

Getting to know us



This leaflet introduces our staff at Redland to you, and tells you how to contact them.

Introduction

We hope that this leaflet will make it easier for you to contact the right person first time when you need to speak to someone at Redland.

Inside, you will find details of our staff, and also a page which tells you who will best be able to help you depending on where you live.

Our technical officers and assistants deal with repairs and maintenance to all our homes, buildings and estates. Generally, if you want to arrange a repair, or have a query about a repair, then you should contact your technical assistant. If you have a question about our longer-term plans for looking after your home, then you should speak to a technical officer.

Your housing officers will deal with any tenancy matter, including nuisance and anti-social behaviour, transfers and exchanges, letting our homes, and any concerns or queries you have about your tenancy. They also monitor how we look after our estates, including

gardening and cleaning of common areas. They can also talk to you about the services that our support team offers. If you are enquiring about something for the first time, it is best to contact your housing assistant.

If you have a question, or want to speak to someone about your rent account then contact our Money Management Officer. They can also help you if you are worried about money matters or debt generally.

If you want to know how you can get involved in the way Redland works, and in what happens on your estate, then you can talk to our Resident Involvement Manager.

If the person you want to speak to isn't in the office, then someone else will be able to help you. Sometimes the person in this leaflet will no longer be with us, but their replacement will have the same direct line. We will update this leaflet regularly.

Contact us

Housing officers (HO)



Neil Webber

Direct line: 0117 9194226

Email: neil.webber@redlandha.co.uk



Steven Atkinson

Direct line: 0117 3167206

Email: steven.atkinson@redlandha.co.uk



Wendy Kelloway (Monday to Wednesday)

Direct line: 0117 3167207

Email: wendy.kelloway@redlandha.co.uk

Housing assistants (HA)



Susan Coombes

Direct line: 0117 3167214

Email: susan.coombes@redlandha.co.uk



Gail Thompson

Direct line: 0117 3167215

Email: gail.thompson@redlandha.co.uk

Money Management Officer



Jennifer Cole

Direct line: 0117 3167208

Email: jennifer.cole@redlandha.co.uk

Technical officers (TO)



Andrew Bowden

Direct line: 0117 3167201

Email: andrew.bowden@redlandha.co.uk



Andrew Chandler

Direct line: 0117 3167217

Email: andrew.chandler@redlandha.co.uk

Technical assistants (TA)



Pam Davidge

Direct line: 0117 3167218

Email: pam.davidge@redlandha.co.uk



Carly Parsons

Direct line: 0117 3167213

Email: carly.parsons@redlandha.co.uk

Resident Involvement Manager



Philippa Barton

Direct line: 0117 3167219

Email: philippa.barton@redlandha.co.uk

Resident Involvement Assistant



Claire Johnstone

Direct line: 0117 9194225

Email: claire.johnstone@redlandha.co.uk

Who covers your area

Taunton Deane area, Avonmouth, Brislington, Greenbank, Hartcliffe, Henbury, Keynsham, Lawrence Weston, Old Market, St George, Shirehampton, Thornbury, Witherwood.

HO: Neil Webber

HA: Susan Coombes

TO: Andrew Bowden

TA: Carly Parsons

Mendip area, North Somerset area, Bedminster, Bedminster Down, Bishopston, Christmas Steps, Clifton, Cotham, Redland, St Michael's Hill.

HO: Steven Atkinson

HA: Gail Thompson

TO: Andrew Chandler

TA: Pam Davidge

Bath and North East Somerset area (except Keynsham), South Gloucestershire area (except Thornbury), Eastville, Fishponds.

HO: Wendy Kelloway (part-time, Mondays to Wednesdays)

HA: Gail Thompson and Susan Coombes

TO: Andrew Bowden

TA: Carly Parsons

Knowle, Whitchurch.

HO: Neil Webber

HA: Susan Coombes

TO: Andrew Chandler

TA: Pam Davidge

Totterdown (by street name): Arnos Street, Bathwell Road, Bellevue Terrace, Cambridge Street, Fitzroy Street, Golden Street, Green Street, Henry Street, Higham Street, Hillside Street, Oxford Street, Stanley Hill, Steven's Crescent, Summerhill House, Summerhill, Upper Street, Windsor Terrace.

HO: Neil Webber

HA: Susan Coombes

TO: Andrew Chandler

TA: Pam Davidge

Totterdown (by street name): Hill Street, Pylle Hill Crescent, Richmond Street, St Luke's Crescent, William Street, Wycliffe Row.

HO: Neil Webber

HA: Susan Coombes

TO: Andrew Bowden

TA: Carly Parsons

If English is not your first language and you need a translation, we can get one for you.

Arabic

إذا كانت لغتك الأصلية ليست الانجليزية وكنت بحاجة الى ترجمة فانه بإمكاننا ان نوفرها لك.

Bengali

ইংরেজী যদি আপনার মাতৃভাষা না হয় এবং আপনার একটি অনুবাদের প্রয়োজন হয় তবে আমরা আপনার জন্য তা সরবরাহ করতে পারবো।

Chinese

如果你主要说用的语言不是英语而需要翻译服务，我们能够给你安排。

Hindi

यदि अंग्रेज़ी आपकी प्रथम भाषा नहीं है और आपको अनुवाद चाहिये, तो हम आपके लिए ला सकते हैं।

Italian

Se l'inglese non è la vostra lingua e avete bisogno di una traduzione, possiamo procurarvene una.

Polish

Osobom nie znającym języka angielskiego możemy zapewnić tłumaczenie.

Somali

Haddii aanu af Ingiriisigu ahayn luqad-daada kowaad oo aad u baahan-tahay turjumid, anaga ayaa mid kuu heli karayna.

Spanish

Si el Ingles no es tu lengua materna y necesitas una traduccion, nosotros te lo podemos traducir.

Thai

หากภาษาอังกฤษไม่ใช่ภาษาแรกที่ท่านพูดและท่านต้องการให้แปล เป็นภาษาอื่น เราสามารถจัดบริการให้ท่านได้

Urdu

اگر انگریزی آپ کی زبان نہیں ہے اور آپ کو ترجمہ درکار ہے تو ہم آپ کے لیے اس کا بندوبست کریں گے۔

Please ask us if you would like this leaflet in large print, audio or Braille.

Redland Housing Association, Holly House, Corbet Close, Lawrence Weston, Bristol, BS11 0TA.

Phone: 0117 938 2700 Fax: 0117 316 7200 Website: www.redlandha.co.uk