

Leaseholder Services Design

Update on testing phase

Camden Leaseholder Forum

22.05.24

Moving from discovery insights to testing

Having gathered a range of insights around the opportunities and challenges both leaseholders and the council face, the design team set about developing some tangible ideas for improvement that could be tested with leaseholders and with the service.

Identify opportunity areas and develop ideas for change

Create and test Prototypes

February 2024

March 2024

June 2024

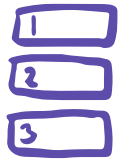
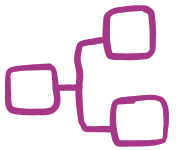
Developing ideas for improvement

The design team conducted workshops with staff and leaseholders to develop ideas for improvement. This led to eight distinct ‘idea areas’. Each idea was ranked using an impact vs feasibility matrix, which resulted in the 3 highlighted ideas being chosen as focus areas for testing.

Expanding and improving Camden account	Supporting ongoing collaboration between teams
Clear, proactive, consistent info upfront	Structural change for a more supported service offer
More flexible options to get in touch with us	Supporting existing staff to deliver better customer service
Keeping people up to date during the process	Improving information sharing

Identifying testable prototypes for each idea area

With the top 3 idea areas identified, the design team then decided on some ‘prototypes’ to test – these are initial, scaled-down versions of a product to test its functionality, design and feasibility:

Idea areas	Products, functions or processes to test
1. Clear information upfront	 NOI ‘pack’ (Cover letter/FAQs, s20 notice, reason comments)  Final Accounts ‘pack’ (Letter, summary, breakdown)  Step-by-step guide for Major Works process
2. Improving the Camden Account **Clickable prototype*	 Add function to track Major Works progress  Add links to information on Camden.gov.uk  Simplify existing information
3. Information sharing between teams	 Facilitate access to data sets on Rapid  Create proforma template for Revenue Accounts to collect information from other teams to respond to leaseholder queries  Create process maps relevant to data sets (flow and who to go to)

Conducting tests

The design team ran a range of workshops, 1-1 sessions and observations with staff across relevant council services, as well as leaseholders across April – June.

These activities included:

- Content testing
- Benchmarking and evaluation questionnaires
- Live testing and evaluation
- Tracking delivery of information against timelines

Following testing, the design team are currently working on developing version 2 prototypes to handover to the service in June.



Example Prototypes that are being tested with leaseholders/ staff –
Notice of Intention ‘Pack’



Camden

09/04/2024

Mr J Bloggs
Flat 12, Camden Crescent
London
NW5 4AA

Camden.gov.uk/
consultation-with-leaseholders

Capitalservices@camden.gov.uk

Leaseholder Services
London Borough of Camden
Town Hall
Judd Street
WC1H 9JE

Dear Mr. Bloggs,

Notice of Intention to carry out Better Homes external works: 1-30 CAMDEN HOUSE

As your landlord, we are planning to carry out external work to your building.

The enclosed Notice of Intention:

- describes the proposed work
- explains why work is needed
- details your estimated contribution
- invites you to make observations on the proposal

Consultation period

You are invited to a leaseholder consultation meeting Tuesday 14th May 2024 from 6.30pm to 8pm where we will discuss our proposal and the estimated costs. You have 30 days from the date of this letter to return your observations on the proposal.

You can contact me if you have any questions or concerns on **020 7974 4452**.

Yours sincerely,

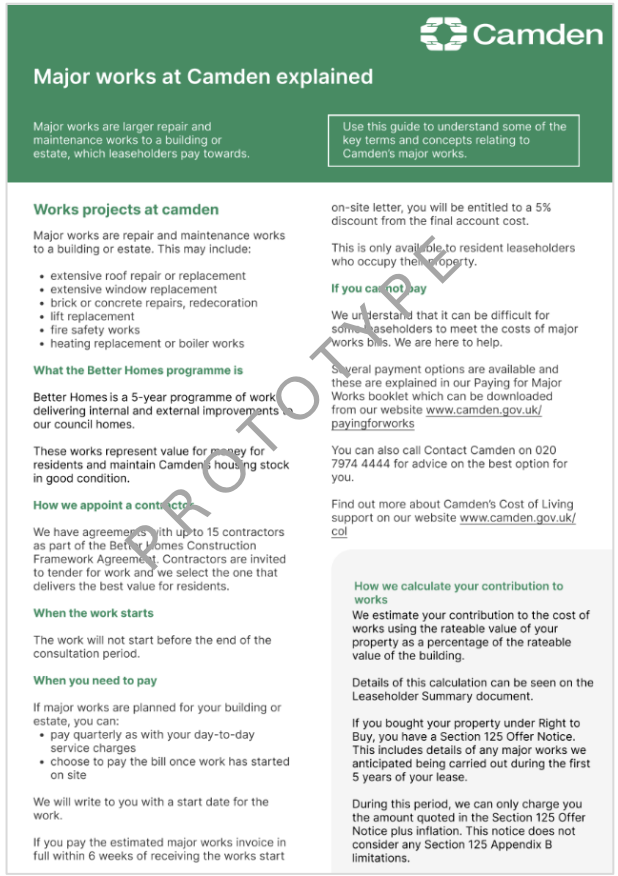
TERENCE FAKENAME
Consultation and Final Account Officer
capitalservices@camden.gov.uk

Understand more about major works at Camden

Enclosed with this letter, alongside the Notice, you'll find:

- A step-by-step guide to billing and consultation on major works
- A short explanation of some of the key terms and concepts

PROTOTYPE



Camden

Major works at Camden explained

Major works are larger repair and maintenance works to a building or estate, which leaseholders pay towards.

Use this guide to understand some of the key terms and concepts relating to Camden's major works.

Works projects at camden

Major works are repair and maintenance works to a building or estate. This may include:

- extensive roof repair or replacement
- extensive window replacement
- brick or concrete repairs, redecoration
- lift replacement
- fire safety works
- heating replacement or boiler works

What the Better Homes programme is

Better Homes is a 5-year programme of work delivering internal and external improvements to our council homes.

These works represent value for money for residents and maintain Camden's housing stock in good condition.

How we appoint a contractor

We have agreements with up to 15 contractors as part of the Better Homes Construction Framework Agreement. Contractors are invited to tender for work and we select the one that delivers the best value for residents.

When the work starts

The work will not start before the end of the consultation period.

When you need to pay

If major works are planned for your building or estate, you can:

- pay quarterly as with your day-to-day service charges
- choose to pay the bill once work has started on site

We will write to you with a start date for the work.

If you pay the estimated major works invoice in full within 6 weeks of receiving the works start on-site letter, you will be entitled to a 5% discount from the final account cost.

This is only available to resident leaseholders who occupy their property.

If you cannot pay

We understand that it can be difficult for some leaseholders to meet the costs of major works bills. We are here to help.

Several payment options are available and these are explained in our Paying for Major Works booklet which can be downloaded from our website www.camden.gov.uk/payingforworks

You can also call Contact Camden on 020 7974 4444 for advice on the best option for you.

Find out more about Camden's Cost of Living support on our website www.camden.gov.uk/col

How we calculate your contribution to works

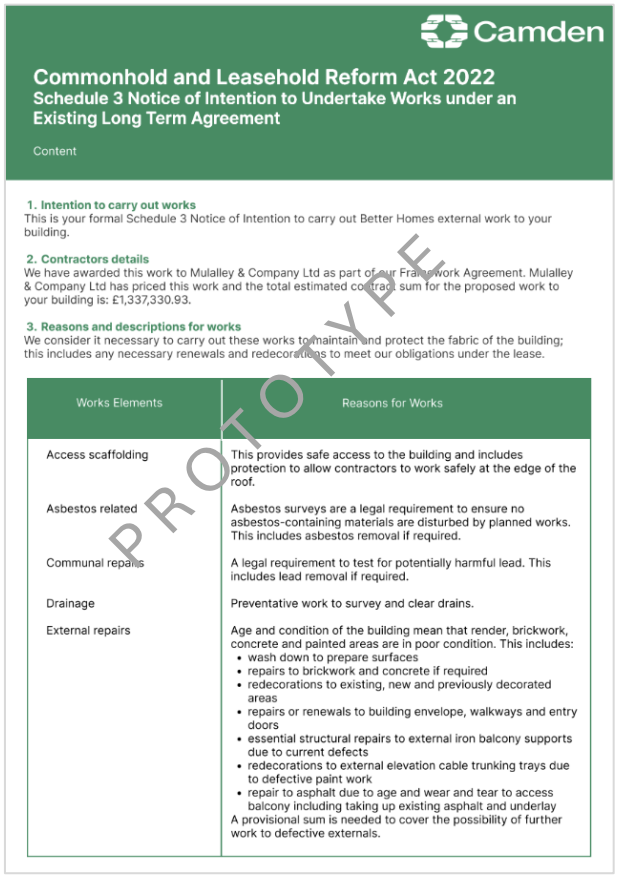
We estimate your contribution to the cost of works using the rateable value of your property as a percentage of the rateable value of the building.

Details of this calculation can be seen on the Leaseholder Summary document.

If you bought your property under Right to Buy, you have a Section 125 Offer Notice. This includes details of any major works we anticipated being carried out during the first 5 years of your lease.

During this period, we can only charge you the amount quoted in the Section 125 Offer Notice plus inflation. This notice does not consider any Section 125 Appendix B limitations.

PROTOTYPE



Camden

Commonhold and Leasehold Reform Act 2022
Schedule 3 Notice of Intention to Undertake Works under an Existing Long Term Agreement

Content

1. Intention to carry out works
This is your formal Schedule 3 Notice of Intention to carry out Better Homes external work to your building.

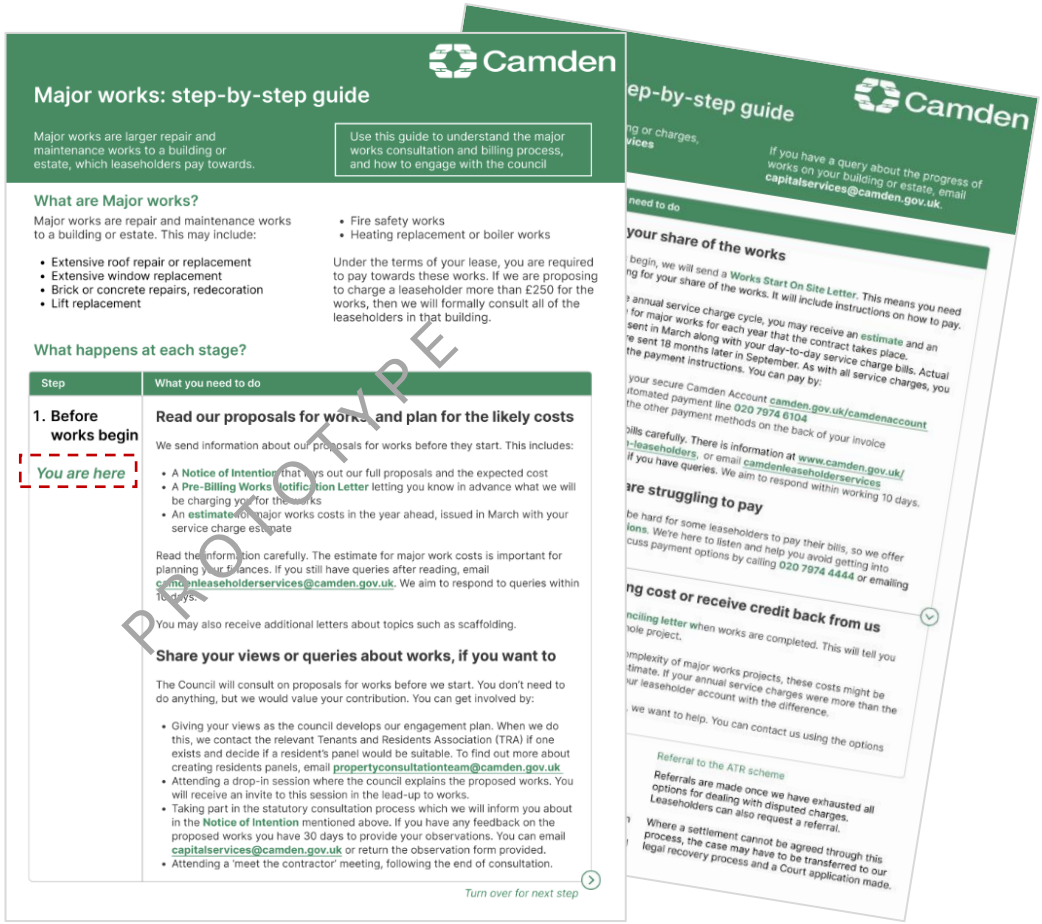
2. Contractors details
We have awarded this work to Mulalley & Company Ltd as part of our Framework Agreement. Mulalley & Company Ltd has priced this work and the total estimated contract sum for the proposed work to your building is: £1,337,330.93.

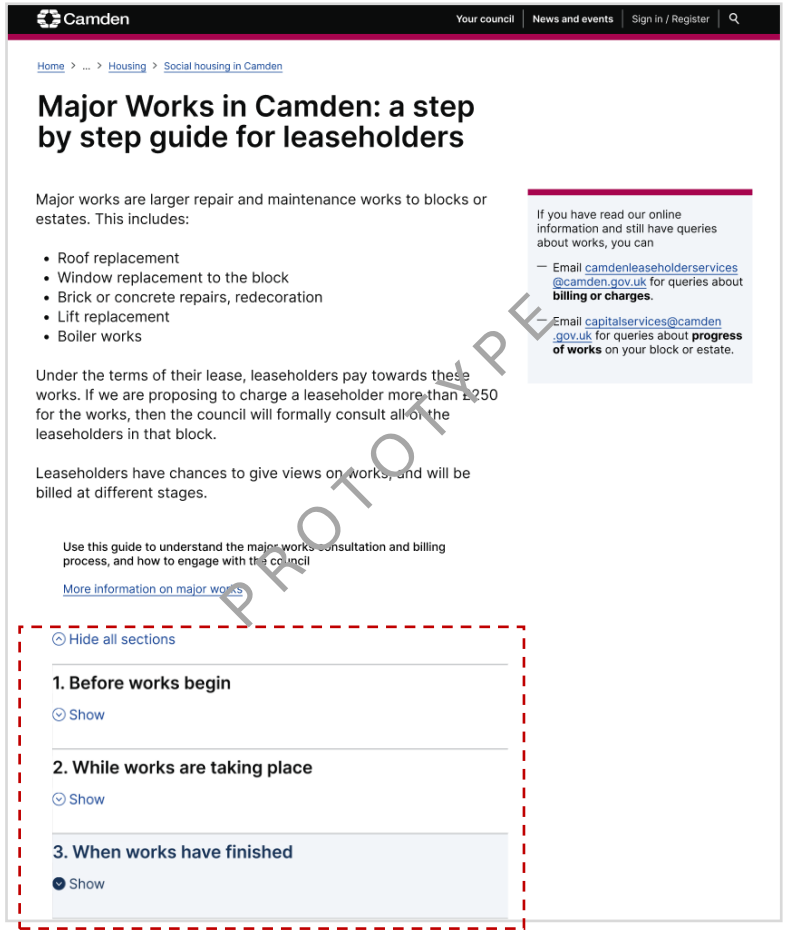
3. Reasons and descriptions for works
We consider it necessary to carry out these works to maintain and protect the fabric of the building; this includes any necessary renewals and redecorations to meet our obligations under the lease.

Works Elements	Reasons for Works
Access scaffolding	This provides safe access to the building and includes protection to allow contractors to work safely at the edge of the roof.
Asbestos related	Asbestos surveys are a legal requirement to ensure no asbestos-containing materials are disturbed by planned works. This includes asbestos removal if required.
Communal repairs	A legal requirement to test for potentially harmful lead. This includes lead removal if required.
Drainage	Preventative work to survey and clear drains.
External repairs	Age and condition of the building mean that render, brickwork, concrete and painted areas are in poor condition. This includes: • wash down to prepare surfaces • repairs to brickwork and concrete if required • redecorations to existing, new and previously decorated areas • repairs or renewals to building envelope, walkways and entry doors • essential structural repairs to external iron balcony supports due to current defects • redecorations to external elevation cable trunking trays due to defective paint work • repair to asphalt due to age and wear and tear to access balcony including taking up existing asphalt and underlay A provisional sum is needed to cover the possibility of further work to defective externals.

PROTOTYPE

Example Prototypes that are being tested with leaseholders/ staff –
Step-by-step guide for Major Works (print & online)





Example Prototypes that are being tested with leaseholders/ staff –
Camden Account

Customer information

Customer Name	Mr Joe Bloggs
Customer Number	H001234
Property Address	Flat 12, Camden Crescent, London NW5 4AA
Property Reference	1234

PROTOTYPE

BETTER HOMES EXTERNALS - ESTIMATED OVERALL COST

Requirements	Estate/block cost	Property cost
Access Scaffolding	£112,208.00	£4,668.63
Asbestos Related	£18,621.60	£774.79
Communal Repairs	£125.00	£5.20
Drainage	£355.84	£14.81
External Repairs	£144,296.39	£6,003.72

Customer information

Customer Name	Mr Joe Bloggs
Customer Number	H001234
Property Address	Flat 12, Camden Crescent, London, NW3 4AA
Property Reference	1234

PROTOTYPE

Works packets

Reference	Type	Description	Project Manager	
RPK/123	Content	Content	Terence Fakename	No documents available
RPK/777	Better Homes Externals	External improvement works	Aisha Fakename	View Documents View Summary View Update

View major works guide