

Camden Leaseholders' Forum

Meeting on 30 May 2023

This is a record of the Teams Chat. The chats have been grouped by topic.

[19:22] Purves, Andrew (Member)

Apologies, I need to leave now - teaching commitments... Congratulations to all

[19:25] Phil (Member)

Apologies for arriving late, could I ask how has been appointed chair / vice chair?

[19:26] CHAMPION Laureline

chair: Isabella Luger

[19:26] CHAMPION Laureline

vice chair: Patrick Hagopian

[19:26] Phil (Member)

Thanks

like 1

[19:29] Modi, Shivana

Hi guys, Shivana here (Leaseholder of Flat [REDACTED] Vesage Court). I hope you're all well. I have to leave at 8pm but I had a few queries to raise and am hoping they can be covered at some point before I leave/answered by email:

1. How many flats in the building are council flats and how many are owned by leaseholders?
2. How do you allocate the costs of hot water heating and lighting amongst the flats? Is it by square footage per flat?
3. How do we get on a heating meter ASAP (which is what is happening at many other buildings currently) in order to reduce my charges? I am barely there as I'm a full time medical student and I only have a very small one-bedroom flat. It feels very unfair for the charges to increase by over 3 fold given these facts, and since I moved in in Feb not anticipating how much charges would increase by one month later in March.
4. Is there a timeline on when the heating meters will be installed ^ and how it will work/costs will be readjusted?

<[20:20] Geraldine Littlechild>

Hi Shivana, not sure if you're still online. I've noted your query and will respond to you via email tomorrow. Thx.

[19:32] Susan Abraham (Guest)

Hi, I have the same questions as Modi asked. Thank you to reply

[19:36] Yasemin Zengin (Guest)

Hi, same questions as Modi. However, in my case, my property (Flat [REDACTED], Rothay) had 5 residents, however we are now just two, so surely the consumption will not be the same. However, camden is looking at this as the average over 2-3 years. My service charge was £6k which is quite crazy considering. So really not sure what to do? thank you.

<[20:24] Geraldine Littlechild>

Hi, I've noted your query. I'll have a look at your charge in more detail tomorrow and get back to you. Thx

<[20:25] Yasemin Zengin (Guest)>

thank you Geraldine

[20:07] Susan Abraham (Guest)

Question to Geraldine: How Camden Leaseholder Service calculate actual bill for the hotwater and Gas ?

I do not believe the actual hotwater and heating calculate on our use .

I personally as a leaseholder have distrust with the leaseholder service with the bill we receive as well as the major work did before and charged us a huge bill. !

<[20:25] Geraldine Littlechild>

Hi Susan, can you let me have your address please? If you don't want to share it in the chat you can email me at camdenleaseholderservices@camden.gov.uk

<[20:32] Susan Abraham (Guest)>

Hi Geraldine :My address: [REDACTED] Cobourg Street, London NW1 2HB

Thanks

<[20:36] Geraldine Littlechild>

Thx. I'll look at that tomorrow.

<[20:46] Susan Abraham (Guest)>

Thank you Geraldine. The reason I asked about how the gas and heating calculated. I have experienced this matter during Corona and my flat was completely empty for four months and the actual bill I received was the same in time I called leaseholders services for that with no satisfied answer. and now the also the estimated bill is too much

[20:15] Melanie Richards

I would like to know how service charges are charged to tenants. How do they paid the service charge and is it the same amount as leaseholders?

<[20:27] Geraldine Littlechild>

Hi, tenants do not pay service charges in the same way as leaseholders. We've included some information on this in the Service Charge Guide - Introduction, which is available on our website. [Service Charge, Insurance and Freeholders - Camden Council](#)

Pay your service charge

[20:16] Andreas (Guest)

hi there! Do you know how long on average it takes to extend your lease? Thank You ! :-0)

<[20:29] Geraldine Littlechild>

Hi Andreas, really sorry but I don't know that. You could email our Leasehold Admin Team on camdenleaseholderservices@camden.gov.uk Thx

<[20:31] Andreas (Guest)>

Thank You! :-0)

[20:16] Susan Abraham (Guest)

If LASER is a public bodies and I presume all leaseholders in all bouroghs deal with. My relative lives in Westminster and his estimated bill for hotwater and heating for this 2023-2024 is less 1000 from mine in Camden and the same number of flats and same size of my flat?

Is there any explanation for that please?

<[20:40] Geraldine Littlechild>

Not all landlords get their energy through LASER. I'm afraid I don't know how Westminster purchase their energy. Thx.

[20:21] Bharti Vaja

Can I have copies of the slides on heat meters please

Thank you,

Bharti

<[20:39] Bharti Vaja>

Can I please have this useful heat metering slides please Bharti Vaja

<[20:41] David Hart (Member)>

I will email the heat meter slides to all

[20:25] Harvinho

Hi

I have e-mailed leaseholder services 5 times with the following questions and have not had my questions answered (only once did they respond within ten days). So I have the following questions for Geraldine:

1) I have been told that the estimated gas use for my estate (Charlton Court) is 1,059,638 kWh for the coming year. Assuming that we are being charged 8.53p/kWh for gas the total charge for the estate should be £90526.54 which when divided by 55 (number of flats on the estate) equates to around £1646. My gas/hot water/heating charge is more than double that figure. I'm aware that apportionment works according to the size of flats but my 2 bed flat is average for the estate. Can you explain how the apportionment for each flat is figured out?

Thanks

Adrian

I was sent a figure of 0.020323469 as an explanation for the apportionment for my flat with no explanation as to how this figure is calculated or applied to work out my charge.

<[20:32] Geraldine Littlechild>

Hi, if you could let me have your address I'll look into this in more detail for you. If you don't want to put your address in the chat, you can email me via

camdenleaseholderservices@camden.gov.uk Thx

<[20:33] Harvinho>

Flat ■ Charlton Court, 75 Brecknock Road, N70BU

<[20:40] Geraldine Littlechild>

Thx. I'll have a look at your query and get back to you either tomorrow or Thursday. Thx.

[20:43] Yasemin Zengin (Guest)

has everyone started paying their services charges in instalments? i am due to make my first payment on June 6 as I was not comfortable with making any payments without an explanation re the price increases?

[20:47] Geraldine Littlechild

Hi, if you pay your service charges monthly the first payment was due by 31st March (according to your lease). If you want to set up an extended payment plan contact camdenleaseholderservices@camden.gov.uk and put URGENT HEATING CHARGE PAYMENT PLAN in the subject heading. Thx.

[20:48] Yasemin Zengin (Guest)

thank you Geraldine

[20:47] Harvinho

The legislation requiring heat meters to be installed on heat networks was put in place in 2014, nearly ten years ago. Why has it taken so long to get to this point?

[20:58] Bharti Vaja

Can leaseholders outside the forum able to ask questions as the forum should be open to others to ask as well we also have issues that need to be raised not only the forum members about their own properties?

[21:01] Gavin Haynes

Can we get names and addresses Joy ?

[21:03] Andreas (Guest)

Thank You! :-0)

[21:03] Susan Abraham (Guest)

Thank you

[21:03] Gavin Haynes

Thanks all