

Appendix B

Shared Ownership: list of lender contacts for registered providers and others wishing to co-ordinate with lenders over existing shared ownership loans

This contact list has been compiled as part of a Council of Mortgage Lenders/National Housing Federation initiative to facilitate better co-ordination between lenders and housing associations in managing their respective relations with existing shared owner borrower/leaseholders. The contacts on this list should be able to assist a housing association in working effectively with a lender to resolve issues such as rent arrears or mortgage default. The Federation has compiled a similar list of shared ownership housing association contacts for use by lenders.

If you cannot find a contact on this list or if any details appear incorrect or out of date please contact Kerry Chow at the CML who will be pleased to assist in establishing contact with the lender in question: telephone: 0207438 8936 email: kerry.chow@cml.org.uk

Name	Job Title	Company	Email	Telephone
Nick O'Hara	Head of UK Mortgage Arrears	Bank of Ireland	nick.ohara@boi.com	0117 943 6714
Aneez Hendricks	Senior Operations Manager	Barclays	aneez.hendricks@barclays.com	
Kate Buggs	Head of Customer Services	Buckinghamshire Building Society	katebuggs@bucks.co.uk	01494 879500
Frances Tingey	Senior Underwriter & Debt Manager	Cambridge Building Society	ftingey@cambridgebs.co.uk	01223 727 677
Janet Walker	Team Leader, Customer Support	Darlington Building Society	jwalker@darlington.co.uk	01325 741 072
Jon Lee	Business Development	Ecology Building Society	jlee@ecology.co.uk	01535 650774
David Lownds	Head of Operations - Senior Manager	Hanley Economic Building Society		01782 255 122
Gordon Springford	Head of Lending	Holmesdale Building Society	gordon.springford@theholmesdale.co.uk	01737 245716
Clare Argent	Head of Customer Services	Ipswich Building Society	clareargent@ibs.co.uk	01473 278440
Alison Gerrard	Asset Management Manager	Jerrold Holdings Limited	alison.gerrard@blemaingroup.co.uk	0161 956 3253
Lesley Hepworth	Possession Sales & Loss Recovery	Leeds Building Society	lhepworth@leedsbuildingsociety.co.uk	0113 225 7641
Neil Cleverley	Senior Manager Secured Tactical Development	Lloyds Banking Group	neil.cleverley@lloydsbanking.com	07776 462 247
Chris Rowley	Director of Operations	Melton Mowbray Building Society	c.rowley@mmbbs.co.uk	01664 414003
Morag McColm	Senior Manager Strategy	Nationwide	morag.mccolm@nationwide.co.uk	01604 854945
Melanie Mildenhall	Customer Services Manager	Newbury	melanie.mildenhall@newbury.co.uk	01635 555 732
Shirley Squire	Residential Recovery & Collections Manager	One Savings Bank plc	shirley.squire@krbs.com	01634 835743
Susan Askew	Operational Risk Manager and Secretary	Penrith Building Society	susan.askew@penrithbuildingsociety.co.uk	

Deb Selley	Senior Member Services Manager, MSC	Principality Building Society	debbie.selley@principality.co.uk	
Nick Hylands		Santander	nicholas.hyland@santander.co.uk	01908 344134
Elaine Wells	Lending Policy Manager	Santander	elaine.wells@santander.co.uk	01908 344 602
Adrian Phipps	Manager - Mortgages	Stafford Railway Building Society	adrian.phipps@srbs.co.uk	01785 231441
Mary Manning		Teachers Building Society	mary.manning@teachersbs.co.uk	01204 843513
Gareth McNab	Collections Manager	The Coventry Building Society	gareth.mcnab@thecoventry.co.uk	024 7662 8022
Simon Vaughan	Head of Operations	The Loughborough Building Society	simon.vaughan@theloughborough.co.uk	01509 610707
Sandra Beresford	Senior Collections Manager	The Nottingham Building Society	sandra.beresford@thenottingham.com	0115 956 4681
Keith Robinson	Collections Controller	Tipton & Coseley Building Society	keith.robinson@thetipton.co.uk	0121 521 4008
John Miller	Director, General Manager and Secretary	Tipton & Coseley Building Society	john.miller@thetipton.co.uk	0121 557 2551
Jeff McAdam	Senior Manager	UKAR	jeff.mcadam@ukar.co.uk	07909 213803
Nick Watson	Credit Services Manager	Virgin Money	n.watson@virginmoney.com	0191 279 8691



	Policy and procedures				Customers and accounts			
Organisation	Name	Role	Email	Telephone	Name	Role	Email	Telephone
A2Dominion	Sharon Smith	Commercial and Policy Manager	sharon.smith@a2dominion.co.uk	0800 432 007	Susan Slade	Leasehold Services Manager	susan.slade@a2dominion.co.uk	020 8825 1806
Accent	Damian Roche	Regional Housing Director - Nene	Damian.Roche@AccentGroup.org	01733 295403	Virginia Cheetham	Home Ownership Officer - Nene (East)	virginia.cheetham@accentgroup.org	0345 678 0595
Accent					Emma Pickles	Home Ownership Officer - North East	emma.pickles@accentgroup.org	0345 678 0573
Accent					Antony Owen	Home Ownership Officer - North West	antony.owen@accentgroup.org	0345 678 0590
Accent					Cheryl Bucci	Home Ownership Officer - South	cheryl.bucci@accentgroup.org	0345 678 0577
Accent					Beverley Sanderson	Home Ownership Officer -Yorkshire and Humber	beverley.sanderson@accentgroup.org	0345 678 0550
Acclaim Housing Group	Jo Lilleman tbc							
Adactus Housing Group Ltd	Claire Essame	Leasehold Officer	claire.essame@adactushousing.co.uk		Elaine Ollerton	Leasehold arrears officer	elaine.ollerton@adactushousing.co.uk	Elaine Ollerton
Advance Housing	Mariana senior	Leasehold Management Officer	mariana.senior@advanceuk.org	01993 866460	Mariana senior	Leasehold Management Officer	mariana.senior@advanceuk.org	01993 866460
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Anchor	Debbie Matusевичius	Leasehold Consultant		01274 381637	Debbie Matusевичius	Leasehold Consultant		01274 381637
AshramMoseley	Francis Healy	Head of Locality	francis.healy@moseleyha.org.uk	0300 111 7000 ext 5051	Mustafa Ramji		mustafaramji@moseleyha.org.uk	0300 111 7000 ext 5037
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Bromford	Helen Williams	Home Ownership Manager	helen.williams@bromford.co.uk	01902 378720	Julie Moseley	Home Ownership Team leader	julie.moseley@bromford.co.uk	01902 378701
Caldmoreaccord	Mandy Holcroft	Director of Operations	mandy.holcroft@caldmoreaccordha.org.uk	0300 111 7000 ext 3902	Ruth Thompson	Community Housing Officer	ruth.thompson@caldmoreaccordha.org.uk	0300 111 7000 ext 7226
Catalyst Housing	Andrew Berkerey	Home Ownership Manager	Andrew.berkerey@chg.org.uk	020 8832 3329	Andrew Berkerey	Home Ownership Manager	Andrew.berkerey@chg.org.uk	020 8832 3329
CDS Co-operatives Ltd	Vincent Moses	Leasehold Management Officer	vincent.moses@cds.coop	0207 397 5797				
Circle Housing Group / Centra Living	Philippa Oldmeadow	Assistant Director of Leasehold	Philippa.oldmeadow@circle.org.uk	020 3441 8553	Sarah Wittekind	Regional Incomes Manager	sarah.wittekind@circle.org.uk	01603 703830
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Curo	Paula Beel	Sales Co-ordinator	paula.beel@curo-group.co.uk	01225 366039	Mrs Andrea Scothern	Customer Account Manager	andrea.scothern@curo-group.co.uk	01225 366439
DCH Group (Cornwall)	Karen Bateman	Income Manager Cornwall	karen.bateman@dchgroup.com	01736 334919	John Kenworthy	Income Team Leader Cornwall	john.kenworthy@dchgroup.com	01736 334905
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Derwent Living	Andrena White	Property Services Manager	awhite@derwentliving.com	01332 614829	Andrena White	Property Services Manager	awhite@derwentliving.com	01332 614829
English Rural	Martin Collett	Operations Director	martin.collett@englishrural.org.uk	07552 126681	Luke Versteeg	Housing Services Administrator	luke.versteeg@englishrural.org.uk	07760 7761935
Family Mosaic	Penny Payani	Credit Manager	penny.payani@familymosaic.co.uk	0207 089 1009	Debra Freeman	Company Solicitor	debra.freeman@familymosaic.co.uk	0207 089 1014
First Wessex								

First Wessex	Rahena Begum	Income Coordinator	Rahena.begum@firstwessex.org	02380 684437	Rahena Begum	Income Coordinator	Rahena.begum@firstwessex.org	02380 684437
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Hastoe	Steve Thorn	Regional Manager	sthorn@hastoe.com	020 8973 0413	Shirley Evans-Jones	Head of Housing	sevans-iones@hastoe.com	01305 216934
Hexagon Housing Association	Tom Harding	Housing Services Manager	tharding@hexagon.org.uk	020 8768 7979	Sarah Legate		slegate@hexagon.org.uk	020 8768 9007
Home Group	Richard Hards		Richard.hards@homegroup.org.uk	0208 582 2128	Elise Longman		elise.longman@homegroup.org.uk	0208 582 2119
Hyde Group	Femi Odunaike	Income Manager	Femi.odunaike.@hyde-housing.co.uk	0208 297 5442	Helen Carter	Income Team Leader	Helen.carter@hyde-housing.co.uk	0207 288 8351
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Jephson Housing Association Group	John Evans	Housing Manager	John.Evans@jephson.org.uk	01454 204025	Marcus Canning	Housing Administration Officer	Marcus.Canning@jephson.org.uk	01454 204007
Johnnie Johnson Housing Trust	Wendy Hodgson	Leasehold Services Manager	Wendy.Hodgson@JJHousing.co.uk	0845 600 1767	Julie Chisnall		julie.chisnall@jjhousing.co.uk	0845 60 1767
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L&Q	Gary Cross	Head of Homeowner Services	gcross@lqgroup.org.uk	0844 406 9000 x 5203	Sharon Davy	Homeowner Income Team Leader	sdavy@lqgroup.org.uk	0844 406 9000 x 5212
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Moat					Sarah Holman	home ownership manager	sarah.holman@moat.co.uk	08458 359 6255
Mount Green Housing Association	Haley Ryan		haleyryan@mountgreen.org.uk	01372 389735	Haley Ryan		haleyryan@mountgreen.org.uk	01372 389735
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Notting Hill Home Ownership	Niamh Murray	Policy and Quality Manager	nmurray@nhhg.org.uk	020 8357 4874	Jamie Flintoff	Leasehold Manager	jflintoff@nhhg.org.uk	020 8357 5144
Nottingham Community Housing Association	Gillian Thompson	Intermediate Housing Manager	Gillian.Thompson@ncha.org.uk	0115 844 3401	Gillian Thompson	Intermediate Housing Manager	Gillian.Thompson@ncha.org.uk	0115 844 3401
Octavia	Andy Warman	Assistant Director - Alternative Tenures	Andy.Warman@octavia.org.uk	0208 354 5500	Theresa Palmer	Income Officer	theresa.palmer@octavia.org.uk	020 8354 5611
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Orbit	Suzanne Prothero	Leasehold Operations Manager	Suzanne.Prothero@orbit.org.uk	01622 633975	Jenny Morris	Leasehold Manager	Jenny.Morris@orbit.org.uk	01622 633242
Orbit					Julie Frew	Leasehold Manager	Julie.Frew@orbit.org.uk	01789 404411
Origin Housing	Tina Mercer		tina.mercer@originhousing.org.uk	020 7209 9231	Carol Grant	Income Officer	carol.grant@originhousing.org.uk	020 7209 9317
Peabody Trust	Phil Hamlet	Senior Leasehold Compliance and Revenue Officer	phil.hamlet@peabody.org.uk	020 7021 4217	Clive Morrison	Leasehold Compliance and Revenue Officer	clive.morrison@peabody.org.uk	020 7021 4167

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Plus Dane	Sandy Kelly		Sandy.Kelly@neighbourhoodinvestor.com			Judith Martin	Judith.Martin@neighbourhoodinvestor.com	
Plymouth Community Homes	Nicola Kingston	Area Manager	Nicola.kingston@plymouthcommunityhomes.co.uk	01752 388282	Tracey Wheaton	Neighbourhood Housing Manager	tracey.wheaton@plymouthcommunityhomes.co.uk	01752 388306
Radian	Tim Willcocks	Head of Homeownership	tim.willcocks@radian.co.uk	023 8062 8351	Jacci Price	Income Manager	Jacci.price@radian.co.uk	01730 403088
Red Kite	Alan Keers	Director of Operations	alan.keers@redkitehousing.org.uk	01494 476286				
Redditch Co-Operative Homes	Mandy Holcroft	Director of Operations	mandy.holcroft@caldmoreaccordha.org.uk	0300 111 7000 ext 3902	Hazel Lengden	Co-op Services Manager	hazel@rch.coop	01527 591170
Rosebery Housing Association	Lisa Byrne	Programme and Development Manager	lisa.byrne@rosebery.org.uk	01372 814040	Sue Ellis	Neighbourhood Officer - Leasehold	susan.ellis@rosebery.org.uk	01372 814028
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Saxon Weald	Stuart Fullwood	Head of New Business and Sales	stuart.fullwood@saxonweald.com	01403 226000	Chris Maidwell	Sales Manager	chris.maidwell@saxonweald.com	01403 226035
Sentinel Housing Association	Angela Gibson	Income and Lettings Manager	Angela.Gibson@sentinelha.org.uk	01256 338800	Tammy Roux	Income Team Leader	tammy.roux@sentinelha.org.uk	01256 338784
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Shropshire Housing Group	Nirmal Samrai	Head of Housing	nirmal.samrai@shropshirehousing.org.uk	01939 238856	Helen Corfield	Neighbourhood Services Manager	helen.corfield@shropshirehousing.org.uk	01588 676211
Sovereign Housing Association	Karen Leach	Leasehold Strategy Manager	karen.leach@sovereign.org.uk	01256 302310	Julie Mckay	Leasehold Services Manager	julie.mckay@sovereign.org.uk	0117 317 0709

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The Regenda Group Limited	Graham Bennett	Director of Home Ownership	graham.bennett@regendahomes.com	01204 814078	Caroline Goodman	Operations Manager	caroline.goodman@regendahomes.com	01204 814320
The Riverside Group	Pam Bersantie	Leasehold Housing Services Manager	pam.bersantie@riverside.org.uk	0151 2828525	Michelle Kearns	Assistant Leasehold Housing Services Manager	michelle.kearns@riverside.org.uk	0151 2828521
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Vale of Aylesbury Housing Trust	Graham Bell	Home Ownership Manager	graham.bell@vaht.co.uk	01296 732736	Miami Holt	Leasehold Officer	miami.holt@vaht.co.uk	01296 732886
Viridian Housing Association	Anita Mackie	AHOT Project Manager	anita.mackie@viridianhousing.org.uk	0203 202 3628			-	
Waterloo Housing Group	James Baker	Home Ownership Manager	james.baker@waterloo.org.uk	0300 1230898	Julie Runcorn	Senior Shared Ownership Officer	julie.runcorn@waterloo.org.uk	0121-788 7547
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West Mercia Housing Group	David Jelley	Head of Home Ownership	david.jelley@wmhousing.org.uk	024 7676 7153	Ruth Bhullar		ruth.bhullar@optima.org.uk	0121 622 7608
Westward Housing	Christian Blackbeard	Housing services Manager	christian.blackbeard@westwardhousing.org.uk	0300 303 8535	Peter Lander	Home Ownership Advisor	peter.lander@westwardhousing.org.uk	0300 303 8535
Worthing Homes Limited	Jo Calder	Sales and Leasehold Adviser	jcalder@worthing-homes.org.uk	01903 703130	Jo Calder	Sales and Leasehold Adviser	jcalder@worthing-homes.org.uk	01903 703130
Yarlington Housing Group	Mark Dillon	Head of Programme Delivery & Sales	mark.dillon@yhg.co.uk	01935 404576	Jim Bruckel	Debt Prevention & Recovery Manager	jim.bruckell@yhg.co.uk	01935 404640
Your Housing Group	John Hudson	Head of Income and Charge	john.hudson@yourhousinggroup.co.uk		Aaron Hammersley	Non Social Housing Manager	Aaron.Hammersley@yourhousinggroup.co.uk	07776 232799