

Camden Leaseholders' Forum Survey 2020 - Key Summary

762 responses out of 6500 sent out – so 11% responded

Note that Camden has c.9760 leaseholders (LH) of which 30% sublet

Open comments – most frequent requests (number in brackets):

on Camden Leaseholder Services

- Prompt response to LH calls and emails (117)
- Publish list of Camden officer contacts/emails (32)
- Provide itemised breakdown, with invoices, for service charges including overheads and management costs (23+17)
- Drop-in sessions for LH (20)
- Don't bully LH or be so quick to take to court (11)
- Improve instalment payment options (12)

on Camden Repairs

- Listen to LH & respond to their priorities for repairs & planned maintenance (93)
- Get works right first time/ have supervisor sign off (77)
- Update LH on timescales/ costs (76)

on Camden Major Works

- Keep LH informed of timescale and costs (69)
- Involve LH in planning Major Works (54)
- Get works right first time – sign off on quality (52)
- Listen to and respond to LH grievances (59)
- Provide evidence for value for money (48)

on Leaseholders' Forum

- Hold Council to account (40)
- Effective meetings (with online option) (17)
- Help LH identify other LH with same issues (eg bulletin board) (21)
- Enable local groups (eg single estate) (24)
- Monitor costs, efficiency, quality of Major Works (12+22)
- Council to tell new LH about CLF (8)