

Leasehold Services News

September 2011

Your actual service charge statement

Enclosed with this newsletter is your new actual service charge statement for 2010/11. Your actual cost statement shows the amount you were charged for each service at the beginning of the year and the amount that we actually spent by the end of the year. If we have spent less on the services to your building and estate than we anticipated a credit for the difference will be applied to your account. If we have spent more on the services to your building and estate than we estimated the additional amount will be charged to your account.

Actual statement

- ▶ **Number of properties sharing the cost** – The total number of properties in the block or estate. This includes tenanted and leasehold properties.
- ▶ **Actual charge for 2010/11** – This is the total amount spent on providing services to your block or estate from April 2010 to March 2011.
- ▶ **Your share of actual cost 2010/11** – The actual cost is divided by the total number of properties sharing the cost. This ensures the cost is spread evenly across everyone in the block or estate.
- ▶ **The amount you were charged for 2010/11** – This is the amount you were charged in the estimated bill in April 2010.
- ▶ **Adjustment** – This is the difference between the amount we estimated we would spend in April 2010 and the actual cost. If the figure has a minus sign in front of it, this means that the service cost was less than we billed at estimate.

At the bottom of your schedule the total adjustment that will be applied to your annual service charge account is shown. If the adjustment is a debit this amount will be added to your annual service charge invoice for 2012/13, you can then pay this as part of your monthly instalments.

Service	2	3	4	5	6
	No of properties sharing the cost	Actual billed Charge for 2010/2011	Your Share of Actual cost 2010/2011	Your estimated charge for 2010/2011	Adjustment
Repair & Servicing Charges					
General building & estate repairs	12	197.70	16.48	185.09	-168.61
Technical servicing & repairs	12	281.77	23.48	0.00	23.48
Lift	0	.00	0.00	0.00	0.00
Entry phone	0	.00	0.00	0.00	0.00
Consumption Charges					
Electricity for communal lighting	12	512.84	42.74	43.62	-0.88
Building Cleaning & Caretaking charges					
Carpeting	12	3000.00	250.00	385.00	-135.00
Pest control	0	.00	0.00	0.00	0.00
Communal Window Cleaning	0	.00	0.00	0.00	0.00
Bulk Household Waste Removal	12	4.35	4.67	0.00	-0.32
Services provided to External Areas					
Sweeping	12	628.78	52.40	50.47	1.93
Grounds Maintenance	12	696.17	58.01	63.60	-5.59
Individual Lease Charges					
Ground Rent			10.00	10.00	0.00
Common Parts Insurance			40.00	40.00	0.00
Store Shed Rent			0.00	0.00	0.00
Drying Room Rent			0.00	0.00	0.00
Communal Heating			0.00	0.00	0.00
Housing Management Charges					
Resident Involvement			14.71	12.00	2.71
Anti-Social Behaviour			21.04	38.00	-16.96



Information and Advice

Leasehold Services will be offering extended opening hours between **8am** to **7pm** for two weeks after actual statements are sent out. You can contact a member of the team if you have any queries regarding your actual service charge statement.

The Leasehold team will be holding a walk in surgery at the Holbeach Housing Office for anyone who has questions about their actual statements **Tuesday 18 October 2011** at **10am to 12pm**

What's in this issue;

- ▶ Resident advice surgeries
- ▶ Leasehold satisfaction
- ▶ Major Works update
- ▶ Repayment options
- ▶ Fire safety information
- ▶ Treating Condensation
- ▶ Upcoming consultation
- ▶ Sign up online



Resident Satisfaction with Leasehold Services increases by 10%

In April we asked a company to carry out a postal survey of 2300 of our leaseholders to find out how satisfied they are with our services. Overall Leasehold satisfaction has increased by **10%** since 2008.

- Over **70%** of leaseholders find the information we give about service charges easy to understand;
- Over **60%** find the information we give on Major Works either very easy or fairly easy to understand;
- The majority of Leaseholders found the Leasehold Services team helpful and able to deal with their issue;
- Over **85%** of leaseholders who had looked at our website found it very or fairly useful.

Areas highlighted for improvement included highlighting value for money for annual service charges and Major Works and improving satisfaction with communal repairs and maintenance.

We are always looking at ways at which we can increase value for money in the delivery of services for our residents. This includes a review of caretaking services, accessing services on line and introducing opti-time scheduling for repairs services.

Leasehold Improvement Group

The Leasehold Improvement Group is open to all Lewisham Homes leaseholders. The improvement group has contributed to Leasehold Services by suggesting and developing the information on our service charge bills and actual cost statements as well as much more. Leaseholders also advised us on how to explain payments for Major Works options.

For more information on how you can be involved



0800 028 2 028 or **020 8613 4000**
press 5 for Leasehold Services

Leasehold Improvement Group

Date	Time and Venue
17 November 2011	7pm to 9pm Civic Suite, Catford, London, SE6 4RU
19 January 2011	7pm to 9pm Civic Suite, Catford, London, SE6 4RU
15 March 2011	7pm to 9pm Civic Suite, Catford, London, SE6 4RU

How else can I be involved?

We are committed to providing a range of ways for you to be involved in shaping our services. If you would like to know more contact the Community Involvement Team

0800 028 2028 / 020 8613 4000

getinvolved@lewishamhomes.org.uk

Do it online at anytime

Our website is our most efficient and cost effective way of providing you with up to date information. There is a section dedicated to leaseholders where you can view or download useful information including:

- The leasehold handbook;
- Payment options for Major Works; and
- Previous editions of Leasehold newsletters

On our website you can also

- Report a repair or antisocial behaviour;
- Link to online payments for Major Works and service charges;
- Sign up to access your leasehold account online; and
- Find out how to join our resident involvement groups and help to shape our services.



www.lewishamhomes.org

Looking to rent your property?



Lewisham Council's Private Sector Leasing team is able to lease your property for 3 years with the following benefits;

- guaranteed rent for 52 weeks a year.
- professional housing management services.
- Minor repairs up to a fixed sum

Contact Lewisham Council's Private Sector Leasing team for more information

020 8314 7086 **_psl@lewisham.gov.uk**



Major works contractors are now on site



Investing in your home



Our decent homes contractors, Breyer and MITIE have begun works on site and are delivering improvements to tenants homes and the shared areas of buildings.

Leaseholders do not contribute towards work carried out inside tenants homes

However leaseholders are required to contribute to works to the exterior and shared areas of the building. Before deciding what, if any, works will be carried out to the exterior or communal areas of a building a survey will be carried out. We have written to all leaseholders whose buildings will be surveyed this year. Once the survey has been carried out we will consult with the leaseholders in the building. The consultation notices provide details of the works we propose to do and the estimated cost. Leaseholders will have at least 30 days before the works start to give us their comments.

Repayment options for Major Works

Leaseholders who are receiving Major Works will receive their bills for the works 6-8 weeks after the works start. Resident leaseholders are able to apply for our interest free repayment option which gives them 24 months to pay bills under £3000 and 36 months for bills over £3000. To benefit from these interest free payment options you must complete and return the payment options form that is sent with the bill within 28 days.

Over **350** leaseholders are already taking advantage of this payment option.



MITIE operative on the Evelyn estate

Consulting with you on long term agreements

Q. Why are you consulting me about a service we are already receiving?

A. As well as consulting with leaseholders about contracts for Major Works we also consult with you when we are proposing to enter into a long term contract. We do this when contracts are over a year and when leaseholders may pay more than £100 towards the cost in a year.

Q. Do you have to consult with me or can I choose not to receive all the consultation notices?

A. We have to give you the notices, as we are required by law to send them to leaseholders who maybe required to pay more than £100 per year for the service. The notices also tell you about the way we are choosing the contractors to obtain value for money.

Q. Why doesn't the notice tell me how much I will have to pay each year?

A. For many services the cost will vary from year to year depending on the work that is needed in your building, so we cannot give you a cost. For many of the long term contracts we ask the competing contractors to give us their prices against a range of repairs or maintenance items that they will be required to do. We are then able to chose contractor who offers the best value for money overall.



0800 028 2 028 or **020 8613 4000**
press 5 for Leasehold Services



Leasehold@lewishamhomes.org.uk



Working together for a safer community



Keep your home safe

Lewisham Homes has distributed Fire Safety notices to all blocks managed by us in Home magazine and in all communal areas.

In the interests of fire safety, Lewisham Homes does not permit anything to be stored in the communal staircases or on landings. Should any items be found, Lewisham Homes will remove them.

The communal doors in your block are fire doors. Lewisham Homes is responsible for these self-closing glazed doors in the corridors and staircases, however, the terms of your lease state the front door to your individual property is your responsibility.

Many homeowners, once they have bought their property, install a new front door. Lewisham Homes strongly recommends you to have an assessment carried out on your door to see if it complies with current regulations for fire doors. Some, but not all, wooden doors are fire

resistant, but in nearly all cases new UPVC or plastic doors are not sufficiently fire resistant.

If the assessment shows your front door is not a fire door we would then strongly recommend you replace it with a new timber door made to

FIRE SAFETY IN THE HOME



British Standard 476: Part 22: 1987 or **British Standard EN 1634-1: 2000.**



www.lewishamhomes.org.uk

Are your gas appliances safe?

As a Lewisham Homes leaseholder, you can arrange for our gas contractors to carry out servicing of your gas appliances. If you are sub letting your property you are responsible for ensuring all gas appliances in your property are safe.

Our contractors offer a gas servicing service to Leaseholders.

Call our gas contractors for more information



020 8786 1200



www.tbrownheating.co.uk



01494 795000



www.quality-heating.co.uk



Keeping your home and belongings protected

Who is responsible for insuring the building?

The leaseholder is responsible for insuring their leasehold property (defined as the "demised" premises in your lease). This includes the fixtures and fittings inside the property, for instance fitted kitchen units.

Why do I need building insurance?

When you signed your lease you gave an undertaking (a covenant) to keep your property insured. This is specifically for the demised premises. Many Lewisham Council leaseholders are insured through Ocasa SA. They have a policy specifically for Lewisham Council Leaseholders



020 7377 8285

Purchasing the freehold



Leaseholders have the right to buy the freehold from the Council. This is called the Right of Collective Enfranchisement. Certain conditions have to be met,

- 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.

For more information please contact Leasehold Services

 **0800 028 2 028** or **020 8613 4000**
press 5 for Leasehold Services

 www.lewishamhomes.org.uk

Having trouble with damp and condensation?

If left, condensation can lead to mould growth in your home. Condensation is easily preventable and can be controlled easily by following our top tips;



- Cover pots and pans when cooking;
- Do not use bottled gas heaters;
- Dry washing outdoors if possible, vent tumble driers to the outside;
- Close kitchen & bathroom doors and open windows or use fans when in use;
- Wipe excess condensation off windows and surfaces with a towel; and
- Keep air vents clear and allow air to circulate around furniture and in cupboards.
- Measure the moisture in your home using a Hygrometer (see left)

We've produced a handy leaflet with top tips to help you control condensation in your home. To request one;



0800 028 2 028 or **020 8613 4000**

press 1 for Repairs Services



Download a copy www.lewishamhomes.org.

Who does what?

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

What Lewisham Homes does:

- ✓ Right To Buy applications
- ✓ Dealing with antisocial behaviour
- ✓ Collecting rent and service charges
- ✓ Tenancy issues
- ✓ Cleaning and maintaining estates
- ✓ Leaseholder issues
- ✓ Letting and management of garages
- ✓ Major works
- ✓ Resident involvement and consultation
- ✓ Gas servicing and repairs to tenants' homes and communal areas
- ✓ Dealing with empty properties and unauthorised occupation
- ✓ Complaints about Lewisham Homes service

What Lewisham Council does:

- ✓ Monitoring Lewisham Homes
- ✓ Abandoned vehicles
- ✓ Homelessness
- ✓ Housing benefit
- ✓ New housing developments
- ✓ Allocation of properties
- ✓ Setting the rent
- ✓ Sheltered housing support
- ✓ Street cleaning
- ✓ Roads and lighting
- ✓ Green space maintenance
- ✓ Pest control
- ✓ Graffiti (not in communal areas)
- ✓ Bulky household waste removal

We can give you this information in any other way, style or language that will help you access it. Please indicate which language you require and provide your name, address and telephone number in the box below.

- 我们可以通过其他方便您的方式、类型或语言来为您提供信息。请在下面给出您的资料
- Ne mund t'ju ofrojmë këtë informacion në çdo mënyrë tjetër, stili apo gjuhë që mund t'ju ndihmojë për ta kuptuar. Vendosni të dhënat tuaja më poshtë.
- இத் தகவலினைப் பெறுவதற்கு உதவக் கூடிய விதம் அல்லது மொழி ஆகிய வேறு முறையிலும் எம்மால் இதனை வழங்க முடியும். கீழ்காணும் விபரங்களை வழங்குக.
- Bu belgeyi anlamayı kolaylaştırmak amacıyla her türlü şekilde, formatta veya dilde size sağlayabiliriz. Bilgilerinizi aşağıya yazınız.
- Nous pouvons vous fournir ces informations d'autres façons, dans d'autres formats ou dans d'autres langues pour vous aider à mieux les comprendre. Veuillez indiquer vos détails ci-dessous.
- Chúng tôi có thể giúp cho bạn thông tin này bằng cách nào khác, kể cả văn phòng bản. Cung cấp thông tin của bạn dưới đây.
- Waxaan macluumaadkaan kugu siin karnaa habab kale ama luqad kale ee kugu caawin karo garashadiisa. Hoos ku qor faah-faahintaada.

For other formats tick the appropriate box below:

- Large print ■ Audio tape ■ Braille

Post to:

Lewisham Homes
FREEPOST (no stamp required)
London

Leasehold newsletter September 2011

One call does it all...

0800 028 2 028

Calling 020 8613 4000 may be cheaper from a mobile

Repairs | Gas | Rent

Antisocial behaviour | Tenancy
Caretaking | Leasehold Services

www.lewishamhomes.org.uk

VISIT US...

Housing offices

Holbeach Housing Office

9 Holbeach Road,
Catford,
London SE6 4TW

Open 9am-5pm weekdays except
Wednesdays 10am-5pm

Honor Oak Housing Office

Spalding House,
Turnham Road,
London SE4 2HT

Open 9am-4.30pm weekdays except
Wednesdays 10am-1pm

Pepys Housing Office

1a Eddystone Tower, Oxestalls Road,
Deptford, London SE8 3QU

Open 9am-5pm weekdays except
Wednesdays 10am-5pm

Home Park Housing Office

129 Winchfield Road,
Sydenham, London SE26 5TH

Open 9am-4.30pm weekdays except
Wednesdays 10am-1pm



DID YOU KNOW... You can also contact us using minicom and type talk to our staff. ☎ 020 8613 4708 or 020 8613 7509



The Government Standard



INVESTORS
IN PEOPLE


**Lewisham
Homes**

www.lewishamhomes.org.uk