

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: Office Hours: 9:00 -16:30

Callaghan House
50 Meteor Street Ocean Park
Adamsdown CARDIFF
CARDIFF CF24 5TG
CF24 0HE

Telephone: 029 2046 2142

Fax: 029 2046 8438

Head Office: Office Hours: 9:00 -16:30

2 Ocean Way
Ocean Park
Cardiff
CF24 5TG

Telephone: 029 2046 2142

Fax: 029 2046 8444

You can contact us by phone between 09:00 – 17:00
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	02920 462142
Repairs Direct	repairs@ccha.org.uk	02920 468490
Paying your rent by telephone		0870 243 6040
Lettings Team Community Solutions (Neighbour Nuisance and Antisocial behaviour)	housing@ccha.org.uk	02920 468482 02920 468409
Tenant Involvement Community Development	involvement@ccha.org.uk support@ccha.org.uk	02920 468416 02920 468417
Cardiff Accessible homes	CAH@ccha.org.uk	02920 468408
Corporate Affairs	personnel@ccha.org.uk	02920 462142
Development	development@ccha.org.uk	02920 462142
Finance	finance@ccha.org.uk	02920 462142

**OUT OF HOURS EMERGENCY
REPAIR 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	JOB TITLE	DIRECT LINE	EMAIL
Kevin Protheroe	Chief Executive	02920 468470	Kevin.protheroe@ccha.org.uk
Bill Vaughan	Head of Policy and Research	02920 468464	Bill.vaughan@ccha.org.uk
CUSTOMER SERVICES			
Chris Chappell	Customer Advisor	02920 468432	Chris.chappell@ccha.org.uk
Gareth Jenkins	Customer Services Coordinator	02920 468409	Gareth.jenkins@ccha.org.uk
Pam Kavanagh	Customer Assistant	02920 468447	Pam.kavanagh@ccha.org.uk
Marian Mohamed	Customer Advisor	02920 462422	Marian.mohamed@ccha.org.uk
Anne Reynolds	Housing Assistant	02920 468433	Anne.reynolds@ccha.org.uk
Beverley Sutton	Customer Advisor	02920 468480	Beverley.sutton@ccha.org.uk
COMMUNITY DEVELOPMENT			
Sue Anscombe	Community and Regeneration Manager	02920 468417	Susan.anscombe@ccha.org.uk
Nicky Condon	Tenant Involvement Officer	02920 468416	Nicky.condon@ccha.org.uk
HOUSING SERVICES			
Pauline Allen	Housing Officer	02920 468435	Pauline.allen@ccha.org.uk
Kay Baber	Housing Officer	02920 468441	Kay.baber@ccha.org.uk
Andrew Coxshott	Housing Officer	02920 468440	Andrew.coxshott@ccha.org.uk
Caroline Cross	Housing Officer	02920 468424	Caroline.cross@ccha.org.uk
Theresa Eades	Housing Manager	02920 468434	Theresa.eades@ccha.org.uk
Deborah Harrington	Housing Officer	02920 468404	deborah.harrington@ccha.org.uk
Karen Parsons	Housing Officer	02920 468426	Karen.parsons@ccha.org.uk
Barry Williams	Housing Finance officer	02920 468425	Barry.williams@ccha.org.uk
Dawn Miles	Housing Officer	02920 468482	Dawn.miles@ccha.org.uk
Paul Elliot	Housing Assistant	02920 468439	Paul.elliott@ccha.org.uk
Matthew Thomas	Housing Director	02920 468436	Matthew.thomas@ccha.org.uk

COMMUNITY SUPPORT UNIT			
Lauren Davies	Community Support Officer	02920 468411	Lauren.davies@ccha.org.uk
Luisa Jones	ASB Assistant	02920 468441	Luisa.jones@ccha.org.uk
Muir Lowry	ASB Officer	02920 468409	Muir.lowry@ccha.org.uk
PROPERTY			
Allan Brinkley	Maintenance Manager	02920 468474	Allan.brinkley@ccha.org.uk
Caroline Marsden	Head of Development	02920 456457	Caroline.marsden@ccha.org.uk
Andrew Carey	Development Manager	02920 468446	Andrew.carey@ccha.org.uk
Martin Smith	Maintenance Officer		Martin.smith@ccha.org.uk
Steve Tinsley	Maintenance Officer	02920 468452	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.