

Staff Contacts at PCHA

All our staff are contactable on our main phone number 020 8659 3055, or via email at housing@pcha.co.uk or repairs@pcha.co.uk.



Esmine and Georgie – Customer Services Officers

Esmine and Georgie are our front-line officers with primary responsibility for managing incoming calls and emails. They deal with all initial housing enquiries together with any repairs and maintenance reports, resolving the issues where they can and escalating to the appropriate person if necessary.



Jackie – Income Officer

Reporting to Jean, Jackie looks after rent accounts, making sure rent payments are correctly allocated and dealing with rent queries and arrears. She can offer advice and support to residents to help them manage the rent accounts and sustain their tenancies.



Natalie – Maintenance & Estates Officer

Reporting to Steve, Natalie works to look after our day to day repairs and maintenance service. She also works with Steve to deliver our H&S compliance and planned maintenance programme for replacement kitchens, bathrooms and boilers.



Jean – Tenancy Services Manager, and Alex – Tenancy Services Officer

Jean manages Alex and Jackie to deliver a holistic tenancy service to our residents.

Together, Jean and Alex deliver our tenancy services and can assist you with all tenancy queries, including housing applications (internal transfers and mutual exchanges), tenancy changes, arrears, support and welfare queries and reports of ASB.



Mick – Handyman / Maintenance Operative

Mick is our in-house handyman and caretaker, carrying out regular inspections, safety checks and cleaning duties.



Mary – Head of Customer Services

Mary leads Customer Services for PCHA, which includes tenancy management. She manages Jean and her team, along with Georgie and Esmine. She is also lead officer for Complaints.

Mary can be contacted at mary@pcha.co.uk.



Steve – Head of Property Services

Steve heads up the property services side of the organisation, managing Natalie and Mick. This area of work includes asset management, compliance, responsive repairs, planned and improvement works.

Steve can be contacted at steve@pcha.co.uk.



Sian – Director of Operations

Sian provides overall direction and leadership for all of the operations side of our business including customer service, tenancy management and property services. If you have any queries regarding our services or policies please contact Sian.

Sian can be contacted at sian@pcha.co.uk.



Karen – Chief Executive

As Chief Executive, Karen has overall responsibility for all the day to day management of PCHA and, with the Board, sets the strategic direction for the organisation. If you have any queries on the future of PCHA, our services or policies please contact her on karen@pcha.co.uk.

General enquiries

To contact any member of the team, and for general enquiries, please call us on **020 8659 3055** or email housing@pcha.co.uk or repairs@pcha.co.uk. It is not necessary to know who you need to speak to in advance, as all our staff can handle any queries and forward to the appropriate person if necessary.

We also have two separate email addresses specifically for complaints and health & safety issues:

Complaints: complaints@pcha.co.uk

Health & Safety: healthandsafety@pcha.co.uk