

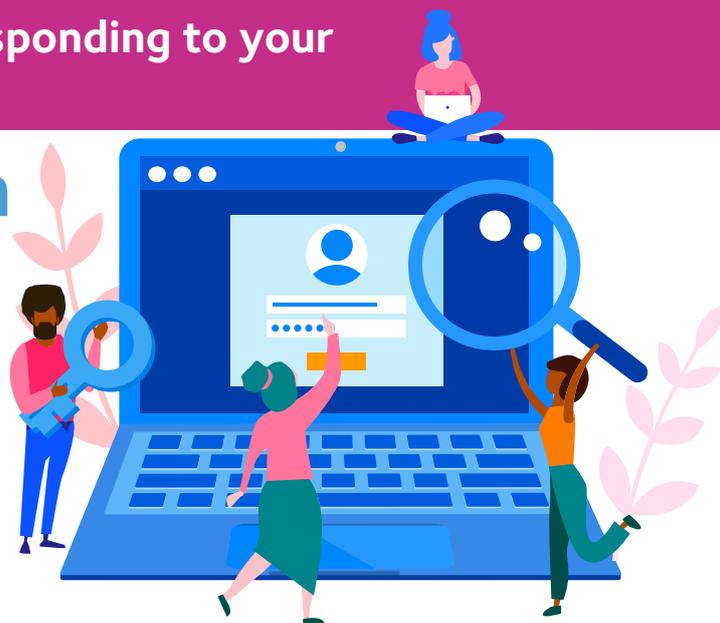
Keeping our leaseholders informed, responding to your feedback and improving our services.

Manage your Camden services online

Make payments, report and track housing repairs, see detailed breakdowns of your service charges and lots more on the Camden Account.

It takes less than five minutes to sign up - visit camden.gov.uk/camdenaccount

We have calculated your estimated service charges for 1 April 2020 to 31 March 2021 and the bill is included with this newsletter.



Coming soon – the new caretaking service

The new caretaking service is rolling out to estates and some street properties in Camden from 6 April 2020.

In our consultation last year, more than 1,000 of you took part and told us that you wanted your estates to be cleaner and your caretakers to be more visible.

We listened to you and the newly launched service will include highly trained caretakers who will focus on providing a more responsive service and keeping you safe. The first change you will see is that your caretakers will be keeping the areas outside your

buildings clean as well as cleaning inside blocks. Veolia will no longer be carrying out this service.

It's going to take some time for us to fully roll out the new improved service but we will be talking to you and your TRAs about how it's going. It's important to us that you continue to be involved in how we shape the new caretaking service and we look forward to working with you as the service develops.

Join our key leaseholder scheme

Our key leaseholder scheme (KLS) is an opportunity for leaseholders to feed into consultations and help improve leaseholders' experiences with Camden.

Members of the KLS have helped us to create the Service Charge Guide, and their regular feedback makes sure the leaseholder information on our website is useful and easy to understand.

Leaseholders are often concerned by charges for repairs. As a KLS member, every quarter you'll receive a list of repair charges that could affect your

final bill. Members can query these charges which we will look into, making any necessary changes – this helps to make sure your charges are accurate when the final bill is issued in September.

If you'd like to join the KLS and get details of rechargeable repairs, please contact leaseholder services at leaseholderservices@camden.gov.uk or call us on **020 7974 3559**.



Save money and help the environment with the Camden Account

We've been fitting heat meters at some of our blocks where we supply heating and hot water.

A heat meter allows us to accurately measure and charge you based on how much heating and hot water you use.

Soon some blocks will be able to see how much energy they are using on their Camden Account. If you can see the energy you're using, it makes it easier for you to see patterns of usage, make changes to use less, save money and reduce your impact on the environment.

Not everyone will be able to see their usage yet, but to check if you can, visit your Camden Account.

If your energy use isn't recorded yet, we will write to you to let you know when it is. Don't have a Camden Account? Visit camden.gov.uk/camdenaccount to sign up.

Camden account help

If you need help setting up your Camden account, email leaseholders services at leaseholderservices@camden.gov.uk



How to see your energy usage on your Camden Account

1. Go to the Camden Account at camden.gov.uk/camdenaccount

2. Click on Housing

3. Click on Energy usage

The screenshot shows the Camden Account interface. On the left is a navigation menu with 'Housing' selected. The main content area shows a 'Property List' with a table of account details and a list of actions. The 'Energy usage' action is highlighted. Below this, the 'Energy Usage' page is shown, featuring a 'Meter reading and usage history' table.

Month	Meter reading (kWh)	Source	Usage (kWh)
December 2019	10524	Actual	1192
November 2019	9500	Actual	867
October 2019	8465	Actual	768
September 2019	7500	Actual	328
August 2019	7329	Actual	331
July 2019	7038	Actual	232
June 2019	6775	Actual	422
May 2019	6353	Actual	430
April 2019	5650	Actual	494
March 2019	5156	Actual	
February 2019		NRA	
January 2019		NRA	

4. See how much energy you use. You'll use more energy in autumn and winter than in the spring and summer

5. Monitor your energy use to save money and help the environment



Safety in council homes

Last year more than 3,500 tenants and leaseholders shared their views about safety in council homes.

You told us that fire safety is a concern and that having more information about it would help you to feel safer. To sign up for email updates about fire safety visit camden.gov.uk/safetysignup

Over the next few months we will work with tenants and leaseholders to create a Safer Together charter, our commitment of what we're going to do to make your homes fire safe by 2025.

If you would like to get involved in creating the Safer Together charter email safetyincouncilhomes@camden.gov.uk



Airbnb and short-term lets

Short-term lets such as Airbnb are on the rise across the whole of Camden. If you are a Camden Council leaseholder, you're not allowed to rent out your whole home via Airbnb or any other short term letting company.

Please be aware that letting out your home on Airbnb is a breach of your lease. If you let out your whole home on a short term lease, you could be fined or risk of losing your lease.

You might have heard about the 90 day limit for Airbnb but this does not apply to you as a Camden leaseholder because you are not allowed to rent out your whole home. If you are a landlord, it is your responsibility to check how tenants are using your property.

We have seen a sharp rise in complaints about the disruption short-term lets have caused in homes and neighbourhoods. Please be aware that if evidence of Airbnb is reported to us, we will take action.

Leaseholder surgeries

If you have a query about your service charge that you would like to discuss in person, come along to one of our leaseholder service surgeries held before the Leaseholders' Forum meetings.

Our 20 minute appointments are available between 5.40pm and 7pm.

Surgery dates:

Tuesday 24 March
Tuesday 19 May
Tuesday 21 July
Tuesday 22 September
Tuesday 24 November

Book today:

leaseholderservices@camden.gov.uk
call 020 7974 3559.

If you can't make these surgeries but have questions, you can contact us anytime on the details above.



Service charge payments

Your service charge must be paid every year on:

Tuesday 31 March
Tuesday 30 June
Tuesday 30 September
Tuesday 31 December

You can also pay by monthly instalments from Tuesday 31 March to Tuesday 31 December.



Don't forget:

Include the invoice reference number when you pay your service charges.

This helps to make sure your payments are credited correctly to your account and reduce the likelihood of errors which could result in unnecessary costs for you.



Help with your service charges

If you are having difficulty paying your service charge, please contact us to see if we can help.

If you have money problems or debts, we can book you an appointment with a specialist adviser at Camden Citizens Advice Bureau or the Mary Ward Legal Centre. They will talk to you about your circumstances and the options available to you to manage your debts. They can also help you to contact the people you owe money to if you want them to.

The council also has an income maximisation team providing specialist information and advice to older and vulnerable Camden residents. They can help residents claim welfare benefits, tax credits and grants if eligible.

If you are worried about being able to pay get in touch with us and we will try to help you.

Contact your leasehold officer for more information. Email leaseholderservices@camden.gov.uk

Service Charge Guide

Want to understand your service charge better?

Check out our Service Charge Guide at camden.gov.uk/leaseholders

The guide includes information about charges for all services including:

- The costs included in the charge
- Charges for day-to-day services
- What works/tasks are generally completed
- Estimated charges and adjustments
- How we calculate your share of the cost.

