




Keeping our leaseholders informed, responding to your feedback and improving our services.

Have you got a Camden Account?

More than **70%** of leaseholders are now using the Camden Account. It takes just five minutes to sign up and you'll be able to:

- View a summary of your major works costs from 2016/17 onwards
- View a statement of your account
- View a summary of your estimated annual service charges
- View a detailed breakdown of your actual service charges from 2011/12 onwards
- Download a building insurance statement for your property
- Check whether your property is included in Camden's five year planned works programme
- View the service charge guide
- Make a one-off or set up a regular payment
- Update your contact details
- Register your sublet details and pay subletting fees
- View and download information and documents about major works at your property.



-  You can also manage other services on the Camden Account such as council tax, parking and rubbish and recycling.
-  Sign up for your Camden Account at camden.gov.uk/camdenaccount
- 

If you are a leaseholder moving over from Savills, you won't have access to the Camden Account yet, but you will by May.

New legislation for lease extensions

On 7 January, the Government announced that leaseholders will be given the right to extend their leases by a maximum term of 990 years at zero ground rent. Currently leaseholders have a right to extend the lease by an additional 90 years with a nil ground rent. There will be a new online calculator, which will make it simpler for leaseholders to find out how much it will cost to buy the freehold or extend the lease.

I am planning to extend my lease soon, should I wait for these new changes?

Unfortunately it's not clear how long these changes will take to come into law, so your decision should be based on your individual situation. We encourage you to speak to an independent advisor if you need help deciding. You can speak to one of the Government's leasehold advisors about your situation.

For more details, visit lease-advice.org.



Have your contact details changed? Email to let us know at camdenleaseholderservices@camden.gov.uk

Service charge credits

Sometimes we might need to add a credit to your service charge account. Usually, we will apply the credit to the invoice it relates to. So if you received a credit for the 2019/20 actual adjusted bill, we will apply it to 2019/20 estimate. If it looks like a credit hasn't been applied when you expected it to, check your older invoices. If you have any questions about service charge credits, email us at camdenleaseholderservices@camden.gov.uk



How to make an insurance claim

If you need to make a building insurance claim, report the incident to the insurer within 90 days of the incident happening:

- Call National Insurance and Guarantee Corporation (NIG) on **0800 051 0233** to make a claim **Monday to Friday, 9am to 5pm**. Outside of these hours, call the loss adjuster Woodgate and Clark on **01732 520 270**.



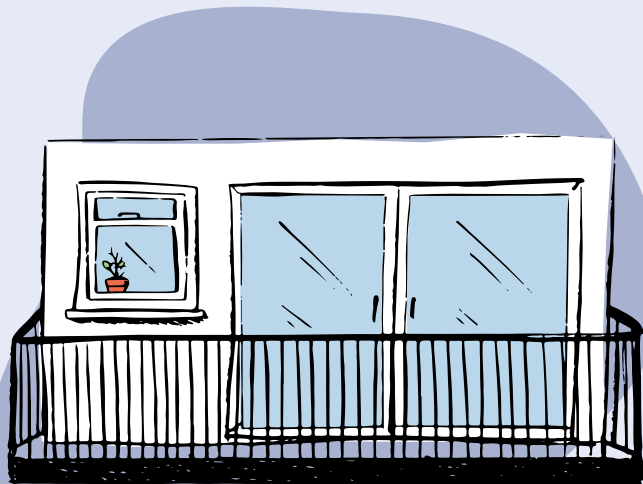
Confirm you are a Camden Council leaseholder and that your cover is through Arthur J. Gallagher Insurance Brokers Limited.

- If your home is burgled or vandalised, contact the police within 24 hours on **101** and ask for an incident number or crime report number. Then call NIG as soon as you can.
- If your home is in a block where Camden does not own the freehold, contact us for the insurance details on **020 7974 3559** or at camdenleaseholderservices@camden.gov.uk

BALCONY SAFETY

Serious fires have started on balconies in Camden. If you have a balcony, make sure you're using it safely:

- Don't use your balcony for storage, especially for anything that can catch fire. This includes gas cylinders and any other flammable gases or chemicals.
- Never have a barbecue on your balcony – they can easily cause fires and can cause carbon monoxide to build up in yours or your neighbours' flats, which can kill in minutes.
- Never throw cigarettes from your balcony or windows.
- You are responsible for any subtenants that you may have, so make sure that they know how to use your balcony safely.



Fire safety is up to all of us. Play your part.

Find out more about fire safety at home at [camden.gov.uk/fire-safety](https://www.camden.gov.uk/fire-safety)

Worried about money? We can help

Contact us if you need help to pay your charges or think you will have difficulty paying your service charge or major works invoices at camdenleaseholderservices@camden.gov.uk or call **020 7974 3559**.

Financial support available to you

If you are struggling with money as a result of COVID-19, we can help you.

- **If you're facing immediate financial hardship** (for example you have no savings or money in your account) you can apply for a one-off payment through our Local Welfare Assistance Fund at camden.gov.uk/local-welfare-fund-claim-form or call **020 7974 4444 (option 9)**.
- **If you're receiving benefits**, you must tell us and the Department of Work and Pensions (DWP) about any changes to your income so the amount you're entitled to is adjusted. Email us at benefits@camden.gov.uk or complete the change in circumstances form at camden.gov.uk/benefits and visit gov.uk to contact the DWP.

- **If you're not receiving benefits but your income has stopped or dropped**, you might be eligible for Council Tax Support, Universal Credit and contributions-based benefits like Job Seekers' Allowance or Employment Support Allowance. Visit gov.uk for more information.
- **If you're worried about paying your council tax**, please call us on **020 7974 4444 (option 9)**. You might also be able to receive support through our Council Tax Support scheme, which you can apply for at camden.gov.uk/council-tax-support

- **If you're receiving Council Tax Support already and have something left to pay**, you should have received a letter from us about a further discount – please call us if you haven't received it on **020 7974 4444 (option 9)**.

Find more financial support at camden.gov.uk/covid-19



For more financial and benefit advice you can also speak to:

Money Advice Service
0800 138 1677
moneyadvice.service.org.uk

Mary Ward Legal Centre
020 7831 7079
marywardlegal.org.uk

Citizens Advice Camden
0300 330 1157
camden.cab.service.org.uk

Age UK Camden
020 7239 0400
ageuk.org.uk/camden

Working from home because of COVID-19?

If you're working from home on a regular basis because of COVID-19, you may be able to claim tax relief. The tax relief is to help with extra household costs caused from spending more time at home (for example, higher electricity bills) and can be backdated to when you first began working from home.

Find out more at gov.uk/tax-relief-for-employees/working-at-home



COVID-19 vaccine

The COVID-19 vaccine is safe and effective, and gives you the best protection against coronavirus.

If you are over 64 or clinically extremely vulnerable and have not yet been contacted by the NHS, you can now book your own vaccine appointment at a vaccination centre near you. Visit nhs.uk/coronavirusvaccine or call **119**.

If you're not yet eligible to have the vaccine, please make sure you're registered with a GP and that they have your most up-to-date contact details so they can contact you quickly when it's your turn.

"I've experienced first-hand the devastating effects of COVID-19 on my patients, so I really hope everyone gets the vaccine."



Dr Vikram Dave, GP at Holborn Medical Centre

Support for people experiencing domestic abuse

If you are experiencing domestic abuse, we are here for you. If it is safe for you to do so, contact our confidential domestic abuse service Camden Safety Net on **020 7974 2526 Monday to Friday, 9am to 5pm** or email camdensafetynet@camden.gov.uk

If you need help outside of working hours, contact the National Domestic Abuse Helpline at any time on **0808 2000 247**. You can also visit camden.gov.uk/domestic-violence for a wide range of support from the Council.

Always call **999** if someone is in immediate danger

KNOW
you're not alone

No COVID-19 symptoms but must leave home for work?

Book a free, rapid COVID-19 test. Test sites are open across Camden:

-  33-35 Jamestown Road, NW1 7DB, 7.30am to 7.30pm, Monday to Friday
-  Swiss Cottage Library, 88 Avenue Road, NW3 3HA, 7.30am to 2.30pm, Monday to Friday
-  The Dome, 170 Weedington Road, NW5 4NU, 9am to 5pm, Monday to Friday
-  Triton Café at Regent's Place, 17-19 Triton Street, Regent's Place NW1 3BF, 9am to 5pm, Monday to Friday
-  Crowndale Centre, 218 Eversholt Street, NW1 1BD, 9am to 5pm Monday to Friday
-  London Irish Centre, Kennedy Hall, Murry Street, NW1 9XB, 7.30am to 2.30pm, Monday, Wednesday and Thursday.

Get your test result in 45 minutes.
Book yours at camden.gov.uk/rapidtest or call **020 7974 4444** (option 9)

Keeping where you live clean and tidy

Your caretakers have been working throughout the pandemic, helping to protect residents by increasing cleaning routines. You can help your caretakers and help make where you live a pleasant place for everyone by:

- separating your recycling from your general rubbish
- putting your recycling and rubbish in the right place and breaking up boxes to make more space in your bins
- calling Veolia on **0207 974 2022** if you have large items to be taken away.

To contact us about your caretaking service, email estatemangement@camden.gov.uk

