

Date: 16th July 2018

Cllr Irfan Mohammed  
Lambeth Town Hall  
Brixton Hill  
Brixton  
SW2 1RW

Dear Cllr Irfan Mohammed

Thank you for your enquiry received on 6th July 2018, made on behalf of the Edmundsbury Leaseholders Group. You were following up on a series of questions that the Leaseholders Group had made. A response was sent by Chris Ojo, Service Charge Collections Officer that answered the questions on 12 July 2018. I have summarised the response below.

In respect to the 2013 intercom replacement invoice that leaseholders on the Edmundsbury estate received in 2017, the first payment certificate for the contract for these works is dated the 30 January 2014. I have attached all the payment certificates for the works to this email. Leaseholders received bills for these works in 2017 as there were delays in Home Ownership services receiving the finalised costs from our contractors. Once the final account was received by Home Ownership Services, it was calculated and invoiced swiftly.

Leaseholders were informed of the costs apportioned to them for the major works programme via an estimated invoice dated 19 December 2013. A breakdown of costs was provided and there were notes on how the cost was calculated and how to make payments.

Following consultation with leaseholder council in late 2016, we developed the software we use to hold homeowner's service charge account information to incorporate an invoice based accounting system. This meant that from 2017, homeowners have had one service charge account that includes invoices for both day to day service charges and for major works. This account has the same account number as their day to day service charge account under our previous system. Each invoice has a unique invoice reference number.

Residents who did not quote an invoice reference number when making payments, will have resulted in payments being allocated to the oldest outstanding debts, a request can be made by email or post asking that payments are moved from one invoice to another. This process can take up to 28 working days, after which homeowners can request a statement or login to their mylambeth account and view their up to date statement on line.

It is homeowners' responsibility to be aware of their account balance, we provide access to individual accounts through the mylambeth portal located on our website, and homeowners can also request an up to date statement at any point from Home Ownership Services. Homeowners who wish to query bills further can contact Home Ownership Services by telephone or by email, or alternatively we offer an appointment service at the Civic Centre in Brixton.

Homeowners can get information about outstanding repairs that are yet to be carried out, and find out when they can expect the work to be completed by contacting the responsive repairs team at

their local area housing office. They can contact by telephone, by calling the housing management contact centre on 0207 926 6000 or by email at [HMcentralresponsive@lambeth.gov.uk](mailto:HMcentralresponsive@lambeth.gov.uk)

Yours sincerely

A handwritten signature in black ink, appearing to read 'Andrew McCabe', written in a cursive style.

Andrew McCabe  
Leasehold Customer Services Officer

London Borough Of Lambeth  
Po Box 734  
Winchester  
SO23 5DG  
Website: <https://housingmanagement.lambeth.gov.uk>

Telephone 020 7926 6000