

HOW TO CONTACT US/SUT I GYSYLLTU Â NI

Website/Gwefan: www.ccha.org.uk

You can visit or write to us at one of our local offices

Housing Area Office:

Callaghan House Office Hours: 9:00 - 16:30
50 Meteor Street
Adamsdown
CARDIFF
CF24 0HE

Telephone: 029 2046 2142

Fax: 029 2046 8438

Head Office:

2 Ocean Way Office Hours: 9:00 - 16:30
Ocean Park
CARDIFF
CF24 5TG

Telephone: 029 2046 2142

Fax: 029 2046 8444

**You can contact us by telephone between 9:00 and 5:00.
You can contact us by email 24 hours a day.**

Contact our team by email or telephone

Team	Email Address	Telephone
Customer Services	housing@ccha.org.uk	029 2046 2142
Repairs Direct	repairs@ccha.org.uk	029 2046 8490
Paying your rent by telephone		0870 243 6040
Lettings Team	housing@ccha.org.uk	029 2046 8482
Community Solutions (Neighbour Nuisance and Anti-social behaviour)	housing@ccha.org.uk	029 2046 8409
Tenant Involvement	involvement@ccha.org.uk	029 2046 8416
Community Development	support@ccha.org.uk	029 2046 8417
Cardiff Accessible Homes	CAH@ccha.org.uk	029 2046 8408
Corporate Affairs	personnel@ccha.org.uk	029 2046 2142
Development	development@ccha.org.uk	029 2046 2142
Finance	finance@ccha.org.uk	029 2046 2142

Out of Office Hours Emergency Repairs Service

You may need an emergency repair outside office hours, such as during weekends or in a holiday period. We operate a 24 hour emergency repair service that you can contact by calling: **01633 381111**

DIRECT LINE TELEPHONE NUMBERS AND EMAIL ADDRESSES

NAME		DEPARTMENT	DIRECT LINE	EMAIL
PROTHEROE	KEVIN	Chief Executive	2046 8470	Kevin.Protheroe@ccha.org.uk
VAUGHAN	BILL	Head of Policy and Research	20 46 8464	Bill.Vaughan@ccha.org.uk
CUSTOMER SERVICES				
CHAPPELL	CHRIS	Customer Advisor	2046 8432	Chris.Chappell@ccha.org.uk
JENKINS	GARETH	Customer Services Co-ordinator	2046 8448	Gareth.Jenkins@ccha.org.uk
KAVANAGH	PAM	Customer Assistant	2046 8447	pam.kavanagh@ccha.org.uk
MOHAMED	MARIAN	Customer Advisor	2046 8422	Marian.Mohamed@ccha.org.uk
REYNOLDS	ANNE	Customer Advisor	2046 8433	Anne.Reynolds@ccha.org.uk
SHIVASTRAVA	VINEETA	Customer Advisor	2046 8423	Vineeta.Shivastrava@ccha.org.uk
SUTTON	BEVERLEY	Customer Advisor	2046 8480	Beverley.Sutton@ccha.org.uk
COMMUNITY DEVELOPMENT				
ANSCOMBE	SUE	Community Development Co-ordinator	2046 8417	Susan.Anscombe@ccha.org.uk
CONDON	NICKY	Customer Involvement Officer	2046 8416	Nicky.Condon@ccha.org.uk
HOUSING SERVICES				
ALLEN	PAULINE	Housing Officer	2046 8435	Pauline.Allen@ccha.org.uk
BABER	KAY	Housing Officer	2046 8441	Kay.Baber@ccha.org.uk
COXSHOTT	ANDREW	Housing Officer	2046 8440	Andrew.Coxshott@ccha.org.uk
CROSS	CAROLINE	Housing Officer	2046 8424	Caroline.Cross@ccha.org.uk
EADES	THERESA	Housing Manager	2046 8434	Theresa.Eades@ccha.org.uk
HARRINGTON	DEBORAH	Housing Officer	2046 8442	Deborah.Harrington@ccha.org.uk
MILES	DAWN	Customer Assistant	2046 8482	Dawn.Miles@ccha.org.uk
PARSONS	KAREN	Housing Officer	2046 8426	Karen.Parsons@ccha.org.uk
WILLIAMS	BARRY	Housing Finance Officer	2046 8425	Barry.Williams@ccha.org.uk
THOMAS	MATTHEW	Housing Director	2046 8436	Matthew.Thomas@ccha.org.uk
COMMUNITY SUPPORT UNIT				
DAVIES	LAUREN	Community Support Officer	2046 8411	Lauren.Davies@ccha.org.uk
HYNES	FRANCES	Community Support Co-ordinator	2046 8409	Frances.Hynes@ccha.org.uk
LOWRI	HELEN	Advisor	2046 8409	Muir.Lowri@ccha.org.uk
PROPERTY				
EGAN	COLIN	Property Manager	2046 8427	Colin.Egan@ccha.org.uk
PHILLIPS	JONATHAN	Property Director	2046 8454	Jonathan.Phillips@ccha.org.uk
SMITH	MARTIN	Property Surveyor	2046 8428	Martin.Smith@ccha.org.uk
TINSLEY	STEVE	Property Surveyor	2046 8446	Steve.Tinsley@ccha.org.uk

If your call to a direct line is put through to an answer machine please leave a message and we will call you. If you would prefer to leave a message with one of our Team, please re-dial the main switchboard: 029 2046 2142

IF YOU WANT THIS INFORMATION IN BIGGER PRINT PLEASE CONTACT US AND WE WILL SEND YOU A COPY