



**FIRST-TIER TRIBUNAL  
PROPERTY CHAMBER  
(RESIDENTIAL PROPERTY)**

**Case reference** : LON/00AU/LDC/2025/0873

**Property** : 42 Alexander Road, London N19 3PQ

**Applicant** : Southern Land Securities Limited

**Respondents** : Miss Helen Keynes Flat A 42 Alexander Road, London N19 3PQ  
Mr Kwong Law Flat B 42 Alexander Road, London N19 3PQ

**Type of application** : Dispensation of consultation requirements under s.20 Landlord and Tenant Act 1985

**Tribunal member** : Judge Richards-Clarke

**Venue** : Remote Paper hearing

**Date of decision** : 16 January 2026

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**DECISION**

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**Decision of the tribunal**

1. The Tribunal grants the application for the dispensation of all or any of the consultation requirements provided for by s.20 of the Landlord and Tenant Act 1985 ("the Act") in relation to remedial works to remedy the fault with the communal door lock at 42 Alexander Road, London N19 3PQ ("the property").

### **The application**

2. The Applicant seeks a determination pursuant to s.20ZA of the Act for the dispensation of all or any of the consultation requirements provided for by s.20 of the Act. The application was dated 22 September 2025.
3. Directions of the Tribunal were issued on 17 October 2025. The Applicant landlord has complied with the service requirements of these directions by sending a copies of the application and directions to the leaseholders by email on the 30 October 2025. These were also displayed in the communal area on 28 October 2025.
4. The case was listed for a paper determination. Neither party requested an oral hearing.

### **The hearing**

5. The matter was determined by way of a paper hearing which took place on 16 January 2026.

### **The background**

6. The property which is the subject of this application is a mid-terrace Victorian house constructed circa 1890 of typical construction being pitch roof and brick face with stone block surfaces to the entire ground floor frontage. There are two leasehold flats over the ground and two upper floors.

### **The application**

7. The Applicant has applied for dispensation from the statutory consultation requirements in respect of qualifying works due a fault with the communal door lock at the property. Following attendance by a locksmith it was confirmed that the cylinder required replacement.
8. There Applicant has obtained a quote for the remedial works in the sum of £655.00 plus VAT. This is for repair works to the communal front door lock including: installation of a new cylinder, heavy duty hinges, resecure the loose case rim electric rim lock, and plain the door.
9. The only issue for the Tribunal is whether it is reasonable to dispense with the statutory consultation requirements. This application did not concern the issue of whether any service charge costs will be reasonable or payable.
10. No notice was received from any of the Respondents opposing the application.

## **The decision of the Tribunal**

11. s.20 of the Act provides for the limitation of service charges in the event that the statutory consultation requirements are not met. The consultation requirements apply where the works are qualifying works (as in this case) and only £250 can be recovered from a tenant in respect of such works unless the consultation requirements have either been complied with or dispensed with.

12. Dispensation is dealt with by s.20ZA of the Act which provides: -

*"Where an application is made to a leasehold valuation tribunal for a determination to dispense with all or any of the consultation requirements in relation to any qualifying works or qualifying long term agreement, the tribunal may make the determination if satisfied that it is reasonable to dispense with the requirements"*

13. On 12 August 2025, the leaseholder reported difficulties in opening and closing the communal front door. On 20 August 2025 notice was given by e mail to the leaseholders of the works required to replace the main communal lock, the costs of the works, and that as the matter was urgent the work would be carried out as soon as possible and an application would be made to dispense with the consultation process. On 2 October 2025, the leaseholder Respondents were sent copies of the application and supporting documents by the Tribunal. On 30 October 2025, the Applicant sent the leaseholder Respondents the application and directions by email. These were also displayed in the communal area on 28 October 2025.
14. Taking into account that there have been no objections to this application from the Respondents, the Tribunal could not find prejudice to any of the leaseholders of the property by the granting of dispensation relating to the urgent works to remedy the fault with the communal door lock at the property. As a result, the Tribunal believes that it is reasonable to allow dispensation in relation to the subject matter of the application.
15. Accordingly, the Tribunal grants the Applicant's application for the dispensation of all or any of the consultation requirements provided for by section 20 of the Landlord and Tenant Act 1985 in relation to urgent remedial works to the communal door lock. The Tribunal is satisfied that, in the particular circumstances of this case, involving security at the property together with risks to the occupant(s) in relation to access to and exit from the property, it is reasonable to dispense with the consultation requirements.
16. The Tribunal's determination is limited to this application for dispensation of consultation requirements under section 20ZA of the Act.

Name: Tonya Richards-Clarke

Date: 16 January 2026

### **Rights of appeal**

By rule 36(2) of the Tribunal Procedure (First-tier Tribunal) (Property Chamber) Rules 2013, the tribunal is required to notify the parties about any right of appeal they may have.

If a party wishes to appeal this decision to the Upper Tribunal (Lands Chamber), then a written application for permission must be made to the First-tier Tribunal at the regional office which has been dealing with the case.

The application for permission to appeal must arrive at the regional office within 28 days after the tribunal sends written reasons for the decision to the person making the application.

If the application is not made within the 28-day time limit, such application must include a request for an extension of time and the reason for not complying with the 28-day time limit; the tribunal will then look at such reason(s) and decide whether to allow the application for permission to appeal to proceed, despite not being within the time limit.

The application for permission to appeal must identify the decision of the tribunal to which it relates (i.e. give the date, the property and the case number), state the grounds of appeal and state the result the party making the application is seeking.

If the tribunal refuses to grant permission to appeal, a further application for permission may be made to the Upper Tribunal (Lands Chamber).