

When to pay your service charge



Please remember that your lease says your 2021-2022 actual adjustment needs to be paid within 28 days. Don't forget to include your invoice reference number to make sure your payments are credited to your account correctly.

Learn more about your service charges at camden.gov.uk/service-charge-guide

Do you have questions about your service charge?

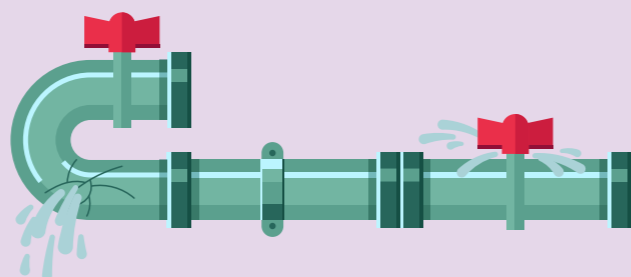
If you would like to talk through your April 2021-2022 actual service charge, email leaseholderservices@camden.gov.uk to book a virtual meeting with us. Please put "Video meeting" in the subject heading and include what you would like to discuss in the email.

Insurance claims must be made within 90 days

For Camden leaseholders, all building insurance claims must be made within 90 days of the incident – it won't be accepted otherwise.

If you need to make a claim, please call the National Insurance and Guarantee Corporation on **0800 051 0233** Monday to Friday, 9am to 5pm.

Out of these hours, call our loss adjuster Woodgate and Clarke, on **01732 520 270** and state your cover is through Arthur J Gallagher Insurance Brokers Ltd.



If your home is in a block where Camden does not own the freehold contact us on **020 7974 3559** or at leaseholderservices@camden.gov.uk

Landlords support your community



If you're a private landlord and would like to join our fight against homelessness, please get in touch. Letting your property with us will help create an opportunity for someone to leave homelessness behind for good.

We are looking for affordable private rented accommodation for families and single people who have mobility needs.

Interested in letting your property?

Get in touch with our Camden Lettings team:

📞 **020 7974 4158**

✉️ camdenlettings@camden.gov.uk

You must register sublets



Many of our leaseholders sublet their properties. If you sublet, you must register the sublet with leasehold services and your tenant must sign a deed of covenant.

Failure to do so means that you are personally responsible for any noise or anti-social behaviour caused by your tenant, and you could be putting your lease at risk.

Register your sublet at camden.gov.uk/camdenaccount

Homeowners' News

Autumn 2022

Keeping our leaseholders informed, responding to your feedback and improving our services.

It's easy to manage your leaseholder services online with a Camden Account

With an online Camden Account, it's easy to make payments, report and track communal repairs, see breakdowns of your service charge and lots more.

You can also manage other services like Council Tax, parking and rubbish and recycling.



Sign up today at camden.gov.uk/camdenaccount

Stay safe – get a gas safety check

You are legally responsible for making sure your gas and electrical fittings and appliances are safe and working properly.

If they are not checked regularly and are faulty, they could put you, your home and your neighbours at risk of gas leaks, carbon monoxide poisoning, fire and even explosions.

Stay safe and book an official safety gas check through Gas Safe Register on **0800 408 5500** or visit gassaferegister.co.uk



Reporting non-emergency communal repairs has never been easier



We've made it easier than ever to report non-emergency repairs without needing to call us. You can report a communal repair instantly and at a time that suits you through your Camden Account, on webchat or by text.

🖱️ Visit camden.gov.uk/camdenaccount and click on 'Housing' then 'Request a repair'

💬 Speak to us on webchat Monday to Friday, from 8am to 6pm at camden.gov.uk/housing-repairs

📱 Text **07360 277 909** and we will get back to you, Monday to Friday, from 8am to 6pm.

💬 You can now translate your webchat and text conversations into over 100 different languages.

⚠️ Report all non-emergencies online or by text

You should always be able to get through to our call centre quickly in an emergency. That's why we are no longer taking reports for non-emergency repairs by phone, unless you have no access to the internet. Please report all non-emergencies online or by text, this keeps our phonelines clear for emergencies.

Worried about money? Support is available

If you are struggling with money as a result of rising living costs, there are lots of organisations that can help. You can also contact the Council and we can help you to find the support and advice you may need.

Service charges and major works invoices

Contact us as soon as possible if you are worried you may not be able to pay your service charge or major works invoices.

Contact us on **020 7974 3559** or at leaseholderservices@camden.gov.uk

Mortgages

If you are worried you may not be able to pay your mortgage or are already behind on your payments, contact your mortgage provider so they can talk through options available to you.

Benefits

If you are working and receiving benefits and have a change in circumstance, you must tell the Department for Work and Pensions by completing the change in circumstances form at gov.uk/report-benefits-change-circumstances

If you're not receiving benefits but your income has stopped or dropped, you might be eligible for support such as Council Tax Support, Universal Credit or other benefits. Visit gov.uk/report-benefits-change-circumstances for more information.

Energy

If you are worried about the cost of your gas and electricity, speak to our Green Camden Helpline. They offer free advice on fuel debt, tariffs, grants and discounts and much more.

Call **0800 801 738** Monday to Friday, from 9am to 5pm.

Find more financial support at camden.gov.uk/costofliving

For more financial advice, you can also speak to:

Money Advice Service

0800 138 1677
moneyadvice.service.org.uk

Mary Ward Legal Centre

020 7831 7079
marywardlegal.org.uk

Citizens Advice Camden

0300 330 1157
camden.cabservice.org.uk

Age UK Camden

020 7239 0400
ageuk.org.uk/camden

Get free debt advice

Having debt can cause a lot of stress and worry. If you are worried about debt, the organisations below can provide free expert advice and support:

National Debtline

0808 808 4000
nationaldebtline.org

StepChange

0800 138 1111
stepchange.org

PayPlan

0800 280 2816
payplan.com

Debt Advice Foundation

0800 043 4050
debtadvicefoundation.org



Domestic abuse has no place in our properties

KNOW
you're not alone

Housing is often a barrier that prevents someone from leaving an abusive relationship. We know that this is an issue in Camden, and it must change.

Camden Council recently joined the Domestic Abuse Housing Alliance (DAHA) to improve how we support residents in our properties who are experiencing domestic abuse and our housing offer to them.

DAHA exists to improve the housing sector's response to domestic abuse through a set of standards and accreditation process. We're making changes to the way we work, in line with these standards and best practices.

We are committed to achieving the DAHA accreditation so that we can provide safe and effective support to anyone living in a Camden Council property who needs it.

We will never tolerate domestic abuse in our council homes.

If you need help or advice and it is safe for you to do so, please contact Camden Safety Net confidentially:

☎ **020 7974 2526** Monday to Friday, 9am to 5pm*

@ camdensafetynet@camden.gov.uk

*Outside of these hours, call the free National Domestic Abuse Helpline on **0808 2000 247** 24 hours a day, seven days a week.

Visit camden.gov.uk/domestic-violence for more information and support available.



Securing the best gas and electricity prices

Camden Council currently buys gas and electricity through LASER, the public sector buying organisation.

This allows us to buy gas and electricity together, at cheaper wholesale rates for our council properties, helping us to secure competitive prices.

Buying energy in this way means entering into long-term contracts which we must consult leaseholders who live in buildings with communal electricity, heating and hot water on.

However, because it is bought through a buying

organisation, there is no practical way of consulting you before starting the fuel buying process. We are aiming to get a consultation exemption, so that we can continue to buy energy at wholesale prices to secure the best deals for you - especially important now as energy bills rise.

You will still receive information about the energy contracts and a notice of our intention. We will share more updates in the next newsletter, at camden.gov.uk/consultation-with-leaseholders and keep the Leaseholders' Forum informed.



We will not tolerate racial abuse towards council staff

Everyone deserves to feel safe when they come to work, but some of our frontline staff do not.

A number of staff have recently been racially abused by residents while working.

This is unacceptable, and the Council will not tolerate it.

If you are racially abusive to our staff, we will consider withdrawing services from your street property or estate and will take action against your leasehold.

Our frontline staff work hard to support you and to keep your estates and street properties clean, safe and in good repair all year round. We expect you to treat them with respect.