

**From:** Littlechild, Geraldine [mailto:Geraldine.Littlechild@camden.gov.uk]  
**Sent:** 02 February 2017 11:50  
**To:** flaminia@F5ivePresents.com  
**Cc:** Ford, Rhianne  
**Subject:** RE: May I have more specifics on some of your answers please

Dear Ms Cinque

Thank you for your email of 16<sup>th</sup> December.

I thought it best that I provide you with a reply as we corresponded on this subject in August 2016. I am very sorry for my delay in responding to you, I have been liaising with our Repairs service about the KMS works.

I note in your email below you state '*Despite my informing Camden in advance of the bill being issued of the items which had been agreed and confirmed would not be charged - Camden issued a bill knowing this to be inaccurate by a large amount in Camden's favour. This is fraudulent.*' Having gone back through my correspondence with you I can confirm that we did not receive your queries about works orders 1941326/1, 1950225/1 and 1942586/1 until the 8<sup>th</sup> of August. I advised you on the 12<sup>th</sup> of August that it was too late for us to make any amendments to 2015/16 repairs charges prior to the actual adjustment being issued in September and any adjustments would need to be made by carrying out write backs. I also advised you the write backs would need to be completed at property level, that is to say we would have to individually calculate write backs for each leasehold property affected (58 in this case) in respect of each repair and this would be a very time consuming process and is less transparent for leaseholders.

I note your suggestion that Camden should have added a note to the actual adjustments when they were issued. Unfortunately the issuing of service charge demands to approximately 9,500 leaseholders is not as straight forward as you perhaps imagine. Printing is undertaken in bulk and documents are then sent to our post room for automated enveloping and posting. To insert a document into 58 specific envelopes would involve manually searching for the relevant demands and attachments and removing them from the automated enveloping process.

I appreciate you believe Camden should notify all leaseholders when a credit is posted to their service charge account. I agree this would be good practice, but the manual intervention required to either write individually to all 58 leaseholders or remove their service charge demands from an automated print run would be an inefficient use of our limited resources.

Ideally I would like to see developments made to the Camden Account which would enable us to email those leaseholders who are registered about their service charge account. I hope to have this functionality added to our list of future developments.

I note Rhianne Ford emailed you on 25<sup>th</sup> October 2016 to advise you the contract manager confirmed the works orders in question have been recharged as follows;

<b>Block</b>	<b>Work order</b>	<b>Direct cost</b>	<b>Final cost</b>	<b>Cost per unit</b>
Bishopdsdale 1-12	1757020/1	£2725.95	£3000.00	£250.00

Farndale	9-16	1942586/1	£2191.39	£2433.66	£347.67
Wharfdale	1-6	1794296/1	£1912.00	£1500.00	£250.00

Works orders 1757020/1 and 1794296/1 were correctly recharged to 1-12 Bishopsdale and 1-6 Wharfdale Houses respectively in 2014/15. Works order 1942586/1 relates to Farndale House but was incorrectly recharged as an estate repair. This has now been corrected and write backs posted to the service charge account of each leaseholder on the estate, save for those in Farndale House.

Finally, you have advised me on several occasions that you raise queries in your capacity as the Secretary of the Kilburn Vale TRA and share our responses with leaseholders on the estate. In view of this, perhaps you would be good enough to share the information provided above with leaseholders, perhaps on your TRA website? Leaseholders who are registered for the Camden Account can check the credit has been applied to their account online, this is the quickest and most efficient way for leaseholders to check their account status.

I appreciate you may find part of my response disappointing but I hope I have been able to finally clarify the points you raised.

Yours sincerely

Geraldine Littlechild  
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Leaseholder Services  
Housing Management  
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