

Camden Account Guide for Leaseholders

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- **Registration:** To register for a Camden Account go to <https://contact.camden.gov.uk/register> and click the **Register for an account** button



Log in to your resident account

Email address

Password

Log in

[Forgot your password?](#)

Don't have an account yet?

Register for an account



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- Fill in your details and click the **Register** button



Register for a resident account

First name

Joe

Last name

Bloggs

Landline phone number (optional)

02079744444

Mobile phone number (optional)

This will allow you to receive SMS alerts in the future

07941111222

Email address

leaseholderservicetest@gmail.com

Retype email address

leaseholderservicetest@gmail.com

Password

This must be at least eight characters, at least one number, at least one uppercase and one lowercase letter, only numbers and letters, no punctuation or other special characters.

Retype password

I have read and agree to Camden's Online [Terms and Conditions \(opens in a new window\)](#)

I would like to receive a monthly email with the latest news and events in Camden (Tick if you want to receive it)

Register



- **Logging in:** To **Log in** go to <https://contact.camden.gov.uk/register>
- Enter your email address and password and click the **Log in** button



Log in to your resident account

Email address

leaseholderservicetest@gmail.com

Password

Log in

[Forgot your password?](#)

Don't have an account yet?

[Register for an account](#)



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- Once logged in you will see a menu of the various services available to you. Please note, you do not have to activate all services but each service you wish to access needs to be activated separately using the relevant customer reference number
- **Activate Housing:** to activate your Housing registration either select **Housing** from the menu or click the blue **Housing** button

My resident account

Account overview

Parking

Parking suspensions

Housing

Council tax

Housing benefits / Council tax reduction

Licensing

Planning

Rubbish and recycling

Report Noise

My profile

Council Tax and Housing Benefit

There is currently an issue with the Council Tax and Housing Benefit sections of the Camden account. When you try to view your account, you may see an error message stating that you have been logged out.

We hope to have the issue resolved as soon as possible. In the meantime, if you need to speak to us about your Council Tax or Housing Benefit please contact 0207 974 4444.

We apologise for any inconvenience.

Account overview

Housing

- Repairs
- Statements and invoices
- Leaseholder services

Housing

Parking

- Apply for permits
- Renew permits

Parking

Council tax

- Make a payment
- View your bills
- Set up direct debit
- Moving home

Council tax

Housing benefits / Council tax reduction

- View your claim
- View entitlements
- View your benefit payments

Housing benefits

Rubbish and recycling

- Report a missed collection
- Order a recycling box, bin or bag
- Find your collection days

Rubbish and recycling


Planning

- View new applications, decisions and appeals
- Comment on applications
- Create email alerts

Planning

- Select *I am a leaseholder*

My resident account	Housing - Validation
Account overview	Only named tenants and leaseholders are able to access housing services within the Camden Account.
Parking	To activate housing services, please select one of the following options :
Parking suspensions	<input type="radio"/> I am a council tenant <input type="radio"/> I am a leaseholder <input type="radio"/> I am a Camden Living tenant
Housing	
Council tax	
Housing benefits / Council tax reduction	
Licensing	
Planning	
Rubbish and recycling	
Report Noise	
My profile	

 Camden

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- Enter your leaseholder customer reference number and date of birth. You can find your customer reference number on service charge demands and correspondence from leaseholder services. Your customer reference number begins with an H followed by six numbers or begins with a 1 or 2 and is seven numbers long.
- Click the blue **Submit** button

My resident account

Account overview

Parking

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Council tax

Housing benefits / Council tax reduction

Licensing

Planning

Rubbish and recycling

Report Noise

My profile

Housing - Validation

Only named tenants and leaseholders are able to access housing services within the Camden Account.

To activate housing services, please **select one of the following options**:

I am a council tenant
 I am a leaseholder
 I am a Camden Living tenant

An error has occurred when attempting to validate your account. Please email leaseholderservices@camden.gov.uk for assistance.


Leaseholder customer reference number: *

Date of birth (as DD/MM/YYYY): *

Where can I find my customer reference number?

Your customer reference number begins with an H followed by six numbers or begins with a 1 or 2 and is seven numbers long.

- If there is a problem with your validation you will see the error message below. If this happens please click the link on screen to email leaseholderservices@camden.gov.uk and we will investigate and get back to you.
- Validation errors might occur if there is a mismatch between the name and / or date of birth on your service charge account and that on your Camden Account registration, if your customer reference number is incorrect or if you have already activated housing using a different email address and registration.

 A problem has occurred when attempting to validate your leaseholder account. Please email leaseholderservices@camden.gov.uk or call 020 7974 4444 for assistance.

- Once you have successfully validated your Housing activation, login and click **Housing** on either the menu on the left or the blue button on the Housing tile

- **Your contact details:** the next screen is titled ***Housing customers – your contact details***. Here you can add and amend contact details such as your telephone number or correspondence address
- If you would like to edit your contact details, click the blue ***Edit*** button. Alternatively, click the blue ***Next*** button

My resident account

- Account overview
- Parking
- Parking suspensions
- Housing**
- Council tax
- Housing benefits / Council tax reduction
- Licensing
- Planning
- Rubbish and recycling
- Report Noise
- My profile
- Users Administration

Housing customers - your contact details

Please help us to keep your details up to date by reviewing the information we hold for you below and updating it if necessary.

Mobile number
Your phone number can now be checked and updated under [My Profile](#)

Landline number
Your phone number can now be checked and updated under [My Profile](#)

Contact Address

[Edit](#)

[Next](#)

- The ***Property list*** page displays your leasehold properties. Non-residential rent accounts will also appear here if you have any, e.g. garage or shed rental.
- Navigate to functions by clicking the blue links on the right. You will only see links that are relevant to your property. The example below shows a leaseholder with two leasehold properties but only the second property has links for ***Energy usage*** and ***View major works***. The first property does not have these links because the block is not in the current major works programme and the property does not have energy meters.

My resident account

- Account overview
- Parking
- Parking suspensions
- Housing**
- Council tax
- Housing benefits / Council tax reduction
- Licensing
- Planning
- Rubbish and recycling
- Report Noise
- My profile

Property list

Reference No.	Property Address	Outstanding Balance	
[Redacted]	[Redacted]	£ 0.00	View / pay invoices ▶ View statement ▶ Rechargeable repairs ▶ Manage sublet ▶ Property details ▶ Request a repair ▶
[Redacted]	[Redacted]	£ 0.00	View / pay invoices ▶ View statement ▶ Rechargeable repairs ▶ View major works ▶ Energy usage ▶ Manage sublet ▶ Property details ▶ Request a repair ▶

- **Making a payment:** to make a payment click the ***View / pay invoices*** link.

My resident account

- Account overview
- Parking
- Parking suspensions
- Housing**
- Council tax
- Housing benefits / Council tax reduction
- Licensing
- Planning
- Rubbish and recycling

Property list

Reference No.	Property Address	Outstanding Balance	
[Redacted]	[Redacted]	£ 257.98	View / pay invoices ▶ View statement ▶ Rechargeable repairs ▶ Manage sublet ▶ Property details ▶ Request a repair ▶
[Redacted]	[Redacted]	£ 967.48	View / pay invoices ▶ View statement ▶ Rechargeable repairs ▶ Manage sublet ▶ Property details ▶ Request a repair ▶

- Click ***Payment options*** for the invoice you would like to pay

My resident account

- Account overview
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View / pay invoices | Account statement | Rechargeable repairs | Sublet

Property details

Customer information

Customer Name
Customer Number
Property Address
Property Reference

Your invoices

Invoice no	Invoice type	Invoice issue date	Invoice amount	Outstanding balance	
[Redacted]	Service Charge Actual - Period Ending 31-MAR-2022	15 September 2022	£ 399.59	£ 399.59	Payment Options ▶ View Summary ▶
[Redacted]	Service Charge Estimate - Period Ending 31-MAR-2023	16 February 2022	£ 1,541.82	£ 567.89	Payment Options ▶ View Summary ▶

- **Instalment plans:** select *Set up and instalment plan* and click the blue *Next* button

My resident account

- Account overview
- Parking
- Parking suspensions
- Housing
- Council tax
- Housing benefits / Council tax reduction

Payment options

All items marked with * must be completed.

Please select one of the following options:

Set up an instalment plan

Card payment

[Next](#) [Back](#)

- Use the drop down menus to select whether you would like to make monthly or quarterly payments, and your preferred payment date. The proposed instalment amounts and dates appear on the right
- To proceed with the instalment plan, click the blue *Next* button

My resident account

Account overview

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Set up an instalment plan against your Service Charge Actual - Period Ending 31-MAR-2022,

All items marked with * must be completed.

You can choose the plan type that suits you best from the following:

Invoice issue date	Outstanding balance	* Plan type	* Payment day	Instalments
15 September 2022	£399.59	Monthly <input type="button" value="v"/>	1st <input type="button" value="v"/>	January 2023 - £133.21 February 2023 - £133.19 March 2023 - £133.19

Instalments are calculated based on our current interest free repayment options. These options depend on what the invoice is for e.g. service charges, major works, or revenue works, the date the invoice was issued, and the value of the invoice.

If you are unable to make payment according to the instalment plan offered and you would like to discuss alternate options for repayment of this invoice, please Contact Camden on 020 7974 4444.

- Read the **Declaration** and tick the box to **agree** to the payment plan, then click **Next**

My resident account	Set up an instalment plan against your Service Charge Actual - Period Ending 31-MAR-2022, [REDACTED]
Account overview	
Parking	
Parking suspensions	
Housing	Instalment plan offered Plan type: Monthly
Council tax	
Housing benefits / Council tax reduction	
Licensing	
Planning	
Rubbish and recycling	
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My profile	
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Instalment	Instalment amount	Instalment due date
1	£ 133.21	01 Jan 2023
2	£ 133.19	01 Feb 2023
3	£ 133.19	01 Mar 2023
Total	£ 399.59	

Declaration

I am authorised to make this agreement on behalf of all joint lessees of this account. I/We admit the debt of £399.59 in respect of Invoice [REDACTED] and agree to repay this by instalment as shown above.

I/We also understand that, if payments are stopped before the arrears on my/our account have been cleared, the London Borough of Camden will return this invoice to their arrears escalation process.

I agree to the above instalment agreement for repayment of this invoice.

Next [Back](#)

- Click the link to create a **Standing order instruction (PDF)** to send to your bank (if required), then click the **Return to your property list** button

My resident account	Set up an instalment plan against your Service Charge Actual - Period Ending 31-MAR-2022, [QR Code]
Account overview	Thank you for agreeing to repay the above invoice by instalment.
Parking	
Parking suspensions	
Housing	<p>Warning - your instalment plan is not yet complete</p> <p>What happens next?</p> <p>You must set up a standing order with your bank to ensure we receive your payments.</p> <p>Print and complete the standing order instruction below, and return it directly to your bank.</p> <p>Or, if you use personal internet banking, you can use the details on this form to set up your payments via your online banking.</p> <p>Allow 5 working days before the first payment date for the set-up of your standing order.</p> <p>Standing order instruction (PDF) (opens new window)</p> <p>Return to your property list</p>
Council tax	
Housing benefits / Council tax reduction	
Licensing	
Planning	
Rubbish and recycling	
Report Noise	
My profile	
Users Administration	

- **Making a one off payment:** to make a one off card payment click **Payment options** for the invoice you would like to pay, select **Card payment** and click the blue **Next** button

My resident account	Payment options
Account overview	All items marked with * must be completed.
Parking	Please select one of the following options:
Parking suspensions	<input type="radio"/> Set up an instalment plan
Housing	<input checked="" type="radio"/> Card payment
Council tax	<input type="button" value="Next"/> <input type="button" value="Back"/>
Housing benefits /	

- Enter the amount you would like to pay and click the blue **Next** button

My resident account

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My profile

Make a payment by credit or debit card

Please note that Visa or MasterCard payment cards must be enrolled in the Verified by Visa or MasterCard SecureCode schemes.

Your Service Charge Invoice

Invoice Number	Property address	Outstanding balance
[Redacted]	[Redacted]	£ 399.59

Enter the amount you would like to pay
All items marked with * must be completed.

* Amount to pay (minimum £5.00)

£ .

Next

Back

Cancel payment

- Select or enter the billing address that matches your credit or debit card

My resident account

Account overview

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Licensing

Planning

Billing address

Choose your billing address

The billing address must be the same address as your credit or debit card address.
All items marked with * must be completed.

[Redacted]

Enter a new billing address

You will now be transferred to the payment system.

If your payment is successful, a confirmation email message will be sent to the mailbox of [Redacted] within the next 5 to 10 minutes.
Please check both your inbox and your spam folder.






Next

Back

Cancel payment

- The payment system opens in a new window. Enter your card details and click **Continue** to complete your payment

Help Cancel

All fields marked * are mandatory

Amount £100.00



Card number*

Expiry date* /

Security code*


[Continue](#) [Back](#) [Reset](#)

Note: Clicking on the links below will open a new browser window.

Mastercard: [Learn more](#) Visa: [Learn more](#)

- **Statement of Account:** To view a statement of your service charge account click the **Account statement** tab or **View statement** link

Property list			
Reference No.	Property Address	Outstanding Balance	
		£ 1,067.80	View / pay invoices ▶ View statement ▶ View major works ▶ Manage sublet ▶ Property details ▶ Request a repair ▶

- The statement page shows all transactions that have taken place on your service charge account, e.g. invoices issued, payments made, refunds etc.

- The default statement period is 12 months. If you would like to see older transactions or a different period you can change the 'From' and 'To' dates in the statement period box (format dd/mm/yyyy).
- The **closing balance** figure at the bottom of the statement is the total account balance as of today (either debit or credit).
- To print or save a statement scroll down and click the **Print statement (pdf)** button.

Statement period

21 Feb 2022 to 21 Feb 2023

From JAN To JAN Go

Change Period (in the format dd/mm/yyyy)

Opening balance: £ 4,019.18

Date	Reference number	Description	Transaction amount	Transaction balance
11 Apr 2022	[REDACTED]	Telephone Payment	-£ 1,736.53	£ 2,282.65
28 Jun 2022	[REDACTED]	Telephone Payment	-£ 7.09	£ 2,275.56
28 Jun 2022	[REDACTED]	Telephone Payment	-£ 134.66	£ 2,140.90
28 Jun 2022	[REDACTED]	Telephone Payment	-£ 2,140.90	£ 0.00
08 Sep 2022	[REDACTED]	Annual Major Works Estimate y/e 31-MAR-2022	£ 0.00	£ 0.00
16 Sep 2022	[REDACTED]	Service Charge Adjustment y/e 31-MAR-2022	£ 359.50	£ 359.50
16 Sep 2022	[REDACTED]	Annual Major Works Adjustment y/e 31-MAR-2022	£ 1,219.96	£ 1,579.46

Closing balance: £ 1,579.46

Print Statement (pdf)

- **Service charge breakdown (day to day):** to view a breakdown of your day to day service charges, click the **View / pay invoices** tab, then **View Summary** beside the invoice you would like to see

The screenshot shows the user interface for managing a resident account. On the left is a navigation menu with 'Housing' selected. The main content area has several tabs: 'View / pay invoices' (highlighted), 'Account statement', 'Rechargeable repairs', and 'Sublet'. Below these are sections for 'Property details', 'Customer information', and 'Your invoices'. The 'Your invoices' section contains a table with two rows of invoice data. The 'View Summary' button for the first invoice is highlighted in yellow.

Invoice no	Invoice type	Invoice issue date	Invoice amount	Outstanding balance	
[Redacted]	Service Charge Actual - Period Ending 31-MAR-2022	15 September 2022	£ 398.50	£ 0.00	View Summary
[Redacted]	Service Charge Estimate - Period Ending 31-MAR-2023	16 February 2022	£ 1,607.05	£ 0.00	View Summary

- This page shows a **summary** of your service charge by type, e.g. caretaking, repairs etc. To view a **comprehensive breakdown** of the costs included in each head of charge, tick the box beside the service you would like to see, or tick **Select all** to view all costs

My resident account

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- Report Noise
- My profile

View / pay invoices | Account statement | Rechargeable repairs | Sublet

Property details

Customer information

Customer Name
Customer Number
Property Address
Property Reference
Associated Invoice no

Service Charge Actual - Period Ending 31-MAR-2022

Service charges and insurance	Estate/block cost	Unit charge
<input checked="" type="checkbox"/> Select all		
<input checked="" type="checkbox"/> TV Aerial - Block	£85.99	£6.14
<input checked="" type="checkbox"/> Caretaking Services - Block	£3,071.14	£219.37
<input checked="" type="checkbox"/> Caretaking Services - Estate	£12,284.56	£170.62
<input checked="" type="checkbox"/> Cold Water System - Block	£3,584.20	£256.01
<input checked="" type="checkbox"/> Door Entry Systems - Block	£266.06	£19.00
<input checked="" type="checkbox"/> Electricity Charges - Block	£846.07	£60.43
<input checked="" type="checkbox"/> Electricity Charges - Estate	£942.31	£13.09

- Scroll down and click the blue **View further details** button
- For general information about service charges, click the **View service charge guide** button (this will open in a new window)

<input checked="" type="checkbox"/> Repairs & Maintenance - Block	£2,787.38	£199.10
<input checked="" type="checkbox"/> Repairs & Maintenance - Estate	£0.00	£0.00
<input checked="" type="checkbox"/> Estate Roads and Footpaths	£1,311.86	£18.22
Actual day to day service charges apportioned to the block (A)	£38,903.45	£1,414.23

View further details

View service charge guide

- To print a summary of your breakdown scroll down and click the blue **Print Summary (pdf)** button. The document will open in a new window and can be printed or saved.

Total actual day to day service charges		£1,919.32
Less previous estimated invoice		£1,520.82
Adjustment invoice total		£398.50

Return to Invoices

Print Summary (pdf)

- Service charge breakdown (major works):** to view a breakdown of your major works service charge, click the **View / pay invoices** tab, then **View Summary** beside the invoice you would like to see.

Your invoices

Invoice no	Invoice type	Invoice issue date	Invoice amount	Outstanding balance	
██████████	Major Works Annual Actual - Period Ending 31-MAR-2018	24 September 2018	£ 11,834.64	£ 0.00	<div style="border: 2px solid yellow; padding: 5px; background-color: #000080; color: white; border-radius: 10px; display: inline-block;">View Summary ▶</div>

- This page shows a summary of your major works service charge by type, e.g. scaffolding, roof, windows etc.
- The example below shows costs for only one packet of work; RPK/ XX - Better Homes Externals. If your invoice includes costs for more than one packet of work, the costs for each packet are shown separately.

Major Works Annual Actual - Period Ending 31-MAR-2018

Actual Service Charges	Block Charges	Your cost
RPK/ Better Homes Externals		
Access / Scaffolding	£126,559.21	£1,451.17
Communal Repairs and Decorations	£299,992.81	£3,439.81
External Repairs and Decorations	£293,851.52	£3,369.39
Overhead Fees	£66,573.94	£763.36
Roof Works	£54,594.01	£625.99
Major Works Supervision Fee	£14,288.43	£163.84
Window Works	£803,965.04	£9,218.50
Asbestos Related Works	£756.27	£8.67
Packet Total (A)	£1,660,581.23	£19,040.73
Combined Packet Total (A)		£19,040.73
Plus Indirect Costs		£1,441.83
Less Major Works Estimate Invoice		£8,647.92
Total Adjustment		£11,834.64

Variation of £0.01 is possible between the total of your costs shown on this schedule and the amount due on the invoice.

[Return to Invoices](#)
[Print Summary \(pdf\)](#)

- To print a summary of your breakdown scroll down and click the blue **Print Summary (pdf)** button. The document will open in a new window and can be printed or saved.
- **View major works documents:** additional information is available for some packets of work via the Camden Account (e.g. surveys, photographs, tender documents, meeting minutes, payment certificates etc.).
- To view major works documents, click the **Major Works** tab. In the example below the property is included in two current packets of work; *Better Homes Externals* and *Fire Risk Assessment Works*. There are documents available for the *Better Homes Externals* packet of work.

The screenshot shows the 'Major works' section of the Camden Account. The 'Major works' tab is highlighted in yellow. Below the navigation tabs, there is a 'Customer information' section with fields for Customer Name, Customer Number, Property Address, and Property Reference, all of which are redacted with a black dot pattern. Below this is a 'Works packets' section containing a table with the following data:

Reference	Type	Description	
RPK/ [redacted]	Better Homes Externals	Better Homes Externals [redacted]	View Documents
RPK/ [redacted]	Fire Risk Assessment Works	Fire signage to purpose built blocks	No documents available

A 'Back' button is located at the bottom left of the page.

- Click the **View Documents** link beside the relevant packet of work.
- This page lists the available documents. Click the **View file** link beside the document you would like to see. The files will open in a new window in their original format, e.g.

Word, Excel, PDF, JPEG etc. Please note – some of the files are very large and may take a few minutes to download.

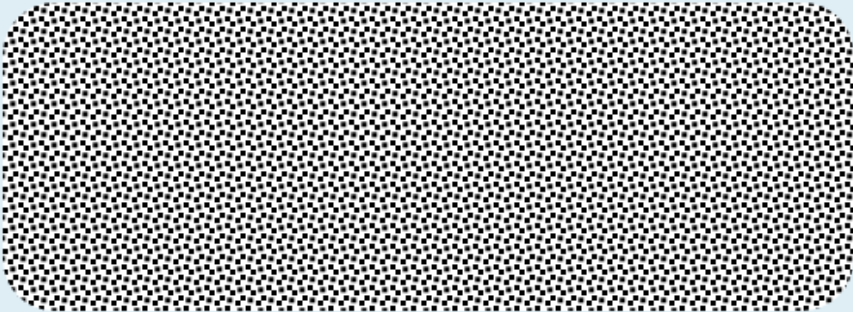
- General information regarding major works can be found on the Camden website: [Major Works Guide](#)
- If you would like any information regarding major works that is not available via the Camden Account please contact Leaseholder Services.

Packet: RPK/ 			
Document	Date Published	Filename	
Repairs & Improvements - Planned Works	24/02/2016	Schedule of work  Court	View file
Repairs & Improvements - Planned Works	24/02/2016	Bill of quantities  Court	View file
Repairs & Improvements - Legal	13/05/2016	Activity Schedule	View file
Repairs & Improvements - Legal	27/09/2016	Contract Data Part 1	View file
Repairs & Improvements - Legal	27/09/2016	Form of Agreement	View file
Repairs & Improvements - Legal	09/06/2016	Contract Data Part 2 and Form Of Tender	View file
Repairs & Improvements - Legal	13/05/2016	Pricing Document	View file
Repairs & Improvements - Legal	10/05/2016	Social Value Offer	View file
Repairs & Improvements - Reactive Repairs	22/08/2017	Payment Certificate - NEC3 Engineering and Construction Contract -  Court - Payment Certificate 001	View file
Repairs & Improvements -	22/08/2017	Payment Certificate - NEC3 Engineering and Construction Contract - 	View file

- **Register a sublet:** to register a sublet click the **Manage sublet** link or the **Sublet** tab, then click **Register sublet details**.

[View / pay invoices](#) [Account statement](#) [Major works](#) [Sublet](#) [Property details](#)

Customer information

Customer Name	
Customer Number	
Property Address	
Property Reference	

Sublet Overview

Are you subletting your property*?

[Register sublet details](#)

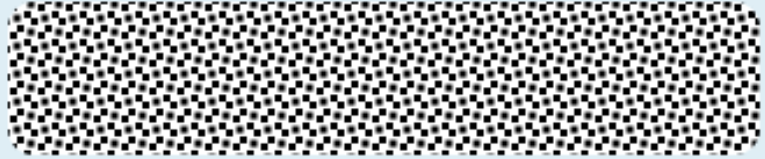
*Under the terms of your lease you must inform us if you are subletting your property. Failure to do so is a breach of your lease and could result in legal action.

- Enter the tenancy start and end dates and tenant(s) name(s).
- If you employ a managing agent to manage your sublet click **Yes** by '*Is this property managed by an agent?*' and enter their details.
- Once all sections are complete, click **Continue** (please note – the **Continue** button will only appear when all required fields are complete).

Property sublet

Property Address

Property Reference



Tenancy period

All items marked with * must be completed.

*Tenancy start date

1 ▼ March ▼ 2023 ▼

*Tenancy end date

28 ▼ February ▼ 2024 ▼

Proposed Tenants

All items marked with * must be completed.

Title

Mr ▼

*First name

John

*Last name

Doe

[Add another tenant](#)

Managing agent

All items marked with * must be completed.

*Is this property managed by an agent?

Yes No

Continue

Cancel

- Check the sublet details are correct
- Read the **Declaration** and tick the box to confirm your agreement
- Click **Continue**

Property sublet

Property Address

Property Reference

Sublet Registration Fee

Amount: £25.00

Sublet period

Start: 01 March 2023
End: 28 February 2024

Proposed tenants

Name: Mr John Doe

Property management

Managed by agent: No

Leaseholders

Name:

Declaration

I confirm that I/we are renting out [redacted]
London, [redacted] and the details provided are correct.

I am authorised to notify you on behalf of all joint lessees of this account of the current sublet arrangement and any change to the correspondence address for our service charge account.

Continue

Back

- Tick to confirm your billing address is correct or enter a new billing address
- Scroll down and click **Next** to complete the sublet and pay the registration fee. The payment system will open in a new window.

Billing address

Choose your billing address

The billing address must be the same address as your credit or debit card address.

All items marked with * must be completed.

[Redacted address]

Enter a new billing address

You will now be transferred to the payment system.

If your payment is successful, a confirmation email message will be sent to the mailbox of [Redacted email] within the next 5 to 10 minutes.

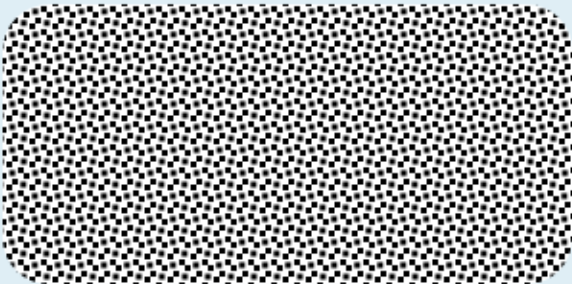
Please check both your inbox and your spam folder.

Next Cancel payment

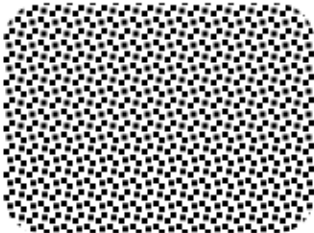
- Once your sublet is successfully registered, you will be able to print your **Deed of Covenant** which must be signed and dated by the leaseholder(s) and sub-tenant(s) and a copy returned to Leaseholder Services either in the mail or via email.
- **Extend or terminate a sublet:** click the **Manage sublet** link or the **Sublet** tab, then click **Extend / terminate tenancy**.

View / pay invoices Account statement **Sublet** Property details

Customer information

Customer Name	
Customer Number	
Property Address	
Property Reference	

Sublet Overview

Current tenant(s):	
Sublet start date:	
Sublet end date:	

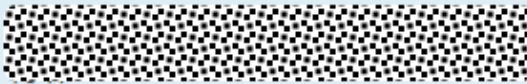
- If you want to extend or terminate your sublet agreement, please use the [Extend/Terminate tenancy](#) form.
- If you want to change the details of your sublet agreement (e.g. tenants or managing agent) please [Terminate](#) your existing agreement and then create a new one.

View your current [Draft deed of covenant \(pdf\)](#)

- Enter the new tenancy end date and select the reason for end date change from the drop down menu
- Click **Continue**

Extend / Terminate tenancy

Property Address
Property Reference



Tenancy period

All fields marked with * must be completed.

Tenancy start date: 24 July 2020

Tenancy current end date: 24 February 2023

* Tenancy new end date:

* Reason for end date change:

Continue

Cancel

- Check the sublet details are correct
- Read the **Declaration** and tick the box to confirm your agreement
- Click **Continue** to complete the process

Extend / Terminate tenancy

Property Address
Property Reference



Sublet period

Start date:	24 July 2020
Current end date:	24 February 2023
New end date:	25 February 2023
Reason for new end date:	Extension of current tenancy period

Declaration

I am authorised to notify you on behalf of all joint lessees of this account of the current sublet arrangement and any change to the correspondence address for our service charge account.

Continue

Back

- **Insurance statement:** to download a buildings insurance statement, click the View / pay invoices tab, then View Summary beside the day to day service charge invoice for the period you would like to see (insurance statements each cover one financial year which runs from 1st April to 31st March).

View / pay invoices Account statement Rechargeable repairs Sublet

Property details

Customer information

Customer Name
Customer Number
Property Address
Property Reference

Your invoices

Invoice no	Invoice type	Invoice issue date	Invoice amount	Outstanding balance	
[Redacted]	Service Charge Estimate - Period Ending 31-MAR-2024	21 February 2023	£ 1,195.28	£ 1,195.28	Payment Options ▶ View Summary ▶
[Redacted]	Service Charge Actual - Period Ending 31-MAR-2022	15 September 2022	£ 4.62	£ 4.62	Payment Options ▶ View Summary ▶
[Redacted]	Service Charge Estimate - Period Ending 31-MAR-2023	16 February 2022	£ 1,136.12	£ 0.00	View Summary ▶

- Scroll down and click the Create insurance statement button. The statement will open as a pdf in a new window. If the statement doesn't open automatically please ensure you have popups enabled and try again.

Insurance Premium - Unit (C)	£220.85
Create insurance statement	

- **View future planned works:** to check whether your property is included in future planned works click the **Property details** link or the **Property details** tab

- Details will appear automatically if your property is included in the 5 year planned works programme. In the example below, the property is scheduled to have External Better Homes works carried out during 2023/24. The summary shows the type of work likely to be undertaken but estimated costs are not available yet. This property is not currently included in the Better Homes spring clean or Better Homes Mechanical and Electrical programmes.

Planned works programmes

Programme External Better Homes (Block) **Programme Year** 2023'24

Work	Amount	Work	Amount
Scaffold		External Repairs	
Asbestos		Block Paving	
Roof		Estate Works	
Windows		Boundary Wall	
Communal		Fire Risk Assessment	
Energy Efficiency		Overheads	
Management Fees			

Estimated block total

Estimated cost per unit

Programme Better Homes Spring Clean

This property is not currently under the programme.

Programme Better Homes Mechanical and Electrical (Block)

This property is not currently under the programme.

Disclaimer

The details displayed relate to the current planned programmes of work due to take place on the Council's housing stock. This is Camden's current best estimate as to the scope of works which will take place to your block/property within the planned works programmes. The scope and type of works outlined may increase or decrease dependent on the outcome of a detailed pre-condition survey which will be undertaken at the block prior to the commencement of works, the tender process which decides who will conduct the works, and also as a result of the full tenant/leaseholder consultation process which will take place for all blocks which are scheduled for works. Please note that costs may increase or decrease from the figures shown.

- **5 year programme:** If you would like to view the full 5 year programme for Better Homes External, Spring Clean or Mechanical and Electrical planned works you can click the links at the bottom of the Property details page. Open Data will open in a new window.

Planned works programme and open data

More information on major works planned across the 5 year Capital programme can be found on Camden Open Data at the links below. (links open in a new window)

- [External Better Homes](#)
- [Spring clean Better Homes](#)
- [Better Homes Mechanical and Electrical](#)

Please contact leaseholder services if you need any assistance with the Camden Account:

Telephone. 020 7974 4444 (Contact Camden call centre)

Fax: 020 7974 3929.

Textphone/Minicom: 020 7974 6311.

E-mail. leaseholderservices@camden.gov.uk.

Website. www.camden.gov.uk/leaseholders