the prudent and appropriate thing to do in the circumstances.

Apologies for not explaining this clearly in the initial communication. This current two-year approach will end in September 2028, which will give us ample time to provide the necessary consultation period for this next arrangement.

Because many objections raise the same or closely related issues, the Council has grouped them below and provides one detailed response to those common questions. This response is intended to explain the position in plain English and to address the matters raised by objectors. The Council's detailed supporting evidence will also form part of the Tribunal bundle.

1. Why was dispensation necessary, and why was the Section 20 consultation process not started earlier?

Planning for the replacement electricity arrangements began in January 2026. At the outset, the Council expected to continue with its established one-year spot-price approach. During that planning process, the Council reviewed the energy market and available options and concluded that increased market volatility made it appropriate to reconsider the annual approach and move to a purchase-in-advance model.

A one-year arrangement had not required this form of long-term agreement consultation. The

change to a two-year arrangement meant that Section 20 consultation was required. By the time that change in strategy had been worked through, including the Council's internal reports, approvals and contract processes, the Council considered there was insufficient time to complete the full consultation before the new supply arrangements were required from 1 October 2026.

LASER advised that this type of flexible arrangement would normally require at least six months' notice. The Council was nevertheless able to join the existing corporate arrangement because the corporate side already had the relevant agreement in place and previous energy purchases had already been made under it. The Council considered this gave the housing portfolio access to a risk-managed arrangement while the market was becoming increasingly volatile.

The Council accepts that this meant leaseholders did not receive the normal consultation before contractual commitment. The Council therefore applied to the Tribunal to decide whether it is reasonable to dispense with that consultation and has considered whether the lost opportunity caused any relevant prejudice.

2. Was an earlier, shorter or partial consultation considered?
No statutory Section 20 consultation had commenced when the application was being prepared.

Shortened consultation- the Council cannot unilaterally shorten the statutory consultation timetable and treat that as full compliance.
Partial consultation- the Council could have carried out whatever prescribed consultation stages remained practicable, but that would not automatically amount to full statutory compliance.

The Council therefore sought Tribunal dispensation rather than delaying the replacement contract. Following the Tribunal's directions, affected leaseholders, residential sub-lessees and recognised residents' associations were notified and were given an opportunity to object before the Tribunal determines the application.

The Council has also learned from this process. As a result work on the next contract, due after September 2028, is already expected to begin well in advance. LASER explained that future procurement can require one year to 18 months of internal work, including business cases and approvals, and the Council's service-charge team intends to undertake a qualifying long-term agreement consultation for the next comparable arrangement.

3. Has the LASER/nPower agreement now been signed, and why did the Council proceed before the Tribunal determined the application?
Yes. The Council now has signed contractual documentation and an approved Key Decision. The housing site schedule identifies nPower as supplier and records a supply period from 1 October 2026 to 30 September 2028.

The contractual mechanism is a variation of the Council's existing corporate LASER access agreement, adding Council Housing electricity sites to the existing corporate arrangement. The Council proceeded because communal electricity supply had to continue from 1 October 2026 and it considered that delay created exposure to a volatile market and potentially higher pricing.

The Council's decision was not an ad hoc operational choice. The procurement rationale, options and considerations were addressed through the Council's formal Key Decision process and supporting contract-modification documentation.

The Tribunal's decision remains important because this application concerns whether the statutory consultation requirements may be dispensed with. The Council does not suggest that signing the commercial arrangement makes the dispensation application unnecessary.

4. How do the previous arrangement, the new arrangement and the alternative out-of-contract position compare?
Please see below headline kWh rates:

Description	**Day rate in pence/kWh**
October 2026–27	20.22
October 2025–26	20.92
Out-of-contract rates from Total Energies	45.94

These are electricity unit rates and do not represent the final charge to an individual leaseholder. The final charge will depend on the relevant block’s actual consumption and will be apportioned in accordance with the lease.

5. Will the new arrangement increase leaseholders’ service charges?
In a market of rising energy prices of around 10-15%, we have kept the electrical costs similar to last year's prices, if we consider the same consumption of electricity. We are currently reviewing this with our provider and we’ll get respond back to you with more detailed information.

6. How are electricity costs estimated, apportioned and finally recovered through service charges?
Communal electricity is recovered through variable service charges where the lease and block arrangements permit that recovery, with costs apportioned according to the lease. The Council issues estimated service charges at the start of the year and then prepares final accounts based on the actual cost and actual consumption.

When the year-end actual cost is known, the leaseholder account is reconciled. If the actual cost is lower than the estimated amount, the difference is returned or credited through the leaseholder final-account process.

7. Is this a fixed-price or flexible-price contract?
It is best described as flexible procurement leading to a fixed annual price. LASER can purchase energy progressively up to two years in advance of each October-to-September delivery period. Instead of buying the entire requirement on one particular day, purchases are spread across the market with the aim of achieving an overall averaged and favourable price.
Once those purchases are converted into the price for the supply year, the Council receives a fixed 12-month price from October to September. This provides annual budget certainty while the underlying procurement strategy manages market risk over a longer period.

While the arrangement is not guaranteed to produce the absolute lowest price, its aim is to avoid the risk of an annual spot-price tender being fixed on a particularly expensive day. LASER also purchases in aggregation with other participating local authorities, giving the framework greater collective buying power.

8. Why did the Council use LASER and why does it consider the arrangement value for money?
The only route available for accessing the purchase-in-advance arrangement was to add the Council Housing communal electricity portfolio to the corporate property portfolio, which was already using LASER. The Council considered alternative options before selecting this approach, and the Council's published Key Decision records the procurement considerations and rationale. Please refer to the Key Decision document here: Decision - KD 6054 - Electricity Procurement for Council Housing | Enfield Council.

The LASER arrangement also provides practical oversight beyond purchasing the energy. LASER's Managed Service validates supplier invoices, while its Bureau Service brings together available meter and consumption data within SystemsLink for reporting and dashboards covering consumption, cost and carbon performance. The Council considers those services relevant to value for money because they support checking of bills, monitoring of

consumption and identification of unusual usage or potential opportunities to reduce usage and cost.

Under the overall arrangement, LASER provides oversight of billing, validation, data management and energy reporting, while nPower provides the underlying electricity supply, metering and data services.

9. What parts of the arrangement were already set by the LASER framework, and what could leaseholders have influenced?
The LASER framework itself contains terms and structures used by many participating public-sector bodies. Once the Council chose to join the existing corporate arrangement, the framework, supplier-management structure and core arrangement were substantially predetermined. The Council's practical decision was whether to opt into that established route for the housing portfolio.

10. Why does the Council say consultation would not have changed the supplier, procurement route or price?
The Council's position is that the central commercial route was constrained once it chose to access the existing corporate LASER Purchase in Advance arrangement. The housing portfolio was not conducting a new unrestricted stand-alone tender in which leaseholder observations could simply select a different supplier.

11. What opportunity have leaseholders had to make representations and what has the Council done with the objections?
Following the Tribunal's directions, affected leaseholders, residential sub-lessees and recognised residents' associations were notified of the application, given access to the application material and invited to submit objections by 8th October 2026.

The Council reviewed those objections and consolidated repeated questions into common themes so that objectors receive a consistent response. This response is intended for those who objected and will also be capable of being made available online. Further information will be available on our website on 5th November.

The objections prompted further work, to compile this response, provide a clearer plain-English explanation, and we are working on further information for which will be added to the Tribunal Bundle and made available by 5th November.

12. Why does the Council consider that the absence of consultation has not caused relevant prejudice?

The Council accepts that leaseholders lost the normal opportunity to receive information and make observations before the two-year arrangement was entered into. It also accepts that the original communications could have explained the proposal more clearly. The Council has therefore focused on whether that loss caused a real practical disadvantage. The cost evidence presently available shows that leaseholders' service charges for communal electricityare overall in a similar position for the same electricity consumption as compared to last year.

The Council also faced the contrary risk of remaining exposed to a volatile market and potentially to out-of-contract or risk of increased pricing from volatile energy markets. The Council's position is therefore that the primary disadvantage identified by objectors is the loss of information and the earlier opportunity to comment, rather than evidence of a worse electricity purchase. The Council is seeking to remedy that information disadvantage through this response and the fuller evidence to follow in the Tribunal bundle.

13. Can any remaining prejudice be dealt with through information or conditions rather than refusal of dispensation?

The Council considers that information-based disadvantage can be addressed by disclosure and clear explanation. The Council is therefore supplying this response and preparing supporting cost evidence rather than simply relying on the fact that the contract has been signed.

If the Tribunal identifies a remaining disadvantage which can properly be addressed by a proportionate condition, the Council respectfully asks that such a condition be considered rather than refusing dispensation altogether. The Council will comply with any order or condition made by the Tribunal.

Dispensation does not determine whether any subsequent service charge is reasonable or payable. Leaseholders retain the right to challenge the amount, reasonableness, payability or apportionment of their service charges by applying to the First-tier Tribunal (Property Chamber).

14. What information has been provided and what further information will be available?

The Tribunal application, supporting evidence and directions were made available through the notification process and Council website - Leasehold notification letter | Enfield Council .

For the Tribunal bundle due in November, the Council intends to include the documents on which it relies, including the relevant contract and procurement material and more detailed cost evidence.

15. What consultation requirements is the Council asking the Tribunal to dispense with, and how many leaseholders are affected?
The application concerns dispensation from the consultation requirements applicable to the two-year communal electricity qualifying long-term agreement identified in the application. It is not an application asking the Tribunal to decide whether every future electricity service charge is reasonable or payable. The application affects leaseholders who are liable to contribute towards communal electricity costs under the proposed arrangement. Not every leasehold property or block has a communal electricity supply. The precise number affected may change as the Council's leasehold records are updated following Right to Buy sales, completed buybacks and other changes in ownership.

16. How are consumption and billing managed, and what about meter readings, energy efficiency, smart meters and the other conditions requested?
LASER provides the oversight around billing validation, data management and energy reporting, while nPower provides the underlying supply, metering and data services. Together, those services support the process from measuring energy through to billing, reporting and identifying opportunities to manage consumption.

While we appreciate this question, we will need a little more time to answer this in more detail. Therefore, we will include further information about this in the information submitted in the Tribunal Bundle by 5th November 2026.

Leaseholders retain their statutory rights to challenge subsequent service charges, including questions of amount, reasonableness, apportionment and payability.

Council's overall position
The Council accepts that leaseholders did not receive the usual Section 20 consultation before the two-year arrangement was entered into. The Council also accepts that its original communication could have been clearer. Those matters are not being dismissed.

The Council's evidence is, however, that planning began in January 2026, the procurement strategy changed in response to increasing market volatility, and the Council selected a purchase-in-advance arrangement intended to reduce exposure to a single market point while still giving a fixed 12-month price for each supply year. The Council considered that delaying the procurement to complete consultation risked exposing residents to less favourable market or out-of-contract pricing. Hence this application was made to the Tribunal for the dispensation of consultation.

The Council is therefore not presently seeing evidence that the lack of consultation caused

leaseholders a worse overall electricity outcome in those examples. It is continuing to provide the detailed evidence so that both objectors and the Tribunal can see how that conclusion has been reached. However, in a market of rising energy prices of around 10-15%, we have kept the electrical costs overall similar to last year's prices, if we consider the same consumption of electricity.

The Council considers that the main disadvantage identified by many objectors is the loss of the earlier opportunity to receive information and comment. It is seeking to address that through additional explanation and disclosure and, if the Tribunal considers it necessary, any proportionate conditions. The Council therefore maintains its application for dispensation.

Yours faithfully,
London Borough of Enfield

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Objection to Section 20 Dispensation – Case LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:54:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 23 September 2026 19:40

To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>; [redacted]
[redacted]
Subject: Objection to Section 20 Dispensation – Case LON/00AK/LDC/2026/0233

> You don't often get email from [redacted] Learn why this is important

Re: Case Reference LON/00AK/LDC/2026/0233 – Objection to Section 20 Dispensation Application

Dear First-tier Tribunal (Property Chamber),

I am writing to formally object to the London Borough of Enfield's application for dispensation from the Section 20 consultation requirements in relation to the proposed two-year electricity supply contract for communal housing areas.

As a leaseholder affected by this decision, I do not believe it is reasonable or appropriate for the Council to bypass the statutory consultation process. The Section 20 procedure exists to ensure transparency, accountability, and value for money for leaseholders who ultimately bear the cost of such long-term agreements through service charges.

By seeking dispensation, the Council is removing an important safeguard that allows leaseholders to understand the basis of the contract, review alternative options, and raise concerns about potential cost implications. Without consultation, there is no assurance that the chosen supplier or contract terms represent the most economical or fair option for residents.

I therefore request that the Tribunal does not grant dispensation and instead requires the Council to carry out the full Section 20 consultation process.

Please confirm receipt of this objection. I have also copied Enfield Council's Legal Services team, as directed.

Yours faithfully,

[redacted]

To the Leaseholder

Please reply to: Legal Services
Seventh Floor
Civic Centre
Silver Street
Enfield, EN1 3XA
email: jennifer.jarvis-roberts@enfield.gov.uk
Phone: 020 8078 5909
Textphone:
Fax:
My Ref: LS/C/JJR/ **175351**

Your Ref:
Date: 22 October 2026

Dear Leaseholder,

COUNCIL'S RESPONSE TO LEASEHOLDERS' OBJECTIONS
Case No: LON/00AK/LDC/2026/0233
Applicant: London Borough of Enfield
FIRST-TIER TRIBUNAL PROPERTY CHAMBER (RESIDENTIAL PROPERTY)

Thank you for the objections and questions submitted about the Council's application for dispensation from the Section 20 consultation requirements for the communal electricity arrangements.
Before we address the individual questions, we would like to provide a summary, in plain English, to provide a clearer background to this issue. Many apologies for not doing this before.

The leasehold notification letter on the website did not go into much detail but the dispensation is solely about how the Council purchases electricity for communal areas across its housing portfolio, including services such as communal lighting, lifts and other shared facilities. We have been purchasing electricity on an annual basis using a 'spot price' tendering to utility companies to get value for money for our council residents and leaseholders.

While progressing the procurement of this years' electricity and working with energy experts, we saw that energy costs have become more and more volatile over recent years (Ukraine war, blockage of the Strait of Hormuz etc) and so we were keen to move away from the 'spot price' tendering to an approach that would help guard against the risks of these highly volatile

Terry Osborne
Director of Law & Governance
Monitoring Officer
Enfield Council
Civic Centre, Silver Street
Enfield EN1 3XA

www.enfield.gov.uk

If you need this document in another language or format contact the service using the details above.

prices to provide greater cost certainty and increase the value for money for council residents and leaseholders.

The only way to do this was to enter into our two year 'purchase in advance' council-wide agreement for the purchase of this electricity where we could secure the necessary electricity when the market was favorable, rather than be held to 'spot price' on a particular day.

This change from an annual, to a two-year arrangement, has triggered the consultation threshold required by Leaseholder regulations. However, the timing of this move to provide this less risk and better value for money for our council residents and leaseholders, meant that we didn't have the necessary time to go through the entire consultation process. This is why this application to the Tribunal is for the reduction of consultation.

However, it should be noted that this application does is not asking the Tribunal if the electricity service charge is reasonable or unreasonable. However, through this process, in a market of rising energy prices of around 10-15%, we have kept the electrical costs overall similar to last year's prices, if we consider the same consumption of electricity. So we hope you agree that the move to a two-year 'purchase in advance' agreement was the prudent and appropriate thing to do in the circumstances.

Apologies for not explaining this clearly in the initial communication. This current two-year approach will end in September 2028, which will give us ample time to provide the necessary consultation period for this next arrangement.

Because many objections raise the same or closely related issues, the Council has grouped them below and provides one detailed response to those common questions. This response is intended to explain the position in plain English and to address the matters raised by objectors. The Council's detailed supporting evidence will also form part of the Tribunal bundle.

1. Why was dispensation necessary, and why was the Section 20 consultation process not started earlier?

Planning for the replacement electricity arrangements began in January 2026. At the outset, the Council expected to continue with its established one-year spot-price approach. During that planning process, the Council reviewed the energy market and available options and concluded that increased market volatility made it appropriate to reconsider the annual approach and move to a purchase-in-advance model.

A one-year arrangement had not required this form of long-term agreement consultation. The

change to a two-year arrangement meant that Section 20 consultation was required. By the time that change in strategy had been worked through, including the Council's internal reports, approvals and contract processes, the Council considered there was insufficient time to complete the full consultation before the new supply arrangements were required from 1 October 2026.

LASER advised that this type of flexible arrangement would normally require at least six months' notice. The Council was nevertheless able to join the existing corporate arrangement because the corporate side already had the relevant agreement in place and previous energy purchases had already been made under it. The Council considered this gave the housing portfolio access to a risk-managed arrangement while the market was becoming increasingly volatile.

The Council accepts that this meant leaseholders did not receive the normal consultation before contractual commitment. The Council therefore applied to the Tribunal to decide whether it is reasonable to dispense with that consultation and has considered whether the lost opportunity caused any relevant prejudice.

2. Was an earlier, shorter or partial consultation considered?
No statutory Section 20 consultation had commenced when the application was being prepared.

Shortened consultation- the Council cannot unilaterally shorten the statutory consultation timetable and treat that as full compliance.
Partial consultation- the Council could have carried out whatever prescribed consultation stages remained practicable, but that would not automatically amount to full statutory compliance.

The Council therefore sought Tribunal dispensation rather than delaying the replacement contract. Following the Tribunal's directions, affected leaseholders, residential sub-lessees and recognised residents' associations were notified and were given an opportunity to object before the Tribunal determines the application.

The Council has also learned from this process. As a result work on the next contract, due after September 2028, is already expected to begin well in advance. LASER explained that future procurement can require one year to 18 months of internal work, including business cases and approvals, and the Council's service-charge team intends to undertake a qualifying long-term agreement consultation for the next comparable arrangement.

3. Has the LASER/nPower agreement now been signed, and why did the Council proceed before the Tribunal determined the application?
Yes. The Council now has signed contractual documentation and an approved Key Decision. The housing site schedule identifies nPower as supplier and records a supply period from 1 October 2026 to 30 September 2028.

The contractual mechanism is a variation of the Council's existing corporate LASER access agreement, adding Council Housing electricity sites to the existing corporate arrangement. The Council proceeded because communal electricity supply had to continue from 1 October 2026 and it considered that delay created exposure to a volatile market and potentially higher pricing.

The Council's decision was not an ad hoc operational choice. The procurement rationale, options and considerations were addressed through the Council's formal Key Decision process and supporting contract-modification documentation.

The Tribunal's decision remains important because this application concerns whether the statutory consultation requirements may be dispensed with. The Council does not suggest that signing the commercial arrangement makes the dispensation application unnecessary.

4. How do the previous arrangement, the new arrangement and the alternative out-of-contract position compare?
Please see below headline kWh rates:

Description	**Day rate in pence/kWh**
October 2026–27	20.22
October 2025–26	20.92
Out-of-contract rates from Total Energies	45.94

These are electricity unit rates and do not represent the final charge to an individual leaseholder. The final charge will depend on the relevant block’s actual consumption and will be apportioned in accordance with the lease.

5. Will the new arrangement increase leaseholders’ service charges?
In a market of rising energy prices of around 10-15%, we have kept the electrical costs similar to last year's prices, if we consider the same consumption of electricity. We are currently reviewing this with our provider and we’ll get respond back to you with more detailed information.

6. How are electricity costs estimated, apportioned and finally recovered through service charges?
Communal electricity is recovered through variable service charges where the lease and block arrangements permit that recovery, with costs apportioned according to the lease. The Council issues estimated service charges at the start of the year and then prepares final accounts based on the actual cost and actual consumption.

When the year-end actual cost is known, the leaseholder account is reconciled. If the actual cost is lower than the estimated amount, the difference is returned or credited through the leaseholder final-account process.

7. Is this a fixed-price or flexible-price contract?
It is best described as flexible procurement leading to a fixed annual price. LASER can purchase energy progressively up to two years in advance of each October-to-September delivery period. Instead of buying the entire requirement on one particular day, purchases are spread across the market with the aim of achieving an overall averaged and favourable price.
Once those purchases are converted into the price for the supply year, the Council receives a fixed 12-month price from October to September. This provides annual budget certainty while the underlying procurement strategy manages market risk over a longer period.

While the arrangement is not guaranteed to produce the absolute lowest price, its aim is to avoid the risk of an annual spot-price tender being fixed on a particularly expensive day. LASER also purchases in aggregation with other participating local authorities, giving the framework greater collective buying power.

8. Why did the Council use LASER and why does it consider the arrangement value for money?
The only route available for accessing the purchase-in-advance arrangement was to add the Council Housing communal electricity portfolio to the corporate property portfolio, which was already using LASER. The Council considered alternative options before selecting this approach, and the Council's published Key Decision records the procurement considerations and rationale. Please refer to the Key Decision document here: Decision - KD 6054 - Electricity Procurement for Council Housing | Enfield Council.

The LASER arrangement also provides practical oversight beyond purchasing the energy. LASER's Managed Service validates supplier invoices, while its Bureau Service brings together available meter and consumption data within SystemsLink for reporting and dashboards covering consumption, cost and carbon performance. The Council considers those services relevant to value for money because they support checking of bills, monitoring of

consumption and identification of unusual usage or potential opportunities to reduce usage and cost.

Under the overall arrangement, LASER provides oversight of billing, validation, data management and energy reporting, while nPower provides the underlying electricity supply, metering and data services.

9. What parts of the arrangement were already set by the LASER framework, and what could leaseholders have influenced?
The LASER framework itself contains terms and structures used by many participating public-sector bodies. Once the Council chose to join the existing corporate arrangement, the framework, supplier-management structure and core arrangement were substantially predetermined. The Council's practical decision was whether to opt into that established route for the housing portfolio.

10. Why does the Council say consultation would not have changed the supplier, procurement route or price?
The Council's position is that the central commercial route was constrained once it chose to access the existing corporate LASER Purchase in Advance arrangement. The housing portfolio was not conducting a new unrestricted stand-alone tender in which leaseholder observations could simply select a different supplier.

11. What opportunity have leaseholders had to make representations and what has the Council done with the objections?
Following the Tribunal's directions, affected leaseholders, residential sub-lessees and recognised residents' associations were notified of the application, given access to the application material and invited to submit objections by 8th October 2026.

The Council reviewed those objections and consolidated repeated questions into common themes so that objectors receive a consistent response. This response is intended for those who objected and will also be capable of being made available online. Further information will be available on our website on 5th November.

The objections prompted further work, to compile this response, provide a clearer plain-English explanation, and we are working on further information for which will be added to the Tribunal Bundle and made available by 5th November.

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The Council also faced the contrary risk of remaining exposed to a volatile market and potentially to out-of-contract or risk of increased pricing from volatile energy markets. The Council's position is therefore that the primary disadvantage identified by objectors is the loss of information and the earlier opportunity to comment, rather than evidence of a worse electricity purchase. The Council is seeking to remedy that information disadvantage through this response and the fuller evidence to follow in the Tribunal bundle.

13. Can any remaining prejudice be dealt with through information or conditions rather than refusal of dispensation?

The Council considers that information-based disadvantage can be addressed by disclosure and clear explanation. The Council is therefore supplying this response and preparing supporting cost evidence rather than simply relying on the fact that the contract has been signed.

If the Tribunal identifies a remaining disadvantage which can properly be addressed by a proportionate condition, the Council respectfully asks that such a condition be considered rather than refusing dispensation altogether. The Council will comply with any order or condition made by the Tribunal.

Dispensation does not determine whether any subsequent service charge is reasonable or payable. Leaseholders retain the right to challenge the amount, reasonableness, payability or apportionment of their service charges by applying to the First-tier Tribunal (Property Chamber).

14. What information has been provided and what further information will be available?

The Tribunal application, supporting evidence and directions were made available through the notification process and Council website - Leasehold notification letter | Enfield Council .

For the Tribunal bundle due in November, the Council intends to include the documents on which it relies, including the relevant contract and procurement material and more detailed cost evidence.

15. What consultation requirements is the Council asking the Tribunal to dispense with, and how many leaseholders are affected?
The application concerns dispensation from the consultation requirements applicable to the two-year communal electricity qualifying long-term agreement identified in the application. It is not an application asking the Tribunal to decide whether every future electricity service charge is reasonable or payable. The application affects leaseholders who are liable to contribute towards communal electricity costs under the proposed arrangement. Not every leasehold property or block has a communal electricity supply. The precise number affected may change as the Council's leasehold records are updated following Right to Buy sales, completed buybacks and other changes in ownership.

16. How are consumption and billing managed, and what about meter readings, energy efficiency, smart meters and the other conditions requested?
LASER provides the oversight around billing validation, data management and energy reporting, while nPower provides the underlying supply, metering and data services. Together, those services support the process from measuring energy through to billing, reporting and identifying opportunities to manage consumption.

While we appreciate this question, we will need a little more time to answer this in more detail. Therefore, we will include further information about this in the information submitted in the Tribunal Bundle by 5th November 2026.

Leaseholders retain their statutory rights to challenge subsequent service charges, including questions of amount, reasonableness, apportionment and payability.

Council's overall position
The Council accepts that leaseholders did not receive the usual Section 20 consultation before the two-year arrangement was entered into. The Council also accepts that its original communication could have been clearer. Those matters are not being dismissed.

The Council's evidence is, however, that planning began in January 2026, the procurement strategy changed in response to increasing market volatility, and the Council selected a purchase-in-advance arrangement intended to reduce exposure to a single market point while still giving a fixed 12-month price for each supply year. The Council considered that delaying the procurement to complete consultation risked exposing residents to less favourable market or out-of-contract pricing. Hence this application was made to the Tribunal for the dispensation of consultation.

The Council is therefore not presently seeing evidence that the lack of consultation caused

leaseholders a worse overall electricity outcome in those examples. It is continuing to provide the detailed evidence so that both objectors and the Tribunal can see how that conclusion has been reached. However, in a market of rising energy prices of around 10-15%, we have kept the electrical costs overall similar to last year's prices, if we consider the same consumption of electricity.

The Council considers that the main disadvantage identified by many objectors is the loss of the earlier opportunity to receive information and comment. It is seeking to address that through additional explanation and disclosure and, if the Tribunal considers it necessary, any proportionate conditions. The Council therefore maintains its application for dispensation.

Yours faithfully,
London Borough of Enfield

From:	Jennifer Jarvis-Roberts
To:	[redacted]
Subject:	RE: First-tier Tribunal Application for Dispensation from Section 20 Consultation Requirements: Case Reference: LON/00AK/LDC/2026/0233
Date:	29 October 2026 10:07:00
Attachments:	Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233. We apologise that you were inadvertently omitted in the batch of emails sent to Leaseholder's on 22 October 2026.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 30 September 2026 15:04
To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>; London.RAP@justice.gov.uk
Cc: [redacted]
Subject: First-tier Tribunal Application for Dispensation from Section 20 Consultation Requirements: Case Reference: LON/00AK/LDC/2026/0233

> You don't often get email from [redacted]. Learn why this is important

Copy: 30/9/26

Dear Jennifer Jarvis-Roberts.

Re: Inquiry Regarding Electricity Supply Contract and Consultation Process:

Leaseholder Property Address: [redacted]

I am writing to express my concerns regarding the recent application to the First-tier Tribunal for dispensation from the statutory consultation requirements related to the proposed electricity supply contract through the LASER Energy Buying Group.

Firstly, I would like to inquire why the council is opting to switch from our current electricity supplier. Can you provide clarification on whether this change will result in an increase in costs for leaseholders? Specifically, can you guarantee that remaining with our current provider would not lead to higher expenses compared to the LASER Group?

Furthermore, I am concerned about the timing of this decision. The lack of earlier consultation raises questions about the urgency of this process. Why has this matter not been addressed sooner, and why are we now faced with a tribunal application to bypass the necessary consultation? This leaves leaseholders with limited time to understand the implications of this change.

I appreciate your attention to these matters and look forward to your prompt response.

Thank you.

[redacted]



From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Case Reference LON/00AK/LDC/2026/0233 – [redacted] – Leaseholder comments on dispensation application
Date: 22 October 2026 14:52:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
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From: [redacted]

Sent: 24 September 2026 11:09
To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Case Reference LON/00AK/LDC/2026/0233 – [redacted] – Leaseholder comments on dispensation application

> You don't often get email from [redacted] Learn why this is important

Dear Sir/Madam,

Re: Case Reference LON/00AK/LDC/2026/0233
Property: [redacted]

I am a leaseholder at [redacted] and I am writing in relation to Enfield Council's application for dispensation from the Section 20 consultation requirements.

I am not seeking to prevent the Council from entering into an electricity contract. However, I am concerned that granting dispensation without the usual consultation could put leaseholders at a disadvantage, particularly because we do not currently have enough information about the cost of the proposed contract and how it may affect our service charges.

I would therefore be grateful if the following points could be clarified:

1. What is the estimated total cost of the proposed electricity contract, and what are the applicable electricity rates per kWh?
2. The RB-1 documents indicate that the second year will be covered by a flexible purchasing arrangement. Could the Council explain how the electricity costs for the period from 1 October 2027 to 30 September 2028 will be determined?
3. The current electricity contract is due to end on 30 September 2026. Could the Council explain why the Section 20 consultation process was not started earlier?
4. What is the estimated impact of the proposed contract on leaseholders' service charges?
5. Could the Council explain why it considers that leaseholders would not be disadvantaged by not having the opportunity to comment on the proposed contract and its costs through the normal consultation process?

I am also concerned about the general increase in service charges over the last few years. From my own experience, the service charge has increased significantly, and in my case it is now around twice what it was a few years ago.

This continuing increase is a concern not only because of the financial burden on leaseholders, but also because high and increasing service charges could potentially affect the attractiveness of the property to future buyers. If service charges continue to rise, I am concerned that this could make it more difficult for leaseholders to sell their properties in the future.

For these reasons, I would respectfully ask the Tribunal to take these concerns into account

before deciding whether to grant dispensation. In particular, I believe leaseholders should have sufficient information about the actual cost of the proposed contract, its pricing arrangements and its likely effect on service charges before the normal consultation requirements are dispensed with.

Thank you for considering my comments.

Yours faithfully,

[redacted]

[redacted]
Case Reference: LON/00AK/LDC/2026/0233
Telephone: [redacted]
Email: [redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Section 20 Consultation Requirements Case Reference: LON/00AK/LDC/2026/0233 : [redacted]
Date: 22 October 2026 14:42:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]

Sent: 06 October 2026 19:29
To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Fw: Section 20 Consultation Requirements Case Reference: LON/00AK/LDC/2026/0233 : [redacted]

> You don't often get email from [redacted]. Learn why this is important

Dear Sir/Madam,

I write in response to the London Borough of Enfield's application to the First-tier Tribunal (Property Chamber) seeking dispensation under section 20ZA of the Landlord and Tenant Act 1985 from the statutory consultation requirements in respect of the proposed two-year contract for the supply of electricity to communal housing services.

I wish to formally object to the Council's application for dispensation.

In my view, it is absolutely critical that all leaseholders and other parties who may be financially affected by this proposed contract are properly consulted before the Council enters into a qualifying long-term agreement.

The statutory consultation process exists for an important reason. Leaseholders who may ultimately be required to contribute towards the costs should have a proper opportunity to understand the proposed arrangements, scrutinise the basis upon which the contract is being procured, make observations and raise legitimate concerns before they become financially committed.

I am particularly concerned that granting dispensation could remove or substantially reduce those important safeguards. The fact that the proposed agreement concerns the supply of electricity does not, in my view, remove the need for transparency and meaningful consultation, particularly where the costs may ultimately be passed on to leaseholders through service charges.

I therefore respectfully ask the Tribunal to consider whether there is sufficient justification for dispensing with the statutory consultation requirements and, importantly, whether doing so could prejudice leaseholders by depriving them of the opportunity they would otherwise have had to scrutinise and comment upon the proposed arrangements.

I would also ask that the Council be required to demonstrate clearly:

1. Why it considers dispensation necessary, and why the normal statutory consultation procedure could not reasonably have been followed.

2. What steps have been taken to consult all affected leaseholders and interested parties, and how the Council has satisfied itself that everyone who may be liable to contribute towards the contract has been given a meaningful opportunity to make representations.

3. How the proposed electricity contract has been procured, including what competitive process has been undertaken and what measures have been taken to demonstrate that the proposed arrangement represents value for money for leaseholders.

4. What the financial implications are for leaseholders, including how electricity costs arising under the proposed contract will be calculated, apportioned and recovered through service charges.

5. What safeguards will be put in place if dispensation is granted, so that affected leaseholders are not disadvantaged by the loss of their statutory consultation rights.

I am not objecting merely for procedural reasons. My concern is that proper consultation provides an essential opportunity for those who will ultimately bear the cost to scrutinise the proposal and raise relevant matters before commitments are made. Dispensing with that process should therefore, in my view, require clear and compelling justification.

Accordingly, I respectfully request that the Tribunal refuse the Council's application for dispensation, or alternatively impose appropriate conditions on any dispensation granted to ensure that affected leaseholders are properly consulted, provided with full information concerning the proposed contract and procurement process, and protected from any prejudice arising from the failure to comply with the statutory consultation requirements.

Please treat this letter as my formal objection to the application.

Yours faithfully,

[redacted]

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: LON/00AK/LDC/2026/0233 – Leaseholder Response to Section 20ZA Application
Date: 22 October 2026 14:36:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909

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From: [redacted]

Sent: 08 October 2026 19:51
To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: LON/00AK/LDC/2026/0233 – Leaseholder Response to Section 20ZA Application

> You don't often get email from [redacted]. Learn why this is important

Dear Sir/Madam,

Please find attached my completed Reply Form and Statement in Opposition to the London Borough of Enfield's application for dispensation under Section 20ZA of the Landlord and Tenant Act 1985.

I confirm that I oppose the application and request that my objection be considered as part of the paper determination.

I do not request an oral hearing.

Please confirm receipt of this email and the attached documents.

I have copied the Applicant's representative into this email in accordance with the Tribunal's Directions.

Kind regards,

[redacted]
[redacted]
Case reference: LON/00AK/LDC/2026/0233

Sent from Outlook for Android

From: Jennifer Jarvis-Roberts
To: [redacted]
RE: First-tier Tribunal Application for Dispensation from Section 20 Consultation Requirements: Case Reference: LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:45:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

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From: [redacted]

Sent: 30 September 2026 15:04
To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>; London.RAP@justice.gov.uk
Cc: [redacted]
Subject: First-tier Tribunal Application for Dispensation from Section 20 Consultation Requirements: Case Reference: LON/00AK/LDC/2026/0233

> You don't often get email from [redacted]. Learn why this is important

Copy: 30/9/26

Dear Jennifer Jarvis-Roberts.

Re: Inquiry Regarding Electricity Supply Contract and Consultation Process:

Leaseholder Property Address: [redacted]

I am writing to express my concerns regarding the recent application to the First-tier Tribunal for dispensation from the statutory consultation requirements related to the proposed electricity supply contract through the LASER Energy Buying Group.

Firstly, I would like to inquire why the council is opting to switch from our current electricity supplier. Can you provide clarification on whether this change will result in an increase in costs for leaseholders? Specifically, can you guarantee that remaining with our current provider would not lead to higher expenses compared to the LASER Group?

Furthermore, I am concerned about the timing of this decision. The lack of earlier consultation raises questions about the urgency of this process. Why has this matter not been addressed sooner, and why are we now faced with a tribunal application to bypass the necessary consultation? This leaves leaseholders with limited time to understand the implications of this change.

I appreciate your attention to these matters and look forward to your prompt response.

Thank you.

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Case Reference LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:44:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 01 October 2026 08:27

To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Fw: Case Reference LON/00AK/LDC/2026/0233

> You don't often get email from [redacted]. Learn why this is important

---

From: [redacted]>
Sent: Thursday, 01 October 2026 08:19:10
To: jennifer.jarvis-robert@enfield.gov.uk <jennifer.jarvis-robert@enfield.gov.uk>; London.RAP@justice.gov.uk <London.RAP@justice.gov.uk>
Subject: Case Reference LON/00AK/LDC/2026/0233

Dear sir or madam,

I received a letter this week about my service charge payment. My address is [redacted]. In July I called Enfield council and asked my service charge letter. I told on the phone can you re send me my payment. Even this letter went to my neighbour house and she gave me yesterday. Because she knows me, she gave me. But I have no idea what happened other letters. When I received I just made 2payments. One is £1200 and another payment £1300. Can you check attachment please. Can you advise me what should I do next. If you can help me this situation I will me very appreciated . My phone number is [redacted]

Thank you.
[redacted]

Sent from Outlook for Android

From:	Jennifer Jarvis-Roberts
To:	[redacted]
Subject:	RE: First-tier Tribunal application for dispensation from Section 20 consultation requirements: Case reference: LON/00AK/LDC/2026/0233
Date:	22 October 2026 14:41:00
Attachments:	Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]
Sent: 07 October 2026 16:01
To: London.rap@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: First-tier Tribunal application for dispensation from Section 20 consultation requirements: Case reference: LON/00AK/LDC/2026/0233
Importance: High

> You don't often get email from [redacted] Learn why this is important

Case reference: LON/00AK/LDC/2026/0233
Applicant: London Borough of Enfield
Respondent: [redacted]

Dear First-tier Tribunal,

I am a leaseholder affected by the London Borough of Enfield's application for dispensation from the statutory consultation requirements under section 20ZA of the Landlord and Tenant Act 1985.

I understand the importance of maintaining an uninterrupted electricity supply to communal housing services. I also recognise the council's stated concern that allowing the existing contract to expire without replacement arrangements could expose residents to higher out-of-contract electricity rates.

However, I object to the application being granted in its current form, or without appropriate conditions, because the information provided does not enable me or other leaseholders to understand the likely financial impact or assess the consequences of losing our consultation rights.

My concerns are as follows:

Enfield council appears to have left the procurement too late
The council states that its current electricity contract expires on 30 September 2026 and that replacement arrangements are required from 1 October 2026. It says that the normal consultation process is no longer practical because of limited pricing windows, market volatility and the risk of higher out-of-contract rates. However, the contract expiry date would presumably have been known well in advance.

The council has not explained when planning for the replacement contract began, why consultation was not started earlier, or whether the urgency now being relied upon arose from circumstances outside its control or from its own timetable.

The council should therefore explain why it did not act earlier and whether this situation could reasonably have been avoided. Leaseholders should not lose their statutory consultation rights simply because insufficient time was allowed for the normal process. I ask the Tribunal to consider whether this is a case of genuine urgency or a consequence of late planning.

The contract may be agreed before residents' objections are considered
The council proposes to enter into a contract commencing on or around 1 October 2026, but leaseholders have until 8 October 2026 to object. The council may respond to objections by 22 October 2026, and the Tribunal's paper determination is not scheduled until the seven days commencing 23 November 2026.

This creates a concern that the contract may already have been entered into, or that the council may have made a binding commitment, before leaseholders' objections have been considered and before the Tribunal reaches its decision.
The council's application stated that the agreement had not been entered into at the time

the application was made. An updated position is now required. The council should confirm whether it has already signed, awarded or otherwise committed to the contract and, if so, what meaningful effect leaseholder objections and the Tribunal's subsequent decision can now have.

No meaningful cost information has been provided
The documents refer to value for money, materially higher out-of-contract rates and the protection of leaseholders from higher costs. However, they do not provide leaseholders with the basic financial information needed to assess these claims.
The documents do not set out:

- The current annual cost of communal electricity.
- The estimated annual and total cost of the proposed contract.
- The expected impact on individual service charges.
- The rates under the existing, proposed and out-of-contract arrangements.
- The estimated saving said to result from entering the contract promptly.

Without this information, leaseholders are effectively being asked to give up consultation rights without knowing what the contract is expected to cost or whether it represents good value for money.

I understand that dispensation itself does not determine whether subsequent service charges are reasonable or payable, however, the absence of cost information makes it difficult for leaseholders to assess the council's claims about value for money or the potential impact on residents.

The proposed pricing and procurement arrangements are unclear
The council should explain whether the two-year agreement is

- Fixed-price
- Flexible-price
- A combination of the two

If any element of the contract is flexible, the council should explain how leaseholders will be protected from future price increases.
This is important because the information provided does not give leaseholders a clear explanation of their exposure to future electricity costs.
The council should also explain how competition was conducted through the LASER framework, how many suppliers or bids were considered, the evaluation criteria used and why the chosen arrangement represents good value for money.

Simply stating that a framework is competitive does not give leaseholders enough information to understand how the supplier was chosen, whether alternatives were considered, or whether the contract represents good value for money.

Loss of a meaningful opportunity to participate
The council has stated that consultation would not influence the supplier, procurement route or pricing. However, consultation is not limited to nominating a supplier.
Leaseholders might reasonably have wished to comment on:

- The length of the contract.
- Whether prices are fixed or variable.
- Management fees or additional charges.
- Energy efficiency and energy-saving measures.
- The monitoring of communal electricity use.
- How costs are allocated between residents.
- Safeguards against billing errors or excessive consumption.
- Incorrectly registered or underused communal supplies.

The council has not demonstrated why consultation could not have informed or influenced these aspects of the proposed arrangement.

Timing and accessibility of the communication
I am disappointed by both the timing and presentation of the council's communication. While the documents may satisfy the legal requirement to notify leaseholders, they do not amount to meaningful engagement with residents.

The letter and supporting documents are written largely in technical and legal language, with no adequate plain-English explanation of:

What dispensation means.
- Which rights leaseholders may lose.
- Why the situation has arisen.
- What the likely financial consequences may be.
- What leaseholders can realistically object to.

Many residents will not be familiar with terms such as "dispensation", "Section 20 consultation", "qualifying long-term agreement" or Tribunal procedures.
Providing lengthy legal documents without a clear and accessible summary, together with a very short response period, creates barriers for residents who may need time to seek advice, request paper copies or accessible formats, or simply understand the information they have been sent.
This is particularly difficult for residents with limited internet access, language or literacy needs, disabilities, or little familiarity with Tribunal procedures.

This does not demonstrate a genuine desire to engage with residents and risks increasing mistrust.

Requested outcome
I ask the Tribunal not to grant unconditional dispensation on the basis of the information currently provided.
Before deciding the application, I ask that the council be required to provide:

- an explanation of why procurement and consultation were not started earlier;
- confirmation of whether the contract has already been signed or committed to;
- current, proposed and out-of-contract cost comparisons;
- the expected effect on leaseholders' service charges;
- details of the pricing model and procurement competition;
- clarification of exactly which consultation requirements the council wishes to dispense with;
- a plain-English summary for all affected leaseholders.

If the Tribunal decides to grant dispensation, I ask that it consider imposing appropriate conditions, including requiring the council to:

- Provide a clear, plain-English explanation of the contract, including what has been agreed and how much it is expected to cost leaseholders.
- Share information showing how the supplier was chosen and why the council believes the contract represents good value for money.
- Clearly explain whether electricity prices are fixed for the full contract term, can change over time, or are a combination of both.
- Confirm that leaseholders will still have the right to challenge future service charges if they believe the costs are unreasonable.
- Ensure that leaseholders are not charged through their service charges for the costs of responding to this dispensation application.
- Regularly update leaseholders on communal electricity costs and demonstrate whether the contract is delivering the savings and value for money claimed by the council.

I do not oppose the council taking reasonable steps to ensure a continuous and affordable electricity supply for communal services. My concern is that leaseholders are being asked to give up important consultation rights without sufficient transparency, explanation or evidence about the costs, procurement process and potential impact on residents. I therefore ask the Tribunal to ensure that leaseholders receive the information necessary to make informed representations before any decision is made.

Yours faithfully

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted] - LON/00AK/LDC/2026/0233: Request for clarification of para 4 of the Directions dated 26 August 2026
Date: 22 October 2026 14:47:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your email received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]

Sent: 28 September 2026 06:00
To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>; [redacted]
Subject: [redacted] - LON/00AK/LDC/2026/0233: Request for clarification of para 4 of the Directions dated 26 August 2026

You don't often get email from [redacted] Learn why this is important

Dear Tribunal:

Subject: Request for clarification of paragraph 4 of the Directions dated 26 August 2026

I write as a respondent-leaseholder to seek a short clarification of paragraph 4 of the Directions, concerning the digital bundle which the Applicant is required to prepare and upload by 5 November 2026.

Paragraph **4(a)** requires the Applicant to prepare a digital, indexed and paginated PDF bundle containing all relevant documents, including copies of replies from leaseholders. Paragraph **4(b)** requires the Applicant to upload that bundle to its website, and paragraph **4(c)** requires the Applicant to provide each leaseholder who has returned a Reply Form opposing the application with a link to the uploaded bundle.

I note, however, that paragraph **1(a)(ii)** of the same Directions expressly provides that respondents' telephone numbers and email addresses, and any separate list of respondents' names and addresses, are to be excluded from the material made available on the Applicant's website.

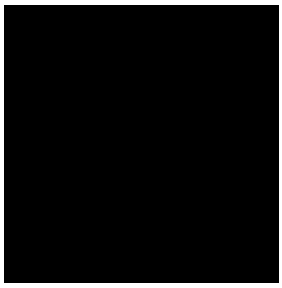
Against that background, I respectfully request confirmation that, when preparing the publicly accessible version of the paragraph 4 bundle, the Applicant should redact respondents' email addresses, telephone numbers, postal addresses and any separate list of names and addresses, unless the Tribunal directs otherwise.

This email is copied to the Applicant's legal representative.

Respectfully,

[redacted]

Respondent-leaseholder,



From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:35:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]

Sent: 08 October 2026 23:55
To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: LON/00AK/LDC/2026/0233

> You don't often get email from [redacted]. Learn why this is important

FTT reference: LON/00AK/LDC/2026/0233
Enfield reference: LS/C/JJR/175351

Please find attached my response form and supporting submission in this matter.

many thanks
[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted] ; London.RAP@justice.gov.uk
Subject: RE: Objection to Section 20 Dispensation Application – LON/00AK/LDC/2026/0233
Date: 22 October 2026 14:35:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

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On behalf of the Director of Law and Governance
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From: [redacted]

Sent: 06 October 2026 19:16
To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Objection to Section 20 Dispensation Application – LON/00AK/LDC/2026/0233

> You don't often get email from [redacted]. Learn why this is important

Dear Sir/Madam,

Re: First-tier Tribunal Application for Dispensation from Section 20 Consultation Requirements
Case Reference: LON/00AK/LDC/2026/0233
Property: [redacted]

I am a leaseholder of the above property and wish to object to the Council's application for dispensation from the Section 20 consultation requirements in relation to the proposed two-year electricity contract for communal housing services.

I am extremely concerned about the financial impact that any additional service charges may have on my family.

I have already paid significant amounts towards major works and water tank works, which have placed a considerable financial burden on my household.

In these circumstances, I am very concerned about being required to pay further substantial service charges, particularly where the Council is seeking to enter into another two-year commitment without the normal Section 20 consultation.

I understand that communal electricity is necessary. However, given the significant financial pressure already placed on my family, I would respectfully ask the Tribunal to consider whether it is fair and reasonable to dispense with the normal consultation process and allow the Council to enter into this further two-year commitment without giving leaseholders the usual opportunity to understand and comment on the proposed costs.

I respectfully ask the Tribunal to take my financial and family circumstances into account when considering the Council's application and, if possible, to refuse the application for dispensation or impose appropriate conditions to protect the interests of affected leaseholders.

I do not wish to be taken as accepting responsibility for any future charges arising from the proposed contract, and I reserve my right to raise any concerns about such charges separately if necessary.

Thank you for considering my circumstances and my objection.

Yours faithfully,

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: LON/00AK/LDC/2026/0233-[redacted]
Date: 29 October 2026 10:02:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

---

Dear Leaseholder,

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233. We apologise that you were inadvertently omitted in the batch of emails sent to Leaseholder's on 22 October 2026.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909

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From: [redacted]
Sent: 04 October 2026 14:33
To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: LON/00AK/LDC/2026/0233-[redacted]

> You don't often get email from [redacted] Learn why this is important

Dear Sir/Madam,

I am a leaseholder at [redacted] and have received Enfield Council's letter about its application for dispensation from the Section 20 consultation requirements.

I do not object to the Council securing an electricity contract if this avoids leaseholders being charged higher out-of-contract electricity prices.

However, I would like to understand why the Council was unable to start the Section 20 consultation early enough for it to be completed before the existing electricity arrangements ended.

I would also like to know what evidence there is that the proposed two-year arrangement represents good value for leaseholders, particularly if leaseholders were unable to have any meaningful input into the choice of supplier or price.

I would ask the Tribunal to ensure that granting dispensation does not affect leaseholders' right to challenge the reasonableness of any resulting service charges.

Kind regards,

[redacted]

Sent from Yahoo Mail for iPhone

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Subject: LON/00AK/LDC/2026/0233 – Objection / Request for Clarification – [redacted]
Date: 29 October 2026 10:05:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder
Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233. We apologise that you were inadvertently omitted in the batch of emails sent to Leaseholder's on 22 October 2026.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]

Sent: 02 October 2026 14:51
To: london.rap@justice.gov.uk; Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Subject: LON/00AK/LDC/2026/0233 – Objection / Request for Clarification –
[redacted]

> You don't often get email from [redacted]. Learn why this is important

Dear First-tier Tribunal (Property Chamber) and Enfield Council,

Please find attachment for my response to " First-tier Tribunal Application for Dispensation from Section 20 Consultation Requirements".

Kind Regards,

[redacted]

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted] LDC/2026/0233
Date: 29 October 2026 10:03:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder
Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233. We apologise that you were inadvertently omitted in the batch of emails sent to Leaseholder's on 22 October 2026.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

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On behalf of the Director of Law and Governance
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From: [redacted]>
Sent: 04 October 2026 13:06

To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: OBJECTION – Case Reference: LON/00AK/LDC/2026/0233

> You don't often get email from [redacted] Learn why this is important

Dear Sir/Madam,

Re: Case Reference LON/00AK/LDC/2026/0233 ([redacted])

I am writing to formally object to Enfield Council's application for dispensation from the Section 20 consultation requirements for the communal electricity contract.

My reasons for objecting are:

- **Financial Prejudice:** Bypassing the consultation prevents me from verifying if the proposed contract offers value for money.
- **Lack of Transparency:** Leaseholders have not been provided with alternative market quotes or tariffs to review, despite being expected to fund this contract through future service charges.

I request that the Tribunal refuses dispensation and orders the council to provide leaseholders with the contract details and competitive pricing options.

Yours faithfully,

[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Communal Electricity Letter – [redacted]
Date: 29 October 2026 10:04:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233. We apologise that you were inadvertently omitted in the batch of emails sent to Leaseholder's on 22 October 2026.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted] >
Sent: 03 October 2026 18:27
To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Communal Electricity Letter – [redacted]

> You don't often get email from [redacted]. Learn why this is important

Dear Council Team,

I am writing regarding your letter dated 22 September 2026, reference LON/00AK/LDC/2026/0233.

We own the flats at [redacted]. Each flat has its own separate entrance, and we are not aware of any communal lighting or shared electricity supply serving our properties.

Could you please explain why we received this letter and which communal electrical services it relates to? Please also confirm whether either flat will incur any charges under the proposed contract and, if so, provide details of the services and expected costs.

I would appreciate clarification before the response deadline of 8 October 2026.

Kind regards,
[redacted]

From: Jennifer Jarvis-Roberts
To: [redacted]
Subject: RE: Case Reference LON/00AK/LDC/2026/0233
Date: 29 October 2026 10:06:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder
Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233. We apologise that you were inadvertently omitted in the batch of emails sent to Leaseholder's on 22 October 2026.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
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From: [redacted]

Sent: 01 October 2026 08:27
To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: Fw: Case Reference LON/00AK/LDC/2026/0233

> You don't often get email from [redacted]. Learn why this is important

---

From: [redacted]
Sent: Thursday, 01 October 2026 08:19:10
To: jennifer.jarvis-robert@enfield.gov.uk <jennifer.jarvis-robert@enfield.gov.uk>; London.RAP@justice.gov.uk <London.RAP@justice.gov.uk>
Subject: Case Reference LON/00AK/LDC/2026/0233

Dear sir or madam,

I received a letter this week about my service charge payment. My address is [redacted]. In July I called Enfield council and asked my service charge letter. I told on the phone can you re send me my payment. Even this letter went to my neighbour house and she gave me yesterday. Because she knows me, she gave me. But I have no idea what happened other letters. When I received I just made 2payments. One is £1200 and another payment £1300. Can you check attachment please. Can you advise me what should I do next. If you can help me this situation I will me very appreciated . My phone number is [redacted].

Thank you.
[redacted]

Sent from Outlook for Android

From: Jennifer Jarvis-Roberts
To: [redacted] [redacted] LDC/2026/0233 – Formal Objection to Section 20 Dispensation
Date: 29 October 2026 10:06:00
Attachments: Council Response to Leaseholder Objections -Dispensation Application [1].pdf

Dear Leaseholder

Thank you for your representations regarding the Council's application for dispensation from the Section 20 consultation requirements in case LON/00AK/LDC/2026/0233. We apologise that you were inadvertently omitted in the batch of emails sent to Leaseholder's on 22 October 2026.

Please find attached the Council's response to your objections received. The response addresses the common questions and concerns raised by leaseholders and provides further information about the communal electricity arrangements and the Council's application.

A copy of the Council's response will also be placed on the Council's website so that it is available to all affected leaseholders.

Kind regards

Jennifer Jarvis-Roberts
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On behalf of the Director of Law and Governance
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Think before copying others into emails.

Legal advice in this email is subject to legal professional privilege and should not be disclosed without authorisation

From: [redacted]
Sent: 01 October 2026 16:57
To: London.RAP@justice.gov.uk
Cc: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: LON/00AK/LDC/2026/0233 – Formal Objection to Section 20 Dispensation

You don't often get email from [redacted] Learn why this is important

Dear Sir/Madam,

Re: London Borough of Enfield – Application for Dispensation from Section 20 Consultation Requirements

Case Reference: LON/00AK/LDC/2026/0233

I am a leaseholder affected by this application and wish to **formally object to the Council's application for dispensation from the Section 20 consultation requirements**.

I understand that the Council is seeking dispensation in relation to a proposed two-year contract for the supply of electricity to communal housing services.

I appreciate that the Tribunal is not being asked at this stage to determine whether any resulting service charges are reasonable or payable. My objection is specifically to the Council's request to dispense with the normal consultation process.

Significant financial burden already placed on leaseholders

On **14 March 2024**, I was issued a major works invoice by Enfield Council for **£41,182.52**.

I understand that other affected leaseholders were also issued major works invoices of similarly substantial amounts. This represents a very significant financial burden affecting a number of leaseholders, rather than simply an isolated individual charge.

Furthermore, following the major works charge in 2024, I received a **further major works charge in 2026 for £1,815.47**.

This demonstrates the continuing financial burden being placed on leaseholders through major works charges over a relatively short period.

Given the scale and frequency of these charges, I believe it is particularly important that leaseholders are given proper transparency and an opportunity to be consulted about further significant and long-term contractual commitments which may have financial consequences for leaseholders through service charges.

It is particularly concerning that the Council is now seeking to dispense with the normal consultation process for a further two-year contractual commitment **so soon after leaseholders have been subjected to such substantial and continuing major works charges**.

Request for proper consultation

I therefore respectfully ask the Tribunal to consider the potential prejudice to leaseholders if the normal consultation process is dispensed with.

I believe affected leaseholders should have an opportunity to understand and comment on:

- the proposed electricity contract and its total value;
- how the supplier was selected;

- what alternative suppliers or quotations were considered;
- the expected financial implications for leaseholders; and
- why the Council considers it necessary to dispense with the normal Section 20 consultation process.

I would also ask the Council to explain **why this proposed two-year agreement cannot be subject to the ordinary consultation process**, particularly given the significant financial liabilities that leaseholders have already recently experienced.

My objection is therefore that any further significant contractual commitment which may ultimately result in costs being recovered from leaseholders should be properly consulted upon with affected leaseholders wherever possible.

I respectfully ask the Tribunal to take these circumstances into account when deciding whether it is reasonable to dispense with the statutory consultation requirements.

If the Tribunal is nevertheless minded to grant dispensation, I ask that appropriate conditions be considered to ensure that affected leaseholders receive sufficient information about the contract, procurement process and financial implications.

I reserve my position regarding any future questions concerning the reasonableness or payability of service charges.

I attach a copy of my **major works invoice dated 14 March 2024, showing the amount of £41,182.52**, as evidence of the substantial financial liability recently imposed on me as a leaseholder.

I can also provide the documentation relating to the **further 2026 major works charge of £1,815.47** if required.

Please confirm that this objection has been received and placed before the Tribunal.

Yours faithfully,

[redacted]

[redacted]

[redacted]
[redacted]
[redacted]

27 September 2026

To: First-tier Tribunal (Property Chamber)
Email: London.RAP@justice.gov.uk

Copied to: Legal Services, London Borough of Enfield
Email: jennifer.jarvis-roberts@enfield.gov.uk

Re: First-tier Tribunal Application for Dispensation from Section 20 Consultation Requirements
Case Reference: LON/00AK/LDC/2026/0233
Property: [redacted]

Dear Sir/Madam,

[redacted] is the leaseholder of the above property. We write in response to the London Borough of Enfield's application for dispensation under section 20ZA of the Landlord and Tenant Act 1985 in relation to the proposed two-year contract for the supply of electricity to communal housing services.

We object to the application as presently presented, or alternatively ask the Tribunal to consider imposing appropriate conditions on any dispensation granted. Our concern is not with the Council obtaining an electricity supply contract in principle, but with the loss of the statutory consultation protections available to leaseholders and whether adequate safeguards have been provided in their place.

1. Reason for the failure to consult

The Council relies substantially on the need to put the new electricity arrangements in place within the required procurement timetable and the risk of higher out-of-contract or deemed rates. We respectfully ask the Tribunal to consider why the statutory consultation process was not commenced sufficiently early to allow the normal section 20 procedure to take place. In particular, the Council should explain whether the urgency arose from circumstances outside its control or from the timing of its own procurement process.

2. Evidence of financial prejudice and value for money

The Council states that leaseholders will suffer no relevant prejudice if consultation is dispensed with. We ask that this assertion be supported by clear evidence. Leaseholders should be provided with sufficient information to understand the anticipated financial effect of the proposed contract, including the basis on which the Council considers the procurement route and resulting charges to represent value for money.

3. Procurement and pricing transparency

We ask the Council to provide or identify the information showing how the electricity arrangement was competitively procured through the relevant framework, how pricing will be determined, what alternatives were considered, and what steps were taken to protect leaseholders from unnecessary or excessive costs.

4. Loss of the statutory consultation opportunity

The section 20 consultation process gives leaseholders an opportunity to receive information and make observations before a qualifying long-term agreement is entered into. Dispensation removes or reduces that opportunity. We therefore ask the Tribunal to consider whether the Council has demonstrated that leaseholders will not suffer relevant prejudice as a result of losing those protections.

5. Conditions if dispensation is granted

If the Tribunal is minded to grant dispensation, we respectfully request that it considers whether conditions should be imposed to protect affected leaseholders. These could include requiring the Council to provide appropriate procurement and pricing information, evidence of the basis for value for money, and clear details of how costs attributable to the contract will be calculated and passed through service charges.

6. Service charge rights

For the avoidance of doubt, [redacted] reserves all rights in relation to the reasonableness and payability of any service charges arising from the proposed agreement. We understand that those issues are not determined by this dispensation application.

We respectfully ask the Tribunal to take the above matters into account when determining the application and, if appropriate, to require further information from the Council before deciding whether dispensation should be granted and on what terms.

Yours faithfully,

[redacted]

From: [redacted]justice.gov.uk
Cc: Jennifer Jarvis-Roberts
Subject: LON/00AK/LDC/2026/0233 – Formal Objection to Section 20 Dispensation
Date: 01 October 2026 16:56:50
Attachments: [redacted]

You don't often get email from [redacted] Learn why this is important

Dear Sir/Madam,

Re: London Borough of Enfield – Application for Dispensation from Section 20 Consultation Requirements

Case Reference: LON/00AK/LDC/2026/0233

I am a leaseholder affected by this application and wish to formally object to the Council's application for dispensation from the Section 20 consultation requirements.

I understand that the Council is seeking dispensation in relation to a proposed two-year contract for the supply of electricity to communal housing services.

I appreciate that the Tribunal is not being asked at this stage to determine whether any resulting service charges are reasonable or payable. My objection is specifically to the Council's request to dispense with the normal consultation process.

Significant financial burden already placed on leaseholders

On 14 March 2024, I was issued a major works invoice by Enfield Council for £41,182.52.

I understand that other affected leaseholders were also issued major works invoices of similarly substantial amounts. This represents a very significant financial burden affecting a number of leaseholders, rather than simply an isolated individual charge.

Furthermore, following the major works charge in 2024, I received a further major works charge in 2026 for £1,815.47.

This demonstrates the continuing financial burden being placed on leaseholders through major works charges over a relatively short period.

Given the scale and frequency of these charges, I believe it is particularly important that leaseholders are given proper transparency and an opportunity to be consulted about further significant and long-term contractual commitments which may have financial consequences for leaseholders through service charges.

It is particularly concerning that the Council is now seeking to dispense with the normal consultation process for a further two-year contractual commitment so soon after leaseholders have been subjected to such substantial and continuing major works charges.

Request for proper consultation

I therefore respectfully ask the Tribunal to consider the potential prejudice to leaseholders if the normal consultation process is dispensed with.

I believe affected leaseholders should have an opportunity to understand and comment on:

- the proposed electricity contract and its total value;
- how the supplier was selected;
- what alternative suppliers or quotations were considered;
- the expected financial implications for leaseholders; and
- why the Council considers it necessary to dispense with the normal Section 20

consultation process.

I would also ask the Council to explain why this proposed two-year agreement cannot be subject to the ordinary consultation process, particularly given the significant financial liabilities that leaseholders have already recently experienced.

My objection is therefore that any further significant contractual commitment which may ultimately result in costs being recovered from leaseholders should be properly consulted upon with affected leaseholders wherever possible.

I respectfully ask the Tribunal to take these circumstances into account when deciding whether it is reasonable to dispense with the statutory consultation requirements.

If the Tribunal is nevertheless minded to grant dispensation, I ask that appropriate conditions be considered to ensure that affected leaseholders receive sufficient information about the contract, procurement process and financial implications.

I reserve my position regarding any future questions concerning the reasonableness or payability of service charges.

I attach a copy of my major works invoice dated 14 March 2024, showing the amount of £41,182.52, as evidence of the substantial financial liability recently imposed on me as a leaseholder.

I can also provide the documentation relating to the further 2026 major works charge of £1,815.47 if required.

Please confirm that this objection has been received and placed before the Tribunal.

Yours faithfully,

[redacted]

From: [redacted]
To: london.rap@justice.gov.uk; Jennifer Jarvis-Roberts
Subject: Subject: LON/00AK/LDC/2026/0233 – Objection / Request for Clarification – [redacted]
Date: 02 October 2026 14:51:14
Attachments: [redacted]

> You don't often get email from [redacted] Learn why this is important

Dear First-tier Tribunal (Property Chamber) and Enfield Council,

Please find attachment for my response to " First-tier Tribunal Application for Dispensation from Section 20 Consultation Requirements".

Kind Regards,

[redacted]

[redacted]

Subje[redacted] N/00AK/LDC/2026/0233 – Objection / [redacted]
Gard[redacted]

Dear First-tier Tribunal- Enfield Council,

[redacted]. I write in response to the London Borough of Enfield's application for dispensation from the Section 20 consultation requirements concerning its proposed two-year contract for the supply of electricity to communal housing services.

I wish to object to the application insofar as it relates to my property.

I am particularly concerned that I do not understand why my property has been included within this application.

[redacted] **is not situated within a purpose-built block of flats or an estate with communal internal areas. It is a ground-floor flat within a semi-detached house, with one other flat situated above it.**

There is, to my knowledge, **no communal hallway, communal staircase, communal lighting, lift, communal boiler room or other communal area at the property requiring an electricity supply of the kind described in the Council's application.**

My flat has its **own separate electricity supply and meter, and I contract with and pay my electricity supplier directly for the electricity consumed within my home.**

I therefore ask the Council to explain specifically:

1. **What communal electrical supply or service at [redacted] is intended to be covered by this proposed two-year electricity contract?**
2. **Why has [redacted] been identified as an affected property?**
3. **Whether any costs arising from this electricity contract are intended to be charged, directly or indirectly, to my service charge account.**
4. **If so, precisely what electricity supply or communal service those charges would relate to and how my proportion would be calculated.**

Unless the Council can demonstrate that my property actually receives a relevant communal electricity supply or service under the proposed agreement, I respectfully submit that **my property should not be included within the scope of the application or any resulting costs under the proposed agreement.**

Separately, insofar as the agreement could result in costs being passed to me as a leaseholder, I object to the Council being granted unconditional dispensation from the statutory consultation requirements.

The consultation process provides leaseholders with an opportunity to scrutinise proposed expenditure, make observations and consider whether the proposed arrangements represent value for money. In my particular circumstances, consultation would also have provided an opportunity

to identify the fundamental issue that my property does not appear to have any communal electricity supply to which this agreement could relate.

I therefore respectfully ask the Tribunal to take this issue into account when considering the Council's application and, in particular, to require the Council to clarify whether 9[redacted]s properly within the scope of the proposed agreement.

If the Tribunal nevertheless grants dispensation, I respectfully request that this does not determine my liability for any electricity charges and that my right to challenge the reasonableness, allocation and payability of any resulting service charge remains unaffected.

Yours faithfully,

[redacted]

Case Reference:	**LON/00AK/LDC/2026/0233**
Property:	**Various Properties owned by the London Borough of Enfield**

ONLY COMPLETE AND RETURN THIS FORM <u>IF YOU OBJECT</u> TO THE APPLICATION

If you do object please complete and return this form to:

The First-tier Tribunal Property Chamber (Residential Property) **by email** to: London.RAP@justice.gov.uk

<u>And</u> send a copy to the landlord's representative Jennifer Jarvis, Civic Centre, Sliver Street, Enfield EN1 3XA and reference LS/C/JJR/175351

Email address: Jennifer.jarvis-roberts@enfield.gov.uk

	Yes	No
Have you sent a statement in response (as per direction 2) to the landlord?	☑	☐
Do you request an oral hearing?	☑	☐
Name address of any spokesperson or representative appointed for the leaseholder:	None	

Please also complete the details below:

Date:	8 October 2026
Signature (can be digital):	[redacted]
Print Name:	[redacted]
Address of affected property:	[redacted]
Your correspondence address (if different):	As above
Telephone:	
Email:	[redacted]

FIRST-TIER TRIBUNAL

PROPERTY CHAMBER (RESIDENTIAL PROPERTY)

Case Reference: LON/00AK/LDC/2026/0233

LONDON BOROUGH OF ENFIELD

Applicant/Landlord

- and -

ALL COUNCIL LEASEHOLDERS IN THE LONDON BOROUGH OF ENFIELD

Respondents

RESPONDENT'S BUNDLE

Statement of Objection and Exhibits RJ1-RJ2

[redacted]

Dated: 8 October 2026

Searchable PDF with document index and navigation bookmarks

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Bundle page

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Exhibit RJ1 - Defective URL screenshot, 24 September 2026 **14**

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FIRST-TIER TRIBUNAL
PROPERTY CHAMBER (RESIDENTIAL PROPERTY)

Case Reference: LON/00AK/LDC/2026/0233

BETWEEN:

LONDON BOROUGH OF ENFIELD
Applicant/Landlord

- and -

ALL COUNCIL LEASEHOLDERS IN THE LONDON BOROUGH OF ENFIELD
Respondents

STATEMENT OF OBJECTION OF

Affected Property: [redacted]

Date: 8 October 2026

A. INTRODUCTION AND POSITION

1. I am the leaseholder of [redacted] and an affected Respondent to the Applicant's application under section 20ZA of the Landlord and Tenant Act 1985 ("the 1985 Act").

2. I oppose the grant of unconditional dispensation. I do not object to the Council taking reasonable and timely steps to secure continuity of communal electricity supplies.

3. In summary, my objection is that:

3.1 the Applicant's own exhibit (RB-1) shows that the proposed arrangement involves procurement choices which are capable of affecting cost and on which leaseholders could have made observations. That evidence undermines the unqualified assertion that consultation could not influence "supplier, route, or pricing" (Section D);

3.2 I have identified the specific points I would have raised had consultation taken place, and so have shown a credible case of relevant prejudice (Section F);

3.3 RB-1 also identifies transition and pricing risks arising from the timing of the procurement, the cost of which may fall on leaseholders (Section E);

3.4 the Applicant's evidence is incomplete and internally inconsistent: documents relied upon in its witness statement are missing, no cost or price information is given, and key figures do not reconcile (Section G); and

3.5 the scope of the relief sought is unclear, being described as "partial" dispensation in the Applicant's evidence but recorded in the Directions as dispensation from all of the consultation requirements (Section I).

4. I therefore respectfully invite the Tribunal:

4.1 not to grant unconditional dispensation on the present evidential material;

4.2 to direct the Applicant to provide the limited information identified at paragraph 37 and to permit me a short supplementary statement (paragraph 38);

4.3 to determine the application at an oral hearing (Section M);

4.4 alternatively, if dispensation is granted, to grant it only on the conditions set out in Section K; and

4.5 to make orders under section 20C of the 1985 Act and paragraph 5A of Schedule 11 to the Commonhold and Leasehold Reform Act 2002 (Section L).

B. THE APPLICATION AND THE APPLICANT'S CASE

5. The application concerns a proposed two-year qualifying long-term agreement ("QLTA") for the supply of electricity to communal areas of the Applicant's housing stock, procured through the LASER (Kent County Council) framework. The Applicant says that its existing fixed-term, fixed-price contract with TotalEnergies expires on 30 September 2026, that the new arrangement is to commence on or around 1 October 2026, and that the resulting costs will be recovered through service charges *(Bertram Statement, paras 6 and 12–13; Application, section 6.5 and Annex 1; RB-1, Special Terms, p. 1).*

6. The Applicant's case is that:

6.1 the LASER framework and agreements constrain procurement choices and significantly limit discretion outside the framework *(Bertram, paras 11 and 21)*;

6.2 leaseholder consultation "would not influence supplier, route, or pricing" *(Bertram, para 22)*;

6.3 delay risks higher costs through out-of-contract rates *(Bertram, paras 23 and 34)*;

6.4 there is no relevant prejudice, leaseholders retain the right to challenge the reasonableness of charges, and procurement through a compliant framework ensures value for money *(Bertram, paras 24–27 and 35)*.

C. THE LEGAL FRAMEWORK

7. Section 20ZA(1) of the 1985 Act permits the Tribunal to determine that all or any of the consultation requirements may be dispensed with in relation to qualifying works or a QLTA if satisfied that it is reasonable to do so.

8. The consultation requirements for QLTAs are prescribed by the Service Charges (Consultation Requirements) (England) Regulations 2003 ("the 2003 Regulations"). Schedule 1 applies to QLTAs other than those for which public notice is required; Schedule 2 applies where public notice is required. Each requires, among other things, notice of the landlord's intention, an opportunity for leaseholders to make observations, a proposal containing information about the proposed price or estimated cost where reasonably practicable, and a duty to have regard to observations made. The Applicant has not stated which Schedule it says applies.

9. The leading authority is *Daejan Investments Ltd v Benson* [2013] UKSC 14, [2013] 1 WLR 854. The principles material to this application include the following:

9.1 the purpose of the requirements is to protect tenants from paying for inappropriate works or paying more than would be appropriate, and the Tribunal should focus on the extent, if any, to which tenants were prejudiced in either respect *(Daejan at [44])*; the main, and normally the sole, question is whether there is real prejudice to the tenants flowing from the landlord's non-compliance *(Daejan at [50])*;

9.2 the legal burden remains on the landlord throughout; the tenants bear the factual burden of identifying some relevant prejudice which they would or might have suffered *(Daejan at [67])*, and should identify what they would have said had they been consulted *(Daejan at [69])*;

9.3 the Tribunal should view the tenants' arguments sympathetically. If tenants show that they were unable to make a reasonable point which, if adopted, would

have been likely to reduce the cost or result in some other advantage, the Tribunal is likely to proceed on the assumption that the point would have been accepted; and the more egregious the landlord's failure, the more readily the Tribunal is likely to accept that the tenants have suffered prejudice *(Daejan at [67])*;

9.4 once the tenants have shown a credible case for prejudice, the Tribunal should look to the landlord to rebut it *(Daejan at [68])*;

9.5 the Tribunal may grant dispensation on such terms as it thinks fit, provided they are appropriate in their nature and effect *(Daejan at [54])*. Where dispensation is sought in advance, those terms may require the landlord, for instance, to convene a meeting of the tenants to explain and discuss the matter, or to comply with stages of the requirements with shortened time periods *(Daejan at [56])*. Terms may reduce the recoverable cost *(Daejan at [57]–[58])* and may require the landlord to pay the tenants' reasonable costs of the application *(Daejan at [59] and [61])*;

9.6 there is "no necessary equivalence" between a reduction which might have been achieved had the requirements been complied with and a deduction which would be granted under section 19 *(Daejan at [57])*; and

9.7 a landlord who has not complied with the requirements would have "to pay its own costs of making and pursuing an application" for dispensation *(Daejan at [73])*.

10. In *Aster Communities v Chapman* [2021] EWCA Civ 660, the Court of Appeal held that:

10.1 consultation under the 2003 Regulations is "a group process". If all tenants suffer prejudice because a defect in the consultation process meant that one of their number did not persuade the landlord to limit the scope or cost of works, dispensation may be made conditional on every tenant being compensated *(Aster at [44])*, in proportion to their respective service-charge shares *(Aster at [45])*;

10.2 a tenant's prior engagement with the process makes her account of what she would have done more plausible *(Aster at [39])*; and

10.3 the FTT was entitled, in the circumstances of that case, to impose a condition requiring the landlord to pay the reasonable costs of an expert nominated by the lessees to investigate prejudice, where that question had in effect been left to a future section 27A application *(Aster at [49]–[50])*, and a condition requiring the landlord to pay the respondents' reasonable costs of the application *(Aster at [51])*.

11. Although *Daejan* and *Aster* concerned qualifying works, section 20ZA applies equally to QLTAs, and the circumstances in which an application is made "could be almost infinitely various" *(Daejan at [41])*. The underlying purpose, protecting leaseholders from paying more than would be appropriate, applies with equal force to a long-term energy supply agreement.

12. The Applicant's reliance on leaseholders' later right to challenge charges under sections 19 and 27A of the 1985 Act *(Bertram, para 25)* does not answer the question of relevant prejudice, for the reason given at paragraph 9.6.

D. THE PROCUREMENT CHOICES DISCLOSED BY THE APPLICANT'S OWN EVIDENCE

13. The Applicant asserts, without qualification, that consultation "would not influence supplier, route, or pricing" and that "This contractual structure significantly limits discretion outside the framework" *(Bertram, paras 11 and 22)*. The choices identified

below are all made within the framework. The Applicant's own exhibit shows that they are capable of bearing on cost, and that some of them remain open.

Renewable Energy Guarantees of Origin (REGO)

14. The housing schedule summaries record "REGO Selected: Yes" for the half-hourly, non-half-hourly and unmetered housing supplies. The corresponding summaries for the Applicant's corporate supplies record "REGO Selected: No" *(RB-1, Schedule Summary, pp. 18–20)*. Under the framework, the Applicant delegates authority to LASER to secure REGO certificates for each 12-month supply period and may opt out on three months' notice before the anniversary of the flexible supply period *(RB-1, Site Schedule, note 4, p. 3; Schedule Summary, note 3, p. 20)*.

15. The selection of REGO-backed supply is a discretionary choice, and RB-1 does not state what premium, if any, it adds to the price. The Special Terms say the housing portfolio is joining the framework on a Managed Service level "to align the contract terms with the Corporate Portfolio" *(RB-1, Special Terms, p. 1)*; yet on REGO the housing portfolio, whose costs are partly recovered from leaseholders, has been treated differently from the corporate portfolio.

Service level

16. The site schedule identifies three service levels: Managed Service, a Procurement Only Service Option, and a Housing Service *(RB-1, Site Schedule, note 2, p. 3)*. Every housing supply has been placed on the Managed Service *(RB-1, Site Schedule, pp. 3–17)*. The LASER fees for the housing portfolio are £80 per supply per annum for the 975 non-half-hourly supplies and £496 per supply per annum for the 2 half-hourly supplies and the single unmetered supply *(RB-1, Schedule Summary, pp. 18–19)*, which on those figures amounts to approximately £79,500 a year before annual RPI/CPI indexation *(RB-1, Schedule Summary, note 5, p. 20)*. The fees are included in the supplier's standing charges *(RB-1, Site Schedule, p. 3)* and therefore form part of the supplier charges which the Applicant says will be recovered through service charges. The site schedule itself records the LASER fees as "TBA" *(RB-1, Site Schedule, p. 3)*. RB-1 does not state the fees for the other service levels.

Procurement option

17. The Applicant selected "Purchase in Advance" rather than "Purchase within Period". The Applicant may apply to change the procurement option, if agreed by variation, on a minimum of six months' notice before the anniversary of the flexible product *(RB-1, Site Schedule, note 3, p. 3; Schedule Summary, note 2, p. 20)*.

Second-year pricing

18. On the Applicant's own documents, the second year is not priced on a fixed basis. Upon expiry of the initial fixed-term, fixed-price period, "all volume will enter into LASER's flexible purchasing basket for the remainder of the supply period 1st October 2027 to 30th September 2028" *(RB-1, Special Terms, p. 1)*. The Applicant has also appointed LASER as its agent with authority "to negotiate, agree and enter in to contracts" and "amendments and variations of those contracts" *(RB-1, Special Terms, p. 2)*. RB-1 is unclear whether the initial fixed-price period arises in all cases or only if a Fixed Bridging Price is used, because this passage appears under the heading "Securing Fixed Bridging Prices if required". On either reading, the price for the second year is unknown and will be set by LASER's purchasing within the basket.

Consumption data

19. Alongside the estimated annual usage for each supply, the site schedule contains a column headed "PWP / FSAR Elec Adjustment - This is Actual Annual Uses - Copy &

Paste Values". For Dover House the two figures are 63,526 kWh and 115,502 kWh *(RB-1, Site Schedule, p. 6)*. For every supply I have checked, the second figure is the first multiplied by approximately 1.82 (for example, Agricola Place 17–24: 1,445 and 2,627 kWh; Albemarle Avenue 1–23: 917 and 1,667 kWh: *RB-1, Site Schedule, p. 3*). RB-1 does not explain what that column represents, whether the estimated or the adjusted figures were used in obtaining prices, or why the two differ by a uniform factor. RB-1 notes that supply numbers and estimated usage are "a representation of the Customer portfolio at the time of securing agreements" and that fees may be reviewed if there are significant variations *(RB-1, Schedule Summary, note 4, p. 20)*.

20. Those matters disclose choices or assumptions within the framework which are capable of bearing on cost, or whose cost effect cannot be assessed on the material presently supplied. The unqualified assertion at paragraph 22 of the Bertram Statement is therefore not supported by the Applicant's own exhibit. Further, RB-1 indicates that the Applicant may opt out of REGO on notice and may seek a change of procurement option by variation for the second supply year, so that part of the resulting prejudice may be prospectively mitigated by an appropriate condition (paragraph 40).

E. TRANSITION AND PRICING RISK

21. The Special Terms state that the new arrangement involves a change of supplier to nPower Ltd, which "would typically require customer commitment at least 6 months ahead" of the start date. They identify a risk that, because the agreement may be signed less than three months before 1 October 2026, not all supplies will be registered in time; in that event the incumbent supplier "may bill sites at out of contract rates", and LASER "accepts no liability" for those costs *(RB-1, Special Terms, p. 1)*.

22. If the intended registration route is not possible, "a 12-month Fixed Bridging Price will be secured". Such prices "do not include a breakdown of commodity and non-commodity price components" *(RB-1, Special Terms, p. 1)*.

23. The expiry date of the existing fixed-term contract was foreseeable, and RB-1 records that a supplier change typically requires commitment at least six months ahead. The Bertram Statement is dated 6 July 2026, less than three months before 1 October 2026. On the material supplied, the Applicant has not explained why procurement and statutory consultation could not have begun sufficiently early to allow both consultation and timely registration.

24. I do not allege that the bridging price is necessarily more expensive than the intended arrangement, or that any particular out-of-contract loss has occurred. The material supplied does not establish either proposition.

25. I recognise that the seriousness of a landlord's failure is not in itself a ground for refusing dispensation. It is, however, relevant to how readily the Tribunal should accept that prejudice has been suffered *(Daejan at [67])*. The absence of any explanation of the timing (paragraph 23) is also relevant to whether leaseholders should bear its financial consequences (paragraph 42).

F. WHAT I WOULD HAVE SAID HAD I BEEN CONSULTED

26. Had the Applicant consulted, I would have made the following proposals and sought the following information:

26.1 a proposal that REGO-backed supply should not be selected for the housing portfolio, as it was not for the corporate portfolio, unless its premium was disclosed and shown to be justified;

26.2 a proposal that the Procurement Only Service Option or the Housing Service should be used if either was cheaper than the Managed Service fees of £80 and £496 per supply per annum, together with a request for the fee for each;

26.3 the reasons for selecting Purchase in Advance rather than Purchase within Period;

26.4 the basis on which second-year prices will be set in the flexible basket, and the controls on LASER's authority to agree variations;

26.5 the proposed unit rates or estimated expenditure, and the estimated cost to each leaseholder;

26.6 what the "Actual Annual Uses" column represents, and which consumption volumes were used in obtaining prices (paragraph 19); and

26.7 the timetable: in particular, committing early enough to avoid late registration and out-of-contract rates, and the nature and price of any bridging arrangement.

27. The proposals at paragraphs 26.1 and 26.2 are reasonable points which, if adopted, would have been likely to reduce cost: declining REGO would remove whatever premium it carries, and a cheaper service level would reduce the fee charged for each supply. Only the Applicant can quantify those differences (paragraph 37). Where tenants show that they were unable to make such a point, the Tribunal is likely to proceed on the assumption that it would have been accepted *(Daejan at [67])*. The remaining matters concern information without which leaseholders could not properly assess the proposal. Any reduction would have benefited all leaseholders, not only me *(Aster at [44])*.

28. My account of what I would have done is supported by documentary evidence. On 2 September 2026, before receiving notice of this application, I sent the Applicant detailed written enquiries about the FY 2024/25 communal-electricity charge at Dover House, including estimated meter readings, tariff and supplier records, accounting treatment and apportionment. Relevant extracts are exhibited at RJ2. I do not ask the Tribunal to determine that charge in these proceedings; I rely on the correspondence only as evidence that I actively scrutinise these costs and would have engaged with consultation *(compare Aster at [39])*.

G. GAPS AND INCONSISTENCIES IN THE APPLICANT'S EVIDENCE

29. The Bertram Statement relies on documents said to be in RB-1 which are not there:

29.1 a sample lease, said to demonstrate recovery of communal electricity costs and the apportionment basis *(Bertram, para 28)*. A sample lease is also required by the application form's checklist *(Application, p. 16)*; and

29.2 a "tenant-to-leaseholder ratio and impact schedule", said to demonstrate cost distribution *(Bertram, para 17)*. That is the only document said to show the cost to leaseholders.

30. Neither the application nor the Bertram Statement contains any estimate of expenditure, any unit rate, or any estimate of cost per leaseholder. The Applicant makes no comparison between the intended price, any bridging price, and the out-of-contract rates on which it principally relies *(Bertram, para 23)*. The assertion that a compliant framework ensures value for money *(Bertram, para 26)* is unsupported by any comparative pricing evidence. Compliance with public procurement requirements does not, without more, establish that the choices identified in Section D were incapable of being influenced by consultation, or that the loss of consultation caused no relevant prejudice.

31. Key figures do not reconcile:

31.1 the Respondents are described as approximately 5,208 leaseholders in the title of the Bertram Statement and on the cover of RB-1, but as 5,028 in the body of the statement and in the application *(Bertram, para 16; Application, section 3.1)*;

31.2 the site schedule records the LASER fees as "TBA" *(RB-1, Site Schedule, p. 3)*, while the schedule summary states them *(RB-1, Schedule Summary, pp. 18–19)*; and

31.3 the site schedule records 976 non-half-hourly supplies with an estimated annual usage of 6,642,316 kWh *(RB-1, Site Schedule, p. 3)*, while the schedule summary records 975 supplies and 6,377,142 kWh *(RB-1, Schedule Summary, p. 18)*.

32. The notification letter dated 22 September 2026 gave a web address on the domain www.enfield.qov.uk rather than the Council's gov.uk domain. When I tried it at 23:30 on 24 September 2026, the browser reported that the address could not be found (screenshot exhibited at RJ1). I located the documents by correcting the address myself. The notification therefore did not give leaseholders a working address as Direction 1(a)(ii) contemplates. I draw this to the Tribunal's attention; I do not rely on it as a ground of prejudice.

H. TIMING AND PRESENT STATUS OF THE AGREEMENT

33. The chronology is as follows:

33.1 the Bertram Statement is dated 6 July 2026;

33.2 the application is dated 8 July 2026 and records that the QLTA had not then been entered into *(Application, sections 6.4 and 9)*;

33.3 the Directions, made on 26 August 2026, required notification to leaseholders by 24 September 2026 and objections by 8 October 2026, and provide for determination on the papers during the seven days commencing 23 November 2026 unless a hearing is held *(Directions, paras 1, 2 and 5)*; and

33.4 the new arrangement was intended to commence on or around 1 October 2026 *(Bertram, para 6)*.

34. The application was made in advance, but the intended commencement date precedes determination. The Applicant should confirm whether the agreement has been entered into and, if so, when, with which supplier, and whether any supply has been billed at out-of-contract rates or placed on a bridging price. Leaseholders can then identify prejudice by reference to the arrangements actually entered into, with the "added benefit of wisdom of hindsight" which *Daejan* recognises tenants will usually have *(Daejan at [69])*.

I. SCOPE OF THE DISPENSATION SOUGHT

35. The Applicant describes the relief sought as "partial dispensation" *(Bertram, paras 29–30; Application, Annex 1)*, whereas the Directions record that it seeks dispensation from all of the consultation requirements *(Directions, Background, para (A))*. The Applicant also says it "will provide information to leaseholders" *(Bertram, para 31)* without saying what.

36. The Applicant should identify whether Schedule 1 or Schedule 2 to the 2003 Regulations applies, precisely which requirements it asks the Tribunal to dispense with, and what consultation or information, if any, it will provide. The prejudice analysis depends on identifying the consultation opportunities lost.

J. FURTHER INFORMATION REQUESTED

37. So that the question of prejudice can be decided on evidence rather than assertion, I respectfully ask the Tribunal to direct the Applicant to provide, with its reply under Direction 3 (by 22 October 2026):

37.1 confirmation whether the QLTA or any call-off or supply agreement has been entered into and, if so, the date, the commencement date and the supplier;

37.2 whether any supply has been billed at out-of-contract or deemed rates, or placed on a Fixed Bridging Price;

37.3 the unit rates or pricing mechanism under the arrangement, any bridging price, and the out-of-contract rates on which the Applicant relies;

37.4 the reasons for selecting REGO for the housing portfolio and any associated premium; the service levels available and their fees; and the reasons for selecting Purchase in Advance;

37.5 the basis on which second-year prices will be set in the flexible basket;

37.6 the sample lease and the tenant-to-leaseholder ratio and impact schedule referred to at paragraphs 28 and 17 of the Bertram Statement;

37.7 whether Schedule 1 or Schedule 2 to the 2003 Regulations is said to apply, precisely which requirements dispensation is sought from, and what consultation or information, if any, the Applicant will provide; and

37.8 an explanation of the discrepancies identified at paragraph 31.

38. I respectfully ask for permission to file a supplementary statement, limited to relevant prejudice, by 29 October 2026 (or within 7 days of receiving the material above, if later), so that it can be included in the bundle due on 5 November 2026. Because this statement is sent to the Applicant under Direction 2(b), I have also made these requests, and those at paragraph 37, on Form Order 1 filed with the Tribunal on the same date as this statement, as Direction 13 requires.

K. CONDITIONS IF DISPENSATION IS GRANTED

39. If the Tribunal is minded to grant dispensation, I respectfully submit that it should do so only on conditions directed to removing or mitigating the prejudice identified above *(Daejan at [54]–[58]; Aster at [44] and [50])*. I invite the Tribunal to impose the following conditions.

Condition 1: consultation before the second supply year

40. By 31 January 2027, or such earlier date as is needed for observations to be considered before the earliest relevant contractual notice deadline, the Applicant shall give each affected leaseholder written notice: (a) describing the REGO selection for the housing portfolio and any associated cost; (b) describing the procurement options available; (c) explaining the basis on which second-year prices will be set; (d) identifying any other choice under the arrangement (including service level) which the Applicant is contractually able to change for the second supply year; (e) stating, for each matter, whether and by what date it can be changed; and (f) inviting observations within 30 days. The Applicant shall have regard to any observations received and, within 21 days of making any decision on those matters, give leaseholders a written statement of its decision and its reasons. The condition does not require the Applicant to consult on any matter it is contractually unable to change. If the Applicant does not comply with this condition, the dispensation shall not extend to costs incurred in the second supply year (1 October 2027 to 30 September 2028).

41. This condition is the kind of term expressly contemplated in *Daejan* at [56] where dispensation is sought in advance. RB-1 indicates that the Applicant may opt out of REGO on three months' notice, and may seek a change of procurement option by variation on six months' notice, before the anniversary of the flexible product (paragraphs 14 and 17). The proposed dates allow consultation to be completed before those deadlines for the October 2027 anniversary, and the condition is confined to matters that remain capable of change. It does not delay any price commitment: it concerns non-price choices for the second supply year, made months in advance, and so does not engage the Applicant's concern about volatile markets and limited pricing windows *(Bertram, paras 18–20)*. It would cost the Applicant little and would restore part of the consultation opportunity that has been lost.

Condition 2: costs of late registration

42. Any amount by which charges billed for an affected communal supply after 30 September 2026 at out-of-contract, deemed or equivalent rates, by reason of late registration or delayed transition, exceed the charges which would have applied under the new arrangement ("the incremental charge") shall not be recoverable from leaseholders through the service charge.

43. This condition does not prevent recovery of the ordinary cost of electricity properly recoverable under the leases. It is sought as a term of the indulgence the Applicant seeks *(Daejan at [54])*. The Applicant relies on the risk of out-of-contract rates to justify dispensation *(Bertram, para 23)* and has not explained why the procurement could not have begun earlier (paragraph 23). If dispensation is granted to avoid that risk, it is fair that leaseholders should not bear it. If the Tribunal declines to impose it, I ask the Tribunal to record that its decision does not prevent leaseholders from challenging any such charges under section 27A.

Condition 3: disclosure if a bridging price is used

44. If a Fixed Bridging Price is or has been used for any affected supply, the Applicant shall, within 28 days of the Tribunal's decision or of the bridging price being secured (whichever is later), disclose to leaseholders the bridging price, the price which would otherwise have applied, and the reasons the bridging arrangement was needed.

Condition 4: expert investigation

45. If the Tribunal considers that the pricing prejudice identified cannot fairly be resolved on the present material, I ask that it be a condition of any dispensation that the Applicant pays the reasonable and proportionate cost of one independent energy-procurement expert nominated by the leaseholders, to investigate whether the choices identified in Section D increased cost, for use in any subsequent application under section 27A; the amount to be agreed or, failing agreement, determined by the Tribunal *(Aster at [49]–[50]; Daejan at [68])*.

Condition 5: costs of opposing the application

46. The Applicant shall pay the reasonable costs incurred by me in reasonably investigating and challenging this application and, to the extent the Tribunal considers appropriate, the corresponding reasonable costs of any other Respondent who has incurred such costs and seeks equivalent relief *(Daejan at [59], [61] and [73]; Aster at [51])*.

Condition 6: the Applicant's costs

47. The Applicant's costs of making and pursuing this application shall not be recoverable from leaseholders through the service charge *(Daejan at [73])*.

Scope of the determination

48. For the avoidance of doubt, I invite the Tribunal to record that its determination concerns only dispensation from the consultation requirements and does not determine whether any resulting cost is recoverable under any particular lease, the method of apportionment, whether any expenditure was reasonably incurred, or whether any service charge is reasonable or payable *(Directions, Background, para (E))*.

L. APPLICATIONS UNDER SECTION 20C AND PARAGRAPH 5A

49. I apply under section 20C of the 1985 Act for an order that all or any of the costs incurred, or to be incurred, by the Applicant in connection with these proceedings are not to be regarded as relevant costs to be taken into account in determining the amount of any service charge payable by me.

50. I also apply under paragraph 5A of Schedule 11 to the Commonhold and Leasehold Reform Act 2002 for an order reducing or extinguishing any liability of mine to pay an administration charge in respect of the Applicant's litigation costs in these proceedings.

51. Such orders are just and equitable because the Applicant seeks an indulgence, it has not explained why the urgency on which it relies could not have been avoided, and a landlord seeking dispensation is expected to bear its own costs of the application *(Daejan at [73])*.

M. ORAL HEARING

52. I request an oral hearing, as indicated on the reply form. The matters requiring determination include whether and when the agreement was entered into, exposure to out-of-contract or bridging prices, the procurement choices identified in Section D, the existence and extent of relevant prejudice, and the conditions needed to remove or mitigate it.

53. If, following the Applicant's reply and the provision of the information requested at paragraph 37, the issues narrow so that no factual dispute requires oral determination, I would consent to the hearing being vacated and the application being determined on the papers.

N. CONCLUSION AND RELIEF SOUGHT

54. The Applicant's own evidence shows that the arrangement involves discretionary choices capable of affecting cost, and identifies financial risks arising from a late transition. The consultation through which those matters could have been examined has been lost. I have identified the specific points I would have raised and have produced documentary evidence of my engagement with these costs. I have therefore shown a credible case of relevant prejudice, which the Applicant must rebut with evidence rather than assertion *(Daejan at [68])*.

55. I respectfully invite the Tribunal to:

55.1 decline to grant unconditional dispensation on the present material;

55.2 direct the Applicant to provide the information identified at paragraph 37;

55.3 permit me to file a supplementary statement as set out at paragraph 38;

55.4 determine the application at an oral hearing, subject to paragraph 53;

55.5 if the Applicant does not rebut the identified prejudice and it cannot adequately be removed by conditions, refuse dispensation to the extent the Tribunal considers appropriate;

55.6 alternatively, if dispensation is granted, impose the conditions set out at paragraphs 40 to 47 and record the scope of its determination as set out at paragraph 48;

55.7 if it declines to impose the condition at paragraph 42, record that its decision does not prevent leaseholders from challenging any such charges under section 27A; and

55.8 make the orders sought at paragraphs 49 and 50.

STATEMENT OF TRUTH

I believe that the facts stated here are true. I understand that proceedings for contempt of court may be brought against a person who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

Signed : [redacted]

Name : [redacted]

Dated : 8 October 2026

EXHIBITS

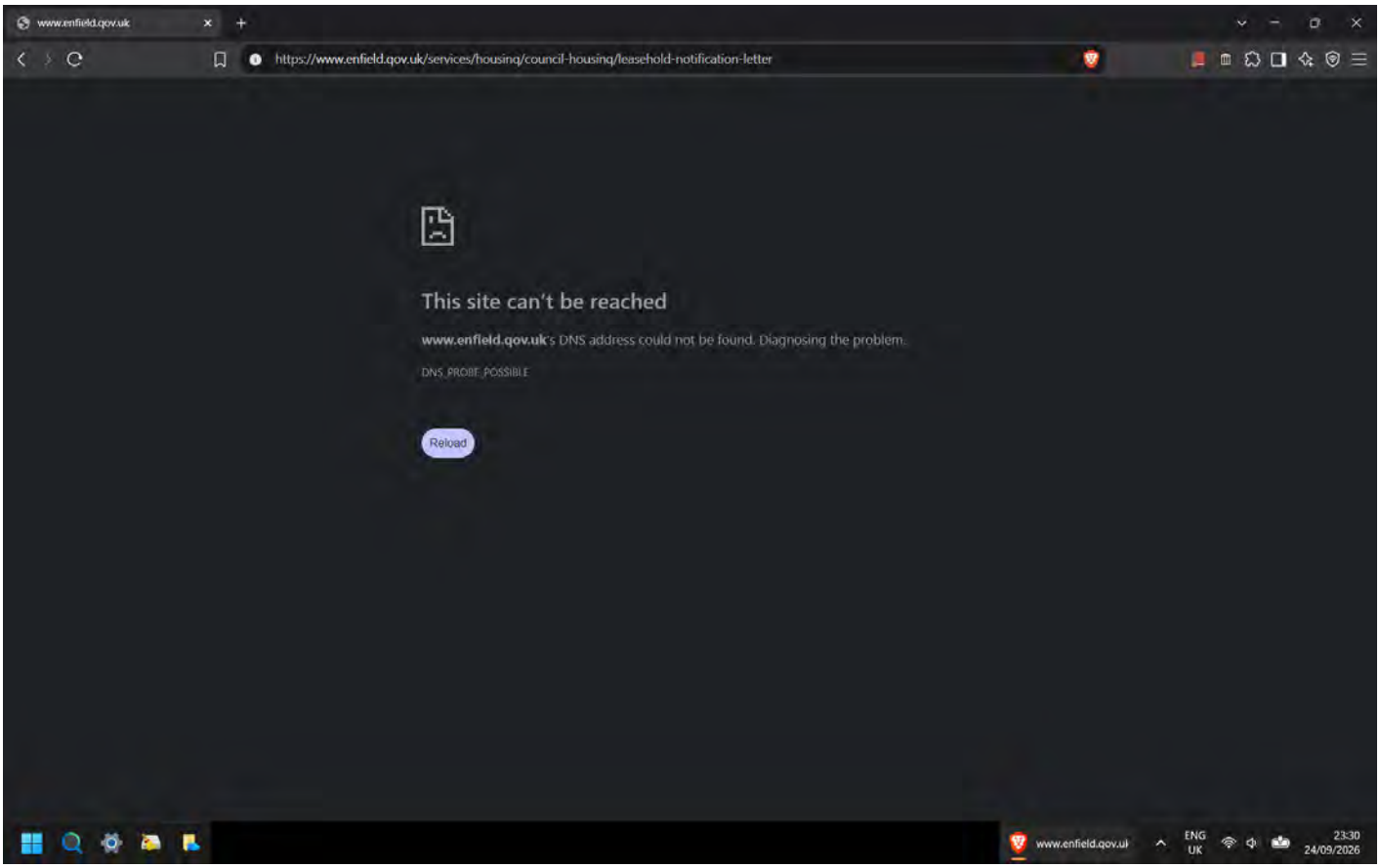
RJ1 Contemporaneous screenshot dated 24 September 2026 at 23:30 recording the browser DNS error for www.enfield.qov.uk following the attempt to access the address supplied in the Applicant's notification letter.

RJ2 Relevant extracts from my correspondence to the London Borough of Enfield dated 2 September 2026 concerning communal electricity at Dover House, including requests for tariff information, meter records, supplier records, accounting treatment and apportionment.

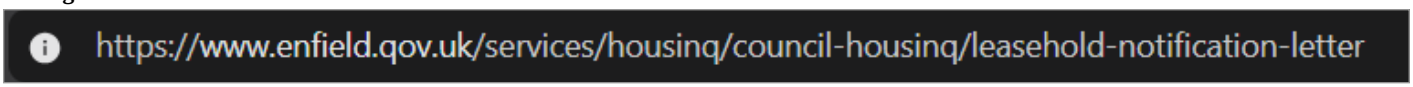
EXHIBIT RJ1

Contemporaneous screenshot dated 24 September 2026 at 23:30 recording the browser DNS error for www.enfield.qov.uk following the attempt to access the address supplied in the Applicant's notification letter.

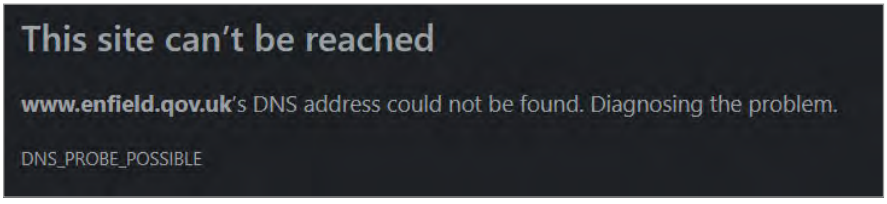
Personal information in the Windows taskbar (folder path, email inbox and other open windows) has been redacted. Enlargements A to C below are taken from the same redacted screenshot.



Enlargement A: address bar



Enlargement B: error message



Enlargement C: taskbar clock



EXHIBIT RJ2

Relevant extracts from correspondence to the London Borough of Enfield dated 2 September 2026 concerning communal electricity at Dover House, including requests for tariff information, meter records, supplier records, accounting treatment and apportionment.

Extracted from the original 17-page correspondence PDF:

- *original page 1: email metadata and context*
- *original page 5: section 4, Communal Electricity (£253.18)*

The objector's email address has been redacted on bundle p. 16.

[redacted]

From: [redacted] on behalf of [redacted]
Sent: 02 September 2026 00:17
To: 'Service Charge'
Cc: [redacted]d
Subject: [redacted] FY 2024/25 Service Charges: Section 22 Follow-Up and Related Queries

[redacted]

Thank you for your email below of 13 April 2026, enclosing the Council's covering letter and supporting documents in response to my Section 22 request dated 17 March 2026.

I have reviewed the material supplied. The outstanding matters are set out below.

The purpose of my request is not simply to reconcile the figures in the FY 2024/25 Actual Costs of Services statement, but to enable me to determine whether the expenditure has been reasonably incurred, is recoverable under the lease in hand and has been correctly apportioned.

This letter follows up and particularises my request of 17 March 2026. It does not replace, withdraw or supersede that request, nor does it extend any statutory deadline arising from it.

I have separated the outstanding matters into:

Part A – accounts, receipts and other supporting documents sought pursuant to Section 22;

Part B – separate accounting, contractual and apportionment questions.

The Part B questions are not advanced on the basis that Section 22 creates a general obligation to answer interrogatories. They concern the basis on which the Council says the relevant charges have been calculated and are payable.

For Part A, I am content either to receive electronic copies or to inspect and copy the documents in accordance with Section 22.

The absence of comment on any other item should not be treated as acceptance of its recoverability, reasonableness or payability.

4. Communal Electricity (£253.18)

Six supplied monthly electricity extracts cover October 2024 to March 2025 and total £8,213.04. Only the October, December and February records have tax dates within FY 2024/25. The November and January records are tax-dated 7 July 2025, and the March record 7 April 2025. The relevant page totals are £2,246.53 for November and £1,344.67 for January, notwithstanding the different amounts in their filenames.

For April to September 2024, the response includes a retrospective £9,382.87 invoice covering the longer period 30 November 2023 to 30 September 2024, tax-dated 26 February 2026. It does not identify the records used to calculate the April–September expenditure when the Actual Costs of Services statement was prepared.

That invoice post-dates both FY 2024/25 and the statement issued on 30 September 2025, so it cannot itself have been the document relied upon at the time of preparation. Its later date does not establish whether the expenditure was accrued or estimated, or the amount properly attributable to FY 2024/25. All eight supplied electricity extracts indicate estimated readings and identify MPAN 1013064057969 and meter K79E013872.

Please make available:

4.1 the records relied on to calculate communal electricity expenditure for April to September 2024;

4.2 if an accrual was used, the relevant journal entry;

4.3 if an accrual was used, the accrual calculation or working papers;

4.4 if an estimate was used, the calculation or working papers supporting that estimate;

4.5 any meter records relied upon in calculating the relevant expenditure, including actual and estimated readings, any final actual reading and the records underlying the 26,154.6 kWh entry shown alongside zero readings and a factor of 0.0000 in the £9,382.87 extract;

4.6 any tariff records relied upon in calculating the relevant expenditure;

4.7 any supplier records relied upon in calculating the relevant expenditure, including original bills and any replacement or correcting bills underlying the supplied extracts;

4.8 the accounting records showing the total communal electricity expenditure attributed to Dover House for FY 2024/25, the constituent debits and credits and their payment or accrual treatment; and

4.9 the apportionment schedule or calculation used to derive my charge of £253.18.

A further record is a credit of £3,215.15 for the consumption period 30 November 2023 to 31 January 2024, tax-dated 8 May 2024. Its consumption period precedes FY 2024/25, but its tax date falls within that year. Please:

4.10 identify any accounting record showing whether that credit was included in the FY 2024/25 calculation; and

4.11 if it was included, identify the amount taken into account.

5. Emergency Lighting Servicing (£1.59)

Thank you for confirming that the primary invoices remain outstanding. I acknowledge the three emergency-lighting ledger extracts identified at paragraphs 3.6–3.8. Their descriptions and dates do not, without further allocation records, reconcile their £98.82 gross total to the FY 2024/25 charge of £1.59.

IN THE FIRST-TIER TRIBUNAL (PROPERTY CHAMBER)
(RESIDENTIAL PROPERTY)

Case reference: LON/00AK/LDC/2026/0233

Between:

LONDON BOROUGH OF ENFIELD
Applicant

-and-

ALL COUNCIL LEASEHOLDERS IN THE LONDON BOROUGH OF ENFIELD
Respondents

STATEMENT IN OPPOSITION TO THE APPLICATION FOR DISPENSATION UNDER SECTION 20ZA OF THE LANDLORD AND TENANT ACT 1985

N [redacted]

1. Introduction

1. I am the leaseholder of a property within the London Borough of Enfield and am a Respondent to this application.
2. I respectfully oppose the Applicant's application for dispensation from the statutory Section 20 consultation requirements in relation to the proposed two-year electricity supply agreement for communal housing services.
3. I understand that the Tribunal's consideration in this application is limited to whether it is reasonable to dispense with the statutory consultation requirements. I am therefore not seeking in this statement to challenge the reasonableness or payability of any future service charge.
4. My objection is that, based on the information provided to leaseholders, I do not consider that the Applicant has sufficiently demonstrated why the statutory consultation requirements should be dispensed with in their entirety, or why the circumstances relied upon make consultation impracticable.

2. The Council's stated reasons

5. I understand the Council's position to be that:
   a. the existing fixed-term electricity supply contract expires on 30 September 2026;

   b. a replacement contract is intended to commence on or around 1 October 2026;

   c. the proposed replacement is a two-year qualifying long-term agreement procured through the LASER framework;

   d. the energy market is volatile and has limited pricing windows;

   e. completing a full Section 20 consultation would cause delay;

   f. delay could result in the Council and leaseholders being exposed to higher out-of-contract or deemed rates; and

   g. consultation would not influence the procurement route, supplier choice or pricing.
6. I recognise that maintaining continuity of electricity supply to communal areas is important and that the Council may need to act within appropriate procurement and market timeframes.
7. However, the existence of a procurement deadline does not, in itself, demonstrate that it is reasonable to dispense with all of the statutory consultation requirements. I respectfully ask the Tribunal to consider whether the evidence provided establishes that consultation genuinely could not reasonably have been undertaken, in whole or in part.

3. Timing and the need for further explanation

8. The Council states that the current electricity contract expires on 30 September 2026 and that the replacement contract needs to be in place from 1 October 2026.
9. I appreciate that this creates a fixed deadline. However, the existing contract's expiry date would presumably have been known to the Council in advance.
10. The Council has not, in the material provided to me, sufficiently explained:

a. when it first began preparing for the replacement contract;

b. when it first identified that a Section 20 consultation could not be completed within the available timeframe;

c. what consideration was given to commencing consultation earlier;

d. whether any form of shortened or partial consultation was considered before seeking complete dispensation; and

e. why the timing of the procurement process made consultation impracticable rather than simply inconvenient or difficult.

11. I respectfully ask the Tribunal to consider this issue when assessing whether dispensation is reasonable.

4. Evidence concerning market conditions and financial risk

12. The Council relies significantly upon the volatility of the energy market and the risk that delay could expose leaseholders to higher out-of-contract rates.
13. I do not dispute that energy prices can fluctuate. However, the Council's evidence, as presented to me, does not provide sufficient detail for leaseholders to understand the extent of the financial risk being relied upon to justify dispensing with consultation.
14. In particular, I have not been provided with clear figures showing:

a. the relevant current electricity rates;

b. the proposed rates or pricing arrangements under the new agreement;

c. the anticipated total value or cost of the proposed two-year agreement;

d. the relevant out-of-contract or deemed rates referred to by the Council;

e. the estimated difference between the proposed arrangement and the alleged out-of-contract alternative; or

f. the estimated financial impact or saving for individual leaseholders.

15. I appreciate that the Tribunal is not being asked in this application to determine whether the eventual service charges are reasonable. Nevertheless, the financial evidence is relevant to the Council's argument that dispensation is necessary to protect leaseholders from materially higher costs.
16. I therefore respectfully ask the Tribunal to consider whether the Council has provided sufficient evidence to substantiate the urgency and financial consequences upon which its application relies.

5. Whether consultation could have made a difference

17. The Council states that leaseholder consultation would not influence the supplier, procurement route or pricing because the procurement is being undertaken through the LASER framework.

18. However, this assertion is important because the statutory consultation process exists to give leaseholders an opportunity to make observations concerning proposed long-term agreements.
19. I respectfully ask the Tribunal to consider whether the Council has adequately demonstrated why leaseholder observations could not have had any meaningful relevance to the proposed agreement, its terms, procurement arrangements or the protection of leaseholders' interests.
20. If the Council's position is that the framework entirely determines the relevant procurement choices and pricing, I respectfully consider that this should be supported by sufficient evidence from the relevant framework and procurement arrangements rather than simply asserted.

6. Absence of relevant prejudice

21. The Council states that leaseholders will suffer no relevant prejudice because they will retain the ability to challenge the reasonableness of service charges.
22. I respectfully submit that the existence of a later right to challenge service charges does not necessarily mean that leaseholders suffer no prejudice from having no opportunity to participate in the consultation process before a two-year agreement is entered into.
23. Consultation provides an opportunity for leaseholders to receive information and make observations before the agreement is entered into. A subsequent challenge to service charges is a different mechanism and takes place after costs have been incurred or charged.
24. I therefore ask the Tribunal to consider whether the Council has sufficiently demonstrated that the absence of the consultation process would cause no relevant prejudice in the circumstances of this particular agreement.

7. Scope of the dispensation sought

25. I also note that there appears to be some inconsistency in the material concerning the scope of the dispensation sought.
26. The Tribunal's Directions describe the Council as seeking dispensation from **all** of the consultation requirements imposed by Section 20. The Council's application, however, refers in places to seeking **partial dispensation**.
27. I respectfully ask the Tribunal to clarify the precise scope of any dispensation sought and, if dispensation is granted, to consider whether it should be limited to only those consultation requirements that the Council has demonstrated cannot reasonably be complied with.

8. Inconsistency concerning the number of leaseholders/respondents

28. I also note an apparent discrepancy in the Council's evidence concerning the number of affected leaseholders/respondents.
29. The application and witness evidence refer to approximately 5,028 leaseholders, whereas the introduction to the witness statement refers to approximately 5,208 Respondents.
30. This may simply be an administrative or typographical error, but given the scale of the proposed agreement and the number of people potentially affected by the service charges, I respectfully ask that the discrepancy be clarified.

9. Proportionality

31. I recognise that the Council is seeking to ensure continuity of electricity supply and avoid potentially higher costs.
32. However, I respectfully submit that the Tribunal should consider whether dispensing with all statutory consultation requirements is proportionate to the circumstances demonstrated by the evidence.
33. In particular, the Council has not, in my view, sufficiently explained why some form of consultation could not have been undertaken, whether in a shortened form or in relation to those aspects of the proposed agreement where leaseholder observations could have been relevant.
34. I therefore respectfully ask the Tribunal to scrutinise the evidence supporting the Council's claims concerning timing, market conditions, procurement restrictions and the absence of prejudice before deciding whether full dispensation is reasonable.

10. Conclusion

35. For the reasons above, I respectfully oppose the Applicant's application for dispensation.
36. I ask the Tribunal to consider whether the Applicant has demonstrated that dispensing with the statutory consultation requirements is reasonable in the particular circumstances of this proposed two-year agreement.
37. In particular, I ask the Tribunal to consider:

a. whether the Council has adequately explained why consultation could not reasonably have been commenced earlier;

b. whether the evidence sufficiently demonstrates the urgency relied upon;

c. whether the claimed financial consequences of delay have been adequately substantiated;

d. whether the Council has sufficiently demonstrated that leaseholder consultation could not have had any meaningful effect;

e. whether the Council has adequately demonstrated that leaseholders would suffer no relevant prejudice from the absence of consultation; and

f. whether any dispensation granted should be limited rather than extending to all consultation requirements.

38. I respectfully ask the Tribunal to refuse the application for dispensation. Alternatively, if the Tribunal considers that some dispensation is justified, I respectfully ask that it be limited to the minimum extent considered necessary and appropriate in the circumstances.
39. I do not request an oral hearing and respectfully ask that my objection be considered as part of the paper determination.

Statement of Truth

I believe that the facts stated in this statement are true.

[redacted]

[redacted]

[redacted]

Case Reference:	**LON/00AK/LDC/2026/0233**
Property:	**Various Properties owned by the London Borough of Enfield**

ONLY COMPLETE AND RETURN THIS FORM <u>IF YOU OBJECT</u> TO THE APPLICATION

If you do object please complete and return this form to:

The First-tier Tribunal Property Chamber (Residential Property) **by email** to: London.RAP@justice.gov.uk

<u>And</u> send a copy to the landlord's representative Jennifer Jarvis, Civic Centre, Sliver Street, Enfield EN1 3XA and reference LS/C/JJR/175351

Email address: Jennifer.jarvis-roberts@enfield.gov.uk

	Yes	No
Have you sent a statement in response (as per direction 2) to the landlord?	☒	☐
Do you request an oral hearing?	☐	☒
Name address of any spokesperson or representative appointed for the leaseholder:		

Please also complete the details below:

Date:	**8th October 2026**
Signature (can be digital):	[redacted]
Print Name:	[redacted]
[redacted]	[redacted] **(to be withheld from public bundles please)**
Your correspondence address (if different):	
Telephone:	
Email:	[redacted]

Section E
All other correspondences
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From:	London RAP
To:	Jennifer Jarvis-Roberts
Subject:	LON/00AK/LDC/2026/0233 - Various Properties owned by Enfield Council
Date:	15 July 2026 12:28:56
Attachments:	image001.png image006.png image007.png 260715 - Fee Req.docx

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Hello,

The Tribunal has received your application and is now requesting payment for the application. Please find details on how to pay enclosed in the letter attached.

Kind Regards,

Dio Costa
Residential Property Service **|** HMCTS **|** 10 Alfred Place **|** London **|** WC1E 7LR

www.gov.uk/HMCTS



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From:	Jennifer Jarvis-Roberts
To:	London RAP
Subject:	RE: LON/00AK/LDC/2026/0233 - Various Properties owned by Enfield Council
Date:	21 July 2026 15:01:00
Attachments:	image001.png image006.png image007.png

Dear Sirs

Please confirm whether payment has now been applied to the application. Can you also confirm whether the application has been determined.

Kind regards

Jennifer Jarvis-Roberts
Senior Lawyer | Corporate Team | Legal Services
On behalf of the Director of Law and Governance
London Borough of Enfield
PO Box 50, Civic Centre, Silver Street, Enfield EN1 3XA
Tel: 020 8078 5909
Enfield Council operates a Smart Working Policy and staff may be working remotely and/or in the office. To ensure your correspondence is dealt with promptly, please correspond by email instead of/as well as post.

PLEASE NOTE: Enfield Council no longer uses the DX postal service.

Enfield Council is committed to serving the whole borough fairly, delivering excellent services and building strong communities.

Think before copying others into emails.

Legal advice in this email is subject to legal professional privilege and should not be disclosed without authorisation

From: London RAP <London.Rap@Justice.gov.uk>
Sent: 15 July 2026 12:29
To: Jennifer Jarvis-Roberts <Jennifer.Jarvis-Roberts@Enfield.gov.uk>
Subject: LON/00AK/LDC/2026/0233 - Various Properties owned by Enfield Council

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Hello,

The Tribunal has received your application and is now

requesting payment for the application. Please find details on how to pay enclosed in the letter attached.

Kind Regards,

Dio Costa
Residential Property Service **|** HMCTS **|** 10 Alfred Place **|** London **|** WC1E 7LR
www.gov.uk/HMCTS



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FIRST-TIER TRIBUNAL
PROPERTY CHAMBER
(RESIDENTIAL PROPERTY)

Case reference	:	LON/00AK/LDC/2026/0233
Properties	:	Various Properties owned by the London Borough of Enfield
Applicant	:	London Borough of Enfield
Respondents	:	All council leaseholders in London Borough of Enfield
Type of application	:	To dispense with the requirement to consult leaseholders about a long-term agreement for the supply of electricity
Judge	:	Judge Purcell
Date of directions	:	20 October 2026

ORDER

Order

A. The application is listed for a hearing on 9 December 2026 starting at 10am by video conferencing. The time estimate for the hearing is amended from two hours to one day.

B. The Applicant is to provide a Scott Schedule detailing each objection received from the leaseholders together with its reply to the objection by 5 November 2026.

C. The date for the Applicant landlord to prepare a bundle at paragraph 4 of the Directions Order dated 26 August 2026 is extended to 19 November 2026.

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Reasons

1. The Tribunal has received 30 responses from leaseholders opposing the application. Given the number of replies received from leaseholders, the Tribunal considers it necessary to have a hearing rather than a paper determination.

2. In order to manage the hearing efficiently and proportionately in advance of the hearing the Tribunal requires the Applicant landlord to prepare a schedule detailing each objection and providing its response to it. This is in order to ensure the application can be heard in the allotted time estimate of one day. The matter had originally been listed for 2 hours but given the number of objections received the Tribunal considered a time estimate of one day would be more appropriate.

3. The Tribunal has varied the current Directions order dated 26 August to include a further direction for the preparation of a schedule of objections and varied the date for the Applicant landlord to prepare the bundle.

4. The overriding objective of the Tribunal Rules enables the Tribunal to deal with cases fairly and justly. This includes ensuring, so far as practicable, that all parties participate effectively in the proceedings. The amendments would not prejudice the hearing date.

Name: Judge Purcell Date: 20 October 2026

HM Courts & Tribunals Service

Property Chamber
Residential Property
First-tier Tribunal

10 Alfred Place, London, WC1E 7LR
Telephone: 020 7446 7700
E-mail: London.RAP@justice.gov.uk
DX: 134205 Tottenham Court Road 2

Enfield Council
Civic Centre
Sliver Street
Enfield
EN1 3XA

Your ref: LS/C/JJR/175351
Our ref: LON/00AK/LDC/2026/0233

Date: 22 July 2026

Dear Enfield Council

RE: Landlord and Tenant Act 1985 Act - Section 20ZA Click or tap here to enter text.

I am writing to acknowledge receipt of your recent application **and fee of £114 which was debited via your PBA with the reference of FACCT-FEE-0011474121** in respect of the above address. The application was received on **09 July 2026**. Your Application is now active and currently being referred for directions.

Attached is a copy of our service standards. Our guidance on procedure booklet can be viewed on our website: https://www.gov.uk/housing-tribunals. If you would prefer a hard copy, please let me know.

I will write to you again shortly.

Yours sincerely
Dio Costa
Case Officer

HM Courts & Tribunals Service

PROPERTY CHAMBER
SERVICE AND STANDARDS

You are entitled

- to courtesy and helpfulness from tribunal judges and members, and from HMCTS staff;
- to be treated without discrimination;
- to expect your case to be treated impartially and with fairness to both sides;
- to state your case in writing or at a hearing;
- to have the same documents as the other party;
- to a decision and the reasons for the decision, which will be sent to you in writing.

General standards

- We aim to provide clear, straightforward information about our service, including where to go and what to do if you need help.
- If you telephone to request forms we will respond within two days.
- If you wish to inspect the register of members' interests, we will make an appointment for you to look at it at the relevant office.
- If your hearing is delayed we will keep you regularly informed.
- We will tell you about your rights to appeal.

Telephone standards

- We aim to answer the telephone between the hours of 9am and 5pm, Monday to Thursday and 9am and 4.30pm on Friday.
- We will deal with the query if we can; if we cannot, we will pass you on to the appropriate person or section.
- We will tell you whom we are transferring you to.
- If we need to find papers or files, we will offer to ring you back.
- We will offer to take a message if the correct person is unavailable and ask them to call you back.

To help you

- user-friendly guidance is available on our procedures and jurisdictions; these are available on our website: https://www.gov.uk/housing-tribunals; please note that HMCTS staff can only offer information, not legal advice, about your case;
- pro bono legal advice schemes are available in some areas, and in some types of case, we offer a mediation service.

Special requirements

If you, or anyone coming to a tribunal with you, have a disability or a particular need, we can make reasonable adjustments to help you use our service. You should contact the office dealing with your case as soon as possible to discuss your requirements with them.

We can provide the following:

- Foreign language and sign language interpreters at the tribunal hearing;
- Accessible offices for people with disabilities. If necessary, we will move the location of a case in order to provide these.

If written material is required in a language other than English, or in a more accessible format (eg large print, or Braille) then a request should be made to the HMCTS office administering your case.

In return, we ask you

- to give us accurate information;
- to be courteous to our staff, judges and members; please note that we do not tolerate offensive or discriminatory behaviour or language;
- to quote your case reference number on all correspondence, once your application has been made;
- if you change your address or representative, to inform us in writing immediately;
- to attend the tribunal on the day fixed for your hearing.

Complaints

The leaflet Unhappy with our service – what can you do? sets out how you can complain about any aspect of our administration, and is available from the HMCTS office that is administering your case.

Any complaint concerning a judge or tribunal member will be dealt with under The Judicial Conduct (Tribunals) Rules 2014 and should be sent to the Regional Judge for the region in which your case is being dealt with, within three months of the latest event or matter complained of.

Please note that we cannot consider any complaint about a decision made by the Tribunal, since this can only be dealt with by way of a formal appeal to the Upper Tribunal.

PBA0079006: LONDON BOROUGH OF ENFIELD

Credit Remaining on Account: £54,886.00

Account Status: Active

CASE REFERENCE LON/00AK/LDC/2026/0233 - FACCT-FEE-0011474121

Print Label

Submit a New Fee Against the Selected PbA Customer

Create a Duplicate of above Submission

Apply a Remission to above Submission

Submit a New Fee to a Different PbA Customer

Return to Home Screen

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FIRST-TIER TRIBUNAL
PROPERTY CHAMBER
(RESIDENTIAL PROPERTY)

Case reference	:	LON/00AK/LDC/2026/0233
Properties	:	Various Properties owned by the London Borough of Enfield
Applicant	:	London Borough of Enfield
Respondents	:	All council leaseholders in London Borough of Enfield
Type of application	:	To dispense with the requirement to consult leaseholders about a long-term agreement for the supply of electricity
Judge	:	Mrs S Phillips MRICS
Date of directions	:	26 August 2026

DIRECTIONS ON AN APPLICATION UNDER SECTION 20ZA OF THE LANDLORD AND TENANT ACT 1985

The parties may agree between themselves any reasonable change to the dates in these Directions EXCEPT for the date of sending the bundles and the hearing date/s.

Communicating with the Tribunal

- Unless directed otherwise, all communications to the Tribunal, including the filing of documents and bundles, should be by email ONLY, attaching a letter in Word format. Emails must be sent to London.RAP@justice.gov.uk and all communications must be copied to the other party or parties at the same time. The attachment size limit is 36MB. Larger files should be uploaded to a secure file sharing website and a web link provided.

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- If a party does not have email, access to the Internet and/or cannot prepare digital documents, they should contact the case officer about alternative arrangements.

- Documents prepared for the Tribunal should be easy to read. If possible, they should be typed and use a font-size of not less than 12.

Background to the Application

(A) The Applicant landlord seeks dispensation under section 20ZA of the Landlord and Tenant Act 1985 from all of the consultation requirements imposed on the landlord by section 20 of the 1985 Act[1].

(B) The Applicant intends to enter into a two year contract for the supply of electricity for communal housing services by October 2026.

(C) The contract is a Qualifying Long Term Agreement ('QLTA') to which section 20 of the 1985 Act and the Service Charges (Consultation Requirements) (England) Regulations ('the 2003 Regulations') applies.

(D) The Applicants contend that it is not reasonably practicable given the timing and market conditions for a full statutory section 20 consultation to be undertaken. The Applicants seek dispensation from compliance with the consultation requirements in the 2003 Regulations.

(E) The only issue for the Tribunal is whether it is reasonable to dispense with the statutory consultation requirements. This application does not concern the issue of whether any service charge costs will be reasonable or payable.

DIRECTIONS

1. The Applicant landlord must by 24 September 2026:

   a) Write to each of the leaseholders and to any residential sub-lessee and to any recognised residents' association concerned by email, hand delivery or first-class post, setting out the following:

      i. Informing them of the application;

      ii. Advising them that a copy of the application (excluding any Respondents' telephone numbers or email addresses, or any separate list of Respondents' names and addresses), statement of case, supporting documents and a copy of these directions will be

[1] See the Service Charges (Consultation Requirements) (England) Regulations 2003 (SI 2003/1987)

available on the Applicant's website, advising them of the URL address, and notifying them that any response to the application should be made by 8 October 2026;

iii. Informing the leaseholders that if they wish to receive a printed copy of the application and these directions they should write to the Applicants, who will then send printed copies (again, (excluding any Respondents' telephone numbers or email addresses, or any separate list of Respondents' names and addresses));

iv. Advise the leaseholders that as the application progresses additional documents will be added to the website, including the final decision of the Tribunal, stating clearly that the final decision is likely to be uploaded on or after 8 October 2026.

b) Confirm to the Tribunal by email that this has been done and stating the date(s) on which this was done.

2. Those leaseholders who oppose the application must by 8 October 2026:

a) Complete the attached reply form and send it by email to the Tribunal; and

b) Send to the Applicant landlord, by email or by post, a statement in response to the application with a copy of the reply form. They should send with their statement copies of any documents upon which they wish to rely.

3. The Applicant landlord may send to the Respondents/leaseholders a brief reply to any statements in opposition received, by 22 October 2026.

4. The Applicant landlord must by 5 November 2026:

a) Prepare a digital, indexed and paginated Adobe PDF bundle of all relevant documents for use in the determination of the application, containing all of the documents on which the Applicant landlord relies, including the application form, these and any subsequent directions, copies of any replies from the leaseholders and any relevant correspondence with the Tribunal;

b) Upload a copy of the bundle to their website;

c) Write to each of the leaseholders who have sent a reply form to oppose the application, by email and/or post, providing them with a link to the uploaded bundle or, if they request one, a paper copy of the bundle;

d) Also send an email to the Tribunal at London.Rap@justice.gov.uk with a similar link to the uploaded bundle, that can be downloaded by the Tribunal. The subject line of the email must read:" "BUNDLE FOR PAPER DETERMINATION: [case reference number]".

Decision

5. Unless a hearing is requested, or the Tribunal considers a hearing necessary, the Tribunal will decide this application during the seven days commencing 23 November 2026, using the document bundle provided.

6. Any request for a hearing must be made by the 8 October 2026.

7. If a hearing is requested/considered necessary, it will take place by video conferencing on 9 December 2026, using the document bundle provided.

8. Full details of how to take part will be sent nearer the time. No specialist software is needed to access the hearing. However, parties will need to have access to a computer, connected to the Internet, with a webcam and microphone, or a similarly enabled smartphone or tablet device. If a party does not have suitable equipment to attend a video conference, they must notify the Tribunal promptly, and consideration will be given to alternatives.

9. The hearing will have a time estimate of two hours, but any party should notify the Tribunal if that time estimate is insufficient.

10. If a hearing is confirmed:

    a) A party who is intending to rely upon oral witness evidence at a hearing must provide the witness with a copy of the hearing bundle for use at the hearing.

    b) Parties may wish to print out a copy of the digital hearing bundle(s) for use at the hearing. The Tribunal will be using the digital hearing bundles provided, unless it directs otherwise.

    c) Any party may request, from another party, a physical paper copy of a hearing bundle relied upon by that party (this must be provided, free of charge, within seven days of the request).

    d) Evidence from abroad: any party or witness: If you or your witness intends to give oral evidence at the hearing from somewhere outside of the United Kingdom, you must request from your case officer the *Guidance Note for Parties: Evidence from Abroad* as soon as possible. The processes laid out in that Guidance Note are those that you must follow. The Tribunal cannot offer any other assistance with the process, which is the responsibility of the person wishing to give evidence from abroad to follow. Failure to follow the process outlined in the Guidance is likely to result in you or your witness being unable to give oral evidence from abroad.

11. The Tribunal will send a copy of its eventual decision on dispensation to the representative of every represented Respondent/leaseholders and to

any unrepresented leaseholders, who have completed and returned the reply form attached to these directions.

12. Additionally, the Applicant must either send a copy of the Tribunal's decision and appeal rights to all leaseholders, or upload a copy of the Tribunal's decision and appeal rights on their website, if they have one, or on a web-based document storage site within 7 days of receipt and shall maintain it there for at least 3 months, with a sufficiently prominent link to both on their home page, or (if longer) until the new contract is entered into.

Applications

13. Applications for further directions, interim orders, variations of existing directions, or a postponement of the final hearing/determination must be made using form Order 1[2].

Non-Compliance with Directions

14. If the Applicant fails to comply with these directions the Tribunal may strike out all or part of their case pursuant to rule 9(3)(a) of the Tribunal Procedure (First-tier Tribunal) (Property Chamber) Rules 2013 ("the 2013 Rules").

15. If the Respondent fails to comply with these directions the Tribunal may bar them from taking any further part in all or part of these proceedings and may determine all issues against it pursuant to rules 9(7) and (8) of the 2013 Rules.

Name: Mrs S Phillips MRICS Date: 26 August 2026

Attached: Reply Form for Leaseholders

[2] Form Order 1 is available at https://www.gov.uk/government/publications/ask-the-first-tier-Tribunal-property-chamber-for-case-management-or-other-interim-orders

Case Reference:	LON/00AK/LDC/2026/0233
Property:	Various Properties owned by the London Borough of Enfield

ONLY COMPLETE AND RETURN THIS FORM IF YOU OBJECT TO THE APPLICATION

If you do object please complete and return this form to:

The First-tier Tribunal Property Chamber (Residential Property) by email to: London.RAP@justice.gov.uk

And send a copy to the landlord's representative Jennifer Jarvis, Civic Centre, Sliver Street, Enfield EN1 3XA and reference LS/C/JJR/175351

Email address: Jennifer.jarvis-roberts@enfield.gov.uk

	Yes	No
Have you sent a statement in response (as per direction 2) to the landlord?	☐	☐
Do you request an oral hearing?	☐	☐
Name address of any spokesperson or representative appointed for the leaseholder:		

Please also complete the details below:

Date:	
Signature (can be digital):	
Print Name:	
Address of affected property:	
Your correspondence address (if different):	
Telephone:	
Email:	

HM Courts & Tribunals Service

Property Chamber
Residential Property
First-tier Tribunal

10 Alfred Place, London, WC1E 7LR
Telephone: 020 7446 7700
E-mail: London.RAP@justice.gov.uk
DX: 134205 Tottenham Court Road 2

Enfield Council
Civic Centre
Sliver Street
Enfield
EN1 3XA

Your ref: LS/C/JJR/175351
Our ref: LON/00AK/LDC/2026/0233

Date: 28 August 2026

Dear Enfield Council

RE: Landlord and Tenant Act 1985 Act - Section 20ZA

PREMISES: Various Properties owned by Enfield Council

The Tribunal has considered the papers so far filed and has attached a copy of the directions to this letter. Your attention is specifically drawn to the necessity for the parties to provide documents on which they will rely on at the determination in good time.

I will write to you again shortly.

Yours faithfully

Dio Costa
Case Officer

Section F
All other supporting documents
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Access Agreement

Dated the

Access Agreement Relating to:

Y22009 Framework for the Flexible Procurement and Supply of Electricity for Half Hourly, Non-Half Hourly Metered and Unmetered Supply Electricity with Additional Services.

And/or

Y22008 Framework for the Flexible Procurement and Supply of Gas for Daily Metered and Non-Daily Metered with Additional Services.

And/or

Any subsequent replacement Frameworks for **Y22009** and **Y22008**.

Made between:

THE KENT COUNTY COUNCIL

and London Borough of Enfield

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This **ACCESS AGREEMENT** is made on

BETWEEN

1 **THE KENT COUNTY COUNCIL** of County Hall, Maidstone, Kent, ME14 1XQ (the "Contracting Authority") with all correspondence to Commercial Services Group, LASER, 1 Abbey Wood Road, Kings Hill, West Malling, Kent, ME19 4YT; and

2 London Borough of Enfield

Civic Centre, Silver Street, Enfield EN1 3XA

("The Name and Address of Participating Authority");

Each one of them a "**Party**" and together "the **Parties**".

BACKGROUND

A The Kent County Council is the Central Purchasing Body as defined in the Public Contracts Regulations 2015 (**PCR2015**) providing services through the Framework.

B LASER is a business unit of Kent County Council and a trading name (brand) used by Kent County Council for its central purchasing body activities relating to energy.

C The Contracting Authority acting on behalf of itself and the named Participating Authorities will ensure that a Framework Agreement is in place and Supplier appointed for the procurement and supply of Electricity and related services [Y22009] and Supplier appointed for the procurement and supply of Gas and related services [Y22008].

D Under the Framework Agreement, Participating Authorities may call-off Services either directly from a single supplier or through a mini-competition.

E The Contracting Authority requires that any Participating Authority, which wishes to procure Services through the Framework Agreement, enter into this Agreement with the Contracting Authority to access and use the Framework Agreement.

F The Participating Authority has entered into this Access Agreement pursuant to its powers contained in section 1 of the Localism Act 2011.

G The Participating Authority commits to the duration of the Access Agreement, which may be for a period longer than the initial Call-Off Contract, and subsequent Call-Off Contracts may be executed and linked to this Access Agreement.

PURPOSE

This Agreement governs the services LASER will provide to you in managing the Framework Agreement. Services and the relevant SLA may be added or removed. As set out in Appendix 1.

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IT IS AGREED as follows:

1 INTERPRETATION

1.1 Any term not defined in this Agreement shall have the meaning given to it in the Framework Agreement and interpretation will be as set within the Framework Agreement.

1.2 The following terms and expressions shall have the meanings ascribed to them:

"Agreement"	Means this agreement.
"Expiry Date"	Date to be specified relating to the expiry of this Agreement.
"Framework Agreement"	Means either of the following framework agreements, each of which the Participating Authority may access: • The Framework Agreement no Y22009 called the flexible procurement and supply of Half Hourly (HH), Non-Half Hourly (NHH), Metered and Unmetered Electricity with Additional Services and entered into between the Contracting Authority and each of the Suppliers and procured pursuant to PCR2015 and any subsequent framework agreements for the supply of electricity and related services. • The Framework Agreement no Y22008 called the flexible procurement and supply of Natural Gas Daily Metered and Non-Daily Metered with Additional Services and entered into between the Contracting Authority and each of the Suppliers and procured pursuant to PCR2015 and any subsequent framework agreements for the supply of gas and related services.
"Recovery"	Means the sum agreed as the amount that the Contracting Authority may collect from the Supplier or directly from the Participating Authority depending on service options selected and provides access to use the Framework Agreement(s), also known as service fees. Details shown in each relevant Call-Off Contract.
"Site Schedule (Summary)"	Summary of supplies to be included in this Agreement for procurement Full Site Schedule will be attached to each relevant Call-Off Contract.
"Start Date"	The date the Access Agreement is executed.
"Supply Start Date"	The date the supply of Services commences defined in each relevant Call-Off Contract.

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2 SCOPE

2.1 In consideration for the payment of the Recovery to the Contracting Authority, the Contracting Authority grants the Participating Authority access to use the Framework Agreement(s) and the Participating Authority may enter into Call-Off Contracts with any of the listed Suppliers, provided they do so in accordance with the provisions of this Agreement and the Framework Agreement.

2.2 This Agreement and its Appendices, the Framework Agreement and any additional documents specified, agreed and attached make up this Agreement. The Parties confirm that they have read, understood and agree to be bound by the terms and conditions of those documents. This Agreement may be executed and delivered in any number of counterparts, each of which is an original and which, together, have the same effect as if each Party had signed the same document.

2.3 This Agreement shall commence on the Start Date and end on the Expiry Date, unless extended by both Parties in writing.

2.4 Order of precedence is:

1) This Agreement.

2) The Framework Agreement.

2.5 The Contracting Authority shall provide access to services to the Participating Authority under this Agreement details will be contained in each individual Call-Off Contract. These services may include additional services as noted in Clause 11.

3 APPROVAL TO USE THE FRAMEWORK AGREEMENT

3.1 The Participating Authority must not carry out any mini competition under the Framework Agreement or enter into any Call-Off Contract without the prior written consent of the Contracting Authority.

3.2 The terms and conditions of the Framework Agreement are incorporated into this Agreement by reference and the Parties shall comply with the same to the extent that they apply to this Agreement.

4 ROLE OF THE PARTICIPATING AUTHORITY

4.1 The Participating Authority undertakes to comply with any guidance or instruction issued by the Contracting Authority (from time to time) in the use and operation of the Framework Agreement.

4.2 The Participating Authority appoints the Contracting Authority as its agent for the terms of this Agreement in relation to all matters arising out of or in connection with its use of the Framework Agreement.

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4.3 The Participating Authority confirms and warrants to the Contracting Authority that in entering into this Agreement it is not breaching any contract it has with a Third Party for the supply of electricity and/or gas, or any additional or Third-Party service accessed through this agreement. The Participating Authority will indemnify the Contracting Authority against any costs, expenses etc. which may arise as a result of a breach of this warranty.

4.4 The Participating Authority warrants to the Contracting Authority that it, its subsidiaries and /or affiliates (if any) are the owners or occupiers of the sites identified and will fully indemnify and underwrite the Contracting Authority against any and all debt on the account of the individual bodies identified on the Site Schedule in the relevant Call-off Contract.

4.5 The Participating Authority should only remove Sites from the Site Schedule in the event that such Site has been sold or closed.

5 THE ROLE OF CONTRACTING AUTHORITY

5.1 The Contracting Authority will administer and manage the Framework Agreement as set out herein;

5.1.1 Provide support and guidance to the Participating for the use of the Framework Agreement.

5.2 In relation to flexible procurement, if the Participating Authority does not specify a flexible procurement option then the most recent previous preference will be assumed. If no historic preference is registered then the Purchase In Advance (PIA) option will be adopted or alternative default option will be assigned.

5.3 The Contracting Authority's Recovery, as agreed in advance and specified in the Call-Off Contract Site Schedule, may be revised annually in line with the Consumer Price Index (CPI) and any changes in service requirements, volume consumption amendments and/ or number of supplies.

5.4 Should the Participating Authority reduce the Site Schedule kWh volume uptake level or number of meters by more than 10% of the original commitment by way of site removal, then the Contracting Authority reserves the right to amend their service fees for remaining sites to prevent loss of income. For No Fault Terminations causing reduced volume the Supplier may calculate and charge their Termination Payment.

6 COSTS AND EXPENSES

Each party shall be responsible for paying its own costs and expenses incurred in connection with the negotiation, preparation and execution of this Agreement.

7 NO PARTNERSHIP OR AGENCY

7.1 Nothing in this Agreement shall be construed as creating a partnership.

7.2 No party shall be deemed to be an agent of any other party and no party shall hold itself out as having authority or power to bind any other party in any way.

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8 VARIATION

A variation of this agreement shall be in writing and signed by or on behalf of each party.

9 TERMINATION

9.1 If this Agreement either expires or terminates then the Supplier (acting on the instructions of either of the Parties) may by written notice to the Participating Authority revise the Charges in respect of the Supply to reflect a standard fixed agreement rather than a flexible purchasing agreement.

9.2 If for any reason the Participating Authority chooses to terminate this Agreement prior to the Expiry Date and a Call-Off Agreement for the supply of energy or additional services exists beyond the Expiry Date, then the Call-Off Contract will remain in place and effective for the term of the Call-Off Contract.

9.3 Upon any termination of this Agreement, the Contracting Authority will instruct the Supplier to send all correspondence beyond the termination date, including the provision of invoices, directly to the Participating Authority.

9.4 The Participating Authority and the Contracting Authority may terminate this Agreement if either are in material breach of any of their obligations, and, if the breach is capable of remedy, have failed to take substantial steps to remedy such breach within 21 days of receipt of the written notice from the other Party referring to the said breach.

9.5 This Agreement shall end on the earlier of:

1) The Expiry Date

2) Date that the Access Agreement is terminated by the Parties

For the avoidance of doubt, termination of this Agreement does not affect any Recovery payable or accruing to the Contracting Authority as a result of any Call-Off agreement executed during the term of this Agreement..

10 NOTICES

10.1 Any notice or other communication required under this Agreement must be in writing and service must be by one of the following methods:

i) Personally (when service will be effective on delivery)

ii) Recorded delivery (when service will be effective on delivery).

10.2 Addresses for service are those set out on page 2 for:

The Contracting Authority

The Participating Authority

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11 ADDITIONAL SERVICES

Additional Services are available to the Participating Authority under the Framework Agreement. By signing this Access Agreement this allows the Participating Authority to request any additional services offered by the Supplier and Contracting Authority. This will be arranged via a separate Call-Off Contract and a further Access Agreement will not be required.

To request use of additional services, the official representative of the Participating Authority needs to email the representatives of the Contracting Authority and the Supplier with its request of the additional services it needs.

The Contracting Authority will issue its specific terms and conditions along with details of any service fee or recovery relevant (and, if applicable, a service level agreement (SLA)) if appropriate and this will form part of the Call-Off Contract, which will be issued by the Contracting Authority. The methodology of how service fee or recovery is charged will be agreed with the Participating Authority on a case-by case basis per Call-off Contract.

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The parties hereto have executed this agreement the day first above written:

Signed on behalf of THE KENT COUNTY COUNCIL by:

Authorised Signature	
Name	
Email address	
Postal Address	County Hall, Sessions House, County Road, Maidstone, Kent
Postcode	ME14 1XQ

Signed on behalf of the Participating Authority by:

Authorised Signature	DocuSigned by: B203C075A0CD43A... 29 May 2024
Name	James Wheeler
Email address	james.wheeler@enfield.gov.uk
Postal Address	Civic Centre Silver Street Enfield
Postcode	EN1 3XA

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ACCESS TO FRAMEWORK AGREEMENT FOR THE SUPPLY OF ELECTRICITY AND GAS

A By executing the relevant Call-Off Contracts, THE SUPPLIER have agreed to supply the PARTICIPATING AUTHORITY with electricity and/or gas in accordance with the terms and conditions set out in the Framework Agreement for the flexible procurement and supply of electricity and /or gas for the Supply Period (being the period specified on the Site Schedule Summary to such Sites as the Participating Authority shall list on the Site Schedule Summary the "Sites" and in each Call-Off Contract.

B For Sites Listed as 'Procurement Only' within the Site Schedule to each relevant Call-Off Contract, THE PARTICIPATING AUTHORITY wishes THE SUPPLIER(S) to send invoices for Charges (being the Goods Price for the amount of electricity and/or gas supplied plus VAT and levies) directly to THE PARTICIPATING AUTHORITY, in which case the Participating Authority shall provide THE SUPPLIER(S) with the information needed to complete a Site Schedule including the specific billing addresses, budget holders and budgetary details.

C For Sites Listed as 'Managed Service' within the Site Schedule to each relevant Call-Off Contract, THE PARTICIPATING AUTHORITY wishes THE SUPPLIER(S) to send invoices for Charges (being for the amount of electricity and/or gas supplied plus VAT and levies) to THE CONTRACTING AUTHORITY, who shall pay such invoices on behalf of THE PARTICIPATING AUTHORITY. THE CONTRACTING AUTHORITY may provide notice to THE SUPPLIER(S) during the Framework Agreement to send subsequent invoices to THE PARTICIPATING AUTHORITY, upon which THE PARTICIPATING AUTHORITY will pay THE SUPPLIER for such invoices.

D THE SUPPLIER has agreed to accept all purchasing and account instruction from THE CONTRACTING AUTHORITY to buy electricity and gas to invoice following the billing requirements set out in the Framework Agreement.

E On the date this Access Agreement is entered, where requested to do so by THE CONTRACTING AUTHORITY, THE PARTICIPATING AUTHORITY shall enter into a Call-Off agreement with THE SUPPLIER(S), substantially in the form contained at Part 7 of the Framework Agreement.

IT IS AGREED as follows:

1 Where a term is not defined within this Access Agreement but the first letter is capitalised, the definition to be used is the definition within the Framework Agreement.

2 From the date this Access Agreement is executed to the Expiry Date of the Access Agreement, the Participating Authority is committed to purchasing electricity and gas for the specified supply periods and in the volumes detailed in the Site Schedule Summary via the Contracting Authority, to be supplied by the Supplier in accordance with the Framework Agreement and Call-Off Agreement and using the procurement process set out in 5.2 of this Agreement.

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3 The Participating Authority may define which flexible option they require by agreeing the specific site list(s) in the Site Schedule Summary.

4 The Participating Authority gives the Contracting Authority delegated authority to purchase the required electricity/gas volume for its portfolio, as identified in the Site Schedule Summary. This shall reflect the current form of the Site Schedule Summary as the Participating Authority may provide to the Contracting Authority from time to time, which may differ from the form of the Site Schedule attached to the Call-Off Contract when executed.

5 SITES

The Participating Authority can update the Site Schedule to reflect the addition of new sites subject to the following:

a) Should the Participating Authority lease/sell or in any way transfer the control of the Sites to any other body in the lifetime of this Access Agreement without the prior written consent of the Contracting Authority, then the Contracting Authority may by written notice terminate this Access Agreement with immediate effect and give notice thereof to the Supplier. Should the Participating Authority require that any particular body be able to take advantage of these contract provisions then the Participating Authority undertakes full responsibility for any debt and/ or other non-performance of their obligations under this Access Agreement For the avoidance of doubt, the Participating Authority shall fully indemnify and underwrite fully the Contracting Authority against any and all debt on the account of the individual bodies identified on the Site Schedule attached to the Call Off Contract when executed.

b) The Participating Authority can only remove Sites from the Site Schedule in the event that such Site has been sold or closed. In the event that it emerges a Site has been removed from the Site Schedule for any other reason, the Participating Authority remains liable for the services procured under the Framework Agreement and this Access Agreement in respect of that Site.

c) In the event that any of the Sites cease to remain in the control or ownership of the Participating Authority, they must notify the Contracting Authority in writing as soon as possible and not less than 28 days prior to the change of control or ownership. Failure to provide the minimum notice will leave the Participating Authority liable for electricity/gas consumed at the Sites until the Supplier can secure an agreement with the new owner/occupier or isolate supply, whichever is the sooner. The Participating Authority will indemnify the Contracting Authority against any costs, expenses etc. which may arise as a result of failure to give notice.

6 In the event that the Participating Authority is entitled to terminate the Call-Off Agreement, and that termination is due to a material breach by the Supplier, the Contracting Authority will appoint an alternative supplier of electricity and/or gas to the Participating Authority.

7 TRANSFER TO MANAGED SERVICE

The Participating Authority may, on six months' written notice, transfer sites listed as Procurement Only on the Site Schedule of the Call-Off Contract to a Managed Service from the Contracting Authority by providing Notice in accordance with Clause 10 of the Access Agreement.

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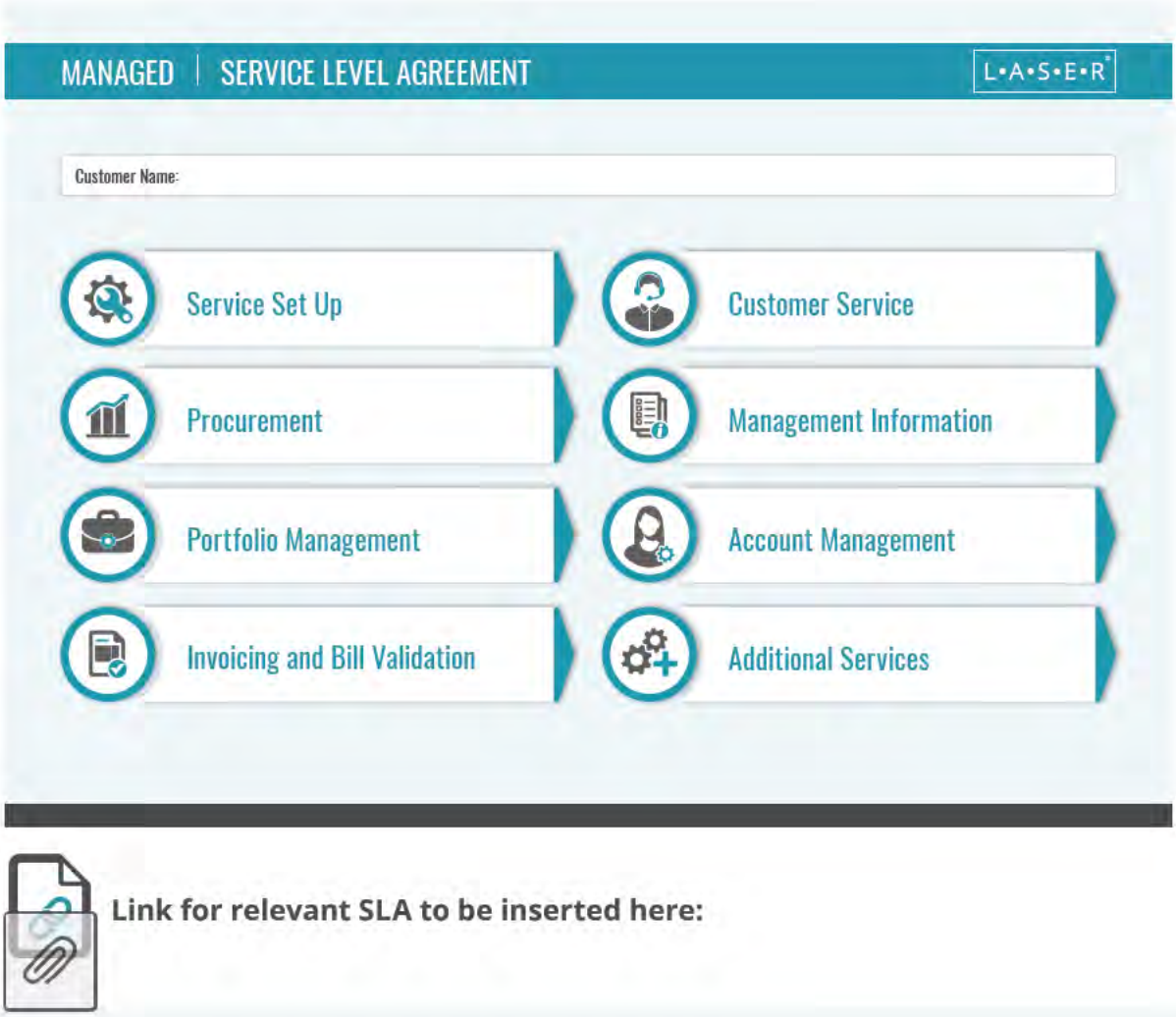
8 For any Sites receiving a Managed Service, the Contracting Authority will issue an invoice to the Participating Authority who will pay in accordance with the following payment terms:

- Consolidated billing – 7-days by BACS or 14-days by Direct Debit.
- Non-consolidated billing – 21-days by BACS, Direct Debit or Cheque.

Where invoicing is neither consolidated nor paid by Direct Debit, the Contracting Authority reserves the right to apply a premium of up to 2% of the value of the invoices issued to the Participating Authority. Failure to pay within the permitted payment days would result in interest being charged at 8% above base lending rate of National Westminster Bank PLC plus any costs reasonably incurred by the Contracting Authority to recover the overdue amounts.

The SLA may be revised from time to time.



Link for relevant SLA to be inserted here:

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Part One Appendix 2 Site Schedule (Summary)



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Please tick if you would be interested in receiving information on our other products and service:

- ☐ **ENERGY** – Gas, Electricity, LED Lighting, Liquid Fuel, Net Zero Water
- ☐ **KCS** – Catalogue Supplies, Furniture, Software, MFDs, IT/AV, Fleet and Print
- ☐ **RECRUITMENT** – Permanent, Contract and Temporary staff
- ☐ **LANDSCAPES** – Grounds Maintenance, Hard Landscaping, Tree Works and Pest Control
- ☐ **INSPECTIONS** – Fire Protection, Safety Testing and Compliance
- ☐ **CTS VEHICLES** – Vehicle Maintenance and Repairs

OFFICE USE ONLY

Access agreement approved by

DocuSigned by:
Eamon Grimes
9371B458DE16432...

Print Name: Eamon Grimes

Date: 25 March 2024

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MANAGED | SERVICE LEVEL AGREEMENT

L•A•S•E•R 30 YEARS in ENERGY

Customer Name: London Borough of Enfield



Service Set Up

Page 2

LASER will manage a smooth transition for new Customers joining the LASER contract for the first time to ensure all sites are fully registered, priced and billed correctly.



Procurement

Pages 3-4

LASER will provide fully OJEU compliant energy procurement strategies, closely monitoring the market at all times to ensure Customers receive the best price.



Portfolio Management

Pages 5-6

LASER will manage any changes that occur within the Customer's portfolio of sites, ensuring prices and billing reflect the changes.



Invoicing and Bill Validation

Pages 7-8

LASER will set up Customer requirements and validate invoices to ensure accurate and timely billing is issued.



Customer Service

Pages 9-10

LASER will provide a first class service experience, taking hassle, time and administration tasks away from the Customer.



Management Information

Pages 11-12

LASER will issue regular key management reporting that provides the Customer with portfolio information, budget assurance and measures LASER KPI performance.



Account Management

Page 13

LASER will provide a dedicated Account Manager to manage and develop Customer relationships and the services provided.



Additional Services

Pages 14-15

LASER will always look to support Customer requirements where possible providing additional services to suit their needs.

This document was last updated: FEBRUARY 2019

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Service Set Up

LASER will manage a smooth transition for new Customers joining the LASER contract for the first time to ensure all sites are fully registered, priced and billed correctly.

Onboarding

LASER will provide a full onboarding plan with step by step processes and timeframes to ensure all customers' sites are successfully transferred on to the LASER contract.

LASER Energy

LASER will provide the Customer with an onboarding timetable at a minimum of 3 months prior to the start of the contract. This will detail the actions required for their energy supply to successfully transfer to LASER by the agreed start date.

This will include:

- Each key stage of the onboarding process
- Timescales against each stage
- A clear outline of onboarding responsibilities between LASER and the Customer

LASER will appoint the Customer with an Account Manager who will be responsible for managing the onboarding process of the supplies and will continue to oversee the management and running of their contract.

LASER will provide the Customer with the contact details of key LASER team members servicing the account and their respective responsibilities.

Customer

The Customer will provide LASER with the signed contract and return to LASER before the SLA comes into effect.

The Customer will provide LASER with primary contacts for:

- Procurement
- Energy Management
- Accounts Payable

The Customer will provide all required information and take the action outlined in the Customer responsibility in the onboarding timetable.

This will include, but is not limited to;

- Provision of required supply data
- Confirmation of billing requirements
- Resolving existing debt with their current Suppliers
- Prompt resolution of any objections raised by their incumbent Supplier

Key Outputs

- LASER will have a clear understanding of the Customers contract requirements.
- The Customer will have a clear understanding of how LASER operates, the structure and how their contract will be managed.
- The Customer will have a dedicated Account Manager at LASER to take them through the onboarding process.
- LASER will provide confirmation of the finalised site listing so all sites are successfully priced, registered and transferred to the LASER contract by the agreed start date.
- Billing will be issued to reflect prices and start date.
- Progress updates will be provided by LASER on a fortnightly basis during the onboarding process.

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Procurement Service

LASER will provide fully OJEU compliant energy procurement strategies, closely monitoring the market at all times to ensure Customers receive the best price.

	LASER Energy	Customer	Key Outputs
OJEU Compliance LASER will provide fully OJEU compliant frameworks and contracts.	LASER will ensure the frameworks and contracts established for the supply of energy (and any associated services) are fully OJEU compliant.	The Customer will advise LASER of any specific internal procurement requirements that LASER need to incorporate within the procurement process.	• LASER's OJEU procurement processes mitigate the risk of the Customer being penalised for non-compliance with regulatory requirements. • LASER will provide a range of compliant energy frameworks that can be accessed by the Customer without the requirement to run a separate procurement process. • LASER will provide copies of OJEU Notices and Awards on the LASER website.
Procurement Strategies LASER will provide a range of different procurement strategies to suit Customer needs.	LASER will maintain a range of procurement strategies providing different risk and opportunity profiles. Customers may split their portfolio across one or more of LASER's procurement strategies. LASER will continue to review and develop procurement strategies, in conjunction with Customer feedback, to best meet changing market conditions. LASER will work in partnership with Customers and Suppliers to ensure access to new technologies and additional services and innovations.	The Customer will consider the range of strategies available, weighing up the risks and opportunities that best meet their needs. The Customer will provide LASER with at least 6 months notice prior to each October contract anniversary where they wish to switch procurement strategies for part or all of their portfolio of sites. The Customer will provide a clear view of their requirements for any new technologies or additional services and work in partnership with LASER and Supplier contacts.	• LASER will provide Customers with information on our procurement strategies to enable Customers to make an informed decision on the most appropriate approach for their sites. • LASER will provide factsheets outlining the procurement options which are available. Workshops between LASER and the Customer can be arranged to review the suitability of each procurement option for different parts of their portfolio. • LASER will execute the Customer's chosen strategy in line with their requirements and where appropriate following the strategy agreed by the Governance Panel. • LASER will provide new service offerings as they are developed.

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Procurement Service

LASER will provide fully OJEU compliant energy procurement strategies, closely monitoring the market at all times to ensure Customers receive the best price.

	LASER Energy	Customer	Key Outputs
Market Monitoring LASER's procurement experts will utilise up to date independent market information to support the execution of our purchasing strategies.	LASER will utilise market-leading trading platforms and procure a variety of trusted data sources to ensure comprehensive and timely information on any potential impacts to energy prices. LASER will monitor this information closely to ensure we make well-informed decisions on behalf of our Customers.	Any market and pricing information provided by LASER to the Customer should be utilised for internal purposes only. The Customer will not distribute this information outside of their organisation.	• LASER will provide quarterly market updates within the LASER newsletter, along with forecast percentage changes in delivered energy prices. • LASER will inform the Customer of any market shocks which could result in a debt reconciliation value being applied to our Purchase within Period or Flex Set and Reset baskets.
Governance LASER will have robust Governance procedures in place to agree, oversee and review purchasing strategies.	LASER will establish and maintain a Governance Panel consisting of Customer representatives, an independent expert and LASER's procurement managers. LASER will appoint a Compliance Officer, employed by Kent County Council's Commercial Services Group but external to LASER, to review the accuracy of LASER's purchasing positions LASER will report to a Governance Panel each quarter to review purchasing strategies and agree to future strategies.	The Customer will utilise their appointed Governance representative where required. The Customer may request copies of presentations from LASER's Governance Panel meetings (where commercially sensitive information may be redacted).	• The Governance Panel will meet on a quarterly basis to review energy purchases and market conditions over the previous quarter, as well as set the purchasing strategy for the next quarter. • LASER will make a version of the Governance Panel presentation available to Customers, with commercially sensitive information redacted.

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Portfolio Management

LASER will manage any changes that occur within the Customer's portfolio of sites, ensuring prices and billing reflect the changes.

	LASER Energy	Customer	Key Outputs
Adding new sites or supplies to Customer supply contracts LASER will update energy supply contracts to include any new sites or supplies requested by the Customer.	LASER will make available to the Customer, via the LASER Web Portal or upon request, the latest versions of: • Supplier new connection form (for any new supplies to be installed) • LASER new site addition form (for any existing supplies) • Site additions process Once the Customer completes the form, LASER will obtain, validate and accept energy prices and will notify the Customer of prices for the new supply. LASER will notify the Customer if the form is incomplete and/or contains invalid information. LASER will add the supply to the Customer's portfolio and ensure billing is delivered correctly.	*For new connections the Customer will:* • Complete and submit a supplier new connection form to LASER and the Supplier. This form must be provided at least 28 days prior to the required new connection date. • Complete and submit a LASER new site addition form to LASER. *For all other site additions the Customer will:* • Complete and submit a LASER new site addition form to LASER. All forms must be completed accurately and in full, in order to initiate the new site addition process.	• Additions will be managed within the timescales outlined in the LASER Query Types document. **Appendix 2** ▶ • LASER will send a notification to the Customer of prices for the new supply. • LASER will notify the Customer of any status changes to their pending site additions. • Once live, the new addition will be included within their site list and will be available to view on the LASER Web Portal. • Billing will be issued by LASER to reflect the prices and the start date of the new addition. **Work in progress** ▶ • Monthly reporting showing the status of any pending contract additions.
Removing sites or supplies from Customer energy supply contracts LASER will update energy supply contracts with removed sites or supplies as requested by the Customer and oversee final billing.	LASER will provide the Customer, via the Customer web portal or upon request, the latest versions of: • Change of Occupancy form (COO) • Meter Disconnections form • Removal Processes Once the Customer completes the form and returns to LASER, LASER will arrange for the COO or disconnection to be completed, remove the site from their portfolio and ensure billing is finalised correctly.	• For any site that has been sold or had a Change of Occupancy, the Customer will complete and submit to LASER the Change of Occupancy form accurately in full to initiate the Change of Occupancy. • For any meter that has been removed or disconnected, the Customer will complete and submit to LASER the meter disconnection form accurately in full to initiate the removal process. • The Change of Occupancy and meter removal forms need to be provided at least 28 days prior to the Change of Occupancy or meter disconnection date.	• Removals will be managed within the timescales outlined in the LASER Query Types document. **Appendix 2** ▶ • Once the Change of Occupancy or disconnection has been completed, supplies will be removed from the Customer's site list and will be available to view on the LASER Web Portal. • Billing will be issued by LASER to reflect the date and read of the removal. **Work in progress** ▶ • Monthly reporting showing the status of any pending removals.

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Portfolio Management

LASER will manage any changes that occur within the Customer's portfolio of sites, ensuring prices and billing reflect the changes.

	LASER Energy	Customer	Key Outputs
Site Works LASER will ensure any site works (such as meter upgrades) are correctly reflected in the Customers portfolio of sites and billing.	LASER will provide the Customer, via the Customer web portal or upon request, the latest versions of: • Site work forms (for any meter upgrade, change of measurement class or meter re-location) Once the Customer completes and returns the form to LASER and the Supplier, the Supplier will arrange for the works to be carried out. LASER will update the changes to the Customer's portfolio and ensure billing is delivered correctly.	The Customer will complete and submit to LASER and the Supplier the site works form, accurately and in full, in order to proceed with the site works (can be accessed via the LASER Web Portal). These need to be provided at least 28 days prior to the date the site works are required. The Customer will monitor and manage the progress of the works with the supplier and other third parties involved through to completion.	• Site works will be completed within the timescales outlined in the LASER Query Types document. **Appendix 2** ▶ • Once the site works have been completed, the changes to the portfolio will be reflected on the Customer's site list (available to view on the LASER Web Portal). • Billing issued to reflect the changes. **Work in progress** ▶ • Monthly reporting showing the status of any pending site works.
Changes to Purchasing Options LASER will manage changes to Customer purchasing strategies for their portfolio of sites.	LASER will maintain a record of the purchasing strategy to be applied to each of the Customer's sites, along with any requested changes to the future purchasing strategies.	The Customer will provide written notice to their LASER Account Manager, at least 6 months prior to any contract price renewal, of required changes to their purchasing strategy, such as: • Sites to move to an alternative flexible purchasing strategy. • Changes in site groupings, such as corporate, housing or schools. • Fixed Term Fixed Price contracts transferring to Flexible procurement.	• Prices will be delivered to reflect the changes to the purchasing options on the contract pricing renewal. • The changes to the portfolio will be reflected on the Customer's site list (available to view on the LASER Web Portal).
Contract Price Change For each new pricing period (typically 6 or 12 months), LASER will validate and inform the Customer of their new energy prices prior to billing being issued.	LASER will validate all elements of prices including Supplier and third party elements prior to accepting them. Any that fail validation will be queried with Suppliers and corrected prior to distribution to Customers. LASER will provide the Customer with their new energy prices at each contract price change and prior to the release of the first invoice for the new contracting period.	The Customer will provide LASER with their price distribution contacts and associated email addresses and notify LASER of any changes to these contacts.	• Accurate prices will be delivered for each new pricing period prior to the release of a first invoice for that contract period.

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Invoicing and Bill Validation

LASER will set up Customer requirements and validate invoices to ensure accurate and timely billing is issued.

	LASER Energy	Customer	Key Outputs
Bill Validation LASER will validate all the energy Supplier's invoices and manage any errors with the Supplier to ensure the Customer receives accurate billing.	LASER will ensure that all Supplier billing is checked against the validation criteria within 4 hours of receipt. **Appendix 1** ▶ LASER will pay the Supplier and issue Customer billing (in line with an agreed frequency set up, i.e. weekly, monthly) for all invoices that pass all the validation checks. LASER will raise a query with the Supplier for any bill that fails validation and will manage through to resolution and issue correct billing.	Where requested, the Customer will provide LASER with any supporting information to help resolve any queries, for example meter readings, a photo of the meter, site access details, details of any third party arrangements with data collectors.	• LASER have set KPIs against the invoicing, to ensure timely and accurate billing is provided. Where LASER are unable to issue a bill, the Customer will be made aware of the supplies not billed, reasons why and what we are doing to resolve them. • LASER will monitor the performance against the invoicing KPIs and will provide the Customer with the monthly billing position on their Month-end Report issued at the end of every month. **Work in progress** ▶ • LASER KPI dashboard to be included in their Customer Month-end Report.
Billing Set Up LASER will set up all billing requirements to ensure the right person, gets the right bill in the agreed method and frequency.	LASER will provide the Customer, via the LASER Web Portal or upon request, the latest version of: • Billing Options Guidance • Billing set up forms (Consolidated, PDF, Direct Debit and VAT) • Billing set up process Once these forms are completed, LASER will set up and update the database to ensure billing is issued correctly. LASER will make changes to the Customer's billing set up on receipt of a completed billing form.	The Customer will fully and accurately complete the billing set up forms for any changes to your portfolio, at least 1 month before the required date for changes to: • Billing address • EDI, CSV Output frequency (weekly or monthly) • Adding or removing sites to consolidated billing • VAT changes • Changes in cost codes/purchase orders • Email recipient PDF • Change in site contacts, contact name, email address and phone number • Direct Debit changes The Customer will be liable for payment of invoices if the change request is not provided to LASER within the one month's required notice. The Customer will provide LASER with current finance contact details.	• LASER will confirm receipt of changes to billing and advise once updates have been made. Billing will be issued to reflect the requested changes.

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Invoicing and Bill Validation

LASER will set up Customer requirements and validate invoices to ensure accurate and timely billing is issued.

Bill Payment

LASER will provide different payment options to suit its Customers' needs.

LASER Energy

LASER will set up the Customers required payment options to ensure they are able to pay on time, within the payment terms.

LASER will provide the Customer with an annual calendar detailing the monthly release dates of the consolidated billing so they know when to expect them. Any variation from this will be communicated.

LASER will consult and work with the Customer to resolve reasons for late payments prior to applying late payment interest (LPI) for invoices that are not paid within the agreed payment terms.

Customer

The Customer will pay invoices in the agreed payment terms from the tax point date of your invoice, as per your agreed billing options:

- Consolidated Billing – 14 days Direct Debit
- Consolidated Billing – 7 days BACS/Cheque
- Non-consolidated – 21 Days

The Customer will advise LASER of a reason for non-payment of a non-consolidated invoice within 72 hours of receipt. Any query raised against an invoice after 72 hours will be due for payment in full and subsequent billing will be placed on hold until the query is resolved.

The Customer will pay consolidated invoices in full. The Customer will raise a query with LASER for any supply they wish to be placed on hold to prevent subsequent invoices being released in consolidated billing runs until the query is resolved.

Key Outputs

- Invoices will be paid by the Customer within the agreed payment terms to avoid any late payment interest (LPI) being charged by LASER.

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Customer Service

LASER will provide a first class service experience, taking hassle, time and administration tasks away from the Customer.

	LASER Energy	Customer	Key Outputs
Customer Support Customers will have access to a dedicated Customer service team who will be their point of contact for all day to day enquiries.	LASER will provide the Customer with a dedicated email address and contact phone number for all enquiries. LASER will appoint you with a Customer Services Manager and supporting team who are responsible for managing the Customer email inbox, day to day enquiries and queries. LASER will provide the Customer with the latest version of the query complaint handling and escalation procedure (**Appendix 3** ▶) via the LASER Web Portal or upon request.	The Customer will use their dedicated Customer email address when emailing any correspondence to ensure the 48hour SLA takes effect. The Customer will provide all contact details and advise LASER of any changes in their contact email addresses and phone numbers.	• LASER will respond to emails within 48 hours (where a query has been sent to the Customers' dedicated inbox) and, where possible, resolved in the first response.
Meter Readings LASER will monitor the meter read performance for supplies and work with the Supplier to improve the number of actual reads used on Customer invoices.	LASER will forward all Customer reads received through the LASER Web Portal to the Suppliers by the 2nd of each month and prior to their bill run for that month. *LASER will raise a query with the Supplier when:* • A non Automated Meter Read (AMR) meter has not had an actual read billed for 12 months. • An AMR meter has billed 3 consecutive estimated reads. LASER will work with the Supplier to identify the reason for estimated billing and ensure this is resolved to obtain an actual read.	The Customer will take meter reads between 26th and 31st of the month and submit them through the LASER Web Portal by 1st of the month to support the accuracy of billing. The Customer will provide LASER site access and contact details to enable the Supplier to gain access and obtain an actual read. The Customer will raise a query direct with their 3rd party AMR provider if they have identified a fault with their AMR meter.	• Estimated billing and faulty AMR queries will be completed within the timescales outlined in the LASER Query Types document. **Appendix 2** ▶ • LASER will report on the number of meter reads submitted via the Customer web portal and the last actual read billed for each supply in the Customer Month-end Report.
Query Management LASER will log and report all Customer queries, providing regular updates through to resolution.	LASER will respond to all email queries sent to the dedicated Customer inbox within 48 hours and will resolve where possible in the first response. *Any queries that are unable to be resolved within the first response, LASER will provide the Customer, via email and the Customer web portal, with:* • Query number • Outline of the query • Action required to resolve • Timescale for resolution LASER will provide progress updates in a consistent and standard format to the Customer during the stages of the query through to resolution.	The Customer will send all queries to their dedicated Customer inbox. *The Customer will provide LASER with required information in relation to the query type where information isn't readily available such as:* • Site contact details • Meter read and photo • Completed forms (COO, Site Addition, VAT, Billing Set Up, Site Works)	• LASER will resolve all logged queries within the timescales outlined in the LASER Query Types document. **Appendix 2** ▶ • Monthly reporting will be provided detailing the status of queries in the Customer Month-end Report.

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Customer Service

LASER will provide a first class service experience, taking hassle, time and administration tasks away from the Customer.

	LASER Energy	Customer	Key Outputs
Supplier Management LASER will have a continuous improvement Supplier management programme with all Suppliers, focusing on improvement in the day to day service delivery and future service developments.	LASER will actively monitor and review the Supplier's performance against KPIs. *LASER will hold regular Supplier management engagement sessions which will consist of:* • Weekly teleconferences to focus on queries, escalations and billing performance with Supplier's team managers. • Monthly operational and strategy meetings with Supplier Account Managers to monitor and progress higher performance. • Fortnightly conference calls to follow up on agreed actions and progress prior to the monthly performance and operational meetings. • Annual contract review meetings to cover performance improvement in the prior year and agree on principals for the coming year.		• LASER will have a Supplier Dashboard measuring the Supplier's performance against KPIs and ongoing continuous improvement projects. • Poor performance remedies are applied against the Supplier should they fail to perform to against the contract. **Work in progress** • LASER is working on a Supplier Dashboard to track supplier KPI's – Due September 2019.
Customer Scorecards LASER will seek Customer feedback to ensure continuing improvements are made to its service.	• The Customer Service Manager will distribute Customer scorecards to obtain feedback on LASER's service.	The Customer will provide LASER contact details for the scorecards to be distributed and will advise of any changes accordingly.	• LASER will provide the Customer with 3 scorecards a year to the agreed point of contact. • LASER will consider all Customer feedback to continue to improve its service.

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Management Information

LASER will issue regular key management reporting that provides the Customer with portfolio information, budget assurance and measures LASER KPI performance.

	LASER Energy	Customer	Key Outputs
Budget & Accruals LASER will provide Customers with future budget forecasts for their portfolio of sites.	LASER will use market data, our closed purchasing position and forecast future commodity and non commodity price changes to evaluate the site level price impact and provide forecast figures for Customers to use.	The Customer will inform LASER of any future changes in portfolio or usage e.g. new builds, vacant sites etc. The Customer will use forecast figures as a guide and recognise that these are forecasts and not guaranteed predictions.	• LASER will provide the Customer with financial year budget forecasts at every contract price change. • LASER will provide forecasts in quarterly newsletters.
Benchmarking LASER will provide reporting to demonstrate the purchasing performance against the market average price.	LASER will provide benchmark figures on request, showing the performance of various purchasing strategies on an annual basis to demonstrate wholesale performance against market average and market maximum price.		• LASER will, on request, provide annual benchmark information for all purchasing strategies executed on behalf of the Customer.
Reconciliations LASER will provide Customers bi-annual reconciliations for all Flexible Purchase Within Period (PWP) and Flexible Set and Reset (FSAR) baskets.	LASER will provide the Customer with a reconciliation process via the Customer web portal. LASER will issue the reconciliation settlement, to the Customer, to balance the financial difference between the reference price (p/kWh) and the actual purchased cost of gas and electricity. Any credit reconciliations due will be returned via a credit note to the individual bill payer.	The Customer will provide LASER with an email address and contact details of the person who should receive the reconciliation summary break down.	• LASER will issue the Customer with a Flexible Purchase within Period/Flexible Set and Reset reconciliation settlements 3 months after the end of the supply period supported with a full site level break down.
Cost Avoidance LASER will provide Customers with annual cost avoidance figures that have been achieved by utilising the Managed service.	LASER will provide the Customer via the web portal, or on request an annual cost avoidance report which will detail the costs saved through: • Invoice validation • Query Management • Procurement Savings • Available Capacity Savings		• LASER will provide the Customer with the cost avoidance report annually at the end of each calendar year.

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Management Information

LASER will issue regular key management reporting that provides the Customer with portfolio information, budget assurance and measures LASER KPI performance.

	LASER Energy	Customer	Key Outputs
Customer Rebates Where required, LASER can collect a rebate against Customer's portfolio of sites and return this periodically.	LASER will provide the Customer with the following, via the Customer web portal or upon request, the latest versions of: • Rebate application form • Customer rebate process LASER will confirm the rebate can be applied. LASER will set up the Customer's rebate requirement or make changes to existing requirements to ensure they receive the correct rebate. LASER will collect the funds against paid invoices by the Customer, validate and return to the Customer, via BACS on a 6 monthly cycle as standard.	The Customer will complete the rebate application form at least 2 months prior to the next price renewal for any new rebate request or change to existing rebates.	• LASER will validate the Customers collected rebate amount. • LASER will pay back a rebate every 6 months, providing a supporting site level summary in PDF format, unless we agree an alternative time and format with the Customer.
Month-End Report LASER will provide the Customer with a monthly report highlighting LASER's KPI performance.	LASER will provide the Customer with the Month-end Report, via the Customer web portal or upon request which shows the performance against: • Billing Status for each supply • Accruals for any unbilled supplies • Query Performance • Meter Read performance • Meters with AMR installed LASER will set up monthly calls between the Customer Service Manager and Customer to discuss the month's performance and agree on the actions for the following month.	The Customer will provide contact details of who requires access to the Month-end Report.	• LASER will provide the Customer with a month-end report to demonstrate the performance against the LASER Customer KPIs by the last working day of the month. **Work in progress ▶** • LASER KPI dashboard to be included in your Customer Month-End Report.
LASER Web Portal LASER will provide the Customer with instant access to the Customer web portal, giving online access to their portfolio data, invoices, queries and reports.	• LASER will provide the Customer with the web portal registration form. • LASER will make any updates to the Customer access and set up as per they written confirmation. • LASER will continue to review and develop the functionality of the web portal to make it interactive and user-friendly for its Customers. • LASER will disable any accounts that haven't been used after 13 months.	The Customer will complete the web portal registration form in full. The Customer will advise LASER when users leave their organisation. The Customer will provide ongoing feedback on functionality, content and access to the web portal.	• All web portal set up requests will be completed within 72 hours of receipt of the registration form. • Customers will have instant access to their invoice, query and portfolio data via the web portal along with a suite of reporting.

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Account Management

LASER will provide a dedicated Account Manager to manage and develop Customer relationships and the services provided.

Account Management

The Account Manager is responsible for developing strong Customer relationships, having regular Customer engagement, whilst liaising closely with our Customer Services teams regarding on-going service delivery.

LASER Energy

LASER will provide the Customer with an appointed Account Manager.

The Account Manager will arrange review meetings, at the agreed frequency with the Customer, but at a minimum one a year, to discuss the service, running and performance of the Customers contracts.

The Account Manager will be a point of escalation for any service level concerns.

The Account Manager will work with the Customer Service Manager and follow up and review the Customer scorecard results to ensure continuous improvement.

Customer

The Customer will complete the LASER scorecards, giving feedback on the service LASER provides which will be used for continuous improvement.

Key Outputs

- The Account Manager will manage a schedule of meetings and catch ups with the Customer.

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Additional Services

LASER will always look to support Customer requirements where possible providing additional services to suit their needs.

Bureau Services

LASER can provide the Customer with utility data management and reporting to support energy efficiency and mandatory government reporting.

LASER Energy

LASER can provide an advanced energy monitoring Bureau service. If you would like to know more about the Bureau service please ask your Account Manager or Customer Service contact. As standard Bureau Service would typically include:

Collection, storage, validation and provision of utility data – to be professional and act with due care and diligence.

LASER will offer bi-annual meetings to discuss performance and identify any issues, whilst being available to discuss this by telephone throughout.

LASER will collect and store data from:

- Electronic copies of LASER energy billing or the Suppliers' direct billing relating to accounts which are billed direct from the Supplier to the Customer.
- Half-Hourly (HH) data from HH meters either provided by Suppliers or where the Customer has arranged for data to be provided by a third party in an agreed format.
- Data from Automatic Meter Readings (AMR) meters either provided by Suppliers or where the Customer has arranged for AMR data to be provided by a third party in an agreed format.
- Customer meter readings provided via our online web reporting site.

Provision of customer accessible energy management web portal, enabling customer access to dashboard(s), 'pull' reports and data.

Provision of energy, carbon or cost reporting 'pushed' from LASER to customer, usually via email

LASER will not share any data to a third party unless instructed to do so by the Customer.

Customer

The Customer will appoint a named officer with an appropriate level of authority as their point of contact and to whom LASER shall communicate any requirements, requests, reports and performance issues.

The Customer will provide, in a timely manner, all information requested by LASER to enable LASER to deliver the Bureau Service.

The Customer shall pay correct invoices for the Bureau Service within term.

Key Outputs

- A substantial suite of standard utility reports will be available on a monthly, quarterly, six monthly or annual basis as agreed with the Customer. The report suite will be agreed with the Customer and can be added to or amended with one month's notice from the Customer.
- Online access via a web portal to an agreed suite of graphical and numerical reports and data.
- Additional reports may be requested by the customer at any time. Where significant development time is needed to produce a report, an additional fee may be charged. A quotation will be provided for the customer to accept in order to initiate development of bespoke reports.
- Any specific bureau or reporting requirements may be listed in a Special Terms appendix within this SLA.

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Additional Services

LASER will always look to support Customer requirements where possible providing additional services to suit their needs.

	LASER Energy	Customer	Key Outputs
Electricity Generation and Demand Management LASER can support Customers with accessing additional services from Suppliers under the energy procurement frameworks.	Demand Side Response, batteries and solar generation services are available to Customers as additional services via the Energy Frameworks. LASER can assist Customers in accessing these services including via Access Agreements where appropriate.		• The service/support from LASER can be agreed on a Customer-specific basis as and when required. Please enquire if you would like to find out more
	Solar farm, planning, specification and feasibility are available to Customers as additional services. Customers in accessing and achieving maximum value from frameworks operated by other public sector organisations with whom we work in partnership		• The service/support from LASER can be agreed on a Customer-specific basis as and when required. Please enquire if you would like to find out more.
Water Procurement LASER have in place a separate framework dedicated to water procurement.	LASER can support Customers in running mini-tenders under our water procurement framework. The framework is designed to help Customers procure a water supplier who best meets their needs in terms of price, quality and additional services. There is a high degree of flexibility for Customers to set weightings and particular questions to meet their unique requirements.		• This service is provided under a separate framework, please enquire if you would like a proposal or to find out more.
LED Lighting LASER have in place a separate framework for the supply and installation of energy efficient LED Lighting.	LASER can support Customers in accessing LED lighting through an OJEU compliant supply chain. Customers can utilise the framework through Direct Access or Managed Access whereby LASER can select Suppliers and installers and specify kit to best meet the project needs – from the framework.		• This service is provided under a separate framework, please enquire if you would like a proposal or to find out more..

If you would like to know more about additional services please view the LASER website – www.laserenergy.org.uk or speak to your Account Manager

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Work in Progress

LASER is continuing to develop and enhance the services offered.

Development Area	Estimated Delivery Date
Monthly reporting showing the status of any pending contract additions.	January 2020
Monthly reporting showing the status of any pending removals.	January 2020
Monthly reporting showing the status of any pending site works.	January 2020
LASER KPI dashboard to be included in your Customer Month-End Report.	September 2019
LASER is working on a Supplier Dashboard to track supplier KPI's.	September 2019
Rolling cost forecast plus other customer Month End Report Enhancement	December 2019

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Appendix 1 | Validation Criteria

Validation criteria	Description of check	Supplier errors we identify and resolve
Site and Meter References	Supplier using consistent account number and correct meter number.	• Allocating energy usage to incorrect customer. • Erroneous meter installations, removals or exchanges.
Meter Type	Advances in meter readings are correctly converted into kWh usage.	• Use of incorrect meter multiplier, which could result in 10 or 100 fold erroneous uplift in usage.
Contract Period	Invoice falls within a valid contract period.	• Supplier invoicing for usage prior to a contract starting, or after it has finished.
Invoice Dates	Opening read date on an invoice matches the closing date on the previous invoice.	• Duplicate supplier billing for a period. • Missing supplier billing.
Meter Readings	Opening invoice reading matches the closing reading on the previous invoice.	• Duplicate supplier consumption. • Missing consumption.
Energy Rates	All pence per kWh energy rates are inline with contract.	• Incorrect energy price applied.
Fixed Charges	All pence per day rates are inline with contract.	• Incorrect energy price applied.
Available Capacity	Available capacity setting is inline with the network operator's setting, and available capacity prices are inline with the contract.	• Supplier invoicing a different available capacity setting to that applied by the network operator. • Incorrect available capacity prices applied.
Environmental Levies	All environmental levies are inline with agreed rates and correct usage is applied.	• Incorrect environmental levy rates applied. • Incorrect consumption applied.
Additional Charges	All other prices, including metering fees, data fees and miscellaneous charges are inline with respective contracts.	• Incorrect rates applied.
Unexpected Charges	No charges applied on an invoice that are not expected.	• Application of new and erroneous charges mid-contract.
Consumption	Energy usage is inline with expected volumes for invoices over £10k.	• Erroneous meter readings result in excess consumption charges.
Invoice Calculation	The total value of the invoice equals the sum of each of the charges.	• Erroneous calculations result in incorrect bill total.

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Appendix 2 | LASER Query Types

Keyword	Keyword Description	Timescales for Resolution*
Available Capacity Query	• Customer request for increase/decrease in available capacity • Customer querying available capacity billed	73 days
Billing for Removed Meter	*Received billing for a removed meter:* • physically removed from site • removed from contract	93 days
Change of Ownership	• Change of Occupier/Change of Tenancy.	63 days
Contract Change Over	• Change of contract responsibility i.e. authority to independent.	63 days
Duplicate Billing	• Supplier has billed for duplicated period. • More than one supplier has billed for a supply. • Same supplier billing direct to site and to LASER.	63 days
Erroneous Transfer	• Supply has erroneously transferred to another supplier.	93 days
Estimated Consumption	• Supply has been under or overestimated.	73 days
Faulty AMR/Meter	• The meter is not recording correctly i.e. non polling meter.	93 days
Inconsistent Read Continuity	• Supplier has billed incorrect read continuity. • Actual reads have highlighted that readings are transposed.	73 days
Incorrect Calculations	• Billing has failed validation due to the calculation within the invoice being incorrect i.e. units used does not calculate to the correct kWh.	73 days
Incorrect Charge Codes	• Supplier has billed incorrect charge codes (includes billing not relevant charge codes i.e. CCL).	93 days
Incorrect Rates Billed	*Incorrect rates billed by the supplier:* • Unit price • Standing charge • Available capacity charge • Fit • AMR charge	63 days

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Appendix 2 | LASER Query Types

Keyword	Keyword Description	Timescales for Resolution*
Incorrect Supply Details	*Supplier has billed incorrect supply details:* • supplementary data • meter type • meter number (including missed meter exchange)	93 days
Meters Deemed Dead In Error	• Supply has been made dead on Ecoes/Xoserve in error. Customer believes to be de-energised and meter is live on Ecoes/Xoserve.	93 days
Missing Invoices Or Credits	• Missing billing from the supplier.	63 days
New Site Addition	• New Site Addition Process.	93 days
Rejected Meter Reads	• Supplier has advised they are unable to use meter reads.	14 days
Reprocessing	*Customer billing is required to be re-issued with correct details:* • Invoice Address • Purchase Order Number • VAT	14 days
Shipper Agreed Read/ D300	• Final readings and opening readings between suppliers do not match.	93 days
Siteworks	*Siteworks form completed for:* • Meter Relocation • Upgrade Downgrade • COMC • New Connection • Meter removal	93 days

*These are typical timescales based on third parties, supplier and industry system processes. Queries may be resolved in shorter or longer timescales, and LASER will keep you updated with the progress so you know each stage of the query through to resolution.

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Appendix 3 | Query Complaint Handling and Escalation Procedure

It is important to us that you are pleased with the service levels you receive from LASER.

Your appointed Customer Services Team will attempt to resolve any queries or complaints satisfactorily. You will receive acknowledgement within 48 hours of receipt of your complaint, providing a detailed course of action and a realistic timescale for resolution. You will also be provided with progress updates through to resolution.

If you have a complaint or query that has not been resolved or progressed to your satisfaction, you can escalate to your appointed Customer Service Manager (CSM) who will review the complaint as a matter of priority. In this event the CSM will acknowledge receipt within 24 hours and will provide a detailed explanation, course of action and time frame for resolution within five working days.

In the unlikely event that a CSM is not able to resolve the complaint, this can be escalated to LASER's Head of Customer Services, who will acknowledge your complaint within 24 hours and will investigate and take remedial action to ensure prompt resolution.

If you wish for your complaint to be escalated higher, you can contact the Director of Energy.

Contact Details:

Samantha Dowland
Head of Customer Services
01622 236708/07702 444014
sam.dowland@laserenergy.org.uk

Nigel Hartnup
Director of Energy
01622 236871
nigel.hartnup@laserenergy.org.uk

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Appendix 4 | Additional Comments

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Appendix 2 - Site Schedule (Summary)

GAS Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2024
Contract End Date:	30th September 2028
Service Level[1]:	Manages Service
Supply Type:	Gas
Procurement Option[2]:	Purchase In Advance
RGGO Selected[3]:	No
Number of Supplies[4]:	209
Estimated Annual Consumption (kWh)[4]:	42,721,861
LASER Fees[5]:	£164.63/Aupply/Annum

HH ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2024
Contract End Date:	30th September 2028
Service Level[1]:	Managed Service
Supply Type:	HH
Procurement Option[2]:	Purchase In Advance
REGO Selected[3]:	No
Number of Supplies[4]:	68
Estimated Annual Consumption (kWh)[4]:	12,189,119
LASER Fees[5]:	£392.87/Supply/Annum

NHH ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2024
Contract End Date:	30th September 2028
Service Level[1]:	Managed Service
Supply Type:	NHH
Procurement Option[2]:	Purchase In Advance
REGO Selected[3]:	No
Number of Supplies[4]:	216
Estimated Annual Consumption (kWh)[4]:	5,211,952
LASER Fees[5]:	£117.30/Supply/Annum

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UMS ELECTRICITY Schedule Summary

Participating Authority:	**London Borough of Enfield**
Contract Start Date:	**1st October 2024**
Contract End Date:	**30th September 2028**
Service Level[1]:	**Managed Service**
Supply Type:	**NHH**
Procurement Option[2]:	**Purchase In Advance**
REGO Selected[3]:	**No**
Number of Supplies[4]:	**2**
Estimated Annual Consumption (kWh)[4]:	**43,756**
LASER Fees[5]:	**£117.30/Supply/Annum**

Please note the following which are applicable to the agreement:

1 - Please refer to the Service Level Agreement for your selected service option.

2 - The main Procurement Types are PIA (Purchase in Advance), PWP (Purchase within Period) and further options may become available during the agreement. The Participating Authority can apply to change the Procurement Option during the course of the agreement, if agreed by the Contracting Authority via a variation, and with a minimum of 6 months notice required in advance of the Flex product anniversary. Prices for any Procurement Type will be based on purchases made following the completion of a signed agreement and sites being added to the Flexible basket. Pricing for sites added mid-way through a contract period will be added via a Flex additions price or a Fixed price depending on availability.

3 - For sites where the Participating Authority has opted for Renewable Energy Guarantees of Origin (REGO) or Renewable Green Gas of Origin (RGGO) certificates, they delegate authority for LASER to secure these certificates on their behalf for each 12 month supply period of the Flex contract. This will apply for the full commitment term, however the Participating Authority can opt out of REGO certificates by providing 3 months in advance of the Flex product anniversary.

4 - Please note the Number of Supplies and Total Estimated Annual Usage is a representation of the Customer portfolio at the time of securing agreements. This may vary dependent on actual usage and with site additions and removals during the course of the contract. Fees may be reviewed if there are significant variations.

5 - Please note the base year for the fees presented based on the current portfolio is 1 October 2023 to 30 September 2024. This is subject to annual RPI/CPI increases.

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Additional Terms – Accessing a Late Flexible Basket

Where a Participating Authority signs their Access and Call-Off contracts with less than the required 6 months notice ahead of the Flexible basket anniversary date, the following terms apply in order to provide access to a Flexible basket:

- The terms apply to customers who sign their Access and Call-Off contracts between 1st April 2024 and 21st June 2024, who will enter a Late Purchase in Advance (PIA) Basket.
- For the initial 12 month supply period, 1st October 2024 to 30th September 2025, LASER will purchase energy under a Late PIA flexible procurement strategy to manage market price volatility.
- LASER will use best endeavours to aggregate volumes with other Participating Authorities, to benefit from economies of scale, and apply a progressive forward purchasing approach to trading.
- This will be managed with no detriment or cost implication to existing LASER framework Participating Authorities that have committed to flexible procurement prior to 31st March 2024.
- A balancing management premium, of 2.05p/therm for gas and £3.00/MWh for electricity, will be applied to the Late PIA basket to cover the costs of adding late volumes to the market as well as additional administration costs for establishing and running a bespoke Late PIA basket solution.
- From the 1st October 2025 onwards, the Participating Authority's purchasing strategy will revert to the basket option as shown in their Access Agreement, unless the Participating Authority otherwise notifies LASER prior to 31st March 2025 to apply an alternative purchasing strategy (which LASER will use best endeavours to apply).

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Certificate Of Completion

Envelope Id: 582F080BC0D74EC7B4D02FEE53F72847
Subject: London Borough of Enfield - LASER Access Agreement
Source Envelope:
Document Pages: 37
Certificate Pages: 5
AutoNav: Enabled
EnvelopeId Stamping: Enabled
Time Zone: (UTC) Dublin, Edinburgh, Lisbon, London

Signatures: 2
Initials: 0

Status: Delivered

Envelope Originator:
Nicola Buckley
Head Office, 1 Abbey Wood Group, Kings Hill
West Malling, Kent ME19 4YT
nicola.buckley@laserenergy.org.uk
IP Address: Redacted

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22/3/2024 | 14:55

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nicola.buckley@laserenergy.org.uk

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Signer Events	Signature	Timestamp
Nicola Buckley nicola.buckley@laserenergy.org.uk Bid Co-ordinator LASER Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Accepted: 31/8/2023 | 12:38 ID: de1862d5-12e9-48f2-8344-f18f2d2b3495	**Completed** Using IP Address: Redacted	Sent: 22/3/2024 | 14:57 Viewed: 22/3/2024 | 15:00 Signed: 22/3/2024 | 15:15
Richard Roberts Richard.roberts@laserenergy.org.uk Account Manager LASER Energy Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Accepted: 1/9/2023 | 13:03 ID: 4048e76b-bb15-46f0-8d1c-9d8439ab59f7	**Completed** Using IP Address: Redacted	Sent: 22/3/2024 | 15:15 Viewed: 22/3/2024 | 15:16 Signed: 22/3/2024 | 15:16
Eamon Grimes eamon.grimes@laserenergy.org.uk Head of Commercial Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Accepted: 4/9/2023 | 14:02 ID: f8784dbd-c255-45c4-a61b-3f48559b2071	DocuSigned by: Eamon Grimes 9371B458DE16432... Signature Adoption: Pre-selected Style Using IP Address: Redacted	Sent: 22/3/2024 | 15:16 Viewed: 22/3/2024 | 15:21 Signed: 25/3/2024 | 10:00
James Wheeler James.Wheeler@enfield.gov.uk Head of CMFM Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Accepted: 29/5/2024 | 16:02 ID: 65f05fc9-ff28-4f20-8717-5f8bf75eed66	DocuSigned by: B203C075A0CD43A... Signature Adoption: Uploaded Signature Image Using IP Address: Redacted	Sent: 25/3/2024 | 10:00 Resent: 29/5/2024 | 10:59 Viewed: 29/5/2024 | 11:22 Signed: 29/5/2024 | 16:05

Signer Events	Signature	Timestamp
Nigel Hartnup nigel.hartnup@laserenergy.org.uk Director of Energy Commercial Services Trading Ltd T/A Lumina Energy Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Accepted: 22/11/2021 | 15:19 ID: f1c47f1d-70cf-4ef8-8929-2497027300db		Sent: 29/5/2024 | 16:05 Viewed: 29/5/2024 | 17:10

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Richard Roberts richard.roberts@laserenergy.org.uk Account Manager LASER Energy Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Accepted: 1/9/2023 | 13:03 ID: 4048e76b-bb15-46f0-8d1c-9d8439ab59f7	COPIED	Sent: 29/5/2024 | 16:05
Nicola Buckley nicola.buckley@laserenergy.org.uk Bid Co-ordinator LASER Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Accepted: 31/8/2023 | 12:38 ID: de1862d5-12e9-48f2-8344-f18f2d2b3495	COPIED	Sent: 29/5/2024 | 16:05

Witness Events	Signature	Timestamp

Notary Events	Signature	Timestamp

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	22/3/2024 | 14:57
Envelope Updated	Security Checked	22/3/2024 | 15:15
Envelope Updated	Security Checked	26/3/2024 | 15:25
Envelope Updated	Security Checked	29/5/2024 | 16:05
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Payment Events	Status	Timestamps

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Issue details - KD 6054 - Electricity Procurement for Council Housing

Calendar
Changing the Executive Arrangement
Councillor Conduct
Committees
Decisions
Forthcoming Decisions
Forward Plan
Work Programmes
Mayor of Enfield
Meetings
Outside bodies
Petitions

Issue details

KD 6054 - Electricity Procurement for Council Housing

Issue Details | Issue History | Related Decisions

Plan for electrical procurement and energy management enhancement strategies

Decision type: Key

Reason Key: Expenditure/Savings > £500,000;

Decision status: Recommendations Approved

Wards affected: (All Wards);

Notice of proposed decision first published: 31/03/2026

Forthcoming Decisions
Forward Plan
Work Programmes
Mayor of Enfield
Meetings
Outside bodies
Petitions
Key documents
Search documents
Subscribe to updates
Ward Forums
What's New
Your Councillors
Your GLA Member
Your MPs
Logon

Plan for electrical procurement and energy management enhancement strategies

Decision type: Key

Reason Key: Expenditure/Savings > £500,000;

Decision status: Recommendations Approved

Wards affected: (All Wards);

Notice of proposed decision first published: 31/03/2026

Decision due: July 2026 by Executive Director of Housing & Regeneration

Department: Housing Regeneration and Development

Contact: Rafe Bertram, Asset and Sustainability Manager
Email: rafe.bertram@enfield.gov.uk.

Part 1/2 (Para x): Part 1 & 2 (Para 3)

Decisions

- **13/07/2026** - KD 6054 - Electricity Procurement for Council Housing

London Borough of Enfield

Report Title	Adding Council Housing Electricity Supply to Corporate Contract (2026–2028)
Decision Taker/ Committee	Joanne Drew, Executive Director Housing and Regeneration
Report Author	Katie Martell, Head of Asset Strategy
Ward(s) affected	All wards
Key Decision Number	KD 6054
Classification	Part 1 Public
Reason for exemption	N/A
Signed by Decision taker	[redacted]
Date Decision taken	10 July 2026

Purpose of Report

1. Electricity for Council housing communal lighting, lifts and other communal electrical services electricity has been procured on an annual basis agreed every September through a Fixed Price Fixed Term (FPFT) contract that is agreed on a particular day each year. This report seeks approval for two-year period from 1st October 2026 to 30th September 2028 to purchase Green (REGO) electricity from nPower as part of the corporate properties 'Purchase in Advance' (PIA) contract via LASER's compliant public-sector. Together with LASER's managed service, this reduces the pricing risks in a volatile energy market, achieves best value, is procurement complaint and provides robust future forecasts and transparency of billing to Council Housing residents and Leaseholders.

Recommendations

2. Approve the purchase of Council Housing electricity supplies from LASER's "Purchase in Advance" (PIA) purchasing model from 1st October 2026 (by varying the Council's existing corporate electricity contract)) on the basis that this approach is expected to provide improved budget certainty, reduce exposure to day of purchase price volatility, and align the housing portfolio approach with the Council's wider corporate energy procurement arrangements where appropriate.

3. Approve the variation of the Council's existing corporate electricity PIA agreement to implement the above.

4. Approve the appointment of nPower through this framework, as it is currently the lowest-cost supplier available under the PIA framework and is also the Council's existing corporate energy supplier. This will provide greater consistency across departments and better value for money by avoiding the need to procure and manage separate contracts.

5. Approve the procurement of REGO certified ("green") electricity for the Council Housing electricity portfolio, unless the premium for REGO certified supply is forecast to be 5% or more above the equivalent non-renewable ("brown") supply for the relevant contract period. Delegate authority to the Service Director of Council Housing (Homes) to determine, at the point of award/variation, whether to procure green or brown electricity where the premium meets or exceeds this threshold, having regard to (i) best value, (ii) affordability impacts on residents via service charges, and (iii) commitments within the Council's Climate Action Plan.

Background, Options and Risks

Strategy

6. Enfield Council Housing currently manages approximately 968 electricity supply points (MPANs), comprising around 71 supplies associated with communal electric heating and around 897 supplies for lighting and other electrical communal services.

The indicative annual cost of electricity supply for 2026/27 is circa £1.8m excluding VAT.

7. This report follows the previous four-year strategy approved under “Procuring a Council Housing Electricity Supply Contract (KD3473)”, which covers the period 1st October 2022 to 30th September 2026. That strategy is now approaching expiry, and a replacement procurement approach is required to ensure continuity of supply from 1st October 2026.

8. Soon after this, a procurement review was undertaken for the corporate electricity procurement, and it was decided in 2024 that using the PIA contract would be advantageous. This was decided in the Key Decision 3984, Procurement Corporate Housing Schools Gas and Corporate and Schools Electricity 2024 to 2028 (HRD2324_030)

9. Council Housing has secured electricity supply annually via LASER’s compliant framework procurement framework using Fixed Term Fixed Price (FTFP) contract. The current arrangements expire on 30th September 2026, and the proposed new arrangements will commence on 1st October 2026. This framework was renewed in 2024, and in this, the number of suppliers on the framework have reduced, with last year only receiving one compliant bid, and we want to improve on this limited competitive market available.

10. In developing the proposed strategy, the Council has considered the increased volatility of wholesale electricity markets (Ukraine and Iran wars, regulatory changes) and the operational risk created by short supplier quote validity periods (often limited to a two-hour window), as well as the additional Ofgem requirement for transparency. These factors increase the likelihood of re-pricing, reduced bidder appetite and cost uncertainty under a highly pressurised “fixed on the day” purchasing and Key decision approach with waivers needed. Moving away from this to a PIA contract would open the council and its residents up to less risk of price increases as less exposure to single-day market movements.

11. This approach includes a review of the smart meter transition and urgent replacement of Radio Tele-switch Service (RTS) meters, which are being decommissioned industry-wide. The Council has established the “Electrical Metering and Heating Upgrades” project to replace approximately 300 remaining difficult-to-exchange meters and to manage RTS replacement risk ahead of contract mobilisation. In the existing FTFP tender, suppliers can opt not to bid on account of the proportion of traditional meters. This is not the case for PIA contracts.

12. The procurement approach also supports the Council’s Climate Action Plan. Consistent with the recommendations in paragraph 6, the Council will seek to procure REGO certified electricity where this represents best value and remains affordable for residents, with a defined decision route where the REGO premium is over 5% more expensive.

13. The recommendation is to continue with LASER, who provide specialist support to participating local authorities throughout procurement, mobilisation and contract management, including market intelligence, supplier management, validation of value-for-money considerations and support with supply point administration. LASER has indicated that only a very small proportion of its customers continue to use the annual FTFP route, while the large majority include housing stock within their main corporate PIA arrangements.

14. The current approach with FTFP contracts is retendered each year and subject the council to possibly working with a new provider each year, each with different billing procedures. A longer-term approach, managed by LASER supports continuity and operational stability, particularly for complex metering activity (including exchanges and data issues). It also reduces disruption caused by annual changes in supplier reporting systems and account management processes.

15. The recommended approach provides greater flexibility to add, remove and amend supply points and associated services (for example, where meters are replaced, buildings are refurbished, or new supplies are created), and is better suited to an actively changing housing portfolio than a rigid annual procurement cycle.

16. The industry is undergoing a significant transition to half-hourly metering under new Ofgem requirements. nPower is already progressing this migration and has been used as a case study supplier, which suggests a higher level of readiness. By contrast, TotalEnergies and some other suppliers are not yet as advanced, which may reduce their appetite or ability to bid. This is a significant industry-wide change and should be taken into account when assessing procurement risk. The required move to half-hourly metering may further reduce the willingness of some suppliers to bid under FTFP routes, whereas the proposed route benefits from a supplier already progressing this transition.

17. The Domestic Energy Price Caps do not apply to this arrangement because it is a business contract, rather than a contract directly between a resident and an energy provider.

18. If a replacement contract is not secured by 1st October 2026, the Council would be exposed to out-of-contract (deemed) rates and associated supplier terms, which can be materially higher than contracted rates (potentially up to double) and would increase costs recovered through service charges.

19. The expected contract value and comparative cost assessment is subject to a LASER's benchmarking exercises. When comparing the Enfield rates between housing and corporate portfolios, although the portfolios are not exactly 'like-for-like', the pence per kWh rates have been consistent.

20. LASER is currently procuring its framework arrangements for the period from 2028 onwards, with the outcome expected to be announced in the coming months. Although it may be possible to agree arrangements beyond 2028, the preferred approach is to align the Council Housing contract end date with the Council's corporate contract on 30th September 2028 so that both portfolios can be procured together under the new framework.

21. The recommended way of changing to a Purchase in Advance (PIA) contract would be to vary the existing corporate contract to add the council housing electricity portfolio. LASER has confirmed that this route is available to us as long as the decision is made and access arrangement signed at start of July 2026. It should also be noted that an updated site schedule has already been provided to LASER and nPower to support readiness for this route, without committing the Council until the decision is taken. The officers who manage the corporate contract have agreed to this approach.

22. The percentage uplift of the corporate contract is approximately 15%, well below the 50% threshold of possible contract variations. Also, the likely final 4 year contract is likely to be approximately £28m, well below the £44m in the Key decision in 2024

approving the corporate electrical procurement.

23. As the recommended approach moves to a two-year electricity arrangement and affects charges recovered from leaseholders, the Council is commencing an application to the First-tier Tribunal for dispensation from the full section 20 consultation requirements. This reflects the particular complexity and timing of this energy procurement, where delay could expose the Council and residents to materially higher market volatility and out-of-contract costs. The Council is progressing the contract variation and dispensation process in parallel, has started the tribunal process to maximise the prospect of a decision within the required timeframe, and is preparing a clear justification and supporting evidence to demonstrate why this approach is reasonable and in leaseholders' interests. The risk of objections to rejection of this dispensation are considered to be low.

Rejected options

24. We have considered a variety of options, and the reason for not taking forward is given below.
    - Fixed Term Fixed Price (FTFP) – not recommended for continuation, for the reasons set out above, including limited market competition and greater exposure to single-day price volatility.
    - Purchase in Advance (PIA) – with bridging contract in Oct 2026 and then joining Oct 2027. Rejected as more complex than varying the corporate contract, but possible.
    - Purchase in Advance (PIA) from October 2026 under a separate contract – considered but not preferred because the recommended approach is to align Council Housing with the existing corporate route where possible.
    - Spot market purchases and rolling contracts – not taken forward because these options are not available through LASER's procurement frameworks and would therefore not provide a compliant route.

Procurement and Contracts

25. Regarding extending the Corporate Energy contract, we would call on one of the 'safe harbours' of Regulation 72 of the Public Contracts Regulations 2015 to justify the change the contract. This demonstrates that any increase in cost is within the applicable 50% threshold for modification. The housing electrical portfolio is £1.8m (over two years), whereas the annual corporate electrical portfolio is £4.2m and £1.9m for gas (over four years), giving only a 15% increase. The reasons for the need for this change are given above, but for Regulation 72, this is primarily needed due to energy price volatility, the reduced number of bidders in the existing FTFP procurement, a streamlined workflow needed and the need for new Ofgem transparency requirements.

26. A Contract modification report has been done, which has been reviewed and endorsed at the Procurement Assurance Group (PAG) on 3rd June 2026.

27. There is no procurement of energy from any Russia and Belarus supplier directly or indirectly.

Risks

28. Supplier failure risk is low; LASER conducts credit checks and can secure alternative suppliers if needed.

29. The Council retains the right not to proceed if contract terms are unacceptable, although changing the contract terms is not likely as many other councils have signed up to the same conditions.

30. There is a risk that the First-tier Tribunal dispensation process could be delayed, or that objections from leaseholders could lead to a hearing and extend the timetable. This risk is being mitigated by commencing the application immediately, progressing the dispensation and contract variation in parallel, and preparing a clear evidence base and justification to support the application.

Better process

31. A managed service or 'energy bureau' provides cost projects per electricity meter for the current financial year and for the year following which covers all the projected costs that we have to send to residents. In addition, this service is likely to improve billing accuracy, support better responses to resident and leaseholder questions and complaints, reduce officer time and costs, improve data quality, speed up the resolution of supplier and metering queries and bring Council Housing arrangements into closer alignment with the corporate energy portfolio. It also provides bill validation before charges are paid, improve the flow of information and transparency and so ensuring compliance with Ofgem electricity on selling requirements, including Maximum Resale Price and clear billing information. These benefits come at an additional cost of £40,606.50 per year above our current 'procurement only' service. The annual managed service fee from LASER of £78,208.00 (approx. £156,400 over the two year contract period). See calculations below:

		LB Enfield			
		Procurement Only		**Managed Service**	
	Number of Supplies	£/supply/annum	£/annum	£/supply/annum	£/annum
HH	2	280	£ 560.00	496	£ 992.00
NHH	959	38.5	£ 36,921.50	80	£ 76,720.00
UMS	1	120	£ 120.00	496	£ 496.00
			£ 37,601.50		**£ 78,208.00**
				Difference	**£ 40,606.50**

32. This service also enables us to be more flexible in the following situations:
- Supplier transfers (e.g. after handover from the regen team)
- Supply point changes (e.g. change of use)
- Removing service charge billing where resident has started purchasing their own electric heating
- Where homes are converted to consumption-based submetering
- Changing from 1-rate to 2-rate (peak and off-peak) supply rates.
- Service charge reductions from export tariffs from solar panels on flat roofs

33. Heat Network Metering and Billing Regulations (HNMBR) will continue to be managed as a separate compliance work-stream but will be coordinated to provide a consistent resident experience.

34. Although the housing portfolio would sit within the same overarching contract as the corporate portfolio, it could still be managed through separate pricing arrangements,

separate invoice groups, separate purchase orders and separate service meetings if required, or combined meetings where more practical. Council would contract and pay through LASER rather than paying the supplier directly, and the billing to the council is done after LASER's validation of costs. The payments will be paid by BACs, as in the corporate contract, with 7 day payment terms.

Preferred Option and Reasons for Preferred Option

35. The preferred option is to adopt LASER's Purchase in Advance (PIA) model for the Council Housing electricity portfolio by adding Council Housing sites to the Council's existing corporate PIA arrangements using their Managed Service. This option is preferred because it is expected to (i) improve budget certainty and reduce exposure to short-term market volatility, (ii) reduce procurement and mobilisation risk by using an established corporate route and supplier management arrangements, and (iii) support a more consistent approach to forecasting and managing resident service charges, while retaining the ability to determine annually whether to procure REGO-certified electricity in line with the 5% premium threshold.

Relevance to Council Plans and Strategies

36. The recommended approach supports the priorities set out in the Enfield Council Plan 2023–2026, particularly the ambition to deliver more and better homes and to ensure that residents live in good quality homes they can afford in a carbon neutral borough. By securing a more stable and resilient procurement route for communal electricity supplies, the proposal helps protect the continuity and quality of essential services provided to Council Housing residents.

37. The proposal also supports the Council Plan priority for clean and green places by enabling the Council to procure REGO-certified electricity where this represents best value and remains affordable. While the procurement decision itself will not reduce electricity demand, it aligns with the Council's wider objective to reduce carbon emissions from its buildings and from the goods and services it procures, and complements broader housing retrofit, metering and energy efficiency activity.

38. In addition, the recommendations support the Council Plan's emphasis on strong stewardship of public resources and on helping residents through ongoing cost-of-living pressures. Improved budget certainty, better billing transparency and a more consistent approach to service charges will help the Council manage the Housing Revenue Account more effectively while supporting fairer and clearer outcomes for residents and leaseholders.

Financial Implications

39. This report is requesting approval to procure and supply the Council Housing electricity supply through LASER`s compliant framework for the period of 1st October 2026 to 30th September 2028.

40. The annual cost of electricity supply for 2025-26 was circa £1.8m. LASER will purchase electricity in advance at the prevailing market price at advantageous times over the previous year. The LASER procurement fee will be £78,208 over a two-year

contract. There is a budget (HR0399) of £1.7m for 2026-27.

41. The electricity costs will be fully recovered from tenants through service charges and changes to charges will be reflected in the annual rent setting report.

Legal Implications

42. The Council can utilise the LASER Flexible Energy Frameworks Y22008 (Gas Supply and Additional Services) and Y22009 (Electricity Supply) as these frameworks were properly procured in accordance with the Public Contracts Regulations 2015 (**PCRs**), and the original OJEU advertisement for the LASER Frameworks made specific reference to 'purchasing on behalf of local authorities', a description which includes the Council.

43. As the LASER Frameworks Y22008 and Y22009 were set up before the Procurement Act 2023 came into effect, any variation to the call-off contract entered into under these frameworks will be a variation of a public supply contract governed by the PCRs. Given that the estimated contract value exceeds the threshold under Part 2 of the PCR 2015, the Council must comply with the PCR 2015 and its Constitution - in particular, the Contract Procedure Rules (**CPRs**) - in relation to the proposed variation.

44. The proposed variation is a permitted variation under the PCRs as the Council can rely on one of the 'safe harbours' within Regulation 72 of the PCRs to justify the variation.

45. Any variation to the call-off contract will have to be agreed by all parties and in writing by a deed of variation to be sealed by Legal Services.

Procurement Implications

46. Strategic - The proposed move to LASER's Purchase in Advance (PIA) model represents a shift from short-term transactional procurement to a forward purchasing, risk-managed strategy, improving budget certainty in a volatile energy market.

Aligning the Housing portfolio with the existing Corporate Energy Contract enables:

- Aggregation of demand across portfolios
- Improved leverage with suppliers
- Consistency in contract management and reporting

Transitioning away from annual FTFP tenders addresses:

- Declining supplier participation (single-bid scenarios emerging)
- Procurement inefficiency from repeated tender exercises

This strategy supports the wider Council objectives:

- Financial resilience through reduced exposure to market volatility

- Climate commitments, via optional REGO-certified energy procurement

47. Commercial - Varying the existing Corporate Contract provides a compliant route to market, reducing procurement/departmental time and cost. This enables access to aggregated buying power and market intelligence which ensures the Council receives the best possible rates. The opportunity to undertake hedged buying reduces exposure to “point-in-time” pricing risks, with smoother cost profiles for budgeting and service charge setting. Aligning with the Corporate contract will provide operational efficiencies along with further commercial flexibility through easier portfolio changes (adds/omissions) and supporting metering transitions and asset changes.

48. Risk - Electricity supply is critical to the Council and Council Services. Undertaking this approach mitigates key risks associated with market volatility, supply chain disruption and supplier failure. Failure to secure a formal contract by October 2026 would expose the Council to elements such as out-of-contract rates which will prove substantially more expensive.

49. Compliance - Under the Public Contracts Regulations 2015, Regulation 72 permits the modification of a Contract assuming the change is not substantial and value increase within the 50% threshold. As identified within this report, this variation will be in line with those requirements. The department will be completing a Contract Modification Form to record this change, which will be submitted to Procurement Assurance Group for endorsement in line with the Council’s Contract Procedure Rules.

Equalities Implications

50. No equalities implications needed.

HR and Workforce Implications

51. N/A

Environmental and Climate Change Implications

52. The new procurement contract will not in itself reduce electricity consumption within the Council Housing portfolio, but will support improved management of the portfolio and complements wider measures to reduce consumption and associated emissions, including smart meter upgrades, replacement of RTS meters, improved metering, retrofit activity, heating upgrades and solar installations. The option to procure REGO-certified electricity, (subject to the agreed affordability threshold), supports renewable sourcing and is consistent with the Council’s Climate Action Plan, although this would not reduce electricity use, In addition, to the REGO certified electricity, there will be ongoing work to reduce consumption, by installing more solar

panels, storage heaters and replacing underfloor heating system and complete retrofit projects which will reduce the Council's carbon emissions.

53. As a procurement decision, the environmental risks from the proposal are low. There may be risks relate to service disruption during meter transition, poor data quality, billing inaccuracies and failure to realise carbon benefits if demand management is not maintained. These will be mitigated through contract management, supplier oversight, the managed service arrangements and the ongoing electrical metering and heating upgrades programme.

54. The proposed contract does not extend beyond 20 years and therefore long-term climate adaptation issues such as extreme heat, drought and flooding are not a primary driver of the decision. However, resilience remains relevant where electricity supply supports communal heating and essential services.

55. Overall, the proposal has a positive climate implication because it secures a more resilient procurement route, supports renewable electricity purchasing where affordable and complements wider work to reduce energy demand and emissions over time.

Property Implications

56. This is satisfactory, as long as spend on contract vs allowed for in the KD and the threshold is not breached.

Appendices

Background Papers

i. Previous 4-year KD strategy paper: KD 3473
ii. Corporate electricity procurement: KD 3984
iii. Corporate contract – LBE_LASER_Access_Agreement 24-28 customer signed
iv. Supplier Terms and Conditions (TotalEnergies, Ecotricity, SSE, Npower, Corona, Total Gas and Power).
v. EQIA Report
vi. Contract Modification Report.

Departmental reference number, if relevant:

DocuSign Envelope ID: 3C7A0C82-31D4-4DEF-B992-E7606B994235

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Kent County Council kent.gov.uk

ACCESS AGREEMENT VARIATION for Flexible Framework

Variation Reference Number	VAR-00095
Dated the	

Access Agreement Relating to:

Y18003 Framework for the Flexible Procurement and Supply of Electricity for Half Hourly, Non-Half Hourly Metered and Unmetered Supply Electricity with Meter Operations and Additional Services

And/or

Y18002 Framework for the Flexible Procurement and Supply of Gas for Daily Metered and Non-Daily Metered including Product Class 1, 2, 3 and 4 with Additional Services

And/or

Any subsequent replacement Frameworks for **Y18003** and **Y18002**

DocuSign Envelope ID: 3C7A0C82-31D4-4DEF-B992-E7606B994235

Made between:

Signed on behalf of THE PARTICIPATING AUTHORITY by:

Authorised Signature	KatieMartell
Name	Katie Martell
Date signed	21/07/2026
Email address	katie.martell@enfield.gov.uk
Postal Address	Civic Centre, Silver Street, London
Postcode	EN1 3XA

Acknowledged and accepted on behalf of THE KENT COUNTY COUNCIL by:

Authorised Signature	
Name	
Date signed	
Email address	
Postal Address	1 Abbey Wood Road, Kings Hill, West Malling, Kent
Postcode	ME19 4YT

Executed as a Deed by affixing the Common seal of **the Mayor and the Burgesses of the London Borough of Enfield** in the presence of:)

.....
Authorised signatory
DUNCAN CREEVY



Executed as a Deed by **LASER Energy (Kent County Council)** acting by:)

.....
Signature of Director

.....
Signature of Director/Secretary

DocuSign Envelope ID: 3C7A0C82-31D4-4DEF-B992-E7606B994235

Agreed Changes

The purpose of the variation (insert purpose e.g. update the service level from POSO to FM)

The purpose of the variation is to align the contract and service level terms of London Borough of Enfield's Housing portfolio to the Corporate portfolio.

The variation agreement will be effective from the date this letter is fully signed by all parties and it will be operational as soon as practical within the limitations of the supply periods, or as specified in **Appendix 1**.

Any additional or replacement documentation needed to accompany the variation being agreed will be attached at **Appendix 1**. A copy of the original documentation will be attached at **Appendix 2**.

A summary of the additional or replacement documentation shown in **Appendix 1** is shown below. For avoidance of doubt all other aspects of the original Agreement remain in place. Where required the Participating Authority, by agreeing to this variation, authorises the Contracting Authority to notify Suppliers and implement any required changes for the Call Off contracts for the supply of:

Electricity (insert Call Off reference) LAS-000593

And/or

Gas (insert Call Off reference) LAS-000594

Summary of Replacement or Additional Documentation

Documents at appendix 1 are to be appended to the original access agreement at appendix 2.

DocuSign Envelope ID: 3C7A0C82-31D4-4DEF-B992-E7606B994235

Appendix 1 (Insert any additional or replacement documentation)

The following documents are attached and form part of Appendix 1.

DocuSign Envelope ID: 3C7A0C82-31D4-4DEF-B992-E7606B994235

Appendix 2 (Copy of original Access Agreement)

The following documents are attached and form part of Appendix 2.

OFFICE USE ONLY

Document approved by

Richard Roberts

Richard Roberts (Jun 25, 2026, 1:23pm)

Print Name: Richard Roberts

Date: 25 Jun 2026

Appendix 2 - Site Schedule (Summary)

HOUSING HH ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2026
Contract End Date:	30th September 2028
Service Level[1]:	Managed Service
Supply Type:	HH
Procurement Option[2]:	Purchase In Advance
REGO Selected[3]:	Yes
Number of Supplies[4]:	2
Estimated Annual Consumption (kWh)[4]:	58,036
LASER Fee Format[5]:	£/supply/annum
LASER Fees[5]:	496.00

HOUSING NHH ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2026
Contract End Date:	30th September 2028
Service Level[1]:	Managed Service
Supply Type:	NHH
Procurement Option[2]:	Purchase In Advance
REGO Selected[3]:	Yes
Number of Supplies[4]:	975
Estimated Annual Consumption (kWh)[4]:	6,377,142
LASER Fee Format[5]:	£/supply/annum
LASER Fees[5]:	80.00

HOUSING UMS ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2026
Contract End Date:	30th September 2028
Service Level[1]:	Managed Service
Supply Type:	UMS
Procurement Option[2]:	Purchase In Advance
REGO Selected[3]:	Yes
Number of Supplies[4]:	1
Estimated Annual Consumption (kWh)[4]:	20,069
LASER Fee Format[5]:	£/supply/annum
LASER Fees[5]:	496.00

CORPORATE GAS Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2024
Contract End Date:	30th September 2028
Service Level[1]:	Manages Service
Supply Type:	Gas
Procurement Option[2]:	Purchase In Advance
RGGO Selected[3]:	No
Number of Supplies[4]:	209
Estimated Annual Consumption (kWh)[4]:	42,721,861
LASER Fees[5]:	£164.63/Aupply/Annum

CORPORATE HH ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2024

Contract End Date:	**30th September 2028**
Service Level[1]:	**Managed Service**
Supply Type:	**HH**
Procurement Option[2]:	**Purchase In Advance**
REGO Selected[3]:	**No**
Number of Supplies[4]:	**68**
Estimated Annual Consumption (kWh)[4]:	**12,189,119**
LASER Fees[5]:	**£392.87/Supply/Annum**

CORPORATE NHH ELECTRICITY Schedule Summary

Participating Authority:	**London Borough of Enfield**
Contract Start Date:	**1st October 2024**
Contract End Date:	**30th September 2028**
Service Level[1]:	**Managed Service**
Supply Type:	**NHH**
Procurement Option[2]:	**Purchase In Advance**
REGO Selected[3]:	**No**
Number of Supplies[4]:	**216**
Estimated Annual Consumption (kWh)[4]:	**5,211,952**
LASER Fees[5]:	**£117.30/Supply/Annum**

CORPORATE UMS ELECTRICITY Schedule Summary

Participating Authority:	**London Borough of Enfield**
Contract Start Date:	**1st October 2024**
Contract End Date:	**30th September 2028**
Service Level[1]:	**Managed Service**
Supply Type:	**NHH**
Procurement Option[2]:	**Purchase In Advance**
REGO Selected[3]:	**No**
Number of Supplies[4]:	**2**
Estimated Annual Consumption (kWh)[4]:	**43,756**
LASER Fees[5]:	**£117.30/Supply/Annum**

Please note the following which are applicable to the agreement:

1 - Please refer to the Service Level Agreement for your selected service option.

2 - The main Procurement Types are PIA (Purchase in Advance), PWP (Purchase within Period) and further options may become available during the agreement. The Participating Authority can apply to change the Procurement Option during the course of the agreement, if agreed by the Contracting Authority via a variation, and with a minimum of 6 months notice required in advance of the Flex product anniversary. Prices for any Procurement Type will be based on purchases made following the completion of a signed agreement and sites being added to the Flexible basket. Pricing for sites added mid-way through a contract period will be added via a Flex additions price or a Fixed price depending on availability.

3 - For sites where the Participating Authority has opted for Renewable Energy Guarantees of Origin (REGO) or Renewable Green Gas of Origin (RGGO) certificates, they delegate authority for LASER to secure these certificates on their behalf for each 12 month supply period of the Flex contract. This will apply for the full commitment term, however the Participating Authority can opt out of REGO certificates by providing 3 months in advance of the Flex product anniversary.

4 - Please note the Number of Supplies and Total Estimated Annual Usage is a representation of the Customer portfolio at the time of securing agreements. This may vary dependent on actual usage and with site additions and removals during the course of the contract. Fees may be reviewed if there are significant variations.

5 - Please note the base year for the CORPORATE fees presented based on the current portfolio is 1 October 2023 to 30 September 2024. This is subject to annual RPI/CPI increases.

5 - Please note the base year for the HOUSING fees presented based on the current portfolio is 1 October 2026 to 30 September 2027. This is subject to annual RPI/CPI increases.

MANAGED | SERVICE LEVEL AGREEMENT

L•A•S•E•R 30 YEARS in ENERGY

Customer Name: London Borough of Enfield



Service Set Up

Page 2

LASER will manage a smooth transition for new Customers joining the LASER contract for the first time to ensure all sites are fully registered, priced and billed correctly.



Procurement

Pages 3-4

LASER will provide fully OJEU compliant energy procurement strategies, closely monitoring the market at all times to ensure Customers receive the best price.



Portfolio Management

Pages 5-6

LASER will manage any changes that occur within the Customer's portfolio of sites, ensuring prices and billing reflect the changes.



Invoicing and Bill Validation

Pages 7-8

LASER will set up Customer requirements and validate invoices to ensure accurate and timely billing is issued.



Customer Service

Pages 9-10

LASER will provide a first class service experience, taking hassle, time and administration tasks away from the Customer.



Management Information

Pages 11-12

LASER will issue regular key management reporting that provides the Customer with portfolio information, budget assurance and measures LASER KPI performance.



Account Management

Page 13

LASER will provide a dedicated Account Manager to manage and develop Customer relationships and the services provided.



Additional Services

Pages 14-15

LASER will always look to support Customer requirements where possible providing additional services to suit their needs.

This document was last updated: FEBRUARY 2019

Service Set Up

LASER will manage a smooth transition for new Customers joining the LASER contract for the first time to ensure all sites are fully registered, priced and billed correctly.

Onboarding

LASER will provide a full onboarding plan with step by step processes and timeframes to ensure all customers' sites are successfully transferred on to the LASER contract.

LASER Energy

LASER will provide the Customer with an onboarding timetable at a minimum of 3 months prior to the start of the contract. This will detail the actions required for their energy supply to successfully transfer to LASER by the agreed start date.

This will include:

- Each key stage of the onboarding process
- Timescales against each stage
- A clear outline of onboarding responsibilities between LASER and the Customer

LASER will appoint the Customer with an Account Manager who will be responsible for managing the onboarding process of the supplies and will continue to oversee the management and running of their contract.

LASER will provide the Customer with the contact details of key LASER team members servicing the account and their respective responsibilities.

Customer

The Customer will provide LASER with the signed contract and return to LASER before the SLA comes into effect.

The Customer will provide LASER with primary contacts for:

- Procurement
- Energy Management
- Accounts Payable

The Customer will provide all required information and take the action outlined in the Customer responsibility in the onboarding timetable.

This will include, but is not limited to;

- Provision of required supply data
- Confirmation of billing requirements
- Resolving existing debt with their current Suppliers
- Prompt resolution of any objections raised by their incumbent Supplier

Key Outputs

- LASER will have a clear understanding of the Customers contract requirements.
- The Customer will have a clear understanding of how LASER operates, the structure and how their contract will be managed.
- The Customer will have a dedicated Account Manager at LASER to take them through the onboarding process.
- LASER will provide confirmation of the finalised site listing so all sites are successfully priced, registered and transferred to the LASER contract by the agreed start date.
- Billing will be issued to reflect prices and start date.
- Progress updates will be provided by LASER on a fortnightly basis during the onboarding process.

Procurement Service

LASER will provide fully OJEU compliant energy procurement strategies, closely monitoring the market at all times to ensure Customers receive the best price.

	LASER Energy	Customer	Key Outputs
OJEU Compliance LASER will provide fully OJEU compliant frameworks and contracts.	LASER will ensure the frameworks and contracts established for the supply of energy (and any associated services) are fully OJEU compliant.	The Customer will advise LASER of any specific internal procurement requirements that LASER need to incorporate within the procurement process.	• LASER's OJEU procurement processes mitigate the risk of the Customer being penalised for non-compliance with regulatory requirements. • LASER will provide a range of compliant energy frameworks that can be accessed by the Customer without the requirement to run a separate procurement process. • LASER will provide copies of OJEU Notices and Awards on the LASER website.
Procurement Strategies LASER will provide a range of different procurement strategies to suit Customer needs.	LASER will maintain a range of procurement strategies providing different risk and opportunity profiles. Customers may split their portfolio across one or more of LASER's procurement strategies. LASER will continue to review and develop procurement strategies, in conjunction with Customer feedback, to best meet changing market conditions. LASER will work in partnership with Customers and Suppliers to ensure access to new technologies and additional services and innovations.	The Customer will consider the range of strategies available, weighing up the risks and opportunities that best meet their needs. The Customer will provide LASER with at least 6 months notice prior to each October contract anniversary where they wish to switch procurement strategies for part or all of their portfolio of sites. The Customer will provide a clear view of their requirements for any new technologies or additional services and work in partnership with LASER and Supplier contacts.	• LASER will provide Customers with information on our procurement strategies to enable Customers to make an informed decision on the most appropriate approach for their sites. • LASER will provide factsheets outlining the procurement options which are available. Workshops between LASER and the Customer can be arranged to review the suitability of each procurement option for different parts of their portfolio. • LASER will execute the Customer's chosen strategy in line with their requirements and where appropriate following the strategy agreed by the Governance Panel. • LASER will provide new service offerings as they are developed.

Procurement Service

LASER will provide fully OJEU compliant energy procurement strategies, closely monitoring the market at all times to ensure Customers receive the best price.

	LASER Energy	Customer	Key Outputs
Market Monitoring LASER's procurement experts will utilise up to date independent market information to support the execution of our purchasing strategies.	LASER will utilise market-leading trading platforms and procure a variety of trusted data sources to ensure comprehensive and timely information on any potential impacts to energy prices. LASER will monitor this information closely to ensure we make well-informed decisions on behalf of our Customers.	Any market and pricing information provided by LASER to the Customer should be utilised for internal purposes only. The Customer will not distribute this information outside of their organisation.	• LASER will provide quarterly market updates within the LASER newsletter, along with forecast percentage changes in delivered energy prices. • LASER will inform the Customer of any market shocks which could result in a debt reconciliation value being applied to our Purchase within Period or Flex Set and Reset baskets.
Governance LASER will have robust Governance procedures in place to agree, oversee and review purchasing strategies.	LASER will establish and maintain a Governance Panel consisting of Customer representatives, an independent expert and LASER's procurement managers. LASER will appoint a Compliance Officer, employed by Kent County Council's Commercial Services Group but external to LASER, to review the accuracy of LASER's purchasing positions LASER will report to a Governance Panel each quarter to review purchasing strategies and agree to future strategies.	The Customer will utilise their appointed Governance representative where required. The Customer may request copies of presentations from LASER's Governance Panel meetings (where commercially sensitive information may be redacted).	• The Governance Panel will meet on a quarterly basis to review energy purchases and market conditions over the previous quarter, as well as set the purchasing strategy for the next quarter. • LASER will make a version of the Governance Panel presentation available to Customers, with commercially sensitive information redacted.

Portfolio Management

LASER will manage any changes that occur within the Customer's portfolio of sites, ensuring prices and billing reflect the changes.

	LASER Energy	Customer	Key Outputs
Adding new sites or supplies to Customer supply contracts LASER will update energy supply contracts to include any new sites or supplies requested by the Customer.	LASER will make available to the Customer, via the LASER Web Portal or upon request, the latest versions of: • Supplier new connection form (for any new supplies to be installed) • LASER new site addition form (for any existing supplies) • Site additions process Once the Customer completes the form, LASER will obtain, validate and accept energy prices and will notify the Customer of prices for the new supply. LASER will notify the Customer if the form is incomplete and/or contains invalid information. LASER will add the supply to the Customer's portfolio and ensure billing is delivered correctly.	*For new connections the Customer will:* • Complete and submit a supplier new connection form to LASER and the Supplier. This form must be provided at least 28 days prior to the required new connection date. • Complete and submit a LASER new site addition form to LASER. *For all other site additions the Customer will:* • Complete and submit a LASER new site addition form to LASER. All forms must be completed accurately and in full, in order to initiate the new site addition process.	• Additions will be managed within the timescales outlined in the LASER Query Types document. **Appendix 2** ▶ • LASER will send a notification to the Customer of prices for the new supply. • LASER will notify the Customer of any status changes to their pending site additions. • Once live, the new addition will be included within their site list and will be available to view on the LASER Web Portal. • Billing will be issued by LASER to reflect the prices and the start date of the new addition. **Work in progress** ▶ • Monthly reporting showing the status of any pending contract additions.
Removing sites or supplies from Customer energy supply contracts LASER will update energy supply contracts with removed sites or supplies as requested by the Customer and oversee final billing.	LASER will provide the Customer, via the Customer web portal or upon request, the latest versions of: • Change of Occupancy form (COO) • Meter Disconnections form • Removal Processes Once the Customer completes the form and returns to LASER, LASER will arrange for the COO or disconnection to be completed, remove the site from their portfolio and ensure billing is finalised correctly.	• For any site that has been sold or had a Change of Occupancy, the Customer will complete and submit to LASER the Change of Occupancy form accurately in full to initiate the Change of Occupancy. • For any meter that has been removed or disconnected, the Customer will complete and submit to LASER the meter disconnection form accurately in full to initiate the removal process. • The Change of Occupancy and meter removal forms need to be provided at least 28 days prior to the Change of Occupancy or meter disconnection date.	• Removals will be managed within the timescales outlined in the LASER Query Types document. **Appendix 2** ▶ • Once the Change of Occupancy or disconnection has been completed, supplies will be removed from the Customer's site list and will be available to view on the LASER Web Portal. • Billing will be issued by LASER to reflect the date and read of the removal. **Work in progress** ▶ • Monthly reporting showing the status of any pending removals.

Portfolio Management

LASER will manage any changes that occur within the Customer's portfolio of sites, ensuring prices and billing reflect the changes.

	LASER Energy	Customer	Key Outputs
Site Works LASER will ensure any site works (such as meter upgrades) are correctly reflected in the Customers portfolio of sites and billing.	LASER will provide the Customer, via the Customer web portal or upon request, the latest versions of: • Site work forms (for any meter upgrade, change of measurement class or meter re-location) Once the Customer completes and returns the form to LASER and the Supplier, the Supplier will arrange for the works to be carried out. LASER will update the changes to the Customer's portfolio and ensure billing is delivered correctly.	The Customer will complete and submit to LASER and the Supplier the site works form, accurately and in full, in order to proceed with the site works (can be accessed via the LASER Web Portal). These need to be provided at least 28 days prior to the date the site works are required. The Customer will monitor and manage the progress of the works with the supplier and other third parties involved through to completion.	• Site works will be completed within the timescales outlined in the LASER Query Types document. **Appendix 2** ▶ • Once the site works have been completed, the changes to the portfolio will be reflected on the Customer's site list (available to view on the LASER Web Portal). • Billing issued to reflect the changes. **Work in progress** ▶ • Monthly reporting showing the status of any pending site works.
Changes to Purchasing Options LASER will manage changes to Customer purchasing strategies for their portfolio of sites.	LASER will maintain a record of the purchasing strategy to be applied to each of the Customer's sites, along with any requested changes to the future purchasing strategies.	The Customer will provide written notice to their LASER Account Manager, at least 6 months prior to any contract price renewal, of required changes to their purchasing strategy, such as: • Sites to move to an alternative flexible purchasing strategy. • Changes in site groupings, such as corporate, housing or schools. • Fixed Term Fixed Price contracts transferring to Flexible procurement.	• Prices will be delivered to reflect the changes to the purchasing options on the contract pricing renewal. • The changes to the portfolio will be reflected on the Customer's site list (available to view on the LASER Web Portal).
Contract Price Change For each new pricing period (typically 6 or 12 months), LASER will validate and inform the Customer of their new energy prices prior to billing being issued.	LASER will validate all elements of prices including Supplier and third party elements prior to accepting them. Any that fail validation will be queried with Suppliers and corrected prior to distribution to Customers. LASER will provide the Customer with their new energy prices at each contract price change and prior to the release of the first invoice for the new contracting period.	The Customer will provide LASER with their price distribution contacts and associated email addresses and notify LASER of any changes to these contacts.	• Accurate prices will be delivered for each new pricing period prior to the release of a first invoice for that contract period.

Invoicing and Bill Validation

LASER will set up Customer requirements and validate invoices to ensure accurate and timely billing is issued.

	LASER Energy	Customer	Key Outputs
Bill Validation LASER will validate all the energy Supplier's invoices and manage any errors with the Supplier to ensure the Customer receives accurate billing.	LASER will ensure that all Supplier billing is checked against the validation criteria within 4 hours of receipt. **Appendix 1** ▶ LASER will pay the Supplier and issue Customer billing (in line with an agreed frequency set up, i.e. weekly, monthly) for all invoices that pass all the validation checks. LASER will raise a query with the Supplier for any bill that fails validation and will manage through to resolution and issue correct billing.	Where requested, the Customer will provide LASER with any supporting information to help resolve any queries, for example meter readings, a photo of the meter, site access details, details of any third party arrangements with data collectors.	• LASER have set KPIs against the invoicing, to ensure timely and accurate billing is provided. Where LASER are unable to issue a bill, the Customer will be made aware of the supplies not billed, reasons why and what we are doing to resolve them. • LASER will monitor the performance against the invoicing KPIs and will provide the Customer with the monthly billing position on their Month-end Report issued at the end of every month. **Work in progress** ▶ • LASER KPI dashboard to be included in their Customer Month-end Report.
Billing Set Up LASER will set up all billing requirements to ensure the right person, gets the right bill in the agreed method and frequency.	LASER will provide the Customer, via the LASER Web Portal or upon request, the latest version of: • Billing Options Guidance • Billing set up forms (Consolidated, PDF, Direct Debit and VAT) • Billing set up process Once these forms are completed, LASER will set up and update the database to ensure billing is issued correctly. LASER will make changes to the Customer's billing set up on receipt of a completed billing form.	The Customer will fully and accurately complete the billing set up forms for any changes to your portfolio, at least 1 month before the required date for changes to: • Billing address • EDI, CSV Output frequency (weekly or monthly) • Adding or removing sites to consolidated billing • VAT changes • Changes in cost codes/purchase orders • Email recipient PDF • Change in site contacts, contact name, email address and phone number • Direct Debit changes The Customer will be liable for payment of invoices if the change request is not provided to LASER within the one month's required notice. The Customer will provide LASER with current finance contact details.	• LASER will confirm receipt of changes to billing and advise once updates have been made. Billing will be issued to reflect the requested changes.

Invoicing and Bill Validation

LASER will set up Customer requirements and validate invoices to ensure accurate and timely billing is issued.

Bill Payment

LASER will provide different payment options to suit its Customers' needs.

LASER Energy

LASER will set up the Customers required payment options to ensure they are able to pay on time, within the payment terms.

LASER will provide the Customer with an annual calendar detailing the monthly release dates of the consolidated billing so they know when to expect them. Any variation from this will be communicated.

LASER will consult and work with the Customer to resolve reasons for late payments prior to applying late payment interest (LPI) for invoices that are not paid within the agreed payment terms.

Customer

The Customer will pay invoices in the agreed payment terms from the tax point date of your invoice, as per your agreed billing options:

- Consolidated Billing – 14 days Direct Debit
- Consolidated Billing – 7 days BACS/Cheque
- Non-consolidated – 21 Days

The Customer will advise LASER of a reason for non-payment of a non-consolidated invoice within 72 hours of receipt. Any query raised against an invoice after 72 hours will be due for payment in full and subsequent billing will be placed on hold until the query is resolved.

The Customer will pay consolidated invoices in full. The Customer will raise a query with LASER for any supply they wish to be placed on hold to prevent subsequent invoices being released in consolidated billing runs until the query is resolved.

Key Outputs

- Invoices will be paid by the Customer within the agreed payment terms to avoid any late payment interest (LPI) being charged by LASER.

Customer Service

LASER will provide a first class service experience, taking hassle, time and administration tasks away from the Customer.

	LASER Energy	Customer	Key Outputs
Customer Support Customers will have access to a dedicated Customer service team who will be their point of contact for all day to day enquiries.	LASER will provide the Customer with a dedicated email address and contact phone number for all enquiries. LASER will appoint you with a Customer Services Manager and supporting team who are responsible for managing the Customer email inbox, day to day enquiries and queries. LASER will provide the Customer with the latest version of the query complaint handling and escalation procedure (**Appendix 3** ▶) via the LASER Web Portal or upon request.	The Customer will use their dedicated Customer email address when emailing any correspondence to ensure the 48hour SLA takes effect. The Customer will provide all contact details and advise LASER of any changes in their contact email addresses and phone numbers.	• LASER will respond to emails within 48 hours (where a query has been sent to the Customers' dedicated inbox) and, where possible, resolved in the first response.
Meter Readings LASER will monitor the meter read performance for supplies and work with the Supplier to improve the number of actual reads used on Customer invoices.	LASER will forward all Customer reads received through the LASER Web Portal to the Suppliers by the 2nd of each month and prior to their bill run for that month. *LASER will raise a query with the Supplier when:* • A non Automated Meter Read (AMR) meter has not had an actual read billed for 12 months. • An AMR meter has billed 3 consecutive estimated reads. LASER will work with the Supplier to identify the reason for estimated billing and ensure this is resolved to obtain an actual read.	The Customer will take meter reads between 26th and 31st of the month and submit them through the LASER Web Portal by 1st of the month to support the accuracy of billing. The Customer will provide LASER site access and contact details to enable the Supplier to gain access and obtain an actual read. The Customer will raise a query direct with their 3rd party AMR provider if they have identified a fault with their AMR meter.	• Estimated billing and faulty AMR queries will be completed within the timescales outlined in the LASER Query Types document. **Appendix 2** ▶ • LASER will report on the number of meter reads submitted via the Customer web portal and the last actual read billed for each supply in the Customer Month-end Report.
Query Management LASER will log and report all Customer queries, providing regular updates through to resolution.	LASER will respond to all email queries sent to the dedicated Customer inbox within 48 hours and will resolve where possible in the first response. *Any queries that are unable to be resolved within the first response, LASER will provide the Customer, via email and the Customer web portal, with:* • Query number • Outline of the query • Action required to resolve • Timescale for resolution LASER will provide progress updates in a consistent and standard format to the Customer during the stages of the query through to resolution.	The Customer will send all queries to their dedicated Customer inbox. *The Customer will provide LASER with required information in relation to the query type where information isn't readily available such as:* • Site contact details • Meter read and photo • Completed forms (COO, Site Addition, VAT, Billing Set Up, Site Works)	• LASER will resolve all logged queries within the timescales outlined in the LASER Query Types document. **Appendix 2** ▶ • Monthly reporting will be provided detailing the status of queries in the Customer Month-end Report.



Customer Service

LASER will provide a first class service experience, taking hassle, time and administration tasks away from the Customer.

	LASER Energy	Customer	Key Outputs
Supplier Management LASER will have a continuous improvement Supplier management programme with all Suppliers, focusing on improvement in the day to day service delivery and future service developments.	LASER will actively monitor and review the Supplier's performance against KPIs. *LASER will hold regular Supplier management engagement sessions which will consist of:* • Weekly teleconferences to focus on queries, escalations and billing performance with Supplier's team managers. • Monthly operational and strategy meetings with Supplier Account Managers to monitor and progress higher performance. • Fortnightly conference calls to follow up on agreed actions and progress prior to the monthly performance and operational meetings. • Annual contract review meetings to cover performance improvement in the prior year and agree on principals for the coming year.		• LASER will have a Supplier Dashboard measuring the Supplier's performance against KPIs and ongoing continuous improvement projects. • Poor performance remedies are applied against the Supplier should they fail to perform to against the contract. **Work in progress ▶** • LASER is working on a Supplier Dashboard to track supplier KPI's – Due September 2019.
Customer Scorecards LASER will seek Customer feedback to ensure continuing improvements are made to its service.	• The Customer Service Manager will distribute Customer scorecards to obtain feedback on LASER's service.	The Customer will provide LASER contact details for the scorecards to be distributed and will advise of any changes accordingly.	• LASER will provide the Customer with 3 scorecards a year to the agreed point of contact. • LASER will consider all Customer feedback to continue to improve its service.

Management Information

LASER will issue regular key management reporting that provides the Customer with portfolio information, budget assurance and measures LASER KPI performance.

	LASER Energy	Customer	Key Outputs
Budget & Accruals LASER will provide Customers with future budget forecasts for their portfolio of sites.	LASER will use market data, our closed purchasing position and forecast future commodity and non commodity price changes to evaluate the site level price impact and provide forecast figures for Customers to use.	The Customer will inform LASER of any future changes in portfolio or usage e.g. new builds, vacant sites etc. The Customer will use forecast figures as a guide and recognise that these are forecasts and not guaranteed predictions.	• LASER will provide the Customer with financial year budget forecasts at every contract price change. • LASER will provide forecasts in quarterly newsletters.
Benchmarking LASER will provide reporting to demonstrate the purchasing performance against the market average price.	LASER will provide benchmark figures on request, showing the performance of various purchasing strategies on an annual basis to demonstrate wholesale performance against market average and market maximum price.		• LASER will, on request, provide annual benchmark information for all purchasing strategies executed on behalf of the Customer.
Reconciliations LASER will provide Customers bi-annual reconciliations for all Flexible Purchase Within Period (PWP) and Flexible Set and Reset (FSAR) baskets.	LASER will provide the Customer with a reconciliation process via the Customer web portal. LASER will issue the reconciliation settlement, to the Customer, to balance the financial difference between the reference price (p/kWh) and the actual purchased cost of gas and electricity. Any credit reconciliations due will be returned via a credit note to the individual bill payer.	The Customer will provide LASER with an email address and contact details of the person who should receive the reconciliation summary break down.	• LASER will issue the Customer with a Flexible Purchase within Period/Flexible Set and Reset reconciliation settlements 3 months after the end of the supply period supported with a full site level break down.
Cost Avoidance LASER will provide Customers with annual cost avoidance figures that have been achieved by utilising the Managed service.	LASER will provide the Customer via the web portal, or on request an annual cost avoidance report which will detail the costs saved through: • Invoice validation • Query Management • Procurement Savings • Available Capacity Savings		• LASER will provide the Customer with the cost avoidance report annually at the end of each calendar year.

Management Information

LASER will issue regular key management reporting that provides the Customer with portfolio information, budget assurance and measures LASER KPI performance.

	LASER Energy	Customer	Key Outputs
Customer Rebates Where required, LASER can collect a rebate against Customer's portfolio of sites and return this periodically.	LASER will provide the Customer with the following, via the Customer web portal or upon request, the latest versions of: • Rebate application form • Customer rebate process LASER will confirm the rebate can be applied. LASER will set up the Customer's rebate requirement or make changes to existing requirements to ensure they receive the correct rebate. LASER will collect the funds against paid invoices by the Customer, validate and return to the Customer, via BACS on a 6 monthly cycle as standard.	The Customer will complete the rebate application form at least 2 months prior to the next price renewal for any new rebate request or change to existing rebates.	• LASER will validate the Customers collected rebate amount. • LASER will pay back a rebate every 6 months, providing a supporting site level summary in PDF format, unless we agree an alternative time and format with the Customer.
Month-End Report LASER will provide the Customer with a monthly report highlighting LASER's KPI performance.	LASER will provide the Customer with the Month-end Report, via the Customer web portal or upon request which shows the performance against: • Billing Status for each supply • Accruals for any unbilled supplies • Query Performance • Meter Read performance • Meters with AMR installed LASER will set up monthly calls between the Customer Service Manager and Customer to discuss the month's performance and agree on the actions for the following month.	The Customer will provide contact details of who requires access to the Month-end Report.	• LASER will provide the Customer with a month-end report to demonstrate the performance against the LASER Customer KPIs by the last working day of the month. **Work in progress ▶** • LASER KPI dashboard to be included in your Customer Month-End Report.
LASER Web Portal LASER will provide the Customer with instant access to the Customer web portal, giving online access to their portfolio data, invoices, queries and reports.	• LASER will provide the Customer with the web portal registration form. • LASER will make any updates to the Customer access and set up as per they written confirmation. • LASER will continue to review and develop the functionality of the web portal to make it interactive and user-friendly for its Customers. • LASER will disable any accounts that haven't been used after 13 months.	The Customer will complete the web portal registration form in full. The Customer will advise LASER when users leave their organisation. The Customer will provide ongoing feedback on functionality, content and access to the web portal.	• All web portal set up requests will be completed within 72 hours of receipt of the registration form. • Customers will have instant access to their invoice, query and portfolio data via the web portal along with a suite of reporting.

Account Management

LASER will provide a dedicated Account Manager to manage and develop Customer relationships and the services provided.

Account Management

The Account Manager is responsible for developing strong Customer relationships, having regular Customer engagement, whilst liaising closely with our Customer Services teams regarding on-going service delivery.

LASER Energy	Customer	Key Outputs
LASER will provide the Customer with an appointed Account Manager. The Account Manager will arrange review meetings, at the agreed frequency with the Customer, but at a minimum one a year, to discuss the service, running and performance of the Customers contracts. The Account Manager will be a point of escalation for any service level concerns. The Account Manager will work with the Customer Service Manager and follow up and review the Customer scorecard results to ensure continuous improvement.	The Customer will complete the LASER scorecards, giving feedback on the service LASER provides which will be used for continuous improvement.	• The Account Manager will manage a schedule of meetings and catch ups with the Customer.

Additional Services

LASER will always look to support Customer requirements where possible providing additional services to suit their needs.

Bureau Services

LASER can provide the Customer with utility data management and reporting to support energy efficiency and mandatory government reporting.

LASER Energy

LASER can provide an advanced energy monitoring Bureau service. If you would like to know more about the Bureau service please ask your Account Manager or Customer Service contact. As standard Bureau Service would typically include:

Collection, storage, validation and provision of utility data – to be professional and act with due care and diligence.

LASER will offer bi-annual meetings to discuss performance and identify any issues, whilst being available to discuss this by telephone throughout.

LASER will collect and store data from:

- Electronic copies of LASER energy billing or the Suppliers' direct billing relating to accounts which are billed direct from the Supplier to the Customer.
- Half-Hourly (HH) data from HH meters either provided by Suppliers or where the Customer has arranged for data to be provided by a third party in an agreed format.
- Data from Automatic Meter Readings (AMR) meters either provided by Suppliers or where the Customer has arranged for AMR data to be provided by a third party in an agreed format.
- Customer meter readings provided via our online web reporting site.

Provision of customer accessible energy management web portal, enabling customer access to dashboard(s), 'pull' reports and data.

Provision of energy, carbon or cost reporting 'pushed' from LASER to customer, usually via email

LASER will not share any data to a third party unless instructed to do so by the Customer.

Customer

The Customer will appoint a named officer with an appropriate level of authority as their point of contact and to whom LASER shall communicate any requirements, requests, reports and performance issues.

The Customer will provide, in a timely manner, all information requested by LASER to enable LASER to deliver the Bureau Service.

The Customer shall pay correct invoices for the Bureau Service within term.

Key Outputs

- A substantial suite of standard utility reports will be available on a monthly, quarterly, six monthly or annual basis as agreed with the Customer. The report suite will be agreed with the Customer and can be added to or amended with one month's notice from the Customer.
- Online access via a web portal to an agreed suite of graphical and numerical reports and data.
- Additional reports may be requested by the customer at any time. Where significant development time is needed to produce a report, an additional fee may be charged. A quotation will be provided for the customer to accept in order to initiate development of bespoke reports.
- Any specific bureau or reporting requirements may be listed in a Special Terms appendix within this SLA.

Additional Services

LASER will always look to support Customer requirements where possible providing additional services to suit their needs.

	LASER Energy	Customer	Key Outputs
Electricity Generation and Demand Management LASER can support Customers with accessing additional services from Suppliers under the energy procurement frameworks.	Demand Side Response, batteries and solar generation services are available to Customers as additional services via the Energy Frameworks. LASER can assist Customers in accessing these services including via Access Agreements where appropriate.		• The service/support from LASER can be agreed on a Customer-specific basis as and when required. Please enquire if you would like to find out more
	Solar farm, planning, specification and feasibility are available to Customers as additional services. Customers in accessing and achieving maximum value from frameworks operated by other public sector organisations with whom we work in partnership		• The service/support from LASER can be agreed on a Customer-specific basis as and when required. Please enquire if you would like to find out more.
Water Procurement LASER have in place a separate framework dedicated to water procurement.	LASER can support Customers in running mini-tenders under our water procurement framework. The framework is designed to help Customers procure a water supplier who best meets their needs in terms of price, quality and additional services. There is a high degree of flexibility for Customers to set weightings and particular questions to meet their unique requirements.		• This service is provided under a separate framework, please enquire if you would like a proposal or to find out more.
LED Lighting LASER have in place a separate framework for the supply and installation of energy efficient LED Lighting.	LASER can support Customers in accessing LED lighting through an OJEU compliant supply chain. Customers can utilise the framework through Direct Access or Managed Access whereby LASER can select Suppliers and installers and specify kit to best meet the project needs – from the framework.		• This service is provided under a separate framework, please enquire if you would like a proposal or to find out more..

If you would like to know more about additional services please view the LASER website – www.laserenergy.org.uk or speak to your Account Manager

Work in Progress

LASER is continuing to develop and enhance the services offered.

Development Area	Estimated Delivery Date
Monthly reporting showing the status of any pending contract additions.	January 2020
Monthly reporting showing the status of any pending removals.	January 2020
Monthly reporting showing the status of any pending site works.	January 2020
LASER KPI dashboard to be included in your Customer Month-End Report.	September 2019
LASER is working on a Supplier Dashboard to track supplier KPI's.	September 2019
Rolling cost forecast plus other customer Month End Report Enhancement	December 2019

Appendix 1 | Validation Criteria

Validation criteria	Description of check	Supplier errors we identify and resolve
Site and Meter References	Supplier using consistent account number and correct meter number.	• Allocating energy usage to incorrect customer. • Erroneous meter installations, removals or exchanges.
Meter Type	Advances in meter readings are correctly converted into kWh usage.	• Use of incorrect meter multiplier, which could result in 10 or 100 fold erroneous uplift in usage.
Contract Period	Invoice falls within a valid contract period.	• Supplier invoicing for usage prior to a contract starting, or after it has finished.
Invoice Dates	Opening read date on an invoice matches the closing date on the previous invoice.	• Duplicate supplier billing for a period. • Missing supplier billing.
Meter Readings	Opening invoice reading matches the closing reading on the previous invoice.	• Duplicate supplier consumption. • Missing consumption.
Energy Rates	All pence per kWh energy rates are inline with contract.	• Incorrect energy price applied.
Fixed Charges	All pence per day rates are inline with contract.	• Incorrect energy price applied.
Available Capacity	Available capacity setting is inline with the network operator's setting, and available capacity prices are inline with the contract.	• Supplier invoicing a different available capacity setting to that applied by the network operator. • Incorrect available capacity prices applied.
Environmental Levies	All environmental levies are inline with agreed rates and correct usage is applied.	• Incorrect environmental levy rates applied. • Incorrect consumption applied.
Additional Charges	All other prices, including metering fees, data fees and miscellaneous charges are inline with respective contracts.	• Incorrect rates applied.
Unexpected Charges	No charges applied on an invoice that are not expected.	• Application of new and erroneous charges mid-contract.
Consumption	Energy usage is inline with expected volumes for invoices over £10k.	• Erroneous meter readings result in excess consumption charges.
Invoice Calculation	The total value of the invoice equals the sum of each of the charges.	• Erroneous calculations result in incorrect bill total.

Appendix 2 | LASER Query Types

Keyword	Keyword Description	Timescales for Resolution*
Available Capacity Query	• Customer request for increase/decrease in available capacity • Customer querying available capacity billed	73 days
Billing for Removed Meter	*Received billing for a removed meter:* • physically removed from site • removed from contract	93 days
Change of Ownership	• Change of Occupier/Change of Tenancy.	63 days
Contract Change Over	• Change of contract responsibility i.e. authority to independent.	63 days
Duplicate Billing	• Supplier has billed for duplicated period. • More than one supplier has billed for a supply. • Same supplier billing direct to site and to LASER.	63 days
Erroneous Transfer	• Supply has erroneously transferred to another supplier.	93 days
Estimated Consumption	• Supply has been under or overestimated.	73 days
Faulty AMR/Meter	• The meter is not recording correctly i.e. non polling meter.	93 days
Inconsistent Read Continuity	• Supplier has billed incorrect read continuity. • Actual reads have highlighted that readings are transposed.	73 days
Incorrect Calculations	• Billing has failed validation due to the calculation within the invoice being incorrect i.e. units used does not calculate to the correct kWh.	73 days
Incorrect Charge Codes	• Supplier has billed incorrect charge codes (includes billing not relevant charge codes i.e. CCL).	93 days
Incorrect Rates Billed	*Incorrect rates billed by the supplier:* • Unit price • Standing charge • Available capacity charge • Fit • AMR charge	63 days

Appendix 2 | LASER Query Types

Keyword	Keyword Description	Timescales for Resolution*
Incorrect Supply Details	*Supplier has billed incorrect supply details:* • supplementary data • meter type • meter number (including missed meter exchange)	93 days
Meters Deemed Dead In Error	• Supply has been made dead on Ecoes/Xoserve in error. Customer believes to be de-energised and meter is live on Ecoes/Xoserve.	93 days
Missing Invoices Or Credits	• Missing billing from the supplier.	63 days
New Site Addition	• New Site Addition Process.	93 days
Rejected Meter Reads	• Supplier has advised they are unable to use meter reads.	14 days
Reprocessing	*Customer billing is required to be re-issued with correct details:* • Invoice Address • Purchase Order Number • VAT	14 days
Shipper Agreed Read/ D300	• Final readings and opening readings between suppliers do not match.	93 days
Siteworks	*Siteworks form completed for:* • Meter Relocation • Upgrade Downgrade • COMC • New Connection • Meter removal	93 days

*These are typical timescales based on third parties, supplier and industry system processes. Queries may be resolved in shorter or longer timescales, and LASER will keep you updated with the progress so you know each stage of the query through to resolution.

Appendix 3 | Query Complaint Handling and Escalation Procedure

It is important to us that you are pleased with the service levels you receive from LASER.

Your appointed Customer Services Team will attempt to resolve any queries or complaints satisfactorily. You will receive acknowledgement within 48 hours of receipt of your complaint, providing a detailed course of action and a realistic timescale for resolution. You will also be provided with progress updates through to resolution.

If you have a complaint or query that has not been resolved or progressed to your satisfaction, you can escalate to your appointed Customer Service Manager (CSM) who will review the complaint as a matter of priority. In this event the CSM will acknowledge receipt within 24 hours and will provide a detailed explanation, course of action and time frame for resolution within five working days.

In the unlikely event that a CSM is not able to resolve the complaint, this can be escalated to LASER's Head of Customer Services, who will acknowledge your complaint within 24 hours and will investigate and take remedial action to ensure prompt resolution.

If you wish for your complaint to be escalated higher, you can contact the Director of Energy.

Contact Details:

Samantha Dowland
Head of Customer Services
01622 236708/07702 444014
sam.dowland@laserenergy.org.uk

Nigel Hartnup
Director of Energy
01622 236871
nigel.hartnup@laserenergy.org.uk

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ACCESS AGREEMENT

Dated the 15 August 2022

Access Agreement Relating to:

Y19022 Framework for the Supply of Half-Hourly (HH), Non Half-Hourly (NHH), Metered, Unmetered Electricity & Gas.

Made between:

THE KENT COUNTY COUNCIL

and The Mayor and Burgesses of The London Borough of Enfield [insert full name of Participating Authority]

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This **ACCESS AGREEMENT** is made on 15 August 2022

BETWEEN

1 **THE KENT COUNTY COUNCIL** of County Hall, Maidstone, Kent, ME14 1XQ (the "**Contracting Authority**") with all correspondence to Commercial Services Group, LASER, 1 Abbey Wood Road, Kings Hill, West Malling, Kent, ME19 4YT; and

2 [Name and Address of **Participating Authority**) ["Participating Authority"];

The Mayor and Burgesses of The London Borough of Enfield

Civic Centre, Silver Street, London, EN1 3XA

BACKGROUND

A The Kent County Council is the Central Purchasing Body as defined in the Public Contracts Regulations 2015 providing services through the Framework.

B LASER is a business unit of Kent County Council and a trading name (brand) used by Kent County Council for its central purchasing body activities relating to energy.

C The Contracting Authority acting on behalf of itself and the named Participating Authorities, will ensure that a Framework Agreement is in place and Supplier appointed for the supply and delivery of Electricity and Gas [Y19022].

D The Participating Authorities has entered into this Access Agreement pursuant to its powers contained in section 1 of the Localism Act 2011.

E The Contracting Authority requires that any Participating Authority which wishes to procure Services through the Framework Agreement enters into this Agreement with the Contracting Authority to access and use the Framework Agreement.

F The Participating Authority commits to the duration of the Access Agreement which may be for a period longer than initial Call Off Contract and subsequent Call Off Contracts may be executed and linked to this Access Agreement.

PURPOSE

This agreement governs the services LASER will provide to you in managing the Framework Agreement. Services and the relevant SLA may be added or removed. As set out in Appendix 1.

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IT IS AGREED as follows:

1 INTERPRETATION

1.1 Any term not defined in this Agreement shall have the meaning given to it in the Framework Agreement and interpretation will be as set within the Framework Agreement.

1.2 The following terms and expressions shall have the meanings ascribed to them:

"Agreement"	Means this agreement.
"Expiry date"	[as agreed with Participating Authority]
"Framework Agreement"	Means Y19022 the agreement called Fixed Term Fixed Price Procurement and Supply of Natural Gas, HH, NHH, Metered and Unmetered Electricity entered into between the Contracting Authority and each of the Suppliers and procured pursuant to a contract notice published in the Official Journal of the European Union and subsequent agreements for the supply of electricity and gas.
"Recovery"	Means the sum agreed as the amount that may be collected via the Supplier or direct from the Participating Authority by the Contracting Authority depending on service options selected and provides access to use the Framework Agreement.
"Site Schedule (Summary)"	Summary of supplies to be included in this Agreement for procurement of electricity supply and/or gas supply attached at Appendix 2 to this Agreement. Full Site Schedule will be attached to each relevant Call-off Contract. Appendices for additional services may include their individual Site Schedule.
"Start Date"	Is the date the Access Agreement is executed.
"Supply Start Date"	Means the supply of the Services. The date the supply of services commences defined in each relevant Call-Off Contract.

2 SCOPE

2.1 In consideration of the payment to the Contracting Authority of the Recovery, the Contracting Authority grants the Participating Authority access to use the Framework Agreement and the Participating Authority may enter into Call-Off Contracts provided they do so in accordance with the provisions of this Agreement and the Framework Agreement.

2.2 This Agreement and its appendices the Framework Agreement and any additional documents specified, agreed and attached make up this Agreement. The Parties confirm that they have read, understood and agree to be bound by the terms and conditions of those documents. This Agreement will be in force from the Start Date. This Agreement may be executed and delivered in any number of counterparts, each of which is an original and which, together, have the same effect as if each Party had signed the same document.

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2.3 This Agreement shall commence on the Start Date and end on the Expiry Date unless extended by both Parties in writing. For the avoidance of doubt individual appendices under this Access Agreement may be terminated in whole or in part. If terminated in part the other services will continue to be in force until the Expiry Date or as otherwise determined by the parties.

2.4 Order of precedence is:

1) This Agreement.

2) The Framework Agreement.

3) The Supplier Terms and Conditions of Supply and Conditions as amended.

2.5 The Contacting Authority shall under this Agreement provide Services to the Participating Authority under this Agreement as set out in Appendices to this agreement.

3 APPROVAL TO USE THE FRAMEWORK AGREEMENT

3.1 The Participating Authority must not carry out any mini-tender under the Framework Agreement or enter into any Call-Off Contract without the prior written consent of the Contracting Authority.

3.2 The terms and conditions of the Framework Agreement are incorporated into this Agreement by reference and the Parties shall comply with the same to the extent that they apply to this Agreement.

4 ROLE OF THE PARTICIPATING AUTHORITY

4.1 The Participating Authority undertakes to comply with any guidance or instruction issued by the Contracting Authority (from time to time) in the use and operation of the Framework Agreement.

4.2 The Participating Authority appoints the Contracting Authority as its agent for the terms of this Agreement in relation to all matters arising out of or in connection with the Framework Agreement.

4.3 The Participating Authority confirms that in entering into this Agreement it is not in breach of any contract it has with a third party for the supply of electricity and or gas. The Participating Authority will indemnify the Contracting Authority against any costs, expenses etc. which may arise as a result of a breach of this status.

4.4 The Participating Authority warrant that it, its subsidiaries and/or affiliates (if any) are the owners or occupiers of the sites identified and will fully indemnify and underwrite the Contracting Authority against any and all debt on the account of the individual bodies identified on the Site Schedule.

4.5 The Participating Authority should only remove Sites from the Site Schedule in the event that such Site has been sold or closed.

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5 THE ROLE OF CONTRACTING AUTHORITY

5.1 The Contracting Authority will administer and manage the Framework Agreement as set out herein;

5.2 Provide support and guidance in the use of the Framework Agreement; and

5.3 Share relevant Framework Agreement information to enable the Participating Authority to make informed decisions.

5.4 The Contracting Authority's Recovery, as specified in the Site Schedule may be revised annually in line with the Consumer Price Index (CPI) and any changes in service requirements, volume consumption amendments and/or number of supplies.

6 COSTS AND EXPENSES

Each party shall be responsible for paying its own costs and expenses incurred in connection with the negotiation, preparation and execution of this Agreement.

7 NO PARTNERSHIP OR AGENCY

7.1 Nothing in this Agreement shall be construed as creating a partnership.

7.2 No party shall be deemed to be an agent of any other party and no party shall hold itself out as having authority or power to bind any other party in any way.

8 VARIATION

A variation of this agreement shall be in writing and signed by or on behalf of each party.

9 TERMINATION

9.1 If for any reason the relationship between Participating Authority and Contracting Authority either expires or terminates then the Supplier (acting on the instructions of either of the Parties) may by written notice to the Participating Authority revise the Charges in respect of the Supply to reflect a standard deemed fixed agreement rather than a fixed term fixed price agreement.

9.2 If for any reason the Participating Authority chooses to terminate this Agreement prior to the Expiry Date then the Contracting Authority will revise the Recovery charges from the Start date of the Agreement and will collect outstanding costs from the Participating Authority who will pay outstanding sums within 21 days.

9.3 Upon any termination of this Agreement, the Contracting Authority will instruct the Supplier to send all correspondence beyond the termination date, including the provision of invoices, directly to the Participating Authority.

9.4 The Participating Authority and the Contracting Authority may terminate this Agreement if either are in material breach of any of their obligations, and, if the breach is capable of remedy, have failed to take substantial steps to remedy such breach within 21 days of receipt of the written notice from the other Party referring to the said breach.

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9.5 This Agreement shall end on the earlier of:

1) The Expiry Date

2) Date that the Access Agreement terminates in accordance with its terms

For the avoidance of doubt, termination of this Agreement does not affect any Recovery payable or accruing to the Contracting Authority as a result of any Call-Off agreement executed during the term of this Agreement.

10 NOTICES

10.1 Any notice or other communication required under this Agreement must be in writing and service must be by one of the following methods:

i) Personally (when service will be effective on delivery)

ii) Recorded delivery (when service will be effective on delivery).

10.2 Addresses for service are those set out on page 2 for:

The Contracting Authority

The Participating Authority

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IN WITNESS WHEREOF, the parties hereto have executed this agreement the day first above written:

Signed on behalf of THE KENT COUNTY COUNCIL by:

Authorised Signature	DocuSigned by: Michael Thomas-Sam 5EF448071EB34E3... 15 August 2022
Name	Michael Thomas-Sam
Email address	michael.thomas-sam@kent.gov.uk
Postal Address	County Hall, Sessions House, County Road, Maidstone, Kent
Postcode	ME14 1XQ

Signed on behalf of the Participating Authority by:

Authorised Signature	DocuSigned by: Joanne Drew 91FE13A290FD4E4... 22 July 2022
Name	Joanne Drew
Email address	joanne.drew@enfield.gov.uk
Postal Address	The Mayor and Burgesses of The London Borough of Enfield, Civic Centre, Silver Street, London,
Postcode	EN1 3XA

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ACCESS TO FRAMEWORK AGREEMENT FOR THE SUPPLY OF ELECTRICITY AND GAS

A By executing the relevant Call Off Contracts, THE SUPPLIER(S) have agreed to supply the PARTICIPATING AUTHORITY with electricity and/or gas in accordance with the terms and conditions set out in the Framework Agreement (being the agreement between the Supplier and the Contracting Authority for the supply of electricity and/or gas for the Supply Period (being the period specified on the Site Schedule Summary to such sites as the Participating Authority shall list on the Site Schedule Summary (the "Sites")) and each Call Off Contract.

B For Sites Listed as 'Procurement Only' within the Site Schedule to each relevant Call Off Contract, THE PARTICIPATING AUTHORITY wishes THE SUPPLIER(S) to send invoices for Charges (being the Goods Price for the amount of electricity and/or gas supplied plus VAT and levies) directly to THE PARTICIPATING AUTHORITY, in which case the Participating Authority shall provide THE SUPPLIER(S) with the information needed to complete a Site Schedule including the specific billing addresses, budget holders and budgetary details.

C For Sites Listed as 'Fully Managed' within the Site Schedule to each relevant Call Off Contract, THE PARTICIPATING AUTHORITY wishes THE SUPPLIER(S) to send invoices for Charges (being for the amount of electricity and/or gas supplied plus VAT and levies) to THE CONTRACTING AUTHORITY, who shall pay such invoices on behalf of THE PARTICIPATING AUTHORITY. THE CONTRACTING AUTHORITY may provide notice to THE SUPPLIER(S) during the Framework Agreement to send subsequent invoices to THE PARTICIPATING AUTHORITY, upon which THE PARTICIPATING AUTHORITY will pay THE SUPPLIER for such invoices.

D THE SUPPLIER has agreed to accept all account instruction from THE CONTRACTING AUTHORITY and to invoice in line with the billing requirements set out in the Framework Agreement.

E On the date this Access Agreement is entered, where requested to do so by THE CONTRACTING AUTHORITY, THE PARTICIPATING AUTHORITY shall enter into a Call Off agreement with THE SUPPLIER(S), substantially in the form contained at Section 7 of the Framework Agreement entered into between THE CONTRACTING AUTHORITY and THE SUPPLIER.

IT IS AGREED as follows:

1 Where a term is not defined within this Access Agreement, but the first letter is capitalised, the definition to be used is the definition within the Framework Agreement.

2 SITES
The Participating Authority warrants that it, its subsidiaries and/or affiliates (if any) are the owners or occupiers of the Sites identified in the Site Schedule Summary. The Participating Authority can update the Site Schedule to reflect the addition of new sites subject to the following:

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(a) Should the Participating Authority lease/sell or in any way transfer the control of the Sites to any other body in the lifetime of this Access Agreement without the prior written consent of the Contracting Authority, then the Contracting Authority may by written notice terminate this Access Agreement with immediate effect and give notice thereof to the Supplier. Should the Participating Authority require that any particular body be able to take advantage of these contract provisions then the Participating Authority undertakes full responsibility for any debt and/or other non-performance of their obligations under this Access Agreement For the avoidance of doubt, the Participating Authority shall fully indemnify and underwrite fully the Contracting Authority against any and all debt on the account of the individual bodies identified on the Site Schedule attached to the Call Off Contract when executed.

(b) The Participating Authority can only remove Sites from the Site Schedule in the event that such Site has been sold or closed. In the event that it emerges a Site has been removed from the Site Schedule for any other reason, the Participating Authority remains liable for the services procured under the Framework Agreement and this Access Agreement in respect of that Site.

(c) In the event that any of the Sites cease to remain in the control or ownership of the Participating Authority, they must notify the Contracting Authority in writing as soon as possible and not less than 28 days prior to the change of control or ownership. Failure to provide the minimum notice will leave the Participating Authority liable for electricity/gas consumed at the Sites until the Supplier can secure an agreement with the new owner/occupier or isolate supply, whichever is the sooner. The Participating Authority will indemnify the Contracting Authority against any costs, expenses etc. which may arise as a result of failure to give notice.

3 In the event that the Participating Authority is entitled to terminate the Call Off Agreement, and that termination is due to a material breach by the Supplier, the Contracting Authority will appoint an alternative supplier of electricity and/or gas to the Participating Authority.

4 TRANSFER TO FULLY MANAGED SERVICE
The Participating Authority may, on six months' written notice, transfer sites listed as Procurement Only on the Site Schedule of the Call Off Contract to a Fully Managed service from the Contracting Authority by providing Notice in accordance with **Clause 10** of the Access Agreement.

5 For any Sites receiving a Fully Managed Service, the Contracting Authority will issue an invoice to the Participating Authority who will pay in accordance with the following payment terms:

- Consolidated billing – 7-days by BACS or 14-days by Direct Debit.
- Non-consolidated billing – 21-days by BACS, Direct Debit or Cheque.

Where invoicing is neither consolidated nor paid by Direct Debit, the Contracting Authority reserves the right to apply a premium of up to 2% of the value of the invoices issued to the Participating Authority. Failure to pay within the permitted payment days would result in interest being charged at 8% above base lending rate of National Westminster Bank PLC plus any costs reasonably incurred by the Contracting Authority to recover the overdue amounts.

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MANAGED | SERVICE LEVEL AGREEMENT

L•A•S•E•R

Customer Name:

- Service Set Up
- Customer Service
- Procurement
- Management Information
- Portfolio Management
- Account Management
- Invoicing and Bill Validation
- Additional Services

Link for relevant SLA to be inserted here:

The SLA may be revised from time to time.

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Part One Appendix 2 Site Schedule (Summary)



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Please tick if you would be interested in receiving information on our other products and service:

- ☐ **ENERGY** – Gas, Electricity, LED Lighting and Water
- ☐ **KCS** – Catalogue Supplies, Furniture, Software, MFDs, IT/AV, Fleet and Print
- ☐ **RECRUITMENT** – Permanent, Contract and Temporary staff
- ☐ **LANDSCAPES** – Grounds Maintenance, Hard Landscaping, Tree Works and Pest Control
- ☐ **INSPECTIONS** – Fire Protection, Safety Testing and Compliance
- ☐ **CTS VEHICLES** – Vehicle Maintenance and Repairs

OFFICE USE ONLY

Call-Off Contract approved by

DocuSigned by:
Richard Roberts
2A31FD03F82A495...

Print Name: Richard Roberts

Date: 18 July 2022

DocuSign Envelope ID: AEDD1F26-1DC7-46B0-A21B-DB820EC71A9D

PROCUREMENT ONLY | SERVICE LEVEL AGREEMENT

L•A•S•E•R 30 YEARS in ENERGY

Customer Name: London Borough of Enfield

Service Set Up — Page 2

LASER will manage a smooth transition for new Customers joining the LASER contract for the first time to ensure all sites are fully registered and priced correctly.

Procurement — Pages 3-4

LASER will provide fully OJEU compliant energy procurement strategies, closely monitoring the market at all times to ensure Customers receive the best price.

Portfolio Management — Pages 5-6

LASER will manage any changes that occur within the Customer's portfolio of sites, ensuring prices and billing reflect the changes.

Customer Service — Page 7

Customers will have access to a dedicated Customer Service team who will facilitate the services outlined under this SLA.

Management Information — Page 8

LASER will issue regular key management reporting that provides the Customer with portfolio information, budget assurance and measures LASER KPI performance.

Account Management — Page 9

LASER will provide a dedicated Account Manager to manage and develop Customer relationships and the services provided.

Additional Services — Pages 10-11

LASER will always look to support Customer requirements where possible providing additional services to suit their needs.

This document was last updated: FEBRUARY 2019

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Service Set Up

LASER will manage a smooth transition for new Customers joining the LASER contract for the first time to ensure all sites are fully registered and priced correctly.

Onboarding

LASER will provide a full onboarding plan with step by step processes and timeframes to ensure all customer's sites are successfully transferred on to the LASER contract.

LASER Energy

LASER will provide the Customer with an onboarding timetable at a minimum of 3 months prior to the start of the contract. This will detail the actions required for their energy supply to successfully transfer to LASER by the agreed start date

This will include:

- Each key stage of the onboarding process
- Timescales against each stage
- A clear outline of onboarding responsibilities between LASER and the Customer

LASER will appoint the Customer with an Account Manager who will be responsible for managing the onboarding process of their supplies and will continue to oversee the management and running of their contract.

LASER will provide the Customer with Supplier contact details and key LASER team members servicing their account along with their respective responsibilities.

Customer

The Customer will provide LASER with the signed contract and return to LASER before the SLA comes into effect.

The customer will provide LASER and the Supplier with primary contacts for:

- Procurement
- Energy Management
- Accounts Payable

The Customer will provide all required information and take the action outlined in the Customer responsibility in the onboarding timetable.

This will include, but is not limited to;

- Provision of required supply data
- Confirmation of billing requirements
- Resolving existing debt with their current Suppliers
- Prompt resolution of any objections raised by their incumbent Supplier

Key Outputs

- LASER will have a clear understanding of the Customer's contract requirements.
- The Customer will have a clear understanding of how LASER operates, the structure and how their contract will be managed.
- The Customer will have a dedicated Account Manager at LASER to take them through the onboarding process.
- LASER will provide confirmation of the finalised site listing so all sites are successfully priced, registered and transferred to the LASER contract by the agreed start date.
- LASER will provide progress updates on a fortnightly basis during the onboarding process.

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Procurement Service

LASER will provide fully OJEU compliant energy procurement strategies, closely monitoring the market at all times to ensure Customers receive the best price.

	LASER Energy	Customer	Key Outputs
OJEU Compliance LASER will provide fully OJEU compliant frameworks and contracts.	LASER will ensure the frameworks and contracts established for the supply of energy (and any associated services) are fully OJEU compliant.	The Customer will advise LASER of any specific internal procurement requirements that LASER need to incorporate within the procurement process.	• LASER's OJEU procurement processes mitigate the risk of the Customer being penalised for non-compliance with regulatory requirements. • LASER will provide a range of compliant energy frameworks that can be accessed by the Customer without the requirement to run a separate procurement process. • LASER will provide copies of OJEU Notices and Awards on the LASER website.
Procurement Strategies LASER will provide a range of different procurement strategies to suit Customer needs.	LASER will maintain a range of procurement strategies providing different risk and opportunity profiles. Customers may split their portfolio across one or more of LASER's procurement strategies. LASER will continue to review and develop procurement strategies, in conjunction with Customer feedback, to best meet changing market conditions. LASER will work in partnership with Customers and Suppliers to ensure access to new technologies and additional services and innovations.	The Customer will consider the range of strategies available, weighing up the risk and opportunities that best meet their needs. The Customer will provide LASER with at least 6 months notice prior to each October contract anniversary where they wish to switch procurement strategies for part or all of their portfolio of sites. The Customer will provide a clear view of their requirements for any new technologies or additional services and work in partnership with LASER and Supplier contacts.	• LASER will provide the Customer with information on its procurement strategies to enable them to make an informed decision on the most appropriate approach for their sites. • LASER will provide factsheets outlining the procurement options which are available. Workshops between LASER and the Customer can be arranged to review the suitability of each procurement option for different parts of their portfolio. • LASER will execute the Customer's chosen strategy in line with their requirements and where appropriate following the strategy agreed by the Governance Panel. • LASER will provide new service offerings as they are developed.

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Procurement Service

LASER will provide fully OJEU compliant energy procurement strategies, closely monitoring the market at all times to ensure Customers receive the best price.

	LASER Energy	Customer	Key Outputs
Market Monitoring LASER's procurement experts will utilise up to date independent market information to support the execution of LASER's purchasing strategies.	LASER will utilise market leading trading platforms and procure a variety of trusted data sources to ensure comprehensive and timely information on any potential impacts to energy prices. LASER will monitor this information closely to ensure it makes well-informed decisions on behalf of its Customers.	Any market and pricing information provided by LASER to the Customer should be utilised for internal purposes only. The Customer must not distribute this information outside of their organisation.	• LASER will provide quarterly market updates within the LASER newsletter, along with forecast percentage changes in delivered energy prices. • LASER will inform the Customer of any market shocks which could result in a debit reconciliation value being applied to its Purchase within Period (PWP) or Flex Set and Reset baskets (FSAR).
Governance LASER will have robust Governance procedures in place to agree, oversee and review purchasing strategies.	LASER will establish and maintain a Governance Panel consisting of Customer representatives, an independent expert and LASER's procurement managers. LASER will appoint a Compliance Officer, employed by Kent County Council's Commercial Services Group but external to LASER, to review the accuracy of LASER's purchasing positions. LASER will report to the Governance Panel each quarter to review its purchasing position and agree future buying strategies and tactics.	The Customer will utilise their appointed Governance representative where required. The Customer may request copies of presentations from LASER's Governance Panel meetings (where commercially sensitive information may be redacted).	• The Governance Panel will meet on a quarterly basis to review energy purchases and market conditions over the previous quarter, as well as setting purchasing strategy and tactics for the next quarter. • LASER will make a version of the Governance Panel presentation, available to Customers with commercially sensitive information redacted.

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Portfolio Management

LASER will manage any changes that occur within the Customer's portfolio of sites, ensuring prices and billing reflect the changes.

	LASER Energy	Customer	Key Outputs
Adding new sites or supplies to a Customers supply contracts LASER will update energy supply contracts to include any new sites or supplies as requested by Customers.	LASER will make available to the Customer upon request, the latest versions of: • Supplier new connection form (for any new supplies to be installed) • LASER new site addition form (for any existing supplies) • Site additions process Once the Customer completes the form, LASER will obtain, validate and accept energy prices and will notify the Customer of the prices for the new supply. LASER will notify the Customer if the form is incomplete and/or contains invalid information. LASER will add the supply to the Customer's site list portfolio. **Work in progress** • Forms to be made available on the LASER Web Portal.	*For new connections the Customer will:* • Complete and submit a supplier new connection form to LASER and the Supplier. This form must be provided at least 28 days prior to the required new connection date. • Complete and submit a LASER new site addition form to LASER. *For all other site additions the Customer will:* • Complete and submit a LASER new site addition form to LASER. All forms must be completed accurately and in full, in order to initiate the new site addition process.	• LASER will send a notification to the Customer starting the prices for the new supply. • LASER wil notify the Customer of any status changes to their pending site additions. • Once live, LASER will include the new addition within their site list. **Work in progress** • Ability to view a portfolio site list on the LASER Web Portal.
Removing sites or supplies from Customers energy supply contracts LASER will update energy supply contracts with removed sites or supplies as requested by the Customer and oversee final billing.	LASER will provide the Customer upon request, the latest versions of: • Change of Occupancy form (COO) • Meter Disconnections form • Removal Processes Once the Customer completes the form and returns to LASER, LASER will arrange for the COO or disconnection to be completed and will remove the site from their portfolio. **Work in progress** • Forms to be made available on the LASER Web Portal.	• For any site that has been sold or had a Change of Occupancy, the Customer will complete and submit to LASER the Change of Occupancy form accurately in full to initiate the Change of Occupancy. • For any meter that has been removed or disconnected, the Customer will complete and submit to LASER the meter disconnection form accurately in full to initiate the removal process. • The Change of Occupancy and meter removal forms need to be provided at least 28 days prior to the Change of Occupancy or meter disconnection date.	• LASER will notify the Customer of any status changes to their pending removals. • Once the Change of Occupancy or disconnection has been completed, LASER will remove the supplies from the Customer's site list. **Work in progress** • Ability to view a portfolio site list on the LASER Web Portal.

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Portfolio Management

LASER will manage any changes that occur within the Customer's portfolio of sites, ensuring prices and billing reflect the changes.

	LASER Energy	Customer	Key Outputs
Site Works LASER will ensure any site works (such as meter upgrades) are correctly reflected in Customer's portfolio of sites and billing.	LASER will provide the Customer, upon request, the latest versions of: • Site work forms (for any meter upgrade, change of measurement class or meter re-location) Once the Customer completes and returns the form to LASER and the Supplier, the Supplier will arrange for the works to be carried out. LASER will update the changes to the Customer's portfolio. **Work in progress** • Forms to be made available on the LASER Web Portal.	The Customer will complete and submit to the Supplier and LASER the site works form, accurately and in full, in order to proceed with the site works. These need to be provided at least 28 days prior to the date the site works are required. The Customer will monitor and manage the progress of the works with the Supplier and other third parties involved through to completion.	• Once the site works have been completed, the changes to the portfolio will be reflected on the Customer's site list. **Work in progress** • Ability to view a portfolio site list on the LASER Web Portal.
Changes to Purchasing Options LASER will manage changes to Customer purchasing strategies for their portfolio of sites.	LASER will maintain a record of the purchasing strategy to be applied to each of the Customers sites, along with any requested changes to the future purchasing strategy.	The Customer will provide written notice to their LASER Account Manager, at least 6 months prior to any contract price renewal, of required changes to their purchasing strategy, such as: • Sites to move to an alternative flexible purchasing strategy. • Changes in site groupings, such as corporate, housing or schools. • Fixed Term Fixed Price contracts transferring to Flexible procurement.	• Prices will be delivered to reflect the changes to the purchasing options on the contract pricing renewal • The changes to the portfolio will be reflected on the Customer's site list **Work in progress** • Ability to view a portfolio site list on the LASER Web Portal.
Contract Price Change For each new pricing period (typically 6 or 12 months), LASER will validate and inform the Customer of their new energy prices prior to billing being issued.	LASER will validate all elements of prices including Supplier and third party elements prior to accepting them. Any that fail validation will be queried with Suppliers and corrected prior to distribution to the Customers. LASER will provide the Customer with their new energy prices at each contract price change and prior to the release of the first invoice for the new contracting period.	The Customer will provide LASER with their price distribution contacts and associated email addresses and notify LASER of any changes to these contacts.	• Accurate prices will be delivered for each new pricing period prior to the release of a first invoice for that contract period.

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Customer Service

Customers will have access to a dedicated Customer Service team who will facilitate the services outlined under this SLA.

	LASER Energy	Customer	Key Outputs
Customer Support The dedicated Customer Service team will be the first point of contact for changes to Customer portfolios.	LASER will provide the Customer with a dedicated email address and contact phone numbers for all enquiries. LASER will appoint the Customer with a Customer Services Manager and supporting team who are responsible for managing the Customer email inbox for any updates to their portfolio. LASER will provide the Customer with their Supplier contact details.	The Customer will use their dedicated Customer email address when emailing any correspondence to ensure the 48hour SLA takes effect. The Customer will provide all contact details and advise LASER of any changes in contact email addresses and phone numbers. The Customer will manage all billing and site queries direct with their Supplier.	• LASER will respond to emails within 48 hours (where a query has been sent to the Customers dedicated inbox) and, where possible, resolve it in the first response.
Supplier Management LASER will have a continuous improvement Supplier management programme with all Suppliers, focusing on improvement in the day to day service delivery and future service developments.	LASER will hold regular Supplier management engagement sessions which will consist of: • Monthly operational and strategy meetings with Supplier Account Managers to monitor and progress higher performance. • Regular reviews with the Suppliers regarding the framework performance. • Annual contract review meetings to cover performance improvement in prior year and agree principals for the coming year.	The Customer will raise any concerns regarding Supplier performance direct with the Supplier.	• LASER will manage Supplier performance and apply PPRs if appropriate.
Customer Scorecards LASER will seek Customer feedback to ensure continuing improvements are made to its service.	The Customer Service Manager will distribute Customer scorecards to obtain feedback on LASER and the Supplier's service.	The Customer will provide LASER contact details for the scorecards to be distributed and will advise of any changes accordingly.	• LASER will provide the Customer with 3 scorecards a year to the agreed point of contact. • LASER will consider all Customer feedback to continue to improve its service.

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Management Information

LASER will issue regular key management reporting that provides the Customer with portfolio information, budget assurance and measures LASER KPI performance.

	LASER Energy	Customer	Key Outputs
Benchmarking LASER will, on request, provide reporting to demonstrate the purchasing performance against the market average price.	LASER will provide benchmark figures on request, showing performance of various purchasing strategies on an annual basis to demonstrate wholesale performance against market average and market maximum price.		• LASER will, on request, provide annual benchmark information for all purchasing strategies executed on behalf of the Customer.
Reconciliations LASER will provide Customers bi-annual reconciliations for all Flexible Purchase Within Period (PWP) and Flexible Set and Reset (FSAR) baskets.	LASER will provide the Customer upon request the reconciliation process. LASER will validate all gas and electricity accounts which form part of the FSAR and PWP flexible contract, to balance the financial difference between the reference price (p/kWh) and the actual purchased cost of gas and electricity. LASER will provide verification to their electricity Supplier who will issue the reconciliation direct to authority level. LASER will issue the reconciliation settlement for Gas supplies at authority level.	The Customer will provide LASER with an email address and contact details of the person who should receive the reconciliation summary break down. Bank details also need to be written on letter head paper and sent to LASER in order to progress the reconciliation process.	• LASER will issue the authority level with PWP/FSAR reconciliation settlements 3 months after the end of the supply period, supported with full site level break down for their gas supplies.
Customer Rebates Where required, a rebate can be applied against a Customer's portfolio of sites and be returned by their Supplier.	LASER will provide the Customer, upon request, the latest versions of: • Rebate application form • Customer rebate process LASER will confirm the rebate can be applied.	The Customer will complete the rebate application form at least 2 months prior to the next price renewal for any new rebate request or change to existing rebates. The Customer will make arrangements with their Supplier to return the agreed rebate.	• LASER will keep a site listing up to date with an agreed rebate value. • LASER will validate the correct rebate has been applied by the Supplier at each pricing round.
LASER Web Portal	Work in progress ▶ • LASER will provide the Customer with instant access to the Customer Web Portal, giving online access to their portfolio data and industry forms.		

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Account Management

LASER will provide a dedicated Account Manager to manage and develop Customer relationships and the services provided.

Account Management

The Account Manager is responsible for developing strong Customer relationships, having regular Customer engagement, whilst liaising closely with our Customer Services teams regarding on-going service delivery.

LASER Energy

LASER will provide the Customer with an appointed Account Manager.

The Account Manager will arrange review meetings, at the agreed frequency with the Customer, but at a minimum of one a year, to discuss the service, running and performance of the Customers contracts.

The Account Manager will be a point of escalation for any LASER or Supplier service level concerns.

The Account Manger will work with the Customer Service Manager and follow up and review the Customer scorecard results to ensure continuous improvement.

Customer

The Customer will complete the LASER scorecards, giving feedback on the service LASER provides which will be used for continuous improvement.

Key Outputs

- The Account Manager will manage a schedule of meetings and catch ups with the Customer.

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Additional Services

LASER will always look to support Customer requirements where possible providing additional services to suit their needs.

Bureau Services

LASER can provide the Customer with utility data management and reporting to support energy efficiency and mandatory government reporting.

LASER Energy

LASER can provide an advanced energy monitoring Bureau service. If you would like to know more about the Bureau service please ask your Account Manager or Customer Service contact. As standard Bureau Service would typically include:

Collection, storage and provision of utility data, validation of supplier invoices and resolution of invoicing queries – to be professional and act with due care and diligence.

LASER will offer bi-annual meetings to discuss performance and identify any issues, whilst being available to discuss this by telephone throughout.

LASER will collect and store data from:

- Electronic copies of LASER energy billing or the Suppliers' direct billing relating to accounts which are billed direct from the Supplier to the Customer.
- Half -Hourly (HH) data from HH meters either provided by Suppliers or where the Customer has arranged for data to be provided by a third party in an agreed format.
- Data from Automatic Meter Readings (AMR) meters either provided by Suppliers or where the Customer has arranged for AMR data to be provided by a third party in an agreed format.
- Customer meter readings provided via our online web reporting site.

Provision of customer accessible energy management web portal, enabling customer access to dashboard(s), 'pull' reports and data.

Provision of energy, carbon or cost reporting 'pushed' from LASER to customer, usually via email

LASER will not share any data to a third party unless instructed to do so by the Customer.

Customer

The Customer will appoint a named officer with an appropriate level of authority as their point of contact and to whom LASER shall communicate any requirements, requests, reports and performance issues.

The Customer will provide, in a timely manner, all information requested by LASER to enable LASER to deliver the Bureau Service.

The Customer shall pay correct invoices for the Bureau Service within term.

Key Outputs

- A substantial suite of standard utility reports will be available on a monthly, quarterly, six monthly or annual basis as agreed with the Customer. The report suite will be agreed with the Customer and can be added to or amended with one month's notice from the Customer.
- Reports identifying invoice validation pass/fail and query communication status.
- Online access via a web portal to an agreed suite of graphical and numerical reports and data.
- Additional reports may be requested by the customer at any time. Where significant development time is needed to produce a report, an additional fee may be charged. A quotation will be provided for the customer to accept in order to initiate development of bespoke reports.
- Any specific bureau or reporting requirements may be listed in a Special Terms appendix.

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Additional Services

LASER will always look to support Customer requirements where possible providing additional services to suit their needs.

	LASER Energy	Customer	Key Outputs
Electricity Generation and Demand Management LASER can support Customers with accessing additional services from Suppliers under the energy procurement frameworks.	Demand Side Response, batteries and solar generation services are available to Customers as additional services via the Energy Frameworks. LASER can assist Customers in accessing these services including via Access Agreements where appropriate.		• The service/support from LASER can be agreed on a Customer-specific basis as and when required. Please enquire if you would like to find out more.
	Solar farm, planning, specification and feasibility are available to Customers as additional services. Customers in accessing and achieving maximum value from frameworks operated by other public sector organisations with whom we work in partnership.		• The service/support from LASER can be agreed on a Customer-specific basis as and when required. Please enquire if you would like to find out more.
Water Procurement LASER have in place a separate framework dedicated to water procurement.	LASER can support Customers in running mini tenders under our water procurement framework. The framework is designed to help Customers procure a water supplier who best meets their needs in terms of price, quality and additional services. There is a high degree of flexibility for Customers to set weightings and particular questions to meet their unique requirements.		• This service is provided under a separate framework, please enquire if you would like a proposal or to find out more.
LED Lighting LASER have in place a separate framework for the supply and installation of energy efficient LED Lighting.	LASER can support Customers in accessing LED lighting through an OJEU compliant supply chain. Customers can utilise the framework through Direct Access or Managed Access whereby LASER can select Suppliers and installers and specify kit to best meet the project needs – from the framework.		• This service is provided under a separate framework, please enquire if you would like a proposal or to find out more.

If you would like to know more about additional services please view the LASER website – www.laserenergy.org.uk or speak to your Account Manager

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Work in Progress

LASER is continuing to develop and enhance the services offered.

Development Area	Estimated Delivery Date
Forms to be made available on the LASER Web Portal.	September 2019
Ability to view a portfolio site list on the LASER Web Portal.	September 2019
LASER will provide the Customer with instant access to the Customer Web Portal, giving online access to their portfolio data and industry forms.	September 2019

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Appendix 1 | Additional Comments

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Appendix 2 - Site Schedule (Summary)

HH ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2022
Contract End Date:	30th September 2023
Service Level[1]:	Procurement Only Service Option (POSO)
Supply Type:	HH
Procurement Option[2]:	Fixed Term Fixed Price (FTFP)
REGO Selected[3]:	Yes (Full Portfolio)
Number of Supplies[4]:	1
Estimated Annual Consumption (kWh)[4]:	15,000
LASER Fees[5]:	236.41 £/Supply/Annum

NHH ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2022
Contract End Date:	30th September 2023
Service Level[1]:	Procurement Only Service Option (POSO)
Supply Type:	NHH
Procurement Option[2]:	Fixed Term Fixed Price (FTFP)
REGO Selected[3]:	Yes (Full Portfolio)
Number of Supplies[4]:	964
Estimated Annual Consumption (kWh)[4]:	7,990,479
LASER Fees[5]:	29.69 £/Supply/Annum

UMS ELECTRICITY Schedule Summary

Participating Authority:	London Borough of Enfield
Contract Start Date:	1st October 2022
Contract End Date:	30th September 2023
Service Level[1]:	Procurement Only Service Option (POSO)
Supply Type:	UMS
Procurement Option[2]:	Fixed Term Fixed Price (FTFP)
REGO Selected[3]:	Yes (Full Portfolio)
Number of Supplies[4]:	1
Estimated Annual Consumption (kWh)[4]:	20,069
LASER Fees[5]:	97.02 £/Supply/Annum

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Please note the following which are applicable to the agreement:

1 - Please refer to the Service Level Agreement for your selected service option.

2 - Please note the procurement option may be varied if agreed by both parties 6 months prior to the Contract Start Date (unless the Green Basket product is selected as this takes precedence for the full commitment period, please refer to the Green Basket Terms of Reference).

3 - By opting for either Renewable Gas Guarantees of Origin (RGGO) or Renewable Energy Guarantees of Origin (REGO) for your supply contract you delegate authority for LASER to secure these certificates on your behalf for each 12 month supply period of the Flex contract. This will apply for the full commitment term, however the Participating Authority can opt out of REGO or RGGO providing 3 months notice is provided in writing to LASER in advance of the 12 month flexible supply period. REGO and RGGO are subject to availability, LASER will notify the Participating Authority in the event certificates could not be secured.

4 - Please note fees are based on the provisional Number of Supplies and Estimated Annual Consumption. Fees may be reviewed if there are significant variations.

5 - Please note the base year for the fees presented based on the current portfolio is 1 October 2022 to 30 September 2023. This is subject to annual RPI/CPI increases.

Access Agreement: Special Terms

London Borough of Enfield's (LBE) housing portfolio has a fixed-term-fixed-price (FTFP) contract in place with TotalEnergies which is set to expired on 30th of September 2026. From 1st October 2026, the Housing Portfolio will join the LASER (KCC) Flexible Energy Framework on a Managed Service Level to align the contract terms with the Corporate Portfolio.

This will involve a change of supplier to nPower Ltd which would typically require customer commitment at least 6 months ahead of the required flexible contract start date to ensure successful registration of supplies, pricing issuance and onboarding onto our Managed Service. In this instance as an exception, we will aim to register the supplies via our Additional Business Process in recognition that the LBE Corporate Portfolio is already registered with Npower & utilises the LASER Managed Service.

Risk of Delayed Registrations

Due to the possibility the agreement may be signed less than 3 months in advance of the requested contract start date of 1st of October 2026 there is a risk not all electricity supplies will be registered in time. Where this is the case, the incumbent supplier may bill sites at out of contract rates for a period of time.

Whilst best endeavours will be made to facilitate a contract start date of 1st October 2026 for avoidance of doubt LASER accepts no liability for any costs incurred due to late registrations or out of contract rates billed from your incumbent supplier.

The following conditions apply to mitigate risk with the registrations and service set up process:

- LBE will commit to working with the incumbent supplier to settle all queries, resolve any outstanding debt, and invoices prior to registration to avoid any delays with the transfer.
- LBE will commit to providing all of the required information to LASER to facilitate onboarding & pricing including confirming current MOP/DC arrangements, billing requirements and providing HH Data, Direct Debit & VAT forms and all other required information.
- The option to register & price supplies via the additional business route cannot be guaranteed, dependent on volume, market availability and timescales, and therefore a 12-month Fixed Bridging Price will be secured if the additional business route is not possible.
  Where a Bridging Price is required, LASER will secure the fixed price on your behalf; once the Access Agreement Variation has been fully signed by all parties.

Securing Fixed Bridging Prices if required

Ther following terms apply in relation to securing Fixed Bridging Prices. This applies to the *Housing Portfolio supplies joining from 1st October 2026 only:*

Fully fixed prices from suppliers are validated against the energy market but do not include a breakdown of commodity and non-commodity price components. For the avoidance of doubt, the fully fixed prices will only vary due to a change in law or change in the rate of a pass-through tax or levy (including the Climate Change Levy and Value Added Tax).

Upon expiry of the initial fixed-term fixed-price period, all volume will enter into LASER's flexible purchasing basket for the remainder of the supply period 1st October 2027 to 30th September 2028.

In order to authorise LASER (Kent County Council) to proceed with securing the initial 12-month fully fixed prices on your behalf the Participating Authority agrees to the following as part of this agreement: *The Participating Authority hereby appoints LASER (Kent County Council) as our agent and gives authority to LASER to negotiate, agree and enter in to contracts for the supply of electricity, gas, metering and related services and to negotiate, agree and enter in to amendments and variations of those contracts.*

Communal electricity – tribunal dispensation application notification

Communal electricity dispensation application response to leaseholders

The Council has considered the objections and observations received from leaseholders and has prepared a response addressing the main issues raised. This includes further information about the reason for the dispensation application, the electricity procurement arrangements, service charges and leaseholders' continuing right to challenge service charges at the First-tier Tribunal.

The response groups together similar questions and provides a single response to each common theme.

Read the council's response to leaseholder objections (PDF, 127.91 KB).

Letter from Enfield Council to leaseholders sent September 2026

Dear Leaseholder,

Re: First-tier Tribunal Application for Dispensation from Section 20 Consultation Requirements
Case Reference: LON/00AK/LDC/2026/0233

LONDON BOROUGH
OF ENFIELD

Benchmarking Report

Review of Trading Performance

October 2026



L•A•S•E•R®

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Benchmarking Report

Notes

- *All information in this report is highly confidential and is intended for internal use only, under no circumstances should a recipient share this with a third party without prior written consent from LASER.*
- *This report does not constitute financial advice & any financial decisions should be considered only under consultation from an FCA-regulated body.*
- *LASER accepts no responsibility for any actions or outcomes resulting from the usage of the details within this report & all information is provided as guidance only.*
- *The wholesale maximum and P90 (90th percentile of prices) are represented against seasonal futures contract prices 365 calendar days leading up to the point of delivery. The charts reflect a comparison between LASER's achieved wholesale price (at Baseload) versus the maximum market price, a fixed price set on the 30th of September and the P90 market price.*
- *The wholesale components of these benchmarking metrics are based on common usage profiles, for electricity a winter split of 55%, was used to derive the annualised price. Please note that this split is drawn from generalised patterns observed in typical portfolio consumption data and may therefore not be reflective of the usage patterns of your particular portfolio.*

Benchmarking

Electricity

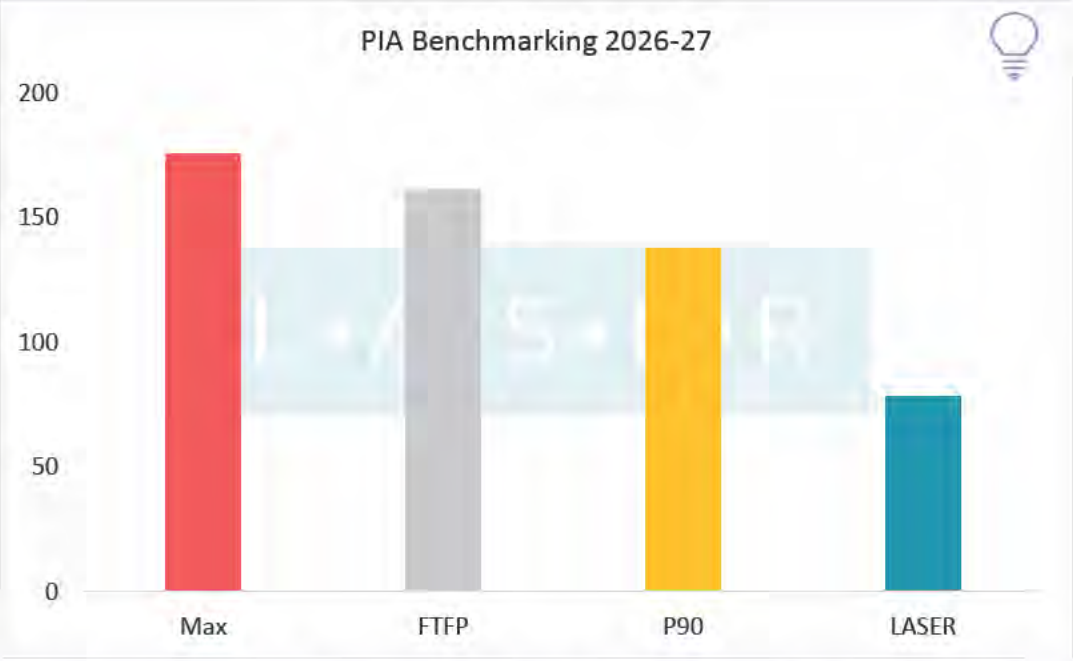

Fig. 1: LASER wholesale achieved prices vs wholesale P90, FTFP on 30/09/2026 & Max in £/MWh, 2026-2027

Figure 1 illustrates LASER's trading performance over recent years to contribute to the achieved price for PIA 2026-2027. LASER has provided significant savings versus the market highs and FTFP. Indicating an effective strategy with strong performance, given the wholesale market volatility witnessed in the past year.

Case No. LON/00AK/LDC/2026/0233

FIRST-TIER TRIBUNAL (PROPERTY CHAMBER)

LONDON BOROUGH OF ENFIELD (APPLICANT)

AND

VARIOUS LEASEHOLDERS (RESPONDENTS)

SCOTT SCHEDULE

Introduction

1. This Schedule consolidates the objection themes arising from leaseholder objections to the Council's application for dispensation from the statutory consultation requirements under section 20ZA of the Landlord and Tenant Act 1985 relating to the communal electricity contract.

2. The objections have been grouped to avoid repetition and to assist the Tribunal in determining whether dispensation should be granted and whether any conditions are appropriate.

3. The Schedule combines the consolidated questions, the Council's responses, and the principal evidence relied upon.

No.	Objection	Council Response	Supporting Evidence
1	Why was dispensation required?	The Council had previously purchased communal electricity through annual arrangements. During the 2026 procurement process, the proposed approach changed to a two year arrangement. This brought the arrangement within the Section 20 consultation requirements for a qualifying long-term agreement. By the time the revised approach and necessary approvals had been completed, the Council considered that the	Application, procurement chronology and Council response.

		statutory consultation process could not be concluded before the new supply arrangements were required to commence.	
2	Why was consultation not commenced earlier?	The Council's position is that planning commenced before contract expired, but the procurement strategy evolved during 2026 as volatile market conditions were appraised and available procurement options were considered.The eventual decision to use a two year purchasing arrangement triggered the requirement to consult on a qualifying long-term agreement. By the time the revised strategy, internal approvals and contractual arrangements had been progressed, the Council considered there was insufficient time to complete the statutory consultation before the new supply arrangements commenced on 1 October 2026	Planning records and procurement timeline.
3	When did the Council realise consultation could not be completed?	The Council became aware during the latter stages of procurement planning that the statutory consultation timetable could not be completed before commencement of the replacement communal electricity arrangements. Once procurement approvals, implementation requirements and contractual commencement dates had been confirmed, it became apparent that compliance with both the procurement timetable and the	Procurement and internal approvals.

		statutory consultation timetable was not achievable. The Council therefore concluded that an application for dispensation was necessary in order to secure continuity of supply and avoid exposing leaseholders to increased electricity costs.	
4	Was the urgency self-created?	The Council does not accept that urgency arose through a deliberate failure to consult. It relies upon procurement requirements, energy-market considerations and the need to maintain uninterrupted electricity supplies.	Procurement evidence and market information.
5	Could shortened consultation have been undertaken?	The Council could not unilaterally shorten the statutory consultation periods and treat the process as fully compliant. Although it could have undertaken any prescribed consultation stages that remained practicable, this would not have achieved full statutory compliance before the new supply arrangements commenced. The Council therefore applied to the Tribunal for dispensation from the consultation requirements.	Legislative framework and dispensation application.
6	Has the agreement been signed or otherwise committed to?	The Agreement has been signed. The Council's case is that commitment was necessary to secure rates and continuity of supply.	Contract records and key decision documentation.
7	Why commit prior to the Tribunal's determination?	Delaying commitment would likely have exposed leaseholders to materially higher out-of-contract pricing and uncertainty in the energy market.	Tariff comparison evidence and procurement advice.

8	What were the previous rates and annual costs?	Please see below headline kWh rates for the previous year: October 2025–26 - 20.92p/kWh daytime rate These are electricity unit rates and do not represent the final charge to an individual leaseholder. The final charge will depend on the relevant block's actual consumption, standing charges and will be apportioned in accordance with the lease. The Council's communal electricity portfolio comprises approximately 968 MPANs with last year's annual communal electricity expenditure of approximately £1.8 million. Historic expenditure and tariff data were used as the baseline comparator when assessing the advantages and risks associated with the replacement arrangements.	Historic electricity accounts and financial data.
9	What are the anticipated future costs?	Please see below headline kWh rates for the current year: October 2026–27: 20.22p/kWh daytime rate These are electricity unit rates and do not represent the final charge to an individual leaseholder. The final charge will depend on the relevant block's actual consumption, standing charges and will be apportioned in accordance with the lease.	Pricing schedules and budget forecasts.
10	What out-of-contract rates	The Council contends that, absent the LASER arrangement,	Supplier tariff information and

	would have applied?	deemed or out-of-contract rates would have been materially higher and would have exposed leaseholders to increased costs. The out of contract rates are approximately double the previous rates (approx 46p/kWh)	market evidence.
11	What evidence supports a financial benefit?	The Council relies on comparative tariff information and procurement evidence demonstrating the financial advantage of securing supply before contract expiry. In a market of rising energy prices of around 10-15%, we have kept the electrical costs similar to last year's prices, if we consider the same consumption of electricity. We are currently reviewing this with our energy manager (LASER) and provider (nPower) and we'll get respond back to you with more detailed information.	Comparative pricing analysis.
12	Will service charges increase?	The effect on an individual leaseholder's service charge cannot be determined solely from the electricity unit rate. However, We have kept the electrical costs similar to last year's prices ... and are reviewing further detailed information The final charge will depend on the actual cost and consumption attributable to the relevant block and will be apportioned in accordance with the lease. The Council's position is that the procurement route was chosen to minimise exposure to adverse market movements and therefore mitigate increases where possible.	Financial modelling and tariff comparisons.
13	Can indicative service-charge impacts be identified?	An exact charge for an individual leaseholder cannot be confirmed	Service charge methodology.

		in advance because the final cost will depend on the relevant block's actual consumption and expenditure. Estimated service charges are issued at the start of the financial year. Once the actual expenditure is known, the account is reconciled through the final service charge process, and any difference is applied to the leaseholder's account.	
14	How will costs be apportioned?	Electricity costs continue to be apportioned and recovered in accordance with the existing lease provisions. Dispensation does not amend leaseholders' contractual obligations or apportionment provisions. It does not give the Council any additional entitlement to recover costs that are not permitted by the lease, nor does it prevent a leaseholder from challenging the amount, reasonableness, payability or apportionment of any subsequent service charge.	Lease provisions and service charge framework.
15	Is pricing fixed or flexible?	The Council explains that LASER purchases energy progressively in advance to manage market volatility and provide a greater degree of pricing certainty than would otherwise be available. t is best described as flexible procurement leading to a fixed annual price. LASER can purchase energy progressively up to two years in advance of each October-to-September delivery period. Instead of buying the entire requirement on one particular day, purchases are spread across the market with the aim of achieving an overall averaged and favourable price. Once those purchases are converted into the price for the	LASER procurement model.

		supply year, the Council receives a fixed 12-month price from October to September. This provides annual budget certainty while the underlying procurement strategy manages market risk over a longer period. While the arrangement is not guaranteed to produce the absolute lowest price, its aim is to avoid the risk of an annual spot-price tender being fixed on a particularly expensive day. LASER also purchases in aggregation with other participating local authorities, giving the framework greater collective buying power.	
16	What fees are payable?	The Council identified LASER administration fees, supplier charges and associated management costs are included in the overall service charges for communal electricity . Its position is that such costs form part of the overall procurement and management arrangements associated with communal electricity provision.	Contractual pricing information.
17	Why was LASER selected?	The Council relies on LASER's specialist energy procurement expertise, advance purchasing arrangements, invoice validation services and portfolio management capabilities. The Council selected LASER because it provides specialist public-sector energy procurement expertise, advance purchasing arrangements, invoice validation services, portfolio management, energy consumption reporting and market monitoring. LASER also	LASER framework information.

		provides SystemsLink portfolio reporting functionality and billing validation services which assist the Council in managing a substantial communal electricity portfolio. The Council considered that those services reduced procurement risk and provided enhanced protection against electricity market volatility.	
18	What alternative procurement routes were considered?	The Council considered continuation of existing arrangements, alternative procurement models and the consequences of exposure to deemed or out-of-contract rates. Following assessment of pricing risk, implementation timescales, supplier availability, contract-management requirements and continuity-of-supply considerations, the Council concluded that the LASER framework represented the most appropriate and economically advantageous procurement route available.	Procurement assessments and option appraisals.
19	What demonstrates value for money?	The Council relies on comparative pricing, professional procurement advice, framework efficiencies and the avoidance of out-of-contract rates to demonstrate value for money. The Council's value-for-money assessment also includes the	Procurement and pricing evidence.

		benefits of invoice validation, consumption reporting, budget certainty, specialist procurement expertise and protection from materially higher deemed-rate exposure.	
20	What aspects could leaseholders have influenced?	The Council's position is that a significant proportion of the procurement structure, framework arrangements and supplier relationships were predetermined. Whilst leaseholder observations may have informed communication, reporting or monitoring arrangements, the Council's position remains that consultation would not have altered the supplier, procurement route, contract duration, pricing methodology or decision to participate in the LASER Purchase in Advance framework. The Council further maintains that any potential prejudice has been mitigated through disclosure of procurement information, publication of explanatory material, the opportunity afforded to leaseholders to submit objections to the Tribunal and the continuing right to challenge future service charges under the statutory framework.	Framework documentation.

21	Could consultation have altered contract duration, fees, cost controls or energy measures?	The Council's position is that many commercial terms were driven by the procurement framework; however, leaseholder observations may have informed ancillary matters such as communication, monitoring and information sharing. In the following procurement of electricity for October 2028, we will have time to conduct a full consultation period.	Framework arrangements and Council response.
22	Were leaseholders able to make representations?	The Council notes that leaseholders were subsequently invited to submit objections pursuant to Tribunal directions. Those objections have been considered and addressed within the Council's consolidated response, which has now been published on the Council's website. The objections and the Council's responses will also form part of the evidence submitted to the Tribunal.	Tribunal directions and objection responses.
23	Have leaseholders suffered relevant prejudice?	The Council accepts that leaseholders lost the opportunity to participate in advance consultation. However, it maintains that no material financial prejudice has been demonstrated. The Council has sought to address the procedural disadvantage by notifying affected leaseholders, inviting objections and publishing a consolidated response. Leaseholders retain the right to challenge the amount, reasonableness, payability or apportionment of any subsequent service charge.	Prejudice analysis and statutory challenge rights.
24	What information has been disclosed and	The Council states that procurement, pricing and contract information has been	Disclosure documents and

	what conditions should apply?	disclosed where available and that further information can be provided through the Tribunal process. The Council contends any conditions must be proportionate and directed at mitigating any identified prejudice.	Council response.
25	Metering, reconciliation, efficiency measures and legal costs.	The Council's position is that electricity consumption is monitored through existing metering arrangements, estimated charges are reconciled against actual expenditure through the final service charge process, and leaseholders retain their statutory rights to challenge future charges. Estimated charges are capable of reconciliation against actual expenditure through the annual service charge accounting process. The Council continues to consider opportunities to improve monitoring arrangements, billing accuracy, smart-meter deployment and energy-efficiency measures where operationally appropriate. Leaseholders retain their statutory rights to challenge future service charges. The Council's position is that the recoverability of legal and administrative costs falls to be determined in accordance with the relevant lease provisions, applicable legislation and any determination of the Tribunal.	Metering information, service charge accounts, lease provisions and Tribunal submissions.
