**LETTER TO ALL COUNCIL RESIDENTS**

**Dear Resident**

**You could be eligible for a refund on your water charges**

Many council tenants and former tenants are entitled to a refund following a review of the way they have been charge for water.

Another London council were taken to court to challenge the way they collected water charges on behalf of Thames Water. The court ruled that they must change their charges due to the wording of their contract with the water company.

In light of this case, WBC reviewed their contract and found that it was almost identical to the one challenged in court. They have therefore adjusted the water charges in line with the court ruling and in many cases council tenants will be due a refund.

The adjustment covers the period from the tenancy start date or 5 April 2010 (whichever is the later) until 29 January 2017.

If your account is in CREDIT you may be entitled to a refund.

If you are in arrears you will not receive the refund however it will come off your accumulated arrears

It will take time for refunds to be processed. Refunds will be processed as quickly as possible

Former tenants who had a tenancy at any time from 5 April 2010 onwards may also be due a refund

YOU ARE NOT REQUIRE TO DO ANYTHING AT THE MOMENT

Further information will be published on the councils website www.wandsworth.gov.uk/rents