

# Contact

The magazine for Mansfield District Council  
tenants

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## Tenants' Annual Report 2021/2022

# 6,358

properties managed (excluding 16 shared ownership properties)

# 197

employees

# £25m

(approx.) rental income\*

# £3m

(approx.) other income

### Main items of expenditure

# 26%

general repairs and maintenance

# 5%

building new properties

# 9%

borrowing and loans

# 4%

repairing properties when tenancies end, getting them ready for new tenants

# 12%

improvements, including bathrooms, kitchens, property adaptations and improving energy efficiency of properties.

The remainder (44%) was spent on general running costs, including staffing costs for support services, housing allocations, tenancy services and tackling anti-social behaviour.

## A bright future ahead for tenants



**Cllr Marion Bradshaw**  
Portfolio Holder for Housing

### Welcome to this latest edition of Contact which features the results of Mansfield District Council's Annual Report for tenants.

This report is something we produce every year to enable our tenants to hold the council's housing services to account and shows how well we performed as a landlord during 2021/2022.

I'm happy to report that the authority achieved encouraging results again, against a backdrop of emerging from the Covid pandemic and tight financial conditions.

The council has continued to focus on trying to prevent tenants from falling into arrears and eviction. If you are facing difficulties paying your rent, it is vital you contact us as soon as possible so we can put help in place to avoid you losing your home.

For those who have found themselves homeless I am pleased with the support we are offering in Mansfield which includes the ground-breaking First Steps scheme to help rough sleepers turn their lives around.

\*includes income from garage rents and other non-dwelling rents

While Covid restrictions last year did have an impact on the amount of improvement works we were able to carry out, we were able to move forward with our new housing programme, including our fantastic Passivhaus accredited houses in Saundby Avenue which set new standards on energy efficiency.

Meanwhile work has started on a scheme to breathe new life into the Bellamy estate with a new play area now up and running. Soon there will be a learn to cycle track and new housing, too. It should make a huge improvement to the quality of people's lives there.



### Meeting your needs

We may be able to provide this information in larger print, in Braille, on audio tape, on CD or in another language. If you'd like to find out more please contact 01623 463463, minicom 01623 463444 or email [mdc@mansfield.gov.uk](mailto:mdc@mansfield.gov.uk).

# Improving your homes

**We continue to deliver a programme of investment in council owned properties.**

To continue to deliver a Housing repairs service which meets the needs and requirements of our tenants.

We have undertaken a programme of stock condition surveys to some of our housing stock to gather accurate and up-to-date information which will help us plan and deliver future programmes of work. 30% of the housing stock has been visited with further surveys to follow each year.

## What we installed



- 99 new kitchens
- 43 new bathrooms



## What we did

- 9,378 emergency repairs
- 4,436 urgent repairs
- 9,640 routine repairs

**Average 6.45 days to complete repairs across all priorities**

## Covid Impact

Throughout the Covid pandemic Housing Repairs continued to operate services wherever it was safe to do so for both our tenants and employees. There were periods of the pandemic around the different lockdowns where it was only possible to undertake emergency repairs and make safe services. Our Housing Repairs team were also active in various other projects through the pandemic such as the delivery of food parcels and prescriptions to our tenants and residents throughout the district.

## Upgrades at sheltered homes

We are progressing a programme of safety and refurbishment work to our sheltered schemes including: Willingham Court phase 2 works - to be completed early 2022 Beech Court, New England Way, Vale Court to be prepared and drafted for future programs.

## Did you know?

**96% of repairs are completed on the first visit**





# Your Tenancy

## How we let your homes

When we let our properties we ensure that we prioritise people who are deemed at the time to be in the greatest need. We aim to make the best use of our housing stock by reducing overcrowding, tackling under occupation and making the best use of adapted

properties for those with a disability. The council has an agreed standard which all of its properties should meet before we let them to new tenants. We continually check to ensure that this standard is being achieved.



Number of properties by bedroom	Average weekly Social	Average weekly Affordable rent
46 bedsits	£63.18	N/A
2,355 one-bedroom properties	£73.93	£110.51
2,060 two-bedroom properties	£81.96	£123.66
1,781 three-bedroom properties	£88.57	£125.38
114 three-bedroom properties	£94.58	N/A
2 five-bedroom properties	£97.86	N/A

## What we did

We let 615 properties, of which 146 were houses, 178 bungalows and 291 flats. A total of 118 existing council tenants were transferred into more suitable housing, either downsizing into smaller properties or moving from overcrowded homes.

## Our pledge

We aim to regularly refresh our housing list to ensure that it is more accurate and removes people who no longer require a home so that housing is allocated to those in most need. We will also ensure that those on the list are in the correct band according to their need. We will also ensure that it reflects the requirements of the new Homeless Reduction Act to help those people who are either homeless or threatened with homelessness.

## Did you know?

We own

# 6,358

88% of properties are accepted on their first offer

# How we manage your tenancy

The money we get from renting our properties is used to pay for the management and maintenance of your homes and neighbourhoods. It is therefore important that we collect all the rent that is due.

Our Housing Income Officers and Financial Inclusion Officers are always available to discuss any financial difficulties you may be having. It is however important that you contact them straight away if you are having problems paying your rent, so that together we can tackle the problem at the earliest opportunity before arrears levels escalate.

## What we did

Throughout the Covid pandemic Housing Income Officers focused their time on contacting our most vulnerable tenants and those on low incomes to ensure that they were claiming all the benefits they were entitled to, many of whom were accessing the welfare benefits system for the first time.

Full use was made of the council's Discretionary Payment Scheme ensuring those with short term financial need were given the support they needed to prevent situations of homelessness.

## Our pledge

We will ensure that prior to making offers of accommodation that properties are affordable for the incoming tenant.

We will work with you, to try and find ways of helping you not fall into debt and agree both short and long term arrangements to help you pay your rent and other tenancy charges.



## Did you know?

During 2021/22 the housing department collected 99.43% of rent and service charges that were due.

# Your neighbourhood and community

Maintaining safe communities where people are able to enjoy their homes is a key priority for the council – and it is never a one-size-fits-all approach.

## What we did

Throughout the year the council continued to work with its partner agencies such as the Police and the Community Safety Team to tackle a wide arrange of problems across the district.

On some estates where incidents of both crime and anti-social behaviour were noticeably higher than on other estates, individual estate action plans were drawn up between partner agencies to tackle both locational problems such as fly tipping, as well as specific intervention plans to target individuals and families that were causing a nuisance to the wider communities.

Sometimes these plans have involved signposting to support agencies but often they involved direct enforcement action being taken against those people that were causing nuisance for everyone else living on our estates. This can range from the police taking legal action when there is evidence of a criminal nature taking place, through to the council taking possession action, through the courts, to evict people from their homes, when the perpetrators are found to be a council tenants.

We have now successfully used in court, noise related evidence that has been recorded directly from the “noise app” and then to the council and we would encourage anyone suffering from noise related issues, to download the application to your mobile phone, to help us gather the necessary evidence that we may need to take enforcement action. If you would like any help in doing this please contact the Housing Departments Special ASB and Tenancy Enforcement Officers on 01623 463082 or 01623 463377.

## Our pledge

We will continue to use all available legal options that are available to us to try and help resolve issues of crime and anti-social behavior, either directly or with the help of our partner agencies.



## Did you know?

In 2021/22 the Housing Department successfully resolved 96.24% of all anti-social behavior that was reported to us

# Working with you

There is a lot of work to be done and a lot of plans to be made and the council needs your help to implement all the work that lies behind this new charter.

There are lots of ways in which you could help such as:

- Becoming an integral part of a tenant and resident panel
- Responding to on line surveys/questionnaires
- Responding to email surveys/questionnaires
- Being part of telephone consultations

You may be interested in all of the above or just some of them, you may be interested in all aspects of our work or just specific elements of it. Whatever it is we would welcome your help.

**If you would like to be more involved in the way your services are delivered, please express your interest by calling Ruth Tuft on 01623 463363.**

## The Charter for Social Housing Tenants

This is the new charter for social housing. A charter sets out what you should as tenants expect to be done.

The new measures are to make sure landlords run social housing properly and provide a good service.



**The new charter says if you are a tenant in social housing, you should:**

- Be and feel safe in your home
- Have information from your landlord about the service they provide
- Have any complaints dealt with quickly and fairly
- Be treated with respect
- Be able to speak up and have your voice heard
- Have a good quality home and neighborhood to live in
- Be supported to be able to own your own home

The Regulator of Social Housing is a government organization that will check that the social housing landlords are working properly and will make sure they are following the charter.

They will make sure that landlords:

- Give residents information about how they are working
- Put things right when they go wrong
- Listen to residents



# Meet the team

## Housing Income Officers



### Emma Dabell

Warsop, Church Warsop, Meden Vale, and Ladybrook Lane

✉ edabell@mansfield.gov.uk  
☎ 01623 463113



### Jayne Parsley

Mansfield Woodhouse, Peafield Lane, Burlington Drive area, and Bull Farm.

✉ jparsley@mansfield.gov.uk  
☎ 01623 463356



### Graham Moffat

Financial Inclusion Officer

✉ gmoffat@mansfield.gov.uk  
☎ 01623 463451



### Michelle Males

Financial Inclusion Officer

✉ mmales@mansfield.gov.uk  
☎ 01623 463450



### Sarah Dalby

Ravensdale, Forest Town, Eakring Road, and central Mansfield.

✉ sdalby@mansfield.gov.uk  
☎ 01623 463274



### Kim Wilkinson

Oaktree Lane and Bellamy Road.

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☎ kwilkinson@mansfield.gov.uk

## Housing Management Team



### Ian Aspinall

Poppy Fields, Town View and Mansfield Woodhouse

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☎ 01623 463060



### Richard Dawes

Ravensdale, Forest Town and Eakring Road

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☎ 01623 463392



### Kerry Chapman

Warsop, Church Warsop, Meden Vale and Peafield Lane

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### Mark Wreghitt

Ladybrook and Bull Farm

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☎ 01623 463127



### Lee Betts

Specialist support

✉ lbetts@mansfield.gov.uk  
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### Jeanette Samways

Specialist support

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### Lisa Wilcockson

Housing Management Assistant

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☎ 01623 463129



### Melonie Hannant

Housing Management Assistant

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☎ 01623 463275

# Get in touch:

**Poppy Fields Extra Care:**  
01623 463076  
**Housing repairs:**  
01623 463463  
**Our of house emergency repairs:**  
01623 463050

**Right to buy/ leaseholders officer:**  
01623 463492  
**Tenant involvement:**  
01623 463363

**Homefinder:**  
01623 463402  
**Central Control:**  
01623 463341  
**Housing advice service:**  
01623 463125

Or email: [MDC@mansfield.gov.uk](mailto:MDC@mansfield.gov.uk)