

# Lambeth Housing Partnership

## Contact Book Directory

(Registered Providers & Council Contacts)

Feb 2025

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Info on changes – Role changes

Updated by: Shujah Iqbal, Housing Liaison & Partnership Manager /Linda Oginni Head of Housing Partnerships

For enquiries contact - [housingpartnership@lambeth.gov.uk](mailto:housingpartnership@lambeth.gov.uk)



# Contact Book Directory Guidance

## How to use this contact book

Thank you for your interest in this resource. This contact book directory is intended for use by Council Officers, Members, and Registered Provider partner organisations for the purpose of enhancing communication and collaboration among services and teams.

We ask that you please do not share this resource with the general public.

If you have any questions or concerns about the contact book directory, please feel free to send an email to [housingpartnership@lambeth.gov.uk](mailto:housingpartnership@lambeth.gov.uk)

## Examples of who this information can be shared with:

- Lambeth Council Internal Staff
- Lambeth Councillors
- Lambeth Housing Partnership Member Organisations – Ekaya, Hyde, L&Q, MTVH, Sovereign Network Group, SW9 Community Housing, Notting Hill Genesis, Southern Housing, Peabody, The Guinness Partnership, Wandle

Please note that this directory is regularly updated to reflect role changes and additions.

Please send a request to [housingpartnership@lambeth.gov.uk](mailto:housingpartnership@lambeth.gov.uk) if you would like to be added to the mailing list.

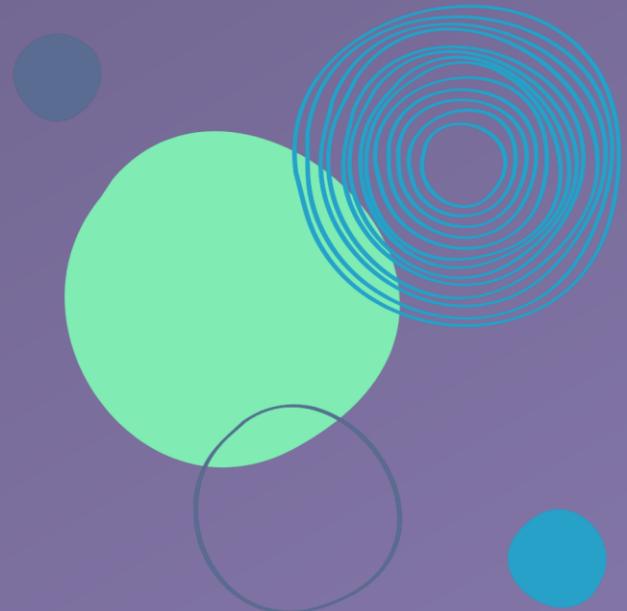


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Lambeth

# Lambeth Council Services and Leads



## How to access our services

The best way to access all Lambeth Council services is through our website <https://www.lambeth.gov.uk/>

Additionally, for news and blog posts, you can visit our website <https://love.lambeth.gov.uk/>

## Cost of living, money and debt support for residents

Support is available from the council, local charities, and community groups <https://www.lambeth.gov.uk/community-solutions/cost-living-money-debt>

## Support for vulnerable residents

Anyone who is vulnerable, cannot easily use the phone or website and needs to access one of the following services:

- Accessible Transport, i.e. Blue Badges, and Taxi Cards
- Benefits and Council Tax Support
- Housing Advice, for those at risk of being made homeless
- Council housing rents and income
- School admissions
- Adult and Children's Social Services
- Council Tenancy enquiries

Residents can book appointments using the [Customer Service Centre face-to-face support service](#) to use online services themselves, or to obtain face-to-face support with council staff (who can also scan documents for them).

The Lambeth Customer Centre is at the Lambeth Civic Centre, 6 Brixton Hill, London, SW2 1EG, it is open from 9am till 5pm, Monday-Friday and can be called **0207 926 1000**.

In addition, residents can also visit their local library if they need help and support with completing forms.

# Lambeth Council Services

## Main Switchboard

020 7926 1000

## Accessible transport

Travel permits and help with transport  
<https://www.lambeth.gov.uk/streets-roads-transport/travel-permits-help-with-transport>  
020 7926 7777  
accessibletransport@lambeth.gov.uk

## Adult Social Care and Health

Adult social care and health  
[www.lambeth.gov.uk/adult-social-care-and-health](http://www.lambeth.gov.uk/adult-social-care-and-health)  
020 7926 5555  
AdultSocialCare@lambeth.gov.uk

## Benefits and Support

Register Office  
[www.lambeth.gov.uk/about-council/contact-us/contact-details/benefits](http://www.lambeth.gov.uk/about-council/contact-us/contact-details/benefits)  
034 5302 2312  
benefitsinfo@lambeth.gov.uk

## Births, death, marriages and civil partnership

Register Office  
[https://www.lambeth.gov.uk/about-council/contact-us/contact-details/-register-office](http://www.lambeth.gov.uk/about-council/contact-us/contact-details/-register-office)  
020 7926 9420  
registeroffice@lambeth.gov.uk

## Building Control

Building Control  
[www.lambeth.gov.uk/planning-and-building-control](http://www.lambeth.gov.uk/planning-and-building-control)  
020 7926 9000  
020 7926 1150  
buildingcontrol@lambeth.gov.uk

## Business rates and licensing

Business rates and licensing  
[https://www.lambeth.gov.uk/business-services-rates-and-licensing](http://www.lambeth.gov.uk/business-services-rates-and-licensing)  
020 8315 2255  
businessrates@lambeth.gov.uk

## Children and Young People Mental Health Service (CAMHS)

[www.lambeth.gov.uk/CAMHS](http://www.lambeth.gov.uk/CAMHS)  
020 3228 7370

## Children, young people and families

[www.lambeth.gov.uk/children-young-people-and-families](http://www.lambeth.gov.uk/children-young-people-and-families)  
020 7926 5555

## Council Tax

<https://www.lambeth.gov.uk/council-tax>  
0345 302 2312  
counciltax@lambeth.gov.uk

## Community Hubs

Community hubs  
[https://www.lambeth.gov.uk/your-community/get-involved/community-groups-projects/community-hubs](http://www.lambeth.gov.uk/your-community/get-involved/community-groups-projects/community-hubs)

- Carnegie Hub
- High Trees Community development Lambeth Accord – We are 336
- Minet Hub
- Slade Gardens Adventure Playground
- Stockwell Hub
- Woodlawn Hub

## Educational Psychology Service

Educational psychology service  
[https://www.lambeth.gov.uk/lambeths-send-local-offer/im-parent-or-carer/specialist-send-support-services/educational-psychology-service](http://www.lambeth.gov.uk/lambeths-send-local-offer/im-parent-or-carer/specialist-send-support-services/educational-psychology-service)  
020 7926 9658  
Leps@lambeth.gov.uk  
07392277520



# Lambeth Council Services

## **Elections and Council**

<https://www.lambeth.gov.uk/voting-elections>  
020 7926 2254  
electoralservices@lambeth.gov.uk

## **Events Team**

[www.eventlambeth.co.uk](http://www.eventlambeth.co.uk)  
020 7926 6207  
Events@lambeth.gov.uk

## **Every Pound Counts**

<https://www.lambeth.gov.uk/benefits-financial-support/benefits-advice-services>  
020 7926 5555  
EveryPoundCounts@lambeth.gov.uk

## **Families Information Service directory**

[www.lambeth.gov.uk/fis-directory](http://www.lambeth.gov.uk/fis-directory)  
020 7926 9558  
fis@lambeth.gov.uk

## **Film Office**

<https://film.lambeth.gov.uk>  
020 7926 5489  
filming@lambeth.gov.uk

## **Food Safety**

[www.lambeth.gov.uk/business-rates-services-licensing/food-hygiene-standards/contact-food-health-safety-team](http://www.lambeth.gov.uk/business-rates-services-licensing/food-hygiene-standards/contact-food-health-safety-team)  
020 7926 6110  
foodhealthandsafety@lambeth.gov.uk

## **Freedom of Information Enquiries**

[HMFOI@lambeth.gov.uk](mailto:HMFOI@lambeth.gov.uk)

## **Health and Safety**

020 7926 6109  
[healthandsafety@lambeth.gov.uk](mailto:healthandsafety@lambeth.gov.uk)

## **Home Ownership Services**

<https://lambeth.gov.uk/housing/homeowners>  
020 7926 1116  
[HMHomeownership@lambeth.gov.uk](mailto:HMHomeownership@lambeth.gov.uk)

## **Housing (LBL)**

<https://lambeth.gov.uk/housing/finding-home/social-housing/contact-lambeth-housing>  
020 7926 6000

## **Housing Repairs and Rents**

[www.lambeth.gov.uk/council-tenants-and-homeowners/tenants](http://www.lambeth.gov.uk/council-tenants-and-homeowners/tenants)  
0207 9926 6000

## **Housing Advice**

<https://lambeth.gov.uk/housing/finding-home/homelessness-prevention-housing-advice>

- Contact the Housing Advice team
- Rough Sleepers
- Find private rented housing
- Moving because of a relationship breakdown
- Domestic Violence or Abuse
- Apply for Council and Social Housing
- Housing Benefit and Council Tax Support
- Eviction by private landlord, council or Housing Association
- Asked to move out by friends or family
- Universal Credit
- Day Centres for Rough Sleepers
- Day centres for rough sleepers
- Duty to refer - people at risk of homelessness

Residents can contact the Housing Advice team to make a homelessness application  
020 7926 4200 (9am - 5pm, Mon - Fri).  
[housingadvice@lambeth.gov.uk](mailto:housingadvice@lambeth.gov.uk)

## **Housing Support Team**

020 7926 6399  
[Welfaresolutions@lambeth.gov.uk](mailto:Welfaresolutions@lambeth.gov.uk)



# Lambeth Council Services

## Library resources

[www.lambeth.gov.uk/libraries](http://www.lambeth.gov.uk/libraries)  
020 7926 0750  
libraries@lambeth.gov.uk

## Licensing

[www.lambeth.gov.uk/business-services-rates-and-licensing](http://www.lambeth.gov.uk/business-services-rates-and-licensing)  
020 7926 6108  
licensing@lambeth.gov.uk

## Noise Nuisance, pollution and anti-social behaviour

[www.lambeth.gov.uk/noise-nuisance-pollution-and-anti-social-behaviour](http://www.lambeth.gov.uk/noise-nuisance-pollution-and-anti-social-behaviour)  
020 7926 5000

## Parenting Support

[www.lambeth.gov.uk/parenting](http://www.lambeth.gov.uk/parenting)  
07547 805 700  
parenting@lambeth.gov.uk

## Parking Services

[www.lambeth.gov.uk/parking-transport-and-streets](http://www.lambeth.gov.uk/parking-transport-and-streets)  
0207 926 9000  
environment@lambeth.gov.uk

## Pest Control

<https://lambeth.gov.uk/pest-control-services>  
020 7926 8860  
pestcontrol@lambeth.gov.uk

## Planning and building control

[www.lambeth.gov.uk/planning-and-building-control](http://www.lambeth.gov.uk/planning-and-building-control)  
020 7926 1180  
planning@lambeth.gov.uk

## Pollution and Noise

<https://lambeth.gov.uk/noise-nuisance-anti-social-behaviour-and-safety>  
Night-time telephone: 020 7926 5999  
Day-time telephone: 020 7926 6111  
noise@lambeth.gov.uk

## Public Protection, Assurance and Regulatory Services

020 7926 5000  
PPARS@lambeth.gov.uk

## Rents Team

020 7926 8790  
RentsTeam@lambeth.gov.uk

## Resident Engagement (Get Involved)

Lambeth 500+  
Tenant and Residents Association  
The Getting Involved Grant

020 7926 3401  
gettinginvolved@lambeth.gov.uk

## Rubbish and Recycling

[www.lambeth.gov.uk/rubbish-and-recycling](http://www.lambeth.gov.uk/rubbish-and-recycling)  
020 7926 9000  
streetcarecallcentre@lambeth.gov.uk

## Scrutiny

scrutiny@lambeth.gov.uk

## School Admissions

[www.lambeth.gov.uk/school-admissions](http://www.lambeth.gov.uk/school-admissions)  
0207 926 9053  
CSCadmissions@lambeth.gov.uk



# Lambeth Council Services

## **SEND Support**

<https://www.lambeth.gov.uk/lambeths-send-local-offer>  
020 7926 9460  
sendsupport@lambeth.gov.uk

## **Tenancy Sustainment and Support Service**

<https://www.lambeth.gov.uk/get-assistance-with-your-private-sector-tenancy>  
020 7926 0020  
TSTenquiries@lambeth.gov.uk

## **Temporary Accommodation**

**0207 926 9109**  
[temporaryaccommodation@lambeth.gov.uk](mailto:temporaryaccommodation@lambeth.gov.uk)

## **Trading Standards**

[www.lambeth.gov.uk/business-services-rates-and-licensing/food-safety/trading-standards-guide](https://www.lambeth.gov.uk/business-services-rates-and-licensing/food-safety/trading-standards-guide)  
020 7926 5000  
tradingstandards@lambeth.gov.uk

## **Volunteering**

<https://volunteer.lambeth.gov.uk/volunteers/search>

## **Young Peoples Information**

<https://www.lambeth.gov.uk/children-young-people-families/young-peoples-support>

# Lambeth Council Leads

## Aids and Adaptations

Menna Bond  
HIA Manager  
MBond@lambeth.gov.uk  
020 7926 4445

**Team inbox**  
hiacaseofficers@lambeth.gov.uk

## Allocations

Debbie Wilson  
Allocations & Verifications Team Manager  
(Permanent Lets only)  
Dwilson@lambeth.gov.uk  
0207 926 4251

## Building Control Lead

Nitesh Pankhania  
Assistant Director, Building Control  
NPankhania@lambeth.gov.uk  
020 7926 8728

## CCTV Lead

Solly Brown  
CCTV Operations Manager  
SBrown@lambeth.gov.uk  
020 7926 3976

## Community Safety (Safer Lambeth)

Trevor East  
Community Safety Partnership Manager  
TEast@lambeth.gov.uk  
0207 926 6065

## Domestic Abuse Housing Lead

Jacqueline Cardenas-Mena  
Women's Housing Navigator  
Jcardenas2@lambeth.gov.uk  
0207 926 3175

## Estate Services Lead

Linda Elliott  
Head of Estate Services  
LElliott@lambeth.gov.uk  
0207 926 1878

## Estate Renewal and New Homes

Luke Parker  
AD Housing Delivery  
LParker2@lambeth.gov.uk  
020 7926 4141

## Environmental Services

Cormac Stokes  
Head of Waste and Cleansing Services  
CStokes@lambeth.gov.uk  
020 7926 0528/ 07976 490081

## Fraud Lead

Michael O'Reilly  
Counter Fraud Manager  
Moreilly2@lambeth.gov.uk  
0207 926 2993

## Homeless Prevention Lead

Oluwatoyin Ogunyemi  
Homeless Prevention Service Manager  
OOgunyemi@lambeth.gov.uk  
0207 926 3189

## Housing Partnerships Lead

Linda Oginni  
Head of Housing Partnerships  
loginni@lambeth.gov.uk  
0207 926 9311

## Housing Welfare Advice Lead

Lionel Ighodaro  
Housing Support Team Manager  
Lighodaro@lambeth.gov.uk  
0207 926 7982

## Income Maximisation

Daniel Day  
Head of Income Maximisation  
dday@lambeth.gov.uk



**Main contact for housing enquiries**

0207 926 6000  
<https://beta.lambeth.gov.uk/>

## Complaints

[complaints@lambeth.gov.uk](mailto:complaints@lambeth.gov.uk)  
020 7926 9694

# Lambeth Council Leads

## Neighbourhoods and Repairs Leads

Anna Tran  
Head of Neighbourhood (North Area)  
*Clapham, Stockwell and Vassall*  
Atran@lambeth.gov.uk  
0207 926 4113

Tunde Akinyooye  
Head of Neighbourhood (South Area)  
*Brixton, Streatham, Tulse Hill, Norwood*  
takinyooye@lambeth.gov.uk  
0207 926 9662

## Parking and Highways Enforcement

*Littering, dog fouling, skips, scaffolding, school crossing, patrols, abandoned vehicles, parking fraud investigations*

Jonathan Pook  
Head of Parking  
jpoock@lambeth.gov.uk  
0207 926 2823

Ashley Brandon  
Parking Operations Manager  
*Parking fraud investigations*  
abrandon@lambeth.gov.uk  
0207 926 6695

Tom Gallagher  
Highways Enforcement & Licensing Manager  
tgallagher@lambeth.gov.uk  
0207 926 3232

## Planning Enquiries

Kiri Shuttleworth  
Head of Development Management  
kshuttleworth@lambeth.gov.uk  
020 7926 6931

## Prevention of Counter Terrorism

Rupert Sutton  
Prevent Programme Manager  
RSutton@lambeth.gov.uk  
020 7926 7025

## Private Rented Sector Lead

Junior Omo-Idahosa  
Private Sector Solutions Team Manager  
jaomo-idahosa@lambeth.gov.uk  
020 7926 0047

## Public Protection (Strategic Partnerships)

Robert Harper  
Head of Strategic Partnerships  
RHarper@lambeth.gov.uk  
0207 926 3030

## Repairs and Maintenance Services Lead

Barry Montgomerie  
Head of Repairs  
BMontgomerie@lambeth.gov.uk

## Resident Involvement

Muhem Miah  
Neighbourhood Working & Engagement Coordinator  
MMiah@lambeth.gov.uk  
0207 926 7504

Sandra Evangelista  
Neighbourhood Working & Engagement Coordinator  
Sevangelista@lambeth.gov.uk



# Lambeth Council Leads

## Safeguarding Adults and Mental Health

### Referrals

Raise safeguarding concerns online

Lambeth Safeguarding Adults Board website

safeguardingadults@lambeth.gov.uk (advice only – not a referral point)

## Sheltered Housing

Peter Mokogwu

Sheltered Housing Service Manager

PMokogwu@lambeth.gov.uk

0207 926 1740

## Single Point of Access (SPA)- Lambeth Together

Contact SPA if you are worried about a Lambeth resident's mental health and they need more support than their GP can provide.

LambethSPAReferrals@slam.nhs.uk

0800 090 2456 (Mon - Fri 9am to 5pm).

The service helps adults aged 18 to 65 to get the right mental health support. Self –referrals can be made too.

## TA/Accommodation Services Lead

Ode Ogwu

Temporary Accommodation Team Manager

OOgwu@lambeth.gov.uk

## Tenancy Enforcement/ ASB

Margaret Akinso

Head of Tenancy Enforcement

Makinso@lambeth.gov.uk

0207 926 4334

## Street Cleaning, Refuse Collection, Graffiti Removal

Tom Lawrence

Contract Manager - Serco

tlawrence@lambeth.gov.uk

0207 926 0931

## Street Cleansing

Doug Perry

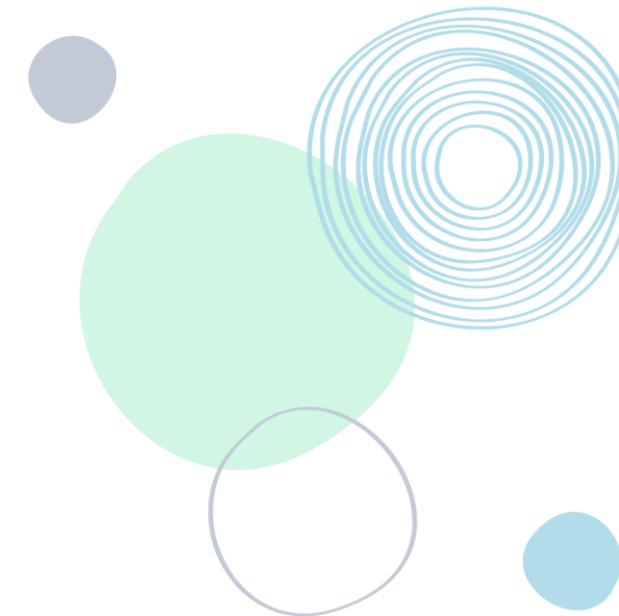
AD Waste Management, Cleansing & Ancillary Services

dperry@lambeth.gov.uk

0207 926 1255

## Youth and Young Adult Coordinator

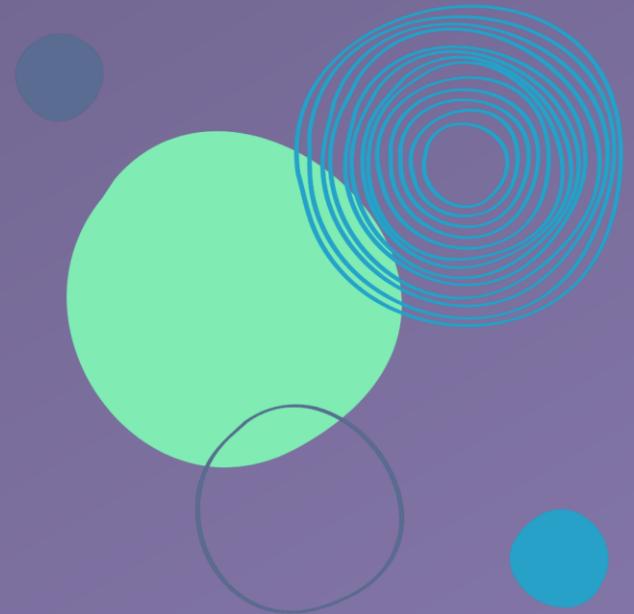
Vacant





Lambeth

## Councillors and Cabinet Member Portfolios



### Cabinet

Cllr Claire Holland **Leader of the Council**

Cllr Danny Adilypour,  
**Deputy Leader of the Council**  
**& Cabinet Member for Planning Strategy, Investment & Housing Delivery**

Cllr Rezina Chowdhury,  
**Deputy Leader of the Council**  
**& Cabinet Member for Sustainable Lambeth & Clean Air**

Cllr Donatus Anyanwu,  
**Cabinet member for Stronger Communities**

Cllr David Amos  
**Cabinet Member for Finance**

Cllr Jacqui Dyer & Cllr Tim Windle (job share)  
**Cabinet Members for Healthier Communities**

Cllr Fred Cowell & Cllr Nanda Manley-Browne (job share)  
**Cabinet Members for Equalities, Governance & Change**

Cllr Mahamed Hashi  
**Cabinet Member for Safer Communities**

Cllr Ben Kind  
**Cabinet Member for Children & Families**

Cllr Marcia Cameron  
**Cabinet Member for Economic Inclusion**

### Deputy Cabinet Members

Cllr David Bridson  
**Planning Strategy, Investment & Housing Delivery**

Cllr Issa Issa  
**Planning Strategy, Investment & Housing Delivery**

Cllr Saleha Jaffer  
**Stronger Communities**

Cllr Irfan Mohammed  
**Economic Inclusion**

### Policy leads

Cllr Tina Valcarcel  
**Policy Lead for Disabilities;** reporting to Councillor Fred Cowell and Councillor Nanda Manley-Browne

Cllr Verity McGivern  
**Policy Lead for Age-friendly Lambeth;** reporting to Cllr Jacqui Dyer & Cllr Tim Windle

Cllr Ibtisam Adem  
**Policy Lead for Sanctuary Seekers and Migrants;** reporting to Cllr Jacqui Dyer & Cllr Tim Windle

## List of Councillors and their wards

|                                    |   |  |  |
|------------------------------------|---|--|--|
| Brixton Acre Lane                  | Cllr Sarbaz Barznji (Labour)<br><a href="mailto:SBarznji@lambeth.gov.uk">SBarznji@lambeth.gov.uk</a>  | Cllr David Bridson (Labour)<br>Deputy - Planning Strategy, Investment & Housing Delivery<br><a href="mailto:dbridson@lambeth.gov.uk">dbridson@lambeth.gov.uk</a> | Cllr Maria Kay (Labour)<br><a href="mailto:mkay@lambeth.gov.uk">mkay@lambeth.gov.uk</a>  |
| Brixton North                      | Cllr James Bryan (Labour)<br>Deputy Chief Whip<br><a href="mailto:JBryan@lambeth.gov.uk">JBryan@lambeth.gov.uk</a>  | <b>Mayor Cllr John-Paul Ennis (Labour)</b><br><a href="mailto:JEnnis1@lambeth.gov.uk">JEnnis1@lambeth.gov.uk</a>   | Cllr Nanda Manley-Browne (Labour)<br>Cabinet Member for Equalities & Corporate Resources (job share)<br><a href="mailto:nmanleybrowne@lambeth.gov.uk">nmanleybrowne@lambeth.gov.uk</a> |
| Brixton Rush Common                | Cllr Marcia Cameron (Labour)<br>Cabinet Member for Economic Inclusion<br><a href="mailto:mcameron@lambeth.gov.uk">mcameron@lambeth.gov.uk</a>                     | Deputy Mayor Cllr Adrian Garden (Labour)<br><a href="mailto:agarden@lambeth.gov.uk">agarden@lambeth.gov.uk</a>   | Cllr Ben Kind (Labour)<br>Cabinet Member for Children and Families<br><a href="mailto:bkind@lambeth.gov.uk">bkind@lambeth.gov.uk</a>   |
| Brixton Windrush                   | Cllr Donatus Anyanwu (Labour)<br>Cabinet Member for Stronger Communities, Leisure & Sport<br><a href="mailto:danyanwu@lambeth.gov.uk">danyanwu@lambeth.gov.uk</a> | Cllr Scarlett O'Hara (Labour)<br>Chief Whip<br><a href="mailto:sohara@lambeth.gov.uk">sohara@lambeth.gov.uk</a>  |  |
| Clapham Common & Abbeville         | Cllr Ben Curtis (Liberal Democrats) – Chief Whip<br><a href="mailto:BCurtis@lambeth.gov.uk">BCurtis@lambeth.gov.uk</a>  | Cllr Alison Inglis-Jones (Labour)<br>Food Poverty Champion<br><a href="mailto:AInglisJones@lambeth.gov.uk">AInglisJones@lambeth.gov.uk</a>                       |  |
| Clapham East                       | Cllr Andrew Collins (Labour)<br><a href="mailto:ACollins1@lambeth.gov.uk">ACollins1@lambeth.gov.uk</a>  | Cllr Jessica Leigh (Labour)<br>Armed Forces Champion<br><a href="mailto:jleigh@lambeth.gov.uk">jleigh@lambeth.gov.uk</a>   |  |
| Clapham Park                       | Cllr Verity McGivern (Labour)<br>Age Friendly Borough Champion<br><a href="mailto:VMcgivern@lambeth.gov.uk">VMcgivern@lambeth.gov.uk</a>                          | Cllr Irfan Mohammed (Labour)<br>Deputy - Economic Inclusion<br><a href="mailto:imohammed@lambeth.gov.uk">imohammed@lambeth.gov.uk</a>                            | Cllr Martin Tiedmann (Labour)<br>Corporate Committee Chair<br><a href="mailto:mtiedemann@lambeth.gov.uk">mtiedemann@lambeth.gov.uk</a>   |
| Clapham Town                       | Cllr Linda Bray (Labour)<br><a href="mailto:Ibray@lambeth.gov.uk">Ibray@lambeth.gov.uk</a>  | Cllr David Robson (Labour)<br>Chair of Licensing<br><a href="mailto:DRobson@lambeth.gov.uk">DRobson@lambeth.gov.uk</a>   | Cllr Timothy Windle (Labour)<br>Cabinet Member for Healthier Communities (job-share)<br><a href="mailto:twindle@lambeth.gov.uk">twindle@lambeth.gov.uk</a>                             |
| Gipsy Hill                         | Cllr Christine Banton (Labour)<br><a href="mailto:CBanton1@lambeth.gov.uk">CBanton1@lambeth.gov.uk</a>  | Cllr Rebecca Spencer (Labour)<br><a href="mailto:RSpencer@lambeth.gov.uk">RSpencer@lambeth.gov.uk</a>  |  |
| Herne Hill & Loughborough Junction |   | Cllr Pauline George (Labour)<br>Tackling Violence Affecting Young People Champion<br><a href="mailto:pgeorge@lambeth.gov.uk">pgeorge@lambeth.gov.uk</a>          | Cllr Deepak Sardiwal (Labour)<br><a href="mailto:DSardiwal@lambeth.gov.uk">DSardiwal@lambeth.gov.uk</a>  |
| Kennington                         | Cllr David Amos (Labour)<br>Cabinet Member for Finance and Cost of Living<br><a href="mailto:damos@lambeth.gov.uk">damos@lambeth.gov.uk</a>                       | Cllr Liam Daley (Labour)<br><a href="mailto:LADaley@lambeth.gov.uk">LADaley@lambeth.gov.uk</a>   | Cllr Jacqui Dyer (Labour)<br>Cabinet Members for Healthier Communities (job share)<br><a href="mailto:jdyer3@lambeth.gov.uk">jdyer3@lambeth.gov.uk</a>                                 |

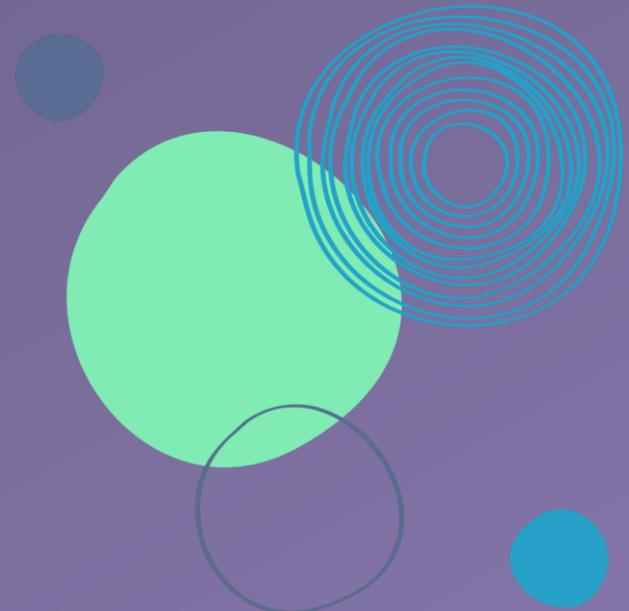
| Ward                                 |  |  |   |
|--------------------------------------|--|--|---|
| <b>Knight's Hill</b>                 | Cllr Ibtisam Adem (Labour)<br>Policy Lead for Sanctuary Seekers and Migrants<br><a href="mailto:IAdem@lambeth.gov.uk">IAdem@lambeth.gov.uk</a>   | Cllr Jackie Meldrum (Labour)<br><a href="mailto:jmeldrum@lambeth.gov.uk">jmeldrum@lambeth.gov.uk</a>   | Cllr Emma Nye (Labour)<br><a href="mailto:enye@lambeth.gov.uk">enye@lambeth.gov.uk</a>  |
| <b>Myatt's Field</b>                 | Cllr Paul Gadsby (Labour)<br><a href="mailto:pgadsby@lambeth.gov.uk">pgadsby@lambeth.gov.uk</a>  | Cllr Annie Gallop (Labour)<br>Vice-Chair of Overview and Scrutiny<br><a href="mailto:agallop@lambeth.gov.uk">agallop@lambeth.gov.uk</a>  |   |
| <b>Oval</b>                          | Cllr Diogo Costa (Labour)<br>Digital Strategy and Inclusion Champion<br><a href="mailto:DCosta@lambeth.gov.uk">DCosta@lambeth.gov.uk</a>   | <b>Cllr Claire Holland (Labour)</b><br>Leader of the Council<br><a href="mailto:cholland@lambeth.gov.uk">cholland@lambeth.gov.uk</a>   | Cllr Issa Issa (Labour)<br>Planning Strategy, Investment & Housing Delivery<br><a href="mailto:IIssa@lambeth.gov.uk">IIssa@lambeth.gov.uk</a> |
| <b>St Martin's</b>                   | Cllr Olga FitzRoy (Labour)<br><a href="mailto:OFitzroy@lambeth.gov.uk">OFitzroy@lambeth.gov.uk</a>   | Cllr Saleha Jaffer (Labour)<br>Deputy - Stronger Communities<br><a href="mailto:SJaffer@lambeth.gov.uk">SJaffer@lambeth.gov.uk</a>   |   |
| <b>Stockwell East</b>                | Cllr Dr. Mahamed Hashi (Labour)<br>Cabinet Member for Safer Communities<br><a href="mailto:mhashi@lambeth.gov.uk">mhashi@lambeth.gov.uk</a>  | Cllr Tina Valcarcel (Labour)<br>Policy Lead for Disabilities<br><a href="mailto:cvalcarcel@lambeth.gov.uk">cvalcarcel@lambeth.gov.uk</a>   |   |
| <b>Stockwell West &amp; Larkhall</b> | Cllr Joe Dharampal-Hornby (Labour)<br>Vice-Chair of Overview and Scrutiny<br><a href="mailto:JDharampalHornby@lambeth.gov.uk">JDharampalHornby@lambeth.gov.uk</a>                                | Cllr David Oxley (Labour)<br>Vice-Chair of Overview and Scrutiny<br><a href="mailto:DOxley@lambeth.gov.uk">DOxley@lambeth.gov.uk</a>   | Cllr Joanne Simpson (Labour)<br>Animal Welfare Champion<br><a href="mailto:jsimpson2@lambeth.gov.uk">jsimpson2@lambeth.gov.uk</a>             |
| <b>Streatham Common &amp; Vale</b>   | Cllr Daniel Adilypour (Labour)<br>Deputy Leader of the Council (Planning<br>Strategy, Investment & Housing Delivery)<br><a href="mailto:dadilypour@lambeth.gov.uk">dadilypour@lambeth.gov.uk</a> | Cllr Sarah Cole (Labour)<br>Tel: 07526 567785<br><a href="mailto:SCole4@lambeth.gov.uk">SCole4@lambeth.gov.uk</a>  | Cllr Dominic Armstrong (Labour)<br><a href="mailto:darmstrong@lambeth.gov.uk">darmstrong@lambeth.gov.uk</a>                                   |
| <b>Streatham Hill East</b>           | Cllr Liz Atkins (Labour)<br>Chair Overview and Scrutiny<br><a href="mailto:latkins@lambeth.gov.uk">latkins@lambeth.gov.uk</a>  | Cllr Rezina Chowdhury (Labour)<br>Deputy Leader of the Council &<br>Cabinet Member for Sustainable Lambeth and Clean Air<br><a href="mailto:rchowdhury@lambeth.gov.uk">rchowdhury@lambeth.gov.uk</a> |   |

| Ward                                      |   |  |  |
|---|---|--|--|
| <b>Streatham Hill West &amp; Thornton</b> | Cllr Matthew Bryant (Liberal Democrats)<br>Deputy Group Leader<br><a href="mailto:MBryant@lambeth.gov.uk">MBryant@lambeth.gov.uk</a>            | Cllr Donna Harris (Liberal Democrats)<br>Group Leader<br><a href="mailto:DHarris6@lambeth.gov.uk">DHarris6@lambeth.gov.uk</a>                                      |  |
| <b>Streatham St Leonard's</b>             | Cllr Martin Abrams (Labour)<br>Public Transport Champion<br><a href="mailto:MAbrams@lambeth.gov.uk">MAbrams@lambeth.gov.uk</a>                  | Cllr Scott Ainslie (Green)<br><a href="mailto:sainslie@lambeth.gov.uk">sainslie@lambeth.gov.uk</a>   | Cllr Nicole Griffiths (Green)<br>Group Co-Leader<br><a href="mailto:ngriffiths@lambeth.gov.uk">ngriffiths@lambeth.gov.uk</a> |
| <b>Streatham Wells</b>                    | Cllr Malcolm Clark (Labour)<br>Policy Lead for Transport and Neighbourhoods<br><a href="mailto:mclark@lambeth.gov.uk">mclark@lambeth.gov.uk</a> | Cllr Marianna Masters (Labour)<br>Deputy Cabinet Member for Children & Families<br><a href="mailto:mmasters@lambeth.gov.uk">mmasters@lambeth.gov.uk</a>            |  |
| <b>Vauxhall</b>                           | Cllr Martin Bailey (Labour)<br><a href="mailto:MBailey@lambeth.gov.uk">MBailey@lambeth.gov.uk</a>   | Cllr Tom Simon Swaine-Jameson<br><a href="mailto:tswainejameson@lambeth.gov.uk">tswainejameson@lambeth.gov.uk</a>  | Cllr Isla Wrathmell (Labour)<br><a href="mailto:IWrathmell@lambeth.gov.uk">IWrathmell@lambeth.gov.uk</a>                     |
| <b>Waterloo &amp; South Bank</b>          | Cllr Sarina Da Silva (Labour)<br><a href="mailto:SDaSilva@lambeth.gov.uk">SDaSilva@lambeth.gov.uk</a>   | Cllr Ibrahim Dogus (Labour)<br><a href="mailto:idogus@lambeth.gov.uk">idogus@lambeth.gov.uk</a>  |  |
| <b>West Dulwich</b>                       | Cllr Judith Cavanagh (Labour)<br>Young People's Advocacy Champion<br><a href="mailto:JCavanagh@lambeth.gov.uk">JCavanagh@lambeth.gov.uk</a>     | Cllr Fred Cowell (Labour)<br>Cabinet Member for Equalities & Corporate Resources (job share)<br><a href="mailto:fcowell@lambeth.gov.uk">fcowell@lambeth.gov.uk</a> |  |



Lambeth

## Registered Providers and Leads





### Wards Covered

**Stockwell West & Larkhall 31%** , Gipsy Hill 11% , Brixton Rush Common 10% Herne Hill & Loughborough Junction 8%, Brixton Acre Lane 7%, Clapham Park 7% , Knight's Hill 7%, Oval 6%

### Partnerships, Housing Development & Regeneration

Ben Laryea  
CEO  
ben.laryea@ekaya.co.uk  
020 7091 1809

### Housing Management, Neighbourhoods, Estate Services, Community Safety, & Welfare

Olutayo Adesegun  
Housing Service Manager  
Olutayo.Adesegun@ekaya.co.uk  
020 7091 1800

### Repairs/Maintenance, Building Safety, ASB

TBC  
020 7091 1800

### Resident Involvement/Community Investment

TBC  
020 7091 1800



**Main inbox for enquiries**  
[info@ekaya.org.uk](mailto:info@ekaya.org.uk)

**Complaints**  
[Complaints@ekaya.co.uk](mailto:Complaints@ekaya.co.uk)

[Ekaya Complaints Policy](#)

**Contact number**  
020 7091 1800

### Ekaya Housing Association

020 7091 1800  
145 Stockwell Road  
London  
SW9 9TN  
<http://www.ekaya.co.uk/>



Wards Covered :

Stockwell East 38%, Stockwell West &amp; Larkhall 32%, Kennington 20%, Oval 5%, Brixton North 2%

**Tenancy and ASB Services**

Natalie Nye  
Head of Tenancy and ASB Services  
natalie.nye@hyde-housing.co.uk

**ASB Lead**

Craig Kendall  
ASB Team Leader  
asb@hyde-housing.co.uk  
0800 3 282282

**Building Safety Lead**

Liz Oliver  
Safer Homes & Neighbourhoods Director  
liz.oliver@hyde-housing.co.uk  
07392277520

**Domestic Abuse Lead**

Bankole Payne  
Tenancy Team Manager  
Bankole.payne@hyde-housing.co.uk  
02073466523

**Estate Services**

Tony O'Connell  
Estate Services Contract Manager  
Tony.OConnell@hyde-housing.co.uk

**Community Programmes**

Julie Costley  
Communities Programme Manager  
Julie.Costley@hyde-housing.co.uk  
07733887132

**Housing Development/Regeneration/Partnership Lead**

Johnathan Goldstraw  
Senior Project Director  
Johnathan.Goldstraw@hyde-housing.co.uk

**Housing Management, Neighbourhoods & Partnerships Lead**

Lesley Smith  
Head of Building Safety and Neighbourhoods  
lesley.smith@hyde-housing.co.uk

**Repairs & Maintenance Services**

Steve Austin  
Head of Property Maintenance  
Steve.austin@hyde-housing.co.uk  
07826877262

**Resident Involvement/Community Investment**

Robert Cooper  
Customer Involvement Manager  
Robert.cooper@hyde-housing.co.uk  
07918726081

**Sustainability Lead**

Anna Grant  
Head of Asset Management  
anna.austin@hyde-housing.co.uk

**Community Programmes**

Housing Advice Welfare Lead  
Katie Ford  
katie.ford@hyde-housing.co.uk

**Customer Research**

Luca Nania  
Lead Customer Researcher  
luca.nania@hyde-housing.co.uk

**Main inbox for enquiries**

Link to online general enquiries form  
<https://www.hyde-housing.co.uk/contact-us/contact-us-online/general-enquiry/>

[Customerservices@hyde-housing.co.uk](mailto:Customerservices@hyde-housing.co.uk)

**Complaints**

[Complaints@hyde-housing.co.uk](mailto:Complaints@hyde-housing.co.uk) or if there is a  
Cllr or MP enquiries  
[Electedrepresentatives@hyde-housing.co.uk](mailto:Electedrepresentatives@hyde-housing.co.uk)

**Hyde Complaints Process****Hyde Group**

0800 3 282 282

Head office address  
30 Park Street, London  
SE1 9EQ

<https://www.hyde-housing.co.uk/contact-us/>

**Quick Links**

- [ASB Toolkit](#)
- [Building Safety](#)
- [Damp and Mould](#)
- [Resident Handbook](#)
- [Report a repair](#)
- [Report Anti-Social Behaviour](#)

**Wards Covered**

Kennington 14%, Herne Hill & Loughborough Junction 14%, Brixton Rush Common 12%, Stockwell West & Larkhall 8%, St Martin's 7%, Knight's Hill 6%, Stockwell East 5%, West Dulwich 5%, Brixton Windrush 4%, Clapham Town 3%, Brixton North 3%, Vauxhall 3%, Myatt's Field 2%, Streatham St Leonard's 2%, Brixton Acre Lane 2%, Gipsy Hill 2%, Streatham Common & Vale 2%, Oval 2%, Streatham Wells 1%

**ASB, Hoarding & Vulnerability Lead**

Sharon Murphy  
Head of Housing Specialisms  
sharonmurphy@lqgroup.org.uk  
Tel 02081893932 Mobile 07989210604

**Housing Management , Estates, Neighbourhoods**

Laura Hallett  
Head of Housing  
lhallett@lqgroup.org.uk  
Tel 020 8189 1811 mobile 07825 055190

Alana Newton  
Area Housing Manager  
ANewton@lqgroup.org.uk  
Tel 020 8189 1350 Mobile 07866136345

Karen Lennon  
Area Housing Manager  
KLennon@lqgroup.org.uk  
Tel 020 8189 4880 Mobile 07970661240

**Partnerships Lead**

Arafat Hussain (Lambeth Lead)  
**Area Housing Manager**  
AHussain3@lqgroup.org.uk  
Tel 0208 189 3972 Mobile 07971 341 859

**Housing Advice Welfare Lead**

Matt Bayliss  
Head of Independent Lives Service  
mbayliss@lqgroup.org.uk

**Housing Development/Regeneration**

Angie Hooper  
Director of Business Development  
Ahooper@lqgroup.org.uk

**Repairs & Maintenance Services**

Daniel Bestford  
Maintenance Manager  
danielbestford@lqgroup.org.uk

**Resident Involvement/Community Investment**

Suki Sarai  
Acting Head of Resident Involvement and Accountability  
Ssarai@lqgroup.org.uk

Sophie Leedham (currently on maternity)

Head of Resident Involvement  
sleedham@lqgroup.org.uk

**Main inbox for enquiries**

<https://www.lqgroup.org.uk/contact-us/webforms/query-form>

**Member's Enquiries:**

[membersenquiries@lqgroup.org.uk](mailto:membersenquiries@lqgroup.org.uk)

**Complaints**

[complaints@lqgroup.org.uk](mailto:complaints@lqgroup.org.uk)

**L&Q complaints process****Contact number**

Call Centre (24 hours) 0300 456 9998 / 0300 465 9996

**London and Quadrant**

Head office  
29-35 West Ham Lane, London  
E15 4PH  
<https://www.lqgroup.org.uk/contact-us>

**Quick Links**

[Building Safety](#)  
[Cost of Living](#)  
[Tenants](#)  
[Report a repair](#)  
[Anti-Social Behaviour](#)  
[Damp and Mould](#)



Metropolitan  
Thames Valley



## Wards Covered

Clapham Park 36%, Brixton Windrush 11%, Brixton Acre Lane 10%, St Martin's 9%, Oval 9%, Waterloo & South Bank 4%, Clapham Town 4%, Brixton North 3%

## ASB Lead

Angie Banton  
Head of Housing  
Angie.Banton@mtvh.co.uk

## Housing Management, Estates & Neighbourhoods Lead

Angie Banton  
Head of Housing  
Angie.Banton@mtvh.co.uk

Tyson Bunby  
Lambeth Operations Lead Manager  
Tyson.Bunby@mtvh.co.uk

## Housing Advice Welfare Lead

Temi Bufford  
Head of Strategy and Support  
Temi.Bufford@mtvh.co.uk

## Housing Development/Regeneration

Lisa Johnston  
Head of Regeneration Projects  
Lisa.johnston@mtvh.co.uk

## Chief Executive

Melbourne (Mel) Barrett  
(former CEO of Nottingham City Council, took over from Geeta Nanda)



## Main inbox for enquiries

[contactus@mtvh.co.uk](mailto:contactus@mtvh.co.uk)

## Complaints

[customercare@mtvh.org.uk](mailto:customercare@mtvh.org.uk)

## Member enquiries

[service.improvement@mtvh.co.uk](mailto:service.improvement@mtvh.co.uk)

## MTVH Complaints Policy

0203 535 3535 - Metropolitan residents

0300 456 2929 - Thames Valley residents



## Metropolitan Thames Valley

Lambeth Branch

91-93 New Park Road, London SW2 4AX

<https://www.metropolitan.org.uk/contact-us/>

## Quick Links

- [Anti-Social Behaviour](#)
- [Building Safety \(homeowners\)](#)
- [Cost of Living](#)
- [Damp and Mould](#)
- [Report a repair](#)



### Wards Covered

Brixton 77%, Brixton Windrush 7%, Clapham Common & Abbeyville 5%, Streatham Hill & Thornton 3%, Clapham Town 3%

#### Building Safety

Simon Hall  
Property Services Manager  
Simon.Hall@sw9.org.uk  
07795 644836

#### CCTV Lead

Keith Rowbury  
CCTV & Security Consultant  
Keith.Rowbury@me.com  
07850 785487

#### Estates Services Lead

Michelle Levy  
Estate Services Manager  
Michelle.levy@sw9.org.uk  
0207 326 3716

#### Housing Management

**Neighbourhoods and ASB Lead**  
Patricia.Aihie  
Neighbourhood and Customer Services Manager  
Patricia.Aihie@sw9.org.uk  
0207 326 3727

Anthony Akerele  
Senior Neighbourhood Services Officer  
Anthony.Akerele@sw9.org.uk  
020 7326 3700

#### Housing Development/Regeneration

David Gooch  
Executive Director of Development  
David.Gooch@sng.org.uk  
07585 401854

#### Housing Advice Welfare Lead

Lan Choung  
Income Collection Team Leader  
Lan.Choung@sw9.org.uk  
0207 326 3748

#### Partnerships Lead

Jamie Ratcliff (Strategic Contact)  
Chief Communities & Sustainability Officer  
Jamie.Ratcliff@sng.org.uk  
07824 561 248

Delroy Rankin (Operational contact)  
Director  
Delroy.rankin@sw9.org.uk  
07960 373329

#### Resident Involvement/Community Investment

Komal Doan  
Resident Engagement & Communications Manager  
Komal.Doan@sw9.org.uk  
0207 326 3703

#### Repairs & Maintenance Services

Simon Hall  
Property Services Manager  
Simon.Hall@sw9.org.uk  
07795 644836

#### Sustainability Lead

Jamie Ratcliff  
Chief Communities & Sustainability Officer  
Jamie.Ratcliff@sng.org.uk



Main inbox for enquiries  
[Info@sw9.org.uk](mailto:Info@sw9.org.uk)

Complaints  
[complaints@sw9.org.uk](mailto:complaints@sw9.org.uk)

[SW9 Complaints Process](#)

0207 326 3700

Network Homes and (SW9 Community Housing)

SW9 Community Housing  
6 Stockwell Park Walk,  
London SW9 0FG

<https://www.networkhomes.org.uk/>

**Quick Links (SW9)**  
[Anti-Social Behaviour](#)  
[ASB Policy](#)  
[Building Safety \(Network Homes\)](#)  
[Cost of Living](#)  
[Damp and Mould](#)  
[Report a repair](#)





## Wards Covered

Stockwell & Larkhall 20%, St Martin's 17%, Knight's Hill 10%, Myatt's Field 8%, Vauxhall 8%, Gipsy Hill 7%, Clapham Town 6%, Streatham Common & Vale 6%, Streatham Wells 4%, West Dulwich 3%, Herne Hill & Loughborough 3%, Streatham Hill East 2%, Kennington 2%

### ASB lead

Ayo Bankole  
ASB manager  
Ayo.Bankole-Thomas@southernhousing.org.uk  
02080362850

### Building Safety (Vacant)

### CCTV and Community Safety Lead

Colin Lydon  
Head of Community Safety  
Colin.lydon@southernhousing.org.uk  
02080362813

### Estates Services Lead

Derek Sennett  
Head of Estate Services  
Derek.Sennett@southernhousing.org.uk

### Housing Advice Welfare Lead

Iesha St Hilaire  
Financial Inclusion Manager  
Iesha.StHilaire@southernhousing.org.uk  
02080362552

### Housing Management Neighbourhoods

Sara Weller  
Regional Manager  
Sara.weller@southernhousing.org.uk  
02080362342

Jackie Pauley  
Head of Region  
Jackie.Pauley@southernhousing.org.uk

### Housing Development/Regeneration

Joanne Maunders  
Head of Development Delivery  
Joanne.maunders@southernhousing.org.uk  
02080362271

### Partnerships Lead

Diane Blowers  
Partnership Manager  
Diane.blowers@southernhousing.org.uk  
02080362471

Lisa Buckland  
Places & Partnerships Manager  
buckland@southernhousing.org.uk

### Repairs & Maintenance Services

Darren Goodsell  
Head of Maintenance – London  
Darren.goodsell@southernhousing.org.uk  
02080362306

### Resident Involvement/Community Investment

Natalie Boyce  
Resident Involvement Project Lead  
Natalie.boyce@southernhousing.org.uk  
02080362384

Victoria Banfield  
Resident Involvement Manager  
Victoria.banfield@southernhousing.org.uk  
0208 036 2508

G<sup>15</sup>

Lambeth

Main inbox for enquiries  
[contactus@southernhousing.org.uk](mailto:contactus@southernhousing.org.uk)

Complaints  
[contactus@southernhousing.org.uk](mailto:contactus@southernhousing.org.uk)

[Southern Housing Complaints Resolution Policy](#)

For MP enquiries please use  
[MPEnquiries@southernhousing.org.uk](mailto:MPEnquiries@southernhousing.org.uk)

0800 121 6060

**Southern Housing**

0800 121 6060

**Head office**

125 High Street

Croydon

CR0 9XP

<https://www.optivo.org.uk/contactus.aspx>

### Quick Links

- [Anti-Social Behaviour](#)
- [ASB Policy](#)
- [Cost of Living](#)
- [Damp Condensation Moisture](#)
- [Damp and Mould leaflet](#)
- [Report a Repair](#)



### Wards Covered

West Dulwich 16%, Waterloo & South Bank 10%, Brixton North 9%, Streatham Hill West & Thornton 7%, Clapham East 5%, Brixton Windrush 5%, Kennington 5%, Brixton Acre Lane 5%

### Community Safety & ASB Lead

Kevin James  
Kevin.James@peabody.org.uk

### Building Safety

Peter Morina  
Senior Building Safety Manager  
Peter.Morina@peabody.org.uk

Tim McFarlane  
Building Safety Manager  
Tim.McFarlane@peabody.org.uk

### Estates Services Lead

Cynthia Mathurin  
Caretaking Services Manager  
Cynthia.mathurin@peabody.org.uk

### Housing Management

**Neighbourhoods**  
Rosh Ahamed  
Head of Neighbourhoods, South  
roshanarah.ahamed1@peabody.org.uk

Bethanne Glenn  
Neighbourhood Area Manager  
bethanne.glenn@peabody.org.uk

Matt Coates  
Community Safety manager - South  
Matthew.Coates1@peabody.org.uk

### Housing Development/Regeneration

Chris Lyons  
Senior Development Manager  
Chris.Lyons@peabody.org.uk

### Housing Advice Welfare Lead

Danny Cordiner  
Assistant Head Tenant & Family Services  
Danny.Cordiner@peabody.org.uk

### Partnerships Lead

Pablo Cazar  
AD for South Region (South Team)  
Pablo.Cazar1@Peabody.org.uk

### Repairs & Maintenance Services

Customer Care  
Customercareline@peabody.org.uk

### Resident Involvement/Community Investment

Anna de Souza  
Head of Customer Engagement & Resident  
Anna.DeSouza@peabody.org.uk

### Sustainability Lead

Nadira Moreea  
Nadira.Moreea@peabody.org.uk



### Main inbox for enquiries

Customercareline@peabody.org.uk  
<https://www.peabody.org.uk/contact-us/contact-peabody/make-an-enquiry>

### Members' Enquiries:

[CEOandMPCouncillor.enquiries@peabody.org.uk](mailto:CEOandMPCouncillor.enquiries@peabody.org.uk)

### Complaints

[Customercareline@peabody.org.uk](mailto:Customercareline@peabody.org.uk)

### Peabody Complaints Policy

**Contact Number**  
0300 123 3456



### Peabody

South London Hillyard St, Vassal,  
London SW9 0NP

<https://www.peabody.org.uk/contact-us>

### Quick Links

[Anti-Social Behaviour](#)  
[ASB Policy](#)  
[Building Safety News](#)  
[Damp and Mould](#)  
[Report a Repair](#)  
[Resident Handbooks](#)



## Wards Covered

Brixton Windrush 60%, Brixton North 20%, Kennington 20%

### Building Safety

Gavin Pierson  
Director of Building Safety  
[gavin.pierson@guinness.org.uk](mailto:gavin.pierson@guinness.org.uk)  
07458079947

### Community Safety/ASB Lead

Vicky Weir  
Safe Neighbourhoods Manager  
[Vicky.Weir@guinness.org.uk](mailto:Vicky.Weir@guinness.org.uk)

Yemi Labaeka  
Safer Neighbourhood Officer  
[Yemi.Labaeka@guinness.org.uk](mailto:Yemi.Labaeka@guinness.org.uk)

### Estates Services Lead

Rachel Hewer  
Estate Services Operations Manager  
[rachel.hewer@guinness.org.uk](mailto:rachel.hewer@guinness.org.uk)  
07738984163

### Housing Management

#### Neighbourhoods

Nahide Sevim  
Regional Head of Customer Service (London)  
[Nahide.sevim@guinness.org.uk](mailto:Nahide.sevim@guinness.org.uk)  
0203 288 1942

### Housing Development/Regeneration

Helen Dobbs  
Senior Regeneration Manager  
[Helen.dobbs@guinness.org.uk](mailto:Helen.dobbs@guinness.org.uk)  
07710922396

### Resident Involvement/Community Investment

Donnella Briden  
Customer Experience Manager  
[donnella.briden@guinness.org.uk](mailto:donnella.briden@guinness.org.uk)  
07710922523

### Housing Advice Welfare Lead

Kelly Meek  
Guinness Partnership  
Customer Support Manager  
[Kelly.Meek@guinness.org.uk](mailto:Kelly.Meek@guinness.org.uk)

### Partnerships Lead

Nahide Sevim  
Regional Head of Customer Service (London)  
[Nahide.sevim@guinness.org.uk](mailto:Nahide.sevim@guinness.org.uk)  
0203 288 1942

### Repairs & Maintenance Services

Kathryn Dougall  
Regional Head of Service London (Responsive  
Repairs & Empty Homes)  
[Kathryn.Dougall@guinness.org.uk](mailto:Kathryn.Dougall@guinness.org.uk)

### Sustainability Lead

Cecily Church  
Sustainability Manager  
[Cecily.church@guinness.org.uk](mailto:Cecily.church@guinness.org.uk)



### Main inbox for enquiries

Website;  
[www.guinnesspartnership.com](http://www.guinnesspartnership.com)  
Use general queries contact form  
under the contact us section this will  
then be raised with the correct team at  
Guinness.

### Complaints

[complaints@guinness.org.uk](mailto:complaints@guinness.org.uk)

### Guinness Complaints process

### Contact

0330 123 1890



### The Guinness Partnership

1, Kenwood House, Loughborough Park,  
London SW9 8FT

[www.guinnesspartnership.com](http://www.guinnesspartnership.com)

### Quick Links

[Anti-Social Behaviour](#)  
[Building Safety](#)  
[Cost of Living Support](#)  
[Customer Policies \(all\)](#)  
[Damp and Mould Policy](#)  
[Report a Repair](#)



## Wards Covered

Streatham St Leonards 30%, Kennington 25%, St Martin's 12%, Stockwell West & Larkhall 10%, Gipsy Hill 7%, Streatham Hill East 6%, Waterloo & South Bank 3%, Herne Hill & Loughborough Junction 3%

### ASB and Community Safety, Neighbourhoods

Martina Brown  
Neighbourhood Customer Service Manager  
[martinabrown@wandle.com](mailto:martinabrown@wandle.com)  
02086827331

Frank Smith  
Community Safety Team Leader  
[franksmith@wandle.com](mailto:franksmith@wandle.com)  
0208 682 5383

### Building Safety

Ola Akintelure  
Head of Asset and Development  
[OlajideAkintelure@wandle.com](mailto:OlajideAkintelure@wandle.com)  
0208 682 7405

### Estates Services Lead

Lorraine Chastanet  
Estates Services Manager  
[lorrainechastanet@wandle.com](mailto:lorrainechastanet@wandle.com)  
0208 682 5384

### Housing Development/Regeneration/ Sustainability

Ola Akintelure  
Head of Asset and Development  
[OlajideAkintelure@wandle.com](mailto:OlajideAkintelure@wandle.com)  
0208 682 7405

### Partnership Lead and Housing Management & Housing Advice Lead

Maria Ramos  
Head of Customer Service Delivery  
[mariaramos@wandle.com](mailto:mariaramos@wandle.com)  
07973714807

### Executive Director of Customer & Operational Services

Francis Burrows  
Executive Director, Customer & Operational Services  
[francisburrows@wandle.com](mailto:francisburrows@wandle.com)

### Repairs & Maintenance Services

Bob Newbigging  
Reactive Maintenance  
[bobnewbigging@wandle.com](mailto:bobnewbigging@wandle.com)

### Tony Almond

Planned Maintenance.  
[tonyalmond@wandle.com](mailto:tonyalmond@wandle.com)

### Resident Involvement/Community Investment

Gerard Naughton  
Head of Business Services  
[gerardnaughton@wandle.com](mailto:gerardnaughton@wandle.com)  
0208 682 5327



Main inbox for enquiries  
[customerservices@wandle.com](mailto:customerservices@wandle.com)

Members Enquiries  
[wandlemembersenquiries@wandle.com](mailto:wandlemembersenquiries@wandle.com)

Complaints  
[customerservices@wandle.com](mailto:customerservices@wandle.com)

Wandle Complaint Policy

### Wandle

Wandle, Second Floor, 230 Blackfriars  
Road, SE1 8NW.

<https://www.wandle.com/contact-us/>

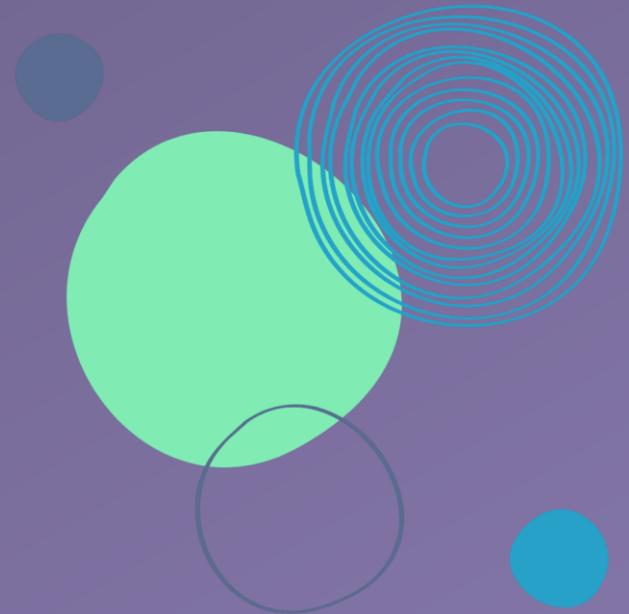
### Quick Links

[Anti-Social Behaviour](#)  
[Community Pantry](#)  
[Customer Policies \(all\)](#)  
[Reporting a repair](#)  
[Tenant Handbook](#)



Lambeth

## Other Registered Provider Contacts



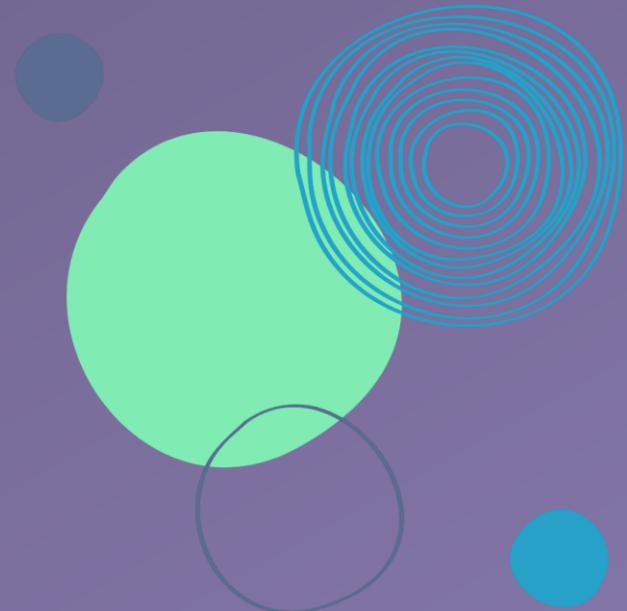
# Other Registered Provider's in Lambeth - Contacts for repairs and complaints

| Organisation  | Contact details   | Further Information  | Homes in Lambeth |
|---|---|--|------------------|
| <b>PA HOUSING<br/>(Paragon Asra)</b><br><a href="http://www.pahousing.co.uk">www.pahousing.co.uk</a><br><br>PA HOUSING, Case House, 85-89 High St, Walton-on-Thames, Surrey, KT12 1DZ | Residents make repairs requests online.<br><a href="https://mypa.pahousing.co.uk/">https://mypa.pahousing.co.uk/</a><br><br>Email contacts for repairs and complaints<br><a href="mailto:housing@pahousing.co.uk">housing@pahousing.co.uk</a><br><br><a href="mailto:repairs@pahousing.co.uk">repairs@pahousing.co.uk</a><br><br><a href="mailto:LSERepairComplaintsTeam@pahousing.co.uk">LSERepairComplaintsTeam@pahousing.co.uk</a> | Here are some current contacts in repairs.<br><br>Ben Lewis, Head of Property Services<br><a href="mailto:ben.lewis@pahousing.co.uk">ben.lewis@pahousing.co.uk</a><br><br><a href="mailto:Andrew.Rossiter@pahousing.co.uk">Andrew.Rossiter@pahousing.co.uk</a><br><br><a href="mailto:Michael.McDonagh@pahousing.co.uk">Michael.McDonagh@pahousing.co.uk</a><br><br><a href="mailto:maria.woods@pahousing.co.uk">maria.woods@pahousing.co.uk</a> | 422              |
| <b>WATMOS Community Homes</b>   | Residents make repairs requests online.<br><a href="#">Reporting a Repair   WATMOS</a>  |  | 1306             |



Lambeth

## Out of Hours and Emergency Contacts



# Emergency Contacts – for Registered Providers

| Contact   | Telephone No   | Further Information   |
|---|--|---|
| <b>Emergency Services</b>                       | <b>999</b>   | In a life-threatening emergency only or if a serious offence is in progress or is being committed   |
| <b>UK Power networks</b>                        | <b>105</b>   | For a power cut call UK Power networks  |
| <b>British Gas Emergency Service</b>            | <b>0800 111 999</b>                                      |   |
| <b>Lambeth council's emergency response</b>     | <b>020 7926 1000</b>                                     | A housing emergency could relate to a flooded flat, electrical fault, fire or other incident that requires an occupant or multiple occupants to require urgent maintenance to their flat, provision of temporary accommodation, evacuation or the setup of a welfare or rest centre |
| <b>Report a dangerous building or structure</b> | 020 7020 7926 1150<br><br><b>OR</b><br><br>020 7926 1000 | To report a dangerous building or structure,<br><br>Mon to Fri, from 9am to 5pm, at all other times call 020 7926 1000  |
| <b>Lambeth housing management</b>               | <b>020 7926 6666</b>                                     | Lambeth housing management for council property enquiries such as emergency housing repairs   |
| <b>Major gas leakage emergencies</b>            | <b>020 7926 6669</b>                                     | Lambeth emergency number for major gas leakage  |
| <b>Social care emergencies</b>                  | <b>020 7926 5555</b>                                     | Social care enquiries for emergencies only  |

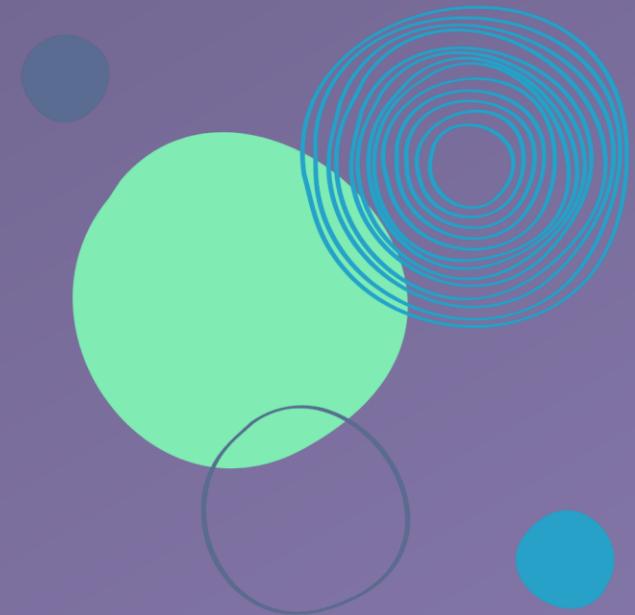
# Registered Providers – Out of Hours & Emergency Contacts

| RP   | Telephone No         | Further Information  |
|--|----------------------|--|
| <b>Notting Hill Genesis</b>                          | <b>020 8357 5000</b> | This routes to the customer service centre which is staffed 24/7   |
| <b>Southern Housing</b>                              | <b>0800 121 6060</b> | Out of hours calls are routed to the Duty Manager  |
| <b>Sovereign Network Group/SW9 Community Housing</b> | <b>020 7326 3700</b> | Out of hours calls are routed to the Duty Manager  |
| <b>Metropolitan Thames Valley Housing</b>            | <b>020 3535 3535</b> | This routes to the Out of hours service  |
| <b>L&amp;Q</b>                                       | <b>0300 456 9996</b> | Out of hours calls are routed to the Duty Manager  |
| <b>Hyde</b>  | <b>0800 328 2282</b> | Out of hours calls are routed to the Duty Manager.   |
| <b>Peabody</b>                                       | <b>0300 123 3456</b> | Call centre is open 8am - 8pm Mon to Fri & 8 - 12 Sat. Calls out of hours will be escalated to the duty Neighbourhoods Area Manager if the situation warrants it |
| <b>Guinness Partnership</b>                          | <b>0303 123 1890</b> | Out of hours calls are routed to the Duty Manager  |
| <b>Wandle</b>  | <b>0300 2000 130</b> | Out of hours calls are routed to the Duty Manager  |
| <b>Ekaya Housing Association</b>                     | <b>020 709 11800</b> | Select 2 to be routed to the On Call service   |



Lambeth

## RP Homes and Ward Boundaries in Lambeth



# RP Homes and Ward Boundaries

## Approx 6830 homes

- Clapham Park 36%
- Brixton Windrush 11%
- Brixton Acre Lane 10%
- St Martin's 9%
- Oval 9%

### Homes under 300

- Waterloo & South Bank 4%
- Clapham Town 4%
- Brixton North 3%

### 1% or less

- Herne Hill & Loughborough Junction
- Clapham Common & Abbeyville
- Stockwell East
- Vauxhall
- West Dulwich
- Brixton Rush Common
- Kennington
- Streatham Common & Vale
- Streatham Wells
- Clapham East
- Knights Hill
- Streatham Hill West & Thornton
- Streatham Hill East
- Streatham St Leonards
- Myatts Field
- Stockwell West and Larkhall

## L&Q

## Approx 4311 homes

- Kennington 14%
- Herne Hill & Loughborough Junction 14%
- Brixton Rush Common 12%
- Stockwell West & Larkhall 8%

### Homes under 300

- St Martin's 7%
- Knight's Hill 6%
- Stockwell East 5%
- West Dulwich 5%
- Brixton Windrush 4%
- Clapham Town 3%
- Brixton North 3%
- Vauxhall 3%
- Myatt's Field 2%
- Streatham St Leonard's 2%
- Brixton Acre Lane 2%
- Gipsy Hill 2%
- Streatham Common & Vale 2%
- Oval 2%
- Streatham Wells 1%

## Notting Hill Genesis

## Approx 3797 homes

- Vauxhall 18%
- Oval 16%
- Brixton North 10%
- Brixton Rush Common 9%
- Waterloo & South Bank 8%

### Homes under 200

- St Martin's 5%
- Knight's Hill 5%
- Brixton Acre Lane 4%
- Clapham Town 3%
- Streatham Hill West & Thornton 3%
- Streatham Hill East 3%
- Streatham St Leonards 3%
- Herne Hill & Loughborough Junction 2%
- Stockwell East 2%
- Clapham Park 2%

### Less than 1%

- Brixton Windrush, Gipsy Hill, Stockwell West & Larkhall, Clapham Common & Abbeyville

## Hyde

## Approx 3547 homes

- Stockwell East 38%
- Stockwell West & Larkhall 32%
- Kennington 20%

### Homes under 200

- Oval 5%
- Brixton North 2%

### Less than 1%

- Streatham Common & Vale, Brixton Acre Lane, Waterloo & South Bank, Knight's Hill, Myatt's Field, Gipsy Hill

## RP Homes and Ward Boundaries

**Approx 3509 homes**

- Stockwell & Larkhall 20%
- St Martin's 17%
- Knight's Hill 10%

**Homes under 300**

- Myatt's Field 8%
- Vauxhall 8%
- Gipsy Hill 7%
- Clapham Town 6%
- Streatham Common & Vale 6%
- Streatham Wells 4%
- West Dulwich 3%
- Herne Hill & Loughborough 3%
- Streatham Hill East 2%
- Kennington 2%

**Under 1%**

Brixton Windrush, Clapham Park, Streatham Hill West & Thornton, Streatham St Leonard's, Clapham East

**Approx 3494 homes**

- West Dulwich 16%
- Waterloo & South Bank 10%
- Brixton North 9%
- Streatham Hill West & Thornton 7%
- Clapham East 5%

**Homes under 200**

- Brixton Windrush 5%
- Kennington 5%
- Brixton Acre Lane 5%

**Approx 2247 homes**

- Brixton 77%
- Brixton Windrush 7%
- Clapham Common & Abbeyville 5%
- Streatham Hill & Thornton 3%
- Clapham Town 3%

**Approx 560 homes**

- Streatham St Leonards 30%
- Kennington 25%
- St Martin's 12%
- Stockwell West & Larkhall 10%
- Gipsy Hill 7%
- Streatham Hill East 6%
- Waterloo & South Bank 3%
- Herne Hill & Loughborough Junction 3%

**Approx 820 homes**

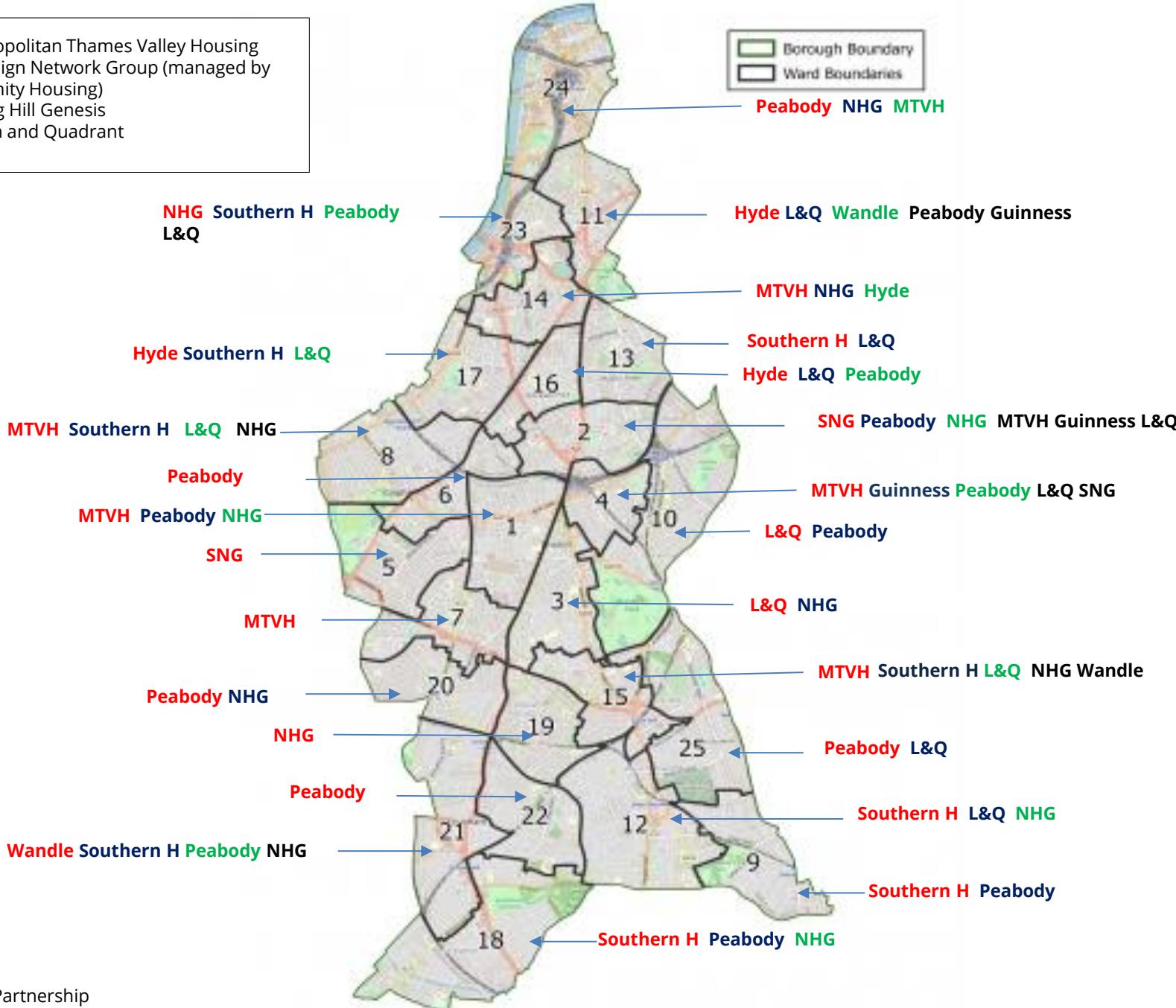
- Brixton Windrush 60%
- Brixton North 20%
- Kennington 20%

**Approx 261 homes**

- Stockwell West & Larkhall 31%
- Gipsy Hill 11%
- Brixton Rush Common 10%
- Herne Hill & Loughborough Junction 8%
- Brixton Acre Lane 7%
- Clapham Park 7%
- Knight's Hill 7%
- Oval 6%

# Top Registered Providers by ward level

**MTVH** - Metropolitan Thames Valley Housing  
**SNG** - Sovereign Network Group (managed by SW9 Community Housing)  
**NHG** - Notting Hill Genesis  
**L&Q** - London and Quadrant



**1<sup>st</sup> Highest RP**  
**2<sup>nd</sup> Highest RP**  
**3<sup>rd</sup> Highest RP**

**Other RPs with high concentration of homes**  
 (All over 100 homes)

# Useful Links

## LHP Partners Website

Ekaya <http://www.ekaya.co.uk/>

Hyde <https://www.hyde-housing.co.uk/>

L&Q <https://www.lqgroup.org.uk/>

MTVH <https://www.mtvh.co.uk/>

Notting Hill Genesis <https://www.nhg.org.uk/>

Southern Housing <https://www.southernhousing.org.uk/>

SW9 Community Homes (Sovereign Network Group) <https://www.sw9.org.uk/>

Sovereign Network Group <https://www.sng.org.uk/>

Peabody <https://www.peabody.org.uk/>

The Guinness Partnership <https://www.guinnesspartnership.com/>

Wandle <https://www.wandle.com/>

## Housing Associations in Lambeth [link here](#)

LHP Annual Review 2023-24 [link here](#)

LHP Annual Review 2022-23 [link here](#)

LHP Annual Review 2021-22 [link here](#)

Housing Ombudsman <https://www.housing-ombudsman.org.uk/>

Regulator of Social Housing <https://www.gov.uk/government/organisations/regulator-of-social-housing>

G15 Housing Associations <https://g15.london/>

National Housing Federation <https://www.housing.org.uk/>



# Summary of Changes to the Directory

## Feb Edition 2025

- Olutayo Adesegun 'Housing Service Manager at Ekaya added
- Natalie Nye 'Head of Tenancy and ASB Services' at Hyde housing added
- Matt Coates 'Community Safety manager – South' at Peabody added
- Lisa Buckland 'Places & Community Partnerships Manager' at Southern Housing added

## Jan Edition 2025

Staffing updates from Hyde:

- Craig Kendall, ASB Team Leader added
- Benjamin Bello, Head of Services has left
- Nichette Cielto, Tenancy officer has left
- Nic Haig, ASB & Tenancy Operations Manager has left
- Guy Slocombe, Chief investment officer will be leaving to join Sovereign Network Group in February 2025

## Dec Edition 2024

- Shaheen Mahtabuddin, Interim Director of Operations has left Ekaya
- Domestic Abuse Lead, Lisa Gallagher no longer works for Southern Housing
- Tom Lawrence, Contract Manager for Serco added, as Kelly Williams has left Lambeth Council

Staffing updates from Hyde:

- Liz Oliver, Safer Homes & Neighbourhoods Director role updated
- Julie Costley, Communities Programme Manager role updated
- Katie Ford is the best contact for welfare/ housing advice services
- Steve Austin, Head of Property Maintenance added
- Anna Grant, Sustainability Lead/ Head of Asset Management added
- Luca Nania, Lead Customer Researcher added