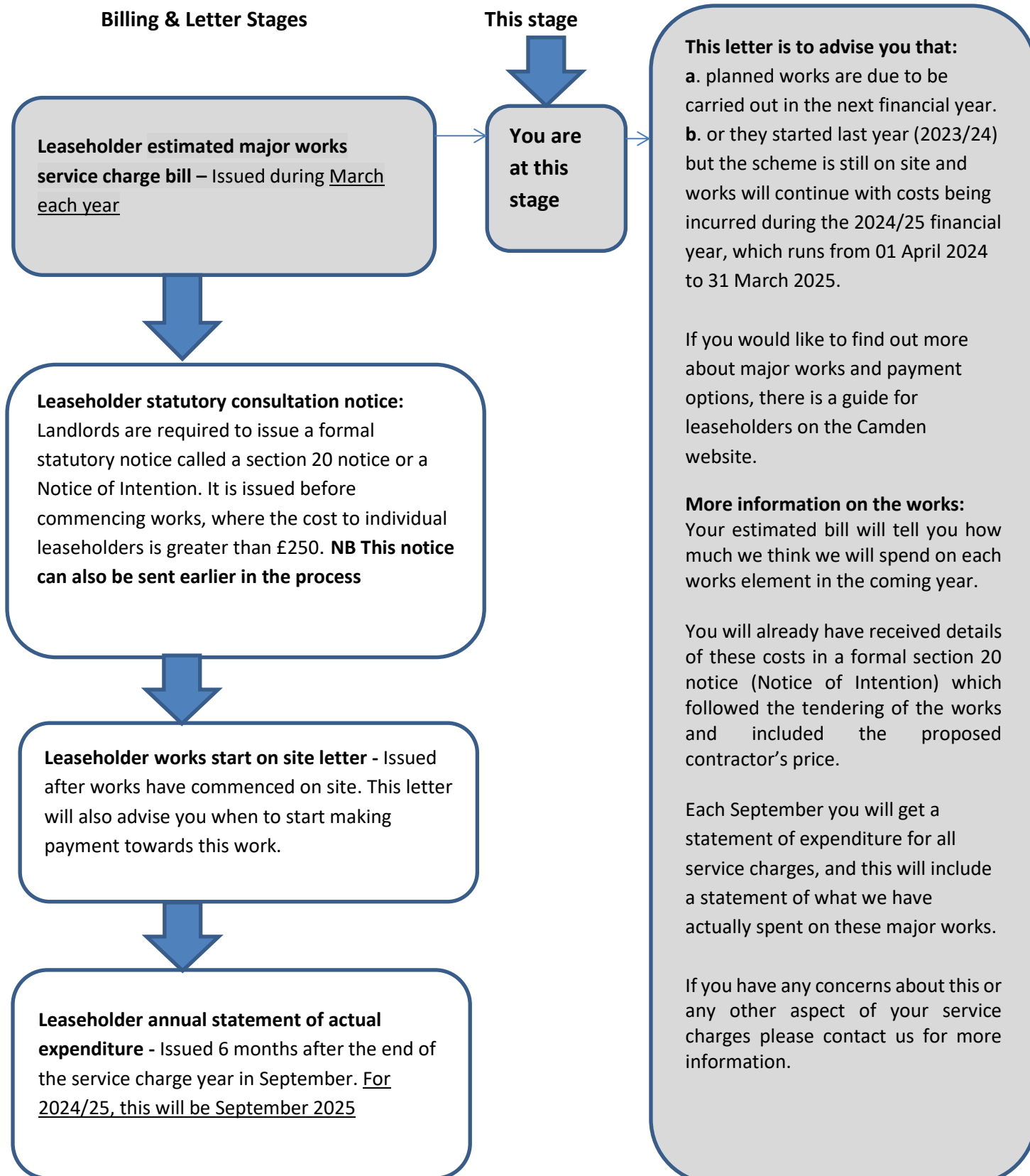


Leaseholder Services major works letters and bills guide

This diagram below shows when you will receive a letter or a bill from leaseholder services. The right hand column details what this means for you.

Billing & Letter Stages



Additional information FAQs for Major Works Billing: Notification of works

What are major works service charges?

We issue separate bills for major works charges, these bills will be for larger maintenance or planned works such as:

- Better homes works, which might include roof works, window replacement, concrete repairs and redecoration. Or Fire Risk Assessment works.
- Mechanical and electrical works such as lift replacement and communal heating works.
- Communal decoration schemes, which may include communal area decoration, flooring and repairs to communal doors etc.

Why have I received an estimated bill?

We have sent you an estimated bill for all service charges including the major works planned to take place during the year.

Why will an estimated bill be issued before works have started?

Camden is allowed to issue you with an estimated bill for major works items at the start of the service charge year. These form part of the annual service charge. But you do not have to pay towards this estimated invoice until you receive a letter advising you that the works have started.

When will works be carried out?

Works will not start until after section 20 notices have been issued and the consultation period has ended. We will also send a works start on site letter.

Can I get more information on the works?

Your Section 20 notice contained a breakdown of the proposed works. For the larger schemes our Planned Works team will also arrange meetings with Camden's Contract Manager and the contractor. No works will begin before leaseholders have been consulted.

Are there extended payment options for major works?

Yes, resident leaseholders can spread payments up to 5 years interest free and longer-term periods are available. Further details are available under 'payment options' in the major works guide which is on our website; you can also request a copy.

I may be unable to pay my major works bill.

Please contact Leaseholder Services and let us know. Our officers will be able to explain the options available. And the major works guide explains the Council's hardship scheme.

Can I make an appointment to discuss payment options?

Yes, please contact us and we will arrange a suitable time to meet with you.

Will I receive more than one bill?

If the Major Works project spans more than one year, you will get a bill at the beginning of each year. If works are delayed from one year to the next this might look like a double-charge. It is not, Camden will only seek payment towards an annual demand when the works in question have actually been carried out during that year. If you received an estimated major works demand in 2023/24 (last year) and the works have not yet started, or have been cancelled, the works may be carried forward into the next financial year. Your 2023/24 statement of expenditure will be adjusted to zero in September 2024, and you will not be asked to make payment towards it. When all costs have been incurred, we will send you a final summary. Please note that you can set up one extended payment plan.

Will major works information be available on the Camden Account?

Yes, we will let account users know when this has been added.