

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

<b>Item (Ref)</b>	<b>SURVEY QUESTION: Have you any other ideas on how the Forum might help you, without revealing it was your suggestion?</b>
1 (1007)	Would be helpful to expand FAQs and leaseholder guides online
2 (1011e)	Give community members a voice. However, I'm wary of community engagement for the sake of box ticking. In my experience, community engagement rarely leads to direct change.
3 (1019e)	Help with lease extensions and major works bills would be great!
4 (1021e)	Keep us in the loop with what's going on in Camden
5 (1022e)	Ensure there are good standards for building appearance, minor repairs, and regular maintenance. Also, better guidance on extending leases would be helpful.
6 (1023)	Your forum is waste of time , space and dishonesty is topping the lot. It works under the table for the council never for leaseholders. Have you ever heard a bout just changing a simple light bulb that cost 160 ?? With Camden everything possible.
7 (1024e)	You have an identity problem, write to all Leaseholders or email them if Gdpr allows
8 (1028)	The forum is a waste of time, I used to attend meetings but it was pointless, there was nothing but petty arguments between members and issues of importance were not discussed. Pointless, like most things that this council do!
9 (1029e)	Better advice / briefing to new leaseholders please. I Wasnt told abut who i should contact abut the first lot of damp - just told 'the council will sort it out when it dries' - drying took many months - i now realise i should have claimed insurance immediately on it
10 (1032e)	Justify our expenses
11 (1039e)	It would be helpful to have some sort of accessible archive of useful material and precedents on major recurrent issues, like service charge disputes, works consultations, long term contracts and a regular alert when one of these issues arises or there are First Tier Tribunal decisions affecting the Camden portfolio (or indeed outside, if of sufficient relevance to leaseholders)
12 (1040e)	Information about works being carried out
13 (1041e)	There needs to be more direct accountability between Camden as Freeholder and the Leaseholders.
14 (1046e)	Stop greed and noisy adaptations/exploitation
15 (1050e)	Paying less money
16 (1051)	One to one advice for leaseholders Why are there no local leaseholders associations covering individual estates or areas
17 (1052e)	I would really appreciate being kept up to date on issues that impact on leaseholders from the Forum, as I can't rely on the Council to do this.
18 (1053e)	target the Council to stop 'false economy' attitudes stating with cheapest approach and thereby costing more in the end as the action has to continue - also target the Council to have an attitude of getting things right the first time
19 (1058e)	A guidebook to how it all works - TRA's etc. As a new leaseholder this is quite daunting and seems very complicated.
20 (1059e)	Clear info available on a website - Q&As grouped by category which can be built up over time
21 (1062e)	Being an advocate at their consultation meetings with Leaseholders when discussing any projects, to help cut through the Council jargon and bureaucracy.
22 (1063e)	Having an input on costs and efficient running of works programmes. The council or company procured having to take on responsibility for inefficiencies. Eg we had scaffold up for about 2 years instead of the planned 6 months. Clearly this had a monetary cost. And it was very depressing!
23 (1064e)	Getting to the bottom of the high Heating rates At holly lodge

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24 (1068e)	It would be good to be able to identify people with the same issues to share ideas. I have looked on the forum but I have not found much that helps.
25 (1069e)	At the time with the lift repair problem, we didn't know how to contact Leaseholder Forum. Please provide an email and/or phone number for contact.
26 (1070)	try to establish legal guidance support
27 (1071e)	More monitoring of contracts
28 (1072e)	Repairs
29 (1073e)	By arranging meetings with all appropriate stakeholders to brainstorm solutions to leaseholder concerns. At present this does not happen and the culture seems to be one more of consultation at best and confrontation at worst. A more proactive co-production approach as is done in other councils over many issues would be preferable.
30 (1076e)	An online schedule of any upcoming projects
31 (1077e)	Getting value for money on capital works programme like heating
32 (1083e)	It appears that Camden made a clerical error and overlooked a service charge payment by the previous owner of my property. This escalated to a court order, which due to poor communication efforts I only caught a few days before having a county court judgement against me! (With all the credit rating issues etc that entails.) It has been quite stressful and time consuming to resolve. I'd be interested in sharing experiences like these and seeing if they are isolated incidents.
33 (1085)	I could never attend these in person, although I was interested and I did read the minutes for some meetings. Like all minutes, they are hard to fathom if you weren't there or are missing the context from previous meetings. I would be more likely to attend an online/streaming (eg zoom) session if it were offered.
34 (1087e)	Make more of a concerted effort to change the culture of the Leaseholder Services Department. I think it is scandalous that leaseholders are charged for works not carried out. The council does not manage its contractors properly.
35 (1092e)	I don't have enough information and facts to make solid proposals. But Camden's estate must be run better
36 (1093e)	quicker response from Camden regarding leaseholder queries (mainly licence for alteration)
37 (1098e)	In light of the far-reaching collateral consequences of Covid19, nationwide economic uncertainty, insolvencies, unemployment, more flexible measures to aid leaseholders facing capital work costs are vital. For over 65s attachment of capital works costs to leases and wills, should be an entitlement.
38 (1102e)	Scrutinising the Twelve Building related term service contracts and ensuring leaseholders get a fair deal under them
39 (1104)	Forum could help with simpler but more frequent problems, eg service charge rises and leaseholders' difficulties in paying huge capital works bills at short notice.
40 (1106e)	Recommendations for handyman services.
41 (1107e)	There is a real lack of communication and community. I am not in those statistics mentioned. I bought my flat, pay a heavy mortgage to live in the area I grew up in. I work locally (now from home) and would like to contribute. I live in flats to be part of a community, especially more recently (Covid) it's really lacking. Ideas: voice to counsellors regarding planning and developments, teach us how to understand documents sent to us e.g. 55 pages of Service charge expenditure. After Grenfell fire safety? advice on service charge e.g. It takes a year to find out my heating bill. How to save energy.
42 (1108e)	help with unanswered questions
43 (1110e)	I don't know enough about what the Forum does. I've heard that isn't particularly useful for leaseholders.
44 (1113e)	Answer the email

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45 (1117e)	The Forum should tackle issues both in terms of whole specific estate problems but also have focus groups on particular issues: EG a session to clarify what is the difference between minor and major repairs , a session to deal with fire safety, still an issue at Chester Balmore, a session to deal with roofs/solar panels/green roofs etc. I could go on.
46 (1120e)	The forum needs real teeth as it's too easy for Camden to dismiss their input, in my experience - a situation from which nobody gains and everyone loses.
47 (1125e)	An estate comment blackboard box. So tenants leaseholders can express good and bad things about their estate.
48 (1130e)	perhaps an internet site where leaseholders could post questions or comments for all to see and a list of most frequent queries ?
49 (1132e)	Survey's to vote for improvement suggestions to estate infrastructure, such as landscaping, outside furniture, other improvements, specific to the estate in question.
50 (1134e)	It would be helpful to know who are other leaseholders in my block/Estate
51 (1143)	Serious independent help with major works
52 (1159e)	Help Me? Absolutely none. So what is your issue with revealing where sugestions come from? How can you answer your question without revealing that one is answering the question? I mean really! What is the point of this survey?
53 (1162e)	It would be good to hear about the issues the forum has so far raised with the council. I probably came across the forum by accident. Would it be possible for the council to invite all new leaseholders to join the forum when they purchase a property?
54 (1174e)	A place to hopefully find answers
55 (1175e)	Need a procedure for resolving problems in a practical, speedy way - smaller meetings, less procedure. Getting action.
56 (1176e)	Support & advice
57 (1177e)	short summaries of major works proposed or ongoing
58 (1179e)	I bought my flat in 2004 and I have always assumed that I would spend the rest of my life here. I depend on getting a good service from Camden. I also depend on not being forced out if things became massively expensive. Also I would like to meet and talk to people like me who live in Camden
59 (1184e)	Representation on capital works was the reason I became interested. I believe Camden does not award tender contracts impartially, but favours companies that they have a connection to in some way, whether they are able to do the work or not. They then seem unable to prevent the contracted company sub-contracting out the work to unskilled labourers.
60 (1185e)	Recommend tradesmen
61 (1189e)	to be honest, most leaseholders just want to get away from having to deal with the council because of lack of control to get anything done quickly, competently, efficiently and economically. Anything that can either improve this or help leaseholders break away from the council would be beneficial.
62 (1197)	The forum seems to have no power so what is the point?
63 (1199)	I would like to know what what type of issues the Forum are able to help with?
64 (1200e)	The Forum must fight against unfair service charges and major work without confirmation of the leaseholders about the completion of the required work.
65 (1203)	There appears to be a problem of vermin in our block, a reduction in caretaker services, reduced cleaning etc. All of these are 'micro' problems and it would be good if each block/group had their own forum where specific issues of interest could be raised. This would be better than a Camden wide forum - as everyone's problems are different, and no one cares about each other's issues, only their own.
66 (1204e)	help get cycle parking on site!
67 (1206e)	Does the Forum liaise with Camden re noise problems, ie enforcement of mandatory carpeting in flats?

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68 (1209e)	Mention the address of property without giving any names.
69 (1214e)	By ensuring Camden officers do not lie and do not hide behind data protection and covid as an excuse for failing to do their job
70 (1217e)	Helping forming leaseholder association.
71 (1221e)	The forum might help if it was advertised, and leaseholders regularly encouraged to use it to report and keep up to date with matters of interest. Even better if it can be enhanced as per the following BBC article. <a href="https://www.bbc.co.uk/news/technology-50127713">https://www.bbc.co.uk/news/technology-50127713</a>
72 (1223)	Organise yearly/six-monthly induction to being a Camden leaseholder slots for new leaseholders.
73 (1224e)	MORE information on activities, works and schedules
74 (1228e)	Better chair in meetings, clear agenda and advance information
75 (1229)	The Forum is helpful on supplying information and raising issues with the Council for which I'm very grateful. However, we also need help with individual cases. It's hard challenging the Council on your own and it can be costly. Many leaseholders share similar problems but as individuals we are unlikely to succeed.
76 (1230)	Many leaseholders feel that bills are too high, and that the council do not listen to them. A forum for exercising meaningful change is what is needed. This could include collective bargaining on capital works invoices.
77 (1231)	what is the point?????
78 (1232e)	To see someone , safely, by appointment
79 (1238)	Im not sure if I suggested anything in my last comment - I appreciate knowing that the forum is there is I needed advice to bigger issues
80 (1241e)	The Forum have not done enough or nothing to promote or encourage leaseholders to be involved in surveys. This is the first time I have an email from the Forum. It is a pity because as a leaseholder I would like to be involved
81 (1243e)	To challenge the charges that are continually sent out
82 (1244e)	need advice with regard to improvements we have to pay for, and new fire requirements
83 (1247e)	The forum seems disconnected from resolving leaseholders individual concerns. It would be of benefit if the forum was a helpline channel and voice for leaseholders in dealing with specific matters of concern. While there is a newsletter and web portal, it doesn't feel like there is an organised knowledge bank - of contacts to approach/resolution experience/guidance. Perhaps it's more investment in the website. Also it would be helpful if they have any power/influence, to be someone to turn to apart from the complaints team to be a voice to represent individual leaseholder concerns.
84 (1254e)	I want to borrow 30-40% value out of my Chalcots Estate flat. Mortgage lenders withdrew as their enquiries deemed the block unsafe due to the cladding issues. Next it will be impossible to borrow because of HS2. Can the forum help with these concerns?
85 (1255e)	No cleaning done and still being charged for march-september
86 (1264e)	Not unless you can get Camden as a whole service to change their culture
87 (1272e)	Yes communicating with our TRA and discussing contracts and policy
88 (1273e)	How we can communicate with other leaseholders in your postcode
89 (1280e)	It seems common that leaseholders are routinely overcharged for major works and indeed charged for works done across a large estate, that don't affect the property being charged. I live in fear of these bills. This whole process is corrupt and really difficult to challenge. It needs to be made simple and clear to understand exactly what work has been done and where. I can't overestimate the stress this has caused.

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90 (1282)	Encourage residents to take pride in their homes. Keep the outside of their properties clean and tidy.
91 (1283e)	It would be good to know more information, when you meet, etc. I haven't known much about the Forum except for the odd newsletter enclosed with something from Camden Council.
92 (1285e)	I would like to be able to question the price and quality of work on major works.
93 (1287e)	Rename yourselves - I'd heard of the 'forum' and literally thought it was an online forum (message board) only, run on a casual basis with no real power or council interaction. Had no idea it had this more formal existence. I'd love there to be a centralised pot to pay for legal advice and independent building(?) advice to help fight the next (and past!) council demand for payment. Why have I paid a major works fee for lifts 3 years ago AND every single year since have paid for significant work? Was the original work not good enough? If so, why wasn't this covered by the original contract? Same with plumbing. Paid 15k(!) for centralised boiler 5 years back and been paying additional sums ever since including a large sum now for work relating to flooding that should have been insured. But local groups don't have the expertise or cash to take complaints further in a way that Camden can't ignore.
94 (1289e)	Support us in any disputes with the Council.
95 (1291e)	I would like to know more information around help with repairs and fire doors for leaseholders who live in blocks of flats
96 (1300)	No because I am fully aware of how to contact officers for advice if I ever need this support
97 (1302)	The website is a great idea, but I don't find it very clear. Perhaps a redesign with more clarity would help
98 (1314e)	I think it should facilitate and attend meetings as an independent arbitrator, in cases where the Council are failing. Too often Council errors are not learned from, as Council employees defensively back their own methods, without looking to make improvements. The result - massive frustration for Council Service Users.
99 (1317e)	Staying updated and giving my input where it is welcome
100 (1321e)	Address the parking issue
101 (1325e)	Help me understand my service charges
102 (1332e)	Better communication
103 (1335e)	As one of your leaseholders who is currently not residing in his property (due to work commitments abroad), I would like to use the Forum to stay in touch with the community and make sure that my family and I have an easier integration when we do move back.
104 (1345e)	I find it helpful to read the discussion boards for solutions to ongoing issues. Also notification of Camden works programmes. Perhaps the Forum might request that Camden gives us meaningful breakdowns of cost estimates to leaseholders rather than send us reams of generic material that apply borough wide and then expect for each item we must make a separate request to get a cost breakdown (as happened recently). While I realise the process is not simple, it seems unnecessarily complicated. Our block has no lift and no centralised heating system so when the council is mailing leaseholders on future works rather than send a mass mailing, some sort of filter might be applied. The information I would have liked to see, on costings, was only available by separate request. A request that would have had to be made for each separate item/theme in the mailing (there were around 7 in all).
105 (1349e)	Access to information on these issues especially Capital works
106 (1352e)	Be more transparent and convince the council to listen to suggestions.
107 (1356)	spent time sorting out the failings of major works!

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108 (1359e)	Please refer to my previous answer. My main issue at the moment is to try and make sure that repairs are put on some kind of reasonable timeline. At the moment, you're just referred to the council's Covid guidelines, which often don't or shouldn't apply (an outside job can be done irrespective of Covid - there is no significantly increased H&S risk). The likelihood is that when things are seen which need to be repaired and replaced people don't bother ringing them in because they will in any case be given such a low priority that it's not worth it. I did speak to a member of council staff at one point on the estate and got the impression that he was frustrated that decisions weren't taken to get things done when they needed to be, with degradation of the council's properties (and leaseholder properties) as a result. It would be incredibly useful to have a single POC for the estate. If there is one, I'm not aware of who it is.
109 (1361e)	No, I'm afraid not but I have found this a good survey
110 (1363e)	I'm worried about the changing EPC laws as my flat is currently rated at E. I'm 5 years time the minimum rating required to let or sell a property will be C. However, the freeholder (Camden Council) will not allow me to do certain things that would improve my rating (double glazing , wall insulation etc), so it's out of my hands... Quite a few of my neighbours share similar concerns about their flats in this block.
111 (1368)	The forum is bias . Always works for Camden and not for us. Waste of money
112 (1369)	Put pressure on the council to find the best deal for leaseholders. Also the the council to look into exactly what service they give. It seems to be a one size fits all when there is a big disparity between services offered or required for street properties and larger estates.
113 (1372e)	Clarity on the scope of works prices programmes etc when major works are being undertaken. Recent experience was challenging
114 (1380e)	Bring people together, especially in these difficult times
115 (1393e)	I feel the service charges are unfair, we never challenged the council and I am asking if the forum can help
116 (1395)	Reply to email please
117 (1403e)	Get rid of the chairperson who runs it like his own little fiefdom and is totally on the council's side of things. When individual members problems are raised they are ignored.
118 (1406e)	Hearing the tenants voices and getting responses
119 (1408e)	Renewing leases
120 (1410e)	I think online meetings would make the forum more accessible.
121 (1414e)	Open consultation
122 (1415e)	Review the major repairs currently going on in Euston, the cost associated, the time taken and a review of how badly the work has been carried out
123 (1419e)	You mentioned a high percentage don't live in the properties. I am now letting out my property. I would attend meetings with a clear agenda which was about the area my property is in, the building/estate, or repairs/finances
124 (1424)	Costs on repairs should be outlined.
125 (1428)	Did not appear to be open to members let alone ordinary leaseholders. It set itself in opposition to the council, not surprisingly in view of some of the council's failings, yet is dependent on the council. The council is therefore on the defensive and antagonistic. A cooperative approach to common issues would be more helpful.
126 (1450e)	Offer both, online and face-to-face meetings, i.e. for those who can / want to attend in person they can come to the meeting room, for those who prefer to dial in they can dial in. Promote more regularly the existence of the forum and the especially the information that is available to leaseholders. There is a lot of information but that is not known. Also, actually DO organise at least online meetings, e.g. it would have been great if we had held today's (24 November 2020) meeting. The DMCs have had a number of meetings already, whereas the Leaseholder Forum has not met since the first Corona restrictions.

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127 (1451)	A previous question asked if I wanted to be on the bulletin board but did not explain what this was so I answered no as I didn't know what I was signing up for. If it's a way of exchanging information with other leaseholders that could be useful.
128 (1453e)	Create WhatsApp groups for the various estates so that we can create more momentum around events as and when they happen. I personally have very little understanding of the charges that we get and whilst we get long mailings about future works, it would be good to know who we can go to with questions/concerns. It would be helpful to just have a presentation from the management team to understand what is in the works, and what the charges are likely to be. Is anyone reviewing contractors/charges etc to make sure they are appropriate and relevant? It would be good to understand what is being done. I am happy to help out with some of this if needed but don't want to insert myself into a process unnecessarily either.
129 (1461e)	The Forum should suggest to the Council to have officers checking the state of cleaning on the blocks
130 (1464e)	I think that a leaseholder should be allowed to accompany whichever council official is signing off on repairs to agree that the work is for for purpose.
131 (1469e)	Intervene with Camden regarding the abusive and wasteful major works charges
132 (1471e)	By connecting leaseholders
133 (1474e)	Personal support would be of great help.
134 (1477)	That actions that are suggested are actioned.
135 (1481e)	I have no idea how the Forum could help me, as I am not sure what its objectives are, or what it uses to judge good performance.
136 (1483e)	targeted security
137 (1486e)	Involving us all, together, in forming ways to simplify or taylor provisions of services or proposed works to community needs.
138 (1489e)	More clarity on what it means to be a leaseholder and updating out of date leases
139 (1501)	Make clear how the Forum can actually help, above just directing to Council officers.
140 (1503e)	How can I solve the problems I have with my neighbours?
141 (1508e)	I am not sure how it works. It would be helpful if complaints from leaseholders were discussed.
142 (1512e)	Would it be possible to create a WhatsApp group of the residents in a block of flats. This helps to keep in touch with what is happening in the block and seek help when required from other residents in the block
143 (1515e)	The leaseholders should be able to audit the accounts and major works and produce a report. I am an engineer and have an MBA and can offer my services to help with audits on behalf of the leaseholders.
144 (1517e)	Clear answers to questions from leasholders
145 (1519e)	Periodic inspection of properties would highlight any potential problems which could be dealt with, thus avoiding major problems in the long run.
146 (1522e)	need to address availability of charging points for electric cars on the estate
147 (1525e)	keeping up-to-date, discussing Camden's charges (from service to Capital Works)
148 (1527e)	I would like to connect with other leaseholders who've been through similar issues ie challenging repairs bills or extending leases
149 (1532e)	With advice when we have a problem.
150 (1536e)	Contact details of key people within LH services and the council. Groups to pressure them to get communal facilities improved and also to repair damage that they have let happen to our flats.

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151 (1542e)	Major works invoices / getting a knowledge of future planned major works / when will invoices arrive so that we can budget for 5 years into the future. The bills arrive usually with no warning closely followed by demands for payment.
152 (1545e)	Solving issues in the block
153 (1547e)	A rebate doc. on LBC web site. same as tenants have. would be a help there is a message saying it is for tenants only.
154 (1549e)	A good directory of how to find information/ a link to this information - I'm never quite sure where my responsibility begins and ends
155 (1552e)	I think it would be good to join force to make Camden improve their services that they offer – but don't necessarily commit to.
156 (1555e)	I don't know enough about the Forum, and whether it actually changes anything.
157 (1556e)	Monthly new letter informing any changes, development and finances
158 (1557e)	Please note that some leaseholders (including us) bought a property direct from the Council, not from a "Right to Buy" tenant. We may be in the minority at the moment, but we exist!
159 (1559e)	It would be good to understand how much authority or power this Forum has to ensure that promises are kept. If we have an issue that isn't being addressed (properly & timely) by the council, how can you help, what are our rights? I haven't seen any information sheets so perhaps it's on those. It's great to have a Forum, organise meetings to talk but can you/we actually take any action? Perhaps leaseholders aren't attending the meetings because nothing comes of the talking?
160 (1562e)	I'd like to feel a part of the community more, maybe get more information over email about things going on at the community centre
161 (1566e)	I would like to have more contact with my housing officer
162 (1569e)	Regular meetings should be held, and regular newsletters should be sent
163 (2003e)	Share experiences of other leaseholders, push for more transparency from Camden on future plans and also details of costs of major works.
164 (2004e)	Provide more guidance on Camden's procurement, contracting and quality assurance policies and guidance on how to oppose proposed major works where necessary
165 (2010e)	Provide expert advice and guidance to those having major works - including advice to keep all correspondence and record all interactions with the council.
166 (2011)	Unite the leaseholders so that we can demand a better service from Camden.
167 (2014e)	I have not enough knowledge about the Forum's work and effectiveness. In the past I felt that the Forum was a voice that the council dealt with reluctantly. If only it were possible to communicate with interested leaseholders to find solutions that benefit all parties.
168 (2017e)	Leaseholders should have proper consultations when major works are planned rather than being told 'this is happening'. Leaseholders' views are not taken into account. Being told what is happening is not the same as having opinions sought and real discussions where leaseholders have some heft in decision-making.
169 (2019e)	Who to contact about what.
170 (2021)	I am always interested to read your emails
171 (2024e)	An introduction/Q&A for new leaseholders would be great
172 (2026e)	Sharing information and experience and a place where Camden can provide more informal information to leaseholders
173 (2030e)	We are paying out contribution to work. Please can we be dealt with like humans! Can there be a system for ensuring repairs that are 'up in the air' are explained to leaseholders.
174 (2038e)	Advice with getting Camden to act on their legal obligations as landlords.
175 (2041)	Legal problems with anti-social neighbours Camden does not want to help Leaseholders

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176 (2045)	Bringing together different estates with common issues
177 (2047e)	Disabled rights for Leaseholders
178 (2048e)	I think Camden need to get specialist repairs etc for their street housing stock many of which are Victorian even Georgian so that these properties are maintained to a high standard by specialist tradesmen
179 (2049e)	Online meeting as too rush
180 (2051e)	If we are larger in numbers the council would not have a Choice but to listen to leaseholders
181 (2052e)	I think the forum should be listened to more because people involved in the forum have a vested interest in the world running and welfare of everybody living in the blocks of flats both tenants and leaseholders.
182 (2053e)	This Forum needs to have more 'teeth' and vigorously challenge the way in which the Council charges leaseholders for services and work to properties which over priced and of poor quality - the Council doesn't get it 'right first time' as it claims. One of the main issues however is the way they bill for major works it's incomprehensible and designed to confuse people deliberately, especially if they need communication/language support. This is an issue which the Forum has failed to address or effect any change for Leaseholders.
183 (2055e)	Be more confrontational with Camden council
184 (2061e)	Scrutinising the Council's project management processes for repairs and capital works and helping to improve their strategic analysis of the longstanding maintenance issues on their estates
185 (2064e)	Help/easy way of Challenging itemised charges on the annual Service charge
186 (2068e)	May help in providing access to the major repairs department
187 (2069e)	Pressure on the council
188 (2073e)	Invite tenants reps and interested tenants to take part.
189 (2074e)	being part of the tenants accostian, change for lease holders and tenants as a lease holder i have an invested interest in my communities
190 (2076e)	Staying up to date and a place where leaseholders could see if others experience similar difficulties
191 (2079e)	More info about Crossrail 2 and whether it means some homes will be compulsory purchased
192 (2081e)	A report on how well works have been carried out.
193 (2083e)	Leaseholders' concerns seem to split into two; getting the council to act on individual problems and providing an overview of the council's plans and how they will affect us. As an absentee leaseholder (currently) I am much more interested in the latter. Maybe there is a way to divide the two aspects?
194 (2084e)	None. But I really appreciate that it exists. It is a good forum for people to use.
195 (2086e)	More advice about how the energy performance of homes could be improved
196 (2087e)	If possible, please can you include me in the discussions. I am not listed as the leaseholder but have given a letter to Camden Council from the leaseholders in which they give permission for me to take on the role of leaseholder when it comes to day to day running of the flat.
197 (2089e)	Understanding how to extend my lease
198 (2094e)	Share decision outcomes for specific requests regarding planning requests, repairs etc

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199 (2100e)	Tenants within terrace builds - shared - mix of both private and social housing should have records, if complaints have been made/logged about one another such facts should be noted. Especially since repeat offenders of Anti Social Behaviour are not managed. In my situation, Freeholder Camden Council and the previous owner denied my of such information/ I personally had to leave my home, found out the previous owners did because of the same social housing tenant. Owner shouldn't have to forfeit potentially not being able to sell/rent because they have to declare the Anti Social Behaviour tenant, Tenant causing issue should be moved on.
200 (2102e)	Highlight achievements and aim for outcomes not just consultation
201 (2103e)	Helping us develop proactive, stake holder relationships with the council because we can all be very positive helpful , engaged supporters for their agenda.
202 (2104e)	I am just grateful that they /you keep an eye on things and take up issues as I don't have the time or the capacity these days.
203 (2105e)	Ask if the leaseholders WANT the work done and is it NECESSARY ... BEFORE these huge charges are imposed upon us
204 (2107e)	Many leaseholders do not read or respond to letters they receive from Camden. Perhaps, if possible, more face-to-face contact would help. It is difficult to form a leaseholders association because no one wants to take on the work that it involves. I ran one for six years in the early 2000s and it was a lot of work and I can't take this on now.
205 (2108e)	Is it possible to have a list of all Leaseholders in the Rowley Way estate, so that we can form a small group in case Camden does a capital housing programme and the group can come together to see if the housing programme impacts on Leaseholders financially. Without knowing who the Leaseholders are on the estate, it is difficult to get a voice over to Camden, to either object or make substantive comments on whatever they propose.
206 (2109e)	I would like help around how to get improvements for the small block i am in. there are only 18 flats and more than half are now leaseholders and so the block doesnt receive much attention from camden. i would like information on how to get improvements around safety for the block
207 (2110e)	Better promotion and publication about the Forum. make it easier to access.
208 (2113e)	Please get a user-friendly email system. Emails don't show subjects and are formatted in an unwelcoming way.
209 (2119e)	It would be useful if, when a fault is reported, the information about the property is accessible to the person dealing with the call.
210 (2124e)	i'd like to understand the service and procurement process better
211 (2127e)	Publication of general answers to FAQs perhaps, eg 'Can I install cable broadband?'
212 (2128e)	To gain a better understanding of processes that affect Leaseholders, e.g. tendering for works etc.
213 (2129e)	Antisocial behaviors by council tenants are in breach of leaseholders rights. It has not been appropriately addressed, and current process in Camden council (for example, only way to escalate is to make a long term recording of all incidents) is making any escalation of such issues impossible to be solved, which cause incredible amount of frustration for leaseholders.
214 (2136e)	Support leaseholders with problem neighbours
215 (2140e)	I'd like guidance on how to extend the lease. The Camden web page is unhelpful indicating I need to make them an offer. Uh? Don't they know the value of extending their leases?
216 (2141e)	useful as a means of linking with other leaseholders & knowing their views & possibly as a pressure group which has proven standing with Camden
217 (2144e)	We need the forum to involve more in monitoring Camden services and when hiring their contractors which I feel from my personal experience sometime is part of corruption . Forum needs to have more power on Camden performance please, Thank you
218 (2145e)	Need to have Camden take more responsibility in the way the log, update and report back on repairs

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219 (2149)	I think it provides a useful service
220 (2153)	Keep trying to improve services for leaseholders and the relationship for us all and the council. Thanks so much for all you do. Really appreciate your newsletter too.
221 (2154e)	The Council would not act unless it is put under pressure to change. I would suggest that a leaseholders fund is set up, funded by the 8,000 leaseholders, to fund management audits and legal action against the Council's persistent mismanagement.
222 (2155e)	I think an online meeting, eg once every two or three months. Also, is it possible to get the contact details of the leaseholder groups in other blocks, eg a contact name and e-mail address/number? It would be useful to discuss with other leaseholder groups what they do. I am particularly interested in how they deal with major works charges, getting communal repairs, and Camden Council consent to building works on property.
223 (2164)	Employ procurement specialist on paid or voluntary basis. Could be part-time.
224 (2165e)	The Forum should be able to interact on behalf of Leaseholders when they come to a brick wall with Camden. Camden Repairs online service is not effective. A work order is taken from the Lower Ground Floor Flat while the Top Floor Rear Pipework has broken down. Camden sends the Rope Access Company without the knowledge of where the works are to be carried out. On site Rope Access asks me how do we get to the roof top ? Rope Access have attempted to repair the damage 3 times without success over the last 6 years. Expert Surveyor outsourced by Camden have stated that scaffolding is required and Camden have ignored them. 3 Days ago, Wates attended to state that they will send again Rope Access Company under their supervision until such time if Camden decides to erect scaffolding. Meanwhile, Camden bills the leaseholders for repairs whenever they are carried out. What for and at whose expense ?? What can Leaseholders Forum do in this case ?? .
225 (2170)	Help us to get our flat cleaned.
226 (2172e)	Help analyse and question Camden on capital charges that have increasing in the 1000's lately
227 (2173e)	The forum should be open and more and more meetings should be open to all the leaseholders not just the members. More targeted meetings should be held. For all leaseholders to bring to the forum all the problems they are envisaging. The current format of meetings does not allow this to happen except to the handful of people looking after their own properties. Leaseholders should be able to raise their concerns and be able to seek help to be raised at these meetings for resolution. currently I am left on my own to resolve my problems and issues to officers who do not have any knowledge or expertise and I am always told to basically fobbed off and go away. is this the way democracy works as the officers are public servants?
228 (2175e)	Gain overall understanding of issues facing leaseholders in borough
229 (2176e)	maybe put together a board of experts who can actively fight the council on some of the recurring problems (ie major works and unacceptable costs of some of the service charges items)
230 (2177e)	It would be helpful to hold Council to account over terms of leases.
231 (2178e)	I'm keen to understand and gain more clarity from the council on the process and cost of extending my lease, which I need to do in the next few years
232 (2179e)	Lobby Meric Apak, Cabinet Member for Better Homes, and Gavin Haynes, Director of Property Management. Impress on them the urgency of the problem of maintaining the structural integrity of the housing stock. It is their legal and their moral duty!
233 (2182e)	Keep up the good work
234 (2185e)	Manage the council better
235 (2186e)	Il think LB Camden hold all the Aces and us Leaseholders sadly cannot do very much about it. Sorry for the negativity but numerous letters and telephone calls to them over 20 years plus have not resulted in many victories.
236 (2188e)	Understanding the outcomes of any forum discussions eg estate parking!
237 (2190e)	Point of contact for leaseholders to obtain guidance and advise

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238 (1203)	I would love to know what the forum is doing to contest the ridiculous charges for the heating upgrade, and the subsequent cosmetic ugliness imposed on the properties.
239 (1390)	One reason I am reluctant for you to stop traditional meetings is I feel there's a strong lack of accountability and a reluctance to consult with leaseholders. I suggest your earlier narrative describing how leaseholders have changed is evidence of this, you painted a less than positive picture which is to a great extent is irrelevant, leaseholders have NOT changed they are still afforded the same rights as defined by the law, the relationship between leaseholder and freeholder has not changed.
240 (1432e)	It keeps us in touch with others such as ourselves. We sublet and live some distance away and appreciate the work of the forum in that it holds the free holder to account, and helps safe guard and represent our interests. I have attended one meeting some years ago when Camden passed plans to overbuild our top floor property, Tybalds regeneration of Falcon..It was clear that the Forum covered a wide range of issues and large geographical area. Instead we attended TRA meetings held on the Tybalds Estate as these were of specific relevance. Since then I have read Forum online meeting minutes and correspondence included in Leaseholder mail outs from Camden. As you will know Camden have not proceeded with the overbuild as yet. We would regret losing access to the Forum, it is a valuable mechanism for discussion with Camden, it gives greater weight to our views enabling us to challenge Camden and forces it to listen and respond. Alas not always resulting in our preferred outcome. We would attend online streaming meetings if the agenda was of particular concern to us.
241 (1445e)	I think the option to hold the meetings on-line would be fantastic for me. I lived at my flat for 8 years from 1998 and was secretary on the Whittington Estate leasholders association for some of that time but I now live in Sussex making attendance at such meeting very difficult. I think I have attended two in 14 years! I've lost touch. Holding on-line meetings would allow me to much better keep in-touch and participate. I had not realised the number of leaseholders living off the estate had grown to such numbers.
242 (1450e)	Answers to the previous question 'Would you be interested in logging onto video-conference Forum meetings?' are not complete. Yes, I would log on to those meetings via video-conference but only if I could not attend in person due to work or other reasons. In principle I prefer face-to-face meetings.
243 (2015e)	It would be useful if details in the public domain relating to all Tribunal Proceedings involving legal issues (beyond simple unpaid charges debt recovery) was included in regular Bulletins so that Leaseholders could see whether their arguments with Camden were familiar and shared by others or had been recently considered by the Lower Tier Tribunal.
244 (2037)	My observation of past meetings with invited officers is they mostly know that the forum has no real way of holding them to their word or administering any form of penalty so their general attitude is turn up, fight their corner viciously against the multiple complaints, never really take any notes regarding leaseholders concerns, make a load promises and head home ASAP. I've also noticed that the heads of the various department invited to answer question themselves don't actually turn up instead nominate a junior manager often at last minute who is ill prepared and can only answer a limited amount of question.
245 (2176e)	I feel like it has not been particularly helpful to participate to these forums/discussions other than understanding all leaseholders have been having the same issues for many years and the council does not do much to resolve them/we cannot do much to fight the council