



# AN INTRODUCTION to Getting In Touch with Cosmopolitan Housing Association



This Document has been Read and Approved by the  
**Tenants Editorial Panel**

We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders and shared owners.

# Getting In Touch with Cosmopolitan Housing Association

**At Cosmopolitan Housing Association we have a variety of ways in which you can contact us:**

In person or via post to:

**Cosmopolitan Housing Association  
Cosmopolitan House  
2 Marybone  
Liverpool  
L3 2BY**

Telephone Number: **0151 227 3716**

Fax: **0151 227 4991**

Email: **[webmaster@cosmopolitanhousing.co.uk](mailto:webmaster@cosmopolitanhousing.co.uk)**

Internet: **[www.cosmopolitanhousing.co.uk](http://www.cosmopolitanhousing.co.uk)**

**[www.cosmopolitangroup.co.uk](http://www.cosmopolitangroup.co.uk)**



## Who's Who In Housing Services...



**Alec Gaston** - Operations Director of Housing Services, oversees the planning, organising and management of the Housing Services Department.

The Housing Services department is split into five teams as follows:

The Tenancy Management Team is led by Colin Croxton and their work is focussed on preventing Anti-Social Behaviour and Sustaining Tenancies. The team also carries out estate inspections, deal with abandoned tenancies and attend estate surgeries, and all forms of tenancy variations.



**Colin Croxton**  
Tenancy Management Co-ordinator  
Telephone: **0151 224 0358**  
E-mail: [ccroxton@cosmopolitanhousing.co.uk](mailto:ccroxton@cosmopolitanhousing.co.uk)



**Peter Bond**  
Tenancy Management Officer  
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**Julie Ryan**  
Tenancy Management Officer  
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**Enid Ammon**  
Tenancy Management Assistant  
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**Ben Ollier is the Co-ordinator for the Allocations and Support Team who are responsible for allocating the Association's properties and managing Supported Housing projects. The team also deals with housing transfers, requests for adaptations, and support vulnerable residents who are: Elderly, physically disabled, suffering with mental health or addiction issues.**



**Ben Ollier**

Allocations and Support Co-ordinator

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E-mail: **bollier@cosmopolitanhousing.co.uk**



**Vicky Jemson**

Allocations Officer

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**Andrea Scott**

Supported Officer

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E-mail: **ascott@cosmopolitanhousing.co.uk**



**Kelly Harris**

Allocations and Support Assistant

Telephone: **0151 224 0354**

E-mail: **kharris@cosmopolitanhousing.co.uk**

**Steve Loftus heads the Resident Involvement Team who ensures that the interests and influence of residents are taken into account in the decision making process. The team promotes a wide range of opportunities for residents, leaseholders, and shareholders to get involved.**



**Stephen Loftus**

Resident Involvement Co-ordinator

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E-mail: **sloftus@cosmopolitanhousing.co.uk**



**Julie McNally**

Resident Involvement Officer

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E-mail: **jmcnally@cosmopolitanhousing.co.uk**



**Ria Burns**

Resident Involvement Officer

Telephone: **0151 224 0315**

E-mail: **rburns@cosmopolitanhousing.co.uk**




**Sasha Buckley**

Resident Involvement Assistant

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E-mail: **sbuckley@cosmopolitanhousing.co.uk**





The Rent Income Team is led by Karen Cheung, and the team help residents to maximise their entitlement to benefits, provide advice on welfare benefits, support the completion of Housing Benefit forms and help with Housing Benefit appeals. The team also has a dedicated officer to Financial Inclusion, who can assist with opening a bank account, advice on debt, utilities companies and affordable loans.



**Karen Cheung**

Rent Income Team Leader

Telephone: **0151 224 0326**

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**Lynda Beck**

Rent Income Officer

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**John Mather**

Financial Inclusion Officer

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**Steve Taylor**

Rent Income Assistant

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**The Asset Management and Responsive Repair Team are led by Karl Harnwell. The team manage the maintenance service partnership contract with Knowsley Housing Trust (KHT) Services. In addition they are responsible for producing and delivering the Association's planned maintenance programmes.**



**Karl Harnwell**

Asset Manager

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**Ian Brennan**

Repairs Contract Co-ordinator

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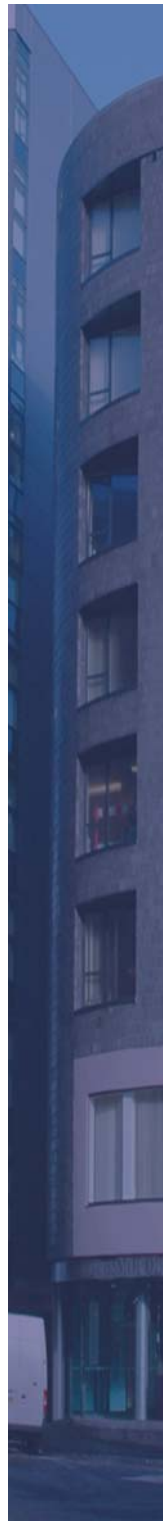


**Alex Tookey**

Repairs and Asset Management Assistant

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If you wish to have this document translated into your chosen language, please tick the box and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

إذا نديك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو أن تضع علامة على الصندوق وترجعه إلى هيئة إسكان كوسمبوليتان.

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Arabic)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Simplified)

如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Chinese – Traditional)

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Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY

(Kurdish)

Jeśli chciałoby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Polish)

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(Somali)

Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.

(Turkish)



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Telephone: 0151 227 3716 Fax: 0151 227 4991  
[www.cosmopolitanhousing.co.uk](http://www.cosmopolitanhousing.co.uk)

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.