

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

Join over 75% of Camden leaseholders who are using the Camden Account

With a Camden Account it's easy to make payments, report and track housing repairs, see detailed breakdowns of your service charge and lots more. You can sign up for yours in less than five minutes at camden.gov.uk/camdenaccount



Safety checks keep you and your neighbours safe

Badly fitted or poorly serviced gas and electrical appliances are dangerous. They could put you, your family and your neighbours at risk of gas leaks, carbon monoxide poisoning, fire and even explosions.

As a Camden leaseholder, you are legally responsible for making sure your gas and electrical fittings and appliances are safe and working properly.

Book an appointment for a registered engineer to check your appliances at gassaferegister.co.uk or call 0800 408 5500.



Domestic abuse has no place in Camden

If you're experiencing domestic abuse, we are here for you. If it is safe for you to do so, contact Camden Safety Net confidentially for advice and support:

-  **020 7974 2526** from Monday to Friday, 9am to 5pm*
-  camdensafetynet@camden.gov.uk
-  camden.gov.uk/domestic-violence

*Outside of these hours, call the National Domestic Abuse Helpline on **0808 2000 247 24** at any time.

"Camden Safety Net has been invaluable to me and my kids being able to leave a domestic abuse situation, at a time when I could not see the way out." Camden council tenant.

KNOW
you're not alone

2,750 heat meters fitted so far

We've been fitting and connecting thousands of heat meters in Camden Council properties where we supply the heating and hot water, with many more planned over the next few years. A heat meter allows us to measure and accurately charge you based on how much heating and hot water you use.

You can monitor and control how much energy you use with a heat meter through the Camden Account, which can help you save money. More than two thirds of Camden Council tenants and leaseholders now using heat meters have seen their energy costs reduced.

If we contact you to install or connect your heat meter, it's important you let our contractors into your home to get your heat meter up and running. We're working closely with our contractors to keep you safe and to prevent the spread of COVID-19.

Blocks to be connected next:

- Seymour House
- Tolmers Square
- Somers Close
- Templar House
- Constable House
- Una House
- Waxham and Ludham



Helping the planet, one heat meter at a time

Installing heat meters where possible is a legal requirement for the Council but they are also better for the environment because they reduce energy waste.

Our heat meter programme fits into Camden's Climate Action Plan to reach zero carbon dioxide emissions by 2030.



Need to make an insurance claim?

If you need to make a building insurance claim, **you must report the incident to your insurer within 90 days** – they won't accept the claim outside of 90 days.

If you need to make a claim, contact:

- National Insurance and Guarantee Corporation (NIG) on **0800 051 0233**, Monday to Friday, 9am to 5pm.
- Woodgate and Clark (loss adjuster) when NIG is closed on **01732 520 270** – confirm you are a Camden Council leaseholder and that your cover is through Arthur J. Gallagher Insurance Brokers Limited.
- The police on **101** within 24 hours if your home is burgled or vandalised – ask for an incident number or crime report number and then call NIG after.

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 camdenleaseholder@camden.gov.uk



Understanding your service charge

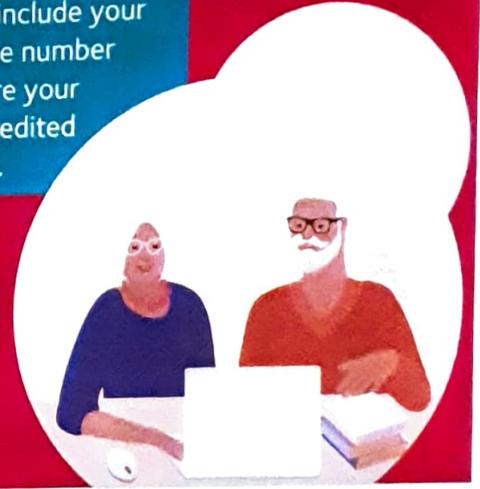
If you want to better understand your service charge, take a look at our service charge guide – you'll find information about:

- the costs included in the charge
- what works you're charged for
- estimated charges and actual adjustments
- how we calculate your share of the charge.

Find the service charge guide at camden.gov.uk/service-charge-insurance-and-freeholders

Paying your service charge?

Don't forget to include your invoice reference number – this makes sure your payments are credited to your account.

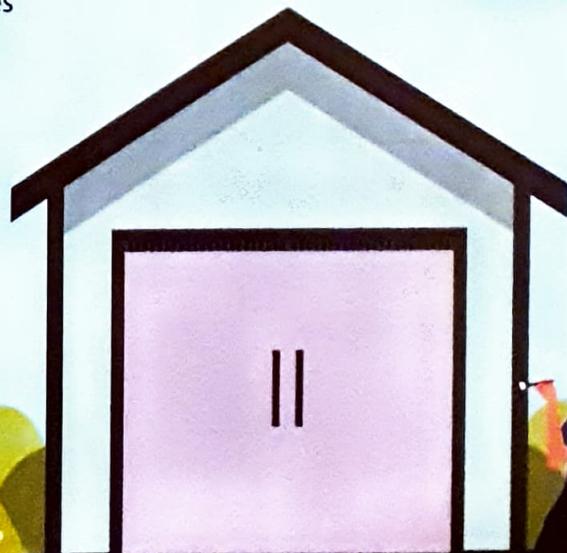


Improving your caretaking service

Our caretaking support and response team have been carrying out a programme of special works since last autumn and have completed 148 projects so far.

The team supports caretakers to help keep estates clean and safe, but also make sure caretakers can continue to focus on their day-to-day responsibilities. The programme includes jobs like jet washing outside communal areas and painting communal areas, for example sheds.

If you would like your estate or block to be included in their programme, please contact your caretaking manager directly using the phone number highlighted on the cleaning schedule at the entrance of your block.



Take a rapid COVID-19 test twice a week

If you're heading to an event, work or meeting friends or family, regular testing helps prevent you passing the virus on to others, even after your vaccination.

- ✓ All tests are free
- ✓ It's fast – get results in 30 minutes
- ✓ These tests are for people without COVID-19 symptoms

Scan the QR code to find your closest test site, home test pickup and delivery options or visit camden.gov.uk/rapidtest or call **020 7974 4444** (option 9).



If you test positive or develop COVID-19 symptoms please book a PCR test within two days at nhs.uk/coronavirus or call **119**

If you need help and support to self-isolate visit camden.gov.uk/covid-19 or call **020 7974 4444** (option 9).



Are you renting out your property?

The terms of your lease require you to notify us if you sublet. It's important our housing management teams know who is living in the properties so we can deal any problems such as noise or safety issues.

You can go online to tell us if you are renting out your property. The Camden account service can save you time and money. It allows you to notify



us quickly and easily and you can download documents your tenant(s) will need to sign.

Register for a Camden Account or log in at camden.gov.uk/camdenaccount

Get vaccinated to help keep Camden safe

The COVID-19 vaccine is safe and effective and gives you the best protection against coronavirus. The vaccine will significantly reduce your risk of getting seriously ill or dying from COVID-19, and reduces your risk of passing it on to someone else who could get seriously ill.

Find out more and book your vaccination at camden.gov.uk/getting-the-vaccine or call us on **020 7974 4444** (option 9).



**I GOT MY
COVID-19
VACCINE!**