

Landlord Service and Regulatory Leads 2024 Roles & Responsibilities

Landlord Service Leads

Corporate Management Team Lead:

Dan Kennedy: Corporate Director Central Services

Overall lead for Regulatory compliance including competency & conduct.

London Borough of Hillingdon
Civic Centre
Uxbridge
UB8 1UW

Finance Lead:

Andy Goodwin: Head of Strategic Finance

Overall finance lead for the Landlord Service

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Complaints Lead:

Ian Anderson: Business Manager, Customer Experience

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Consumer Standard Leads

Links to Consumer Standards & Lead Senior Officers

Accountable Senior Manager

Safety and Quality Standard

The Home/Safety and Quality Standard sets expectations for registered providers of social housing to provide tenants with safe and good quality accommodation together with a cost-effective repair and maintenance service.

Leads within Operational Assets:

Liam Bentley: Operations Manager Responsive Repairs and Voids Reservicing.

Merrick Knight: Operations Manager Planned Works and Adaptations – Housing

John Philips: Electrical Contracts Manager.

Paul Hart: Mechanical & Gas Contract Manager

Mike Emmett / Amie Krubally: Fire and Building Safety

Gary Penticost: Director of Operational Assets

[Health & Safety lead and Principal Accountable Person - 'Higher Risk Buildings']

Directorate: Place

London Borough of Hillingdon
Civic Centre A416
High Street, Uxbridge
UB8 1UW

Tenancy Standard

The Tenancy Standard sets expectations for registered providers of social housing to let their homes to tenants in a fair, transparent, and efficient way.

Lead Officers:

Leon Evans: Housing Manager

Surinder Nagi: Housing Manager

Nav Babra: Operations Manager Homeless Prevention

Sam Strong: Head of Housing Management

Directorate: Central Services

London Borough of Hillingdon
Civic Centre 2N/08
High Street, Uxbridge
UB8 1UW

Neighbourhood and Community Standard

The Neighbourhood and Community Standard sets expectations for registered providers of social housing to keep the neighbourhood and communal areas associated with the homes they own clean and safe, co-operate with relevant partners to promote the wellbeing of the local area and help prevent and tackle anti-social behaviour (ASB) and Domestic Abuse.

Lead Officers:

Stuart Hunt: Head of Green Spaces

Nicola Herbert: Head of Waste Services

Richard Webb: Director of Community Safety & Enforcement

Tina Phillips: Housing Manager

Directorate: Central Services
Team: Housing Management Services

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Transparency, Influence and Accountability Standard

The Transparency, Influence and Accountability Standard sets expectations for registered providers of social housing to provide choices, information and communication that is appropriate to the diverse needs of their tenants, a clear approach to complaints and a wide range of opportunities for them to have influence and be involved.

Marion Finney: Engagement and Regeneration Manager

Directorate: Central Services
Team: Customer Engagement

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Rent Standard

Registered providers must comply fully with all the requirements and expectations set out in this Rent Standard. They must additionally comply with all the requirements and expectations of the Rent Policy Statement on the setting, increase and decrease of rents and service charges.

Lead Officers:

Kerry Marshall: Income Manager

Kala Sripavan: Housing Revenues & Charges Manager

Directorate: Central Services
Team: Housing Management Services

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