

## Leaseholder services

There are a number of teams within leaseholder services carrying out a wide range of tasks relating to the management of Camden's leasehold properties.

### **The assignment and sales team** [AssignmentsTeam@camden.gov.uk](mailto:AssignmentsTeam@camden.gov.uk)

Team manager: Sarah Bahadoor

Primarily look after:

- right to buy applications
- providing information for leaseholders who are selling their flats or re-mortgaging
- registering lease transfers
- registering sub-let properties
- charges at Land Registry
- responding to requests for lease copies

### **The leasehold admin team** [LeaseholdAdminTeam@camden.gov.uk](mailto:LeaseholdAdminTeam@camden.gov.uk)

Team manager: Paul Hewitt

Provide general advice to all leaseholders on lease matters including lease extensions, freehold purchase, alterations and issues arising from head leases. The team administer:

- statutory enfranchisement applications
- voluntary freehold sales
- lease changes by deed of variation and deed of rectification
- recognised Tenants Associations
- the Council's buy back policy
- administering demands from freeholders for payment of rent and service charges

### **The leasehold revenue accounts team** [LRATeam@camden.gov.uk](mailto:LRATeam@camden.gov.uk)

Team managers: Scott Cheetham; Nick Goodes; Vinay Sofat

Are responsible for calculating day to day service charges. The majority of the team's costs are recovered via the Certification, Accounting and Auditing charge (CA&A). Key functions include:

- the calculation of estimated and actual day to day service charges
- facilitating account inspections, and assisting with the collation of information for LVT and court cases.

**The leasehold enquiry team [camdenleaseholderservices@camden.gov.uk](mailto:camdenleaseholderservices@camden.gov.uk)**

Team managers: Funke Majekodunmi; Scott Twelftree; Cameron Moore

Look after:

- service charge account queries
- collecting service charges
- managing Service charge Loans
- answering queries and resolving disputes
- represent Camden during mediation
- represent Camden at the first tier tribunal (Leasehold Valuation Tribunal) and Court

**The debtors team [camdenleaseholderservices@camden.gov.uk](mailto:camdenleaseholderservices@camden.gov.uk)**

Team manager: Geraldine Littlechild

Look after:

- carrying out the day to day banking for the reconciliation of customers' service charge accounts
- producing and issuing invoices
- dealing with leaseholders' enquiries about service charge payments

**The consultation and final accounts team [capitalservices@camden.gov.uk](mailto:capitalservices@camden.gov.uk)**

Team managers: Jo O'Donnell; Steve Harding (Final Accounts); Stefan Hales (Consultation)

Carry out the following tasks:

- sending formal consultation notices about building repair, renewal & maintenance works and new service contracts being proposed
- responding to observations about consultation notices and general enquiries from leaseholders about major works demands
- calculating and sending estimated and actual invoices

**Contacting leaseholder services**

If you'd like to talk to an officer from leaseholder services you can telephone, email or write to us to make arrangements. We are also able to offer meetings via video calls or face-to-face.

Contact Camden look after leaseholders' telephone enquiries. You can call us on 020 7974 3559.

If you need to contact leaseholder services direct you can email us at [camdenleaseholderservices@camden.gov.uk](mailto:camdenleaseholderservices@camden.gov.uk).

Alternatively you can write to us at: Leaseholder Services, Crowndale Centre, 218 Eversholt Street, London NW1 1BD.

