



# Home Ownership Service

The Royal Borough of Greenwich's Home Ownership Service is committed to providing a quality service to our customers.

Our staff are here to help you.

## Customer Charter

- We will reply to your correspondence within 10 working days
- We will answer the telephone within 5 rings.
- We will see you within 15 minutes if you come in to visit us
- We aim to send your revenue service charge bills in April and October each year
- We aim to send you statements twice a year
- We will do our best to arrange the right type of help to enable you to communicate with us
- If your enquiry is not for us we will transfer you to the correct department
- We will regularly issue information sheets to keep you informed
- We will obtain leaseholder opinions with customer surveys and take on board your comments
- We will consult leaseholders and give them the opportunity to air their views by holding evening open meetings.
- We will benchmark with other local authorities to promote and ensure best practice
- We will treat you fairly and not discriminate against anyone

**All staff can be contacted by telephoning Royal Borough of Greenwich's switchboard:  
020 8854 8888**

**Steven Reed - Home Ownership Service Manager**

Telephone: 020 8921 4238 Email: Home.Ownership@royalgreenwich.gov.uk

**Right to Buy & Administration Team**

Process Right to Buy applications and provide a range of administrative services to the Home Ownership Service. Organise the Leaseholder Forum and other participation events.

Corinne Connor	020 8921 4055
RTB & Administration Manager	
Beverley Cole	020 8921 4299
Senior RTB & Administration Officer	
Mike Brown	020 8921 4031
Senior RTB & Administration Officer	
Nayim Page	020 8921 2882
Right to Buy Administration Officer	

**Property Lawyers**

Undertake conveyancing in relation to Right to Buy sales, lease extensions and enfranchisements (purchase of freehold). Please kindly note that the solicitors represent Royal Borough of Greenwich.

Eyeolusan Rewane	020 8921 4051
Nimisha Patel	020 8921 4037

**Project Management**

Managing IT and other projects within the Home Ownership Service and Housing. Leading on quality, business systems and service improvements.

Catherine Oyeniran	020 8921 2328
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**Service Charge Team**

Put together the service charges for services leaseholders receive annually, such as caretaking and repairs. Carries out consultations with leaseholders on major works contracts and prepares the invoices for those works.

Hardev Sandhu	020 8921 4232
Service Charge Production Manager	

**Service Charge Officers:**

Catherine Oyeniran	020 8921 2328
Sandra Adetosoye	020 8921 4076
Andrew Richards	020 8921 4096
Sue Moore	020 8921 4024
Sue Roe	020 8921 4097
Zoe Payne	020 8921 4098

**Service Charge Assistant**

Manisha Sevani	020 8921 4071
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**Property Accounts Team**

Collects the service charges for the services you receive on a regular basis and those for major works.

Deal with all enquiries regarding assignment of property, deeds of postponement, deeds of release and licence of alteration.

Mary Kotey	020 8921 4079
Recovery Manager	

**Property Accounts Officers:**

Jackie Vandenbosch	020 8921 4015
Janet Morgan	020 8921 4093
Mark Laming	020 8921 4095
Leah MacLeod	020 8921 4036
Amber Sparks	020 8921 4067
Stephen Rolfe	020 8921 4095

**Assignments/Licence of Alteration Officers**

Jemma Bettell	020 8921 6076
Sydney Costello (Admin)	020 8921 8085

**Payments**

There are a variety of ways to pay your service charges. Please contact a member of staff in the Property Accounts Team for more details.