

Autumn 09



Your local quarterly update from  
Shepherds Bush Housing Group

# BUZZ



p3 Your 2009 conference

p6 Dealing with complaints

p7-10 Our annual report

Plus all our latest news &  
Buzz 2 spotlight on services



Domu

Freephone customer services **0800 9170839**

# Jim's farewell

**Sadly, this is my final year as a board member and chairman of SBHA, as I stand down after 23 years involvement.**

It doesn't seem that long ago when I got involved as a tenant, helping to set up our Independent Tenants' Committee (ITC) and joining the Board. I did this to help make sure SBHA improved living conditions and services for its tenants, kept rents at reasonable levels, and continued to build new homes. I also wanted SBHA to listen more to its tenants, understand their needs and concerns and act on what they said.

I'm pleased to say that SBHA responded to the above by investing more than £30million in tenants' homes and having some of the lowest rents in London. It has kept its independence and local presence, having a healthy development programme and industry-leading resident involvement.

SBHA has played an extremely important part in my life. If my involvement has helped to make even the slightest difference to the quality of life of tenants and the services and standards of the association in general, then it's all been worthwhile.



Jim Dean

There are challenging times ahead, particularly with the current economic climate, shortage of affordable housing and the new regulatory regime. However I'm confident SBHA has the right skills, knowledge and expertise to meet these challenges and thrive in the future.

I have enjoyed my time with SBHA enormously. It has been an honour to be its chairman and to have worked with some fantastic people over the years, be they tenants, staff or fellow board members. I would like to thank all those who work tirelessly for the organisation, both in a paid and voluntary capacity, and wish you all the best for the future.

**Jim Dean**, Chairman

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# Your 2009 conference

We honoured our 2009 SBHG heroes at our conference on 22 September.

The Mayor of Hammersmith and Fulham, Cllr. Alex Karmel, presented the awards to Reg Brown who was honoured as the longest serving volunteer. Ann Faid was honoured for her work as a founding member of the Independent Tenants' Committee. Mahdi Pour Nezami and Toby Young were honoured for their work to support Westside.

Paul Doe, chief executive, presented an award to our retiring chair, Jim Dean. More than 100 of you came to the conference at Hammersmith's Novotel. You used it to visit 22 stalls showing the range of services we offer.



SBHG heroes with the Mayor

The conference closed with a raffle of gifts and a Furnish auction of re-used furniture. Ms Christine Cudjoe picked up two prizes, one for winning the SBHG quiz about our services.

Christine said: "This is the first residents' conference I've attended in a long time, the stalls were informative and I learnt lots in the workshops about the housing association. They were really interesting."

We'd like to thank the companies that supplied raffle prizes; Headmasters, Lyric Theatre, Mall Builders, Quires and Starbucks.

## SBHG's superpowers

We won two awards at Forum3, the UK's largest showcase for careers and volunteering in the public and not-for-profit sector, in September.

We picked up the Best Large Stand and the Visitors' Choice awards for wowing the crowds with a superpowers theme. The stand had a superhero comic strip featuring staff and residents.



SBHG staff at Forum3

David Blackburn, our director of human resources and business support, said: "More than 1000 people registered to find out about working for us. This means when we recruit in the future, we can pick the best and offer you the best service."

## We value diversity

We work for excellent services and vibrant communities where everyone's quality of life is improved. This depends on SBHG being a place where diversity is valued and everyone is treated with respect. Over the past year we've undertaken a wide range of initiatives to support you. It will be under the spotlight in the next edition of Buzz.

## Do you need a translation?

We offer professional interpretation and translation services. All information is available in other languages, larger formats, Braille or audio. Please call **0800 9170839**.

**See inserted sheet for options**

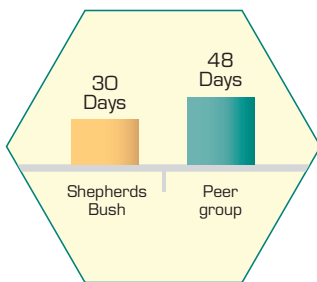
# Performance

Here's how we performed for April to June (the last three full months before publication). You can compare us with our peer group of seven other housing associations in London.

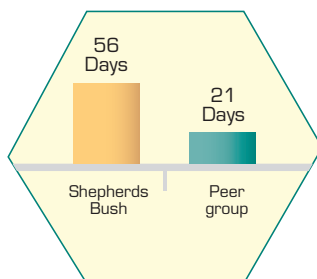
## Empty homes

We have reduced the time it takes us to relet an empty rental property.

### Rental properties



### Temporary accommodation



## Repairs and maintenance

### Repairs turnaround time

We have improved the response times for urgent and routine repairs.

	Shepherds Bush	Peer group
Emergency repairs	99%	98%
Urgent repairs	97%	95%
Routine repairs	97%	96%

### Repairs and maintenance calls

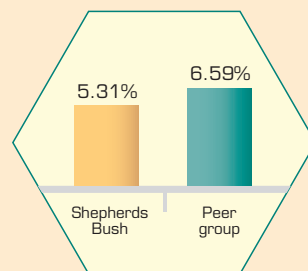
We fixed 78% of repairs first time and quickly answered 90% of calls to the repairs' desk.

We kept 88% of repair appointments.

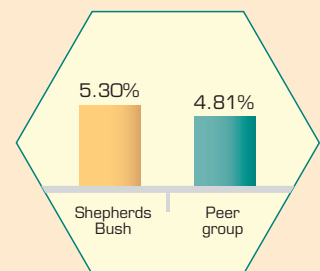
## Rent

You pay an average weekly rent of £75.50 for a secure tenancy and £89.92 for an assured tenancy. This is lower than other housing associations who charge on average £83.33 for secured and £91.71 for assured. We are gradually driving down rent arrears. Our target is 5% which we've already reached amongst supported housing and leaseholders.

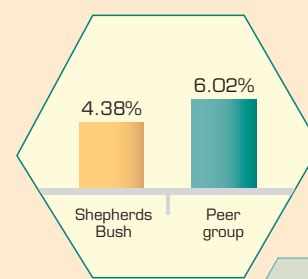
### Rental property arrears



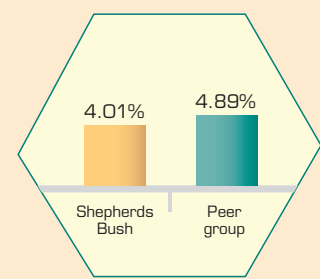
### Temporary accommodation arrears



### Supported housing arrears



### Leaseholder arrears



## Gas safety

98.2% of our properties have a valid gas safety certificate. Our target is 100%. We have since reached 100%. Please see Spotlight for more information.

## Your neighbourhood

We have a schedule to visit and inspect your estate on a regular basis. We kept to this schedule 81% of the time.

# indicators

## Anti-social behaviour



We want to improve our anti-social behaviour (ASB) service. We'd like to hear feedback, positive or negative, from you if you've been affected by ASB. Please contact Lee Daly on 020 8996 4202 or email [lee.daly@sbhg.co.uk](mailto:lee.daly@sbhg.co.uk).

We held our first ASB focus group in September with residents. The focus group is reviewing our ASB policy and discussing ways to improve the service. If you would like to attend the next one at the end of October please contact **Jane Sheehan on 020 8996 4226**.

Anissa Uddin, a neighbourhood officer, will now manage ASB enquiries from residents. Please see the back page for her details.

You will be kept informed in Buzz of cases where we've had successful action taken against people committing ASB.

**Anissa Uddin** Neighbourhood officer

You said

"More help with anti-social behaviour"



We did

We set up an ASB forum

You said

"Calls need answering quicker"



We did

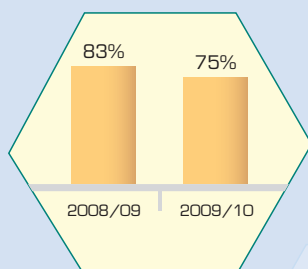
More staff are on our call desks

### Satisfaction and dealing with complaints

Please ensure you complete your repairs' satisfaction survey. On the next page we show how we act on your complaints.

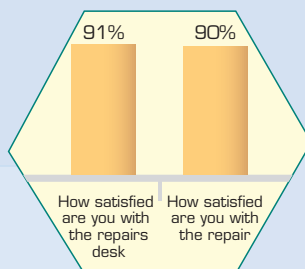
#### The complaints you made

75% of complaints were dealt with on time.



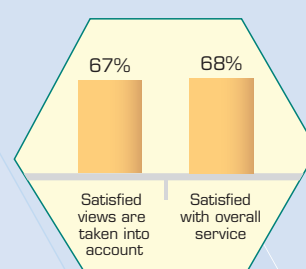
#### Repair satisfaction

We know you're interested in two aspects of satisfaction.



#### Overall satisfaction

Our absolute priority is to drive up satisfaction levels.



# Complaints

We take complaints from you very seriously. Here we show how we acted on them.

## You told us



Despite a letter sent from you about damage to internal walls, some residents still park bikes outside their doors causing obstruction and leaving the walls covered with tyre marks.

My home gets really cold in winter; I'm worried about my health because there is a nasty draught in my living room.

I have to pay with Homeswapper. However, if I wanted to move through Locata it is free. I don't think this is fair.

SBHG did not pass on messages I left so I missed an appointment to view a property because the right keys were not available.

If I complain by phone, how do I know it is being taken seriously? If I write to you I know I am going to get a written response.

## Our action



When our staff visit any property, they make an inventory of anything in communal areas including bikes. These are a fire risk and can cause damage. They are also a breach of tenancy. We will take action and dispose of them.

We are now offering free insulation in homes ahead of winter. We will be insulating doors, walls and lofts. This will make your home warmer and help with heating bills. If you'd like insulation please call **0800 0742130**.

We now pay registration fees for Homeswapper. Depending on your criteria, Homeswapper will generate a list of properties you may want to move to.

We have reminded staff that they must return all calls or tell another member of staff they need to contact a resident. A note will also be made on the tenant's file about the call.

We have trained staff to be proactive in establishing if a tenant wants to make a formal verbal complaint. If a complaint is made or we feel exists, we will record the details on a complaint form and process it.

## Complaints' forum

We held a complaints' forum in August to find out what you thought about our complaints' process. Some findings have already been addressed such as being able to log complaints online.

Some residents were concerned about not getting a call back so we have introduced call forwarding. Where staff work off site, calls are forwarded to their work mobile rather than you needing to leave a message on their office phone.

## Your safety

If SBHG staff come to your home you must ask us to show our ID badge before you let us in. All our staff have a SBHG badge with a photograph, name and job title.

# Tenants' annual report 2008/2009



The past year was one of our most exciting and memorable years at Shepherds Bush Housing Association.



Paul Doe

We celebrated our 40th anniversary and looked forward to the exciting challenges that lie ahead.

There were many highlights during the year. Among my favourites are St Marks and Pegasus Place in Fulham celebrating the tenth anniversary of the estate by organising a street party for European Neighbours' Day.

I also really enjoyed meeting some of you when we took to the streets in our motor home to talk to you about which services are most important. We have fed this information back to our regulator, the Tenant Services' Authority, to help them develop national policies and will be incorporating this into our Local Deal.

We launched new and exciting services for you. Domus is perhaps the most high profile but there are many that are already making a difference to your lives.

These include initiatives such as Into Work, Into Housing which helps people move into permanent homes and our Independence, Accommodation and Employment service which helps relieve over-crowding.

The next three pages are our annual report, giving you an overview of how we performed in the year. On page ten we show you what we're doing differently as a result of things you told us.

**Paul Doe**  
Chief Executive

**This is the annual report for SBHA. If you'd like Shepherds Bush Housing Group's annual report, please call 020 8996 4263.**



# Your views on our service

Thank you to the 606 of you who completed the survey. Nine of you won £50 including Mrs Coral Drewitt (pictured) of Peterborough Road, Fulham. She said: "I'm always happy to give feedback as it helps improve services. I'll be giving some of my prize money to Children in Need which I support every year."

Our number one priority is offering you an outstanding service. To do this we need to know what you think of what we do. Every three years we carry out an independent STATUS (Standardised Tenant Satisfaction Survey) survey. These are the top ten things you told us. The first three figures are for general rental properties, sheltered and support housing. The rest are for general rental properties, based on 525 responses.

- 1 70.2% of you are satisfied with the service offered by us as your landlord. This is a steady improvement from 64% in 2003. It bucks the national trend which has seen satisfaction generally decline.
- 2 66.8% are satisfied with our repairs and maintenance service, a 10% increase on three years ago.
- 3 48.5% of you are satisfied your views are taken into account.
- 4 The top three factors contributing to overall satisfaction are how enquiries are dealt with, the overall quality of your home and our customer service.
- 5 84% of you contacted us in the past 12 months, and just over half found it easy to get hold of the right person. When you did, 65% of you found staff helpful, 16% found staff unhelpful.
- 6 Repairs and maintenance is the most important service we offer, followed by overall quality of your home and thirdly value for money from your rent.
- 7 69% of you are satisfied with the quality of your home, 20% are not. The rest are neither satisfied nor dissatisfied.
- 8 65% are satisfied with value for money for your rent, 17% are not. The rest are neither satisfied nor dissatisfied.
- 9 The most important factors affecting how satisfied you are with the repair service are how enquiries are dealt with, our customer service and the overall quality of the work.
- 10 75% of you think we are good at keeping you informed, 9% don't. The rest think we are neither good nor bad.

# The year in figures

How we performed during the year is just as important as the results of our STATUS survey. You can read the key figures for the last quarter in every edition of Buzz. These are the results for the whole of 2008/09.

- \* It took us an average of **43** days to re-let an empty property.
- \* Our rent arrears were **5.39%**.
- \* We received **394** stage one complaints, of which **291** were dealt with on time. We received **43** stage two complaints, of which **22** were dealt with on time.
- \* We made **6,142** repair appointments.
- \* We managed to complete **76.5%** of repairs first time.
- \* At the end of the year **96.6%** of homes had a valid gas safety certificate.
- \* We answered **45,255** telephone calls.
- \* We dealt with **63** anti-social behaviour cases. Noise, verbal abuse and misuse of communal areas were the most common complaints.
- \* We let **71** new one bedroom homes, **31** two bed roomed homes and **11** new homes with three or more bedrooms.
- \* **47.3%** of these were to white British and other white groups, **33.1%** were to black British, Caribbean or African groups, **8.8%** were to people of mixed race, **10.1%** were to Asian people and **0.7%** were to Chinese or other.

## What you say matters

Thank you to the 111 of you who took part in our SBHG motor home tour in March. During the tour we were asking you about the services you think are most important. We fed this information back to the Tenant Services' Authority (TSA) as part of the National Conversation. The TSA received 27,000 questionnaires. They have now released the top results:

- **81%** of tenants think repairs and maintenance is the top issue that landlords should get right.
- **76%** of tenants say they're satisfied with their landlords. Some **13%** are not satisfied at all.
- **77%** of tenants consider choice is important for repairs and maintenance.
- Repairs and maintenance, reasonable and affordable rent, keeping homes up to date and in decent condition, dealing with anti-social behaviour, and enforcing standards should be key priorities for the TSA and Government.

# 10 Top ten actions

We always want to hear when we do things well and what we could do better. Here are some of the things we're doing differently after you told us about them.

- 1** We launched our new service standards after consultation with you. These set out service levels in all the areas you tell us are most important.
- 2** We offer more flexible opening times at our Essex Place Square head office. On Wednesdays we're open from 8.30am to 6.30pm. Our repair line **0800 0742130** is open 24 hours a day, seven days a week.
- 3** We have a brand new website at **www.sbhg.co.uk** with more information. For instance you can look up your neighbourhood officer, find out about events and report a repair.
- 4** We've launched a freephone customer services number **0800 9170839**. Calling 0800 numbers can be expensive from a mobile, so you can still call **020 8996 4200**.
- 5** We set aside more money to carry out aids and adaptations after you told this was important to you. We carried out more than 80, totalling £500,000.
- 6** We work with Hammersmith and Fulham Action on Disability to help you get all the benefits you're entitled to. 55 of you are now collectively £773 a week better off. We also helped you secure £8,167 in back payments.
- 7** We made sure we are really listening to you by introducing new and easier ways for you to talk to us. These included two Big Conversations where we visit you in your homes and our SBHG motor home tour of west London in March.
- 8** We tell you how we act on your complaints, learning as much from them as possible. In every edition of Buzz, we tell you some of the things we do differently as a result of your complaints.
- 9** We now offer greater flexibility for repairs. This includes our service offering evening appointments and reminding you by text or phone the day before your appointment.
- 10** We have more staff on the Domus repairs' desk so we answer calls quicker. This is helping drive up your satisfaction levels with our repairs service.

# Day in the life of... **Orville Anderson**

## Project manager for the InComE project

### 09:00

I visit a tenant and talk to him and his family about the InComE project and how it reduces overcrowding by helping younger people move into their own home. InComE stands for Independence Accommodation and Employment. I tell him about the opportunity to enter training and find work through an apprenticeship or Train to Gain. This could lead to his own place while he's training and we'll also help him live independently once his training is complete.

### 11:00

I get a phone call about a construction apprenticeship at the Olympic site. I contact people who might be eligible. I speak to training providers for an update on people being supported with their CVs, interview skills and other work preparation. I also discuss help for those lacking basic skills and not ready for an apprenticeship.

### 13:00

I update local councils as this project is open to any resident living in seven west London boroughs. I remind them we work with clients who don't want to leave home, but still want help getting an apprenticeship.



Orville Anderson

### 14:00

A tenant comes in who recently took a skills' assessment. He's done really well and will be put forward for opportunities, making him one step closer to gaining new qualifications and having his own place. I ask him to tell his friends about the InComE project.

### 16:00

Great news - a tenant phoned to say she's been given an interview. After checking if she has any concerns, I refer her to a support advice worker for full interview preparation. I wish her good luck and ask her to let me know how it went. It's really satisfying to see the difference my work makes.

**If you are over 18, unemployed and live in overcrowded accommodation, please call me for a chat about the InComE project.**

**Tel: 020 8996 4283 or 07973 283078**

**Email: [income.project@sbhg.co.uk](mailto:income.project@sbhg.co.uk)**

## Your surveyors

Surveyors assess more complex repair and maintenance work in your home. They instruct our contractors and inspect completed work. If you need a repair, call **0800 0742130**.

**Mark Aluko** Responsive maintenance manager  
T: 020 8996 4252 M: 07815 857531  
E: [mark.aluko@sbhg.co.uk](mailto:mark.aluko@sbhg.co.uk)

**Kenneth Benjamin** Maintenance surveyor  
T: 020 8996 4278 M: 07824 895781  
E: [kenneth.benjamin@sbhg.co.uk](mailto:kenneth.benjamin@sbhg.co.uk)

**Craig White** Maintenance surveyor  
T: 020 8996 4254 M: 07795 450679  
E: [craig.white@sbhg.co.uk](mailto:craig.white@sbhg.co.uk)

**Isabel Daddey** Assistant maintenance surveyor  
T: 020 8996 4236 M: 07976 309858  
E: [isabel.daddey@sbhg.co.uk](mailto:isabel.daddey@sbhg.co.uk)

**Sarah Edwards** Assistant maintenance surveyor  
T: 020 8996 4251 M: 07973 143489  
E: [sarah.edwards@sbhg.co.uk](mailto:sarah.edwards@sbhg.co.uk)

**Michael Pichowicz** Building surveyor  
T: 020 8996 4241 M: 07976 311952  
E: [michael.pichowicz@sbhg.co.uk](mailto:michael.pichowicz@sbhg.co.uk)

**Subir Soornack** Reinvestment surveyor  
T: 020 8996 4763 M: 07827 282123  
E: [subir.soornack@sbhg.co.uk](mailto:subir.soornack@sbhg.co.uk)



Football crazy kids

## Children go football crazy

We ran a daily summer football camp with Active Planet on our Townmead estate in Fulham. Up to 30 children went along each day.

On Friday 28 August the children took part in a tournament at Brunel University with other children from west London.

Jane Sheehan, our Intouch officer, said: "We've run the football club for two years and the children absolutely love it. They make new friends, play football and learn a lot from the coaches. Many of the children who took part last year returned this year."

## Get up and go

Residents at Elizabeth Barnes Court, one of our sheltered housing schemes, have set up a social club called 'EBC Get Up and Go.'

Residents will take part in social activities such as trips out and training as well as discussing housing issues.

Members of the club and Sorki Cassidy, sheltered scheme officer, raised £500 at a summer fete.

Some of this money was used on a free day trip to Brighton. They also donated £50 to the local safer neighbourhood team who did a triathlon to raise money for the NSPCC.

## Stay healthy

With winter on its way, our community dietician Sally Poon offers some tips for eating healthily and economically.

Root vegetables are packed with vitamins and minerals which help strengthen our immunity. They are perfect for making soups, stews and casseroles and to have with roast meats.

Fresh produce is not readily available or can be expensive during winter. Try frozen vegetables instead as they can be just as nutritious as fresh.

Enjoy a hearty bowl of split pea or lentil soup on a winter day. Pulses and beans are rich in protein and fibre, which help promote growth and improve bowel function.



**Sally Poon** Community dietician

Turkey is rich in protein which promotes our brain to make the body's happy chemical – serotonin. But don't eat the skin because it is high in fat.

Avoid too much alcohol. If you're celebrating, alternate your alcoholic drinks with non-alcoholic ones such as diet soft drinks, juices or water.

We have a team of health trainers offering advice on healthy living. To find out more please call **020 8846 6464**.

# Inspirational design

One of our newest developments featured in London's Open House weekend in September. Open House is a showcase of excellent architecture in the capital and our development ranked alongside buildings such as the Royal Naval College in Greenwich.

The architects gave tours and visitors had a chance to visit an apartment. Morris House is a converted car parts warehouse, in Acton.

## New homes

We recently completed a new development at Haydock Avenue in Northolt. It offers 37 rental properties and five shared ownership properties.

We have already let 20 rental properties and are waiting for more nominations from Ealing Borough Council.

The gated development has landscaped gardens and an on-site car club.

## Leaseholder news

### New leaseholder manager

To increase satisfaction and improve services we have a new leaseholder manager, Deborah Viljoen, who has 15 years experience in housing. She said: "I look forward to open communication with leaseholders and transparency on the issues. We're committed to driving up the standards in services and clearing up disputes over service charges."



Deborah Viljoen

### Leaseholder survey

Thank you to the 158 of you who responded to our 2009 leaseholder survey. They key findings were given at your last forum on 14 October. We've already introduced some new services to address issues raised.

As nearly 20% were unhappy with estate services, we now carry out quarterly reports on all communal repairs and cleaning. We now have an email for repairs and maintenance enquiries, [property.info@sbhg.co.uk](mailto:property.info@sbhg.co.uk)

We are pleased that over 40% felt you had to contact us infrequently but where you have raised questions we will address these.

### Forum update

At the July leaseholder forum leaseholders were concerned with property values. Staff explained about how SBHG values properties, remortgages and staircasing. We now offer £400 to cover legal fees for leaseholders who want to buy more shares in their property. Please call **020 8996 4778** or email [mina.honarikar@sbhg.co.uk](mailto:mina.honarikar@sbhg.co.uk)  
The next leaseholder forum is on Wednesday 13 January 2010.



Jane and residents

# Dear Jane ...

Jane is our principal officer for [intouch@sbha](mailto:intouch@sbha).

If you've got a question, she'll be happy to answer.

Q

Dear Jane

I recently received a letter advising me that I need a parking permit. My neighbour tells me this is something SBHA has just introduced and she doesn't want it. I don't think it's new and I want controlled parking. What happens now?

A

You're correct; this isn't new. It is our policy to have controlled parking on our estates because of problems with non residents parking on estates.

Residents who moved in recently may believe that this is new as we've not enforced it for 12 months because we weren't happy with our previous contractor. Working with our tenant monitors, we interviewed enforcement contractors and found the right contractor.

We've had a mixed response. Some residents say they don't want controlled parking and others say it is important.

We're keen everybody gets the opportunity to express their views. On estates where residents have objected, we are carrying out a consultation.

Each resident will receive a consultation document. The decision will be based on the majority view.

Q

Dear Jane

I had a leak from my washing machine; the ground floor completely flooded. Thanks to advice from your customer services team I had home insurance and the damage was covered. Is it compulsory for residents to have contents insurance?

A

What a nightmare! I'm so pleased you had insurance and have had the damage repaired. It is not compulsory for our residents to have insurance but we do encourage it.

Unfortunately, despite our advice and the tenancy agreement, many residents feel it is our responsibility to repair damage. This is not the case; it's the individual's responsibility.

When times are hard it is easy to give up insurance to make savings. But in the end, it's very costly if accidents happen.

Our customer services team can give you the details of a home insurance company recommended by the National Housing Federation. We are also looking for new insurance companies that offer full protection and are good value.

Thank you for letting us know about your recent experience. I hope it will encourage others to get insurance.

Contact Jane on 020 8996 4226 or email [jane.sheehan@sbhg.co.uk](mailto:jane.sheehan@sbhg.co.uk)

# Money blues?

As the summer draws to a close, you may be thinking how much money you spent over the summer and wondering how you're going to meet your rent and other financial commitments.

Your income officer is here to help. If you have fallen behind with your rent, please contact your income officer as soon as possible. They will be able to provide you with basic debt advice and may be able to make a reasonable repayment agreement with you.

If you need further debt advice we can refer you to an independent debt advice agency. These debt advice agencies are listed on the back of your rent statement.

If you are finding it difficult to meet financial commitments, please do not ignore the problem. This will result in the problem escalating which could lead to you losing your home.

# Honeypot winner

Our latest Honeypot winner Pauline Rankin of Bailey Court, Shepherds Bush received £250 in Tesco vouchers.

For you to be in with a chance of winning this prize you need to do three things: pay your rent on time, have had your annual gas safety check and ensure that you have no outstanding issues that would affect your tenancy.

Each month a draw is made and checks completed on the resident and the lucky winner gets vouchers.

You said

"We want to know about surveyors"



We did

Surveyors details are now in Buzz

## Income officers

Income officers deal with rent issues

### Graham Wells **Income manager**

Telephone: 020 8996 4273  
Mobile Phone: 07720 597618  
Email: graham.wells@sbhg.co.uk

### Heather Rawlins **Income officer**

Postcode Areas: W6 & W14  
Telephone: 020 8996 4272  
Mobile Phone: 07500 608789  
Email: heather.rawlins@sbhg.co.uk

### Huma Siddiqui **Income officer**

Postcode Areas: SW6, HA4 & UB3  
Telephone: 020 8996 4269  
Mobile Phone: 07976 313305  
Email: huma.siddiqui@sbhg.co.uk

### Eileen Onumonu **Income officer**

Postcode Areas: W3, W11, W12, UB2, UB5 & SW5  
Telephone: 020 8996 4270  
Mobile Phone: 07500 123890  
Email: eileen.onumonu@sbhg.co.uk

### Peter Evans **Income officer**

Postcode Areas: W2, W3, W4, W5, W7, W10, W13, NW, TW, UB1, UB2, UB5, UB6, KT, HAO, HA9, SW1  
Telephone: 020 8996 4260  
Mobile Phone: 07824 895779  
Email: peter.evans@sbhg.co.uk

### Roberta Henderson **Income officer**

All temporary accommodation enquiries  
Telephone: 020 8996 4268  
Mobile Phone: 07970 512985  
Email: roberta.henderson@sbhg.co.uk

### Mina Barton **Income officer**

All leaseholder enquiries  
Telephone: 020 8996 6665  
Email: mina.barton@sbhg.co.uk

Please call if you have any problems with paying your rent.

# Neighbourhood officers

## Brian Butler

Neighbourhood manager

T: 020 8996 4224 M: 07808 943 405

E: brian.butler@sbhg.co.uk

## Deborah Viljoen

Leasehold manager

T: 0208 996 4258 M: 07811 352 081

E: deborah.viljoen@sbhg.co.uk

## Leaseholder neighbourhood officers (also rented homes in the same developments)

### Sandra Madueke

T: 020 8996 4232

M: 07811 349 815

E: sandra.madueke@sbhg.co.uk

Townmeadow      Townmead  
Goat Wharf      Kelway House  
Rowntree Road      Old Fire Station  
Holland Gardens      Maison Rouge  
Savera Close

### Andre Dada

T: 020 8996 4248

M: 07970 051 548

E: andre.dada@sbhg.co.uk

Puffin Court      Windmill Court  
William Perkin Court      Greenacres  
Pelham Place      Nicoll Road  
Central West      Boddington Court  
Acock Grove      Lakeside Road  
Haydock Avenue      Issigonis House  
Morris House

## Neighbourhood officers for our estate properties

### Saima Saifie

T: 020 8996 4238

M: 07828 821754

E: saima.saifie@sbhg.co.uk

Falcon Close  
Griffin Court  
St Thomas Road  
Langton House  
Greenlawn Lane  
Osier Court  
Rajgeer Court  
Beattie Close  
Chandler Court  
Hopes Close  
Silverbirch Court  
Turnpike Way  
Rawsthorne Court  
Angell House

### Lorraine Seatle

T: 020 8996 4230

M: 07811 349 819

E: lorraine.seatle@sbhg.co.uk

Samuels Close  
Wilfred Wood Court  
Clandon Court  
Auriol House  
Evelyn House  
Cotton House  
Northcroft  
Bailey Court  
Raleigh Court  
Hilary Court  
Parnell Close  
Glenthorne Road  
Craft Court  
Old Vicarage

### Nyomi Alexander

T: 020 8996 4227

M: 07815 857 532

E: nyomi.alexander@sbhg.co.uk

Pembridge Gardens  
Westbourne House  
Clifford Haigh  
Twynholm Mansions  
St Marks Close  
Wyford Road  
Williams Close  
Pulton Place  
Granville Place  
Gurnell Grove  
Midwinter Court  
Pearscroft  
Lea Court  
Sandalwood Drive

If you live in temporary accommodation please call Matthew Benson on **020 8996 4234**.

If you live in a street property and have a general enquiry please call **020 8996 4222**.

For anti-social behaviour issues call Anissa Uddin on **020 8996 4235**.

## Customer services

Essex Place Square, Chiswick

**Freephone 0800 9170839**

**www.sbhg.co.uk**

**Monday & Tuesday**

**9:00 – 5:00**

**Wednesday**

**8.30 – 6.30**

**Thursday & Friday**

**9:00 – 5:00**