

Hillingdon Council Social Housing Landlord Service and Regulatory Lead Officers 2026 Roles & Responsibilities

Purpose

This document sets out the lead accountable officers of the council for the local authority Regulated Social Housing Landlord Service.

It is reviewed regularly to keep the information up to date.

Date: 20/02/26

A. Landlord Service Lead Officers of the Council

No.	Role	Responsibility
1	<u>Corporate Management Team Lead:</u> Dan Kennedy Corporate Director – Homes & Communities London Borough of Hillingdon Civic Centre Uxbridge UB8 1UW	Overall lead for Regulatory compliance including competency & conduct.
2	<u>Finance Lead:</u> Andy Goodwin Head of Strategic Finance/Deputy S151 London Borough of Hillingdon Civic Centre Uxbridge UB8 1UW	Overall finance lead for the Landlord Service
3	<u>Complaints Lead:</u> Ian Anderson Business Manager, Customer Experience London Borough of Hillingdon Civic Centre Uxbridge UB8 1UW	Council wide lead for complaints standards

B. Regulatory Consumer Standards and Lead Officers of the Council

This section sets out who are the accountable senior accountable managers responsible for each housing consumer standard.

1. Safety and Quality Standard

The Home/Safety and Quality Standard sets expectations for registered providers of social housing to provide tenants with safe and good quality accommodation together with a cost-effective repair and maintenance service.

No.	Accountable Senior Manager	Responsibility
1	Gary Penticost Director of Operational Assets London Borough of Hillingdon Civic Centre Uxbridge UB8 1UW Directorate: Place Health & Safety lead Principal Accountable Person - 'Higher Risk Buildings'	<u>Responsible Operational Managers</u> Liam Bentley: Head of Repairs, Voids and Caretaking Servicing. Merrick Knight: Operations Manager Planned Works and Adaptations – Housing John Philips: Electrical Contracts Manager. Paul Hart: Mechanical & Gas Contract Manager Mike Emmett / Alana Martin: Fire and Building Safety

2. Tenancy Standard

The Tenancy Standard sets expectations for registered providers of social housing to let their homes to tenants in a fair, transparent, and efficient way.

No.	Accountable Senior Manager	Responsibility
2	Sam Strong Assistant Director, Homes and Neighbourhoods London Borough of Hillingdon Civic Centre 2N/08 High Street, Uxbridge UB8 1UW Directorate: Homes and Communities	<u>Responsible Operational Managers</u> Leon Evans: Housing Manager Surinder Nagi: Housing Manager Adam Stephenson: Assistant Director, Housing Needs and Homelessness

3.Neighbourhood and Community Standard

The Neighbourhood and Community Standard sets expectations for registered providers of social housing to keep the neighbourhood and communal areas associated with the homes they own clean and safe, co-operate with relevant partners to promote the wellbeing of the local area and help prevent and tackle anti-social behaviour (ASB) and Domestic Abuse.

No.	Accountable Senior Manager	Responsibility
3	Sam Strong Assistant Director, Homes and Neighbourhoods London Borough of Hillingdon Civic Centre 2N/08 High Street, Uxbridge UB8 1UW Directorate: Homes and Communities	<u>Responsible Operational Managers</u> Chris wheeler: Director of Environment (Green Spaces) Chris wheeler: Director of Environment (Waste Services) Richard Webb: Director of Community Safety & Enforcement

4.Transparency, Influence and Accountability Standard

The Transparency, Influence and Accountability Standard sets expectations for registered providers of social housing to provide choices, information and communication that is appropriate to the diverse needs of their tenants, a clear approach to complaints and a wide range of opportunities for them to have influence and be involved.

No.	Accountable Senior Manager	Responsibility
4	Sam Strong Assistant Director, Homes and Neighbourhoods London Borough of Hillingdon Civic Centre 2N/08 High Street, Uxbridge UB8 1UW Directorate: Homes and Communities	<u>Responsible Operational Managers</u> Marion Finney: Resident Empowerment and Relationship Manager

C. Rent Standard – Accountable Senior Officer

This section sets out who is the accountable senior accountable manager responsible for the social housing rent standard.

Registered providers must comply fully with all the requirements and expectations set out in this Rent Standard. They must additionally comply with all the requirements and expectations of the Rent Policy Statement on the setting, increase and decrease of rents and service charges.

No.	Accountable Senior Manager	Responsibility
1	Sam Strong Assistant Director, Homes and Neighbourhoods London Borough of Hillingdon Civic Centre 2N/08 High Street, Uxbridge UB8 1UW Directorate: Homes and Communities	<u>Responsible Operational Managers</u> Trevor Costello: Head of Income Maximisation Kala Sripavan: Housing Revenues and Charges Manager Brighton Fong: Finance Business Partner (Housing Revenue Account)