

25th February 2013

Contact Camden 020 7974 4444 (select option 3, then option 6)

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Leaseholder Services
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Dear

We are happy to tell you that we have recently improved our website. Leaseholders can now register and view service charge account information quickly and easily online.

As a leaseholder you can now register for your Camden Account and;

- View service charge account details for all your Camden leasehold properties (you only need to register once if you own more than one property)
- View your service charge account balance and statement
- Securely pay your service charges online
- View service charge invoice information
- Request further information if necessary.

Our aim is to enable all Camden customers to access details of their accounts online, in one place. We are working to make further improvements to the level of service charge account information available and in future you will also have access to information about other council services relevant to you. We will keep you informed about all changes and improvements as they happen.

If you are ready to register and view your service charge account information, please go to www.camden.gov.uk/camdenaccount . You will be asked to enter the following details as part of the online registration process:

- Your name as it appears on your service charge account
- Your date of birth
- A current email address
- Your customer reference number . This also appears on any service charge invoices and statements you have received.

Should you experience any problems in registering online please fill in the online support form or contact us on the number at the top of this letter for assistance.

Did you know you can also find answers to service charge queries on our website? Go to www.camden.gov.uk/leaseholders . Here you can find information about Camden service charges and answers to many frequently asked questions.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Geraldine Littlechild".

Geraldine Littlechild
Interim Head of Leaseholder Services