



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
Caldicot, Caerwent, & Magor areas	Steven Wheater	07794 953780	steven.wheater@monmouthshirehousing.co.uk	Chepstow & Devauden areas	Clare Evans	01495 745749	clare.evans@monmouthshirehousing.co.uk
Abergavenny North incl. Llanelly Hill & Raglan	Anthony O'Connell	07989 655029	anthony.o'connell@monmouthshirehousing.co.uk	Abergavenny - Mardy	Cally McCarthy (Mon-Tues)	01495 761004	cally.mccarthy@monmouthshirehousing.co.uk
					Gemma Smith (Weds-Fri)	07891 684499	gemma.smith@monmouthshirehousing.co.uk
				Caldicot	Jessie O'Connell	07891 686270	jessie.o'connell@monmouthshirehousing.co.uk
Abergavenny South incl. Govilan & Usk areas	Dominic Pembridge	07964 845727	dominic.pembridge@monmouthshirehousing.co.uk	Abergavenny central incl Llanfoist	Rebecca Evans	07816 338711	rebecca.evans@monmouthshirehousing.co.uk
					Kerris Evans	01495 767194	kerris.evans@monmouthshirehousing.co.uk
Monmouth & Wyesham areas	Teri Power	07805 998045	teri.power@monmouthshirehousing.co.uk	Magor/Undy/ Caerwent & Villages around Abergavenny & Govilan	Alison Bromham	07775 704840	alison.bromham@monmouthshirehousing.co.uk
Chepstow & Devauden areas	Nic Pocock (Mon-Tue)	07792 597845	nicola.pocock@monmouthshirehousing.co.uk	Monmouth, Raglan & Usk	Stacey Duggan	07901 682373	stacey.duggan@monmouthshirehousing.co.uk
	Katherine O'Sullivan (Wed- Fri)	07712 774489	katherine.o'sullivan@monmouthshirehousing.co.uk				