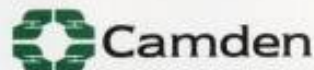


September 2011



Goldthorpe  
Camden Street  
London  
NW1

London Borough of Camden  
Leaseholder Services  
Housing & Adult Social Care  
Bidborough House  
38-50 Bidborough Street  
London WC1H 9DB

[www.camden.gov.uk](http://www.camden.gov.uk)  
Email: [leaseholderservices@camden.gov.uk](mailto:leaseholderservices@camden.gov.uk)

Dear Leaseholder/Freeholder,

**Your Service Charge for the period 01 April 2010 to 31 March 2011**

Property address: Goldthorpe, Camden Street, London, NW1 0HH  
Property Ref:  
Customer No:

Camden's Leaseholder Services has now calculated the actual service charges for the above property for the period 01 April 2010 to 31 March 2011. The attached invoice or credit note therefore adjusts the estimate you were sent in April 2010.

The following items should be included with this letter:

- Service Charge Invoice or Credit Note
- Summary of Service Costs for 01 April 2010 to 31 March 2011
- Statement of Account
- Summary of Tenants Rights and Obligations

If you have not received any of the above items, or you have any other queries please call Contact Camden on 020 7974 3559, or write to the address above or e-mail [leaseholderservices@camden.gov.uk](mailto:leaseholderservices@camden.gov.uk)

**Payment is due within 28 days. Please call 020 7974 3559 if you would like to discuss payment options.**

If any repairs were carried out to your estate, block or communal heating system during 2010-11, they will be included in this invoice. You can view a list of repairs at any time on-line at [www.camden.gov.uk/rechargeablerepairs](http://www.camden.gov.uk/rechargeablerepairs) using the property reference and customer number shown on your invoice and then by entering the date range 01-04-2010 to 01-04-2011.

Alternatively, you can contact us at [leaseholderservices@camden.gov.uk](mailto:leaseholderservices@camden.gov.uk), in writing at the address at the top of this letter or by telephone on 020 7974 3559 to request further information.

If you would like to contribute to discussions regarding leasehold issues you are now able to do this on line by accessing [www.wearecamden.org](http://www.wearecamden.org) and clicking on the Camden Leaseholders Forum group.

Finally, please note that Home Ownership Services has now been renamed Leaseholder Services, to better reflect the service that is provided. Our email and physical addresses have therefore changed accordingly.

Yours sincerely,

Leaseholder Services

YOU CAN FIND OUT MORE ABOUT YOUR  
SERVICE CHARGES ON CAMDEN'S WEBSITE BY VISITING  
[WWW.CAMDEN.GOV.UK](http://WWW.CAMDEN.GOV.UK)  
AND FOLLOWING THE LINK TO COUNCIL HOME OWNER

# INVOICE

London Borough of Camden  
 Housing & Adult Social Care  
 Leaseholder Services  
 Bidborough House  
 38-50 Bidborough Street  
 London  
 WC1H 9DB

Phone 020 7974 3559  
 VAT Reg No. 232 3164 03

Goldthorpe  
 Camden Street  
 London  
 NW1

Customer Number  
 Invoice No.  
 Date 19 September 2011

**Payment to reach your account by  
 20 October 2011**

DESCRIPTION	VAT CODE	AMOUNT	VAT
In respect of Property Ref: Goldthorpe, Camden Street, London, NW1			
Service Charge Adjustment Y/E 31-MAR-2011 Adjustment in respect of Invoice	E	328.94	0.00
Ground Rent Adjustment for Y/E 31-MAR-2011	E	0.00	0.00
The Housing (Service Charge Loans) Regulations 1992 SI1708 In the Landlord's opinion the service charges demanded in this Notice do not entitle the tenant to a loan			
<b>Total</b>		<b>£328.94</b>	<b>0.00</b>
<b>Total Amount Due</b>		<b>£328.94</b>	

**If you have any queries regarding payment or content of this invoice please call us now on 020 7974 3559.**

DATE \_\_\_\_\_

**bank giro credit**



Cashier's stamp

<b>CO-OPERATIVE BANK PLC</b> Islington Branch Account 61543946
<b>ACCOUNT:</b> LONDON BOROUGH OF CAMDEN
<b>PAID IN BY</b>
<b>REF NO:</b>

Notes £50  
 Notes £20  
 Notes £10  
 Notes £5  
 Coins £  
 50p  
 20p  
 Silver  
 Bronze

TOTAL CASH	
Cheques, POs	

Sorting Code Number

**08-90-33**

£

Please do not write or mark below this line or fold this voucher



**Camden**

Leaseholder Services

**Actual Service Charges  
for the year ending  
31 March 2011****Property:****Goldthorpe, Camden Street, London, NW1**Sections 47 & 48,  
Landlord and Tenant Act 1987.The name and address of your landlord is:  
The Mayor and Burgesses of the  
London Borough of Camden  
38-50 Bidborough Street  
London WC1H 9DB.

Customer No.

Property Ref:

Block code: B00046

Estate code: E00010

Associated Invoice No:

Any Notices must be served at this address

**Reconciliation of Estimated Service Charges with Actual Service Charges for year ending 31 March 2011.**

<b>Actual Service Charges and Insurance</b>	<b>Estate / Block Cost</b>	<b>Unit Charge</b>
TV Aerial - Block	50.52	1.49
Caretaking Services - Block	7591.93	223.29
Caretaking Services - Estate	35272.41	123.76
Cold Water System	0.00	0.00
Door Entry Systems - Block	919.37	27.04
Electricity Charges - Block	659.46	19.40
Electricity Charges - Estate	1276.05	4.48
Fire Protection Equipment - Block	38.40	1.13
Grounds Maintenance	13551.19	47.55
Heating/Hot Water/Gas Supply	N/A	1120.62
Insurance Premium	N/A	297.57
Lightning Conductor	-341.26	-10.04
Lighting Maintenance - Block	477.59	14.05
Lighting Maintenance - Estate	559.49	1.96
Mobile Security Patrol	7858.33	27.57
Refuse	0.00	0.00
Repairs and Maintenance - Block	4053.65	119.23
Repairs and Maintenance - Estate	16075.85	56.41
	<b>Services Total</b>	<b>2075.51</b>
HOS Management Cost		207.55
Manual Adjustment		0.00
	<b>Total Actual Service Charges</b>	<b>2283.06</b>
	<b>Less Estimated Service Charges</b>	<b>1954.12</b>
	<b>Total Adjustment</b>	<b>328.94</b>

An additional Charge of 0.00 for Ground Rent is shown on your invoice. Any Major Works items will be billed separately.

19th September 2011

Goldthorpe, Camden Street, London, NW1

Irene Moses

020 7974 1998

Please find below a statement of outstanding balances on your Service Charge Account for Goldthorpe, Camden Street, London, NW1

**Statement of Account at 19th September 2011**

Invoice No	Invoice Type	Invoice Date	Invoice Amount	Amount Outstanding
	Major Works Estimate Contract: 09_303	09-Feb-2011	6,918.53	
	Service Charge Estimate y/e 31-MAR-2012	04-Apr-2011	2,123.88	
	Service Charge Adjustment y/e 31-MAR-2011	19-Sep-2011	328.94	

Unallocated payments	
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Account Balance	
-----------------	--

Yours sincerely,

Contact Camden  
020 7974 3559

STATEMENT  
Customer Ref  
Prop Ref



## Service Charges

### Summary of tenants' rights and obligations

- (1) This summary, which briefly sets out your rights and obligations in relation to variable service charges, must by law accompany a demand for service charges. Unless a summary is sent to you with a demand, you may withhold the service charge. The summary does not give a full interpretation of the law and if you are in any doubt about your rights and obligations you should seek independent advice.
- (2) Your lease sets out your obligations to pay service charges to your landlord in addition to your rent. Service charges are amounts payable for services, repairs, maintenance, improvements, insurance or the landlord's costs of management, to the extent that the costs have been reasonably incurred.
- (3) If you have a query or dispute regarding any of the service charges claimed by your landlord you should take the matter up with your Collections Officer. If you are not satisfied with the outcome you may then escalate this to the Collections Manager or lodge a Formal Complaint.
- (4) You also have the right to ask a leasehold valuation tribunal to determine whether you are liable to pay service charges for services, repairs, maintenance, improvements, insurance or management. You may make a request before or after you have paid the service charge. If the tribunal determines that the service charge is payable, the tribunal may also determine:

- who should pay the service charge and who it should be paid to;
- the amount;
- the date it should be paid by; and how it should be paid.

However, you do not have these rights where –

- a matter has been agreed or admitted by you;
  - a matter has already been, or is to be, referred to arbitration or has been determined by arbitration and you agreed to go to arbitration after the disagreement about the service charge or costs arose; or
  - a matter has been decided by a court.
- (5) If your lease allows your landlord to recover costs incurred or that may be incurred in legal proceedings as service charges, you may ask the court or tribunal, before which those proceedings were brought, to rule that your landlord may not do so.
  - (6) Where you seek a determination from a leasehold valuation tribunal, you will have to pay an application fee and, where the matter proceeds to a hearing, a hearing fee, unless you qualify for a waiver or reduction. The total fees payable will not exceed £500, but making an application may incur additional costs, such as professional fees, which you may also have to pay.
  - (7) A leasehold valuation tribunal has the power to award costs, not exceeding £500, against a party to any proceedings where:
    - it dismisses a matter because it is frivolous, vexatious or an abuse of process; or
    - it considers a party has acted frivolously, vexatiously, abusively, disruptively or unreasonably.

The Upper Tribunal has similar powers when hearing an appeal against a decision of a leasehold valuation tribunal.



(8) If your landlord -

- proposes works on a building or any other premises that will cost you or any other tenant more than £250, or
- proposes to enter into an agreement for works or services which will last for more than 12 months and will cost you or any other tenant more than £100 in any 12 month accounting period,

your contribution will be limited to these amounts unless your landlord has properly consulted on the proposed works or agreement or a leasehold valuation tribunal has agreed that consultation is not required.

(9) You have the right to apply to a leasehold valuation tribunal to ask it to determine whether your lease should be varied on the grounds that it does not make satisfactory provision in respect of the calculation of a service charge payable under the lease.

(10) You have the right to write to your landlord to request a written summary of the costs which make up the service charges. The summary must:

- cover the last 12 month period used for making up the accounts relating to the service charge ending no later than the date of your request, where the accounts are made up for 12 month periods; or
- cover the 12 month period ending with the date of your request, where the accounts are not made up for 12 month periods.

The summary must be given to you within 1 month of your request or 6 months of the end of the period to which the summary relates whichever is the later.

(11) You have the right, within 6 months of receiving a written summary of costs, to require the landlord to provide you with reasonable facilities to inspect the accounts, receipts and other documents supporting the summary and for taking copies or extracts from them.

(12) You have the right to ask an accountant or surveyor to carry out an audit of the financial management of the premises containing your dwelling, to establish the obligations of your landlord and the extent to which the service charges you pay are being used efficiently. It will depend on your circumstances whether you can exercise this right alone or only with the support of others living in the premises. You are strongly advised to seek independent advice before exercising this right.

(13) Your lease may give your landlord a right of re-entry or forfeiture where you have failed to pay charges which are properly due under the lease. However, to exercise this right, the landlord must meet all the legal requirements and obtain a court order. A court order will only be granted if you have admitted you are liable to pay the amount or it is finally determined by a court, tribunal or by arbitration that the amount is due. The court has a wide discretion in granting such an order and it will take into account all the circumstances of the case.