Leaseholder Newsletter July 2025



Dear leaseholders

Lorna Greenwood is the councillor responsible for leaseholder matters across Camden. She took over from James Slater a few months ago. You can contact her on Lorna.Greenwood@camden.gov.uk. You can still contact your local ward councillor to deal with individual queries. Find out who they are here.

We have a vacancy on the Forum for a leaseholder who lives in the Camden Town area. Please get in touch by emailing leaseholdersforum@gmail.com if you are interested in representing your area.

Recent changes made in response to issues raised by CLF

- Leaseholder services should respond to your inquiry within 10 working days, and provide a timeframe for a full response
- Leaseholders who raise a query or objection on their service charge should not receive legal or threatening letters while their query is being investigated
- More detail on service charge items (repairs, maintenance, building insurance) is available online on the Camden Account (click links on detailed service charge breakdown)
- Camden's capital plans for 25/26 to be published on Open Data so that individual leaseholders can look up plans for their property
- Camden created a web page for leaseholders interested in their housing buyback scheme
- Leaseholders can request a copy of past fire risk assessments from FireSafety.Admin@camden.gov.uk
- Clerk of works reports for recent major works available on the Camden account
- 'Heads of Service' day on 14 October with heads of repairs and of major works and opportunity to ask questions, location and time to be confirmed

Changes in progress in response to issues raised by CLF

- Reorganisation of leaseholder services team to improve response to leaseholder enquiries
- Testing Netcall telephony system to track response times and monitor service levels
- Offering on-demand appointments via Teams calls for leaseholders with complex queries with relevant Leaseholder Services officers
- Leaseholder day, an in-person event with specialist Leaseholder Services officers in autumn 2025, date to be confirmed
- Developing a welcome pack for new leaseholders
- Flowchart to show who to raise issues with, e.g. on repairs, major works
- Leaseholders to have access to Madetech reporting system currently available only to tenants, to report repairs to communal areas or where repairs teams have caused damage to a leaseholder property
- Enforcing that all contractors carry ID and providing a hotline/email inbox for leaseholders to report non-compliance
- Meeting to review lift maintenance and dealing with extended outages including CLF and Cllr Greenwood
- Streamline number of fire safety maintenance visits to smaller street properties – where currently leaseholders are being charged for eight or more visits per year
- Review charges made to leaseholders for multiple elements of a single fire safety project when letters stated a cap of £250 per property
- Improve communication of contractor visits by fixing appointments by email or SMS with leaseholders
- Consider a two-stage process for future fire alarm installations in street properties to ensure trunking etc does not damage architectural features
- Programme to sell freehold of properties that are fully owned by leaseholders

Finally, we want to draw your attention to **neighbourhood action days** that are held throughout Camden and offer the opportunity of meeting officers face-to-face. These events are open to anyone living in the respective area and wants to ask Camden teams a question - from leaseholder services, repairs, caretakers, neighbourhood officers, fire teams, etc. **The next action day is in Camden South on 24 July from 2 to 6pm**. Details plus the full list of action days until the end of September can be found here.

Carolyn Morgan
Chair, Camden Leaseholders Forum