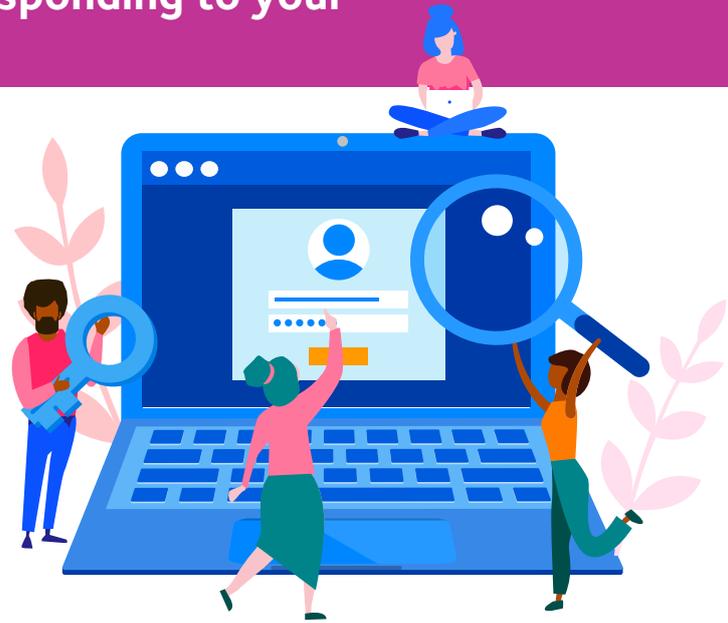


Keeping our leaseholders informed, responding to your feedback and improving our services.

Manage your Camden services online

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

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



We have calculated your service charges for 2019/20 and the bill is included with this newsletter.

Throwing away bulky rubbish and furniture

If you need to throw away any bulky items (for example mattresses, sofas, chests of drawers) please contact your caretaking manager before putting the item out so we can arrange for it to be collected:

Camden Town- Johaan Seesahai
020 7974 6005

Gospel Oak- Jayne Seaman
020 7974 6656

Kentish Town- Chris Slater
020 7974 1174

Hampstead- Susan O'Hara
020 7974 8055

Holborn- Dilip Shah
020 7974 6485

You can also contact Veolia (our rubbish and recycling contractors) to collect the items. There is a charge for this service – visit camden.gov.uk/bulky-waste-collection to find out more.

Don't let anything get in the way of you, your family or neighbours' way out

Never leave anything in shared areas like hallways, staircases, lifts or exits that could catch fire or stop people getting out of the building if they need to.

Gas and electrical safety checks keep everyone safe

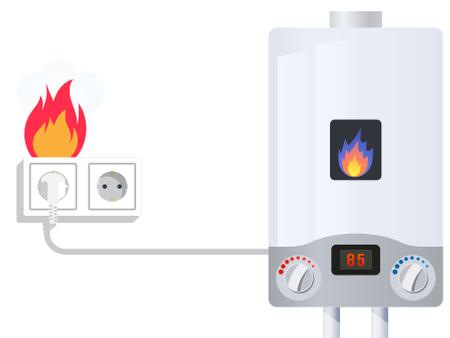
Badly fitted or poorly serviced electrical and gas appliances are dangerous. They could put you, your family and your neighbours at

risk of gas leaks, carbon monoxide poisoning, fire and even explosions.

Under the terms of your lease, you are responsible for maintaining the fixtures and fittings in your home – this includes making sure your gas and electrical fittings and appliances are working properly.

Visit gassaferegister.co.uk or call **0800 408 5500** to arrange

an appointment for a gas safe registered engineer to check and service your appliances, including your gas boiler, cooker and fire.



Talk to us if you are worried about money

We know that many of our residents who are working will be very worried about the impact of the pandemic on their income. If your financial situation has changed and you are concerned about how you will pay your service charge or council tax, we are here to help.

Contact us straight away if you need help to pay your charges or think you will have difficulty paying your service charge or major works invoices because of coronavirus. Call us on **020 7974 3559** or email camdenleaseholderservices@camden.gov.uk

Financial support for leaseholders

We have more financial support for residents who need it, so you can get help if you are struggling with money as a result of coronavirus.

- **If you're facing immediate financial hardship** (for example you have no savings or money in your account) you can apply for a one-off payment through our Local Welfare Assistance Fund at [camden.gov.uk/local-welfare-fund-claim-form](https://www.camden.gov.uk/local-welfare-fund-claim-form) or call **020 7974 4444 (option 9)**.
- **If you're receiving benefits**, you must tell us and the Department of Work and Pensions (DWP) about any changes to your income so the amount you're entitled to is adjusted. Email us at benefits@camden.gov.uk or complete the change in circumstances form at [camden.gov.uk/benefits](https://www.camden.gov.uk/benefits) and visit [gov.uk](https://www.gov.uk) to contact the DWP.
- **If you're not receiving benefits but your income has stopped or dropped**, you might be eligible for Council Tax Support, Universal Credit and contributions-based

benefits like Job Seekers' Allowance or Employment Support Allowance. Visit [gov.uk](https://www.gov.uk) for more information.

- **If you're worried about paying your council tax**, call us on **020 7974 4444 (option 9)**. You might also be able to receive support through our Council Tax Support scheme, which you can apply for at [camden.gov.uk/council-tax-support](https://www.camden.gov.uk/council-tax-support)

- **If you're receiving Council Tax Support already and have something left to pay**, you should have received a letter from us about a further discount – please call us if you haven't received it on **020 7974 4444 (option 9)**.

You can find out more about financial support at [camden.gov.uk/coronavirus](https://www.camden.gov.uk/coronavirus)



For extra financial and benefit advice you can also speak to one of the following organisations:

Money Advice Service
0800 138 1677
[moneyadviceservice.org.uk](https://www.moneyadviceservice.org.uk)

Citizens Advice Camden
0300 330 1157
[camdencabservice.org.uk](https://www.camdencabservice.org.uk)

Mary Ward Legal Centre
020 7831 7079
[marywardlegal.org.uk](https://www.marywardlegal.org.uk)

Age UK Camden
020 7239 0400
[ageuk.org.uk/camden](https://www.ageuk.org.uk/camden)



How to pay your service charge

If you are able to pay your service charge as normal, you can pay it in the following ways:

! Don't forget to include the invoice reference number when you pay your service charge. This will help to make sure your payments are credited correctly.

1 Camden Account



Visit camden.gov.uk/camdenaccount
Please register using your full name as it appears on your service charge account, and you will also need your customer number which you can find on the front of your invoice.

2 Pay online

WWW



Visit camden.gov.uk/pay and select **Leaseholder service charge**. You can also pay by bank transfer – payments should be made to Camden Council's account:
Sort Code **50-30-03**
Account Number **24312835**

3 Pay over the phone



Call us on **020 7974 6104** to pay at any time – our automated service is available 24/7. If you want to pay for other services or to speak to a member of staff you can call **Monday to Friday, 8am to 6pm**. Please keep the reference number we give you as your proof of payment.

4 Pay by cheque



Most of our team are working from home at the moment, so it will take us longer to process cheque payments. If you would prefer to pay by cheque, write the cheque out to **Camden Council** and send to **Leaseholder Services, Camden Council, Crowndale Centre, 218 Eversholt Street, London NW1 1BD**.

If you're unsure about how to make a payment or have any questions, please contact us on:

 **020 7974 3559**

 camdenleaseholderservices@camden.gov.uk

Landlords

support your community

Hundreds of people are at risk of becoming homeless and need your help during the pandemic

If you're a private landlord with a property to rent, we would like to hear from you. During these challenging times, we need your help to make sure the most vulnerable people in our community are not left behind and have a safe and secure place to call home.

Urgent appeal

We need:

- Studios, one and two bedrooms at Local Housing Allowance (LHA) rates

We offer:

- A generous cash incentive
- Extensive support and advice to landlords and tenants
- Reliable, long-term tenants for at least 12 months.

Thank you to those landlords who have come forward so far – if you want to join them please get in touch. Find out how you can help on **020 7974 4158** or visit camden.gov.uk/camdenlettings



External fire review forms (EWS1)

A number of our leaseholders have written to us asking for a completed EWS1 form in order to remortgage or sell their home. This is an evolving process and Camden and councils across the country are lobbying the Government on this issue.

If you have been asked to provide an EWS1 form visit camden.gov.uk/selling-or-remortgaging-your-home for more information or get in touch with leaseholder services on **020 7974 3559** or at camdenleaseholderservices@camden.gov.uk



How to make an insurance claim

If something happens in your home and you need to make a buildings insurance claim, report the incident to the insurer as soon as possible (within 90 days of the incident happening). This includes things like leaks into your home and damage caused by subsidence or landslip.

Call National Insurance and Guarantee Corporation (NIG) on **0800 051 0233** to make a claim **Monday to Friday, 9am to 5pm**. Outside of these hours, call the loss adjuster Woodgate and Clark on **01732 520 270**. Confirm you are a Camden Council leaseholder and that your cover is through Arthur J. Gallagher Insurance Brokers Limited.

Please note: if your home is in a block where Camden does not own the freehold, please contact us for the insurance details on **020 7974 3559** or email camdenleaseholderservices@camden.gov.uk



Better Homes Programme

Thank you to all leaseholders who gave us feedback during the Better Homes consultation earlier this year. The new framework for delivering the Better Homes Programme is due to start this autumn. We will be writing to residents in the blocks where works will be happening.

We launched the Better Homes Programme in 2013 to improve our council homes. Since then we've been renewing and repairing kitchens, bathrooms, windows and roofs, as well as upgrading heating systems, lifts, wiring and door entry systems – resulting in more than 11,300 better homes in Camden.

Buying your freehold or extending your lease

In July 2020, The Law Commission made recommendations to government on the changes that should happen for leaseholders which could reduce costs for you when you are buying your freehold or extending your lease. You can read the full report and recommendations at

lawcom.gov.uk/project/leasehold-enfranchisement

