

How to...

Register for a Camden account

The Camden account allows you to create a safe personal account in a secure environment to access council services faster and easier.

Currently, you can report a repair and view your tenant or leaseholder account, and communicate with the Council securely.

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1. To register for a Camden account, simply visit www.camden.gov.uk/camdenaccount
All you'll need to get started is your:
 - a. Email address
 - b. Name & address
 - c. Contact details

 2. Once you've registered, we'll need to validate your account so you can raise a repair.

 3. To do this, we ask that you provide us with your rent or tenancy payment reference number (you'll be able to find this on your rent card, rent statement or service charge letters).

 4. Once your account has been authenticated you'll be able to report repairs online.
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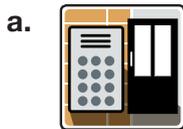
You can also sign up to receive helpful emails for updates on your repair. Simply check the box to let us know you'd like to receive email alerts.

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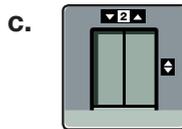
Raise a repair online

There's a new way to report a housing repair or check that someone is dealing with a communal problem in your residence. Simply log on to Camden.gov.uk/HousingRepairs and follow these simple steps:

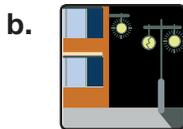
1. From the Main Menu, you're able to select the type of repair you want to report – you can currently choose from four options:



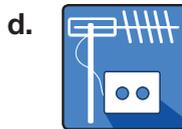
Door entry system



Lifts



Estate lighting



TV aerials

2. Once you've done this, you'll be shown a convenient list of all the current repairs taking place. If you spot your repair here, we're already dealing with it. So, you don't have to report it again.

3. If you can't spot an existing repair that will solve your issue, then all you have to do is answer a few quick and simple questions to determine how we can help you.

4. Once you've completed the questions, we'll present you with a summary of the repair and a works order (WO) number for your reference.

5. We'll then let you know what's going to happen next.