

NORTHUMBERLAND

Northumberland County Council

Local Services & Housing Delivery

Who's Who and How to Contact Us

Compiled by Local Services Business Improvement Team – 23/09/2014
Updated – 11/03/2015, 05/06/2015, 23/09/2015, 26/02/2016, 26/07/2016, 09/05/2017, 17/07/2017

Local Services & Housing Delivery Management Team and PA's



Paul Jones
Director of Local Services & Housing
Delivery

01670 623432
Paul.Jones01@northumberland.gov.uk

Anita Bingham
PA to Director of Local Services
& Housing Delivery
01670 620292
Anita.Bingham@northumberland.gov.uk



Greg Gavin
Head of Neighbourhood Services

01670 622278
Greg.Gavin@northumberland.gov.uk



Anita Bingham
PA to Head of
Neighbourhood Services
01670 620292

Anita.Bingham@northumberland.gov.uk



David Laux
Head of Technical Services

01670 623139
David.Laux@northumberland.gov.uk



Leanne Laidler
PA to Head of Technical
Services
01670 623423

Leanne.Laidler@northumberland.gov.uk



Philip Soderquest
Head of Housing

01670 623696
Philip.Soderquest@northumberland.gov.uk



Margaret Henderson
PA to Head of Housing
01670 623694

Margaret.Henderson01@northumberland.gov.uk



Mike Turner
Head of Property Services and
Capital Programme

01670 622905
Mike.Turner@northumberland.gov.uk



Leanne Laidler
PA to Head of Property &
Capital Programme
01670 623423

Leanne.Laidler@northumberland.gov.uk



What we do

Neighbourhood Services

- Bulky waste, hazardous household waste, garden and commercial waste collection services
- Household Waste Recovery Refuse collection and recycling service
- Centres (HWRCs)
- Abandoned vehicles
- PFI Contract
- Waste Management
- Closed landfill sites aftercare
- Waste education and awareness raising
- Winter Maintenance (Support)
- Flooding and extreme weather response
- Street Cleansing
- Grounds Maintenance
- Parks & Urban Open Spaces
- Countryside and Public Rights of Way Maintenance, Management and Enforcement
- Cemeteries and Crematoria
- Markets
- Public Conveniences
- Fleet Management
- Mileage based lease car scheme
- Security and postal courier service

Technical Services

- Highways asset management, roads and bridges inspection
 - Maintenance of roads, footways, cycleways, bridges and street lighting, including winter and severe weather response
 - Network management, including parking and streetworks
 - Design and project management of highway and transport improvement schemes
 - Road safety training and casualty reduction schemes
 - Highways Laboratory services
 - Transport operations for schools and supported bus services
 - Flood and coastal erosion risk management
- Provision and Delivery of
- Local Transport Plan
 - Transport Asset Management Plan
 - Network Management Plan
 - Rights of Way Improvement Plan
 - Parking Strategy
 - Shoreline Management Plan
 - Local Flood Risk Management Strategy

Housing Services

- Estate Management
- Gypsy, Roma Traveller Service
- Homefinder Service
- Leaseholder Management
- Resident Involvement
- Right to Buy Management
- Tenancy Management
- Voids and Allocations Management
- Welfare and Advice Service
- Repairs and Maintenance
- Cyclical and Planned Repairs and Maintenance
- Emergency out of hours Callout
- Gas and Solid Fuel Servicing and Maintenance
- Tenant Improvement Notice
- Property Surveys
- Private Sector Service
- Landlord & Tenant Accreditation
- Homelessness & Housing Options Service
- Asylum Seeker & Refugee Service
- Management of Temporary Accommodation Units

Property Services & Capital programme

- Oversee the Council's Capital Programme
- Corporate Landlord function
- Estate Management of the corporate property portfolio
- Acquisition and Disposal of Land and Buildings
- Provision and delivery of the Property Asset Management Plan
- Condition surveys of the corporate property portfolio
- Design and project management of property improvement schemes
- Building statutory maintenance, testing and inspection including third party engineering inspections
- Repairs and maintenance of council buildings
- Office Moves
- Housing Capital Programme
- Housing Asset Management
- Asbestos Management
- Caretaking and cleaning services

Business Support

- Customer Feedback
- Complaint Handling
- Freedom of Information Requests
- Financial Transactions
- Invoicing
- Communications
- Performance Management
- LEAN
- ICT Support (Systems Development and Asset Data Management)
- IT Modernisation Programme
- Equality and Diversity
- Service Planning
- General Administration
- Programme/Projects
- Training
- Compliance

How to contact us

Website

Contact us online at: www.northumberland.gov.uk

Problems can be reported at any time, day or night and you can instantly apply or pay for services via our website.

Email

Individual officers can be contacted on the email addresses provided in this document, however common problems should be reported by using the relevant form on our website.

Telephone

You can call us Monday to Thursday from 8.30am to 5pm and Friday 8.30am to 4.30pm (excluding bank holidays) on: **0345 600 6400**

Please note: Outside these hours your call will be answered by Northumberland Fire & Rescue Service and calls should be made in emergency cases only.

A full list of local council telephone numbers, customer information centres and PayPoint locations are available on the Council website.

Visiting us

County Hall Address:

Northumberland County Council
County Hall
Morpeth
NE61 2EF

Directions for visitors to County Hall

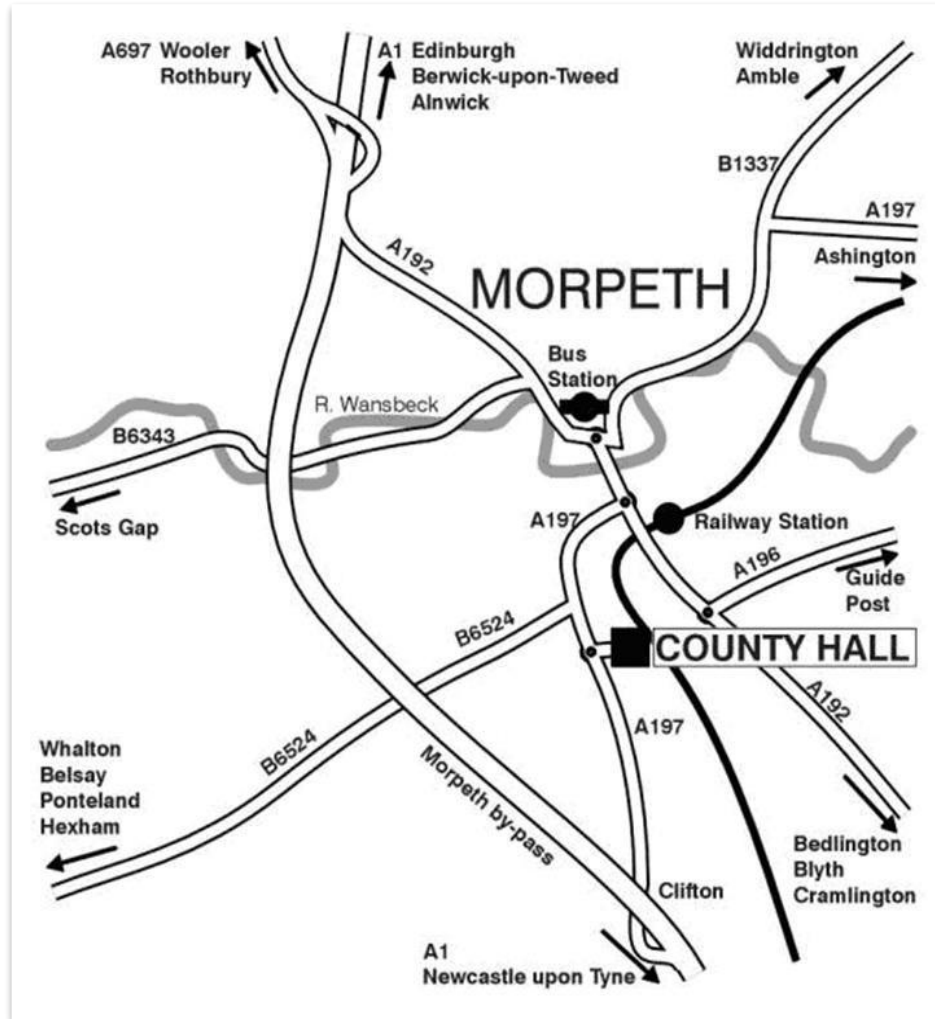
Using public transport:

Details are available from TRAVELINE on 0870 6082608






Local and long distance trains serve Morpeth Station, which has a taxi office and bus stops nearby.

Using your car or bike:

Heading North on the A1 from Newcastle take the A197 signposted to Morpeth. Carry along this road to the outskirts of town and take the second turning on right (signposted). The visitors car park is the first turning on the right.

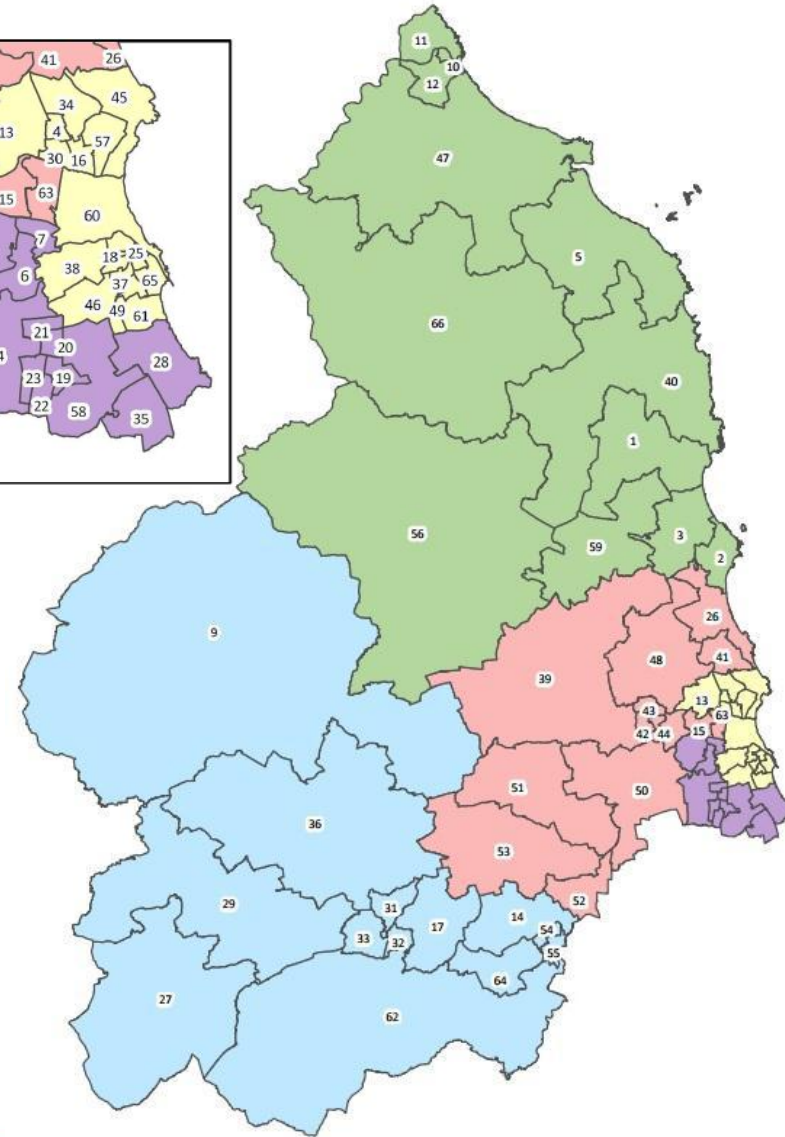
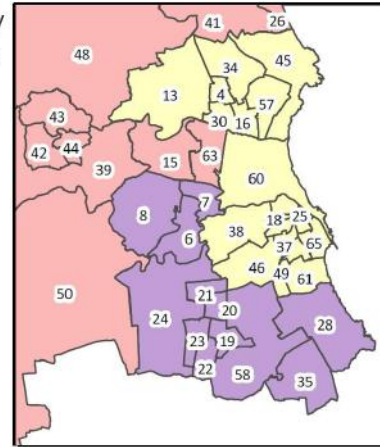


Local Area Council's (LAC)

Local Area Councils	 Ashington and Blyth	 Cramlington, Bedlington and Seaton Valley	
	 Castle Morpeth	 North Northumberland	 Tynedale

Ward Names

01 Alnwick	23 Cramlington Village	45 Newbiggin Central and East
02 Amble	24 Cramlington West	46 Newsham
03 Amble West with Warkworth	25 Croft	47 Norham and Islandshires
04 Ashington Central	26 Druridge Bay	48 Pegswood
05 Bamburgh	27 Haltwhistle	49 Plessey
06 Bedlington Central	28 Hartley	50 Ponteland East and Stannington
07 Bedlington East	29 Haydon and Hadrian	51 Ponteland North
08 Bedlington West	30 Haydon	52 Ponteland South with Heddon
09 Bellingham	31 Hexham Central with Acomb	53 Ponteland West
10 Berwick East	32 Hexham East	54 Prudhoe North
11 Berwick North	33 Hexham West	55 Prudhoe South
12 Berwick West with Ord	34 Hirst	56 Rothbury
13 Bothal	35 Holywell	57 Seaton with Newbiggin West
14 Bywell	36 Humshaugh	58 Seghill with Seaton Delaval
15 Choppington	37 Isabella	59 Shilbottle
16 College	38 Kitty Brewster	60 Sleekburn
17 Corbridge	39 Longhorsley	61 South Blyth
18 Cowpen	40 Longhoughton	62 South tynedale
19 Cramlington East	41 Lynemouth	63 Stakeford
20 Cramlington Eastfield	42 Morpeth Kirkehill	64 Stocksfield and Broomhaugh
21 Cramlington North	43 Morpeth North	65 Wensleydale
22 Cramlington South East	44 Morpeth Stobhill	66 Wooler



Neighbourhood Services Management



Greg Gavin
Head of Neighbourhood Services

01670 622278

Greg.Gavin@northumberland.gov.uk

Peter Jeffreys
Contracts &
Commercial
Manager

01670 624428

Peter.Jeffreys@
northumberland.gov.uk

Mike Jeffrey
Countryside &
Green Spaces
Manager

01670 623020

Mike.Jeffrey@
northumberland.gov.uk

Bob Hodgson
North
Northumberland
Area Manager

01670 624421

Bob.Hodgson@
northumberland.gov.uk

Stephen Wardle
Castle Morpeth
Area Manager

01670 624430

Stephen.Wardle@
northumberland.gov.uk

**Cramlington,
Bedlington and
Seaton Valley Area
Manager**
Blyth Depot

Vacant

Ray Wealleans
Ashington and
Blyth Area
Manager
Stakeford Depot

01670 625579

Raymond.Wealleans@
northumberland.gov.uk

David Hunt
Tynedale Area
Manager

01670 625575

David.Hunt@
northumberland.gov.uk

Davey Robertson
Fleet Manager

01670 622943

Davey.Robertson@
northumberland.gov.uk



Neighbourhood Services

Divisional Area Managers

- Refuse & Recycling
- Street Cleansing
- Grounds Maintenance
- Cemeteries & Crematoria
- Markets
- Winter Maintenance (Support)

Contracts & Commercial

- Waste Policy
- Waste Contracts & PFI
- Education & Awareness
- Commercial Development
- Pollution Control and Landfill Aftercare
- Hazardous Waste Collection
- Abandoned Vehicles
- Household Waste Recovery Centres and Permit Schemes

Countryside & Green Spaces

- Public Rights of Way
- National and Regional Trails
- Access Land
- Country Parks
- Urban Parks
- Local Nature Reserves
- Playing Fields
- Other Green Spaces
- Trees & Woodland
- Beaches & Coastal Management

Fleet

- Fleet Maintenance
- Fleet Replacement
- Fleet Compliance
- Fuel Management
- Transport Services
- Lease Cars
- Security & Postal Courier

NEIGHBOURHOOD SERVICES

North Northumberland



Head of Neighbourhood Services
Greg Gavin
01670 622278
Greg.Gavin@northumberland.gov.uk



North Northumberland Area Manager
Bob Hodgson
01670 624421
Bob.Hodgson@northumberland.gov.uk

Alnwick



Senior Team Leader - Alnwick
Darren Middleton
01670 624412
Darren.Middleton@northumberland.gov.uk

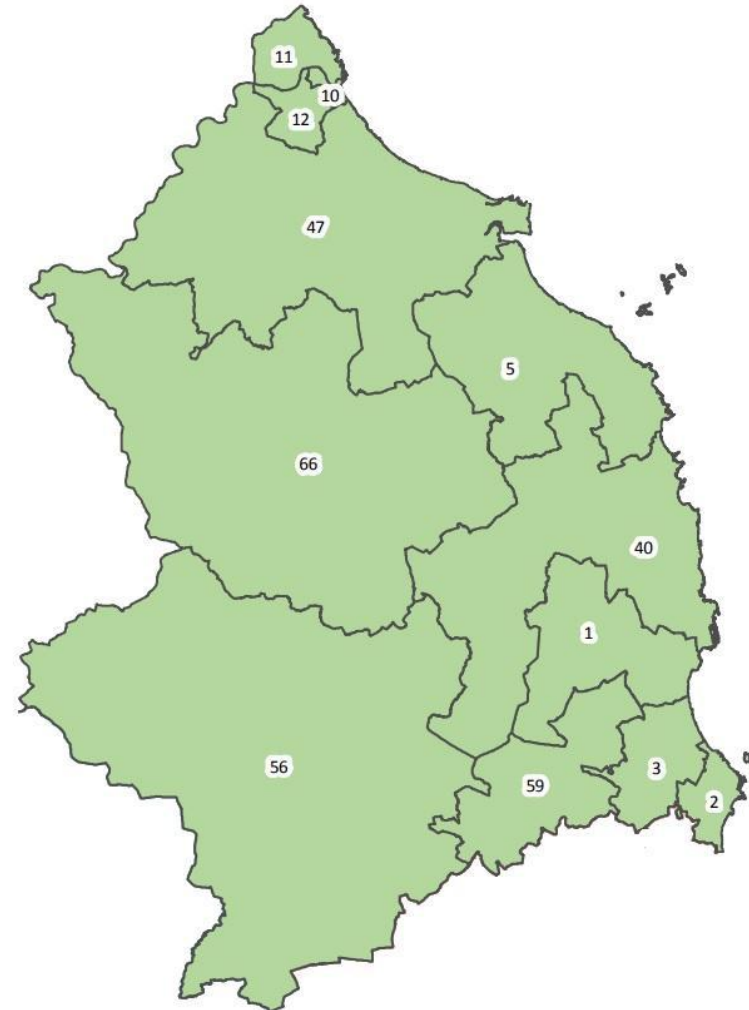


Senior Team Leader - Alnwick
Bill Pringle
01670 623456
Bill.Pringle@northumberland.gov.uk

Berwick



Senior Team Leader - Berwick
Rab Taphouse
01670 624405
Robin.Taphouse@northumberland.gov.uk



1) Alnwick, 2) Amble 3) Amble West with Walkworth, 5) Bamburgh, 10) Berwick East, 11) Berwick North, 12) Berwick West with Ord, 40) Longhoughton, 47) Norham and Islandshires, 56) Rothbury, 59) Shilbottle, 66) Wooler

NEIGHBOURHOOD SERVICES

Castle Morpeth



Head of Neighbourhood Services
Greg Gavin
01670 622278
Greg.Gavin@northumberland.gov.uk



Castle Morpeth Area Manager
Stephen Wardle
01670 624430
Stephen.Wardle@northumberland.gov.uk



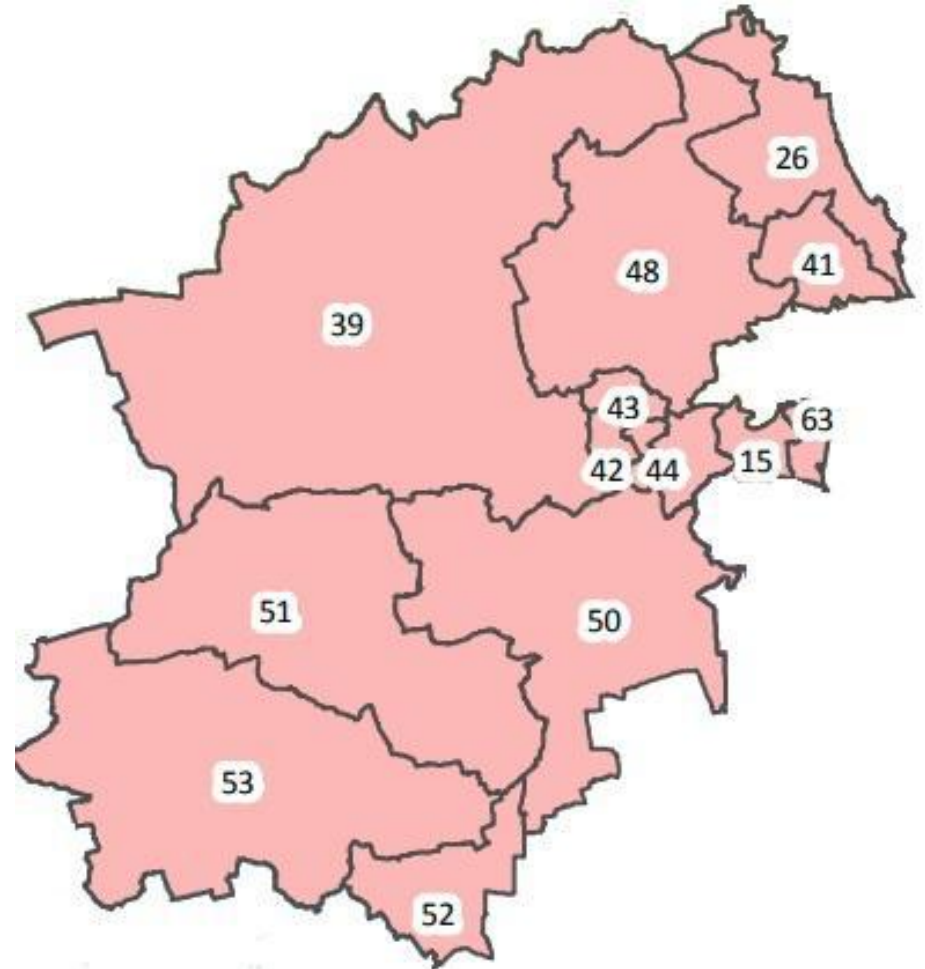
Senior Team Leader - Stakeford Depot *
Colin Green 01670 623459
Colin.Green@northumberland.gov.uk



Senior Team Leader
Keith Bowden
01670 624422
Keith.Bowden@northumberland.gov.uk



Senior Team Leader
Anthony Bell
01670 620060
Anthony.Bell@northumberland.gov.uk



15) Choppington 26) Druridge Bay 39) Longhorsley 41) Lynemouth 42) Morpeth Kirkhill 43) Morpeth South 44) Morpeth Stobhill 48) Pegswood 50) Ponteland East and Stannington 51) Ponteland North 52) Ponteland South and Heddon 53) Ponteland West 63) Stakeford

NEIGHBOURHOOD SERVICES

Ashington and Blyth



Head of Neighbourhood Services
 Greg Gavin
 01670 622278
Greg.Gavin@northumberland.gov.uk



Ashington and Blyth Area Manager - Stakeford
 Depot
 Ray Wealleans 01670 625579
Raymond.Wealleans@northumberland.gov.uk



Senior Team Leader - Stakeford Depot *
 Colin Green 01670 623459
Colin.Green@northumberland.gov.uk



Senior Team Leader - Blyth Depot *
 Jimmy Reith 01670 620058
Jimmy.Reith@northumberland.gov.uk



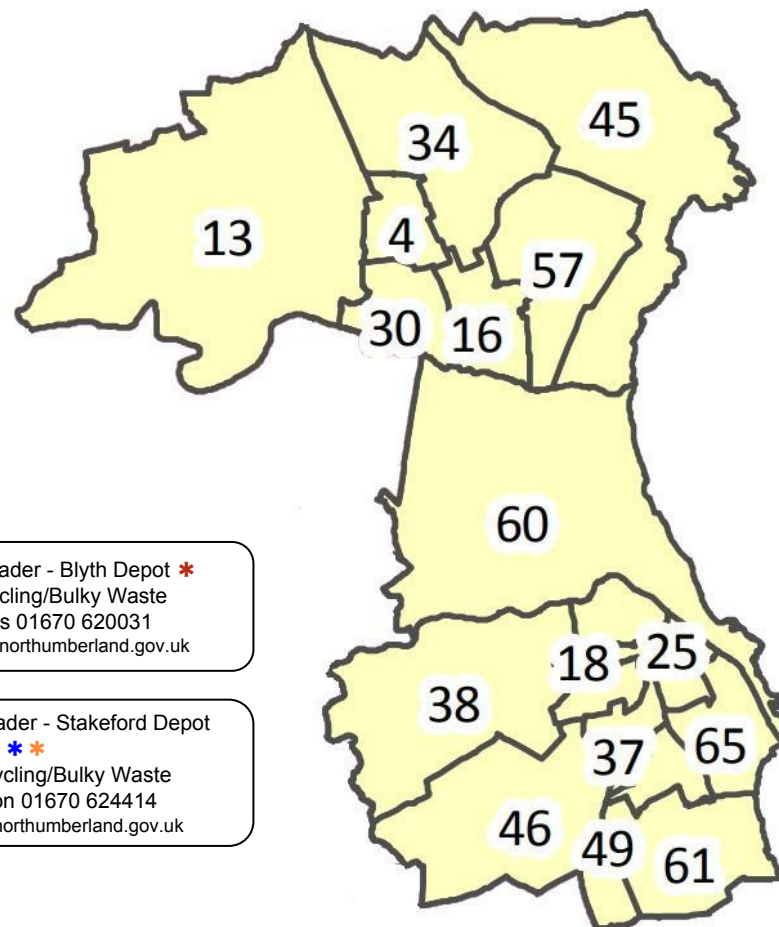
Senior Team Leader *
 Peter Bowman 01670 624665
Peter.Bowman@northumberland.gov.uk



Senior Team Leader - Blyth Depot *
 Refuse/Recycling/Bulky Waste
 Rob Warnes 01670 620031
Robert.Warnes@northumberland.gov.uk



Senior Team Leader - Stakeford Depot
 **
 Refuse/Recycling/Bulky Waste
 Chris Mason 01670 624414
Chris.Mason@northumberland.gov.uk



4) Ashington Central 13) Bothal 16) College 18) Cowpen 25) Croft 30) Haydon 34) Hirst 37) Isabella 38) Kitty Brewster 45) Newbiggin Central and East 46) Newsham 49) Plessey
 57) Seaton with Newbiggin West 60) Sleekburn 61) South Blyth 65) Wensleydale

NEIGHBOURHOOD SERVICES

Cramlington, Bedlington and Seaton Valley



Head of Neighbourhood Services
Greg Gavin
01670 622278
Greg.Gavin@northumberland.gov.uk

Cramlington, Bedlington and Seaton Valley Area
Manager - Blyth Depot
Vacant



Senior Team Leader - Stakeford Depot *
Colin Green
01670 623459
Colin.Green@northumberland.gov.uk



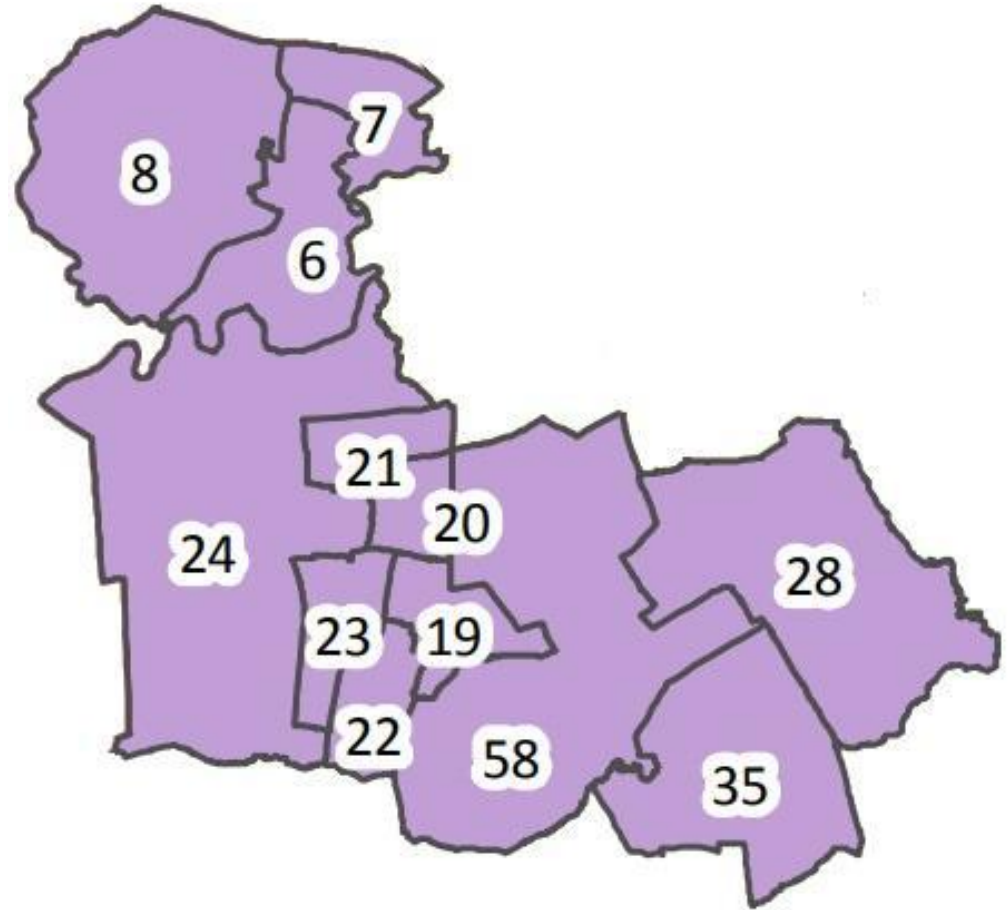
Senior Team Leader - Blyth Depot *
Willie Hartill
01670 623464
William.Hartill@northumberland.gov.uk



Senior Team Leader - Blyth Depot *
Refuse/Recycling/Bulky Waste
Rob Warnes 01670 620031
Robert.Warnes@northumberland.gov.uk



Senior Team Leader - Stakeford Depot *
Refuse/Recycling/Bulky Waste
Chris Mason 01670 624414
Chris.Mason@northumberland.gov.uk



6) Bedlington Central 7) Bedlington East 8) Bedlington West 19) Cramlington East 20) Cramlington Eastfield 21) Cramlington North 22) Cramlington South East
23) Cramlington Village 24) Cramlington West 28) Hartley 35) Holywell 58) Seghill and Seaton Delaval

NEIGHBOURHOOD SERVICES

Tynedale



Head of Neighbourhood Services
Greg Gavin
01670 622278
Greg.Gavin@northumberland.gov.uk



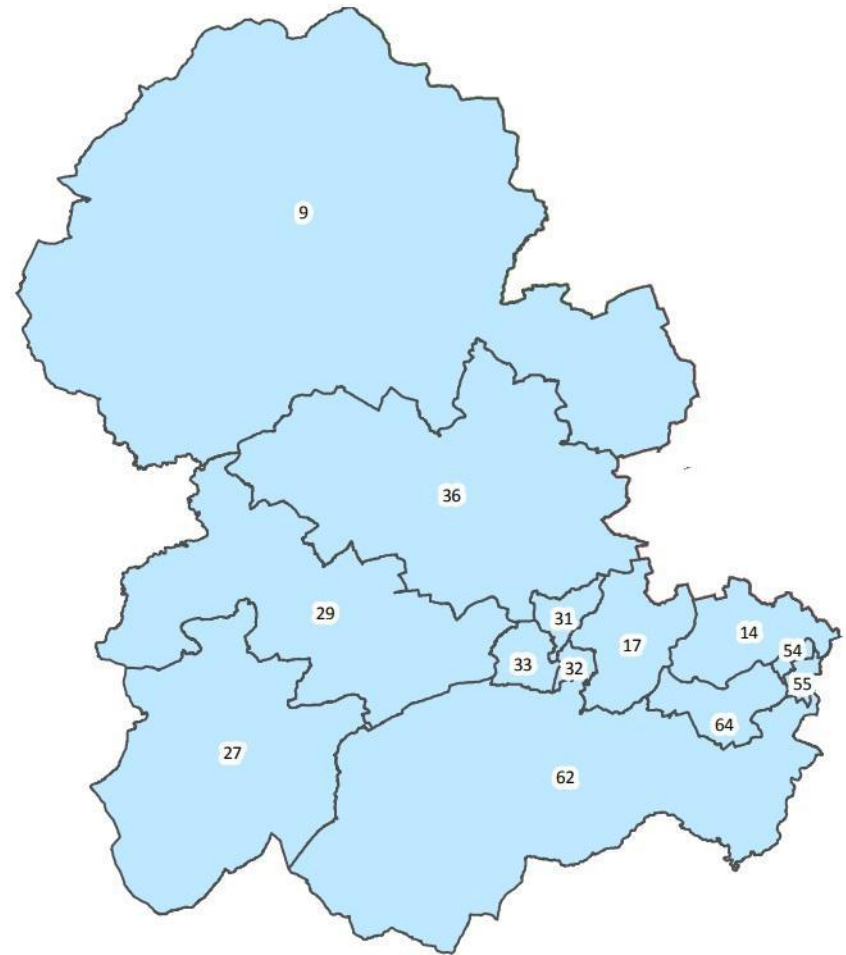
Tynedale Area Manager
David Hunt
01670 625575
David.Hunt@northumberland.gov.uk



Senior Team Leader
Peter Daley
01670 625581
Peter.Daley@northumberland.gov.uk



Senior Team Leader
Geoff Cairns
01670 625576
Geoff.Cairns@northumberland.gov.uk



9) Bellingham 14) Bywell 17) Corbridge 27) Haltwhistle 29) Hadrian and Haydon 31) Hexham Central with Acomb 32) Hexham East 33) Hexham West 36) Humshaugh 54) Prudhoe North 55) Prudhoe South 62) South Tynedale 64) Stocksfield and Broomhaugh

NEIGHBOURHOOD SERVICES

County Wide



Head of Neighbourhood Services
Greg Gavin
01670 622278
Greg.Gavin@northumberland.gov.uk

Waste Management



Contracts & Commercial Manager
Peter Jeffreys
01670 624428
Peter.Jeffreys@northumberland.gov.uk

Fleet Management

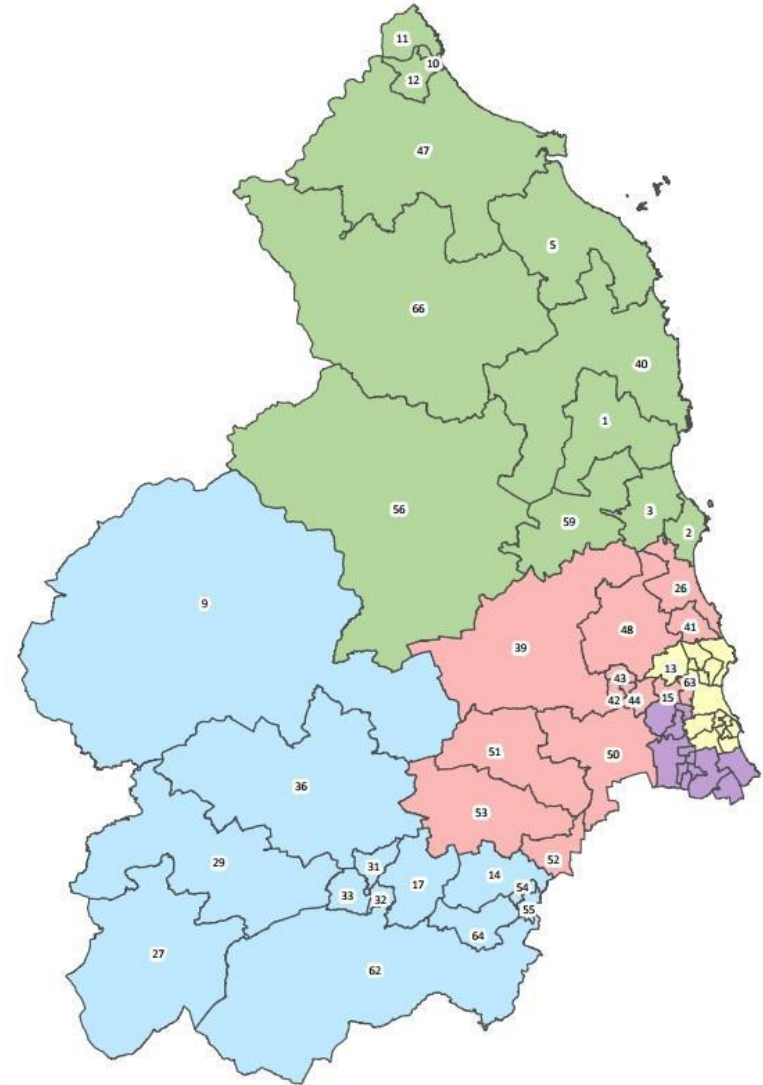


Fleet Manager
Davey Robertson
01670 622943
Davey.Robertson@northumberland.gov.uk

Countryside and Green Spaces



Countryside & Green Spaces Manager
Mike Jeffrey
01670 623020
Mike.Jeffrey@northumberland.gov.uk



Technical Services Management



David Laux
Head of Technical Services

01670 623139

David.Laux@northumberland.gov.uk

Steve Bucknall
Highways Delivery Manager

01670 620043

Steve.Bucknall@northumberland.gov.uk



Ruth Bendell
Infrastructure Manager

01670 624141

Ruth.Bendell@northumberland.gov.uk



Simon Rudman
Design Manager

01670 622967

Simon.Rudman@northumberland.gov.uk



Technical Services

Highways Delivery

- Highways and bridge inspections
- Management and maintenance of roads, footways, cycleways and bridges
- Maintenance and improvement of street lighting
- Winter maintenance and severe weather emergency response
- Sign manufacture
- Traffic management
- A69 NPLG maintenance contract

Infrastructure Management

- Highways development programmes including improvements and maintenance
- Highways Asset Management
- Road safety training and casualty reduction schemes
- Management of the Members Small Schemes Programme
- Transport operations for schools and supported bus services
- Network Management, parking enforcement and management of works on the highways including works undertaken by utilities
- Management of Infrastructure Records including highways national gazetteer, rights of way definitive map and statement and flood protection assets
- Flood and Coastal Erosion Risk Management

Design

- Design and project management of highways and transport improvement schemes
- Design of road maintenance schemes including landslips
- Design of bridges and structures
- Safety scheme design and road safety audits
- Highways Laboratory Services

TECHNICAL SERVICES HIGHWAYS DELIVERY

North Northumberland



Head of Technical Services
David Laux
01670 623139
David.Laux@northumberland.gov.uk



Highways Delivery Manager
Steve Bucknall
01670 620043
Steve.Bucknall@northumberland.gov.uk



Area Manager (North Northumberland)
Graham Bucknall
01670 620044
Graham.Bucknall@northumberland.gov.uk



Highways Maintenance Senior Team
Leader
Mitch Young 01670 620052
Mitch.Young@northumberland.gov.uk



Senior Construction Team Leader
Tony Bell
01670 623031
Tony.Bell@northumberland.gov.uk

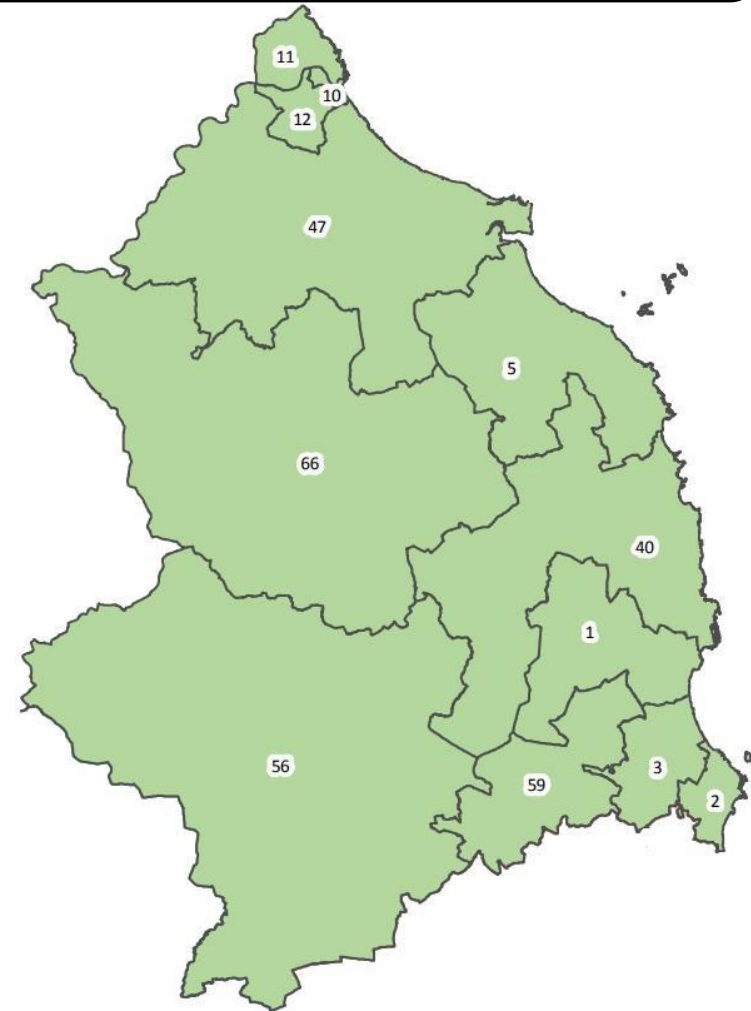


Project Officer
John Hunter
01670 623550
John.Hunter@northumberland.gov.uk

Highways Inspectors

Nigel Brannen
01670 623039
Nigel.Brannen@northumberland.gov.uk

Neil Howie
01670 623038
Neil.Howie@northumberland.gov.uk



1) Alnwick, 2) Amble 3) Amble West with Walkworth, 5) Bamburgh, 10) Berwick East, 11) Berwick North, 12) Berwick West with Ord, 40) Longhoughton, 47) Norham and Islandshires, 56) Rothbury, 59) Shilbottle, 66) Wooler

TECHNICAL SERVICES HIGHWAYS DELIVERY

Castle Morpeth



Head of Technical Services
David Laux
01670 623139
David.Laux@northumberland.gov.uk



Highways Delivery Manager
Steve Bucknall
01670 620043
Steve.Bucknall@northumberland.gov.uk



Area Manager (Castle Morpeth)
Martin King
01670 620046
Martin.King@northumberland.gov.uk



Highways Maintenance Senior Team
Leader
Ali Johnson 01670 623026
Ali.Johnson@northumberland.gov.uk

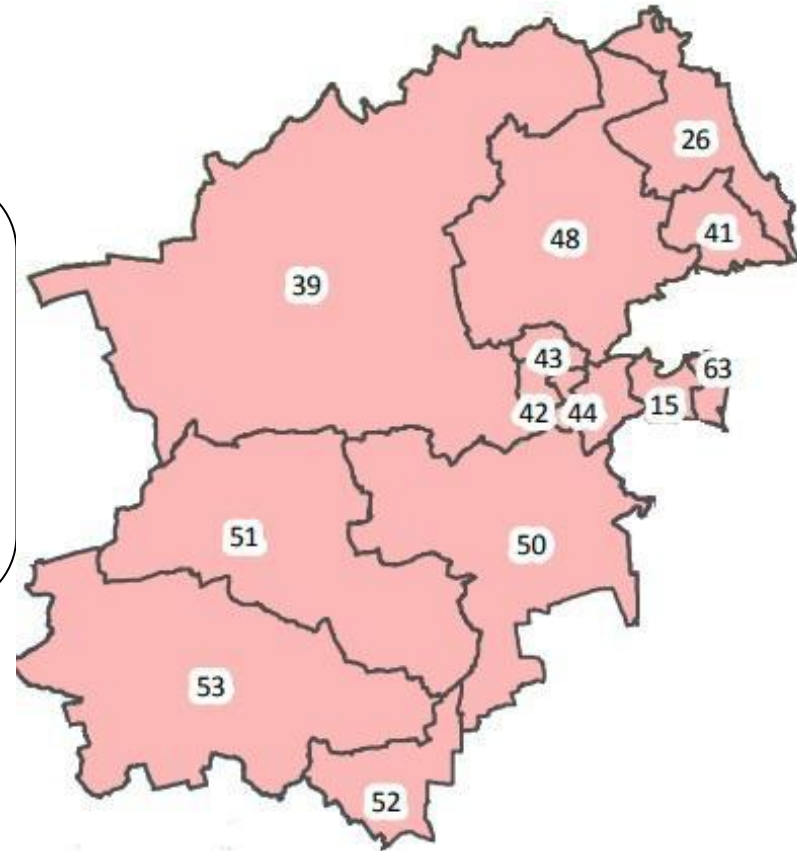


Senior Construction Team Leader
Mark O'Neil
01670 620062
Mark.O'Neil@northumberland.gov.uk

Highways Inspectors

Lee Dundas
07717151499
Lee.Dundas@northumberland.gov.uk

Lee Baxter
01670 623037
Lee.Baxter@northumberland.gov.uk



15) Choppington 26) Druridge Bay 39) Longhorsley 41) Lynemouth 42) Morpeth Kirkhill 43) Morpeth South 44) Morpeth Stobhill 48) Pegswood 50) Ponteland East and Stannington 51) Ponteland North 52) Ponteland South and Heddon 53) Ponteland West 63) Stakeford

TECHNICAL SERVICES HIGHWAYS DELIVERY

Cramlington, Bedlington and Seaton Valley



Head of Technical Services
David Laux
01670 623139
David.Laux@northumberland.gov.uk



Highways Delivery Manager
Steve Bucknall
01670 620043
Steve.Bucknall@northumberland.gov.uk



Area Manager (South East)
Mick Carle
01670 624443
Michael.Carle@northumberland.gov.uk



Highways Maintenance Senior Team
Leader
Russell Mason 01670 620047
Russell.Mason@northumberland.gov.uk



Senior Construction Team Leader
Alan Taylor
01670 620057
Alan.Taylor@northumberland.gov.uk

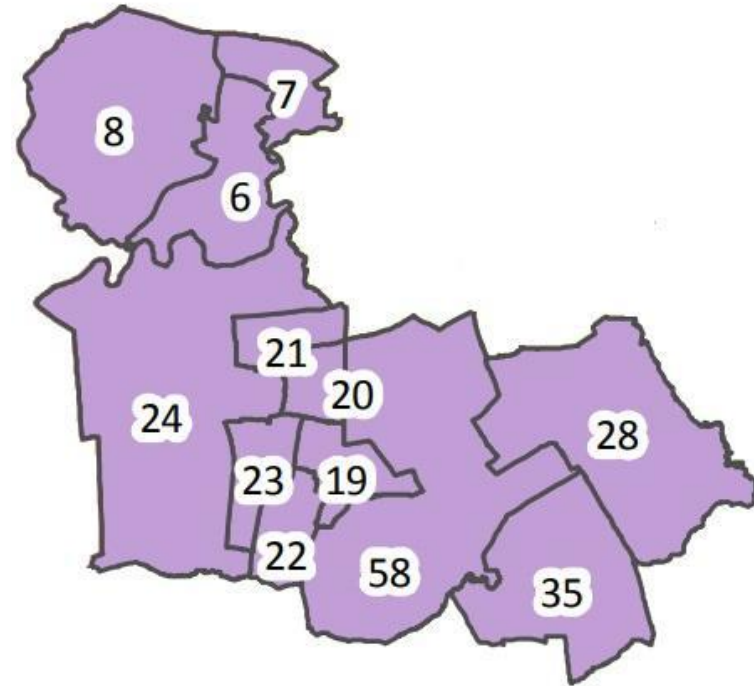
Highways Inspectors

Reuben Poole
01670 623028
Reuben.Poole@northumberland.gov.uk

Davey Yates
01670 620056
David.Yates@northumberland.gov.uk

Martin Henderson
01670 625572
Martin.Henderson@northumberland.gov.uk

Eddie Millican
01670 620054
Eddie.Millican@northumberland.gov.uk



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24) Cramlington West 28) Hartley 35) Holywell 58) Seghill and Seaton Delaval

TECHNICAL SERVICES HIGHWAYS DELIVERY

Ashington and Blyth



Head of Technical Services
David Laux
01670 623139
David.Laux@northumberland.gov.uk



Highways Delivery Manager
Steve Bucknall
01670 620043
Steve.Bucknall@northumberland.gov.uk



Area Manager (South East)
Mick Carle
01670 624443
Michael.Carle@northumberland.gov.uk



Highways Maintenance Senior Team
Leader
Russell Mason 01670 620047
Russell.Mason@northumberland.gov.uk



Senior Construction Team Leader
Alan Taylor
01670 620057
Alan.Taylor@northumberland.gov.uk

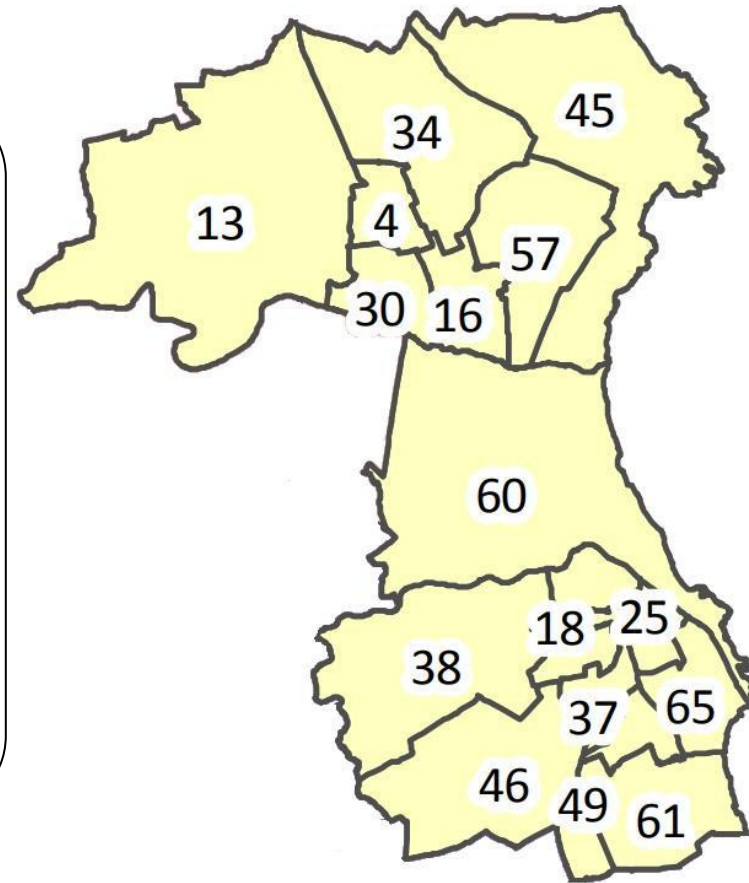
Highways Inspectors

Reuben Poole
01670 623028
Reuben.Poole@northumberland.gov.uk

Davey Yates
01670 620056
David.Yates@northumberland.gov.uk

Martin Henderson
01670 625572
Martin.Henderson@northumberland.gov.uk

Eddie Millican
01670 620054
Eddie.Millican@northumberland.gov.uk



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TECHNICAL SERVICES HIGHWAYS DELIVERY

Tynedale



Head of Technical Services
David Laux
01670 623139
David.Laux@northumberland.gov.uk



Highways Delivery Manager
Steve Bucknall
01670 620043
Steve.Bucknall@northumberland.gov.uk



Area Manager (Tynedale)
Kris Westerby
01670 623551
Kris.Westerby@northumberland.gov.uk



Highways Maintenance Senior Team
Leader
Andrew Olive 01670 624442
Andrew.Olive@northumberland.gov.uk



Senior Construction Team Leader
Andy Fisher
01670 620194
Andy.Fisher@northumberland.gov.uk



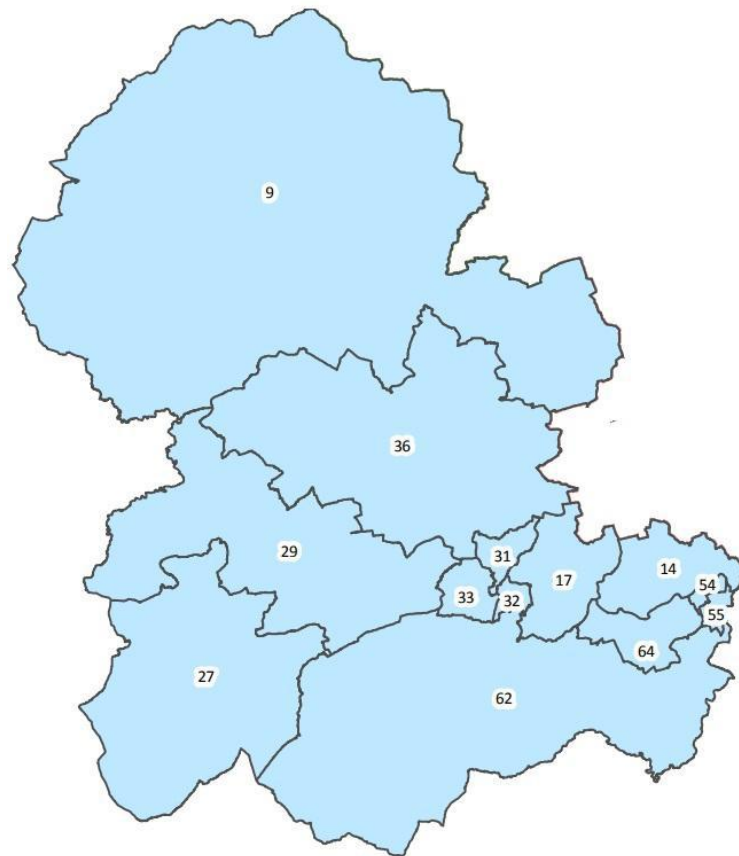
Project Officer
Scott Wharton
01670 624445
Scott.Wharton@northumberland.gov.uk

Highways Inspectors

Michael Rowe
01670 624444
Michael.Rowe@northumberland.gov.uk

Stephen Lowes
01670 620053
Stephen.Lowes@northumberland.gov.uk

Brendan Doyle
01670 624436
Brendan.Doyle@northumberland.gov.uk



9) Bellingham 14) Bywell 17) Corbridge 27) Haltwhistle 29) Hadrian and Haydon 31) Hexham Central with Acomb 32) Hexham East 33) Hexham West 36) Humshaugh 54) Prudhoe North 55) Prudhoe South 62) South Tynedale 64) Stocksfield and Broomhaugh

TECHNICAL SERVICES

Street Lighting (County Wide)



Head of Technical Services
David Laux
01670 623139
David.Laux@northumberland.gov.uk



Highways Delivery Manager
Steve Bucknall
01670 620043
Steve.Bucknall@northumberland.gov.uk



Street Lighting Programme Manager
Gavin Barlow
01670 622980
Gavin.Barlow@northumberland.gov.uk



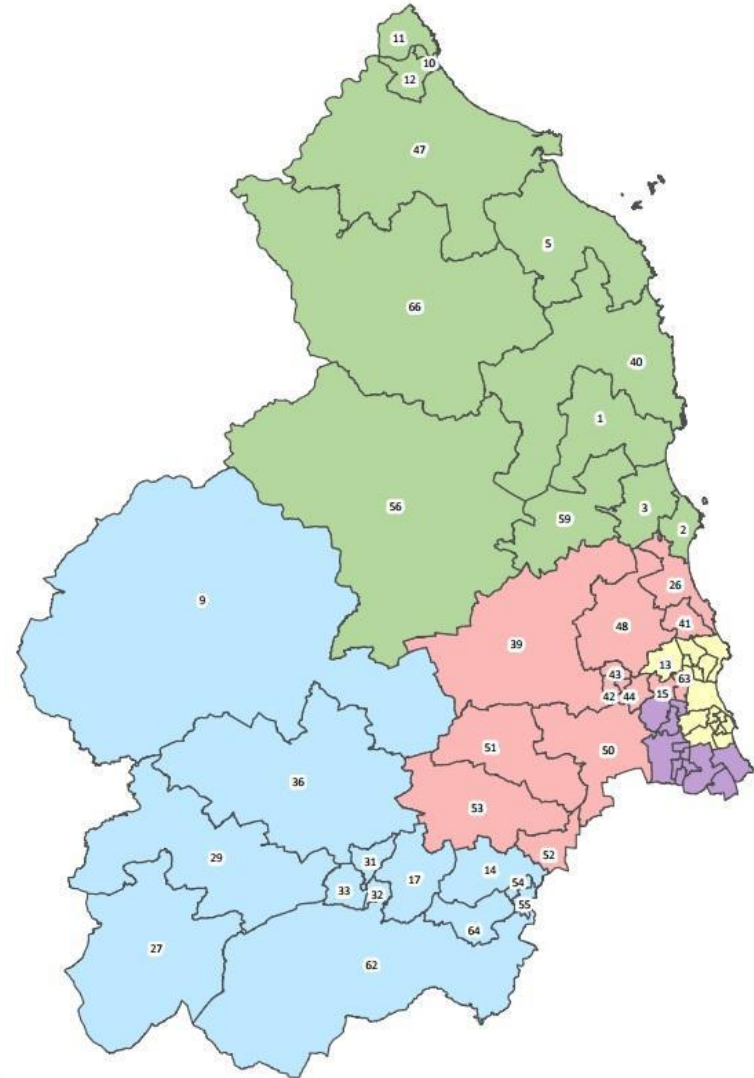
Street Lighting Operations Manager
Mark Kane
01670 624073
Mark.Kane@northumberland.gov.uk



Assistant Street Lighting Engineer
Colin Watson
01670 623011
Colin.Watson@northumberland.gov.uk



Assistant Street Lighting Engineer
Paul Roberts
01670 622983
Paul.Roberts@northumberland.gov.uk



TECHNICAL SERVICES

Design Team (County Wide)



Head of Technical Services
David Laux
01670 623139
David.Laux@northumberland.gov.uk



Design Manager
Simon Rudman
01670 622967
Simon.Rudman@northumberland.gov.uk



Senior Structures Engineer
Peter Brewis
01670 622964
Peter.Brewis@northumberland.gov.uk



Senior Structures Engineer
Jemma Reay
01670 622959
Jemma.Reay@northumberland.gov.uk



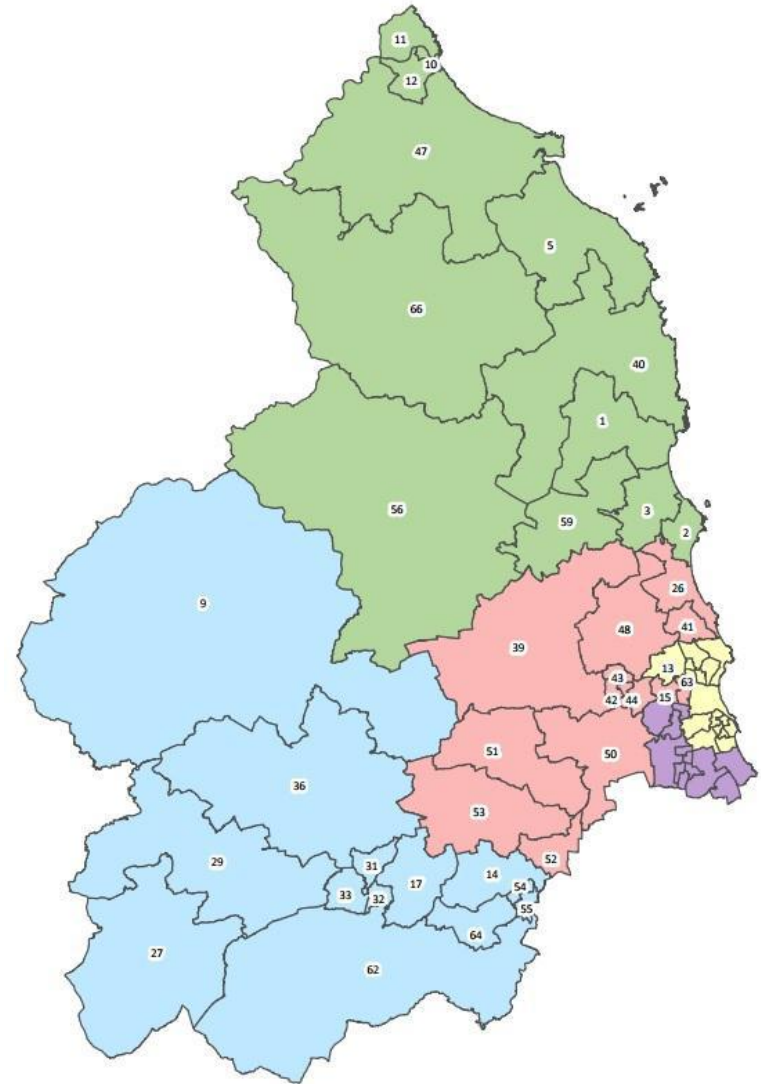
Senior Quantity Surveyor
Keith Wesson
01670 622995
Keith.Wesson@northumberland.gov.uk



Senior Roads Engineer
Gary Mills
01670 622979
Gary.Mills@northumberland.gov.uk



Laboratory Manager
Martin Newton
01670 737575
Martin.Newton@northumberland.gov.uk



TECHNICAL SERVICES

Infrastructure (County Wide)



Head of Technical Services
David Laux
01670 623139
David.Laux@northumberland.gov.uk



Infrastructure Manager
Ruth Bendell
01670 624141
Ruth.Bendell@northumberland.gov.uk



Principal Programme Officer
(Highway Improvements)
Neil Snowdon 01670 624128
Neil.Snowdon@northumberland.gov.uk



Principal Programme Officer
(Highway Maintenance)
Dale Rumney 01670 624151
Dale.Rumney@northumberland.gov.uk



Passenger Transport Manager
Mark Cusack
01670 624081
Mark.Cusack@northumberland.gov.uk



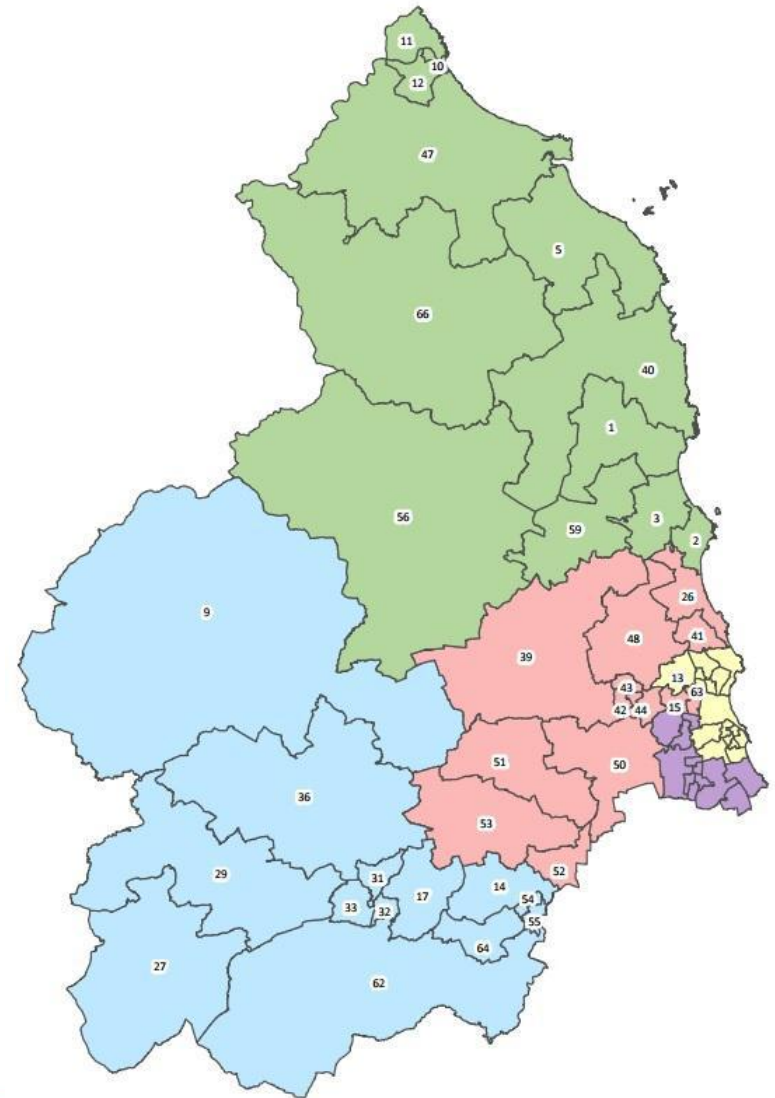
Network Manager
Lynne Ryan
01670 624120
Lynne.Ryan@northumberland.gov.uk



FCERM Manager
Aaron McNeill
01670 624139
Aaron.McNeill@northumberland.gov.uk



Infrastructure Records Manager
David Brookes
01670 624134
David.Brookes@northumberland.gov.uk



Housing Management



Philip Soderquest
Head of Housing

01670 623696

Philip.Soderquest@northumberland.gov.uk

Susan Ogle
Housing Operations Manager

01670 622909

Susan.Ogle@northumberland.gov.uk



Julie Young
Strategic Housing Manager

01670 623076

Julie.Young03@northumberland.gov.uk



Keith Miller
Housing Maintenance Manager

01670 623649

Keith.Miller@northumberland.gov.uk



Housing

Housing Operations

- Estate Management
- Gypsy, Roma Traveller Service
- Homefinder Service
- Leaseholder Management
- Resident Involvement
- Right to Buy Management
- Tenancy Management
- Voids and Allocations Management
- Welfare and Advice Service

Strategic Housing

- Homelessness & Housing Options Service
- Management of Temporary Accommodation
- Private Sector Service
- Property & Tenant Accreditation
- Private Sector Property Condition Surveys
- Private Rented Sector Service
- Private Landlord Forums
- Landlord Advice & Assistance
- Rent Deposit Guarantee Scheme
- Illegal Evictions
- Empty Homes Back into Use
- Neighbourhood Management Initiatives
- Asylum Seeker & Refugee Service

Housing Maintenance

- Responsive Repairs and Maintenance
- Emergency out of hours callout service
- Planned and Cyclical Maintenance
- Gas Servicing and Repairs
- Solid Fuel Servicing and Repairs
- Tenant Improvement Notice Inspection
- Property Survey

HOUSING OPERATIONS (HFN)

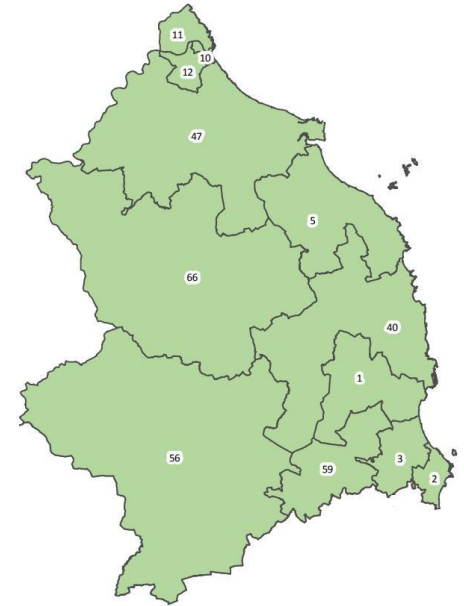
North & South East Area Management



Head of Housing
Philip Soderquest
01670 623696
Philip.Soderquest@northumberland.gov.uk



Housing Operations Manager
Susan Ogle
01670 622909
Susan.Ogle@northumberland.gov.uk



North Blyth Area and Alnwick (Cowpen, Cramlington & Alnwick)



Area Housing Manager
Christine McGregor
01670 623498
Christine.McGregor@northumberland.gov.uk



Area Housing Team Leader
Sarah Thorpe
01670 623477
Sarah.Thorpe@northumberland.gov.uk

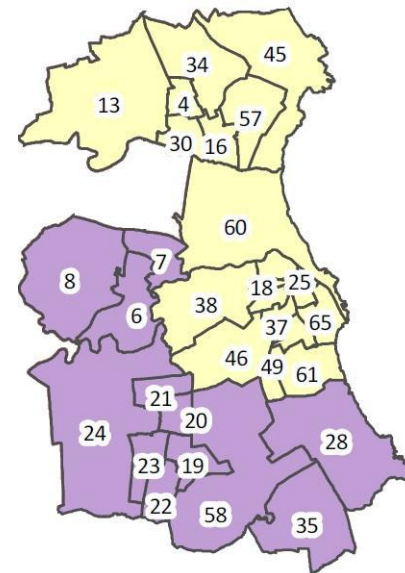
South Blyth Area (Blyth, Seaton Delaval, Seghill, Holywell, Seaton Sluice)



Area Housing Manager
Amanda Mason
01670 622869
Amanda.Mason@northumberland.gov.uk



Area Housing Team Leader
Pearl O'Hare
01670 623476
Pearl.O'Hare@northumberland.gov.uk



HOUSING OPERATIONS (HFN) North & South East



Head of Housing
Philip Soderquest
01670 623696
Philip.Soderquest@northumberland.gov.uk



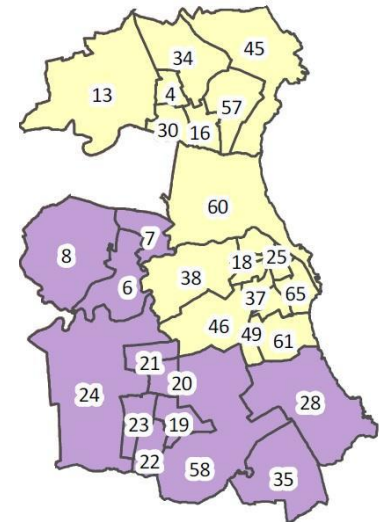
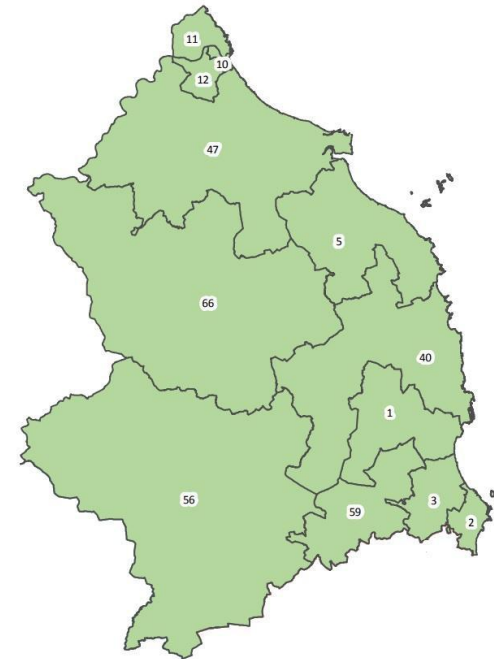
Housing Operations Manager
Susan Ogle
01670 622909
Susan.Ogle@northumberland.gov.uk



Voids and Allocations Manager
Colin Blackett
01670 623502
Colin.Blackett@northumberland.gov.uk



Resident Involvement Manager (Also
working as Area Housing Manager)
Amanda Mason
01670 622869
Amanda.Mason@northumberland.gov.uk



HOUSING MAINTENANCE (HFN)

North & South East



Head of Housing
Philip Soderquest 01670 623696
Philip.Soderquest@northumberland.gov.uk



Housing Maintenance Manager
Keith Miller 01670 623649
Keith.Miller@northumberland.gov.uk



Responsive Maintenance Team Leader
Albert Straughan 01670 623667
Albert.Straughan@northumberland.gov.uk



Planned Maintenance Team Leader
Steven Freeman 01670 623646
Steven.Freeman@northumberland.gov.uk



Repairs and Maintenance Team Leader
Kenneth White 01670 622914
Kenneth.White@northumberland.gov.uk



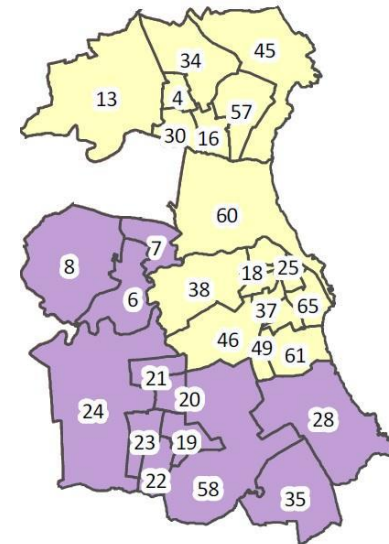
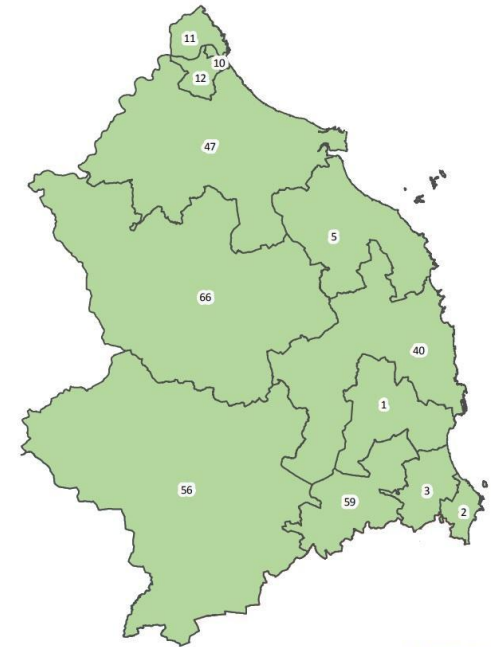
Team Leader (Gas)
Gary Brown 01670 623638
Gary.Brown@northumberland.gov.uk



Scheduler Team Leader
Jill McDougale 01670 623100
Jill.Mcdougale@northumberland.gov.uk

VACANT - Team Leader (Contracts)

VACANT - Team Leader (Logistics and Procurement)



STRATEGIC HOUSING

County Wide



Head of Housing
Philip Soderquest
01670 623696
Philip.Soderquest@northumberland.gov.uk



Strategic Housing Manager
Julie Young
01670 623076
Julie.Young03@northumberland.gov.uk



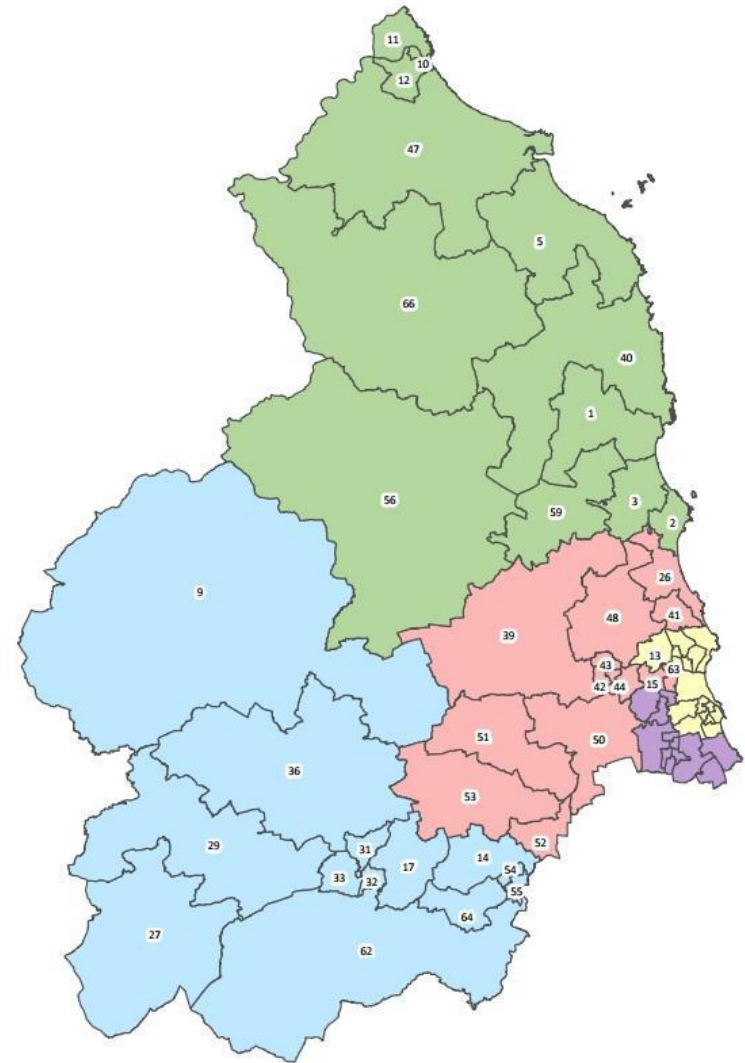
Senior Housing Services Officer
(Homelessness & Housing Options)
Vicki Flint 01670 623085
Vicki.Flint@northumberland.gov.uk



Senior Housing Services Officer
(Private Sector & Empty Homes)
Kirsty Gilmartin 01670 623070
Kirsty.Gilmartin@northumberland.gov.uk



Senior Housing Services Officer
(Asylum Seekers & Refugees)
Stephen Ward 01670 620916
stephen.ward@northumberland.gov.uk



Property Services Management County Wide



Mike Turner
Head of Property Services and
Capital Programming

01670 622905

Mike.Turner@
northumberland.gov.uk

Alistair Cowie
Programme Manager -
Housing

01670 623653

Alistair.Cowie@
northumberland.gov.uk



Lee Grange
Managing Architect

01670 620262

Lee.Grange@
northumberland.gov.uk



Ian Healer
Capital Delivery
Manager

01670 623642

Ian.Healer@
northumberland.gov.uk



Colin Munday
Statutory & Planned
Maintenance Manager

01670 622337

Colin.Munday@
northumberland.gov.uk



Dave Pears
Facilities Manager

07785 540553

Dave.Pears@
northumberland.gov.uk



Mike Robbins
Strategic Estates
Manager

01670 622290

Mike.Robbins@
northumberland.gov.uk



Property Services

Capital Housing

- Creation of the Housing Capital Programme
- Procurement of Housing related projects
- Housing related major improvement works
- Design & procurement of new build housing
- Housing Asset Management
- Housing Asbestos Management
- Management of Chronically Sick & Disabled Persons Adaption programme
- Production of Deed Plans
- Environmental Works Programme
- Formation of building contracts for housing related schemes
- Co-ordinate Energy Performance certificates for void properties and RTB's
- Cost planning & estimating for future projects
- Co-ordinating major planned improvements to sheltered housing schemes

Design

- Full design service in the delivery of projects for internal and external clients
- Design & procurement of improvement works to NCC-owned property
- Management and Procurement of the School Improvement Programme and Special Educational Needs Project
- Cost planning & estimating for future construction related projects
- Feasibility studies and outline designs for projects prior to external commission
- To set architectural design and specification standards and policy for Council capital building projects
- To act as the Corporate Landlord on improvement projects instigated by schools

Capital Delivery

- Management of external consultants in the delivery of property-related capital building projects
- Project Management and coordination of planned improvements to NCC affiliated property
- Responsive repairs and maintenance building fabric, mechanical services and electrical
- Management and delivery of all capital works to NCC housing stock Eg heating, rewire, bathrooms, kitchens
- Emergency out of hours callout service
- Renewables inspection, testing and repair

Statutory & Planned Maintenance

- Statutory inspection and testing, mechanical and electrical services
- Planned and cyclical maintenance programmes
- Asbestos management
- Tree inspections and maintenance
- Property survey
- Service Level Agreement with schools

Facilities Management

- Corporate Landlord function
- Property Services Help Desk
- Building Attendants
- Building Cleaning
- Property repairs & maintenance
- Management Service Level Agreement for school caretaking and cleaning
- Office moves
- Management of County Hall restaurant
- Confidential Waste disposal
- Building hygiene services
- Building waste

Strategic Estates

- Development & implementation of Property Strategy
- Property Review
- Assessment of Development Potential
- Acquisition and Disposal of property by purchase/sale or lease
- Negotiation of property compensation claims
- Valuation of Land and Property
- Development Viability assessments
- Lease Renewals and Rent Reviews
- Management of the Council's property portfolio including tenanted property
- Management of Vacant Buildings
- County Farm Estate Management
- Wayleaves Easements and Licences
- Insurance Valuations
- Development and Management of Council's Property database and mapping system.
- Land ownership advice

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