



HOME OWNERSHIP

Your annual estimated service charge bill

March 2018



Web Chat

Chat to us online during office hours via our web chat. Wherever you see the live chat icon on our website, click on it to have a one to one with our staff.

SERVICE CHARGE PAYMENT OPTIONS

You can pay online 24 hours a day.

lewisham.gov.uk/doitonline

Or you can pay by:

- > 24 hour automated phone line
 020 8690 8707
- > Direct debit
- > Plastic card at Post Office or PayPoint
- > Credit or debit card

If you are having difficulties paying your service charge bill, please contact Home Ownership services.

Please tell us your preferred method of payment by completing the yellow payments options form enclosed.

March 2018



Lewisham Homes
Old Town Hall,
Cattford Road,
London
SE6 4RU

Annual Service charge bill period:
01 April 2018 - 31 March 2019

Ms A Leaseholder
1 Leaseholder Close
London
SE12 3LE

Dear Ms Leaseholder

Annual Service Charge bill for 1
Leaseholder Close, London SE12 3LE

How much do I owe?

Your balance including the 18/19 estimated service charge is: **£497.90**

A breakdown of your bill is on the next page.

Can I pay by instalments?

Save money and pay on time. You will be charged fees for late payments.

If you sign up to pay by direct debit you can spread your payment over up to 12 months instead of 10 months.

Check your balance by text

Text **BAL** or **BALANCE** followed by a space and your 10 digit account number to **07535 412412**. For example, 'BAL 1234567890'

Invoice

Invoice Number: 205 5960 69

Need help?

Visit our website
lewishamhomes.org.uk
Call Home Ownership
0800 028 2 028
My account number
12345678X

When do I pay?

Your payment is due by
30 April 2018

How can I pay?

Pay online

Lewisham.gov.uk/doitonline

Direct debit

0800 028 2 028

Download and complete a form

lewishamhomes.org.uk/your-home/homeownership

24 hour phone line

020 8690 8707

Bank transfer

Use your account number:

12345678X

Name of Bank:

Barclays PLC

Account No:

93380513

Sort code:

20-00-00



ONLINE

lewishamhomes.org.uk/homeownership



EMAIL

homeownershipservices@lewishamhomes.org.uk



WRITE

FREEPOST Lewisham Homes
(no stamp needed)



PHONE

0800 028 2 028



Smoke alarms can save lives



The family living in this property escaped safely because their smoke alarm alerted them to the fire.

In January, residents living in three separate Lewisham Homes properties were successfully alerted to fires in their homes because their smoke alarms went off.

The leaseholder who owns one of the properties said:

“ I made sure that I had smoke alarms fitted before letting tenants move into my flat. Without the alarms going off and the quick actions of the London Fire Brigade, the fire could have been much worse. ”

Make sure you have smoke alarms fitted and test them regularly. If you sublet your property, fitting a smoke alarm is a legal requirement.

TOP TIPS - MAKE SURE YOUR FRONT DOOR IS FIRE SAFE

We are writing to leaseholders who live in blocks of flats to advise what you must do to make sure your front door is fire safe. Fire resistant front doors save lives.

Closers



Perko device



Overhead device

All front doors must have a self-closing device. This can be either an overhead or Perko device.

Check that your device works effectively by holding your door open and letting it go, without slamming it. Your door should close completely in the frame and be secure in the closed position.

Strips and seals



Intumescent strips and cold smoke seals can be fitted on your front door or the door frame. They stop fire and, in some cases smoke, from getting in and out of your property.

To work properly, the strips and seals must be intact with no signs of damage.

Hinges



Pictured here is a 100mm steel fire resisting hinge. Hinges should be firmly fixed with no missing or broken screws.

Letter boxes



You can buy fire resisting letter boxes which prevent fire and smoke from spreading in and out of your property.

Get clued up Your safety responsibilities

Find more must know safety information for leaseholders on our website, including:

- > Why we're removing security grilles and gates which are attached to the outside of front doors and on walk ways
- > How you can keep your gas appliances safe at a discounted rate by using QHS, our gas contractors

Your safety is our top priority.

Lewishamhomes.org.uk/safetyforleaseholders



ONLINE

lewishamhomes.org.uk/homeownership



EMAIL

homeownershipservices@lewishamhomes.org.uk



WRITE

FREEPOST Lewisham Homes
(no stamp needed)



PHONE

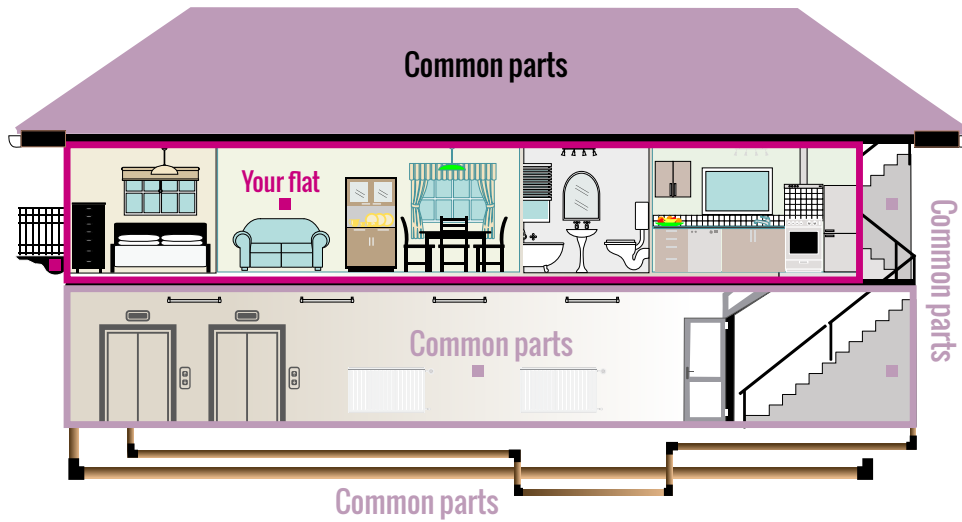
0800 028 2 028



Are you insured?

Make sure your property and home contents are insured in case of theft or damage.

The picture below shows which areas you are responsible for insuring and those which Lewisham Council look after.



- Individual leaseholder responsibility (your flat)
- Lewisham Council responsibility - Common parts

You can choose your own insurer or Ocaso SA have a policy for Lewisham Council leaseholders.

020 3499 5653
ocaso.co.uk



Report dumped items to us

We are investigating dumped items on your estates. If you see fly tipping on your estate, please report it to us.



Use our new super quick online form. You can attach photos too.

We promise to:

- Tape it off
- Investigate it
- Remove it in 5 working days.

Lewishamhomes.org.uk/dumpeditems

Report dumped items which are not on your estate to Lewisham Council.

lewisham.gov.uk/reportflytippers

Subletting your property



We have some useful information on our website if you sublet your property.

This includes what information you must share with us, how to become an accredited landlord and your responsibilities.

Lewishamhomes.org.uk/subletting



ONLINE

lewishamhomes.org.uk/homeownership



EMAIL

homeownershipservices@lewishamhomes.org.uk



WRITE

FREEPOST Lewisham Homes
(no stamp needed)



PHONE

0800 028 2 028



Sharing good stuff with you



Wide Horizons outdoor adventures



Resident Garden Party



Gas safety week

From time to time, we want to share information about events and other useful information with you which is not directly connected to your lease.

This could include events, training opportunities, competitions and other ways to get involved. We can contact you by newsletter, email or text message - whichever you prefer.

It's easy to give your consent, and opt in or out of any method of communication at any time.

Simply log in to My Lewisham Homes and use the Update My Details form to tell us how you want to be contacted.

You can check the contact details we hold for you are correct here too.

If you haven't signed up to My Lewisham Homes yet, it only takes a moment.

Go to lewishamhomes.org.uk and select Do it Online.

Or call us 0800 028 2 028.

We promise to not share your personal information with anyone else.



MY LEWISHAM HOMES

Do it online

**QUICKER
THAN CALLING,
EASIER
THAN VISITING
THE OFFICE**

PIN IT TO
YOUR HOME
SCREEN



You just need:

- > Your name and address
- > Your account reference number (this is on your service charge statement and other correspondence from Lewisham Homes)
- > Your email address



We can give you this information in any other way, style or language that will help you access it.

**For other formats
contact us**