

Camden Freeholder guide



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Introduction

Rights and responsibilities

Under the transfer agreement (the document which transferred ownership of your property from the Council to you) you are required to pay your share of Camden's costs in maintaining the estate.

It is your responsibility to maintain your property at your own expense.

Expenses such as Council Tax, water supply/sewage, building and contents insurance and the provision of utilities are also your responsibility.

If your property is connected to one of Camden's communal heating/hot water/gas networks, we will maintain the system including repairs to pipework/radiators etc. in your property. You are required to pay your share of the cost.

What are service charges?

The transfer agreement requires you to contribute towards the costs incurred by Camden for any services or work to the grounds or estate around your property. You do this by paying service charges. How much you pay depends on the services you receive.

Why do my service charges differ from my neighbours' who are tenants?

Most service charges for tenants are fixed, that is to say all tenants pay the same charge regardless of the level of service they receive. Freeholders pay a variable service charge dependent on the level and cost of the service provided.

For example, where Camden provides an estate cleaning service the charge to you is based on the size of the estate. The larger the estate, the more you will pay for the service. Tenants pay a flat rate or fixed charge for cleaning regardless of size of the estate.

When will I receive a demand for payment?

In September each year we will send you a demand for payment based on the actual expenditure incurred in the previous year. So in September 2017 we will send you the demand for service charges for the 2016/17 financial year.

Payment is required within 28 days of the demand being issued. If you are unable to make payment in full you should contact Leaseholder Services to agree a payment plan.

Day to day service charges

These cover the day-to-day maintenance of your estate and include services such as grounds maintenance, estate cleaning, communal heating, repairs and maintenance etc.

Major works service charges

Major works are the major repairs, replacement and/or improvement works that Camden carries out to its housing stock. The works are often large projects designed to maintain our properties to a good standard and improve the condition of your estate and can include items such as the replacement of communal heating systems. More information is available in the major works guide on our website at www.camden.gov.uk/leaseholders.

Does the council have any responsibility for repairs to my property?

You are responsible for all repairs to your own property. Where we provide a service such as communal heating you will be liable to pay your share of the cost and the Council is responsible for maintaining all the heating infrastructure and repairs.

Introduction (Cont)

If you live in a terraced house, there may be roof repairs that impact on your property when the Council renews the roofs of its properties. In these cases, our surveyors will discuss any proposed work with you. The transfer agreement allows us to recharge any costs to you where this happens. You may also be liable to contribute towards the costs of any party walls where the Council carries out repairs.

Do I need permission to carry out works to my property?

As the freeholder you do not need our permission to undertake works to your property. However, it is your responsibility to ensure any works comply with planning and building control etc. and that any works to electrical or gas supplies are undertaken by a competent contractor. To find a registered installer visit www.competentperson.co.uk and enter your area or the name of the installer in the relevant search box.

How can I pay my service charge?

There are numerous payment methods available, details are provided on the back of your service charge demand. You can also find out more on our website at **'How to pay your service charges'**.

The Camden Account allows you to view/manage your service charge account online. You can obtain a detailed breakdown of each actual service charge demand as well as make payments and update your details. To find out more and register go to the **'Camden Account'** link on our website.

What should I do if I can't pay my service charge?

You must pay your service charge within 28 days of the invoice date. If you are unable to make payment in full, please contact us to agree alternative arrangements.

There are a number of local advice agencies that can provide information, support and advice to help you with money, debt or benefit issues.



London Mutual Credit Union - provides ethical financial services for people who live or work in Camden. They offer current and savings accounts as well as affordable loans. For more information visit their website www.creditunion.co.uk. Telephone 020 7787 0770 or call into the branch at 347 Royal College Street, Kentish Town, NW1 9QS (Monday to Friday - 9.30am to 4.30pm)

Collections Officers can help you access appointments with external and internal partners, for example:

Wish+ - referral hub is a way for Camden residents to get access to a range of Warmth, Income, Safety and Health services. WISH+ puts people in touch with the services they need after discussing these with them first. Some services do have eligibility criteria so are not available to all.

Debt Advice - If you have debts (including mortgage or service charge arrears) we can help you secure an appointment to see a specialist adviser at Camden Citizens Advice Bureau or the Mary Ward Legal Centre. They will examine your circumstances and advise you of the options in dealing with your debts and help you to contact the people you owe money to if this is required.

Introduction

Welfare Benefits Advice - Camden's Income Maximisation Team provide specialist information, advice and a casework service to older and vulnerable Camden residents. They help increase benefit income by identifying and helping residents to claim welfare benefits, tax credits and grants.

If you would like to engage with any of the above organisations, contact your Collections Officer to arrange an appointment.

Who should I contact if I have a query about my service charge?

If you have a query about your service charge please contact leaseholder services, our contact details are:

Email: camdenleaseholderservices@camden.gov.uk

Telephone: 202 7974 3559

Address: Leaseholder Services
Supporting Communities
Town Hall
Judd Street
London
WC1H 9JE

We hope that you find the guide helps you understand how your service charges are calculated. Do let us know if you have any queries or feel there are additional topics that you would like us to add to the guide.

You can find more information about '**Leaseholder Services**' or how to contact us on our website.

Caretaking Services



Caretaking Services

What is this charge for?

This charge is for the cost of cleaning the communal areas of Camden's estates. Caretakers; estate services supervisors; estate services managers and an external contractor all help to provide the service.

Camden has a huge variety of property types and the service has to adapt to suit the needs of the different estates.

Both Camden's caretakers and external contractor, carry out external cleaning on estates. Duties include:

External contractor

- street/path sweeping on the accessible estate roads and paths
- bulk refuse removal
- mobile team providing mobile support to the estate sweepers

Camden caretakers

- street/path sweeping on the estate roads and paths that are not accessible by our contractor, i.e. internal courtyards, gated areas
- visual health and safety checks on estates
- moving of refuse bins from refuse chambers to pick up areas as required
- moving of fly tipped items, from estate areas to pick up points
- project work including deep cleaning, painting to communal areas etc.

Additionally, overtime is charged on sites where it's necessary for Camden caretakers to provide a cleaning service 6/7 days per week.

How is project work planned and what makes it suitable for caretakers rather than outside contractors?

Project work is a flexible, reactive service designed to meet local service requirements. Unlike outside contractors who have set functions the in house service has to be more flexible and react to situations as they arise.

The work will involve activities outside the regular caretaking functions for example specialist washing/cleaning (walls or uncommon surfaces), deep cleans of bin rooms, painting, installation of signs, changing locks etc. There may also be seasonal activity relating to leaves or with the effects of anti-social behaviour. Essentially these activities are required in addition to the regular caretaking activities and on an intermittent or one-off basis.

What are direct costs/indirect costs/overheads?

Direct costs - are the direct labour and material costs incurred in order to undertake the cleaning service. It includes caretakers' salaries and equipment and contract costs.

Indirect Costs - are the costs that are exclusively associated with the delivery of the caretaking service such as estate service managers etc. who monitor the caretakers and contractor.

Overheads - are support costs which are not exclusively associated with the delivery of the caretaking service but which support it. For example, a proportion of the cost of IT, human resources, legal and finance services etc.

Below is an example of how the direct and indirect costs and overheads will look on the final detailed breakdown when the actual demands are issued.

Caretaking Services

Service	Direct cost	Indirect cost	Over-heads	Total cost	Unit proportion	Annual charge	Adj %	Your charge
Caretaking Services - Estate	10109.87	482.2	133.06	10725.13	1/273	39.29		39.29
Caretaking - Estate	4,680.11	200.87	73.06	4,954.04	1/273	18.15		18.15
Veolia Caretaking Contract				15679.17				57.44

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the transfer agreement, Court decisions or miscellaneous one-off adjustments.

How is my share calculated?

The charge is based on the size of the estate in square metres. Larger estates will have higher cleaning costs. When we calculate the actual adjustment each year we work with our colleagues in estate services to undertake a full reconciliation of costs for the caretaking service.

Project work undertaken by caretakers is recorded separately to enable us to ensure the correct estates are charged for the tasks undertaken.

Once we've calculated the cost of each element of cleaning to the estate we divide the cost by the total number of properties on the estate to calculate your share. For example, if the total cost of caretaking to your estate is £15,679.17 and there are 273 properties on the estate, your share will be £57.44. Camden believes this is a reasonable method of apportioning charges for services that benefit everyone equally.

Freehold properties on estates pay towards estate cleaning costs only.

How can I get involved in monitoring the quality of the caretaking service?

The estate services supervisors monitor the quality of the caretaking service each month grading elements from A (excellent) to D (poor). If you would like to receive the monthly grading's by email, please contact us at www.camden.gov.uk/caretakinginspectionreports

Our estate services team can answer any queries you have about the caretaking service, including queries about our contractor. You can contact them on 020 7974 4444.

When will I receive an invoice?

After the end of the financial year, we work out your share of the total cost of the cleaning carried out and include it in the actual demand which is sent to you each September.

Electricity Services



Electricity Services

What is this charge for?

This charge is for the electricity used in the common parts of the estate and is based on electricity bills for the Meter Point Administration Number or MPAN (supply point/ meter). Camden has over 3000 communal electricity accounts with 2 main suppliers, procured by a leading energy buying group representing over 70 local authorities and other publicly funded bodies.

A meter can cover more than one block and/or part of the estate and bills may include costs relating to internal/external communal lights. Once we receive a bill from the utilities company we apportion the cost across each of these services based on a daily usage for each supply. The daily usage was determined following site surveys in 2003 which identified and assessed the type and number of electrical plant/equipment supplied by each meter.

The electricity costs include electricity consumption, standing charges and metering charges (also known as ‘operating costs’).

Consumption costs	Cost of energy consumed by the MPAN. Consumption can be based on estimated, actual or smart meter readings, and will be charged at a pence per kilowatt hour (p/kwhr) rate.
Standing charges	A daily or monthly charge to contribute towards installation, maintenance and administration costs for the local Distribution Network Operator. It is a fixed charge applicable to each MPAN.

Metering charges

Costs associated with the metering for each site, including but not limited to: charges made by the Meter Operator, Data Collector, Data Aggregator, Meter Administrator and Settlement Agency Fees.

The standing charge and metering charge is a set value per MPAN and does not relate to consumption. So if you live on an estate where the consumption is low the full operating costs relating to the MPAN are still applicable and do not reduce.

What are direct costs/indirect costs/overheads?

Direct cost - is the invoiced amount from the utilities company excluding VAT. It includes consumption costs, standing charges and metering charges.

Indirect Costs - are costs that are exclusively associated with the supply of communal electricity. For example, costs for our Energy Management team procuring energy contracts, checking utilities supplies and meters and resolving discrepancies with suppliers.

Overheads - are a proportion of Camden’s staff time checking/paying utilities bills.

Indirect costs and overheads are added to the direct costs for each MPAN as a percentage of the direct cost.

Electricity Services

Below is an example of how the direct and indirect costs and overheads will look on the final detailed breakdown when the actual demands are issued.

Service	Direct cost	Indirect cost	Over-heads	Total cost	Unit proportion	Annual charge	Adj %	Your charge
Electricity Charges - Estate	1550.93	32.30	18.43	1601.66	1/165	9.71		9.71
Communal Electricity - Estate				1601.66				9.71

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the transfer agreement, Court decisions or miscellaneous one-off adjustments.

How is my share calculated?

Once we've calculated the cost of providing communal electricity to the estate we divide the cost by the total number of properties to calculate your share. For example, if the total cost of electricity to your estate is £1,601.66 and there are 165 properties, your share will be £9.71. Camden believes this is a reasonable method of apportioning charges for services that benefit everyone equally.

Freehold properties on estates pay towards the cost of electricity to the estate only.

I own a freehold property, why do I have to pay for electricity charges?

The transfer agreement for your property includes provision for you to use the public roads and footpaths on the estate and for you to meet your share of the cost of services provided to them.

When will I receive an invoice?

After the end of the financial year, we work out your share of the total cost of the communal electricity supply and include it in the actual demand which is sent to you each September.

Management charge



Costs

Management Charge

What is the charge for?

You are required to pay your share of Camden's costs in managing its estates. The charge covers costs for the following services within the Supporting Communities directorate:

Team	Functions included in the management charge
Leaseholder Services	Issuing invoices and managing service charge accounts; the day-to-day collection of service charges and investigating/responding to enquiries about service charges; general advice to freeholders.
Housing Management	Dealing with communal repair issues; dealing with anti-social behaviour; general management of the estate.
Repairs & Improvements	The general management of repairs, maintenance and improvements to the estate.

Your transfer agreement enables Camden to levy a management charge of 10% of all other items included in the service charge.

How is my share calculated?

Your management charge is calculated as 10% of all other items included in the day-to-day service charge. For example:

	£
Total day to day service charges	280
Management charge at 10%	<u>28</u>
Total day to day service charge (incl. management charge)	308

When will I receive an invoice?

After the end of the financial year, we calculate the actual expenditure for all services payable by you and add a 10% management charge, which is included in the actual adjustment sent to you each September.

Estate Roads/Footpaths



Estate roads and footpaths

What is this charge for?

This covers the carrying out of Planned Preventative Maintenance (PPM) and repairs. The contract includes the provision of:

- Safety inspections to identify potholes and trip hazards;
- ad-hoc repairs to estate roads, footpaths, external surface water drains, gullies, street furniture, lighting columns or lighting units; and
- resurfacing of roads and footpaths.

From time-to-time works are required to hard-standing areas, roads or footpaths on housing land. Previously we raised separate day-to-day repairs orders to carry out these works. We anticipate the borough-wide contract established by the Council, for use by all departments, provides an economy of scale and competitive pricing for such works.

There may also be additional repairs not covered by the contract.

What is included in the charge?

The service may be comprised of some or all of the following components:

<p>Estate Roads & Footpaths Maintenance Contract</p>	<p>The contract includes:</p> <ul style="list-style-type: none"> • Safety inspections to identify pot holes and trip hazards • Ad-hoc repairs to estate roads, footpaths, external surface water drains, gullies, street furniture, lighting columns or lighting units; and • The resurfacing of roads and footpaths
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M&E Repairs

These are responsive repairs raised by Camden’s Mechanical and Electrical team (M&E) for items not covered in the maintenance contract.

They attract fees, indirect costs and overheads in the same way as any other repairs carried out to your block/estate.

What are direct costs/indirect costs/overheads?

Direct costs – the direct labour and material costs of carrying out PPM performed by the contractor and were determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT. Direct costs for M&E repairs are the direct labour and materials costs for each repair, the invoiced amount from the contractor also excluding VAT.

Indirect costs – are the costs that are exclusively associated with the provision of the estate roads and footpaths contract such as officers in Camden who monitor the PPM contract and call centre staff handling enquiries. Indirect costs for M&E repairs are calculated in the same way as those for any other repairs carried out to your block/estate.

Overheads - are support costs that are not exclusively associated with the service, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services. Overheads for M&E repairs are calculated in the same way as those for any other repairs carried out to your block/estate.

Estate roads and footpaths

Indirect costs and overheads are added to the direct costs as a percentage.

To calculate the percentage to be added for indirect costs we apportion the expenditure for call centre staff and officers relating to the management of the contract over the total direct cost of the service in the year.

We calculate overheads by apportioning support service costs over the total direct cost of the service in the year.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Over-heads	Total cost	Unit proportion	Annual charge	Adj %	Your charge
Estate roads and footpaths Maintenance Contract	ESTATE	5120.74	1127.47	93.62	6341.83	1/107	59.27		59.27
M&E Repairs	ESTATE	95.80	0.00	0.00	95.80	1/107	0.90		0.90
	TOTAL				6437.63				60.17

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be a result of a right to buy or rent to mortgage purchase during the year.

How is my share calculated?

We charge freeholders for any works carried out on their estate. We calculate the charge to you by dividing the cost by the total number of properties on the estate. For example, using the figures from the table above, the total cost of maintaining the estate roads/footpaths for your estate is £6,437.63 and once divided by the 107 properties your share will be £60.17.

Camden believes this to be a reasonable method of apportioning charges for services that benefit everyone on the estate equally.

When will I receive an invoice?

After the end of the financial year, we work out the cost of managing the contract on your estate and your contribution is included in the actual adjustment which is sent to you each September

Grounds and tree maintenance



Grounds / tree maintenance

What is this charge for?

This charge is your share of the costs incurred by Camden for maintaining the communal green spaces and trees on estates and communal gardens.

We carry out works to trees on a 3-5 year cycle although some ad-hoc work is undertaken where the need arises.

It is your responsibility to maintain your garden including any trees if it is for your sole use.

What is included in the charge?

This charge is based on the cost of maintaining communal green spaces on Camden's estates and communal gardens. The service provided is dependent on the horticultural features on each estate and can include the provision of the following tasks to agreed standards:

- The maintenance of general, ornamental and conservation grass areas: the removal of litter, leaves and debris, the maintenance of grass edges, mowing etc.
- The maintenance of hedges: pruning, cutting and the removal of weeds, litter and debris
- The provision, preparation, planting and maintenance of spring & summer bedding
- The maintenance of herbaceous perennials: maintenance of borders, planting, removal of weeds, litter and debris
- The planting and maintenance of roses
- The planting and maintenance of shrubs; pruning, removing litter, leaves, weeds and debris

- The provision of specialist horticulturalists to assist with additional horticultural projects
- Maintenance and management of weeds on hard standing areas, including pathways, paved areas and car parks.
- Maintenance of rock gardens
- Litter collections from specified sites, empty litter/dog bins and dispose of rubbish
- The inspection and maintenance of play areas and multi-use games areas (MUGAs): inspection of play equipment, cleansing sand pits, topping up bark

The contract is out-put based, requiring grounds to be maintained to an agreed standard rather than a set number of visits per year. The level of work undertaken may vary according to the condition of the grounds on each estate. For example, we will carry out less grass cutting during periods of drought.

We split costs for grounds and tree maintenance between planned works and ad-hoc works. Planned works include grass-cutting, pruning of shrub beds/hedges etc. whilst ad-hoc works are unplanned or relate to works that have arisen due to customer demand.

What are direct costs/indirect costs and overheads?

Direct costs – are the direct costs of undertaking works to the grounds by the contractor and were determined when the grounds maintenance contract was procured. It is the invoiced amount from the contractor excluding VAT.

Grounds / tree maintenance

Indirect costs – are the costs that are exclusively associated with the delivery of the grounds and tree maintenance service such as grounds contract managers and estate service supervisors etc. who are responsible for monitoring the contractor. We review enquiries about the grounds contract each month to form the basis for an inspection schedule with contract managers aiming to inspect as many sites within an area as possible to ensure compliance with the contract terms. Contract managers also inspect scheduled works over a 4 week period. Estate service supervisors report any issues they identify at specific sites to the grounds contract managers who then link these into their inspection schedules.

Overheads - are support costs that are not exclusively associated with

providing the grounds/trees service, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs as a percentage.

Camden's central finance team calculate the percentage to be added for overheads by apportioning support service costs across the annual gross expenditure for the grounds and tree maintenance service.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual demands are issued.

Service	Chargeable level	Direct cost	Indirect cost	Over-heads	Total cost	Unit proportion	Annual charge	Adj %	Your charge
Grounds/tree maintenance	Estate	5953.66	5953.66	87.97	7953.92	1/273	29.14		29.14
Grounds Trees		832.55	832.55	11.73	1356.57	1/273	4.97		4.97
					9310.49				34.1

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the transfer agreement, Court decisions or miscellaneous one-off adjustments.

How is my share calculated?

We calculate the charge to you by dividing the cost by the total number of properties on the estate. For example, using the figures from the table above, the total cost of grounds and tree maintenance to your estate is £9,310.49 and once divided by the 273 properties your share will be £34.11. Camden

believes this is a reasonable method of apportioning charges for services that benefit everyone on the estate equally.

Freeholders pay towards the cost of any grounds and tree maintenance carried out on the estate only.

When will I receive an invoice?

After the end of the financial year, we work out the cost of providing the grounds/tree maintenance service and your contribution is included in the actual demand sent to you each September.

Lighting maintenance



Lighting maintenance

What is this charge for?

This covers the cost of the carrying out of the Planned Preventative Maintenance (PPM) of and repairs to communal estate lighting.

The PPM contract includes repairs to all lighting to communal areas and electrical installations.

There may also be additional repairs not covered by the contract. Generally Camden’s caretakers replace bulbs where they are below 3m.

What is included in the charge?

The service may be comprised of some or all of the following components:

M&E Repairs	These are responsive repairs raised by Camden’s Mechanical and Electrical team (M&E) for items not covered in the maintenance contract.
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What are direct costs/indirect costs and overheads?

Direct costs – the direct labour and material costs and management costs of carrying out PPM performed by the contractor and were determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT. Direct costs for M&E repairs are the direct labour and materials costs for each repair, the invoiced amount from the contractor also excluding VAT.

Indirect costs – are the costs that are exclusively associated with the provision of communal lighting such as officers in Camden’s M&E team who monitor the PPM contract and call centre staff handling enquiries. Indirect costs for M&E repairs are calculated in the same way as those for any other repairs carried out to your estate.

Overheads - are support costs that are not exclusively associated with providing communal lighting, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services. Overheads for M&E repairs are calculated in the same way as those for any other repairs carried out to your estate.

Indirect costs and overheads are added to the direct costs as a percentage.

To calculate the percentage to be added for indirect costs we apportion the expenditure for call centre staff and M&E team officers relating to the management of communal lighting over the total direct cost of the service in the year.

Lighting Maintenance Contract	<p>The contract includes PPM and repairs to all of the communal estate lighting and electrical installations. Additionally the checking and adjustment of sensor elements, time switches, voltage relays, etc. is included.</p> <p>Communal lighting includes but is not limited to:</p> <ul style="list-style-type: none"> Estates amenity lighting Stairway lighting Galleries and passageways lighting Car parks/covered areas lighting Landlord’s plant rooms lighting Lift motor rooms lighting Tank rooms lighting Boiler rooms lighting Roof access lighting Common parts/areas/concierges lighting
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Lighting maintenance

Camden's central finance team calculate the percentage to be added for overheads by apportioning support service costs across the annual gross expenditure for the service.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Over-heads	Total cost	Unit proportion	Annual charge	Adj %	Your charge
Lighting Maintenance - Estate Maintenance Contract - Estate	ESTATE	54.20	12.77	0.86	67.83	1/161	0.42		0.42
Ad-hoc Repairs - Estate	ESTATE	253.64	0.00	0.00	253.64	1/161	1.58		1.58
	TOTAL				321.47				

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the transfer agreement, Court decisions or miscellaneous one-off adjustments.

How is my share calculated?

The charge to you is calculated by dividing the cost by the total number of properties on the estate. For example, using the figures from the table above, the total cost of PPM to the communal lighting for your estate is £321.47 and once divided by the 161 properties your share will be £2.00. Camden believes this is a reasonable method of apportioning charges for services that benefit everyone on the estate equally.

Freehold properties on estates pay towards the cost of maintenance of the estate lighting only.

I own a freehold property, why do I have to pay for estate lighting?

The transfer agreement for your property includes provision for you to use the public roads and footpaths on the estate and for you to meet your share of the cost of maintaining them.

When will I receive an invoice?

After the end of the financial year, we work out the cost of providing the lighting maintenance service and your contribution is included in the actual demand which is sent to you each September.

Repairs and maintenance



Repairs and maintenance

What is this charge for?

This charge covers the cost of repairs and maintenance work to your estate. As a general rule, Camden is responsible for carrying out repairs and maintenance to the shared (communal) areas of your estate. You are responsible for maintaining your home, with the exception of heating if your property is connected to a communal system.

Repairs to the estate include the clearing of sewers, repairs to play areas (only 50% is recharged), repairs to pathways, estate fences and so on. Below are some examples of who is responsible for maintaining parts of the estate and your property.

Type of repair	Camden	Freeholder
Communal gas/water pipes	√	
Pipe work that relates solely to the property such as a leaking waste pipe, trap etc.		√
Unblocking of communal drain runs	√	
Unblocking of toilets/wash hand basins/baths/kitchen sinks/waste pipes/traps inside your property		√
Footpaths and fencing (unless the footpath or fence is on a freeholder's own property or boundary)	√	

Communal areas of the estate, including access ways/roads and gardens	√	
Communal estate lighting/electricity	√	
Communal heating/hot water/cooking gas supply systems		
(including repairs to radiators within individual properties that are connected to a communal system)	√	
The heating system within your property if you're not connected to a communal heating/hot water system		√
Decorations to external communal areas	√	

You can report a repair by calling 020 7974 4444 (choose option 3 followed by option 1 and select your local repairs district). Alternatively you can report a repair via our website at www.camden.gov.uk/housingrepairs

Works orders are issued and checked by our repairs team to establish whether they relate to the communal areas of your estate and are rechargeable. We then add our indirect costs and overheads to the cost of each repair.

Repairs and maintenance

Charges for repairs to communal heating/hot water/gas supplies are included in the charge for those specific services. They attract fees, indirect costs and overheads in the same way as any other repair carried out to your estate.

What are direct costs/fixed fees/variable fees/indirect costs/overheads?

Direct costs – (WO cost) are the direct labour and material costs of carrying out a job performed by the contractor and were determined when the repairs contract was procured. It is the invoiced amount from the contractor excluding VAT.

Fixed fees – (FF) are added to the direct cost by the contractor to cover their management costs. This applies to works carried out by Wates and forms part of their contract with Camden. Other contractors include their management costs in the total cost of the work and it forms part of the direct cost.

Variable fees – (VF) are paid to contractors when they meet performance targets set and forms part of their contract with Camden. Our quality assurance team monitor a percentage of the repairs carried out by contractors to ensure they meet the standard required and charges are correct. Our repairs IT system randomly selects which repairs should be inspected by the quality assurance team.

Indirect costs – (Ind) are the costs that are exclusively associated with the repairs service but not directly attributable to individual jobs. For example, a proportion of Camden's call centre, repairs team officers' and surveyors' costs. The repairs service could not operate properly without the direct involvement of these staff.

Overheads – (OH) are support costs that are not exclusively associated with providing the repairs service, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs, fixed fee and variable fee as a percentage. To calculate the percentage to be added for indirect costs we apportion the expenditure for call centre staff, repairs team officers and surveyors relating to repairs over the total amount spent on repairs in the year.

Camden's central finance team calculate the percentage to be added for overheads by apportioning support service costs across the annual gross expenditure for the repairs service.

Below is an example of how the fixed fee, variable direct and indirect costs and overheads will look on the final detailed breakdown when the actual demands are issued.

Reference	Date	WO Cost	FF	VF	Ind	OH	S151	Total	Description
1864541/1	31/08/2015	538.99	0.00	0.00	73.01	6.48	0.00	618.48	10-15 paving slabs are uneven trip hazard. Operative reports repaired uneven paving slabs in the estate
1733348/1	27/02/2015	1243.00	43.51	24.24	42.90	15.75	0.00	1369.40	Boiler Room Testing - To carry out testing of boiler room electrical installation and clear all code 1 and 2 faults. Issue satisfactory EICR on completion

Repairs and maintenance

The column headed 'S151' relates to charges for leaseholders only.

How is my share calculated?

Estate repairs are collated and the charge to you is calculated by dividing the cost by the total number of properties on the estate. For example, if the total cost of repairs to your estate is £618.48 and there are 27 properties on the estate, your share will be £22.91. Camden believes this is a reasonable method of apportioning charges for services that benefit everyone on the estate equally.

Freeholders pay towards the cost of repairs and maintenance of the estate only.

How can I check which repairs have been charged to me?

Throughout the year, you can view repairs that we plan to recharge to you on the rechargeable repairs search on our website at <http://www.camden.gov.uk/rechargeablerepairs/>. If you would like more information about any of the repairs we intend to recharge to you, forward your enquiry to **leaseholderservices@camden.gov.uk** and we will investigate them for you.

You can also view 'live' repairs at <https://contact.camden.gov.uk/communal-repairs-statuses-subscription/>. These are repairs that have been raised and have not been completed or paid for. If you have any queries about the live repairs you should call 020 7974 4444, choosing option 3 followed by option 1 and then selecting your local repairs district.

In 2014, Camden introduced the Key Leaseholder Scheme (KLS). On a quarterly basis, we send members of the KLS details of communal repairs Camden plans to recharge when we issue the actual adjustment. Members can then review the repairs for their estate and forward any queries they may have to leaseholder services for investigation. Our aim is to reduce the volume of queries for investigation and credits applied to accounts after we send the actual adjustment.

Although it's referred to as the Key Leaseholder Scheme, freeholders also have the opportunity to participate. If you are interested in becoming a member contact **leaseholderservices@camden.gov.uk** and provide your full name, contact email and the address of your freehold property requesting to be added to the scheme.

Once we have sent you the actual demand (in September each year), you can obtain a list of the day-to-day repairs we have charged to you by registering for the Camden Account at www.camden.gov.uk/camdenaccount. Alternatively, you can call **020 7974 3559** and request a copy.

When will I receive an invoice?

After the end of the financial year, we work out your share of the total cost of repair works undertaken on your estate and include it in the actual demand sent to you each September.