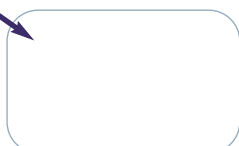


# Leasehold Services news



www.lewishamhomes.org.uk  
APRIL 2009

We send all correspondence about your service charge to this address, please tell us of any changes



The charges are for this address

Leasehold Services  
Home Park Housing Office  
129 Winchfield Road  
Sydenham  
London SE26 5TH  
VAT No: 205 5960 69

Leasehold Services new address

In case of queries please contact:  
Leasehold Services  
on 020 8314 8211

XXXXXXX

Your account number

XXXXXXXXXX

The period covered by this invoice

## INVOICE LEASEHOLD SERVICE CHARGES

Service charge for XXXXXXX

Payment is due by this date

(see enclosed schedule for breakdown of charge)

XXXXXXXXXXXX

Actual cost adjustment for 2007/08, as advised on your statement issued in September 08

Annual service charge 2009/2010	£
Actual cost adjustment 2007/2008	£
Annual service charge balance at	£
Major works balance at	£
<b>Total Service Charges outstanding</b>	<b>£</b>

Balance outstanding for 2008/09 and previous years

This is the total amount you owe, including any arrears and any major works charges

Yours sincerely,

Adam Barrett  
Director Of Resources, Lewisham Homes

## Enclosed with this newsletter is your estimated service charge bill for 2009-2010.

### Also enclosed is:

- A schedule showing how much you are charged for each service
- Notice of ground rent
- Summary of rights and obligations
- Resident profiling form - please complete and return in the pre-paid envelope provided
- An instalment request / change of details form - complete and return in the pre-paid envelope provided if you want to pay by instalments or need to notify us of a change in your circumstances
- A pre-paid envelope.

If you are unable to pay the annual service charges outstanding by the due date, please complete and return the yellow instalment request form in the pre-paid envelope enclosed. A letter will be sent to you confirming the amount and due date of your instalments, along with a bank standing order form if you have selected this as your preferred method of payment. If you have a major works balance outstanding and have not agreed to pay by instalments, please contact your Leasehold Caseworker immediately.

Are you having difficulties paying? We can help. Contact 020 8314 8211 or email [leasehold@lewishamhomes.org.uk](mailto:leasehold@lewishamhomes.org.uk)

# A fairer way of calculating your leasehold management charge



From 1 April 2009 your leasehold management charge will be a flat charge. The amount you pay will depend on whether you live in a converted street property or a purpose built block.

Previously this was calculated as 28 per cent of the other charges you pay, but this has not been reviewed since 1998.

We have worked with leaseholders to review the charge and ensure they accurately reflect the services you receive.

The process included consultation with focus groups, the Leasehold Special Interest Group and Area Panels. The feedback showed leaseholders felt the percentage calculation was unfair to those receiving higher direct service charges, as the cost of the administrative management of these properties would not necessarily be any higher.

Like other service charges, the flat rate management charge will be set annually and adjusted at the end of the financial year when actual costs are known. The management charge includes a proportion of staff costs, the Service Charge Audit and Lewisham Homes' overheads. This includes tools that help us provide services, such as information technology systems, office accommodation, human resources, finance and accountancy.

## OTHER CHANGES TO YOUR SERVICE CHARGE BILL

We have changed the layout of your service charge bill following your feedback. We have designed it to be clearer, include more information and a breakdown of charges.

### HOUSING MANAGEMENT CHARGES

Your service charge bill shows your share of the cost of providing housing management activities that benefit both leasehold and tenanted properties; these are:

- Dealing with antisocial behaviour (This is not included for street properties. If you are a leaseholder in a street property or converted house, and you are experiencing antisocial behaviour, contact us to discuss options.)

[WWW.LEWISHAMHOMES.ORG.UK](http://WWW.LEWISHAMHOMES.ORG.UK)

- Customer Services and facilities provided at housing offices.
- Resident Involvement: Details of opportunities for leaseholders are on page 5 and at [www.lewishamhomes.org.uk](http://www.lewishamhomes.org.uk)

### CARETAKING CHARGES

To calculate the full cost of providing caretaking we have included a share of all the overheads associated with the service. We are working hard to improve our services. Over the past year we have:

- introduced a robust quality assurance schedule for caretaking
- invested in new and more appropriate equipment for caretakers
- increased the number of communal repairs.

### SWEEPING AND GROUNDS MAINTENANCE CHARGES

- Lewisham Council is responsible for sweeping estate roads and paths. This charge is separate from the cost of sweeping highways, which you pay for in your Council tax.
- The grounds maintenance charge is for work to estates with grass and shrubbed areas. The service is provided by the Council who currently have a contract with Glendales to carry out the work.
- If grounds maintenance is carried out on your estate you will have recently received a consultation letter from the Council about tendering a new contract for this service. This is to ensure value for money for this service.

### PEST CONTROL

Some leaseholders will have a cost included on their bill for pest control. You will pay a charge for this service if the building you live in has been included in the planned block programme for 2009/10, this is shown in the schedule of charges. The work includes treatment for the whole building. All residents in the building will be asked to provide access to their homes for this treatment to be carried out. Where a need for this service arises during the course of the year. The cost for the work will be included when the actual costs for the year are calculated in September.

### COMMUNAL WINDOW CLEANING

Last year we included this charge in anticipation of introducing the service. Unfortunately, the contract was delayed and the service will now start in 09/10. The charge included last year will be credited to your service charge account when the 2008/09 actual costs are calculated. Two cleans will be provided to the windows in the communal areas of the building.

CONTINUED ON PAGE 3...



## TECHNICAL REPAIRS AND SERVICING

Some leaseholders have asked us what the phrase 'technical services and repairs' means on your bill. Your block may receive some or all of these services; your charge only covers those services you receive.

### TYPE OF WORK REQUIRED

**Lightening conductors** - Annual check

**Lifts** - Quarterly servicing and repairs (shown separately on service charge bill)

**Fire extinguishers and fire fighting equipment** - Checking fire safety signage and appliance checks

**Fire alarms and emergency lighting** - Test emergency lighting and audible test for fire alarms

**Door entry systems** - Repairs (shown separately on service charge bill)

**Communal TV systems** - Repairs

**Boosted water systems** - Weekly test of emergency generators where installed, other pumps have quarterly test

**Ventilation plant** - Central ventilation plant located in the roof space to extract fowl air from kitchens and bathrooms, servicing of motors and repairs are carried out

**Portable appliance testing** - Checking of portable items such as computers, kettles, in offices and caretakers facilities

**Communal water tanks** - Testing, monitoring and cleaning of the central cold water tanks feeding residents homes

**Dry risers** - Quarterly servicing to ensure piping is clear, the riser is for use of the fire brigade in the event of fire.

**Wet risers** - These have the same purpose as dry risers but have water in them already, and are tested to ensure they are ready for use.

## PURCHASE OF FREEHOLD

Lewisham Homes manages a number of properties where all the flats in the building are owned by leaseholders. In these properties leaseholders have the right to buy the freehold from the Council, this is called the Right of Collective Enfranchisement.

Leaseholders can also buy the freehold of buildings where at least two thirds of the flats in the building are leasehold.

Certain conditions have to be met before the leaseholders have the right to buy the freehold, these are:

- Where there are two flats in the building both leaseholders must want to purchase the freehold
- Where there are more than two flats in the building the number of leaseholders purchasing the freehold must represent at least half the number of the total flats in the building
- Not more than 25% of the internal area of the building can be for non-residential use.

If you would like more information about buying the freehold please contact [leasehold@lewishamhomes.org.uk](mailto:leasehold@lewishamhomes.org.uk) or 020 8314 8211.

LEASE the independent advisory service for landlords and leaseholders has a very useful website [www.lease-advice.org](http://www.lease-advice.org) or 020 7374 5380.

## Are you aged 60+?

Lewisham Local Pension Service may be able to help you with your housing costs including ground rent and service charges.

Lewisham Homes is working with the Local Pension Service to help leaseholders who are over 60 to claim for assistance with housing costs.

The service can also help with pension credit which is an entitlement for people aged 60 and over and depends on your circumstances. If you are over 65 you may be entitled to an additional payment. The Local Pension Service provides a home visiting service and advice on all benefits and entitlements, including completing an application form and obtaining verification.

WEEKLY DROP-IN SURGERIES ARE HELD:

- Mondays 9.30am-1pm at Accesspoint, Laurence House, 1 Catford Road, Catford SE6 4TW
- Wednesdays 9.30-11.30am at Lewisham Library, 199-201 Lewisham High Street, SE13
- Contact 0845 60 60 265 or Leasehold Services 020 8314 8211



## SURGERIES

From 23 March 2009 Leasehold Services will be based at:  
**Lewisham Homes Home Park Office**

**129 Winchfield Road  
Sydenham SE26 5TH**

**Open 9am-5pm weekdays except Wednesdays 10am-1pm.**

● 020 8314 8211

● [leasehold@lewishamhomes.org.uk](mailto:leasehold@lewishamhomes.org.uk)

Leasehold Services will be operating extended opening hours, 8am to 7pm for telephone enquiries for the two week period following the bills being sent out.

After talking with leaseholders in focus groups and at the Leasehold Special Interest Group we have arranged walk in Service Charge surgeries on the following dates:

You can also email us at:

[leasehold@lewishamhomes.org.uk](mailto:leasehold@lewishamhomes.org.uk)



Lewisham Homes South Area Office,  
9 Holbeach Road, Catford SE6 4TW  
14 April, 10am-12pm and 2pm-7pm  
15 April, 5-7pm

Lewisham Homes North Area Office,  
1a Eddystone Tower, Oxestalls Road  
15 April, 10am-12pm and 2-5pm

Home Park Office

129 Winchfield Road, Sydenham SE26

Anytime 9am-5pm weekdays except Wednesdays 10am-1pm

# Gas Safety

Gas appliances must be serviced annually to ensure they are safe, failure to do so may be a breach of your lease. The check should be carried out by a CORGI approved installer, contact CORGI on 01256 372 300 to carry out a check.

## Gas safety and sub-letting

If you sub-let your property, then you are a landlord. As a landlord you are required under the Gas Safety Regulations 1998 to service the gas appliances on an annual basis and provide your tenant(s) with a gas safety certificate.

Failure to do so puts your tenants at risk from potentially faulty appliances and carbon monoxide poisoning, and you could be prosecuted by the Health and Safety Executive.

## Gas leaks

All gas leaks should immediately be reported to British Gas on 0800 111 999.

## Arranging a Gas Service / Annual Gas Contract

You can arrange for gas servicing to be carried out for a one off fee, if any repairs are required you pay for the parts and labour

separately. Alternatively you can arrange for gas appliances to be checked on an annual basis by contract. These include an annual service as well as parts and labour if further works are required.

Annual contract conditions will vary, you should obtain details from different CORGI registered contractors to meet your needs.

Contractors appointed by Lewisham Homes to carry out our gas repairs and servicing also offer a service to the general public. Leaseholders wishing to arrange an annual gas contract can contact them on:

- T Brown Group 020 8786 1200
- Quality Heating Services 01494 795 000

British Gas can also provide details of the annual gas contract and gas servicing they provide, contact 0845 9500 400.



# Do we have your correct details?



Having a greater understanding of leaseholders will help us to provide services that meet your needs.

Please complete and return the enclosed form about your household to Lewisham Homes Freepost, Leasehold Services. If you return the form by the 30 April 2009, you will be entered into a prize draw to win our top prize of £200 shopping vouchers, or one of two £50 vouchers!

If you do not live in your leasehold property it is important that we have your correct contact details. This is particularly important in an emergency situation, e.g. leaks from or into your property. The quicker that we can contact you, the less damage is likely to both your property and neighbouring properties.

## Do you want to work?



Working Links can help you find the job you want. If you are a lone or unemployed parent or on health-related benefits we can give you the support you need to find the job you want.

At our Job Clubs we can help you to:

- Write your CV and fill in application forms
- Search for jobs
- Prepare for interviews
- Build your confidence
- Access In-Work-Support

Drop into our Job Clubs at:

Lewisham Library, 199-201 Lewisham High Street, London SE13 6LG. Every Thursday from 9.30am to 1pm

or

Bellingham Gateway Youth and Community Centre, 185 Brookehowse Road, London SE6 3TT.

Every Friday from 9.30am to 2pm.

To find out more about how we can help you, call 0800 917 9262 or visit [www.workinglinks.co.uk](http://www.workinglinks.co.uk)

South London Intensive Jobsearch Provision is funded by the European Social Fund and is delivered in partnership with Jobcentre Plus.

# HOW CAN YOU GET INVOLVED?

The Leasehold Special Interest group is not the only forum for you to receive information or be consulted. Below are some new opportunities hot off the press!

## ONLINE CONSULTATION

Stop by and join the forum! [www.getinvolved.lewishamhomes.net](http://www.getinvolved.lewishamhomes.net)

## BECOME A RESIDENT INSPECTOR

Why not take part in Estate Inspections or inspect our customer services? See if we are meeting the standards we promise and help us to improve. Here is a sample of the improvements:

### WHAT YOU SAID

At the first Resident Inspectors session they said the customer service was inconsistent. However, this had improved in the second round.

### WHAT WE DID

Further information has been requested on the repairs service including the priorities, which will be cascaded to front line staff. Staff will be reminded of the Customer Service standards at staff

briefings on Wednesday mornings and team meetings. Briefings took place in the North and South area in July 2008 on the Pest Control service because it was reported a lack of service was provided in this area.

The results of the mystery shopping have been incorporated into the customer care training.

All feedback will inform the Customer Service review, happening now.

### WHAT YOU SAID

Residents inspectors said there is not enough leaflets in Holbeach.

### WHAT WE DID

A reception checklist is completed daily and an office equipment checklist on a weekly basis. The weekly checklist incorporates posters, leaflets and forms.

## TRAINING

Lewisham Homes runs a series of free training courses available to all tenants and leaseholders. If you'd like to take the opportunity to enrol contact us now for information about upcoming courses!

020 8314 9267

Text us on 07781 481 783

[getinvolved@lewishamhomes.org.uk](mailto:getinvolved@lewishamhomes.org.uk)

**GET INVOLVED!**

## Leaseholders – have your say!

Thanks to everyone who took part in last year's activities of the Leasehold Special Interest Group (LSIG) and the focus groups. This year's consultation programme has not yet been agreed and we would like to give you the opportunity to suggest leasehold topics to discuss or learn more about.

The purpose of the LSIG is to look at issues that only affect leaseholders and are not discussed at other resident meetings and groups. Unlike surgeries, these meetings are not for leaseholders to discuss their individual problems. Last year's topics included, payment options for major works, leaseholder's insurance, service charges including management expenses and buying the freehold. Any leaseholder can attend, but please confirm attendance so we can ensure the venue is suitable.

### REGISTER FOR LEASEHOLD CONSULTATION EVENTS

If you would like to talk about the leasehold consultation programme, contact Leasehold Services on 020 8314 8211.

Name
Address
Postcode
Telephone number
Mobile
Email

### WHAT WOULD YOU LIKE TO ATTEND? (please tick and return)

FOCUS GROUPS: 19 May 2009, 7pm-9pm. Lewisham Homes, 9 Holbeach Road, Catford SE6 4TW

- Service Charge bills – do you like the new format?
- Change in management expenses.

LEASEHOLD SPECIAL INTEREST GROUP: 4 June 2009, 7pm-9pm.

Hall 2 - St Mary's Centre, Ladywell, London, SE4

- Feedback from May focus groups and discussion
- Consultation programme for 09/10
- What training would you like?

FOCUS GROUPS: 9 July 2009, 7pm-9pm. Lewisham Homes, 9 Holbeach Road, Catford SE6 4TW

- How do we calculate actual charges?

LEASEHOLD SPECIAL INTEREST GROUP: 16 July 2009, 7pm-9pm.

Civic Cuite, Town Hall

- Feedback on focus groups on actual charges and discussion

FOCUS GROUPS: 16 September 2009, 7pm-9pm. Lewisham Homes, 9 Holbeach Road, Catford SE6 4TW

- Changes to Leasehold Accounting Regulations

LEASEHOLD SPECIAL INTEREST GROUP: 24 September 2009, 7pm-9pm. Civic suite, Town Hall

- Changes to Leasehold Accounting Regulations

### CHOOSE TOPICS YOU WANT INCLUDED IN THE PROGRAMME

- Understanding your lease and is there a need for change?
- What information would you like about major works?
- What is value for money?

Other, please write your suggestion below



# Contacts

Lewisham Homes was set up as an Arms Length Management Organisation on 22 January 2007. It is responsible for managing Council housing services on behalf of Lewisham Council.

## North Area

### North Area Housing Office

1a Eddystone Tower,  
Oxestalls Road, Deptford,  
London SE8 3QU  
020 8314 7997  
enquiries@lewishamhomes.org.uk  
Open 9am-5pm weekdays except  
Wednesdays 10am-5pm.

### Sub Office

#### Honor Oak Housing Office

Spalding House,  
Turnham Road,  
London SE4 2HT

### Leasehold services

020 8314 8211  
leasehold@lewishamhomes.org.uk

## South Area

### South Area Housing Office

9 Holbeach Road,  
Catford, London  
SE6 4TW  
020 8314 7991  
enquiries@lewishamhomes.org.uk  
Open 9am-5pm weekdays except  
Wednesdays 10am-5pm.

### Sub Office

#### Home Park Housing Office

129 Winchfield Road,  
Sydenham,  
London SE26 5TH

### Customer Relations

020 8314 6616  
complaints@lewishamhomes.org.uk

### Community Involvement

020 8314 9267  
getinvolved@lewishamhomes.org.uk

## Useful Numbers

### Lewisham Council

Town Hall, Catford,  
London SE6 4RU  
020 8314 6000

### Housing Benefit

020 8690 8444

### Envirocall

Abandoned vehicles/graffiti/  
pest control/recycling/refuse  
collection/flytipping/lumber  
020 8314 7171

### Parking

08452 185 288

### Homesearch

0845 122 0567  
www.lewishamhomesearch.org.uk

### National Debt Line

0808 808 4000

### Housing Emergency

#### Support Team

020 8314 6000

### Animal Welfare

020 8314 2098

### Linkline Service

020 8690 0440

### Lewisham Police

020 8297 1212

### Victim Support

020 8698 4583

### Age Concern

020 690 9060

### National Domestic

#### Violence Helpline

0808 2000 247  
www.refuge.org.uk

### Thames Reach

020 7702 4260



### Translation and other format request

- This information is about your home. For translation, please provide your details below:
- Ky informacion është për shtëpinë tuaj. Për përkthim, ju lutemi të jepni detajet tuaja më poshtë:
- Ces informations concernent votre logement. Veuillez nous donner vos coordonnées pour l'envoi de la traduction:
- 这是关于您家庭的信息。为了翻译起见，请提供如下详情:
- Macluumaadka ku saabsan gurigaaga. Haddii aad tarjamad rabto fadlan bixi macluumaadka hoose:
- இந்தத் தகவல் உங்கள் வீடு குறித்தது. மொழிபெயர்ப்புக்காக, உங்களைப் பற்றிய விவரங்களைக் கீழ்க்கேள்வியுள்ளீர்கள்.
- Bu bilgiler evinizle ilgilidir. Tercümesi için lütfen aşağıdaki detayları verin:
- Thông tin này là về nhà của quý vị. Để dịch, xin cung cấp các chi tiết dưới đây:

Name, Emri, Nom, 姓名, Magac, பெயர், Isim, Tën:

Telephone No, Numri i telefonit, Numéro de téléphone, 电话号码, Lambarka telefoonka, தொலைபேசி எண், Telefon no, Số điện thoại:

Address, Adresa, Adresse, 地址, Cinwaanka, முகவரி, Adres, Địa chỉ:

- Gjuhët/Albanian
- 中文/Mandarin
- தமிழ்/Tamil
- Tiếng Việt/Vietnamese

- Français/French
- Soomaali/Somali
- Türkçe ve/Turkish

For other formats tick the appropriate box below:

- Large Print
- Audio tape
- Braille

Return to:  
Dërgojeni tek:

À renvoyer à:

寄至:

Ku soo celi:

அனுப்ப வேண்டிய முகவரி:

Şu adrese geri gönderin:

Gửi trả lại cho:

**Lewisham Homes**  
**Freepost (No stamp required)**  
**SE6 4TW**