Brent Civic Centre
Engineers Way
Wembley HA9 0FJ

TEL/MOB 020 8937 2400

EMAIL housingmanagement@brent.gov.uk

WEB www.brent.gov.uk

Address details

DATE

RE: Introducing your new Area Tenancy Manager

Dear

My name is XXXX and I am happy to introduce myself as your new Area Tenancy Manager. As your Area Tenancy Manager, my job is to:

- Help new tenants to start their tenancy and get settled in;
- Support you if you are having trouble paying your rent;
- Help to manage any anti-social behaviour;
- Support you to move home if you need to or take over a tenancy; and
- Work with other Council teams to fix repairs and sort out problems on your estate.

How you can contact me

I will be in your local area every week and once a month I'll be based from a public building for the day, where you can drop in and talk to me about any problems you're having with your tenancy, home or the shared spaces around your home. Further details of the timings and venue of this will be shared soon.

I will be in contact in the near future with further details.
- Call me: 0208 937 2561
- Email me: Georgia.gallagher@brent.gov.uk

How you can report issues in your home or in shared spaces

Report a repair	• Online via MyAccount • By telephone on 020 8937 2400 • Emailing housingmanagement@brent.gov.uk
Report anti-social behaviour	• Online via MyAccount • Directly to your Area Tenancy Manager
Report fly-tipping	• Online via Brent Website https://www.brent.gov.uk/parking-roads-and-

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

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	travel/roads-and-streets/street-cleaning/flytipping#report
Report a missed bin collection	• Online via Brent Website https://www.brent.gov.uk/bins-rubbish-and-recycling/how-collections-work#whattodo

Stay updated with a new WhatsApp channel for your local area

I've set up a WhatsApp channel to keep you updated on important news, events and notices in your area and on your estate. If you have WhatsApp on your phone, here's how to join:

1) Use your phone's camera to scan the QR code at the bottom of this letter. A small yellow link will pop up – tap on it.
2) When you see the channel chat screen, press '**Follow**' at the top right. Then tap the bell icon to turn on notifications (the line through the bell should disappear).

Please come and say hello if you see me out and about in your area, I'm looking forward to meeting you and helping in any way I can.

Yours Sincerely,

Area Tenancy Manager

Join the WhatsApp channel for your local area: