

Repairs Enquiries: Responsibilities & Escalations

New repairs

- Livechat at [Camden.gov.uk/repairs](https://www.camden.gov.uk/repairs)
- WhatsApp/SMS to 07360 277 909

Existing D2D repairs in Hampstead, Gospel Oak

- Andrew.Bennett@camden.gov.uk (x1739)
- In Andrew's absence, escalate to Noel Curran

Existing D2D repairs in Holborn, Camden Town, Kentish Town

- Tony.Blair@camden.gov.uk (x8951)
- In Tony's absence, escalate to Noel Curran

New & existing mould cases

- Amy.Martin@camden.gov.uk (x1837)
- Gary.Stephenson@camden.gov.uk (x2318)
- In their absence, escalate to Scot Reid

Complex mould cases

- Ian.Maynard@camden.gov.uk
- In Ian's absence, escalate to Dave Warren

Urgent, High Risk, or Complex Cases across housing & property

- Mark.McGrath@camden.gov.uk (x6727)
- In Mark's absence, escalate to Loretta Chalkley

Formal Complaints, Members & MP Enquiries

- Nermin.Hassan@camden.gov.uk (x1825)
- In Nermin's absence, escalate to Scot Reid

Individual Heating (BTU)

- Joe.Burgess@camden.gov.uk
- Michael.Capper@camden.gov.uk (x3743)
- In their absence, escalate to John Stow

District heating & communal boilers (GEM)

- Michael.Hunt@camden.gov.uk (x2048)
- Michael.Capper@camden.gov.uk (x3743)
- John.Brooks@camden.gov.uk
- In their absence, escalate to John Stow

Bulk gas network

- Michael.Capper@camden.gov.uk (x3743)
- John.Brooks@camden.gov.uk
- Joe.Burgess@camden.gov.uk
- In their absence, escalate to John Stow

Electrical (door entry, communal & estate lighting, car park barriers)

- Julian.Duke@camden.gov.uk (x6069)
- John.Sawyer@camden.gov.uk (x6038)
- Andrew2.Wilson@camden.gov.uk (x1783)
- In their absence, escalate to John Stow

Lifts

- Sam.Hulbert@camden.gov.uk (x6046)
- Lesley.Johnston@camden.gov.uk
- In their absence, escalate to John Stow

Contact Centre Queries

- Deanne.Jean-Marie@camden.gov.uk (x3330)
- In Deanne's absence, escalate to Scot Reid