Leaseholder Newsletter April 2025



Dear Leaseholder

CLF meeting 18 March
The minutes of our March meeting have now been published here

Updates on Leaseholder Services (LS):
Salim Khan has joined the team as Home Ownership Manager, effectively deputy to Sean Scott, and attended the March CLF in person.

Organisation charts have been published for LS teams (included in CLF papers in link above). Recruitment is still under way.

You should get an initial response to an enquiry to LS within 10 working days (with a suggested timescale for more complex enquiries).

If you have raised a concern about a service charge, LS have to try to contact you personally (phone, email, in person) before sending legal letters/demands

Salim is looking into ways to make it easier for leaseholders to have a 1-1 call or Teams meeting with LS staff.

Netcall, a system for tracking calls and emails and response times, is being tested in LS in April.

CLF have raised concerns with Salim about:

- The high increases in buildings insurance over last couple of years
- Charging leaseholders more than £100 pa for electricity for a single light bulb on a timer in a corridor when domestic providers are required to offer low standing charge tariffs from the end of 2025

Asset sales and purchases
Camden have a plan to sell freeholds for 60 properties that are 100% occupied by leaseholders (not tenants) over the next five years. CLF have asked Camden to contact all on the list now so they can be prepared. Camden have also agreed to compile a best practice guide for affected leaseholders – you will of course need your own legal advice.
Camden plan to sell some studio/ 1-bed flats and want to buy back some ex-RTB properties from leaseholders at market rates. More information on the criteria and how to register your interest here: https://www.camden.gov.uk/housing-buy-back

Capital Works/ Major Works
Camden have told us they will put the planned works for 25/26 on Open Data

Susanne Afra has stated in CLF meetings that leaseholders can access Clerk of Works reports for completed Major Works via their project managers. If you have had difficulties accessing reports for your own Major Works, please let us know on camden@leaseholdersforum.org.uk

Fire Safety Project
This project has been the main source of queries and complaints in the CLF inbox and discussion board. We asked Camden for written answers in a paper for the 18 March CLF.

Concerns include:

- Procurement of large 20-flat alarm systems for street properties with 2/3 flats
- Excessive numbers of maintenance visits per year which are charged to leaseholders
- Poor project management and communication
- Overcharging for project elements – letters stated £250 per leaseholder but many have been charged for multiple elements

The answers at the meeting were not satisfactory so Cllr James Slater has offered to convene a meeting with Camden officers and CLF. No date as yet – but we will share any outcomes.

Vacancies for CLF members
We are looking to co-opt additional CLF members in the Camden and Gospel Oak districts. You need to be willing to join in person and online meetings with CLF members and Camden Officers and collaborate with other Forum members via email. Please email camden@leaseholdersforum.org.uk and include your address and postcode so we can check you are in the correct district.

Information on our website

The leaseholdersforum.org.uk website has plenty of useful links and also a Discussion Board where you can post questions and connect with other leaseholders.

Feel free to email camden@leaseholdersforum.org.ukwith broad issues affecting leaseholders that you'd like to raise. Remember at CLF we are all volunteers, many with day jobs, and cannot take up case work. If you have a specific issue with your property and cannot resolve it with Leaseholder Services, contact your local councillor and/or use the Camden complaints system. https://www.camden.gov.uk/en/complaints-form

Kind regards
Carolyn Morgan
Chair, Camden Leaseholders Forum