



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**

Internet: **www.cosmopolitanhousing.co.uk**

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**



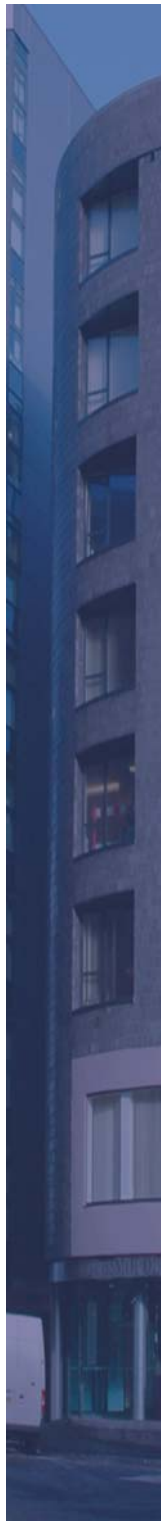
Peter Bond
Tenancy Management Officer
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Julie Ryan
Tenancy Management Officer
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Enid Ammon
Tenancy Management Assistant
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Email: **eammon@cosmopolitanhousing.co.uk**





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

Telephone: **0151 224 0319**,

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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Julie McNally

Resident Involvement Officer

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Ria Burns

Resident Involvement Officer

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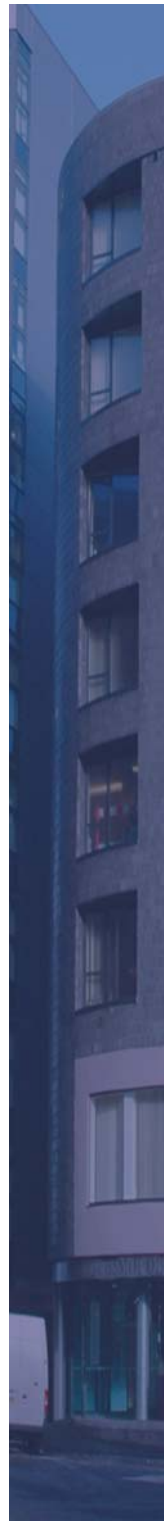



Sasha Buckley

Resident Involvement Assistant

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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

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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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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)

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(Chinese – Simplified)

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(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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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.