

Camden Leaseholders' Forum 22nd November 2022

Leaseholder Services Update

Who's who in Leaseholder Services?

Managing Camden's leasehold portfolio involves a wide range of tasks and we have several teams in Leaseholder Services to do this. Below are some of the tasks managed by each team.

The Assignment and Sales Team deal with:-

- Right to Buy/Social Homebuy applications
- Providing information for leaseholders who are selling their flats
- Registering sub-let properties
- Responding to requests for lease copies

The Leasehold Admin Team deal with:-

- Statutory enfranchisement applications
- Voluntary freehold sales
- Variations to leases
- Recognised Tenants Associations

The Leasehold Revenue Accounts Team calculate day to day service charges.

The Leasehold Enquiry Team deals with:

- Service charge account queries
- Collecting service charges
- Answering queries and resolving disputes
- Representing Camden during Mediation/First Tier Tribunal(Leasehold Valuation Tribunal)/in Court

The Debtors Team carry out the day to day banking for customers' service charge accounts.

The team:-

- Produce and issue invoices
- Manage the standing order process

The Consultation and Final Accounts Team carry out the following tasks:-

- Sending formal consultation notices about repair, renewal & maintenance works and new service contracts
- Responding to observations about consultation notices and general enquiries from leaseholders about major works
- Calculating and sending estimated and actual invoices
- Providing a breakdown of major works charges

Some statistics

About leasehold properties:-

- Approximately 4,900 leaseholders live in their property
- Roughly 4300 leaseholders have correspondence addresses
- Of those, about 700 have registered their property as sub-let

We write to leaseholders when their sub-let registration expires reminding them to re-register, obtaining a signed deed of covenant is the hardest part of the process, roughly 6% of leaseholders actually return the deed of covenant to us.

Information for leaseholders on Camden's website and the Camden Account

We're updating our website, adding a section on 'Useful information for leaseholders to include:- who to contact in Leaseholder Services and how, how to find out if major works are planned for your property, how to request a repair.

We've added a section to our webpage on energy costs, which includes information about the Government's Energy Bill Relief Scheme.

We've also added some information about capping charges for major works and are hoping to add a flag notification on the Camden Account for contracts where capping may apply.

We're developing a 'How to guide' for the Camden Account to make it easier for leaseholders to find the information/functions available to them.

Correspondence management update

We've been without a system to manage correspondence since 2018. We're working with our IT team on the development of a new system which will help us monitor correspondence effectively and make better use of our resources.