

FOR USERS · FOR OUR OWN INTERNAL TRIAGE

Two tiers. One process behind both.

Both tiers run the same multi-stage Building Trust workflow — pre-flight, clause extraction, cross-model review, Claude self-check, operator pre-send checklist. Both deliver a clause-cited Strategic Note, the two letters, and a one-page solicitor briefing summary. The difference is whether a qualified solicitor signs off on the letters before they go out under your name. The right tier depends on the stakes.

STREAM 1

LEASE-iQ Brief

£[TBC]/case

Self-serve, AI-assisted, no solicitor sign-off.

Right for you when: stakes are modest, the legal position is clear, you're at an early stage of escalation, and you're comfortable signing your own letter on the back of our process.

- ✓ **Strategic Note** — situation, lease analysis, three-track next steps
- ✓ **Two draft letters** — Letter A (you, in tort) + Letter B (Management Company, contractual)
- ✓ **Solicitor briefing summary** — one-pager you can take to your own solicitor if you choose
- ✓ **Full internal QA stack** — see process strip below
- ✓ **24-hour turnaround** from your voice note + lease

STREAM 2 · RECOMMENDED FOR HIGH-STAKES

LEASE-iQ Brief + Legal Review

£[TBC]/case

Everything in Stream 1, plus an independent solicitor sign-off.

Right for you when: the money is real, the position is contested, or you're heading to a Tribunal or court. The peace-of-mind tier.




- ✓ Everything in Stream 1, **plus:**
- ✓ **Independent solicitor reviews the letters** before they leave
- ✓ **Any solicitor edits** are applied to the letters before sending
- ✓ **Solicitor sign-off page** with name, firm, SRA number and date in the deliverable
- ✓ **Open queries** the solicitor wants you to address surfaced in plain English
- ✓ **48-hour turnaround** (24h from us + 24h max for solicitor sign-off)

The QA stack — the same seven layers run for every case, before either tier ships

Stream 2 adds an eighth layer (solicitor sign-off). **Stream 1 isn't "lighter" QA** — it's the same internal rigour, with the difference being whether a human solicitor's name appears on the letters.

1 Pre-flight Lease metadata confirmed	2 Companies House Entities & directorship verified	3 Stage 1 Clause extraction, hover-verified	4 Stage 2 Strategic synthesis	5 Layer A Cross-model review	6 Layer B Claude self-check	7 Operator 25-tick pre-send checklist
---	--	---	---	--	---	---

WHEN TO CHOOSE WHICH — THREE DIMENSIONS TO TRIAGE

Money at stake  LOW Under £2.5k. Small dispute, modest repair cost. Stream 1 fits. MEDIUM £2.5k–£10k. Typical leak / damage / single-year service charge. Stream 1 in routine cases; Stream 2 if any complexity. HIGH £10k+, or formal action. Major works, multi-year service charge, lease extension, FTT, court. Stream 2 strongly recommended.	Legal complexity  CLEAR Standard pattern. Lease wording unambiguous, single track, cooperative counterparty. Stream 1. MIXED Two-track liability. Third-party rights questions. Interpretive judgement. Stream 2 sharpens. DISPUTED Unusual provisions. Hostile counterparty. Novel points. Non-standard structures. Stream 2.	Stage of escalation  EARLY First letter. Information-gathering. Notice-of-issue. Stream 1. ESCALATING Formal demands. Deadlines. Reservation of rights. Stream 2 worth the investment. FORMAL FTT / court / s.146. Solicitor sign-off effectively mandatory.
---	---	---



The rule. Stream 1 is the default for routine, low-stakes, single-track cases — and most leasehold problems are that. Stream 2 is recommended the moment any of the three dimensions crosses the medium threshold. Stream 2 is mandatory when stakes are high, the position is disputed, or you are within reach of formal action.

Quick reference — by problem type

Water leak — single event, clear demise	STREAM 1	Water leak — recurring, disputed demise	STREAM 2
Consent to sublet — first request, lease clear	STREAM 1	Consent to sublet — refused, escalating	STREAM 2
Service charge — small, single year	STREAM 1	Service charge — multi-year, possible s. 20B	STREAM 2
Alterations — pre-application	STREAM 1	Alterations — post-hoc, freeholder threatening	STREAM 2
Lease extension — informational query	STREAM 1	Lease extension — formal s.42 notice	STREAM 2 ESSENTIAL
MA dispute — informal complaint	STREAM 1	MA dispute — replacement / s. 24 application	STREAM 2 ESSENTIAL
Major works — Section 20 dispute	STREAM 2	Forfeiture / Section 146 threat	STREAM 2 MANDATORY
Heading to FTT or court	STREAM 2 MANDATORY	Anything you'd lose sleep over	STREAM 2

If you're uncertain

Choose Stream 1 first. After we've run the analysis we will flag, in plain English in the Risks section, whether we think your case is one where solicitor sign-off would meaningfully sharpen your position. You can upgrade to Stream 2 at that point and we'll re-issue the deliverable with the solicitor review applied. We don't push the upgrade unless we genuinely think it adds value to your specific case.