

CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES

Item (Ref)	SURVEY QUESTION: Have you any comments on the service you get from Camden's Leaseholder Services, Housing Management or the Repairs and Capital Programme and how they might improve, which we could use without identifying you?
1 (1007)	Reduce the time between major works and invoicing leaseholders- it is often many, many years after works are actually completed
2 (1008e)	Ideally I just think more could be done to inform new leaseholders what the council will and won't provide and onboard them to things like the forum. When I was a leaseholder with a private freehold owner, I did receive something similar on purchase of my property. This may also help resolve issues with the unusual way service charges are managed between owners (i.e. by charging new leaseholders for any outstanding balance from previous owners and expecting current owners to presumably sue previous owners to try and reclaim this) without clarity about the process or why this is the case.
3 (1026e)	have a live online help service
4 (1082e)	At least some consultation when the Council introduces new tenants into a house where the Council is the freeholder but where leaseholders occupy the majority of flats
5 (1098e)	Provide a twice yearly meeting between Camden Leaseholder Services and Chairs and Secretaries of Camden RTAs.
6 (1103e)	It would be helpful if we got follow up emails or contact about repairs we've reported. It's difficult to know if any action has been taken and what the outcome was at present.
7 (1106e)	I would like Leasehold services to be easier to contact. By phone seems to be difficult.
8 (1182e)	Leaseholders should have more control on council plans new major works
9 (1216e)	I am unsure what the responsibilities of Camden as Freeholder are and where they begin and end - most important I don't know where to find this information
10 (1217e)	Capital programme should be communicated to leaseholder before they get published and put on assignment pack.
11 (1240e)	More help available
12 (1267)	Doing an app where topics can be discussed remotely
13 (1272e)	I think more effort to communicate with TRAs
14 (1286e)	Documents can be bulky and very difficult to understand. It would be nice to get a letter or note summarising the contents and explaining whether it is relevant to you or perhaps who should take note of it and whether the changes are meaningful or this is simply a legally required. Service changes should be payable by direct debit. Obviously need full audit but as someone who pays in installments, it can be very timeconsuming to set up the installments by phone.
15 (1291e)	I think the leasehold team do a great job and have always been helpful when I have reached out for information.. I know nothing about capital programme and didn't know leaseholders were able to contact repairs teams
16 (1317e)	More input and information in general and about upcoming large charges
17 (1332e)	Clarity about what your role is for those of us that own our flats
18 (1361e)	I get very good service. When I contact Leaseholder Services I always find the person I speak to well informed, helpful, patient and otherwise pleasant
19 (1385e)	Just to say that I'm very pleased that this exists. I bought my flat a year ago and so due to COVID not been living at my flat the entire time so have not found out much information yet. I'm very interested in knowing what's happening now and for the foreseeable future
20 (1407)	easy to understand and nicely presented 'explainers' to accompany impenetrable bills and contract notices

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

21 (1409)	Provide advice for new leaseholders who have recently moved in
22 (1419e)	Transparency on how leaseholders can utilise Camden. I was lucky enough to be a council tenant before I purchased so I was more aware on how to engage with Camden eg: noise patrol etc. New owner pack perhaps.
23 (1426e)	I would like to have a proactive voice to support our living space making it saver
24 (1557e)	1. THE RIGHT CONTACT AT THE COUNCIL- It is very frustrating and time-wasting, both for leaseholders and the Council, when leaseholders cannot contact the correct person responsible for dealing with a particular query. Written communication is preferred, not telephone contact, so that records can be retained. Telephone clarification to avoid misunderstandings can be helpful. 2. HOW TO CONTACT THE COUNCIL ABOUT OTHER ISSUES - I've not been able to find a written way of reporting problems to the Council (UNRELATED to our leasehold). Is there a simple, reliable, written way of reporting such problems: I'd like a one-point email address for any member of the public to contact the Council about an issue relating to the Council, and receive a reply? 3. WRITTEN EXPLANATION/CLARIFICATION - Often problems requiring notification to and action by the Council need a short written explanation and NOT just a tick-box, for example for repairs or maintenance within a building, within the common parts of a building, on a street, pavement, or damage spotted on a Council-owned property (not ours).
25 (1565e)	To send less letters that are general and more of those that are specific for those that are receiving it.
26 (2051e)	Service charges should be discussed before implementation
27 (2057e)	Have found leaseholder services have improved greatly over the years especially on communication side but still need more say in quality of repairs and capital programme works.
28 (2073e)	I am very impressed with Leasehold Management and appreciate their efforts to maintain good relations between leaseholders and tenants. I do not like having neighbouring flats used by subletters as it undermines mutual assistance which is a feature of the block I live in.
29 (2086e)	Repairs team were responsive when I contacted them most recently
30 (2094e)	Changes to timescales for planned works need to be communicated clearly
31 (2149)	I am pleasantly surprised by the clarity of communication
32 (2155e)	There are problems and areas for improvement with all of these, and it would be good to be able to discuss experiences with other leaseholders.
33 (2164)	Question marks over value for money, and tendered costs of works. Will the council allow full transparency during procurement, and will it consider leaseholder nominated contractors which could cut leaseholder contributions significantly.
34 (2175e)	Website very good. Phone service poor as difficult to get through
35 (1263e)	Before engaging in long term or short term agreements, survey the leaseholders on whether they want proposed work done or not. Make this an estate by estate issue. Every one is unique and making Camden broad decisions will by default drag many leaseholders into work they don't want done and ultimately cost money they do not wish to spend.
36 (1313)	Respond to leaseholders grievances with regard to repairs/major quality of works and costs.
37 (1328e)	Get a professional IT to design your online services and test it thoroughly to make sure it works! Keep an electronic record of "interaction" between tenants/leaseholders and the council so there exists a record of problems that have arised and how they were dealt with.
38 (2033e)	Accountability, Timeliness, Value for money, accessibility/ two-way communication
39 (2131e)	Clear updates on repairs that are currently being carried out on individual estates as a matter of courtesy. These largely remain annonomous

CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES

40 (2135e)	A Facebook page, a chat line which is monitored, a better response rate for the emails sent by leaseholders, a faster turn around time to questions (even if this is with an indication of when the question would be responded and by whom, an ownership of the question), more clarity, less paperwork, an accesible faq. A clear idea of where and how to access resources,
41 (1052e)	Repairs and Capital Programme. Camden announced in August that they will be spending £62m on repairs/capital projects, and that some of this cost will be passed on to leaseholders. Do they appreciate how worrying this is for leaseholders? 3 months later, and no further details; I am worried sick. Surely they must realise how this concerns us?
42 (1068e)	Communication between Capital Services and leaseholders is dreadful, one can only contact them through emails and they usually don't reply. There is so much wrong that this is not the place to list it all. Basically communication over major works and future works needs updating and communicating regularly. The building my flat is in is part of the heating project which has been delayed endlessly, but I have not at any time, been sent an update of when work will start. I also questioned whether, as the project has been going on for so long, it has the latest green technology- I was only told that they were required to replace like with like....which didn't answer the central question.The goals for emissions have changed since the it was approved - but not begun.
43 (1086e)	Poor communication, slow to to return queries, disorganised, lack of transparency, questionable VFM
44 (1097e)	I find the proposal of works absolutely terrifying as I feel I have no control over expenditure over the next few year and do not have any savings. I also find it difficult to get through to the right department at times. Recently I wanted to report issues with pigeons and the mess they are making and was unable to get any support with this matter except for cleaning to be done once.
45 (1107e)	Camden's Leaseholder Services - I have no contact except mail about notices/ service charges. Most of which I struggle to understand/ comprehend. Housing Management - we have a TMO which focuses on tenants. They are not informed much about leaseholder issues. Repairs and Capital Programme - I deal with contractors, my information comes from them. Hardly Camden, Eg this week Wates wrote to me saying they are coming to do works on my windows.
46 (1162e)	Since being a leaseholder (18 months) and occupier, I have had some dealings with Leaseholder Services, to get approval for alterations to my flat - the process is cumbersome and slow; surely the Service could publish a list of officers, their email addresses and functions. In this day and age, it seems anomalous that communication with the Service is by telephone... I have also had a number of letters with documents attached giving notice of the creation of cycle lanes (interesting, but difficult to follow), and new contracts for major repairs. These documents are expensive to produce, and circulate - the latter are almost meaningless to most leaseholders - sent to fulfil an obligation to communicate, but saying nothing about what impact it will have on leaseholders. It would be more useful to have more regular communication about refurbishment plans etc. than legal documents...and surely the notice on cycle lanes could be circulated by email, or published on a web site?
47 (1163e)	No update on Mayor works
48 (1183e)	Leaseholder services do not respond to any communication we send them. For example, we asked them to consider the fairness of the apportionment of major works and they ignored us. Our experience of repairs have been equally as poor. The flat above us had a serious issue (water leak) that resulted in water pouring into our kitchen. The repairs team came out three times each time saying they couldn't do anything. FIVE days later a plumber finally fixed the problem and told us their was no reason the other plumbers couldn't have fixed it. The whole repairs service is inefficient and without any oversight from housing officers the work goes unchecked and maintainence has become a huge issue in our building. To end, however, on a positive note, we have a brilliant caretaker.
49 (1197)	Camden leaseholder services have appalling communication and deliver a terrible service for ridiculous prices. I would never advise someone to buy a property with a Camden leasehold.
50 (1208e)	Under the circumstances of COVID-19 is very difficult to get in touch with anybody. Sometimes they pick up the phone otherwise your left in a queue hanging on forever which is a nightmare

CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES

51 (1212e)	Communication about the cost of the major works is confusing and pretty terrifying - the amount keeps changing with no explanation as to why or for what reason - and of course it usually goes up - when I phoned up Leaseholder services even the person I spoke to didn't understand the varying figures. I find it very stressful not having a clear idea of how much I am going to have to pay for the major works and how much the bill will change and whether or not this will involve me having to sell the flat in order to cover the bill. I am not a rich property mogul, so an unspecified large capital works bill with no option to pay in instalments is very worrying.
52 (1219e)	Can't think of any ...though Camden's Major Works/Repairs Programmes and long term agreements, policies and notifications can be baffling
53 (1225)	I am very appreciative of the information I receive but I am not able to give the complex information the time I need to understand it
54 (1229)	I'm dissatisfied in many ways. My experience is that these departments are remote, bureaucratic and unsympathetic to leaseholder problems. Technical documents about proposed works are often lengthy and difficult to understand. Consultation is on paper only. We are effectively powerless, our concerns are ignored and we can't influence decisions. We pay hugely inflated costs for poor quality works. It's virtually impossible to hold the Council or the contractors to account when problems occur. The whole system needs overhauling, including the system of awarding huge high value contracts to companies who often fail to deliver decent standards. Camden's accounts and expenditure need to be properly scrutinised. The high costs charged to leaseholders are often unjustifiable.
55 (1238)	It would be nice to be 'heard' - I feel I am politely listened to but the actual situation I concerned carries on as usual. I feel that at this time though (corona) - I accept staff shortage but I also see powerless staff as those 'on high' (their bosses) have another agenda
56 (1241e)	Every single year we spend a lot of money on Major Works and the Council doesn't give us (leaseholders) much time to think about, some of the works are unnecessary others could wait a bit longer if they keep a good maintenance, rather than demolishing. The Council has too much money to spend, they need to find the Way. I think there are many more different ways the Council could invest the money in. Unfortunately the Council does not think about us in their projects and what is best for everyone
57 (1245e)	They could be more helpful when you get in touch with them. Communication is very poor.
58 (1268e)	It's not easy to gauge the nature of planned major works and their timescale
59 (1310e)	I had an unfortunate incident where, after I had moved, Camden continued to send my mail to the leasehold address and I unfortunately didn't pay my service charge. Given they had my email address and phone number - it would have been great if they had contacted me through one of those rather than taking me to court as a first resort.
60 (1349e)	Online repair reports needs to be improved for leaseholders because many communal issues can't be reported online by leaseholders, your address doesn't appear. Capital programmes require hugely more information for leaseholders.
61 (1395)	Why don't you reply to emails????
62 (1413)	awful. never available over the phone. we get charged for services I still need to see after 7 years
63 (1417e)	Camden being such a large borough, it might help to have someone in charge of the pertinent segments of the borough to turn to him/her in times of need or for queries.
64 (1418e)	Sometimes difficult to get hold of people when you want something done. I.e. my bin garage area had lots of overgrown plants and brambles and it was very difficult to get someone to answer phone or email and take it on
65 (1447e)	In the few occasions I've contacted for help/advice I've rarely received a response

CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES

66 (1448e)	<p>It is very difficult to get answers from the Leaseholders departments at most times. I have emails to prove this! It is also hard to find out which sub-department one needs to contact regarding certain questions. It's happened multiple times that we have had to chase up questions but we get passed around like a ping pong ball from phone number to yet another phone number.</p> <p>It is also very common that people who have been dealing with an issue have left their role at the council by the next time there's a need to talk about the same problem!</p> <p>All in all, a very poor quality of service is provided to leaseholders by Camden council.</p>
67 (1453e)	<p>I find the leaseholder services team very transparent. You call a number and you have no idea who you will be speaking to and what level of experience they may have. Even very simple things like getting an on estate parking permit, seems to have a different answer depending on who you ask on what day. Sometimes nobody mans the line, and there is no way to get through to them. It would be good to have a mapping of all the relevant people at Camden Council that have expertise in estate management and also have email addresses so that we can make targeted notifications/requests. Something like a phone list.</p> <p>Also, I think many of the flats have structural issues around plumbing, double glazing failures, etc. It would be good to consider what can be done about these things rather than live with them (like most of us do).</p>
68 (1466e)	<p>Obviously I am concerned about inflated bills but I do not have the time or energy to monitor what is happening. I am grateful for those who do, like the people who successfully opposed the cladding of my flat BEFORE Grenfell. Thanks too to the council officers who listened to them. I do think you send too much out. What's the point, if you know someone uses email?</p>
69 (1472)	<p>Its quite slow, fairly impersonal. With the threat of regeneration on my estate and potential buy back offers, I need reassurance that there will be a personal service when and if this scenario arises.</p>
70 (1475e)	<p>Better communication would be good.</p>
71 (1485e)	<p>Cost of repairs are often high and we don't know a repair has been carried out to the block, then are asked to contribute to the cost. We also understand that we are not permitted to let out our flat or sub-let a room - in the current financial crisis this is severely restrictive and should be relaxed. The cycle of when major repairs are planned is also not clear.</p>
72 (1486e)	<p>Yes- capital services notify us about fully formed proposals, before consultation, often neglecting to offer justification for WHY they are making the change or deploying a new service- only telling us what is proposed. This creates the feeling we are being held at arms length and purposefully excluded from the process?</p>
73 (1487e)	<p>Re: "Repairs" - I have no information as to what repairs the Council is responsible for & who to contact for basic information as a leaseholder.</p>
74 (1491e)	<p>better communication, one body to talk to as a project manage, there has to be easy access to speak to someone. value for money, clerk of works need to do a better job by checking works have been correctly done.</p>
75 (1497e)	<p>Clearer and more regular communication</p>
76 (1501)	<p>Need to be easier to contact. Need more planned general maintenance, not just reacting to emergencies. Need better communication of what is being done and when (contractors should not just assume people are home).</p>
77 (1503e)	<p>The service I get from Camden I am not very happy. I have been trying to hold on the housing office, she never replays my email or phone call. I have a big problem with the neighbourhood. Still not solved.</p>
78 (1549e)	<p>It's all a bit vague - I'm sure my responsibility as much as Camdens or the leaseholders Forum</p>
79 (1556e)	<p>Yes, receive no service, information and get no assistance on any queries raised or concerns</p>
80 (1566e)	<p>I find it difficult to contact and/or speak to anyone. I would like to know about extending my lease and also like a more up to date and understandable lease, rather than the old lphotocopy which I was given.</p> <p>I do feel that after paying a great deal of money for my home that I should have my own stopcock for health and safety reasons.</p> <p>I have no complaint whatsoever about the work that the Housing Repairs team have carried out for me, it is much appreciated.</p>
81 (2012e)	<p>Very awkward to report issues to Repairs service unless issue corresponds exactly to tick-box on Camden form. Not possible to send emsil</p>

CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES

82 (2021)	Some Camden officers continue to ignore enquiries from leaseholders and I do not think that we always get the standard of service for which we are paying.
83 (2024e)	I'm a new leaseholder, having bought the lease from the original leaseholder in 2019. I find the systems and websites difficult to navigate, especially for arranging repairs.
84 (2026e)	Bad communication around major works, the cost of which are often quite terrifying and difficult to meet, even with the payment plans offered.
85 (2043e)	I wish you could guarantee a response to enquiries. I've sent several queries and never received a reply which is very annoying.
86 (2076e)	Dealing with leaseholder services is often a struggle and rarely satisfactory
87 (2084e)	It remains a struggle to be able to contact people. For instance, I currently have scaffolding up in the garden for repairs to the gutters with no time line or contacts about when the repairs will happen
88 (2092e)	Difficult find and contact the correct staff members, expensive fees, slow work, and not always accurate or good enough services and reports.
89 (2099e)	I'm on the mailing list but rarely get correspondence.
90 (2102e)	South End Close is a low visibility estate with fewer major issues when compared to other areas. As such Camden officials interactions are reactive and sporadic. We would like to change this with help through interacting with LHF on leaseholder issues.
91 (2108e)	I once emailed Mike Edmunds, to which I never got a reply.
92 (2109e)	I have had difficulty getting clear information around the major works programme from Leaseholder services. It is unclear and virtually impossible to get a straight answer from Camden
93 (2110e)	Dont know how to get hold of Leaseholder Services , dont know how and where to put forward opinons about Capital Programme and about issues that we have with the Houseing Management and Repairs. All the above are not well publish and feel not accessible to us as leaseholder.
94 (2114e)	I am very dissapointed about the severe ongoing delays to the Major Works programme at 236-244 Royal College Street. This is now almost 5 years overdue and our residents are subject to ongoing poor communication from the Council about its progress. I am also very dissapointed about the lack of resident consultation with regards to a proposed 5G mast planning application on our roof which seems to progressing rapidly without any such delays.
95 (2128e)	Communication really needs to be improved from Camden to leaseholders, especially when works are contracted out and then contracted out again. There seems to be no communication to leaseholders of any discussions that take place between Camden and contractors with regards to their property. I would like to be called or written to with clear communication about works happening to my flat.
96 (2141e)	Remote, not enough information
97 (2166e)	I find it difficult to speak to anyone in Leaseholder Services with any queries I might have. Kept holding on for ages then have to leave a message with the telephonist.
98 (1073e)	Probably too many ideas for improvement than have time to put down. Think primarily need a single named estate manager for all estates able to pull together across all the functions to have a coherent joined-up sense of what is going on and enabling improvement and knowledge access for residents. This also means crucially that there can also be a catalyst for creating transition visions for estates in terms of retrofit which cannot be done piecemeal and which need to involve all residents. Leaseholders at the moment have very low EPC levels in Camden flats and not only is this unacceptable for individuals particularly with regards to things they have no control over eg double glazing (eg on Holly Lodge) it also does not enable a proper consideration of joining up repairs, major works etc to move towards a low or no carbon energy system as well as reducing bills for all. The current service charge and major works charging needs a thorough overhaul since it is very hard to clearly work out how these are calculated. Major works are also prohibitively expensive for individuals since they occur at a point in time but are the result of cumulative wear and tear. There needs to be a kind of floating fund created to cover this and much greater effort made to identify grants etc which could lower costs.
99 (1122e)	Generally very satisfactory - clear communications and reasonable value for money for routine work (though less so for major works)
100 (1130e)	Useful service - many thanks for your commitment to leaseholders

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

101 (1177e)	very satisfied with camden leaseholder services
102 (1199)	I do not use Camden Leaseholder Services often.
103 (1204e)	seem reasonably helpful.
104 (1244e)	not perfect but improved in the almost 17 years i have been here
105 (1313)	Choose future professional, skilled, reliable sub contractors with reasonable costs
106 (1335e)	In general, I have always found the Leaseholder Services to be very responsive and friendly in their dealings with me. I really find the level of customer service and professionalism commendable.
107 (1380e)	Very helpful when i have asked for work to be done
108 (1455e)	very satisfied
109 (1508e)	I had mostly bad experiences concerning camden's services, especially capital works and repairs. I had to resort to tribunal a few times and I was right each time. But lately the system has changed into penalising leaseholders who make complaints. This is a topic i wish very much the Forum would tackle.
110 (1510e)	It's OK
111 (1551e)	No comment because the service seems pretty good.
112 (2016)	Happy with the system so far but I haven't used it extensively
113 (2048e)	Repairs and Capital Programme need to think differently for street properties
114 (2083e)	Rarely used, but has been fine when needed
115 (2111)	No particular problems with any of the services.
116 (2161e)	Seems OK in the circles
117 (2171e)	it's ok
118 (1065e)	I strongly believe we as leaseholder and tax payers sometimes overpay for services. For the benefit of huge building companies making vast profits. We should employ medium sized local tradesmen that keeps the money in Camden and helps local communities. Generally a big company tenders for the contract then that's sub contracted to another company and they sub it to someone else . Which I really disagree with . When I was in Holborn for 15 years in shop, near great ormond street , I used to get so many customers that had bought their flat from the council complaining about totally unreasonable cost for works .
119 (1131)	be more professional, be proactive and not reactive, put leaseholders first
120 (1183e)	The problems we face with leaseholder services, repairs, housing management and major works are not individually felt problems but systemic ones.
121 (1198e)	I think the point made about many of us now being private tenants and often not in blocks of flats is important. That requires a different approach as often the notices I get seem more relevant to tenants living in the bigger Camden properties. I would expect something closer to how a private management company operates, delivering repairs and maintenance in a timely, professional manner.
122 (1390)	I think LBC staff who attend [Forum meetings] need to be more responsive when asked questions, I am not sure how serious members are taken.
123 (1399e)	The Council as a whole should pay far more attention and show far more respect to the constituents whom they serve !
124 (1544e)	Well, considering current situation with pandemic and uncertainty with jobs/finance. I would requested to put on hold any major works at the estate/block for at least two years as a leaseholder to avoid huge bills adding more financial frustrations.

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

125 (2020e)	I think Camden in general need to treat and consult leaseholders more versus just getting a bill. I feel at times money is not managed well.
126 (2138e)	Fire the bunch at Major Repairs and Repairs Dept and start with all new responsible staff. All staff at any department must be accountable and be subject to grading by Leaseholders.
127 (2143)	Respond to concerns in prompt timely manner. Stop being dismissive.
128 (1059e)	1) It's much too hard to get info about the cost of extending my lease. 2) Recharged costs of doing any work are exorbitant. Even where it is the council's responsibility I would always do work myself as so much cheaper. 3) Noise complaints team are hopeless. They refuse to reply in writing (email) and insist on phoning - presumably so no record that they can be held accountable for.
129 (1071e)	Probably wasteful in achieving contract prices and supervision
130 (1110e)	I'm not sure what services this provides for me as a leaseholder. Myself and the other leaseholder in our building of four flats are facing a bill of upwards of £30,000 for various repairs. Camden has done nothing internally in our building for over 20 years and left damp work in a Council tenant's flat for five years before repairing, thus increasing the cost. We are frustrated and upset and are now facing suggestions that the entire roof will be repaired (Camden has ignored the roof as well). So is this a forum where someone can get advice on this?
131 (1120e)	I find the service extremely poor - to the point where I have been bullied, even as a known recent stroke victim. Sadly the forum in the past has merely offered sympathy rather than positive intervention.
132 (1159e)	Far too many to mention here. Where have you been? and what have you been doing for the last decade or so? If you dont have any ideas on how to improve Camden councils delivery of their housing services then I suggest you stop this fiasco of consultation between leaseholders and Camden.
133 (1176e)	Appalling
134 (1179e)	The service charge is a lot more than it used to be. I'm not saying Camden is no longer concerned about value for money, but it is an issue that preoccupies me a bit. Once again I am not saying that Camden doesn't care and I have got good service from Camden contractors, but I preferred it before Camden used contractors and used to do everything in house. Also there used to be a Camden 'type' for example the surveyor Graham Merry - they were people who were obviously very good at their jobs but had left school at 16 and were not academic. Having said that I still see some of these around. I am aware that these issues might be contentious. If I were to attend a Camden Forum meeting I wouldn't necessarily be so up-front about making these points. Contractors are probably here to stay.
135 (1184e)	The same issues have existed since I bought from the original council tenant. Repairs are poorly carried out and very expensive, often causing problems greater than they were intended to solve. Communication with the council is extremely difficult and often results in pages and pages of incoherent documentation from them, if they respond at all. They have odd rules, such as the window frames belong to them but the glass does not!
136 (1189e)	I strongly believe that there are immense inefficiencies regarding how the council manages their estates of which includes leaseholders and is therefor ein their interest to improve. I think a more open and detailed breakdown of management services, costs, future plans etc would benefit all. Very little people believe in the council and I think this is one of the main reasons.
137 (1201e)	Camden's services can be really disjointed, with departments not talking to each other or else not communicating well with the leaseholders. Basically, if your issue doesn't fit into a well-defined "box" it completely foxes them.
138 (1220e)	Yes, traumatised by Major Works bills and quality of project management
139 (1221e)	They are not really useful. They are only there to tick their boxes doing the minimum. They don't really act on requests and when they do, they don't feedback. They are very good at collecting as much service charge as possible so that they get as much 10 percent admin charge on top as possible.
140 (1231)	Very disappointed indeed. Very poor work, furthermore there is no surveying at all (that is impression). It is really annoying that almost every time we are asked to pay for work which is never done. I have raised the issue before but it looks that nobody cares. All you are interested in is the invoices.
141 (1236)	I have issues with the greatly increased service charges, in view of our property being missed off the latest external works programme. And worry about the large sums that may be charged at some future date.
142 (1250e)	I really don't think there is enough room to detail my dissatisfaction with the Repairs and Capital Programme and Leaseholder Services

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

143 (1252e)	Yes. It's poor
144 (1253e)	Capital works are always of very poor quality but cost several times more than if the same job was done privately.
145 (1254e)	What service are you asking about?
146 (1258e)	I HAVE NEVER HAD ANY HELP FROM ANYOF THESE.
147 (1260e)	Service is non existent. In need of serious review and improvement.
148 (1264e)	Yes - basically its impossible as leaseholders the only time they contact us is to demand money - alot of it. They take no notice of inputs to consultation like e.g going for renewable energy. They treat us like children turning the heating off whenever they feel like it and then ask us for more money. Noone ever bothers to see us or see us at times that are convenient to those of us who work - realise at present that is impossible but I have had 14 years of POOOR engagement - its certainly not anything that could be called service.
149 (1271e)	I feel completely ripped off by the ongoing, confusing, bad quality, endless and endlessly bureaucratic major works on the heating and hot water system. The proportion of costs allocated to leaseholders needs to be based on what is a realistic amount for a homeowner to pay - for example not £24k on a property worth about £350k.
150 (1283e)	I am one of the rarer types of leaseholder (ex-council tenant turned leaseholder through the RTB scheme) and I still live in my property. Camden has always been a difficult landlord and I remain unimpressed by the services of most of the council. Particularly around repairs, service charges, their inability to deal with problem neighbours, etc etc. I've complained many times that I'm being charged service charges for communal areas I don't use but leaseholder services are just unwilling to listen. They insist on charging me despite the fact I have a separate entrance to my flat and cannot use the communal areas to access my property even if I wanted to. Makes absolutely zero sense. I also received and paid a bill for major works and when I questioned what it was for, the council refunded me because they never actually carried out any works! That's pretty typical of the standards I have grown to expect from Leaseholder Services. They also tried to tell me recently that I would have to pay privately to fix a sewage waste pipe that was leaking into the garden despite it not coming from my flat or having anything to do with me (I was just the only person bothered to report it)... that was an interesting argument.
151 (1285e)	Lots of things I ask to get done are not. Major works are over priced and the level of work is poor for the money I am asked to pay.
152 (1287e)	It genuinely feels like the council is using leaseholders as revenue generators. I can list several major examples relating to major works and "not repairs or maintenance but also not "major" works", and am convinced work is materially over-priced and over-done such that management fees, property rental (to contractors) fees, or even contractor kick backs / joint venture type arrangements can generate money for the council to justify its existence. The quality of work delivered for the price is outrageous and quality assurance non existent. The actual repairs and maintenance team is perhaps one of the best departments in Camden in that they actually do something and have SLAs. Every other department (Parking, leaseholder services, housing office) seem to take perverse pleasure in ignoring you - literally for over a year they ignoted our TRA in one instance. Monthly emails, begging for an update that was promised 2 weeks after a walkabout. I've had several departments not bother responding to emails or calls for licence for alterations, parking issues, garage leasing, and so forth. A could not care less about the customer attitude. And we pay through the nose for it.
153 (1303)	Actually carrying out a repair
154 (1314e)	It can't be relied on, through lack of scrutiny and accountability
155 (1323)	The major works we had to 'endure' were unbelievably awful in EVERY respect ! Emails are often unanswered, bills incomprehensible. Leaseholder services need to up their game massively

CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES

156 (1328e)	I feel it's a poor service especially it terms of repairs/maintenance. Basic tasks like checking guttering, drain pipes are not done proactively (wait until damage is done.). Then even after work is carried out there seems to be little, if any, quality control to see if the work is done properly. As for the state of Camdens "online" services e.g. reporting faults etc. It seems almost useless. One is least through a maze of options (often extremely obscure) and finally you'll reach a "dead end" or you'll be told to telephone the main switchboard.
157 (1339e)	I feel that money is spent without full consideration and residents often misuse or vandalise common resources - costing everyone more money. However leaseholders who have to pay bills directly are hit harder creating a divide between the two groups living in our estate. We could do much better with maintaining a high quality of service in common areas if we work together better and communicate more.
158 (1340e)	Camden is terrible at answering any problems I may submit but are brilliant and ruthless when demanding money.
159 (1343)	The service is very bad but cost a lot
160 (1356)	I am constantly disappointed by Leaseholder services and the repairs and major works programme. I'm yet to experience anything going as planned.
161 (1368)	I get the worst service from Camden Leaseholders , housing management and the repairs. It is Mickey Mouth work sand services with crazy costs. I was charged £162 fot changing a light bulb ! The other lightbulb is now off but I did not report it as I am worried about the costs.
162 (1369)	It's unreliable, not transparent and often over priced compared to those who own their own homes and have work done.
163 (1374e)	No, I am currently suing the housing dept. and do not want to jeopordise my case.
164 (1399e)	Generally remote and tied up in red tape .
165 (1400e)	Leaseholders are treated appalling by Camden of which i have had 1st hand experience of please remind your employees that without us they wouldn't have a job
166 (1403e)	I have many issues but sadly nothing ever comes from raising them. The chair has always been obstructive and indeed at a LVT he actually sided with the council to introduce a 300% increase with a fixwed management fee for those leaseholders who bought their property after 1996 while those leaseholder who held the lease before that were charged at 10% of service charges and capital works!! Now we have recently been 'told' that CCTV will be installed which is totally unnecessary while our block looks like a slum with paint falling from the communal area ceilings and cracking off the walls. This has been going on for 20 years. It would seem that Camden has a political animosity towards leaseholders, especially those who bought under the right to buy scheme of Margret Thatcher.
167 (1406e)	Yes - it's not a relationship I trust
168 (1408e)	Concerns over repairs and capital program
169 (1451)	Since our local housing office closed, it's sometimes difficult to know how to contact anyone. We get demands for major works with pages of information which it is hard to follow so you don't always know what you are paying for. We also get demands for extra payments for the service charge which is high to begin with, ie we pay the charges and later get further demands. It would be useful to be able to talk to someone occasionally. In our block, the water and heating are regularly turned off but we don't get any refunds. At present we have not had hot water for over two weeks.
170 (1471e)	Treat leaseholders professionally and with respect as valued customers, performance manage your staff and listen to leaseholders feedback and take action where necessary. My experience of Leaseholder Services, Housing Management or the Repairs and Capital Programme has been appalling and one i would not wish on anyone. I do not feel i have been heard or listened too and three years into a new development i still have many unresolved issues. Still waiting for camden to take responsibility and resolve these indues as is their duty.

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

171 (1477)	Camden as a Leaseholder are appalling. We had no care taking services throughout the first Lockdown and our service charges should be reduced. The caretaker has changed and the cleaning is minimal. Our courtyard is full of rubbish and we have a rat problem. Despite many residents complaining nothing is done. We have a tenant in our block who despite showing anti social behaviour and threatening to harm people is allowed to stay. Repairs are always slow. Trying to check my service charge account online is impossible due to so many problems with the website. Its impossible to actually speak to any one on the phone as everything is automated. There seems to be no communication between Leaseholder services, Housing Management , Repairs and the team who send out the invoices. I am dreading our next Major Service works as the last one was badly run and the work was appalling yet no adequate meetings were arranged between Camden and the TRA group to discuss how we were meant to pay sums of £25,000. I was supposed to find £900 extra a month. Nobody explained how we could have longer interest free payment plans. I spoke with the Mary Ward Legal team at the time and it is generally known that Camden Council are the worst of all the London Councils with there bullying tactics regarding payments. So shoddy work which no one supervises properly is signed off. Everything to do with having Camden as a Freeholder is always a miserable battle. It's time that Camden Officers started actually doing there work properly.
172 (1480)	Service his high charged and very bad Managed for the service provide to Leaseholders
173 (1481e)	My goodness, where to start? Opaque, non-responsive, obtuse, only occasionally helpful. A long way to go. Management and training needed all round, plus incentives for getting it right, rather than penalties for having a go but getting it wrong.
174 (1505e)	They are OK, but not great.
175 (1515e)	Some safety issues notified have not been addressed now for over 20 months
176 (1517e)	The service is horrendous. My house is poorly maintained, and I am ignored by the relevant departments. It takes me are very long time to correspond with the council. When repair bills arrive they are not itemised and when you try and get an itemised bill they ignore you. I am so appalled with the leaseholder services I am looking to sell my flat.
177 (1519e)	Year after year we get notifications about the long term service contracts being entered into, yet properties are still poorly maintained. No major works have been carried at this property since 2003!
178 (1527e)	I find everything quite opaque. We are either drowned in paperwork on things of little interest or else presented with a hefty bill that's not itemised.
179 (1531)	Very disorganize retraining staff to deal with customers service and to have better knowledge when advise people.
180 (1534e)	In the past, contractors have been chosen who have produced inadequate or shoddy work, plus have even been suspected of fraud (please contact me for further information. This is based on an assessment by senior Camden staff). So more independent site management is necessary, plus proper follow-up of work completed.
181 (1536e)	I've filled this in but then the form got lost so I'm not sure if I received it. Basically I have had appalling treatment from LH services and Repairs, still unresolved, as a result of a dangerous leak coming from their council tenants property above mine. My tenants cannot use the electricity as it is too dangerous. Noone comes back to me. Etc.
182 (1547e)	every query is made so difficult to get a straight answer i.e. The heating rebate. tenants have had theirs leaseholders have not.I contacted LBC 2019 and was toldI had to sort this out myself at the end of 2020.sadly LBC have dates and times but want me to submit this again. How many times do we have to fight with Camden. We have been recharged the amount for temporary boilers. They have all the documentation etc.
183 (1552e)	I think Camden Leaseholder Services are really terrible, and don't listen or seem to care about any issues I may experience with my property, or their upkeep of the block.
184 (1555e)	Camden subcontracting work to other external companies for Capital Works means there is no single point of contact and misinformation, lack of responsibility and actioning power both from Camden and from the Subcontractors. I would like to see that changed. Regarding repairs: I have reported a broken light on communal corridor in MARCH, for it to only be replaced in November. This is not good enough! Leaseholder Services are notoriously difficult to get in touch with, and their slow responses are non committal and disappointing.

CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES

185 (1567e)	<p>Consultations are meaningless because Camden does not listen to residents. There is lack of communication regarding such issues as the replacement of doors following Fire Risk Assessments, with no explanation, no justification provided and lack of consideration for the architectural integrity of the buildings on Estates. There is lack of ongoing maintenance which leads to a degradation of the buildings, infrastructure and environment with shoddy workmanship and shoddy materials, despite the enormous sums of money thrown at various projects.</p> <p>Finding out where and how concerns can be addressed is difficult and time consuming.</p> <p>Caretaking services have improved with better communications enabled.</p>
186 (1568e)	Awful
187 (2003e)	The Camden team are slow to respond to requests for remedial works to the building. I started attending Forums in person, met a few Council staff and Merik and got advice from Peter, which helped move things along. Now I have work in progress (after two years!) I still find it slow to get detailed info, which is frustrating when I am paying half the cost.
188 (2004e)	As leaseholders, we expect better consultation, transparency and accountability in housing management and particularly for the Repairs and Capital programme. Leaseholders are now being asked to pay very large sums of money for major works (some of which are long overdue and have arisen due to lack of maintenance on Camden's part). We have a right to know how our money is being spent so we can determine whether the proposed works represent value for money and are of satisfactory quality.
189 (2007)	Absolutely rubbish, aiming to sell my flat as I've lost all faith in any of the services.
190 (2009)	The capital works seem to be incredibly opaque and arbitrary in their costs. They are HUGELY expensive and it seems there is a vast amount of waste and mismanagement that gets hidden within the extensive bureaucracy, and very very little accountability.
191 (2010e)	It's terrible. In nearly every engagement with them something goes wrong. The letters they send rarely make sense and are never clear. Decisions made often defy logic. The experience of major works was particularly awful. Mistake after mistake always without an apology. It's also next to impossible to query the charges - but given the "minor" works are often incorrectly calculated I have no confidence that the charges for major works are correct.
192 (2014e)	Oh my - I would not know where to start. I have nothing good to say and I do not want to rant. I am exasperated about how Camden do business and scared about the waste of time, effort and money. And I get the impression that everything is passed on to leaseholders because it can be. They might improve by listening to leaseholders rather than pretending to listen and then doing what they planned all along. I am truly lost for words.
193 (2023e)	These services are consistently poor, even shoddy. The standards are low and the prices exceptionally high. The main problem I believe is poor governance and poor and minimal specification, with decision-making devolved to Camden contractors. Billing to Leaseholders, sign-off of works and full and clear accounting should (but is not) be done to the highest standards. Camden should be getting guarantees on all its Capital Works. If Camden reinstated its Architecture department and brought design and build management in-house, it could save itself a fortune and maintain and build better for the future. Most leaseholders will happily pay for good quality works, management to high professional standards, and clear and prompt accounting for works and services, including details of services provided, such as tasks and frequencies. It is extraordinary that Camden cannot manage to offer this.
194 (2030e)	Repairs: Getting repairs done is a tortuous process. No real information is given as to why there are delays. I reported rotten - dangerous - windows last year and am not updated, no work has been done. The last communication was something about consultation on the job. So what is happening?
195 (2047e)	Terrible repairs service...poor responses from LH Services/inhelpful/disability discrimination is rife.
196 (2052e)	Camden Council have a very arbitrary response to leaseholders problems. ie in Tonbridge House I have had trouble with my heating – the block boiler is decommissioned and we are using a rented boiler that is on the pavement outside our block of flats – but cannot get any kind of response from the council as to when this will be either replaced or repaired.
197 (2053e)	Camden's Leaseholder Services should drop the word 'Services' because they simply do not provide quality of service. Some of their staff are not fit for purpose and lack professionalism, but this is tolerated and covered up by the Council and Elected Members who support them.

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

198 (2063e)	I think public authorities are vulnerable to being taken advantage of when contracting for public services. I would like greater assurance that money is well spent if this is possible. e.g. if contractors make a mistake, are we paying for that? I would like those commissioning the services to behave as if they are spending their own money.
199 (2066e)	Yes it can be improved
200 (2071e)	Officials see leaseholders as a problem, and officials are not accountable to elected members
201 (2089e)	I've received no service as such from Camden Leaseholder Services of any note. Housing Management have been helpful on part. Repairs no service of note, not sure what Capital Programmes are. Camden in my long existence are generally ignorant, unhelpful and farcical.
202 (2098)	Last year Leaseholder services served notice with the cost of repairing widows in my block of flats that were actually the windows of a tenant's flat that had already been replaced earlier in the year.
203 (2113e)	They're rubbish. Emails never get replied to, phones are unanswered. The teams are split so you have to talk to dozens of people who don't know what other teams are doing. I get tons of paper that I don't understand and I live in constant fear of an unpayable bill because there's no repair fund.
204 (2119e)	I am currently on the Leaseholders Forum where many frustrations with Camden Leaseholders services are aired. When I have have reported an issue, it generally has been dealt with relatively easily. However, there have been items on the service charge that are not pertinent to our small block (5 flats on 2 staircases) and the common areas are not maintained. I have not sublet my flat but I live in the next street so follow what's going on.
205 (2120e)	I do not receive much help.
206 (2139)	The council doesn't seem to respect the views of leaseholders, and appears to pay lip service to engaging with us and do the minimum that is necessary. I suspect that is why it's difficult to get leaseholders to engage.
207 (2140e)	Our Camden account does not show invoices for service charge because the link does not work
208 (2143)	Needs much improvement especially Leaseholder services / capital programme
209 (2144e)	Camden is still poor in their repairs services . The same problem with hiring their contractors whether in repairs or in doing major works. I have suffered a lot in this and after several complaints could able to sort out the problem. It is costing leaseholders huge amount , wasting of time for both of us for Camden and leaseholders , in addition to the stress caused.
210 (2146)	Repairs could be more sympathetic if they can't or won't help.
211 (2147e)	yes, there is no transparency from camden council, the major works cost are far too high and unclear and in no way value for money. There really should be an external audit done on how Camden Council spends money on major works. Trying to find out information is almost impossible. Just finding out who to talk to is a mission, and even when you do, they seem to have little interest in helping.
212 (2153)	I think there is a need for transparency in tendering processes, greater accountability and more real care by dedicated responsible and capable staff team for those leaseholders for which Camden owns the freehold. This was not our experience when we had to have a building work, roofing and outside painting. It was not managed in a reasonable and accountable way. It was so stressful and distressing. I still see this happening as reported in the CNJ and the letters sent very recently too. My heart goes out to those who are living through the experience at this time.
213 (2154e)	Camden Council as a property manager has been nothing but a complete disaster. The council has no control over its contractors, so even simple repairs and maintenance jobs are getting overcharged. Nobody on the Camden repairs line has any detailed knowledge of the development and nobody takes charge of actively managing it. The management structure is not fit for purpose with so many different people and departments involved with no joint up approach to tackle issues such as safety, ASB, recurring repair issues etc. Despite numerous complaints from leaseholders nothing has changed and legal steps to sue Camden Council for mismanagement are now being considered. Looking at the comments on the discussion board the mismanagement is across the Council's estates and developments. A home should be place of peace and quiet and not a stress creator because one has to be constantly battling with the incompetence and amateurism of Camden Council.

CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES

214 (2162)	Procurement for all works including major or minor repairs, day to day care, is poorly monitored. Many contractors do a very bad job
215 (2168e)	Service is inadequate. Poor communication. Officers unwilling/ inability to address complex issues regarding leaseholds or repairs. Ideally need named officer with specialist training to deal with leasehold issues.
216 (2169e)	The capital works are excessively expensive and dreadfully executed. The rest is good
217 (2173e)	Don't get any service of value. If I contact Officers all I get is it is in your lease and you must pay. The officers use leaseholders for enhancement to their own career and promotion prospects and leaseholders are seen as targets for bullying and hostile. The officers don't have any knowledge of leaseholders charges and are expected to pay for everything even though in correct bills and charges are made and paid for. Leaseholders are treated as though they have blank cheques and should pay for everything. Whilst council's tenants are treated as though they are poor and who are the culprits in criminal damage to council properties and expecting leaseholders to pay for. Whilst tenants damage and bully and harass leaseholders and do to pay even their rent.
218 (2185e)	Repairs are too expensive and managed badly and inefficiently
219 (2186e)	Whether by telephone, letter or e-mail the service is poor, it is hard to make contact with them and even harder to get essential work to our block started and finished, As an example the communal lighting for our block has been on for 24 hours right through the summer and despite many complaints is still blazing away !!
220 (1035)	Better/quicker responses to avoid litigation in the first-tier tribunal.
221 (1039e)	Improve communication and responsiveness - I have 3 outstanding s22 requests and am still not in a position to know the final cost of several projects I'm expected to pay for. Greater sensitivity to the fact that real people have to pay for the projects they enjoy enjoy planning and managing in their offices
222 (1064e)	Speedier response, answering the question
223 (1083e)	Thank you for seeking my views. Leaseholder services are incredibly unreliable at responding to email. I have had important emails awaiting response for several weeks, despite calling to follow it up. When I call, I'm asked to put the issue in an email!
224 (1223)	I have been a leaseholder for 2.5 years and I have found Camden's Leaseholder Services, Housing Management and the Repairs and Capital Programme to offer fairly poor customer service on the whole. Requests are not dealt with in a timely fashion. Staff are courteous and quite helpful when contacted telephonically but it's hard to get through to them on the phone in the first place. It seems like the quality of the service received is heavily dependent on the individual providing it, rather than in line with an overall quality standard. I think that it would be helpful if there was a greater degree of access. I have unfortunately been able to attend Leaseholder Forum Meetings thus far due to the inconvenient time they have taken place at, but I have noted that there were some drop in sessions organised prior to each meeting. I think it would be excellent if the Council organised monthly/fortnightly online drop in slots that leaseholders could drop into to raise queries and seek Camden official's support.
225 (1257e)	Speed of response is really quite slow. An online portal checking requests would be ideal. Also there is slow action.
226 (1282)	Response times for communal repairs need to be much quicker. If property is being sublet by an owner to the council only deserving clients should be given a choice. This means no clients with a criminal past, drugs users, substance abusers, etc. The only people I wish to share my community with are those that treat their homes with respect.

CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES

227 (1359e)	<p>Yes - but this is a much wider discussion. I think it is why it is so important that the Camden Leaseholders Forum has a regular in-person element, precisely so people can raise and identify common issues/problems/areas for improvement.</p> <p>My experience has been limited to Covid times, and this has no doubt changed things somewhat. But I think there is a serious problem with the way that repairs are dealt with. Category 4 repairs should be escalated to Category 3 repairs and so forth after a reasonable period of time. The current position of the council seems to be unreasonable - essentially giving itself as long as it requires to sort any repair it considers anything other than immediately urgent. This is not fulfilling its basic freeholder responsibilities.</p> <p>With the capital programme, although we do receive information through the post, the availability of information online is very patchy, and it would be good to have a better idea of plans for the estate. I can fully understand that plans and timelines will all have been impacted by Covid. It would be great to have a better idea of how plans are now looking for 2021-2022. Where I live there has been a large fenced off area in the green area, and one of the pathways down to it has been shut off, and there's a general state of disrepair in quite a lot of things which is unfortunate. Maybe this is just a function of Covid.</p> <p>To be honest, it would be great to get a better handle on how leaseholders can contribute to making the areas they live in better and to feel that there is someone on the Council side who values leaseholders as potentially very positive contributors to their community rather than as a problem to be handled.</p> <p>It would be incredibly useful to have a single Point of Contact for the estate who can be emailed or phoned (not just for leaseholders) so that repair and other issues can be flagged.</p>
228 (2101e)	<p>I still think Leaseholders in Camden are not treated fairly and get charged much more than they should for services the council picks and chooses regardless on Leaseholders comments. The repairs are requested are not actioned in a timely manner and end up costing money (for example see communal lights on all day in Southfleet for the past few months- reported multiple times-no action taken). I also wish leaseholders could have more options to discuss issues in person with Council representatives as the meetings we have don't always give us an option to bring up personal issues.</p>
229 (1329e)	<p>Possibly more staff in the office, so phoning in does not take 45 min waiting in the line before someone picks up.</p>
230 (1043)	<p>The service seems to keep deteriorating with longer delays in answers and extortionate Major works bills.</p>
231 (1056e)	<p>Ensuring prompt addressing of issues</p>
232 (1074e)	<p>I find the process of getting information about service charges onerous and difficult. It requires continued energy to get anywhere. I have been waiting over a year for certain documents I have requested to justify charges. There needs to be more transparency about what is done, when it is done and who did it. I think leaseholders should be sent details of when work is started and completed and who did it. We should not after the event have to play detective to understand if charges are fair and reasonably incurred.</p>
233 (1104)	<p>Camden takes far too long to answer emails.</p>
234 (1113e)	<p>I have sent an email to the Leaseholder Services asking a question but there was no reply.</p>
235 (1114e)	<p>Would very much quicker response time instead of 3/4 weeks</p>
236 (1125e)	<p>Very slow answers to queries experienced, clear ID on scope of works and details plus clear programmes.</p>
237 (1131)	<p>Your website doesn't work overseas, response times sadly slow, service lacklustre</p>
238 (1198e)	<p>I find getting repairs done very frustrating. The team who respond are polite but it takes too long to get someone out, often they miss appointments with no warning and the standard of work is poor. I have waited 18 months for an external repair that is causing a leak in my property that I could have had done privately much sooner.</p>
239 (1230)	<p>They could learn to listen to leaseholders, rather than consistently ignoring them. One example: I did not receive a response to my observations on the recent fire safety works for more than a year, and had to chase for it repeatedly. In the meantime, Camden tried to force the start of the works before it had fulfilled its statutory obligations to me.</p>

CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES

240 (1247e)	I feel there is bias against leaseholders with the impression from officers that we are a nuisance and a small part of their job. Every correspondence I have with Housing Management in particular takes months to elicit a response, after several chasers, and I have had to resort to the complaints process more than once, each time upheld. I understand there are service pressures however this is a very frustrating way to conduct business and there must be service level standards that either need additional resource or need to be reminded in training.
241 (1277e)	I have a handful emails sent out to Repairs team at different times that get never answered. Even when I managed to get hold of someone over the phone, the query was really never taken a note of. I should say my communication experience with the Camden repairs dept. has been dreadful.
242 (1298e)	Slow and bureaucratic
243 (1341e)	Logging repair calls and getting appointments is extremely time-consuming. Hot water and heating is centrally managed but it takes too long to get repairs people out to address issues.
244 (1353e)	Very rarely reply to emails which is extremely frustrating and makes it extremely difficult
245 (1354e)	They should respond more quick and not fob repairs off onto Capital Wirks
246 (1378e)	Predictably the fact that Camden is always saving money, major works can be sub standard and very late
247 (1410e)	I think response time need to improve.
248 (1464e)	I'm deeply unhappy with the Repairs and Capital programme and sent through complaints during the repairs being carried out on my property. A detailed, formal complaint that I sent in early October has elicited no response. I am being charged for scaffolding that was up for 14 months for a job that should have taken, at most, 4 weeks. The quality of the work is very substandard. I have also applied to spread out my payments due to being a Covid job casualty and again, no response.
249 (1474e)	All services have improved but much more needs to be done. Regular, monitored drain and gutter clearance. Better communication. I've waited over a year for a response to a question on an insurance guarantee following failed subsidence work where I was removed from my flat for three months.
250 (1512e)	The response time and service from the Handyman services is very poor and needs improvement
251 (1532e)	Yes. I have asked recently for maintenance of a central drain that gets blocked and causes flooding of our balcony. This central drain is a block facility. I await a reply.
252 (2011)	The leaseholder services can be greatly improved. Response times to any request are ridiculously high. The Camden repairs just ignore half of the requests.
253 (2040e)	Just a quicker and more professional response please
254 (2042e)	Would appreciate more detail and transparency on major works projects as well as responses to email queries many of which are not answered or even acknowledged.
255 (2077e)	leaseholder services take too long to sort any queries out .repairs dept of LBC also take too long to address repairs issues.as for our estate manager she is not very good at her job wait for ever for her to reply to e.mails or phone calls regarding problems on the estate
256 (2093e)	Leaseholder Services takes months if not years to reply to emails.
257 (2125e)	Poor response time. I am querying caretaking services in my block for over 1 year now without satisfactory response
258 (2138e)	Services from all departments, specially Repairs and Major repairs Really sucks. Their turn around takes weeks and even months, no responsibility is accepted and no one seems accountable .There is rarely a feed back on issues reported. Personally, I have been on a loggerhead with them on an ongoing roof leak. Ongoing here is not one or two or three years ,but 35 years. Of all the three or four repairs carried out none have cured the defect in the roof. It still leaks and the bedroom is constantly damp.

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

259 (2165e)	I am not totally sure how Camden Leaseholder Services can assist me and I did not get positive response when I asked for assistance. I have had a more than 12 years battle for disrepair with Camden. Camden have had the playing fields with delayed tactics. This has been so as it is plainly to allow time to elapse in order to re-issue another Notice 20 while they have erased major repairs written in a previous major works specifications. Camden have been very misleading and non-transparent in their action. I have had to issue legal proceedings to get matters moving forward.
260 (2192e)	With regard to major works, there appears to be a lack of joined-up thinking. There seems to be a reluctance to provide invoices to support a major works demand. When I raise queries after viewing the inspection file for Day-to-day charges responses are too slow and I often have to chase up some months later. All very tiresome - unnecessarily so.
261 (1009e)	The council have set aside millions of pounds regenerating their estates but have failed to address the issue of external cladding keeping many leaseholders unable to refinance or sell their properties. Why is there no budget allocated for these vital reports?
262 (1017e)	parking facilities for bikes please
263 (1166e)	I would like Camden's help to pro actively instal Smart Electricity and Gas meters in my property.
264 (1301e)	It would be nice if they spent some of the Capital Programme funds on the Kingsland Estate NW8 7QJ where I live.
265 (1394)	Would like to know more about access to buy fire doors for leaseholders
266 (1541e)	I receive service from the main repairs team - they have been very helpful - but the distinction in some cases as to what is my responsibility and what is yours is sometimes blurred. I have also had significant challenges in getting necessary works done on trees located in Camden tenants gardens that impact my garden.
267 (2074e)	More information. Where is the finances being directed to. being on the edge of the borough at times very much felt like not being a priority when building works are concerned. More information. what is being discussed- forward planning agendas released, what the council are prioritizing house wise in immediate effect and future, what they expect from thier leaseholders. Also real support for leaseholders that live in their purchased homes and are not subletting or bought to rent. Who to complain about neighbours from bought to rent.
268 (2079e)	More regular updates about the impact of H2S and Crossrail2. More information about exactly who to contact with issues like noisy neighbours, building repairs, utility issues etc.
269 (1066e)	The housing office could get up and come and see the issues in person.
270 (1166e)	Just the Smart meter
271 (1170e)	1. Treatment of plants in communal areas for infections 2. Security cameras 3. Improve the TV cable and aerial as the TV reception is very poor when it is windy
272 (1378e)	I am not happy with the fire escape from our flat
273 (1038e)	I find the council frustrating to deal with. A big bureaucratic entity that stops me managing my flat as I would sensibly do so as an owner. I just give up most of the time. I also find most Camden Leaseholder written communications completely baffling - I'm amazed they are not held to account like other entities are to clearly communicating with customers. This leads me to believe it is because the concept of a leaseholder as a customer is completely alien to Camden Leaseholder Services.
274 (1117e)	I am secretary of the Chester Balmore Leaseholders' Association CBLA and I have attended meetings in person. Please note that this "flagship" estate completed in 2014 on the basis that private sale of more than half the units to leaseholders would cover costs of the redevelopment has had major problems from the outset through poor contruction/build/monitoring . Significant major defects remain and more are coming to light. Camden repairs is not fit for purpose being divided into minor and major and there is a silo system by which departments do not communicate effectively. An estate such as this should have an estate manager who is able to oversee all the problems. Our housing offiver is both incompetent and unprofessional (this is well recorded across Highgate Newtown over several years)
275 (1137e)	There have been initiatives to improve cleaning and upkeep of common areas. I have seen no further feedback on this or any evidence of improvement. I would like to understand current status.

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

276 (1143)	For major works, my experience has been dire. This is not the forum for me to suggest improvements.
277 (1228e)	I have attended the forums at old Town Hall, but not for a couple of years. Then I found them slow, not very informative and dominated by a few regular attendees with either an axe to grind or poor understanding or acceptance of responsibilities of ownership. I stopped coming. Also, I never got my head around the online blog but am willing to try again. I have little involvement with Housing Management, a drug dealing issue was dealt with well though and I was in contact, as far as Repairs and Capital Programmes there is excellent local presentation of that, in my case Tybalds Estate
278 (1307e)	stop doing the same major works every couple of yrs. The flat building is made of brick, nothing like grenfell. The major works should be paid for by HS2 not the leaseholder. the only major works that i will pay for is cavity wall insulation. we do not have any money because of covid!
279 (1331e)	Yes. i have not been able to access or do a metre reading over a year now even though i have made several calls to the housing team.
280 (1479e)	We need Leaseholder Services to rapidly resolve the EWS1 impasse for flats in blocks which don't have cladding, following the Government update on 21 November. We need to move for work purposes, but have been unable to sell for 12 months, and we know many others in the same position.
281 (1483e)	Repairs are slow and awful. Security is non existant, drugs are rampant.
282 (2069e)	As a resident of Cartmel heavily impacted by Hs2 and the block about to be decanted we are having no support as to alternative accommodation or buyback while tenants are being given extra points and helped to move.
283 (2103e)	I understand that resources are tight and housing officers do what they can. However the repairs and capital programme could do much more to involve and include all residents in setting priorities for the blocks they live in. The current area I live (Regents Park) in is in a huge state of disrepair which is very different to friends I know who live at Cecil Rhodes house in Kings Cross and it would be helpful to understand how resources are being allocated etc.
284 (2167e)	I don't feel that we get the same deal. I had workmen come to look at my water system (communal) and I heard them muttering that the council wouldn't do anything about the state of it as I am a leaseholder and they don't fix it up for leaseholders. I pay for the windows and repairs of other flats but no-one cares about my risk with a standing cold water tank and dodgy pipes.
285 (1033e)	Would like to be able set up direct debit for my service charge, ideally spread over 12 months. Setting up a standing order every year is difficult as i forget, then I get behind on my payments, which are only 10 months by then at best.
286 (1065e)	It's great that camden are doing this so leaseholder can express grievances and gratitude when necessary. Also talking with a couple of other leaseholder, it will give us an opportunity to ask how the service charge are calculated, how major works are tendered and raise questions to costing and value for money issues.
287 (1069e)	Some years ago, the lift was changed in the Warnham House, WC1H 8JP, for an extraordinary £180K and the cost shared between 18 tenants and leaseholders. The clear and full cost breakdown was never provided, even though the receipts were coming for 4 years (in 3 years after the works). Instead of the clear and detailed cost breakdown, the leaseholders were threatened to pay or to go to the court where they would need to cover the legal cost if their case was not successful! We need a clear and detailed cost breakdown of the major works, such as lift repair, at the beginning of the works and the final one at the end of the works to understand what we are paying for.
288 (1234e)	Leaseholder Services and Capital Works need to be closer integrated to provide a more consistent service and Leaseholder Services need to be more explicit about the apportionment of charges for capital works in building occupied by flats and commercial premises.
289 (1279e)	I am happy with the service generally with the exception of major works costs. For the second time, the costs we have been invoices for are significantly higher than the work completed and the standard of work was low.
290 (1318e)	Published contact details inside blocks. Easier payment options for lease holder services.
291 (1456e)	I would like it if it were easier to pay the service charge monthly, rather than annually and if how to make the change from paying annually to paying monthly was more obvious. It also seems to be unclear whether the food waste bin in the communal garden is in use or not. If it is in use, I am not sure it is regularly emptied and the smell can be awful.

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

292 (2017e)	Your 5% reduction for paying service charges should be taken off the bill when it is paid rather than years later. Islington leaseholders pay their bill fast and take the 5% off at payment point. You should do the same for transparency.
293 (2081e)	It would be more informative to have all itemised repairs on the yearly service charge statement
294 (2191e)	Submitting 3 major works bills to leaseholders in excess of £12,000 in 2020 is simply disgraceful. Surely these bills could have been spaced out and not lumped together to deliberately squeeze those already suffering financial problems due to Covid.
295 (1028)	Yes, I am appalled at the treatment given at being sent a letter from a solicitor in claim of no payment of Home Improvement fees of over £20,000, demanded immediately, when you failed to set up an account to facilitate payments. It is outrageous that no checks or reminders were sent before instructing a solicitor. Save solicitors for those that have no intention to pay, also appalled at the sudden retraction of ADR mediation, that was abruptly withdrawn without agreement or explanation, it is cause of much resentment and reflects much incompetence on your part. Especially as we are dealing with Covid, lockdowns, mental stress and illness, mortgages are being given holiday periods, no one is working, disgraceful behaviour! It demonstrates vindictive behaviour and it will be investigated. You should ensure that leaseholders are given the facility to pay over 60 payments of 5years automatically. You are supposed to be a service, you could at least arrange that as the first entitlement. This council has made it quite clear that they dislike leaseholders and it has not gone unnoticed by parliament.
296 (1051)	I have found Camden staff incompetent and not caring clearly because no one at Camden is held accountable for their actions since the tenants and leaseholders pay the bill for mismanaged issues such as sending out thousands of incorrect payment demands which also have notices threatening eviction and legal action against people who don't owe the money. People are having a difficult time without having to put up with this level of mismanagement.
297 (1055e)	They don't seem to value leaseholders at all. They don't respond to most emails for at least two weeks or more if at all, then you usually get a holding email and the matter disappears into the ether. If they tell you they are referring a matter to another department don't expect to hear back. The repairs team are incredibly bad. Right first time? It usually takes at least two attempts and then the repair work is often shoddy. My flat has been flooded on several occasions due to problems with the flat upstairs which is tenanted and they don't appear to treat anything as an emergency unless water is pouring down. I was asked what I was doing to stem the flow of water last time (It was coming from their tenant's flat) and they wouldn't attend as it was a weekend and I only had damage to the walls and ceilings (which I might add eventually had to all be replaced). The recent major works bill has been a complete joke. They have drilled down to items costing 20p in some instances then lumped a sum of over £5000 as unquantified decs, several sundry items totalling circa £4000 and also listed other properties and the cost of repair to the ceiling of their tenant's flat upstairs. Yet they give a deadline to make payments. They also apparently feel that the rateable value is a fair way of apportioning the total cost in spite of the fact that I own a small one bed flat and the downstairs flat (which is council tenanted) is four bedrooms, two bathrooms, a large sitting room and kitchen French windows and a metal decking and staircase leading to a large exclusive garden, not to mention it is vastly extended on two levels. I am still expected to pay 29% of the total bill for the house. How that can be fair is beyond me and is actually in direct contradiction of terms of the lease in relationship to the share of any major works bill but to fight it I have to go to a tribunal. Basically it is a shambles.
298 (1058e)	A more detailed breakdown of our service charge. Currently this information is very difficult to get.
299 (1076e)	The high costs of repairs coming as a surprise
300 (1085)	Bills for services and major works are promptly sent to leaseholders, but I have never succeeded in contacting my regular liaison person (I've been sent letters with 3 different contact names in the 15 months since purchasing) and am unsure who I can ring or email with a query. I've never had an email answered. They disappear into a black hole. There is an appalling level of service made more difficult by all the bureaucracy. I either receive mountains of paper about legal changes to leaseholder T&Cs or I receive nothing - not even my payment requests (except when they became overdue, which is just as well!). It is far from a professional service on my limited experience. If you are struggling to engage leaseholders, then I would look first to clarifying your communication strategies and outcomes. We can't know what we don't know!

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

301 (1087e)	I've regularly commented. The service is poor. The billing information is often inaccurate and is presented in a way that makes it very difficult for leaseholders to understand and/or challenge.
302 (1172e)	Our annual service charge invoices are getting very opaque to understand; there are so many overheads, proffits and admin charged on major works that it can almost double the costs and doesn't appear to be very good value for money
303 (1173e)	Don't see why I should pay for tenants to have the interiors of their flats renovated
304 (1193e)	I find the quality of service provided to leaseholders (e.g. by custodians etc.) to be generally very good, and usually get good service when I call Camden about a particular issue - certainly better than the service friends have reported from other LBCs! However, my building is currently going through major works, and I find it almost impossible to deal with leaseholder services on payment issues for this - I've been sent innumerable invoices, all with different amounts, and every time I ring up to seek some clarity on payment I'm told to just ignore it as it's 'on hold' (the invoice itself never says that!) and also that I cannot actually be given any details about how much is owed and when I can pay. This, I must admit, is frustrating.
305 (1263e)	There is too much of a financial burden on leaseholders for 'improvements' we collectively have no power of approval or denial for.
306 (1278e)	Major works seem to be often unnecessary and too expensive (either overspec'd or just overpriced). The process does not give enough oversight to leaseholders. We are asked to comment on things without knowing if the cost to our flat will be £100 or £30000, and have no meaningful opportunity to comment on the entire proposal - first comes a proposal of work (without costs). Then comes the selection of contractor, but if costs are £20k per leaseholder at this point there is no way to object to the value for money or need/spec for the work as we have tacitly agreed to it by not being very vociferous or coordinated in response to the initial proposal of work. I believe the initial proposal of work should include an estimate of costs per unit and if that cost is exceeded when contractors quote at the second step the council should have to redo the proposal of work for approval with a revised cost estimate.
307 (1289e)	Yes, I find their service charge collection methods to be tantamount to bullying.
308 (1329e)	<p>Yes, I have some comments. Unfortunately our experience with Leaseholder Services this year had not been good.</p> <p>We cannot explain the Council's decision to subjects us with three major work invoices in 2020 other than treating leaseholders as cash cows and to squeeze them as much as possible. And the year is not over yet and there is 2021 when I am dreading the post on most days when will the Council think its good idea to ask for more thousands from us.</p> <p>The three major work payment demands are totalling at £12.000. This is pretty much my whole year salary.... And to do this in a year like we are having when many people are losing their jobs, including our family.</p> <p>I have contacted our MP, and the Camden Leaseholder Forum. We have had reply and support from the MP's office, but to my surprise, nothing from the leaseholder forum. I expected the other way around.</p> <p>As explained above our experience this year has been shocking and scary. How many more skins the council is planning to take off us.</p> <p>It would vastly improve our experience if these major work payment demands were spaced out over the years. Two out of the three works date from 5 and 7 years ago. Why not ask for it before? Why did the council think 2020 is the best year to issue us with all three??</p>
309 (1352e)	The service charge is not clear, the notices to enter into long term contracts are too many and sent at different times with no pricing or transparency.
310 (1357e)	Capital works bills are ridiculously high, the final bill is sent long after the contractor has finished the work making it impossible to complain about shoddy work which shows up after completion.
311 (1372e)	Transparency of billing isn't always clear
312 (1562e)	Most things are resolved in a timely and efficient manner but the main issue since I moved in almost 3 years ago is the heating and hot water issues. Last year you tried to charge us around £500 over the service charge to cover the costs you had paid to get repair works done out of hours with no breakdown or explanation of costs. Then as soon as people questioned this and didn't pay, the hot water hasn't gone off once since!! I have however been experiencing issue with the water pressure for a couple of months now so the problem hasn't gone away completely. Surely with such an old system, a more long term solution needs to be found. Every time I call up, people act like it's the first time they've heard about it.

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

313 (2002)	The ongoing rip off of leaseholders in terms of excessive annual service charges, incorrectly invoicing leaseholders for works never undertaken and the outrageously expensive costs for major works remains a persistent and worrying issue for all leaseholders despite continued 'efforts' to improve the charging and invoicing system in Leaseholder Services. Why doesn't the Leaseholder Forum advocate for external auditors to be brought in to investigate these issue on behalf of leaseholders, a proper independent audit of these practices is surely now required. Moreover, if these issues are commonplace across other Councils than why is central government not involved in reviewing these practices.
314 (2019e)	We still need answers to questions about charges for heating and hot water.
315 (2041)	If Cameron was clear and transparent about their costs involved in works
316 (2046e)	Major works invoices are totally inadequate and a comprehensive detailed breakdown of costs should be provided.
317 (2061e)	In the past four years, Camden Council's repairs and capital programme have twice submitted incorrect quotes for major works, which have subsequently doubled. In the first case, 'incorrect figures' were supplied by the external contractor which they subsequently increased by 50%. In the second case, the contractor mis-measured a boundary wall, and under quoted. Again, the actual estimated figures doubled. There seems to be a lack of attention to detail on behalf of Camden's contracting team. How are leaseholders supposed to budget or to have faith in the accuracy of the process if these kind of mistakes are routinely happening. Secondly, there are long-standing repairs - some of which were first reported in 2015, which the Council have continued to let fall into further disrepair. Why isn't Camden Council maintaining the communal areas of their properties and the external fabric of the buildings?
318 (2095e)	Impossible to get copies of proper invoices of subcontractors, no accountability, very bad workmanship by council contractors and very bad value for money. Continual feeling of being ripped off by unaccountable Council
319 (2104e)	They are very slow when it comes to dealing with billing disputes - I have been waiting since 2018 despite regular reminder emails !
320 (2107e)	The financial correspondence I receive about Service Charges is very complicated and since charges for Major Work are paid over a number of years it is very difficult to understand and keep track of. Also it is not easy to know who to contact regarding particular issues. The biggest issue of course is that leaseholders have very little control over Capital Programmes and Major Work. As an 81 year old pensioner I am very concerned about the large amounts of money I am being regularly required to pay for these. I was a tenant from 1979 to 1990 then I bought my flat through Right to Buy and have lived here ever since and hope to continue to do so. The new system of caretaking is not of a good standard, particularly the exterior cleaning.
321 (2132e)	Transparency on cost is still required
322 (2190e)	Account department of LB Cam is not able to provide a breakdown of costs and work items carried out for individual flat after they send us a bill for the Fire Risk Assessment Works. They said that they are only able to provide a breakdown schedule of all the completed and uncompleted works for the whole block or property. This doesn't sound right as we do not know where and how they come up with a figure to charge us for the major works .
323 (2191e)	Submitting 3 major works bills to leaseholders in excess of £12,000 in 2020 is simply disgraceful. Surely these bills could have been spaced out and not lumped together to deliberately squeeze those already suffering financial problems due to Covid.
324 (1302)	Have a clear programme of works for the next 5 or 10 years so we clearly know what's coming up, as opposed to being suddenly being told things are going to happen
325 (1042e)	Publish list of Council staff, their responsibilities and extensions. I have no idea who to contact unless the Council has already been in touch with me.
326 (1108e)	Yes who do I need to contact as I have a few questions as a leaseholder.
327 (1530e)	Info on caretaker in my estate and what his role is on the estate
328 (2131e)	A list of Camden Contacts would be useful

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

329 (2038e)	It would be extremely useful to have the names of department heads who can be directly contacted to undertake major repairs or to make enquiries. It is frustrating that all business has to be conducted through the Camden council switchboard.
330 (1020e)	All mail electronic
331 (1046e)	They are impeccable, I am very grateful for the excellent service.
332 (2170)	Yes. I would like the housing management to provide us with an opportunity to engage cleaners to clean the common areas in my block. The area is so dirty and unclean and I am not sure how to get this done. I am sure other people living there will not mind contributing towards some funds to get this cleaned at least once a month.
333 (2188e)	Generally the services provided by the Management and Repairs are fairly good. Arrangements around estate parking (when builders / plumbers etc are needed for more extensive works) are extremely poor. Less paper could be sent out. The caretaker services are appreciated but think they could be described more exactly to leaseholders.
334 (1010e)	I do not understand how decisions are made for repair. The contractor work is shoddy with no accountability and always overcharging. There is zero communication from camden about why major repairs or programmes are instituted and how and there is no confidence that the work will be completed in a quality manner. The contractors we have had in have been shocking and unmotivated to complete the work efficiently
335 (1012e)	The service is awful. Absolutely nobody cares about the leaseholders
336 (1019e)	Sorry to be negative, but all are pretty dire. The primary issue is communication; it's impossible to get in touch with people at Camden. The secondary issue is getting them to act on your request once you are in touch with them. Aside from that, no major works in our building for 15 years and it's in total disrepair. Estate lights went out for 6 weeks and weren't repaired. The communal boiler is at 1/3 capacity already and Camden refuse to repair, presumably so they can replace and put it on our bill. My suggestion is honestly just to reform the Camden housing team and get some new people in who are actually motivated to work there for the right reasons.
337 (1023)	Service charges are RIP OFF in a broad day light. I can write books about Camden lease holders department malfunctioning.
338 (1024e)	It's dire, you never get a reply by phone, email response slow, and they are over vigilant in chasing payments if you have always paid your bills. Totally useless.
339 (1029e)	I have had ongoing damp / leak problems ever since I moved in eg 3 gem staff contacted me today. So i live in a damp and damp-affected flat. Please please please when will this get sorted out? I send lots of emails / phone a lot - its especially difficult for me since I'm blind (so eg emails take ages to write) and have other disabilities. Im especially concerned about three different sources of damp in my front room. PLease help!
340 (1032e)	Terrible service. I do not know what we pay so much money for
341 (1036e)	I am the leasehold owner of Flat 2, Cavendish Mansions, Clerkenwell Road London EC1R 5DQ. I have had several leaks into my flat from Flat 4 above (over the last few years) at great expense to myself and that have put lives at risk. During the last very serious leak this Autumn, the fire service needed calling at 3am by my tenants and they had to force entry into Flat 4 and they made a short video of the terrible state of the bathroom above. It has been acknowledged by your officers that adequate flooring needs to be installed into Flat 4, yet to date they have failed to do so, despite several requests from myself and Bloomsbury Property Services (managing agents). Nor have they ever waived my insurance excess despite several requests. I have told your officers that if they continue to neglect their duty of care to myself and also to your tenant, who is living in an absolutely terrible state, I will have to bring this matter to public attention, lest we find ourselves with a Grenfell-type tragedy, in respect of which you would be compelled to respond at a public inquiry.

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

342 (1041e)	I am generally dissatisfied with the service I receive from Major Repairs. There has been a longstanding structural issue with the building which has a huge effect on value, safety, ability to sell and ability to mortgage, and there is no care, attention or communication. The issue just goes on and on and it seems that nobody could care less. It is very depressing and disheartening being in the hands of Camden Major Repairs. If I could take the matter into my own hands it would be repaired within months, and I would be willing to pay to resolve it, and I have written that, but it just goes on for years without any progress, stuck in a slow moving bureaucratic nightmare, and I am unable to do anything except nag and beg because I am just a leaseholder, not the freeholder.
343 (1062e)	The 'Better Homes' team should have completed external and internal work on our property. The whole project has now been going on for 4 years and will still have had no external works carried out (despite being charged by Leaseholders Services) and some internal work of substandard quality, which the contractors has agreed to address, but still has not (we again have been charged by Leaseholder Services for this work) . The whole project has been so very badly managed and the communication between Camden (contract manager) & leaseholders extremely poor. We are very unhappy and have made numerous complaints to the senior management of Camden's Major Works team. We will be seeking compensation. Any support the Forum can provide us , would be gratefully received.
344 (1063e)	We feel utterly powerless against the lack of transparency and control over works and costs. General smaller repairs are generally pretty good at responding but get fed up that nobody else in the blocks bothers. Have given up asking for a door to be fixed over the years.
345 (1066e)	Not great. Constant leaks that have yet to be repaired.
346 (1075e)	Outstanding Repairs
347 (1078)	It is near impossible to speak to anyone in Camden Repairs. You can email in, wait a long time for a response.... and then repeat. If Camden Repairs don't fully respond or respond with incorrect information it is just not possible to get anything done.
348 (1079e)	The standard of some of the work is below par.
349 (1092e)	Poor value for money, and dispute over major works on the Bourne Estate
350 (1094)	Camden needs to stop cutting corners in repair work. Jobs are not done promptly or properly.
351 (1101e)	We have longstanding, serious, ongoing issues with Camden Council regarding damp and noise which have not been resolved.
352 (1134e)	Work by Camden in my flat is often uncompleted, partly due to my deafness
353 (1150e)	The caretakers service is slack, unresponsive and overpriced. It needs to be made easier for estates to take control of the cleaning services directly
354 (1174e)	The Caretaker and the overall repair (graffiti management) is very poor in the estate. Disappointing after paying so much money for the upkeep of the buildings we live in.
355 (1175e)	We are currently suffering a major work programme (Lissenden Mansions). The management of the project has been woeful. E.g. we have had scaffolding up since January with hardly any work having been done (only the roof work completed). Seems impossible to get any detail on what we will be paying for. Has caused serious problems for residents (tenants and leaseholders). All this resulting in waste of public money as well as leaseholders getting very little idea of what we are paying for.
356 (1192e)	i think a lot of money has been spent/is being spent uselessly on the garden at Heybridge (Castle Road) and it might be detrimental to safety if there was a fire as pedestrian areas are cluttered and reduced by wooden constructions filled with earth that the firemen could not be expected to move.
357 (1200e)	95% of the service provision of repairing and cutting trees/bushes & anti-social behavior (noise & other issues) is very poor. For example, the gutter of our building is broken and full of sands/leaves and during time of raining, the water overflow into the wall/windows. As a result, we requested the repair department since last year November 2019 and a number of staff came 3 - 4 times, but they have done nothing and the problem remains the same. The worst thing is that some of the staff report to the Repair Department that the job has been done and the Council charges us for nothing without providing the required services.

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

358 (1209e)	Capital works 2017 to the boundary wall and repair of paving stones still to be completed. Also trees cut down in the front of the yard still to be replaced as promised. 33 Rosslyn Hill
359 (1327e)	I have been waiting since March for the repairs team to fix a leak over the front door, outside my flat. First they claimed that it's out of their scope because I am a leaseholder and then, when they finally understood that it's their responsibility, the repairs team showed up three times but always "forgot" to bring a ladder.
360 (1338)	Poor workmanship and expensive.
361 (1345e)	1. Our caretaking service has been variable over the years and would benefit from improvement, ie the cleaner bringing a bucket of water with him to wash the communal areas rather than putting the cleaning liquid in a black bag then using this to clean three floors. 2. Housing management has never responded to anti social neighbour issues I have raised with them from time to time. I gave up. 3. Neglect of our block, eg white render at the front not painted for 15 years and neighbour waters plants on balcony above so the soil drips down the white render and also onto my bathroom window and window ledge and my bath if the window is open.
362 (1414e)	Terrifying reputation on overcharging for works. Still seeing £33k standard bills everywhere. General state of property is low and works done are very poor quality which is really worrying. Original features such as sash windows have been cheaply hacked, ruined and made inoperable. Over charging and poor work is shameful.
363 (1415e)	Yes, camden need to stop engaging in ludicrous major repairs that are exorbitantly expensive with sub-par results
364 (1416)	Not happy with the work they do
365 (1428)	Yes, I have brought them up directly with councillors and officers. Councillors have a duty to respond to residents. Officers have a duty to respond to councillors. But in practice officers avoid responsibility and councillors are unable to take action. The repairs and capital programme is dominated by commercial contractors under long term agreements who are in my experience incompetent and mainly unsupervised, resulting costly mistakes, meanwhile basic preventive maintenance and care of council properties is generally neglected.
366 (1449e)	Yes, feel we are screwed over. We have to pay huge service charges and then supplement the rest of the building when there are additional works. I've seen practically no improvements to the building since 2003. The only visible "improvements" were a few tiles on the stairs redone that didn't even match the rest. I feel it's pointless in complaining or challenging "major works". It just wastes your time, as they'll do whatever they want and we get charged loads whatever. Feel very resentful. Our basement is disgusting and the drains regularly flood. They've never sorted it out. They also hardly ever clean down there. Tenants chuck loads of rubbish down there daily. Yes, it's revolting and they shouldn't do that. But the council doesn't do its cleaning job properly - just the stairs! I keep my bike down there, so am down almost daily. Sometimes it's so gross and wet I have to leave my bike upstairs. Since 2003 they've never cleaned the outside of the windows! I complained once and they told me it's for us to do! The outside of windows on the third floor?!
367 (1458e)	Repairs need to be checked and verified as complete by the council. Repeated repairs and charges of the same thing are a regular occurrence. The system is set up so it is available to be abused by contacts
368 (1461e)	I am not aware of Camden Leaseholders services. I am not happy with the Council as far as the cleaning service of my house is done. No cleaning of the communal parts done. We pay heavy service charges for this cleaning!
369 (1469e)	The major works programme at 16 Mortimer Crescent was an abusive scandal
370 (1544e)	The caretaking of the estate where I live is poor and not to standards that should be.
371 (2018e)	The caretakers are not often seen on the estate I've seen one once in 10 years!
372 (2045)	Caretaking is poor without accountability. No regular maintenance, only reactive and then poor performance.
373 (2068e)	Failure of Major Repairs to fix the water leaks from the balcony above my property. This is an on going issue.
374 (2087e)	Some contractors are not qualified to carry out the required work. For example, OpenView cannot service the MVHR units as they have no mechanical engineers, who are capable of doing this work. As far as I know, my MVHR unit has never been serviced.

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

375 (2115e)	I have a recurring issue with a lift in our block and it would be great if they fixed it - especially given the service charge we pay. So they could improve by following up their repairs and ensuring they have been brought to a satisfactory conclusion.
376 (2118)	I would like to be able to use the in- house repairs team. There was a pilot scheme a couple of years ago or maybe longer but don't know what became of it. I appreciate that we would pay for that service and may generate income for the council
377 (2127e)	The present problem is that it is impossible to communicate with the contractor Morgan Sindall
378 (2159)	Recent fire protection upgrades: fire detectors & control panel installed in all flats in building but no instruction booklet/ specification documents provided for the installation. Lack of care re repairs. Poor/ no communication. Lift out of service for several weeks. Residents had to shout & complain vociferously to get action. Promises of compensation from Council not yet delivered.
379 (1170e)	Generally good, although the care of the plants on my estate needs improvement and there is fungus and infection which has spread indoors into my property
380 (1224e)	Clean the outside premises more often
381 (1319)	Provide agreements with good reasonably priced plumbing, heating etc companies which could, if desired, be hired by leaseholders.
382 (1192e)	An independent survey of the functioning of windows.
383 (1348e)	Set up regular maintenance of housing. Enable Leaseholders to get info on what has/hasn't been done, what and when decisions were made and why e.g. the cessation of regular maintenance inspections of buildings. To find ways of improving ways residents views are listened to. Thanks improve the quality and cost, ie my experience is often of poor standard if work at high cost.
384 (1011e)	on going maintenance of street properties is non existent. Ongoing maintenance costs when nothing is maintained. Charges for communal areas when the council never accesses them or maintains them. Excessive charges for capital programme with poor standard of work.
385 (1022e)	I barely get any service from them. Cleaning, regular maintenance of the block, and insurance are all minimal. Our block's external appearance is terrible, and despite several requests to improve it (by us and the people who are still tenants) nothing has happened.
386 (1053e)	Sadly these are very much lacking and the Estate is in a state of neglect and a repair problem that i have has continued for over 10 years and apparently from before i purchased my home
387 (1169)	Yes,the issue I have is cleaning, to be more precise the lack of it ! The communal windows of Gordon Mansions have not been cleaned for over 5 years, the Council admit this, have they charged for it ? who knows. The cleanliness of the stairs on entering the building is mopped over, not properly cleaned, as is the lift, same water for 4 staircases/plus the lifts at Gordon Mansions, and at the same time this same water is used on Woburn Mansions opposite. The same water ! little wonder its so dirty, and smelly too. This approach has seen a fine building reduced to one of drab appearance. The 4 street entrance porticos on each entrance to the building are in disrepair and in urgent need of re-painting, had they been kept clean it might have helped but of course that has not been done.
388 (1295e)	During lockdown repairs are behind (a leaking roof in the staircase has been pending repair for years) and cleaning of communal balconies and staircases is not regular,
389 (1350)	Repairs service is very poor - does not address Camden's responsibility to keep external walls etc in good repair for leaseholders.
390 (1386)	Camden need to improve the cleanest of the communal areas
391 (1421e)	Cleaning of the blocks including windows and walls on all floors as well as lifts not only the floor but as well the walls and mirrors.
392 (1494)	The Major Works budget is not managed efficiently. The 'listed' facade and stucco of my terrace is crumbling down with plants growing off it and chunks of rusted bars from the balcony falling off. I keep getting fire safety letters and bills but the building is falling apart and dirty on the outside.
393 (1525e)	water damage to my flat due to uncleared guttering on flat roof, council not likely to accept liability
394 (1554)	Camden is not abiding by the terms of our lease: they are required to redecorate there building every 5 years and haven't for over 10. The exterior of the building is in a poor state of repair

CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES

395 (2080e)	Camden only appears to be interested in new developments, not the maintenance of existing estates. Requests go unanswered for weeks. I've taken matters into my own hands by regularly cleaning communal areas, treating and repainting rust metalwork etc.
396 (2177e)	Repairs and capital programme: My leaseholder agreement says Camden will undertake external decoration/renewal every 7 years. Nothing has been done since I came here in 2020. I have brought their attention to rotten windows and have just been told how much it will cost me (questionable that I should pay as Camden have not fulfilled upkeep) and that it is 'under consultation'. No updates on when window renovation will happen.
397 (2179e)	Repairs are appalling - slow and poor quality. A policy of regular maintenance is required, not the present way of waiting for problems to occur and then reacting slowly and badly. A one-bed flat for sale on the Holly Lodge Estate has been valued by the Chartered Surveyor at £0 Zero because the flat is uninhabitable with damp in all rooms due to defective render and anyone buying the flat having no control over when Camden might repair it. The housing stock is declining rapidly and Camden must institute a policy of regular and efficient maintenance as a matter of urgency. Camden is failing to fulfil its legal obligations to the Freeholder (on the Holly Lodge Estate) and to all its leaseholders.
398 (1072e)	Yes control over short terms occupants
399 (1246e)	After a brief respite in the first lockdown rough sleeping has become an issue once again in the common parts of Camden properties. Government needs to provide the homeless with alternatives and Camden should provide regular patrols to prevent these problems occurring. Incidents are almost always threatening to residents, particularly the elderly.
400 (2160e)	More robust management and action when leaseholders breach leaseholder conditions and other requirements. This can have a significant impact on other leaseholders in the property/block. A comprehensive policy relating to bullying, intimidation and harassment - including the areas covered by the Equality Act.
401 (1426e)	windows left open all evening during the winter
402 (1045e)	I was aware there was a forum, but not aware of the email/bulletin type functions. The biggest item I would say needs improvement is the anti-social behaviour of the public on our grounds and the side effects of this (rubbish, graffiti, noise, drugs, drinking, etc.) which is absolutely wearing us all down.
403 (1164)	I have had an issue for 18 months where the lease isn't being complied with by a neighbour who is in the habit of planting or keeping trees right next to the building which have or will cause structural damage - but to my flat, not his, as he lives upstairs although his garden is next to my flat. He won't discuss his trees with me. The lease prohibits planting trees in private gardens without permission and it should be a simple matter for Camden to resolve this by writing to him and reminding him of his obligations under the lease. Camden surveyors and their structural engineer have confirmed his trees - one of which has been resolved in the end by my Ward Councillor and a helpful Tree Officer, but one is outstanding - are in the wrong location. Leaseholder Services pass me to Housing Management and they will not respond to me or engage with it at all. They did tell the Tree Officer that it's his private garden and they can't intervene but this isn't what it says in the lease. I've shown the lease to a solicitor who said Housing Management - if it is their job to enforce the lease - are not doing their job properly. It shouldn't take 18 months for someone from Camden to make a phone call or send an email to sort this out. I suspect that Housing Management are unwilling to involve themselves in matters relating to the lease. This could have wider implications for others and needs clarifying.
404 (1239e)	Am concerned about drug dealing, rough sleepers roaming around and general anti social behaviour in the north end of Sommers Town
405 (1280e)	My property is in 'Helston'. For years we have had a problem with drug users injecting on the stairwell, along with human waste. A very simple solution would be to put up a gate with a code - this way we could use both entrances. Also, the courtyard is very neglected and the one tree we have is behind 'temporary' barriers and surrounded by weeds. And finally - recycling and rubbish. The bins are not sufficient. There are no recycling facilities. Recycling bins would solve both of these problems. I have pointed all this out before, so maybe my main point is that it feels pointless contacting Camden Council at all, as we are not listened to. Thanks for your consideration of these matters.
406 (1312)	Leaseholder Packs are being returned late. Issues around antisocial behaviour are still not being dealt with effectively. Information on waste disposal and recycling in blocks needs to be much more effective to avoid fly tipping and the low take up of recycling

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

407 (1321e)	My main issue is parking. As a leaseholder who uses his flat as a London base I am unhappy that I can only get residents parking rights if my car is registered to my London address. It is in fact correctly registered at my other home as I spend more time there. So instead I can only get ten days parking a year in Camden which seems unfair as I am paying full community charge and service charge yet only using the flat maybe 50 nights a year, and barely at all during lock down.
408 (1511e)	I think security camera is not benefiting as we have gat.
409 (1523e)	The plants on Brassey road/Barlow road need more care on the estate. There is fungus on them and it spreads into people's properties evident from their own plants dying.
410 (2129e)	Antisocial behaviors by council tenants are in breach of leaseholders rights. It has not been appropriately addressed, and current process in Camden council is making any escalation of such issues impossible to be solved, which cause incredible amount of frustration for leaseholders. Separately, council tenant blocked the entrance to the communal garden therefore leaseholder can not have access. This is in breach of leaseholders rights. Cemden Council commented that they no longer deal with communal gardens - there is no way to obtain legal right unless launch a lawsuit against the Council tenant and Camden Council.
411 (2136e)	Dealing with noisy neighbours could be better
412 (1154)	Interested in how to extend lease and proposed reform to the law on leaseholds
413 (1377e)	Don't use very much but would like to hear more about services provided. For example I'm a bit worried about length of lease and would like to know if they can help. Also never really sure about building insurance - if I have a claim do I go through leaseholder services.
414 (1137e)	A common and straightforward approach to Lease extensions would be desirable rather than individuals (and Camden) having to go through a bespoke process on each occasion.
415 (1119e)	It took over 3 years to complete a lease extension, that is wrong on so many levels and unbelievable slow.....Camden need to improve this
416 (1214e)	I have been unable to rent out my flat for the last 3 months due to Camdens intentional material breach of my lease which Camden refuse to resolve or even engage in any constructive discussion.
417 (1462)	I have been trying to register sub-let details online. The payment part doesn't work. Something wrong with the website presumably
418 (1081)	Service charges need to be reduced substantially
419 (1210e)	Reduce my service charge payments
420 (1004)	Camden is unforgiving in piling bills upon leaseholders. We are currently paying two service charges and they have just billed us for a third -- which we are expected to pay concurrently with the other two. There ought to be a limit on the number of charges they can hit us with at the same time.
421 (1021e)	Not happy with having to pay over £200 a year for management charges. Every time you contact the leaseholder services they have no idea about anything.
422 (1050e)	Yes, it seems like leaseholders are getting a very raw deal, I am currently paying more to Camden Leaseholder Service than I do to all my other bills combined, it seems very unfair that we should be a disproportionate amount for the upkeep and I have considered selling my home, despite the fact I live living here.
423 (1070)	Scrutinise Capital works costs as they are extortionate and work quality horrendous. Leasholders are treated appalingly and mermely seen as cash cows.
424 (1081)	Repairs are too expensive
425 (1195e)	Unexpected Excessive Unreasonable major works bills. Leaseholders/occupiers have no recourse to sinking funds.
426 (1210e)	Value for money is below average. Heating and hot water supplies too expensive.
427 (1243e)	Leaseholders appear to be Camden's cash cow for endless & unrealistic invoices

**CAMDEN LEASEHOLDERS' FORUM SURVEY 2020
RESPONSES TO THE QUESTION ABOUT COUNCIL SERVICES**

428 (1366e)	I am a single person, a teacher and I bought one of the small 1 bed/studio flats. I am crippled but the yearly charges and feel it is a very unjust system. I have considered renting my flat to private tenants and renting elsewhere as it is more financially viable than living here myself. I love being part of this community but it's costs me too much.
429 (1405e)	Service charges are very very high
430 (1422e)	communicating with us honestly and not over charging us for everything
431 (1424)	Works are below standard and we are charged exorbitant amounts causing severe financial hardship to us.
432 (1488e)	I am unsure why service charges are so high and have a lot ot comment on this
433 (1492e)	Stop charging us for things we never agreed to in the first place - serious overcharging going on and we are expected just to pay up.
434 (1560e)	Major works cost charging
435 (2020e)	Too expensive!! Too much money to expect from leaseholders!!
436 (2055e)	Stop overcharging leaseholders on public works projects to subsidize council tenants.
437 (2105e)	I'm finding the service charges very expensive and there are charges for work that I haven't requested or that have nothing to do with my property
438 (2135e)	The major works costs should not be split equally. The flats that require the work or benefit the most should be the ones making the more contribution.