



Customer Service Team

Live Chat

www.monmouthshirehousing.co.uk

Phone

0345 667 2277

Email

customerservices@monmouthshirehousing.co.uk



It's *Goodbye* from the
New Homes Team...

...and *hello* to your **Income &
Neighbourhoods Officers**

Thank you for starting your new MHA tenancy with the New homes Team, we hope you are enjoying your home and community.

You will leave the **New Homes Service** shortly and be transferred to our **Neighbourhoods & Income** teams. This means you will have 2 housing officers supporting you, for the rest of your tenancy.

You will have an:

- **Income officer** - who you can talk to about your rent, benefits and any affordability issues
- **Neighbourhood officer** - who you can talk to about any other issues that you have about your home, support or community.

You can find the name and contact details for your new Income & Neighbourhood officer below, please do not hesitate to contact them for any enquiries. If you have trouble getting through directly or are not sure which officer covers your address, please contact our **Customer Service Team** (details on back).

| Your Neighbourhoods Team (providing our housing management service) | | | | Your Income Team (providing our rent account service) | | | |
|---|-------------------|-----------------------|--|--|------------------|-----------------------|---|
| Patch | Name | Text/ Phone/ WhatsApp | Email | Patch | Name | Text/ Phone WhatsApp/ | Email |
| Chepstow & Devauden areas | Nicola Pocock | 07792 597845 | nicola.pocock@monmouthshirehousing.co.uk | Chepstow & Devauden areas | Emily Townsend | 07825755080 | emily.townsend@monmouthshirehousing.co.uk |
| Caldicot, Caerwent, & Magor areas | Holly Doughton | 07712 774514 | holly.doughton@monmouthshirehousing.co.uk | Caldicot 1 (Incl Masefield, Undy, Magor, Goytre, Little Mill, & Rogiet) | Gemma Smith | 07891 684499 | gemma.smith@monmouthshirehousing.co.uk |
| | | | | Caldicot 2 (incl. Oakley, Woodland View, Albion, Longfellow & Caerwent) | Jessie O'Connell | 07891 686270 | jessie.o'connell@monmouthshirehousing.co.uk |
| Abergavenny North, Llanelly Hill & Raglan | Joanne Pembridge | 07528 186572 | joanne.pembridge@monmouthshirehousing.co.uk | Abergavenny central | Rebecca Evans | 07816 338711 | rebecca.evans@monmouthshirehousing.co.uk |
| Abergavenny South, Govilon & Usk areas | Anthony O'Connell | 07989 655029 | anthony.o'connell@monmouthshirehousing.co.uk | Mardy & North Villages incl. Crossash, Pandy, Skenfrith, Grosmont & Llantilio Crosseny | Chanelle Baker | 07816 220881 | Chanelle.Baker@monmouthshirehousing.co.uk |
| Monmouth & Wyesham areas | Jacob Richards | 07920 504651 | jacob.richards@monmouthshirehousing.co.uk | Villages around Abergavenny incl. Raglan Wyesham & Govilon | Alison Bromham | 07775 704840 | alison.bromham@monmouthshirehousing.co.uk |
| | | | | Monmouth & Usk | Stacey Duggan | 07901 682373 | stacey.duggan@monmouthshirehousing.co.uk |