

# Hillingdon Council Social Housing Landlord Service and Regulatory Lead Officers 2025 Roles & Responsibilities

## Purpose

This document sets out the lead accountable officers of the Council for the local authority Regulated Social Housing Landlord Service.

It is reviewed regularly to keep the information up to date.

Date: 26/02/25

## A. Landlord Service Lead Officers of the Council

No.	Role	Responsibility
1	<b><u>Corporate Management Team Lead:</u></b> Dan Kennedy Corporate Director – Homes & Communities London Borough of Hillingdon Civic Centre Uxbridge UB8 1UW	Overall lead for Regulatory compliance including competency & conduct.
2	<b><u>Finance Lead:</u></b> Andy Goodwin Head of Strategic Finance/Deputy S151 London Borough of Hillingdon Civic Centre Uxbridge UB8 1UW	Overall finance lead for the Landlord Service
3	<b><u>Complaints Lead:</u></b> Ian Anderson Business Manager, Customer Experience London Borough of Hillingdon Civic Centre Uxbridge UB8 1UW	Council wide lead for complaints standards

## **B. Regulatory Consumer Standards and Lead Officers of the Council**

This section sets out who are the accountable senior accountable managers responsible for each housing consumer standard.

### **1. Safety and Quality Standard**

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

<b>No.</b>	<b>Accountable Senior Manager</b>	<b>Responsibility</b>
<b>1</b>	Gary Penticost Director of Operational Assets London Borough of Hillingdon Civic Centre Uxbridge UB8 1UW  Directorate: Place  Health & Safety lead Principal Accountable Person - 'Higher Risk Buildings'	<b><u>Responsible Operational Managers</u></b> <b>Liam Bentley:</b> Operations Manager Responsive Repairs and Voids Reservicing. <b>Merrick Knight:</b> Operations Manager Planned Works and Adaptations – Housing <b>John Philips:</b> Electrical Contracts Manager. <b>Paul Hart:</b> Mechanical & Gas Contract Manager <b>Mike Emmett / Amie Krubally:</b> Fire and Building Safety

### **2. Tenancy Standard**

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

<b>No.</b>	<b>Accountable Senior Manager</b>	<b>Responsibility</b>
<b>2</b>	Sam Strong Assistant Director, Homes and Neighbourhoods London Borough of Hillingdon Civic Centre 2N/08 High Street, Uxbridge UB8 1UW  Directorate: Homes and Communities	<b><u>Responsible Operational Managers</u></b> <b>Leon Evans:</b> Housing Manager <b>Surinder Nagi:</b> Housing Manager <b>Susanne Carter-Penrose:</b> Assistant Director, Housing Needs and Homelessness

### **3.Neighbourhood and Community Standard**

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

<b>No.</b>	<b>Accountable Senior Manager</b>	<b>Responsibility</b>
<b>3</b>	Sam Strong Assistant Director, Homes and Neighbourhoods London Borough of Hillingdon Civic Centre 2N/08 High Street, Uxbridge UB8 1UW  Directorate: Homes and Communities	<b><u>Responsible Operational Managers</u></b> <b>Nicola Herbert:</b> Director of Environment (Green Spaces) <b>Nicola Herbert:</b> Director of Environment (Waste Services) <b>Richard Webb:</b> Director of Community Safety & Enforcement

### **4.Transparency, Influence and Accountability Standard**

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

<b>No.</b>	<b>Accountable Senior Manager</b>	<b>Responsibility</b>
<b>4</b>	Sam Strong Assistant Director, Homes and Neighbourhoods London Borough of Hillingdon Civic Centre 2N/08 High Street, Uxbridge UB8 1UW  Directorate: Homes and Communities	<b><u>Responsible Operational Managers</u></b> <b>Marion Finney:</b> Engagement and Regeneration Manager

### **C. Rent Standard – Accountable Senior Officer**

This section sets out who is the accountable senior accountable manager responsible for the social housing rent standard.

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

<b>No.</b>	<b>Accountable Senior Manager</b>	<b>Responsibility</b>
<b>1</b>	Sam Strong Assistant Director, Homes and Neighbourhoods London Borough of Hillingdon Civic Centre 2N/08 High Street, Uxbridge UB8 1UW  Directorate: Homes and Communities	<b><u>Responsible Operational Managers</u></b> <b>Trevor Costello:</b> Income Manager <b>Kala Sripavan:</b> Housing Revenues and Charges Manager <b>Hannah Katakwe:</b> Finance Business Partner (Housing Revenue Account)