



Date: 07 August 2023
Our reference: 2
Email: Camdenleaseholderservices@camden.gov.uk

Leaseholder Services
Supporting Communities
London Borough of Camden
Crowndale Centre
218 Eversholt Street
London
NW1 1BD

Phone: 020 7974 3559
camden.gov.uk



Goldthorpe
Camden Street
London
NW1

Dear Mr [REDACTED]

2023/24 mid year review of heating charges - Goldthorpe, Camden Street, London, NW1

We have reviewed the mid-year prices of gas and electricity as part of the measures introduced to help leaseholders with their estimated heating charges for 2023/24.

Our gas and electricity is purchased through LASER, a public sector buying organisation, which enables us to buy energy at cheaper wholesale rates. LASER's forward buying strategies has meant our energy prices have remained competitive at an average of 52% below domestic market rates since 2015 and have protected leaseholders from the worst of the recent increase in prices.

In December 2022 LASER secured gas and electricity prices up to September 2023 and our estimated charges for the year were calculated based on this. LASER have now provided a forecast for the supply period from October 2023 to September 2024, which covers the second half of the 2023/24 estimated service charge.

LASER have told us that they expect the price Camden is currently paying per kWh for gas to reduce from October 2023 to September 2024, which would result in a reduction of around 20% to the estimated gas cost of your 2023/24 heating charge. We are unable to reissue the estimated costs we have already provided, but are writing to advise that based on these calculations you are able to make payments based on the revised estimated heating charge for 2023/24. This means that you can withhold £552.69 from the total amount of £3428.59 currently being charged for heating costs.

If you are paying your estimated service charge invoice by quarterly or monthly instalments, you may deduct £552.69 from your remaining payment term by amending your standing order with your bank. Please let us know if you are unsure how to do this by contacting us through the email address provided at the top of this letter.

It is important to note that this is only a forecast from LASER and that final prices may end up being different. At the end of the financial year we will calculate the actual cost of heating based on the bills we receive from the energy suppliers, so there could still be a balance to pay once the full costs are known.

This letter is for information purposes and you do not need to take any action or reduce your payments unless you want to.

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If you have any concerns about being able to afford your service charge payments, please refer to the advice given at the bottom of this letter.

Yours sincerely

Sean Scott
Head of Leaseholder Services and Housing Income

Additional support

If you are worried about the cost of your gas and electricity, speak to our Green Camden Helpline. They offer free advice on fuel debt, tariffs, grants discounts and much more. Call 0800 801 738 Monday to Friday, from 9am to 5pm. Find more financial support on our [Cost of living support page](https://www.camden.gov.uk/find-support-in-camden) (https://www.camden.gov.uk/find-support-in-camden) or [Cost of living crisis fund page](https://www.camden.gov.uk/financial-support-for-residents1) (https://www.camden.gov.uk/financial-support-for-residents1)

Organisations that offer support /advice

Citizens Advice Camden offers general support and advice. They can also help to connect you with a specialist service. Contact number: 0808 278 7835 (Monday to Friday, 10am to 4pm)

Age UK Camden offers support for residents over 55. Contact number: 020 7837 3777

The Living Centre offers support and advice on employment, benefits, debt and housing. Contact number: 020 7380 0453

Mary Ward Legal Centre provides specialist legal support on housing, benefits and debt. Contact number: 020 7831 7079

Camden Community Law Centre offers specialist legal support. Contact number: 020 7284 6510

Camden People First offers general advice and help for adults and families living with learning difficulties. Contact number: 020 7388 2007

Camden Disability Action offers support for adults and children living with a disability. Contact number: 0203 833 1125

Camden is aware that some leaseholders may have difficulty in paying their heating/hot water charges for the forthcoming year. Please contact us if you are having difficulties paying your service charge at camdenleaseholderservices@camden.gov.uk. We can carry out an income/expenditure review to establish what assistance we can provide with payment of your heating/hot water charge.