

Support with your mental health

If you're feeling down, anxious or worried, there is support available for you. Please reach out for help.

- Speak to your GP
- Get in touch with iCope at [icope.nhs.uk](https://www.icope.nhs.uk)
- Find more support at camden.gov.uk/mental-health

If you're experiencing a mental health crisis, call **020 3317 6333** for specialist support.

Launch of the Camden Mental Health Day Support Service

Camden in partnership with the North London Mental Health Partnership (NLMHP) has recently launched the Camden Mental Health Day Support Service (CMHDS). CMHDS is for adults with long-term mental health needs and was officially launched at the end of July at the Greenwood Centre in Kentish Town. The service provides flexible support for people with a mental illness ranging from urgent support needs to provision of longer-term reablement and recovery support.

If you would like a referral to the Camden Mental Health Day Support Service then please talk to your GP or if you do have a mental health worker then speak to them. You can find out more at camden.gov.uk/cmhds



lovecamden.org/cultural-strategy

Cultural Strategy for Camden 2025 to 2030

Don't miss your chance to contribute to our new Cultural Strategy 2025 to 2030.

We are aiming to unlock more culture and creative opportunities for local people and groups, and support the borough's culture sector and grassroots organisations.

Share your views and thoughts and help shape the cultural future of Camden!

Get involved and have your say by 28 September. Visit

newculturalstrategycamden.commonplace.is

MMR vaccine for children in Camden

Measles cases are increasing in London. We are asking all parents and carers in Camden to check their children are up to date with vaccinations.

Measles is a contagious disease which can lead to serious health complications, such as ear infections and pneumonia. In some rare cases it can lead to long term disability or death. The MMR vaccine is safe and effective, and the only way of protecting your child against the most severe forms of measles. It is also free.

Every child needs two doses of MMR for the best protection against measles at age:

- 1 year
- 3 years and 4 months

You can check in your child's Red Book if they are up to date with vaccinations or if you're not sure, contact your GP. If your child has missed either or both of these vaccines, it's not too late to catch up.

Visit camden.gov.uk/measles for more information or make an appointment with your GP.



Safe and strong, together

In Camden we're at our strongest when we stand together, united against hate.

You can safely and confidentially report a hate crime to the Council, to the Police or to an organisation you trust – and there is support available for you.

Visit camden.gov.uk/hate-crime to find out more – including how to recognise a hate crime, different ways to report a hate crime and to access support.

In an emergency always call 999.

Homeowner News

Autumn 2024

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

Reporting and following up non-emergency communal repairs



You can report non-emergency repairs 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.

For emergency repairs, please call **020 7974 4444**.

Service charge payment reminder

Paying your service charge? Don't forget to use your invoice number as your payment reference – this makes sure your payments are credited to your account.

If you are having difficulty paying your service charge, contact us straight away via CamdenLeaseholderServices@camden.gov.uk or call us on **020 7974 4444**. We can help set up payment arrangements or refer you to agents who can provide advice and support.



Register your sublet

Calling all landlords – have you registered your sublet?

Many of our leaseholders sublet their properties. If you sublet, you must register the sublet with Leaseholder 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 today at camden.gov.uk/CamdenAccount



Online surgeries

We're now holding online surgeries for leaseholders.

In October we'll be running online surgeries on Thursday 17, Tuesday 22, Wednesday 23 and Monday 28 October between 5pm and 7pm. Come along to discuss any queries about your service charge with an officer from Leaseholder Services.

Book an appointment by emailing us at camdenleaseholderservices@camden.gov.uk and mark the subject 'Surgery appointment'.

Please make sure your email includes your leasehold property address, brief details of your query and your preferred surgery date.

Fire Risk Assessments

Fire Risk Assessments are essential for preventing fires and ensuring safety in shared buildings. All landlords, including Camden Council, must carry out Fire Risk Assessments on any properties with shared communal areas. This risk assessment looks at how safe a property is and what the fire risks are.

Residents can check the Fire Risk Assessment for their block online:
camden.gov.uk/your-fire-risk-assessments

If you have general questions about fire safety in Camden or Fire Risk Assessments, you can contact our Fire Safety Advisors by:

 **fireadvisors@camden.gov.uk**  **020 7974 4444**

Camden secondary school open events



Children will be due to start secondary school in September 2025 if they were born between 1 September 2013 and 31 August 2014. Applications for Year 7 places for September 2025 open on 1 September and parents need to apply by 31 October 2024.

The Council has now published the latest Secondary Schools in Camden 2025 admissions guide for parents, which you can find at **camden.gov.uk/secondary-school-admissions**

You can also visit on our website at **camden.gov.uk/admissions** to find details about open events for Camden's 10 state secondary schools listed. These open events are a great way for parents and carers to find out more about the schools and what they can offer before applying for places for their children. You can find out more about local group, 'Meet the Parents' and their events for parents of primary schools on our website too.

Our updated website

Have you seen our updated website?

Over the past few months we have made some changes to our website. You can still use it to find out about the services we provide, reporting a repair and paying your service charge. However the design and layout means it is easier to navigate and use.

You can see the new Housing webpages at **camden.gov.uk/housing**

Contact us via the website

In addition to email and phone, you can now raise service charge queries via an online form at **camden.gov.uk/contact-leaseholder-services**

Leaseholder services design work

Between November 2023 and July 2024 Leaseholder Services worked with an internal service improvement team to understand how to improve leaseholders' experiences with Camden Council. The team spoke with leaseholders in Camden to understand their experiences. They then worked with leaseholders and staff to come up with and test different ideas for improvement. Some of these ideas have now been implemented, such as an online and print version of a step-by-step guide to major work. Other ideas are being tested and finalised by Leaseholder Services, as part of ongoing service improvement work.

You can read more about the work that the team did and the changes that have come from it so far at **camden.gov.uk/leaseholder-services-research**



2023/24 gas costs

The actual fuel charges for the period April 2023 to March 2024 have been calculated, using the bills we received from LASER.

Your bill shows the actual cost during this period, and for most leaseholders you will see a decrease in comparison to your estimated bill. The average reduction is 26%, however, not everyone will see the same reduction, and some may see an increase. Although the cost of fuel is not as much as estimated, other costs such as heating repairs also change the cost of heating. To find out more or to check your account balance, please log onto your Camden Account at **camden.gov.uk/CamdenAccount** or contact us via **camden.gov.uk/contact-leaseholder-services**



Help with the cost of living

We know this remains a challenging time with the high cost of living. Please remember you are not alone and we are here for you if you need some support.

Find a wide range of support at **camden.gov.uk/CostOfLiving** or call us on **020 7974 4444**.



If you're in an emergency financial situation and don't have the money to pay for essentials, register for our free Money Advice Service. We'll help you access all the payments you're eligible for – including our Cost of Living Crisis Fund. Register at **camden.gov.uk/MoneyAdviceService**

Check you're receiving all the benefits you're entitled to using our free Better Off Calculator at **camden.gov.uk/BetterOff**

