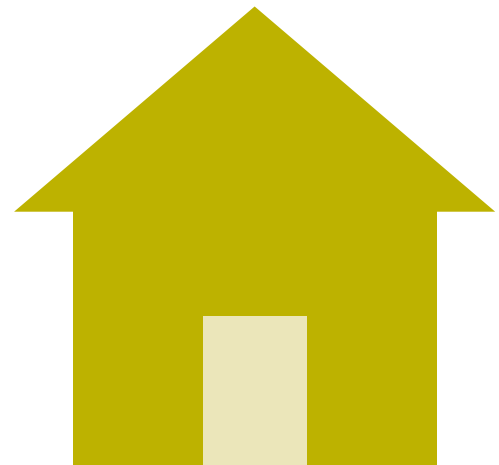
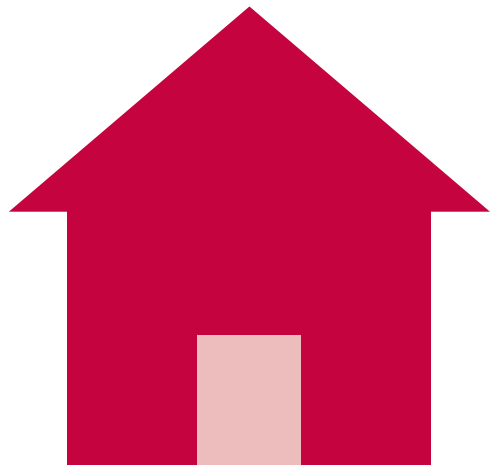


Service Charge Guide for Camden leaseholders



Service charges

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General information

We hope that you find this guide useful. Our aim is for the Service Charge Guide to help you understand your service charges and how they are calculated.

What are service charges?

Under the terms of your lease, you must contribute towards the costs incurred by Camden for any services or work to the building your flat is in and the grounds or estate around it. You do this by paying service charges. How much you pay depends on the services you receive.

Estimated charges: In March each year, we will send you a demand for the estimated day to day and major works service charge for the forthcoming year. Your lease says payments should be made quarterly in advance on 31st March, 30th June, 30th September and 31st December each year. You can pay the demand in full if you wish. Alternatively you can contact us to set up an agreed instalment plan.

Actual adjustments: Each September we will send you an actual adjustment for the previous year.

If your estimated service charge for the previous year was too low you will be sent a demand asking you to pay the additional amount. Your lease requires payment in full within 28 days. Alternatively you can contact us to agree an instalment plan.

If your estimated service charge was too high we will advise you of the credit to be put on your service charge account. If there is a credit balance of £100 or more on your service charge account you can ask for this to be refunded

to you. Credit balances of less than £100 will remain on your account and be applied to the next demand issued.

Day to day service charges

These cover the day-to-day maintenance of your block and estate and include services such as grounds maintenance, caretaking, communal heating/hot water, buildings insurance, repairs and maintenance etc.

Why do my service charges differ from my neighbours' who are tenants?

Most service charges for tenants are fixed, that is to say all tenants pay the same charge regardless of the level of service they receive. Leaseholders pay a variable service charge dependent on the level and cost of the service provided. This is a requirement of your lease.

For example, where Camden provides a caretaking service the charge to leaseholders is based on the amount of time the caretakers spend cleaning your block/estate. The more time allocated for cleaning, the more you will pay for the service. Tenants pay a flat rate or fixed charge for cleaning regardless of the amount of time the caretaker spends there. In some cases, this may mean tenants pay more or less than leaseholders in the same building.

Major works service charges

Major works are the major repairs, replacement and/or improvement works that Camden carries out to its housing stock. The works are often large projects designed to maintain our properties to a good standard and improve the condition of your block or estate and can include items such as the replacement of windows, roof or communal heating systems. You can

find more information about major works in our major works guide on our website at www.camden.gov.uk/leaseholders-and-freeholders

Ground rent

Your lease says you must pay an annual ground rent which is usually a fixed amount each year. A statutory notice of ground rent is sent with your estimated service charge in March each year.

How can I pay my service charge?

There are numerous payment methods available, details are provided on the back of your service charge demand.

The Camden Account allows leaseholders to view/manage their service charge account online. You can obtain a detailed breakdown of each actual adjustment as well as make payments and update your details. To find out more and register go to www.camden.gov.uk/camdenaccount

How to contact us

Our postal address is:

Leaseholder Services

Supporting Communities

London Borough of Camden

Crowndale Centre

218 Eversholt Street

London NW1 1BD

You can email us at camdenleaseholderservices@camden.gov.uk

If you'd like to speak to us call **020 7974 3559**

How is my share of
the service charge
calculated?



How is my share of the service charge calculated?

Your lease says you should pay a fair and reasonable proportion of the expenses incurred by Camden to deliver services to your block/estate and includes information about how your share of the service charge may be calculated.

Charges for communal heating/hot water and building insurance are based on the size of your property. More detail about how your share is calculated is included in the heating and building insurance chapters of this guide.

Estate charges

Charges for works or services to the estate are divided by the number of properties on the estate to reach your share of the cost. For example, if the

total cost of carrying out repairs to your estate is £3,296 and there are 275 properties on your estate, your share of the cost of estate repairs will be £11.99.

$$£3,296 / 275 = £11.99$$

The breakdown of day to day service charges which accompanies each demand sent to you, provides details of the costs for each item included in your service charge. The breakdown includes the estate cost apportioned to block cost and then your cost.

Actual Estate/Block Services	Estate cost	Block cost	Your cost
Repairs and Maintenance - Estate	3,296.00	179.78	11.99

The above breakdown example shows the cost of £3,296 for estate repairs divided by 275 properties on the estate and multiplied by 15 properties in the block to reach the block cost of £179.78.

$$£3,296 / 275 \times 15 = £179.78$$

Block charges

Charges for works or services to the block are divided by the number of properties in the block to reach your share of the cost. For example, if the total cost of caretaking to your block is £4,152 and there are 15 properties in your block, your share of the cost of block caretaking will be £276.80.

$$£4,152 / 15 = £276.80$$

Apportionment using floor area

Leases for Camden's newly built properties require charges for services to the block to be apportioned using the floor area. To calculate your share of any works or services to the block, the cost is divided by the floor area of the block and multiplied by the floor area of your property. For example:

Caretaking services block cost - £7,000

Block area (m²) – 3,670

Property area (m²) – 50

$$£7,000 / 3,670 \times 50 = £95.37$$

Caretaking Services



Caretaking Services

What is this charge for?

This charge is for the cost of cleaning the communal areas of Camden's blocks and estates. The caretaking service is provided by Caretakers, Caretaking Managers and Principal Caretaking Managers.

Camden has a huge variety of property types and the service has to adapt to suit the needs of the different blocks and estates.

Camden's Caretakers clean the communal areas inside and outside the building, carrying out the following duties (as required):

- cleaning shared staircases, communal landings and other lobbies (duties will vary slightly according to the block and its condition)
- check and clean the lifts and lift entrances
- rotating full refuse bins and move from refuse chambers
- clean refuse chambers and bin areas
- report communal repairs and checking door entry systems
- checking internal lighting, time clocks and non-LED bulb replacements (below 3m)
- reporting anti-social behaviour
- checking the health and safety in the blocks and estates
- monitoring and managing fire risks in communal areas
- checking the quality of the grounds maintenance
- liaising with contractors working on the blocks
- removal of bulk refuse
- street/path sweeping on the estate roads and paths i.e. internal courtyards, gated areas
- moving of fly tipped items, from block/estate areas to pick up points
- participating in project work
- seasonal duties including gritting, leaf clearance, etc.

Emergency out of hours work is undertaken by resident Caretakers operating from 17.00 to 23.00 on weekdays and 08.00 until 23.00 at weekends, providing cover to the whole borough. Time spent in each location is recorded separately and recharged to the blocks/estates where the service is delivered.

The Caretaking Support and Response team undertake non-standard projects such as deep cleaning/pressure washing/painting to communal areas and can provide urgent caretaking support to any part of the borough. Project work is recorded separately to enable us to recharge the blocks/estates where the tasks are undertaken.

Our Window Cleaning team, clean the communal windows in some of our residential buildings on a rolling programme.

Other services provided

The Meter Reading team provide readings for residents where access to electricity meters is limited, for safety reasons. Requests for meter readings, and help with relocating utility meters can be made by emailing the team directly at: meterreading@camden.gov.uk

What are direct costs/indirect costs/overheads?

Direct costs - are the direct labour and material costs incurred in order to undertake the cleaning service and includes caretakers' salaries, cleaning materials etc.

Indirect costs - are the costs that are exclusively associated with the delivery of the caretaking service such as caretaking managers etc. who monitor the caretakers.

Overheads - are support costs that are not exclusively associated with the delivery of the caretaking service but which support it. For example, a proportion of the cost of IT, human resources, legal and finance services etc.

Below is an example of how the direct and indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Direct cost	Indirect cost	Over-heads	Total cost	Unit proportion	Annual charge	Adj %	Your charge
Caretaking Services - Block Caretaking - Block	1263.73	60.27	16.63	1340.63	1/13	103.13		103.13
Caretaking Services - Estate Caretaking - Estate	10109.87	482.20	133.06	10725.13	1/273	39.29		39.29
Window cleaning – Block Window cleaning - Block.	164.50	47.11	2.87	214.48	1/13	16.50		16.50

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

How is the charge for my block/estate calculated?

The Estates Management team tell us how much time is spent cleaning each block/estate, based on their knowledge of the area. We apportion the cost of the service based on the hours spent on your block/estate as a percentage of the total caretaking hours across the borough. The service cost includes salary/staff related costs, transport, premises and supplies. When we calculate the actual adjustment each year, we work with our colleagues in Estates Management to undertake a full reconciliation of costs for the caretaking service.

Freehold properties on estates pay towards estate cleaning costs only.

How can I get involved in monitoring the quality of the caretaking service?

Our Estates Management team can answer any queries you have about the caretaking and window cleaning service. You can do this by referring to your designated managers contact number highlighted in the cleaning schedule at the entrance of your block or alternatively, using this link: EstateManagement@camden.gov.uk

When will I receive an invoice?

We will ask you to make an advance payment each year for block and/or estate caretaking as part of your estimated service charge. After the end of the financial year, we work out your share of the total cost of the cleaning carried out and include it in the actual adjustment which is sent to you each September.

Management
charge

Costs

Management charge

What is the charge for?

Your lease says you must pay your share of Camden's costs in managing its leasehold portfolio. The charge includes costs for the following services within Supporting Communities:

Team	Functions included in the management charge
Leaseholder Services	Issuing invoices and managing service charge accounts; the day to day collection of service charges and investigating/responding to enquiries about service charges; dealing with borough wide legal cases; general advice to leaseholders.
Housing Management	Tenant and resident participation; dealing with communal repair issues; general management of tenancies/leases; dealing with anti-social behaviour.
Repairs & Improvements	The general management of repairs, maintenance and improvements to the communal parts of the leasehold portfolio.

The amount leaseholders pay towards Camden's management costs varies according to the terms of the lease. In Camden, there are two variations in management charges depending on when the lease was granted.

- Generally leases granted before November 1996 limit Camden to charge management costs equal to 10% of all other items included in the service charge. These leases are known as type A.
- Lease type B, generally those granted after November 1996, allow Camden to charge a management cost which fairly represents the leaseholder's proportion of what it actually costs us to manage and administer all of our leasehold properties.

How is my share calculated?

The Fifth Schedule of your lease specifies how your management charge must be calculated.

Type A leases:

Your management charge is calculated as 10% of all other items included in the day to day service charge. For example:

	£
Total day to day service charges	2800
Management charge at 10%	<u>280</u>
Total day to day service charge (incl. management charge)	3080

Type B leases:

At the end of each financial year we analyse the expenditure for each of the above services to determine which costs should be included in the management charge to leaseholders. The total cost of managing Camden's leasehold properties is divided by the total number of leaseholders, both lease types A and B.

Leaseholder Services

The salaries of all staff in leaseholder services are allocated to the relevant team, leasehold account enquiries, consultation and final accounts, leasehold admin, court team and leasehold revenue accounts. The total salary bill for each team is then calculated as a percentage of the total salary bill for the whole service. For example:

		£
Total salary bill for leaseholder services	2,000,000	
Leasehold account enquiries team salaries	355,000	

$$\frac{2,000,000}{355,000} \times 100 = 17.75\%$$

In the example above the leasehold account enquiries team salaries are 17.75% of the total salary bill for leaseholder services.

The remaining costs incurred by the service such as printing, IT equipment, training etc. are then allocated to each team based on their percentage salary apportionment. For example:

Description	Actual cost	% allocation for collections team	cost attributable to collections team
Training	£2,500	17.75%	£444 (£2,500 x 17.75%)
Printing	£32,000	17.75%	£5,680 (£32,000 x 17.75%)
Telephone charges	£96	17.75%	£17 (£96 x 17.75%)

Once all costs have been allocated to each team in Leaseholder Services, we then determine whether they should be included in the management charge to leaseholders. Costs relating to processing Right to Buy applications, enfranchisement applications, leaseholder alteration requests, consulting about major works and calculating service charges are amongst those that are deemed as non-rechargeable and are not included in the management charge.

To reach the amount to be charged to each type B leaseholder in respect of leaseholder services, the total amount that can be included in the management charge is divided by the total number of leasehold properties. For example:

Total costs for leaseholder services	£5,021,500
Total amount to be included in the management charge	£1,150,499
Total number of leaseholders	9,000
Management charge per leaseholder	£127.83 (£1,150,499/9000 leaseholders)

Housing Management

Expenditure incurred by the Housing Management service is analysed to determine which costs can be included in the management charge to leaseholders. Generally those costs which relate to specific properties, such as decoration allowances, disinfection and the storage of property are excluded. For example:

Housing Management function	Annual cost £	Rechargeable – costs to be included in the management charge	Non-rechargeable – costs excluded from the management charge
Salaries	6,100,000	6,100,000	
Staff training	9,000	9,000	
Pest control	266,000		266,000
Telephone costs	1,700	1,700	
Electricity	9,000		9,000
Gas	18,600		18,600
Purchase equipment	57,000	57,000	
Removal service	106,000		106,000

Total Housing Management cost	Total rechargeable
£10,500,000	£7,600,000

To calculate how much of the housing management team's costs are rechargeable to leaseholders, staff in the team carry out an ongoing time analysis exercise. Only tasks which leaseholders benefit from are included in the management charge. These include tenant and leaseholder engagement; communal repair issues; ensuring residents comply with the terms of their tenancy agreements/leases and dealing with anti-social behaviour.

Task	Allocation of time to all residents	Allocation of time to tenants only	Allocation of time to leaseholders only
Communal repairs	0.6%		
Disrepair cases		0.64%	
Tenancy management		85.9%	
Anti social behaviour	9.9%		
Leaseholder service charge queries			0.7%
Total allocation of time	10.5%	86.54%	0.7%

Housing Management cost attributable to all residents:
 $£7,600,000 \times 10.5\% = £798,000$

Housing management cost attributable to leaseholders only:
 $£7,600,000 \times 0.7\% = £53,200$

Once we have calculated the total amount that can be included in the management charge it's divided by the total number of tenants and leaseholders to reach the amount to be charged to each type B leaseholder in respect of housing management.

Repairs

Expenditure incurred by the Repairs service are analysed to determine which costs can be included in the management charge to leaseholders. Generally costs referring to specific works are included in the direct/indirect costs and overheads for those works and are excluded from the management charge so you are not charged twice for the same items.

We then calculate the amount spent on communal repairs as a percentage of the total repairs budget for Camden for the year. For example, if the total repairs budget was £37,700,000 of which £8,900,000 related to repairs to communal areas this equates to 23.6% of the total repairs budget.

$$\frac{£8,900,000}{£37,700,000} \times 100 = 23.6\%$$

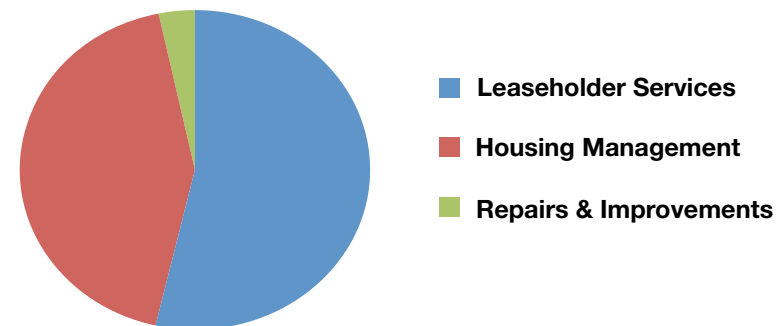
We use this percentage to calculate the total repairs expenditure to be included in the management charge. So if the total repairs costs are £350,000 the amount which can be included in the management charge is £82,600 (£350,000 x 23.6%). This amount is then divided by the total number of tenants and leaseholders to reach the amount to be charged to each type B leaseholder in respect of Repairs. For example:

$$£82,600 / 33,100 \text{ residents} = £2.50 \text{ per leaseholder for Repairs}$$

Once the actual adjustment is issued in September, all expenditure included in the management charge is available on our website at www.camden.gov.uk/service-charge-insurance-and-freeholders.

The chart below provides a general indication of how the management charge is made up.

General breakdown of leasehold management charge



In July 2014 the Leasehold Valuation Tribunal (LVT) decided Camden's method for calculating the management charge for type B leaseholders was reasonable, subject to variations which have since been incorporated.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the total cost of the managing our leasehold portfolio and your contribution is included in the actual adjustment which is sent to you each September.

Repairs and maintenance



Repairs and maintenance

What is this charge for?

This charge covers the cost of repairs and maintenance work to your block and/or estate. As a general rule, Camden is responsible for carrying out repairs and maintenance to the shared (communal) areas of your building and the estate. You are responsible for maintaining the inside of your home, with the exception of ventilation and heating if your property is connected to a communal system.

The types of repair and maintenance to the block may include repairs to the roof, windows and doors in communal areas, stairways, corridors, the outside brickwork, electrical testing, repairs to communal cold water storage tanks and so on. Repairs to the estate include the clearing of sewers, repairs to play areas (only 50% is recharged), repairs to pathways, fences and so on. Below are some examples of who is responsible for maintaining parts of the estate, the building and your property.

Type of repair	Camden	Leaseholder
Roof repairs	✓	
Window and door frames in the building, including cords and weights, and any communal door frames	✓	
Glass in your windows (including the putty or seal), front/back door and frame and window and door furniture such as handles and locks		✓
External doors to the property. If you replace them they must comply with current building regulations to ensure they meet the required fire safety standards.		✓
Communal gas/water pipes	✓	
Pipe work that relates solely to the property such as a leaking waste pipe, trap etc.		✓
Unblocking of communal stack pipes and drain runs	✓	
Unblocking of toilets/wash hand basins/baths/kitchen sinks/waste pipes/traps inside your property		✓
Replacement/maintenance of communal water tanks	✓	
Replacement/maintenance of individual water tanks		✓
The roof, chimney, soffits, fascia's, guttering, down pipes and drains	✓	
Brickwork and damp proofing	✓	

Type of repair	Camden	Leaseholder
Balconies	✓	
Footpaths and fencing (unless the footpath or fence is on a leaseholder's or freeholder's own property or boundary)	✓	
Communal areas of the block and estate, including stairways, corridors, fire risk assessment works, access ways/roads and gardens	✓	
Communal lighting/electricity/TV aerials/ventilation systems	✓	
Communal heating/hot water/cooking gas supply systems (including repairs to radiators within individual properties that are connected to a communal system)	✓	
The heating system within your property if you're not connected to a communal heating/hot water system		✓
Lifts and door entry systems	✓	
All fixtures and fittings within your property (kitchen cupboards, baths, sinks, showers, toilets, taps etc.)		✓
Communal flooring – floor tiles, concrete floors, concrete screeds, floor boards etc.	✓	
Floors, stairs, ceilings, doors, woodwork, partitions inside the property		✓
Decorations to communal areas	✓	
All internal decorations to your property		✓

You can report a repair by calling 020 7974 4444 (choose option 3 followed by option 1 and select your local repairs district). Alternatively you can report a repair via our website at www.camden.gov.uk/housing-repairs

Works orders are issued and checked by our repairs team to establish whether they relate to the communal areas in your block or your estate and are rechargeable. We then add our indirect costs and overheads to the cost of each repair.

Charges for repairs to communal heating/hot water/gas supplies, lifts, door entry and ventilation systems are included in the charge for those specific services. They attract fees, indirect costs and overheads in the same way as any other repair carried out to your block/estate.

If your block has a lift, door entry or other type of communal system but you do not use it, the cost of maintenance is still included in your service charge as this is the terms stated in your lease.

What are direct costs/fixed fees/variable fees/indirect costs/overheads?

Direct costs – (WO cost) are the direct labour and material costs of carrying out a job performed by the contractor and were determined when the repairs contract was procured. It is the invoiced amount from the contractor excluding VAT.

Fixed fees – (FF) are added to the direct cost by the contractor to cover their management costs. This applies to works carried out by some contractors and forms part of their contract with Camden. Other contractors include their management costs in the total cost of the work and it forms part of the direct cost.

Variable fees – (VF) are paid to contractors when they meet performance targets set and forms part of their contract with Camden. Our quality assurance team monitor a percentage of the repairs carried out by contractors to ensure they meet the standard required and charges are correct. Our repairs IT system randomly selects which repairs should be inspected by the quality assurance team.

Indirect costs – (Ind) are the costs that are exclusively associated with the repairs service but not directly attributable to individual jobs. For example, a proportion of Camden’s call centre, repairs team officers and surveyors’ costs. The repairs service could not operate properly without the direct involvement of these staff.

Overheads – (OH) are support costs that are not exclusively associated with providing the repairs service, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs, fixed fee and variable fee as a percentage.

To calculate the percentage to be added for indirect costs we apportion the expenditure for call centre staff, repairs team officers and surveyors relating to repairs over the total amount spent on repairs in the year.

The percentage for overheads is calculated by apportioning support service costs across the annual gross expenditure for the repairs service.

Below is an example of how the fixed fee, variable fee and indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Reference	Date	WO Cost	FF	VF	Ind	OH	S151	Total	Description
1234567/1	17/04/2020	287.72	10.07	4.72	16.80	4.26	0.00	323.57	Out of hours call out on Friday 29/03/2020 to assist EDF in restoring power to the Boiler house

The column headed 'S151' relates to adjustments required where works exceed £250 per property and no consultation has been carried out. You can find out more about Section 151 consultation (major works) on our website at www.camden.gov.uk/consultation-with-leaseholders

How can I check which repairs I've been charged for?

You can view 'live' repairs at www.accountforms.camden.gov.uk/communal-status-checker. These are repairs that have been raised and have not been completed or paid for. If you have any queries about the live repairs you should call 020 7974 4444, choosing option 3 followed by option 1 and then selecting your local repairs district.

Camden has a Key Leaseholder Scheme (KLS). We send members of the KLS details of repairs Camden plans to recharge when the actual adjustment is issued. Members can review the repairs for their block/estate and forward to leaseholder services any queries they may have for investigation prior to the actual adjustment being issued. Our aim is to reduce the volume of queries to be investigated and credits to be applied to accounts after the actual adjustment has been issued.

If you would like to join the Key Leaseholder Scheme, contact camdenleaseholderservices@camden.gov.uk and provide your full name, contact email and the address of your leasehold property requesting to be added to the scheme.

Once the actual adjustment has been sent to you (in September each year), you can obtain a list of the day-to-day repairs we have charged you for by registering for the Camden Account at www.camden.gov.uk/camden-account. Alternatively you can call 020 7974 3559 and request a copy.

Works in excess of £250 per property

Where the cost of a job exceeds £250 per property we check that Section 151 consultation, more commonly known as Section 20, was carried out. We are legally required to send you a Section 151 notice explaining the proposed work and the estimated cost. If we failed to send you the notice, the charge to you will be limited to £250.

You can find more about Section 151 consultation (major works) on our website at www.camden.gov.uk/leaseholders-and-freeholders

When will I receive an invoice?

We will ask you to make an advance payment each year for repairs as part of your estimated service charge. After the end of the financial year, we work out your share of the total cost of the works and include it in the actual adjustment which is sent to you each September.

Freeholders pay towards the cost of repairs and maintenance of the estate only.

Cold Water Storage Services



Cold Water Storage Services

What is a cold water storage system?

When they were built, many of Camden's properties were connected to communal cold water storage systems usually via a cold water storage tank in the roof space or loft. Generally the storage tank provides cold water to bathrooms but in some properties all of the cold water taps (except your mains kitchen supply) may be fed from this tank. The condition of the communal tank may have an impact on water quality so it must be properly designed, correctly installed and kept in good condition.

How do I know if my property is connected to a communal system?

If the property has a combination boiler then 'in most cases' all cold water fittings will be connected to the mains. You should get your plumber to check and confirm this.

What is the cold water storage charge for?

The charge represents your share of Camden's costs in carrying out planned preventative maintenance (PPM) and repairs to the cold water storage system your property is connected to. PPM checks are carried out twice a year and testing includes:

- Internal and external storage tank condition
- Condition of float valve
- Condition of all isolation valves
- Temperatures of incoming, stored water and ambient air temperature.
- Level switches operation
- Water quality testing (summer only)
- Water regulations compliance check

Under general health and safety law Camden must take suitable precautions to prevent/control the risk of exposure to poor water quality both as a landlord and an employer. Our mechanical and electrical team (M&E) manage works/maintenance of our cold water storage systems.

What are direct costs/indirect costs/overheads?

Direct cost - the direct labour and material costs of carrying out PPM performed by the contractor and were determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT.

Fixed fees – (FF) are added to the direct cost by the contractor to cover their management and forms part of their contract with Camden.

Indirect Costs - the costs that are exclusively associated with the management of the cold water service. For example, a proportion of Camden's call centre and M&E officers costs. The cold water storage PPM contract could not operate properly without the direct involvement of these staff. For details of the indirect costs added to district/ad-hoc repairs to the cold water storage system, see the Repairs chapter of this service charge guide.

Overheads - support costs that are not exclusively associated with the management of the cold water storage service, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services. For details of the overheads added to the district/ad-hoc repairs to the cold water storage system, see the Repairs chapter of this service charge guide.

Indirect costs and overheads are added to the direct costs and fixed fee as a percentage.

Below is an example of how the direct and fixed costs and indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Cold Water System									
Service	Chargeable Level	Direct Cost	Indirect Cost	Overheads	Total Cost	Unit Portion	Annual Charge	Adj %	Your Charge
Maintenance Contract	BLOCK	246.48	23.91	3.86	274.25	1/12	22.85		22.85
Ad hoc Repairs - Block	BLOCK	706.79	0.00	0.00	706.79	1/12	58.90		58.90
Total					981.04				81.75

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

When will I receive an invoice?

We will ask you to make an advance payment each year for cold water storage as part of your estimated service charge. After the end of the financial year, we work out your share of the total cost of maintaining the cold water storage system and include it in the actual adjustment which is sent to you each September.

Electricity Services



Electricity Services

What is this charge for?

This charge is for the electricity used in the common parts of the block and/or estate and street properties and is based on electricity bills for the Meter Point Administration Number or MPAN (supply point/ meter). Camden has over 3000 communal electricity accounts with 2 main suppliers, procured by a leading energy buying group representing over 70 local authorities and other publicly funded bodies.

A meter can cover more than one block and/or part of the estate. Electricity bills include costs relating to lifts, door entry systems and communal lights as well as communal heating/hot water. Once we receive a bill from the utilities company we apportion the cost across each of these services based on a daily usage for each supply. The daily usage was determined following site surveys in 2003 which identified and assessed the type and number of electrical plant/equipment supplied by each meter.

The electricity costs include electricity consumption, standing charges and metering charges (also known as 'operating costs').

Consumption costs	Cost of energy consumed by the MPAN. Consumption can be based on estimated, actual or smart meter readings, and will be charged at a pence per kilowatt hour (p/kwhr) rate.
Standing charges	A daily or monthly charge to contribute towards installation, maintenance and administration costs for the local Distribution Network Operator. It is a fixed charge applicable to each MPAN.
Metering charges	Costs associated with the metering for each site, including but not limited to: charges made by the Meter Operator, Data Collector, Data Aggregator, Meter Administrator and Settlement Agency Fees.

The standing charge and metering charge is a set value per MPAN and does not relate to consumption. So if you live in a block where the consumption is low, as is the case for street properties, the full operating costs relating to the MPAN are still applicable and do not reduce.

Some of our blocks have solar panels which are a renewable source of energy and help to reduce emissions. They also help to reduce electricity bills although this is difficult to quantify. Solar panels require regular maintenance which residents have to pay for.

What are direct costs/indirect costs/overheads?

Direct cost - is the invoiced amount from the utilities company excluding VAT. It includes consumption costs, standing charges and metering charges.

Indirect Costs - are costs that are exclusively associated with the supply of communal electricity. For example, costs for our Energy Management team procuring energy contracts, checking utilities supplies and meters and resolving discrepancies with suppliers.

Overheads - are a proportion of Camden's staff time checking/paying utilities bills.

Indirect costs and overheads are added to the direct costs for each MPAN as a percentage of the direct cost.

Below is an example of how the direct and indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Direct cost	Indirect cost	Overheads	Total cost	Unit proportion	Annual charge	Adj %	Your charge
Electricity Charges - Block Communal Electricity - Block	1293.54	26.95	15.37	1335.86 1335.86	1/64	20.87		20.87 20.87
Electricity Charges - Estate Communal Electricity - Estate	1550.93	32.30	18.43	1601.66 1601.66	1/165	9.71		9.71 9.71

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

When will I receive an invoice?

We will ask you to make an advance payment each year for block and/or estate electricity as part of your estimated service charge. After the end of the financial year, we work out your share of the total cost of the communal electricity supply and include it in the actual adjustment which is sent to you each September.

Heating/Hot water /Gas supply



Heating/Hot water/Gas supply

What is this charge for?

Camden has a number of communal (shared) systems across the borough providing heating, hot water and/or cooking gas serving approximately 15,000 properties.

A communal system can supply heat from a district boiler house or supply gas to boilers in individual properties. Communal boiler house supplies can also have a separate supply for cooking gas.

Where Camden supplies gas from its network to individual boilers, leaseholders are responsible for maintenance and repairs to the boiler within their property.

If your property is connected to one of our communal systems, you are required to pay your share of the cost of maintaining the system as well as the heat/gas supplied. The table below provides an explanation of each element that may be included in your charge for this service.

Fuel (Gas)	This is the cost of supplying gas to each communal system. Camden purchases gas in bulk using a Priced in Advance contract where the cost is set at the beginning of each contractual year (October). Purchasing gas in this way enables us to benefit from economies of scale which are transferred directly to residents in the charge for fuel. Each system is separately metered and leaseholders are only charged for fuel used on their specific communal system. The fuel cost includes the standing charge and if an Automated Meter Reader (AMR) is provided this is also included in the fuel cost.
Maintenance Contract	This is for the provision of Planned Preventive Maintenance (PPM). Carrying out preventative maintenance to the system reduces the likelihood of breakdowns and major repairs/replacement being needed. The charge is based on the age of the system/boilers, the number of properties connected, plant required to maintain, location/access to the boiler house, length/condition of pipework both above and below ground, number of repairs undertaken in previous years.
Boiler Insurance	This covers the costs of the statutory inspections of the boilers carried out by Camden's contractor, as well as an insurance premium covering the plant for explosion, collapse, and damage to surrounding property. The statutory inspection is carried out once a year.

Remote Monitoring	<p>Remote Monitoring is a computerised energy management system that links boiler houses to Planned Maintenance Group via a BT telephone line. It enables us to monitor efficiency levels and highlight any problems that may occur in boiler houses so that corrective action can be taken.</p> <p>The BT line rental is a fixed cost and there is a variable element based on usage.</p>
Gas Mains Repairs	<p>This covers the 24 hour/7 day per week emergency response service and repairs to Gas infrastructure serving Camden's properties. We are required to have this contract in place under the Gas Safety Management Regulations because Camden is a gas transporter with a gas installation pipeline to manage. The charge for each system is based on the age of the system, number of properties connected, plant required to maintain, length and condition of the pipe to/from the boiler house both above and below ground, number of repairs undertaken in previous years, leakage rates, meeting safety requirements of the Gas Safety Management Regulations.</p>
Electricity	<p>This is the electricity consumption associated with the boiler and includes usage for pumps, boilers, pressurisation units, lighting in the boiler rooms etc.</p>

Fire Protection	<p>This charge covers the carrying out of the PPM to fire protection installations and appliances and is based on the appliances located in the boiler house.</p>
Metered Heating	<p>This charge is for individual heat metering allowing residents to control their heating bills and help Camden meet its carbon reduction targets. You can see more information about metered heating below.</p>
M&E Repairs	<p>These are responsive repairs raised by Camden's Mechanical and Electrical team (M&E) for items not covered in the maintenance contract. They include repairs to parts, the remote monitoring system and gas mains. Leaseholders are charged for repairs carried out to their specific communal system.</p>
Heating Electrical Testing	<p>Under Health & Safety Regulations we are required to carry out tests to the electricity distribution boards within boiler rooms. This is not covered by the maintenance contract. Testing is required every 5 years depending on the age and/or condition of the installation. The inspection company provides Camden with an Electrical Installation Condition Report on completion of the testing.</p>
District Repairs	<p>This charge covers the cost of responsive repairs not covered in the maintenance contract which are raised via Contact Camden or the Repairs service. Leaseholders are charged for repairs carried out to their specific communal system.</p>

What are the different types of heating/hot water/gas supply systems?

There are various types of communal systems supplying heating, hot water or cooking gas or combinations of these. For example, some communal systems provide heating and hot water and some just supply gas for cooking.

The type of heating supplied varies and can be:

- Full heating – heating provided in all rooms of the property.
- Partial heating – heating provided in some rooms of the property.
- Background heating – electrical oil fill radiators/fan heaters/storage heaters providing warmth but where additional appliances may be required at the resident's expense on cooler days/nights.

Some systems run over 52 weeks of the year whilst some operate over a heating season, which is generally from October to May inclusive. In addition, some systems are on for 24 hours each day whilst others operate a night set back or night shutdown. Night set back/shut down means the heating goes off late at night and comes back on in the early morning.

Gospel Oak Combined Heat and Power Scheme (GO CHP)

The GO CHP scheme is an arrangement between the Royal Free Hospital (RFH), their energy supplier MITIE, and Camden to deliver waste heat from the RFH. The waste heat is free and supplies six of Camden's communal boiler houses serving 1,400 properties. The arrangement is for a period of 14 years.

Access Fee - Although the heat is free Camden pays a maintenance and access fee to cover the space occupied by Camden's plant and equipment on the RFH site. We also need access by Camden staff, or its contractors, for the purpose of operating and maintaining the plant. The amount payable is set out in the agreement and increases each year in line with inflation. The charge to you is calculated by splitting the access

fee across the systems connected to the RFH, based on the number of properties attached to each system.

Electricity - These costs are related to the electricity supply for the Energy Centre for the scheme. It does not cover any electricity costs in respect of the existing supply in the individual boiler houses.

Maintenance Contract – This charge is in respect of the operation and maintenance of the Camden plant and equipment for the scheme. The costs relate to all plant from the RFH to the heat exchanger(s) that serve each block via the boiler houses, including plant and equipment at the pumping centre. It does not cover any costs in respect of the existing boiler or equipment after the heat exchanger in the individual blocks.

The amount payable is set out in the agreement and increases year on year in line with inflation. The cost is split between systems based on the number of units attached to each system.

Somerstown Energy - District Heating System

Somers Town Energy is a district heating network which supplies heat to over 500 homes with future connections planned to upcoming developments in the vicinity of the network. The arrangement is for a period of 15 years.

All heat is supplied from boilers and a Combined Heat and Power (CHP) engine located in an energy centre at Phoenix Court and distributed to each of the estate plant rooms, via district heating pipework installed in the road network. The CHP engine supplies heat into the network and also generates electricity which is sold to the Francis Crick Institute.

Electricity – these costs are related to the electricity supply for the Energy Centre for the scheme. It does not cover any electricity costs in respect of the existing supply in individual boiler houses.

Maintenance contract – this charge is in respect of the operation and maintenance of the Camden plant and equipment for the scheme. The costs relate to all plant within the Energy Centre as well as within the plant rooms of the individual estates connected to the scheme (with the exception of Tessa Jowell Court and Mayford estate). The charge does not cover the costs of maintenance of the CHP unit, this is covered by the income recovered from the electricity sales to the Francis Crick Institute.

The costs across the network are apportioned based on the heat consumption for each of the sites connected. Therefore, the higher the heat consumption from an estate, the greater the proportion of maintenance costs charged to that estate.

Electric Heating

Some properties in Camden receive heating powered by electricity and this charge is for the electricity consumption associated with the supply. The charge is based on electricity bills for the building which can include costs relating to lifts, door entry systems and communal lights as well as communal heating/hot water. Electricity costs are apportioned to each of these services based on a daily usage for each supply. The daily usage was determined following site surveys in 2003 which identified the type and number of electrical plant/equipment in each building and assessed the consumption of each.

What are direct costs/fixed fees/variable fees/indirect costs/overheads?

Direct costs – are the direct labour and material costs of carrying out a repair performed by the contractor or the consumption cost for fuel/electricity. It is the invoiced amount from the contractor or utilities company excluding VAT.

Indirect costs – are the costs that are exclusively associated with each element of the heating/hot water/gas supply. For example, costs for our Energy Management team procuring energy contracts, checking utilities supplies and meters and resolving discrepancies with suppliers. For details of the indirect costs added to district/ad-hoc repairs to the communal system, see the Repairs chapter of this service charge guide.

Overheads – are a proportion of Camden’s staff time checking/paying utilities bills. For details of the overheads added to the district/ad-hoc repairs to the communal system, see the Repairs chapter of this service charge guide.

Indirect costs and overheads are added to the direct costs as a percentage based on the consumption for each individual system. Below is an example of how the indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable Level	Direct Cost	Indirect Cost	Overheads	Total Cost	Unit Portion	Annual Charge	Adj %	Your Charge
District Repairs - HY	HY	68.93	0.00	0.00	68.93	0.002912	0.20		0.20
Electricity - HY	HY	29291.74	534.94	589.41	30416.09	0.002912	88.56		88.56
Fuel Gas - HY	HY	215291.32	1443.52	532.52	217267.36	0.002912	632.58		632.58
Gas Repairs Contract - HY	HY	366.81	35.18	5.40	407.39	0.002912	1.19		1.19
Ad-hoc Repairs - HY	HY	12652.77	0.00	0.00	12652.77	0.002912	36.84		36.84
Maintenance Contract – HY	HY	53955.57	3810.90	760.47	58526.94	0.002912	170.40		170.40
Total					319339.48				929.77

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

How is my share calculated?

Once we have calculated the total cost of supplying heat/hot water/gas

Type	Supply code	Heating type	No of Beds	Heating factor	Bedroom factor	Combined unit factor	Combined system factor	Unit allocation
HY	HY1111	A2	2	0.00	0	17.81	6117.09	0.002912

HY – indicates the system is connected to a central boiler house.

HX - indicates the system receives a gas supply.

Each HY or HX system has a separate meter.

HZ – indicates the system is electric heating.

Supply code – this is the code identifying the communal system your property is connected to and is used to ensure all costs are allocated to the correct system.

Heating type – this is the heating scale allocated to your property. Each property is allocated a ‘heating scale’ depending on the type of supply it receives. The table at appendix A provides details of the different types of heating scales.

No of Beds – the number of bedrooms in your property.

Heating factor/Bedroom factor – these are no longer used and will be deleted from the detailed breakdown in due course.

for the system your property is connected to, we use the ‘unit portion’ to calculate your share.

Details of the heating scale allocated to your property can be found on the final detailed breakdown when the actual adjustments are issued as shown below.

Combined unit factor – relates to the heating type (scale) allocated to your property and the number of bedrooms. This ensures larger properties pay a higher proportion of costs for the communal system as they are likely to use more heat/hot water.

Combined system factor – relates to the entire communal system. It is the total of all the combined unit factors attached to the system.

Unit allocation – is the combined unit factor as a percentage of the combined system factor. We use this to calculate your share of the costs for the communal system.

Heat metering and why we do it

The Heat Network (Metering and Billing) Regulations 2014 requires all homes on a district heating network to have a heat meter where it is possible. We have been rolling out a long-term programme to install heat meters in our homes in line with these Regulations and our Camden Plan to reduce carbon emissions in the borough.

A heat meter accurately measures the energy you use to heat your home and the hot water you use. It means we can charge you accurately for the energy you use and you can monitor how much energy you are using.

You can read more about your heat meter in our [heat meter booklet](#)

You can monitor how much heating and hot water you use through the [Camden Account](#). When you can see how much energy you are using, it makes it easier for you to better control how much you use and could even save you money. This also helps the planet by reducing carbon emissions.

How we calculate your heat charges

We calculate your heat charges based on the heating and hot water you used the previous year, from 1 April to 31 March or part-year if you moved during the year.

You will receive a review of heat charges each year that tells you how much energy you used in that year and the total cost of your energy use. The review is for information purposes only as your heat charges will be included in your Service Charge statement.

Your heat charge breakdown has two parts:

1. An energy use cost, which takes into account the heat and hot water you used in the previous year and supplier costs for gas and electricity. If you are a low user and don't use very much energy, you will have a lower energy use cost compared to higher users.
2. A standing charge which is the cost to Camden of running the heat network. This includes data charges, broadband, billing and repairs. This charge is the same even if you are a low user, since we still incur the costs to get the heating and hot water to each home which we need to recover. The standing charge may vary slightly for each site according to the costs incurred.

Sometimes there are reasons outside our control that mean we cannot bill you for how much energy you use, even if you have a heat meter installed. These reasons can include technical problems, residents who have recently moved into new build homes, and residents moving in part way through the billing year. More information can be found in the [heat metering section](#) of our website.

How to save money on your heating bill

If you control how much heating and hot water you use in line with what you actually need, this will reduce your energy use cost.

With just a few small steps you can stay warm, save money and reduce your CO2 emissions. Examples of steps you can take include:

- Familiarising yourself with your heating controls – the programmer, thermostat and radiator valve
- Turning down your thermostat by just 1°C
- Use your programmer to turn your heating on only when it is needed
- Draw your curtains just before the evening to keep the heat in your home
- Have a quick shower rather than a bath – showers use a lot less hot water
- Keep internal doors closed to reduce draughts.

You will find more energy saving tips [here](#)

When will I switch over to metered billing?

We are trying to install heat metering in as many of our properties as we can, as quickly as possible.

We work with external suppliers to fit the equipment in your home and get the data flow set up so that we can charge you for the amount of heat you use.

It is really important that you allow us to carry out the works by letting our suppliers into your home to install the equipment. This will enable us to get your heat metering up and running as quickly as possible. All contractors will be following government guidelines and guidance from our own public health team to keep you and them safe and well when they visit your home.

We can only meter for heat when your home is on the district heat network, and when it is technically possible and financially viable to install a meter. This means that some of our homes will not be metered.

Your home may already have a meter already installed but the data flow to our IT system still needs to be set up. We will write to you to arrange an appointment for these works to be carried out.

Where we have installed a meter and the data flow to our IT system has been set up, there may be a time delay before this feeds into your service charges for the year ahead, as we need a year's worth of your heat meter readings from 1 April to 31 March.

As well as having a working heat meter in your home, for some estates we will also need the block meters to be working. The block meters provide the total heat usage for a block on an estate, which enables us to apportion costs accurately (costs are provided by Camden's energy supplier for the whole estate).

When will I receive an invoice?

We will ask you to make an advance payment each year for heating/hot water/gas as part of your estimated service charge. After the end of the financial year, we work out your share of the total cost of the service and include it in the actual adjustment which is sent to you each September.

Freeholders connected to a communal system pay their share of the costs which are calculated in the same way as leaseholders' service charges.

Can I change supplier so Camden no longer provides gas to my property?

We have looked into the potential to transfer the Camden Network to a private provider but it is extremely difficult to do. Organisations such as the National Grid and the other main distributors require a complete upgrade of the network to current standards before Camden could transfer ownership.

Each separate gas installation is interconnected into a public gas distribution network via a gas service pipe. This service pipe, which is not owned by Camden, is terminated in an emergency control valve immediately up-stream from the installation gas meter assembly, also not owned by Camden but by a Gas Shipper.

The cost of upgrade would be substantial and would cause disruption to road infrastructure as well as the upheaval caused by de-commissioning and re-commissioning individual installations. There would be a significant capital cost to leaseholders connected to the system.

Can I get a refund or compensation for periods when the system has not been working?

Where there has been a loss of heating, hot water or bulk gas, any refund is included in the actual adjustment sent to you in September. The refund will usually take the form of a reduction in the fuel element of the charge because no fuel will have been used whilst the system was not working. Please note, unless the system has not been working for a substantial period of time any reduction in the fuel cost is likely to be minimal.

We consider payment of compensation when heating or hot water has not been working for longer than five days. We will pay £3.50 per day for the loss of both heating and hot water, and £2.50 per day for the loss of heating only and £1 per day for the loss of hot water only. We only pay compensation when we have not provided alternatives and we control the hot water/heating or gas supply. The amount payable will be for the total period including the initial 5 days.

APPENDIX A

Table of heating scale (type) descriptions.

Scale	Type	Season	Hours	Supply
A1	Full Heating	52 Weeks	24 Hours	Heating, Hot Water & Cooking
A2	Full Heating	52 Weeks	24 Hours	Heating & Hot Water
A3	Full Heating	52 Weeks	24 Hours	Heating & Cooking
A4	Full Heating	52 Weeks	24 Hours	Heating only
B1	Full Heating	52 Weeks	Night Setback	Heating, Hot Water & Cooking
B2	Full Heating	52 Weeks	Night Setback	Heating & Hot Water
B3	Full Heating	52 Weeks	Night Setback	Heating & Cooking
B4	Full Heating	52 Weeks	Night Setback	Heating only
C1	Full Heating	52 Weeks	Night Shutdown	Heating, Hot Water & Cooking
C2	Full Heating	52 Weeks	Night Shutdown	Heating & Hot Water
C3	Full Heating	52 Weeks	Night Shutdown	Heating & Cooking
C4	Full Heating	52 Weeks	Night Shutdown	Heating only
D1	Partial Heating	52 Weeks	24 Hours	Heating, Hot Water & Cooking
D2	Partial Heating	52 Weeks	24 Hours	Heating & Hot Water
D3	Partial Heating	52 Weeks	24 Hours	Heating & Cooking
D4	Partial Heating	52 Weeks	24 Hours	Heating only
E1	Partial Heating	52 Weeks	Night Setback	Heating, Hot Water & Cooking
E2	Partial Heating	52 Weeks	Night Setback	Heating & Hot Water
E3	Partial Heating	52 Weeks	Night Setback	Heating & Cooking
E4	Partial Heating	52 Weeks	Night Setback	Heating only
F1	Partial Heating	52 Weeks	Night Shutdown	Heating, Hot Water & Cooking
F2	Partial Heating	52 Weeks	Night Shutdown	Heating & Hot Water
F3	Partial Heating	52 Weeks	Night Shutdown	Heating & Cooking
F4	Partial Heating	52 Weeks	Night Shutdown	Heating only
G1	Background Heating	52 Weeks	24 Hours	Heating, Hot Water & Cooking
G2	Background Heating	52 Weeks	24 Hours	Heating & Hot Water

Scale	Type	Season	Hours	Supply
G3	Background Heating	52 Weeks	24 Hours	Heating & Cooking
G4	Background Heating	52 Weeks	24 Hours	Heating only
H1	Background Heating	52 Weeks	Night Setback	Heating, Hot Water & Cooking
H2	Background Heating	52 Weeks	Night Setback	Heating & Hot Water
H3	Background Heating	52 Weeks	Night Setback	Heating & Cooking
H4	Background Heating	52 Weeks	Night Setback	Heating only
J1	Background Heating	52 Weeks	Night Shutdown	Heating, Hot Water & Cooking
J2	Background Heating	52 Weeks	Night Shutdown	Heating & Hot Water
J3	Background Heating	52 Weeks	Night Shutdown	Heating & Cooking
J4	Background Heating	52 Weeks	Night Shutdown	Heating only
K1	Full Heating	Heating Season	24 Hours	Heating, Hot Water & Cooking
K2	Full Heating	Heating Season	24 Hours	Heating & Hot Water
K3	Full Heating	Heating Season	24 Hours	Heating & Cooking
K4	Full Heating	Heating Season	24 Hours	Heating only
L1	Full Heating	Heating Season	Night Setback	Heating, Hot Water & Cooking
L2	Full Heating	Heating Season	Night Setback	Heating & Hot Water
L3	Full Heating	Heating Season	Night Setback	Heating & Cooking
L4	Full Heating	Heating Season	Night Setback	Heating only
M1	Full Heating	Heating Season	Night Shutdown	Heating, Hot Water & Cooking
M2	Full Heating	Heating Season	Night Shutdown	Heating & Hot Water
M3	Full Heating	Heating Season	Night Shutdown	Heating & Cooking
M4	Full Heating	Heating Season	Night Shutdown	Heating only
N1	Partial Heating	Heating Season	24 Hours	Heating, Hot Water & Cooking
N2	Partial Heating	Heating Season	24 Hours	Heating & Hot Water
N3	Partial Heating	Heating Season	24 Hours	Heating & Cooking
N4	Partial Heating	Heating Season	24 Hours	Heating only
P1	Partial Heating	Heating Season	Night Setback	Heating, Hot Water & Cooking
P2	Partial Heating	Heating Season	Night Setback	Heating & Hot Water

Scale	Type	Season	Hours	Supply
P3	Partial Heating	Heating Season	Night Setback	Heating & Cooking
P4	Partial Heating	Heating Season	Night Setback	Heating only
R1	Partial Heating	Heating Season	Night Shutdown	Heating, Hot Water & Cooking
R2	Partial Heating	Heating Season	Night Shutdown	Heating & Hot Water
R3	Partial Heating	Heating Season	Night Shutdown	Heating & Cooking
R4	Partial Heating	Heating Season	Night Shutdown	Heating only
S1	Background Heating	Heating Season	24 Hours	Heating, Hot Water & Cooking
S2	Background Heating	Heating Season	24 Hours	Heating & Hot Water
S3	Background Heating	Heating Season	24 Hours	Heating & Cooking
S4	Background Heating	Heating Season	24 Hours	Heating only
T1	Background Heating	Heating Season	Night Setback	Heating, Hot Water & Cooking
T2	Background Heating	Heating Season	Night Setback	Heating & Hot Water
T3	Background Heating	Heating Season	Night Setback	Heating & Cooking
T4	Background Heating	Heating Season	Night Setback	Heating only
U1	Background Heating	Heating Season	Night Shutdown	Heating, Hot Water & Cooking
U2	Background Heating	Heating Season	Night Shutdown	Heating & Hot Water
U3	Background Heating	Heating Season	Night Shutdown	Heating & Cooking
U4	Background Heating	Heating Season	Night Shutdown	Heating only
W	Hot Water Only			
Z	Warm Air Units			
Z1	Background Heating	52 Weeks	24 Hours	Heating only
Z2	Background Heating	Heating Season	Night Setback	Heating & Hot Water
Z3	Partial Heating	Heating Season	24 Hours	Heating only
Z4	Partial Heating	Heating Season	Night Setback	Heating only
Z5	Partial Heating	Heating Season	Night Shutdown	Heating only
Z6	Background Heating	Heating Season	24 Hours	Heating only
Z7	Background Heating	Heating Season	Night Shutdown	Heating & Hot Water
Z8	Partial Heating	Heating Season	24 Hours	Heating only

Grounds and tree maintenance



Grounds and tree maintenance

What is this charge for?

This charge is your share of the costs incurred by Camden for maintaining the communal green spaces and trees on estates and communal gardens.

Works to trees are carried out on a 3-5 year cycle although some work is undertaken on an ad-hoc basis where the need arises.

It is your responsibility to maintain your garden including any trees if it is for your sole use and is included in your lease.

What is included in the charge?

This charge is based on the cost of maintaining communal green spaces on Camden's estates and communal gardens. The service provided is dependent on the horticultural features on each estate and can include the provision of the following tasks to agreed standards:

- The maintenance of general, ornamental and conservation grass areas: the removal of litter, leaves and debris, the maintenance of grass edges, mowing etc.
- The maintenance of hedges: pruning, cutting and the removal of weeds, litter and debris
- The provision, preparation, planting and maintenance of spring & summer bedding
- The maintenance of herbaceous perennials: maintenance of borders, planting, removal of weeds, litter and debris
- The planting and maintenance of roses
- The planting and maintenance of shrubs; pruning, removing litter, leaves, weeds and debris
- The provision of specialist horticulturalists to assist with additional horticultural projects
- Maintenance and management of weeds on hard standing areas, including pathways, paved areas and car parks.
- Maintenance of rock gardens

- Litter collections from specified sites, empty litter/dog bins and dispose of rubbish
- The inspection and maintenance of play areas and multi-use games areas (MUGAs): inspection of play equipment, cleansing sand pits, topping up bark

The contract is out-put based, requiring grounds to be maintained to an agreed standard rather than a set number of visits per year. The level of work undertaken may vary according to the condition of the grounds on each estate. For example, less grass cutting will be undertaken during periods of drought.

Costs for grounds and tree maintenance are split between planned works and ad-hoc works. Planned works include grass cutting, pruning of shrub beds and hedges etc. whilst ad-hoc works are unplanned or relate to works that have arisen due to customer demand.

What are direct costs/indirect costs and overheads?

Direct costs – are the direct costs of undertaking works to the grounds by the contractor and were determined when the grounds maintenance contract was procured. It is the invoiced amount from the contractor excluding VAT.

Indirect costs – are the costs that are exclusively associated with the delivery of the grounds and tree maintenance service such as grounds contract managers supported by caretaking managers etc. who are responsible for monitoring the contractor. Enquiries about the grounds contract are reviewed each month to form the basis for an inspection schedule with contract managers aiming to inspect as many sites within an area as possible to ensure compliance with the contract terms. Contract managers also inspect scheduled works over a 4 week period. Estate service supervisors report any issues they identify at specific sites to the grounds contract managers who then link these into their inspection schedules.

Overheads - are support costs that are not exclusively associated with providing the grounds/tree service, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs as a percentage by apportioning support service costs across the annual gross expenditure for the grounds and tree maintenance service.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Overhead	Total cost	Unit portion	Annual charge	Adj%	Your charge
Grounds/tree maintenance	Estate								
Grounds		5953.66	1912.29	87.97	7953.92	1/273	29.14		29.14
Trees		832.55	512.29	11.73	1356.57	1/273	4.97		4.97
Total					9310.49				34.11

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of providing the grounds/tree maintenance service and your contribution is included in the actual adjustment which is sent to you each September.

Freeholders pay towards the cost of any grounds and tree maintenance carried out on the estate.

Certificate, Accounting and Audit charge



Certificate, Accounting and Audit charge

What is this charge for?

Your lease says you must pay your share of Camden's costs in certifying, accounting and auditing its service charges, referred to as the CA&A charge.

Component	Function
Accounting	The construction of the annual service charge carried out by the Leasehold Revenue Accounting team which is primarily devoted to this one task.
Audit	The Corporate Finance team undertake an audit of actual service charges checking source data, calculations and audit trails.
Certification	Once audited, authority is provided by the Director of Finance to certify service charge calculations.

What is included in the CA&A charge?

The charge covers the costs incurred by Camden for calculating service charges to leaseholders. The Leasehold Revenue Accounting team's main role is to calculate day to day service charges, they are not responsible for checking services are being delivered to the required standard, that work is undertaken by officers within each service area.

The Leasehold Revenue Accounting team allocate the time they spend calculating charges for each service, we use this to calculate a CA&A cost for each service charge item.

Below is an example showing how the CA&A charges are calculated for each service:

Total expenditure for Leasehold Revenue Accounts team	£284,966
% officer time spent dealing with general enquiries	12%
% officer time spent calculating repairs charges	38%
% officer time spent calculating caretaking charges	7%

Leasehold Revenue Accounts non rechargeable costs	$284,966 \times 12\% = \text{£}34,195$
Repairs CA&A cost rechargeable	$284,966 \times 38\% = \text{£}108,287$
Caretaking CA&A cost rechargeable	$284,966 \times 7\% = \text{£}19,947$

Once we have calculated the total CA&A cost for each service it is then divided by the total number of leasehold properties receiving that service at the end of the financial year. This provides a per unit CA&A charge for each service. For example:

Service	Total CA&A cost	No of leasehold properties	CA&A cost per leasehold property
Repairs	£108,287	8,751	£12.37
Caretaking	£19,947	7,122	£2.80
Heating	£31,069	3,458	£8.98
Door entry	£3,945	5,284	£0.75

What are direct costs/indirect costs/overheads?

Direct costs – are the salaries for officers in the Leasehold Revenue Accounts team.

Indirect costs – are the costs that are incurred in supporting the Leasehold Revenue Accounts team such as equipment, training and management supervision.

Overheads – are support costs that are not exclusively associated with calculating service charges but which support it, for example, a proportion of the cost of IT, human resources, finance and legal services.

Indirect costs and overheads are added to the direct costs as a percentage.

How is my share calculated?

The charge to each individual leaseholder will depend on the type and number of services they pay for in their service charge. The more services a property receives, the more certification, accounting and auditing costs will be incurred.

Freehold properties are not recharged for this service although they are included in the apportionment of the costs.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of accounting, auditing and certifying leaseholder services charges and your contribution is included in the actual adjustment which is sent to you each September.

Building insurance



Building insurance

What is the insurance charge for?

This is the building insurance premium for your leasehold property. Under the terms of your lease Camden is required to insure the property and 'Managed Buildings' against loss or damage. 'Managed Buildings' are described in your lease as your block and any other buildings on the estate, for example, a boiler house.

For properties where Camden is not the Freeholder insurance cover is taken out by the superior landlord.

Common terminology, used in the insurance calculation and claims processes are explained in the table below.

Terminology	Explanation
Accidental damage	Unexpected and unintended damage by sudden and external means
Annual premium percentage	The percentage rate provided by the insurer each year used to calculate your premium
Buildings	The structure of your home, including fixtures and fittings, and the common parts of the building and managed buildings where applicable.
Excess	The first part of each and every claim which you are required to pay for each and every incident of loss or damage.
Family	Your spouse/partner, children, parents or other relatives permanently living with you at the address shown on the policy
Fixtures and fittings	Built in furniture, built in ovens/hobs, fixed glass and sanitary ware, pipes/ducts/tanks/wires/boilers which are permanently fixed, wall/floor/ceiling coverings which are permanently fixed (not carpets)
Home	Private residence, garage or domestic outbuilding shown as the property insured
Indemnity	The insurer's obligation to pay any damages or legal costs which you become liable for following a claim against you
Liability	A legal obligation to compensate others
Period of insurance	The inclusive dates between which the insurer has agreed to provide cover and for which you have paid a premium
Policy	The terms of the contract between you and the insurer.
Reinstatement or rebuild value	The amount it would cost to rebuild your home
Sum insured	The amount stated in the policy specification as the reinstatement value of your property
Unoccupied	Not permanently lived in by you or anyone authorised by you

What is included in the insurance charge?

The policy covers repair and rebuild costs in the event of damage by the insured risks to the structure of the building as well as fixtures and fittings inside your property, such as kitchen units and bathroom suites. It also covers the communal parts of the building.

There are a number of things that are not covered. Full details of the cover provided can be found in the Summary of Cover available on our [website](#) where you can also find a copy of the Policy booklet. A Summary of Cover including your property details is available to download via the [Camden Account](#).

Excess

If you make a claim against the building insurance policy you will have to pay an excess. This means you will have to pay an amount towards the cost of repairing any damage.

The amount you will have to pay depends on the nature of your claim. For example, works relating to subsidence are subject to an excess of £1,000 whilst the standard excess for other claims is £350. Details of excess payments can be found in the Summary of Cover.

How is my share calculated?

Your premium is based on the rebuild value of the property (sum insured) and the premium rate provided by the Insurers each year (annual premium percentage). Premiums are calculated by multiplying the sum insured by the annual premium percentage. Below is an example:

Sum Insured	£156.015.43 x
Annual Premium Percentage	0.13500%
Premium	£210.62

An additional amount is added to the premium for Insurance Premium Tax (IPT) which is a Government requirement and the fee is subsequently passed on to the Treasury.

Premium	£210.62 +
IPT	<u>9.5%</u>
Total annual premium	<u>£230.63</u>

Does the charge include indirect costs or overheads?

The charge for building insurance relates solely to the premium and does not include any indirect costs or overheads.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we check the premium rate and your contribution is included in the actual adjustment which is sent to you each September.

How to make a claim

- Please refer to the Summary of Cover which provides details about how to make a claim.
- If damage occurs to the communal parts of the building it should be reported immediately to our Housing Repairs Service Contact Centre on 020 7974 4444
- Alternatively, you can contact our Insurance Section on 020 7974 5696 or via finance.insurance@camden.gov.uk

Claims must be reported as soon as possible after the event.

If you have a complaint about your claim please refer to the Summary of Cover for the complaints process, which includes details of the Financial Services Compensation Scheme.

For general advice about the policy: Please contact our Insurance Section by phone on 020 7974 5696 or by emailing finance.insurance@camden.gov.uk

Where we are not the freeholder: In these circumstances the Building Insurance will be arranged by the freeholder. For more information about the policy or how to make a claim, contact Leaseholder Services at camdenleaseholderservices@camden.gov.uk .

CCTV



CCTV

What is this charge for?

The CCTV charge covers the cost of Planned Preventative Maintenance (PPM) and repairs to CCTV systems in Camden's housing premises. It also covers the cost of the CCTV hub which is a monitoring system along with CCTV operators who monitor live images where available. In addition to fixed/permanent CCTV cameras, mobile units can be deployed (where available) in conjunction with information received from the mobile patrol team and the police. Images can be shared with the Police, Community Safety partners and Council officers.

There may also be additional repairs not covered by the PPM contract.

What is included in the charge?

The service may include some or all of the following:

CCTV Maintenance Contract	<p>The maintenance contract includes the carrying out of PPM and repairs to CCTV systems. It is a servicing contract for CCTV equipment.</p> <p>Costs range significantly depending on the type of equipment both on and off site and the number of properties in the block or on the estate.</p>
CCTV Hub Monitoring	<p>This relates to the location within Camden where all the monitoring and recording of Camden managed CCTV cameras is carried out to improve safety and security on Camden's estates.</p> <p>Reviewing and downloading of recordings is carried out by trained Security Licenced Authority (SIA), Non Police Personnel Vetted (NPPV1) and Disclosure and Barring Service (DBS) CCTV Operators.</p>

Mechanical & Electrical (M&E) Repairs

These are responsive repairs raised by Camden's Mechanical and Electrical team (M&E) for items not covered in the maintenance contract. For example, repairs to parts which supply electricity to CCTV systems.

Leaseholders are charged for repairs carried out to the CCTV system connected to their block/estate. These repairs attract fees, indirect costs and overheads in the same way as any other repair carried out to your block/estate.

What are direct costs/indirect costs and overheads?

Direct costs – the direct labour and material costs of carrying out PPM performed by the contractor and determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT. Direct costs relating to the CCTV hub system are for the contractor's operator costs in monitoring cameras.

Indirect costs – are the costs that are exclusively associated with the provision of the CCTV service such as officers in Camden's M&E and CCTV teams, Camden's Head of Security and Camden's call centre staff handling CCTV enquiries.

Overheads - are support costs that are not exclusively associated with providing the CCTV service, but which support it. For example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs as a percentage by apportioning the expenditure for call centre staff, M&E team officers and support services over the total direct cost of the service in the year.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Over-head	Total cost	Unit portion	Annual charge	Adj%	Your charge
CCTV - Block									
Maintenance Contract - Block	BLOCK	2254.83	653.76	39.29	2947.88	1/107	27.55		27.55
CCTV Monitoring Hub	BLOCK	2070.04	879.60	29.66	2979.30	1/107	27.84		27.84
	TOTAL	4			5927.18				55.39

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of delivering the CCTV service and your contribution is included in the actual adjustment which is sent to you each September.

Freeholders pay towards the cost of the CCTV service provided to the estate.

Door entry



Door entry

What is this charge for?

This covers the carrying out of Planned Preventative Maintenance (PPM) and repairs to door entry systems in Camden's properties.

There may also be additional repairs not covered by the contract.

What is included in the charge?

The service may be comprised of some or all of the following components:

Door Entry System Maintenance Contract	<p>This covers the carrying out of PPM and repairs to door entry systems.</p> <p>The contract covers an annual inspection to ensure the system is operating correctly. At each inspection all parts of the installation/equipment is cleaned, tested and adjusted as necessary to ensure the satisfactory and safe operation of the system.</p> <p>The PPM also includes minor repairs to the system. It excludes repairs to mechanical locks (those operated by a key).</p>
M&E Repairs	<p>These are responsive repairs raised by Camden's Mechanical and Electrical team (M&E) for items not covered in the maintenance contract. They include repairs to parts and leaseholders are charged for repairs carried out to the door entry system connected to their block.</p> <p>They attract fees, indirect costs and overheads in the same way as any other repairs carried out to your block/estate.</p>

What are direct costs/indirect costs and overheads?

Direct costs – the direct labour and material costs of carrying out PPM performed by the contractor and were determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT. Direct costs for M&E repairs are the direct labour and materials costs for each repair, the invoiced amount from the contractor also excluding VAT.

Indirect costs – are the costs that are exclusively associated with the provision of the door entry system such as officers in Camden's M&E team who monitor the PPM contract and call centre staff handling enquiries.

Overheads - are support costs that are not exclusively associated with providing the door entry system, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs as a percentage.

To calculate the percentage to be added for indirect costs we apportion the expenditure for call centre staff and M&E team officers relating to the management of door entry systems over the total direct cost of the service in the year.

We calculate the percentage to be added for overheads by apportioning support service costs across the direct cost.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Overhead	Total cost	Unit portion	Annual charge	Adj%	Your charge
Door Entry Systems - Block	BLOCK	1392.11	236.12	21.67	1649.90	1/64	25.78		25.78
Maintenance Contract Ad-hoc Repairs		1181.99	0.00	0.00	1181.99	1/64	18.47		18.47
	TOTAL				2831.89				44.25

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.


My property is not connected to the door entry system. Why do I have to pay?

Your lease says you must pay your share of Camden's costs in providing services to your block/estate regardless of whether you use them.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of the door entry system and your contribution is included in the actual adjustment which is sent to you each September.

Mobile Patrol



SECURITY

Mobile Patrol

What is this charge for?

This charge covers the provision of a responsive mobile security patrol to Camden's housing estates. The team helps to ensure there are reduced instances of anti-social behaviour around Camden's housing estates improving security and providing reassurance for residents.

The mobile patrol team operates between the hours of 6pm and 2am Monday to Sunday every day of the year. During the daytime (9am to 5pm) Monday to Friday you can call your district housing office directly or via Contact Camden on 020 7974 4444. Between the hours of 6pm and 2am you should telephone Contact Camden to request the assistance of the mobile patrol team.

What service does the mobile patrol team provide?

The mobile patrol team aims to address estate based anti-social behaviour such as youth disorder, drug users and rough sleepers. They also attend cases of intrusive residential noise, for example: DIY, music and television noise.

They operate as the first point of contact, in the evenings, to assess and witness cases of anti-social behaviour. Once a problem has been identified the mobile patrol officers either step in to mediate a satisfactory outcome or escalate the matter for more appropriate action to be taken.

Between 6pm and 2am patrol teams conduct routine checks of housing estates across the borough as well as responding to direct calls from Camden residents who are suffering from anti-social behaviour, aiming to arrive within 30 minutes. Each call to the team is logged and any reports generated are forwarded to the Estate Officer.

The mobile patrol team aims to deter and disrupt groups of people causing anti-social behaviour and will work with other services including youth engagement teams, street wardens and the safer streets team to reach a resolution. The team liaise with Council officers, the Police and other partner agencies providing intelligence about anti-social behaviour within the Borough.

Where large groups have congregated on or near your estate, with the intention of causing anti-social behaviour, you should telephone Contact Camden between the hours of 6pm and 2am to request the assistance of the mobile patrol team. In some instances the team may be required to prioritise more urgent and serious reports. You should always call 999 if it is evident that a crime is taking place.

What is included in the charge?

Each call to the Mobile Patrol team is logged and a report generated recording which areas they visit, when and for how long. The leasehold revenue accounting team use the log sheets to calculate the cost for each estate based on the amount of time the mobile patrol team spend there.

What are direct costs/indirect costs and overheads?

Direct costs – are the salary related costs for mobile patrol staff and vehicle costs including insurance, fuel etc.

Indirect costs – are the costs that are exclusively associated with the provision of the mobile patrol service for example, offices and telephone charges etc.

Overheads - are support costs that are not exclusively associated with providing the repairs service, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs as a percentage by apportioning the expenditure for call centre staff, support services etc. over the total direct cost of the service in the year.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Over-head	Total cost	Unit portion	Annual charge	Adj%	Your charge
Mobile Security Patrol	Estate	586.18	84.81	8.59	679.58	1/161	4.22		4.22
	TOTAL				679.58	1/161			4.22

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of the mobile security patrols undertaken on your estate and your contribution is included in the actual adjustment which is sent to you each September.

Refuse



Refuse

What is this charge for?

This charge covers the cost of hiring communal bins and/or additional collections. Charges made for refuse collection included in the Council Tax only provide for one collection per week. Where communal bins need to be emptied more regularly Camden is required to pay an additional charge to the refuse collection company.

What is included in the charge?

Costs are based on the number and type of bins provided and the number of collections each week.

The service may be comprised of some or all of the following components:

Bin Hire	The annual hire charge also covers 1 bin clean each year and the cost of a bin should it be damaged. It does not cover bins lost through theft or damaged through acts of vandalism.
Collections	The additional collections are those over and above regular collections covered by the Council Tax and incur an extra charge.

What are direct costs/indirect costs and overheads?

Direct costs – the cost of bin hire and/or extra collections. It is the invoiced amount from the contractor excluding VAT.

Indirect costs – are the costs that are exclusively associated with Estate Services officers who monitor the contract.

Overheads - are support costs that are not exclusively associated with providing communal refuse bins and/or additional collections, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Overheads are added to the direct costs as a percentage by apportioning the expenditure for support services over the total direct cost of the service in the year.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Overhead	Total cost	Unit portion	Annual charge	Adj%	Your charge
Refuse									
Bin Hire	BLOCK	2244.00	291.04	37.48	2572.52	1/161	15.98		15.98
	TOTAL				2572.52				15.98

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

Wouldn't it be cheaper to buy refuse bins rather than hire them?

The bin hire charge includes maintenance and replacement in the event of bins being damaged, including the collection of damaged bins and replacing with new ones. We liaise with our contractor to replace bins quickly in order to minimise disruption. Buying our own bin means Camden must waive the contractor's liability for damage with the result we would be responsible for damage and maintenance of refuse bins, leading to increased costs.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of providing the communal refuse service to your block and your contribution is included in the actual adjustment which is sent to you each September.

Tenant Management Organisations (TMO)

01895 622884

gibbs-gillespie.co.uk

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ential

3005

ntial.co.uk

let by

01895 625 999

hobsonhoney.co.uk

CHRISTMAS FAIR
CATHOLIC INFANT SCHOOL & NURSERY
CONVENT OF THE SACRAMENTS

Tenant Management Organisations (TMO)

What is this charge for?

A Tenant management organisation (TMO) is an incorporated organisation set up by tenants and leaseholders to manage their estate. Each TMO has negotiated a legal document with the council known as the Management Agreement which outlines the services the TMO has taken responsibility for and those services which remain with the council. TMOs usually operate as an Industrial and Provident Society or a Limited Company and elect tenant/leaseholder members to sit on their management committee at their AGM. They have responsibility to ensure the staff they employ provide good levels of housing management services to the residents in accordance with the Management Agreement. TMOs can choose how much or how little responsibility they want to take over from the council. The services managed by TMOs vary but may include:

- day to day repairs and maintenance
- tenancy management
- cleaning
- grounds maintenance

There are six TMOs in Camden managing just under 1,000 homes. Every 5 years the TMO holds an independent secret ballot of all tenants and leaseholders to establish that they wish the TMO to continue managing their estate/block. If the majority are in favour the Management Agreement continues for a further 5 years.

The TMO receives Management and Maintenance allowances for the services they have taken responsibility for and these allowances are calculated based on what the services would cost the council to provide. These allowances are adjusted annually to reflect the current rate of inflation and efficiency savings.

What is included in the charge?

The services provided by each TMO can vary but may include the following components:

TMO door entry	This covers the repair and maintenance of door entry systems for each block under the management of the TMO.
TMO refuse	This covers the refuse arrangements for each block under the management of the TMO.
TMO repairs	This covers the repair and maintenance for the estate and/or each block under the management of the TMO.
TMO caretaking	This covers the cleaning of the estate and/or each block under the management of the TMO.
TMO grounds maintenance	This covers the upkeep of communal gardens managed by the TMO.

Please note: the services provided varies from one TMO to another. For details of the services provided by the TMO managing your block/estate please refer to the detailed breakdown of charges available when the actual adjustment has been issued each September.

What are direct costs/indirect costs and overheads?

Direct costs – the cost incurred by the TMO in providing each service. Each year the TMO provides Camden with details of the costs incurred to deliver services in order for us to calculate the service charge to leaseholders.

Indirect costs/overheads – services provided by TMOs do not attract indirect costs or overheads.

Below is an example of how the direct costs will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Overhead	Total cost	Unit portion	Annual charge	Adj%	Your charge
TMO Charges - Block									
TMO Lighting Maintenance	BLOCK	1429.56			1429.56	1/102	14.02		14.02
TMO Refuse	BLOCK	1351.06			1351.06	1/102	13.25		13.25
TMO Repairs - Block	BLOCK	26119.23			26119.23	1/102	256.07		256.07
	TOTAL				28899.85				283.34
TMO Charges - Estate									
TMO Caretaking - Estate	ESTATE	25130.54			45618.66	1/204	223.62		223.62
TMO Grounds Maintenance	ESTATE	4729.53			4729.53	1/204	23.18		23.18
	TOTAL				50348.19				246.80

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of providing TMO services to your block/estate and your contribution is included in the actual adjustment which is sent to you each September.

How can I obtain a breakdown of the costs incurred by the TMO?

Each TMO keeps all the relevant expenditure details about the services they provide including the invoices. Their accounts are audited every year and copies of the audit are made available at their AGMs. You can request a copy of the audited accounts from the TMO.

TV Aerial



TV Aerial

What is this charge for?

This covers the carrying out of Planned Preventative Maintenance (PPM) and repairs to the Integrated Reception Systems (IRS) in housing properties. There may also be additional responsive repairs not covered by the contract.

Camden has installed a 9 wire integrated reception system as part of its ongoing commitment to maintain a TV reception service to residents and to provide additional foreign language channels. The aerial system is compatible with Freeview, Freeview HD and Sky devices as well as most satellite providers, avoiding the need to install separate satellites on your building.

What is included in the charge?

The service may be comprised of some or all of the following components:

Contract Costs	This covers the carrying out of the annual PPM and repairs to the IRS systems in housing premises.
M&E Repairs	<p>These are responsive repairs raised by Camden's Mechanical and Electrical team (M&E) for items not covered in the maintenance contract. They include repairs to dislodged or damaged cables, replacing/re-fixing broken aerial brackets etc.</p> <p>They attract fees, indirect costs and overheads in the same way as any other repairs carried out to your block/estate.</p>

What are direct costs/indirect costs and overheads?

Direct costs – the direct labour and material costs and management costs of carrying out PPM performed by the contractor and were determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT. Direct costs for M&E repairs are the direct labour and materials costs for each repair and management costs, the invoiced amount from the contractor also excluding VAT.

Indirect costs – are the costs that are exclusively associated with the provision of IRS such as officers in Camden's M&E team who monitor the PPM contract and call centre staff handling enquiries.

Overheads - are support costs that are not exclusively associated with providing IRS, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs as a percentage by apportioning the expenditure for call centre staff, M&E team officers and support services relating to the management of IRS over the total direct cost of the service in the year.

Indirect costs and overheads for M&E repairs are calculated in the same way as those for any other repairs carried out to your block/estate.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Over-head	Total cost	Unit portion	Annual charge	Adj%	Your charge
TV Aerial - Block									
Maintenance Contract – Block	BLOCK	11.52	4.95	2.04	18.51	1/13	1.42		1.42
	TOTAL				18.51				1.42

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

I don't have a TV, why do I have to pay for the aerial?

Your lease says you must pay your share of Camden's costs in providing services to your block/estate regardless of whether you use them.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of managing the IRS system in your block and your contribution is included in the actual adjustment which is sent to you each September.

Lift charges



Lift charges

What is this charge for?

This covers the carrying out of Planned Preventative Maintenance (PPM) and repairs to lifts in Camden's properties. Insurance, remote monitoring and any electricity used by the lift are also charged under this heading.

There may also be additional repairs not covered by the contract.

What is included in the charge?

The service may be comprised of some or all of the following components:

Lift Maintenance Contract

This covers the carrying out of PPM and repairs to lifts. It is a fully comprehensive contract for repairs and maintenance (including vandalism) with some exclusions.

Repairs – The repairs service operates 24 hours per day, 7 days per week (including public holidays). It covers emergency works and commencing within 3 hours and completed within 24 hours where possible.

Planned Maintenance – This is for the provision of a programme of PPM and includes repairs, i.e. all putting into good order, all corrective work and/or replacement of defective parts required to keep the lift in a safe working condition.

Additionally, the renewal of worm wheels, worm shafts, thrusts, bearings, suspension ropes, safety ropes, guide shoes, brake magnet coils, brake linings, windings, lift motor and generator windings, all lift wiring, travelling flexible cables, rotating arm contacts, resistors, magnet frames, limit switches, indicators and signal lamps etc. are included.

Remote Monitoring

Remote Monitoring is a computerised lift management system that links lifts to Planned Maintenance Group (PMG) via a telephone line. It enables us to monitor efficiency levels and highlights any problems with a lift, so that corrective action can be taken.

The current remote monitoring service is provided by BT, Virgin and TVC. The charge is split between a fixed element for line rental and a variable element for usage.

Insurance

This covers the costs of the required statutory inspections of each lift. It includes an insurance premium covering the lift for breakdown, explosion, collapse, and damage to surrounding property. Inspections are carried out by the Council's insurer every six months and a report issued. The report may recommend repairs that are required before the lift can be returned to service or repairs of an urgent nature.

Electricity

This is the electricity consumption associated with the lift and includes usage for the lift motor, lighting of the lift car and room etc.

M&E Repairs

These are responsive repairs raised by Camden's Mechanical and Electrical team (M&E) for items not covered in the maintenance contract. They include repairs to parts and leaseholders are charged for repairs carried out to the lift in their block.

They attract fees, indirect costs and overheads in the same way as any other repairs carried out to your block/estate.

Lift Electrical Testing

This covers the cost of electrical testing the electrical distribution boards within the lift motor room and is required under Health & Safety rules. Testing is completely separate from the maintenance of lift equipment and is not covered by the PPM contract. The cost is apportioned based on the number of lift motor rooms in the block.

It is a separate charge to the Communal Electrical Testing (CETN) included in the repairs charge. CETN does not cover distribution boards in lift motor rooms or boiler rooms.

Testing is carried out every five years depending on the age and/or condition of the lift. Once completed, the inspection company provides Camden with an Electrical Installation Condition Report.

What are direct costs/indirect costs and overheads?

Direct costs – the direct labour and material costs of carrying out PPM performed by the contractor and were determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT. Direct costs for M&E repairs are the direct labour and materials costs for each repair, the invoiced amount from the contractor also excluding VAT.

Indirect costs – are the costs that are exclusively associated with the maintenance and monitoring of lifts such as officers in Camden's M&E team who monitor the PPM contract and call centre staff handling enquiries.

Overheads - are support costs that are not exclusively associated with managing the lift service, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs as a percentage by apportioning the expenditure for call centre staff, M&E team officers and support services over the total direct cost of the service in the year.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Over-head	Total cost	Unit portion	Annual charge	Adj%	Your charge
Lift Charges									
Maintenance Contract	BLOCK	1193.34	152.44	18.38	1364.16	1/35	38.98		38.98
Electricity	BLOCK	319.70	6.66	3.80	330.16	1/35	9.43		9.43
Ad-hoc Repairs	BLOCK	332.36	0.00	0.00	332.36	1/35	9.50		9.50
Remote Monitoring	BLOCK	138.50	20.60	2.09	161.19	1/35	4.61		4.61
	TOTAL				2187.87				62.52

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

My property is on the ground floor. Why do I have to pay for the lift?

Your lease says you must pay your share of Camden's costs in providing services to your block/estate regardless of whether you use them.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of maintaining the lift and your contribution is included in the actual adjustment which is sent to you each September.

Concierge



Concierge

What is this charge for?

The charge for this service covers the cost of concierge staff in some of Camden's residential buildings. The service is provided for 24 hours a day and their duties include the following:

- Respond to residents' queries or concerns and be available and ready to give assistance at all times.
- To execute daily administrative duties including maintain the building diary, repairs log, incident logs, etc.
- Log repairs requests from residents onto the repairs system.
- When necessary undertake the management of the commercial waste bins.
- Monitor CCTV cameras, control access to the building, ensure the building is secure, be responsible for key management.
- Assist and liaise with any technical staff, contractors and Statutory Agencies visiting the building and manage the contractors and carers parking permit scheme.
- Liaise with carers and Camden staff with regards to vulnerable residents.
- Take in and sign for post and small packages for residents.
- Open and close the children's playground.

What is included in the charge?

Included in the charge are:

Staff salaries	Officers directly employed by Camden to provide a concierge service. They work from 7am to 7pm each day on a rota basis.
Contract security	Contractors provide a concierge service from 7pm to 7am each night. They also provide cover for Camden staff holidays etc.

What are direct costs/indirect costs and overheads?

Direct costs – are the salaries for Camden staff involved in delivering and managing the concierge service and the contractor's costs, the invoiced amount excluding VAT.

Indirect costs – charges for the concierge service do not attract indirect costs.

Overheads - are support costs that are not exclusively associated with providing the concierge service, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services. They are added to the direct costs as a percentage by apportioning the expenditure for support service staff relating to the concierge service over the total direct cost of the service in the year.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Over- head	Total cost	Unit portion	Annual charge	Adj%	Your charge
Concierge									
Contract Cost	BLOCK	95507.82	0.00	420.81	95928.63	1/120	799.41		799.41
	TOTAL				95928.63				799.41

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of delivering the concierge service and your contribution is included in the actual adjustment which is sent to you each September.

Fire protection



Fire protection

What is this charge for?

This charge covers the carrying out of planned preventative maintenance (PPM) and repairs to fire protection installations and appliances in housing premises.

There may also be additional repairs not covered in the contract. Our contractors also carry out inspections to communal fire alarm systems, which is not covered under this contract at present.

Costs are based on the equipment provided in your block or estate and can include:

- Fire alarms – the charge is based on the number of control panels, detectors, call points & sounders in each block
- Fire equipment such as emergency lighting and hose reels – the charge is based on the number in the block.
- Sprinkler systems – charged at a flat rate irrespective of the number of sprinkler heads in the block, because it's the kit in the sprinkler room that is serviced, i.e. pumps and valves and therefore the maintenance required is the same for all blocks.
- Dry risers - charged at a flat rate as the whole system is pressurised from one point regardless of the number of dry risers.

What is included in the charge?

The service may include some or all of the following:

Fire Protection Maintenance Contract

This contract includes the carrying out of PPM and repairs to fire protection installations and appliances.

Fire detection and protection systems are serviced and maintained.

Smoke detectors are cleaned annually. A Fire Alarm Log Book conforming to current British Standards is held in respect of each block. A certificate of testing of each fire alarm system is submitted by the contractor.

Monthly inspections are undertaken to ensure that appliances are in their proper position and any appliance which is damaged or discharged is replaced.

All extinguishers are inspected annually. Each extinguisher and fire blanket is maintained, charged and replaced in accordance with standards and statutory regulations.

Mechanical & Electrical (M&E) Repairs

These are responsive repairs raised by Camden's Mechanical and Electrical team (M&E) for items not covered in the maintenance contract.

In some instances they include a cost for an annual safety procedure for gas/fire detection systems. This is a requirement for Camden's insurance policy and is carried out by trained engineers.

M&E repairs attract fees, indirect costs and overheads in the same way as any other repair carried out to your block/estate.

What are direct costs/indirect costs and overheads?

Direct costs – the direct labour and material costs of carrying out PPM performed by the contractor and were determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT.

Indirect costs – are the costs that are exclusively associated with the provision of fire protection equipment such as officers in Camden’s M&E team who monitor the PPM contract and staff in Contact Camden handling calls about fire protection equipment.

Overheads - are support costs that are not exclusively associated with the provision of fire protection equipment, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services. Indirect costs and overheads are added to the direct costs as a percentage by apportioning the expenditure for call centre staff, M&E team officers and support services relating to the provision of fire protection over the total direct cost of the service in the year.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Over- head	Total cost	Unit portion	Annual charge	Adj%	Your charge
Fire Protection Equipment - Block									
Maintenance Contract - Block Adhoc Repairs – Block	BLOCK	811.18	102.05	13.10	926.33	1/120	7.72		7.72
	BLOCK	2526.32	0.00	0.00	2526.32	1/120	21.05		21.05
	TOTAL				3452.65				28.77
Fire Protection Equipment - Estate Maintenance Contract - Estate	BLOCK	7.30	0.92	0.12	8.34	1/219	0.04		0.04
	TOTAL				8.34				

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of maintaining fire protection equipment and your contribution is included in the actual adjustment which is sent to you each September.

Landlords charges

Tenant

Landlord Signature

Landlords charges

What is this charge for?

Camden does not own the freehold of some of the blocks and estates it manages. In these instances the freeholder is known as the superior landlord. Often the superior landlord will charge Camden for services they provide which benefit our own residents.

The superior landlord provides their costs for each block/estate to Camden. If you live in a block/estate where Camden is not the freeholder, your share of the superior landlord's costs is included in your service charge.

What is included in the charge?

Services provided by the superior landlord can include items such as the maintenance of private roads/footpaths or the provision of security services. The superior landlord is usually required to insure the building.

Service	Chargeable level	Direct cost	Indirect cost	Over- head	Total cost	Unit portion	Annual charge	Adj%	Your charge
Landlord Charges - Estate									
Landlord Costs - Estate	ESTATE	357344.03	0.00	0.00	357344.03	1/408	357344.03		875.84
	TOTAL				357344.03		357344.03		875.84

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

What are direct costs/indirect costs and overheads?

Direct costs – the cost incurred by the superior landlord in providing each service. Each year they provide Camden with details of the costs incurred to deliver services in order for us to calculate the service charge to leaseholders.

Indirect costs and overheads – services provided by superior landlords do not attract these elements.

Below is an example of how the direct costs will look on the final detailed breakdown when the actual adjustments are issued.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out your share of the superior landlords costs and your contribution is included in the actual adjustment which is sent to you each September.

Lighting maintenance



Lighting maintainence

What is this charge for?

This covers the cost of the carrying out of the Planned Preventative Maintenance (PPM) of and repairs to communal block and/or estate lighting. The PPM contract includes repairs to all lighting to communal areas and electrical installations.

There may also be additional repairs not covered by the contract. Generally Camden's caretakers replace bulbs where they are below 3m.

Freehold properties on estates pay towards the cost of maintenance and repairs to the estate lighting only.

What is included in the charge?

The service may be comprised of some or all of the following components:

Lighting Maintenance Contract

The contract includes PPM and repairs to all of the communal block and/or estate lighting and electrical installations. Additionally the checking and adjustment of sensor elements, time switches, voltage relays, etc. is included.

Communal lighting includes but is not limited to:

- Estates amenity lighting
- Stairway lighting
- Galleries and passageways lighting
- Car parks/covered areas lighting
- Landlord's plant rooms lighting
- Lift motor rooms lighting
- Tank rooms lighting
- Roof access lighting
- Common parts/areas/concierges lighting

M&E Repairs

These are responsive repairs raised by Camden's Mechanical and Electrical team (M&E) for items not covered in the maintenance contract.

What are direct costs/indirect costs and overheads?

Direct costs – the direct labour and material costs and management costs of carrying out PPM performed by the contractor and were determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT. Direct costs for M&E repairs are the direct labour and materials costs for each repair, the invoiced amount from the contractor also excluding VAT.

Indirect costs – are the costs that are exclusively associated with the provision of communal lighting such as officers in Camden's M&E team who monitor the PPM contract and call centre staff handling enquiries. Indirect costs for M&E repairs are calculated in the same way as those for any other repairs carried out to your block/estate.

Overheads - are support costs that are not exclusively associated with providing communal lighting, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services. Overheads for M&E repairs are calculated in the same way as those for any other repairs carried out to your block/estate.

Indirect costs and overheads are added to the direct costs as a percentage by apportioning them over the direct cost of the service in the year.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Overhead	Total cost	Unit portion	Annual charge	Adj%	Your charge
Lighting Maintenance - Estate									
Maintenance Contract - Estate- Ad-hoc Repairs	ESTATE	54.20	12.77	0.86	67.83	1/161	0.42		0.42
Estate	ESTATE	253.64	0.00	0.00	253.64	1/161	1.58		1.58
	TOTAL				321.47		1.58		2.00

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

I own a freehold property, why do I have to pay for estate lighting?

The transfer agreement for your property includes provision for you to use the public roads and footpaths on the estate and for you to meet your share of the cost of maintaining them.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of managing communal lighting to your block/estate and your contribution is included in the actual adjustment which is sent to you each September.

Lightning conductor



Lightning conductor

What is this charge for?

This charge covers the carrying out of planned preventative maintenance (PPM) and repairs to lightning conductors in housing premises.

There may also be additional repairs not covered in the contract.

What is a lightning conductor?

A lightning conductor is a pointed metal rod attached to the roof of a building. The rod might be an inch (2 cm) in diameter and connects to a piece of copper or aluminium wire that's also an inch or so in diameter. The wire is connected to a conductive grid buried in the ground nearby.

Lightning rods provide a low-resistance path to the ground that can be used to conduct the enormous electrical currents when lightning strikes occur. If lightning strikes, the system attempts to carry the harmful electrical current away from the building and safely to ground. If a strike contacts a material that is not a good conductor, it will suffer massive heat damage. The lightning-rod system is an excellent conductor allowing the current to flow to ground without causing any heat damage.

What is included in the charge?

The service may include some or all of the following:

Lightning Conductor Maintenance Contract

This contract includes the carrying out of PPM and repairs to lightning conductor equipment.

PPM inspections are undertaken every year and equipment is visually inspected and tested as necessary.

Mechanical & Electrical (M&E) Repairs

These are responsive repairs raised by Camden's Mechanical and Electrical team (M&E) for items not covered in the maintenance contract.

They attract fees, indirect costs and overheads in the same way as any other repair carried out to your block/estate.

What are direct costs/indirect costs and overheads?

Direct costs – the direct labour and material costs of carrying out PPM performed by the contractor and were determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT.

Indirect costs – are the costs that are exclusively associated with the provision of lightning conductors such as officers in Camden's M&E team who monitor the PPM contract and Camden's call centre staff handling enquiries.

Overheads - are support costs that are not exclusively associated with the provision of lightning conductors but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs as a percentage by apportioning the expenditure for call centre staff, M&E team officers and support services relating to the managing the provision of lightning conductors over the total direct cost of the service in the year.

Indirect costs and overheads for M&E repairs are calculated in the same way as those for any other repairs carried out to your block/estate.

Service	Chargeable level	Direct cost	Indirect cost	Overhead	Total cost	Unit portion	Annual charge	Adj%	Your charge
Lightning Conductor									
Maintenance Contract	BLOCK	137.89	44.11	3.62	185.62	1/120	1.55		1.55
Ad-hoc Repairs	BLOCK	542.60	0.00	0.00	542.60	1/120	4.52		4.52
	TOTAL				728.22		1.58		6.07

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of managing the provision of lightning conductors and your contribution is included in the actual adjustment which is sent to you each September.

Ventilation



Ventilation

What is this charge for?

This covers the carrying out of Planned Preventative Maintenance (PPM) and repairs to communal ventilation equipment in Camden's residential properties. Some properties do not have communal ventilation and therefore are not charged for this service.

The PPM contract includes the maintenance and repairs of specified ventilation equipment and is required to keep it in safe and proper working order.

There may also be additional repairs not covered by the contract.

What is included in the charge?

The service may be comprised of some or all of the following components:

Mechanical Ventilation Maintenance Contract	<p>The contract includes the servicing of all communal ventilation equipment every year.</p> <p>The number of ventilation units for each block varies. Generally speaking low rise blocks have more ventilation units which are small (the size of a personal computer) and serve a small number of properties. Larger buildings such as tower blocks have larger ventilation units (the size of a room) that serve all properties in the building.</p>
M&E Repairs	<p>These are responsive repairs raised by Camden's Mechanical and Electrical team (M&E) for items not covered in the maintenance contract.</p> <p>They attract fees, indirect costs and overheads in the same way as any other repairs carried out to your block/estate.</p>

What are direct costs/indirect costs and overheads?

Direct costs – the direct labour and material costs of carrying out PPM performed by the contractor and were determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT. Direct costs for M&E repairs are the direct labour and materials costs for each repair, the invoiced amount from the contractor also excluding VAT.

Indirect costs – are the costs that are exclusively associated with the provision of the ventilation system such as officers in Camden's M&E team who monitor the PPM contract and call centre staff handling enquiries.

Overheads - are support costs that are not exclusively associated with providing ventilation, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs as a percentage by apportioning the expenditure for call centre staff, M&E team officers and support services over the total direct cost of the service in the year.

Indirect costs and overheads for M&E repairs are calculated in the same way as those for any other repairs carried out to your block/estate.

Below is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

Service	Chargeable level	Direct cost	Indirect cost	Overhead	Total cost	Unit portion	Annual charge	Adj%	Your charge
Ventilation									
Maintenance	BLOCK	5120.74	1127.47	93.62	6341.83	1/107	59.27		59.27
Contract Ad-hoc Repairs	BLOCK	95.80	0.00	0.00	95.80	1/107	0.90		0.90
	TOTAL				6437.63				60.17

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of managing the ventilation system in your block and your contribution is included in the actual adjustment which is sent to you each September.

Estate roads and footpaths



Estate roads and footpaths

What is this charge for?

This covers the carrying out of Planned Preventative Maintenance (PPM) and repairs to roads and footpaths on Housing land. The contract includes the provision of:

- Safety inspections to identify pot holes and trip hazards;
- ad-hoc repairs to estate roads, footpaths, external surface water drains, gullies, street furniture, lighting columns or lighting units; and
- the resurfacing of roads and footpaths.

From time-to-time works are required to hard-standing areas, roads or footpaths on Housing land. Previously separate day to day repairs orders were raised to carry out these works. The borough-wide contract established by the Council, for use by all departments, provides an economy of scale and competitive pricing for these works.

There may also be additional repairs not covered by the contract.

What is included in the charge?

The service may be comprised of some or all of the following components:

Estate Roads & Footpaths Maintenance Contract	The contract includes: <ul style="list-style-type: none"> • Safety inspections to identify pot holes and trip hazards • Ad-hoc repairs to estate roads, footpaths, external surface water drains, gullies, street furniture, lighting columns or lighting units; and • The resurfacing of roads and footpaths
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Ad-hoc Repairs

- These are responsive repairs for items not covered in the maintenance contract.
- They attract fees, indirect costs and overheads in the same way as any other repairs carried out to your block/estate.

What are direct costs/indirect costs and overheads?

Direct costs – the direct labour and material costs of carrying out PPM performed by the contractor and were determined when the contract was procured. It is the invoiced amount from the contractor excluding VAT. Direct costs for M&E repairs are the direct labour and materials costs for each repair, the invoiced amount from the contractor also excluding VAT.

Indirect costs – are the costs that are exclusively associated with the provision of the estate roads and footpaths contract such as Camden officers who monitor the PPM contract and call centre staff handling enquiries.

Overheads - are support costs that are not exclusively associated with the service, but which support it, for example, a proportion of the cost of IT, human resources, legal and finance services.

Indirect costs and overheads are added to the direct costs as a percentage by apportioning the expenditure for call centre staff, officers relating to the management of the contract and support services, over the total direct cost of the service in the year.

Indirect costs and overheads for M&E repairs are calculated in the same way as those for any other repairs carried out to your block/estate.

Service	Chargeable level	Direct cost	Indirect cost	Overhead	Total cost	Unit portion	Annual charge	Adj%	Your charge
Estate roads and footpaths									
Maintenance Contract	ESTATE	5120.74	1127.47	93.62	6341.83	1/107	59.27		59.27
Ad-hoc repairs	ESTATE	95.80	0.00	0.00	95.80	1/107	0.90		0.90
	TOTAL				6437.63				60.17

Above is an example of how the direct costs, indirect costs and overheads will look on the final detailed breakdown when the actual adjustments are issued.

The column headed Adj% in the above table is used when adjustments are required to charges for specific properties. These may be as a result of restrictions in the lease, First Tier Tribunal decisions or miscellaneous one-off adjustments.

When will I receive an invoice?

We will ask you to make an advance payment each year as part of your estimated service charge. After the end of the financial year, we work out the cost of managing the contract on your estate and your contribution is included in the actual adjustment which is sent to you each September.