

Contact

THE QUARTERLY MAGAZINE FOR MANSFIELD DISTRICT COUNCIL TENANTS



HAPPY
50TH
ANNIVERSARY
BELLAMY ROAD

A golden
opportunity
to *celebrate!*

see p5



www.mansfield.gov.uk/housing



Mansfield
District Council

Contents

Welcome to the latest issue of Mansfield District Council's newsletter for tenants, Contact.



Foreword	2
Heating programme	3
Poppy Fields	4
Golden Anniversary	5
Building futures	6
Universal Credit changes	7
Keep warm this winter	8
How to deal with debt	9
Digital champions	10
Meet the team	11
Neighbourhood walks	12
Get in touch	12



Want to contribute?

Is there something you'd like to see in the next issue of Contact? If so, we'd love to hear from you. Please email us at **MarketingandCommunications@mansfield.gov.uk**.

Alternatively, you can write to Marketing and Communications Team, Mansfield District Council, Civic Centre, Chesterfield Road South, Mansfield NG19 7BH.

Foreword



Hayley Barsby

Director of Communities,
Mansfield District Council

It's been another busy year for the housing team and next year looks set to be just as busy.

As you'll see across the next few pages there are plenty of positive things happening that will benefit our tenants.

For instance, there are programmes underway to install new energy efficient heating systems and insulation schemes. There are also

changes that are being introduced across the district that will mean that you and your community will have more involvement in what happens in Mansfield. Check out pages 6 and 7 to find out more about our Building Futures project.

We want to keep you informed with all that is happening and our newsletters are a great way of keeping up-to-date with what's going on. Don't forget that you can also keep in touch with all the latest activities online too so if you have access to the intranet, please follow us on Facebook.

Finally, we'd like to wish you all a very merry Christmas and a happy new year!

Hayley Barsby
Director of Communities

To keep up to date with all the news follow us on Twitter: **@MDC_News** and Facebook: **www.facebook.com/mymansfielduk**



Payment Cards

In March tenants were advised that the council would replace rent cards with credit card size payment cards.



If you haven't already received a payment card, you will soon. There will be a single card for all tenancy charges, including rent, heating, insurance, supporting people and court costs. If you also have a garage, you will receive a separate card for paying garage rent.

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**



Tenants to benefit from heating scheme

A programme to install new energy efficient central heating systems continues in homes across the district.

A number of properties in the Sandy Lane area have already been converted, with plans to complete the rest of the system over the coming months.

Not only will this provide homes with a more efficient form of heating, it also removes the risk of a breakdown. Work is also planned throughout 2017/18 to remove the district heating system at Meden Vale.



Insulation helps cut bills

The council has a number of properties across the district with solid brick walls, where it's not possible to add cavity wall insulation.

To deal with this, a programme is currently underway to install external wall insulation.

A number of properties in the Bull Farm area have had the work done and more are currently underway.

Homes across Forest Town will be the next to benefit. The installation should result in reduced heating bills for tenants.

Homes to be surveyed



A four year project has begun to carry out asbestos surveys in homes across the district.

It will help the Repairs Service so that in future they will be able to carry out repairs rather than having to wait for a survey each time a repair is reported.

Refurbishment for Pleasley Hill

As Contact was going to press, Mansfield District Council was due to decide on whether to move forward with a plan to carry out a major refurbishment scheme for houses in Pleasley Hill.

The council is looking at the possibility of re-acquiring 15 properties it transferred to South Yorkshire Housing Association with a view to refurbishing them. Ten would be rented out and five offered for shared ownership.

Six homes that the council already owns in the street would also be refurbished as part of this scheme. It would ensure the retention of affordable housing for renting for which there is a high demand.

Poppy Fields hosts celebration



People from across the district joined together at the district council's Poppy Fields housing scheme for an afternoon of live entertainment, sing-along, games and buffet.

The event, which was organised in partnership with Jigsaw Support Scheme, celebrated the International Day of Older Persons.



Homes for over 55s take shape

Work continues on the development of the former General Hospital site in Mansfield to create 54 homes.

The development of the high quality, affordable housing in Mansfield will enable people over the age of 55, who have a range of needs, to live both independently and with support.

The £8.4 million Mansfield Senior Persons Living Scheme is due to be completed in January 2018. The gated development will provide 42 one-bedroom and two-bedroom apartments and 12 bungalows set around a landscaped 'village green' with a small trim trail with outdoor fitness equipment.

Donation will help local people

A big thank you has been issued to a former Mansfield resident who has donated a package of food and toiletries to go to local people in need.

The donor, who remains anonymous, offered the donation to the council's ASSIST team so that they could hand the goods onto people that the service supports. The service provides help to a wide range of people.

Having now moved overseas, the lady said that she has never forgotten the help one of her relatives received when they were in housing need and how the help they received turned their lives

around. She had some £1 notes that she had collected over the years and wanted them to be sold to help people in need.

The council works alongside Mansfield Baptist Church, Stonham housing association and Transforming Notts to deliver a winter shelter which opens in December. Some of the provisions will be used to support people accessing the shelter this winter.





Making a difference

Want to help shape the future of Mansfield?

The Mansfield Citizens' Panel is looking for people just like you! The Panel is made up of people from across the district, who are asked to take part in online surveys to give their views on local services.

The surveys cover topics about public services in Mansfield and could include subjects like: community safety; environment; health; housing; waste and recycling.

To find out more check out www.mansfield.gov.uk/panel

Golden event for Bellamy estate

This year marks the 50th anniversary since Mansfield's Bellamy Road Estate was built.

To celebrate this Golden Anniversary the Bellamy Road Tenant and Residents' Association organised an afternoon of nostalgic fun for the community in Tuxford Court.

Local people joined in the fun as there was a full programme of entertainment throughout the afternoon including live acoustic

60s music, games of bingo and a buffet with celebratory cake.

There was also a commemorative film, produced by local resident John Fleming, that took viewers down memory lane as pictures and films taken during the past 50 years splashed across the screen. The celebrations rounded up with a firework display.

Shaping the future of Mansfield



**Building
futures**

**Partnership
working**



Sees residents,
communities and
organisations as equal
partners



Provides the tools and
support to local people
to take action



Brings people together
to achieve things
we cannot do alone



Shares information,
skills and resources
with partners and
local people

BUILDING FUTURES

Do you live in Oak Tree, Bellamy, Ravensdale, Carr Bank, Portland or Woodland. Changes are being introduced in your areas that will mean that you and your communities will have more of a say and a greater involvement in partnership working within Mansfield.

WHAT IS PARTNERSHIP WORKING?

Partnership working seeks to bring together everyone who plays an active part in your communities to take up new ideas and tackle issues.

This means bringing together individual residents, community groups, local councillors and the council's Community Safety team and Neighbourhood Policing team.

Work is already underway to improve joint working between the council's Community Safety team and the Neighbourhood Policing team through the creation of the Mansfield Community Partnership 'Hub' which will ensure the resources in both organisations are used more effectively in dealing with issues that affect your communities and neighbourhoods.

In November Mansfield's Neighbourhood Policing team,

headed up by Inspector Nick Butler, and the council's Community Safety team moved into Mansfield Community Partnership Hub, a purpose built office space located in the Civic Centre. Other partners will also join the Hub in the months ahead.

As part of Mansfield Community Partnerships commitment to forging closer working relationships with its residents and the communities they live within, they have also made available additional resources to support this work. Milly Alonso and Sioned Dolan will now work closely with all sections of the community within the partnership areas as 'Community Builders.'

COMMUNITY BUILDERS

Tenant involvement officer, Milly Alonso, and community engagement officer, Sioned Dolan, will be spending time out in the community getting to know every aspect of the community and the people in it.

They will be supported in their work by the local neighbourhood police officers, police community support officers, neighbourhood warden and housing officer to help you identify the aspirations



and priorities for your community through a series of 'community conversations.' The aim is encourage more residents and community groups and associations to get involved in their local community, to take action and make a difference.

CALL FOR COMMUNITY BUILDERS

Can you help? We're looking for volunteers who would be interested in becoming Community Builders.

As a Community Builder, you would work on a voluntary basis with community engagement officers, neighbourhood wardens, housing officers, PCSOs and elected members. You would spend most of your time out in the community, getting to know every aspect of the community and the people in it.

The aim is to create a positive vision of where communities want to head and actively look for people and resources that can help them get there. We're looking for people living in Oak Tree, Bellamy, Carr Bank, Portland and Woodland to take part.

If you would like to get involved contact Milly Alonso on **01623 463485**.

HOUSING PANEL MEETINGS

We're looking for new people to join the Housing Panel, who meet every month to look at ways of improving how our housing services are delivered.

Meetings take place on the third Tuesday of the month.

Times are published on www.mansfield.gov.uk/housing and also on Facebook and Twitter.

To find out more or to get involved contact Milly Alonso on **01623 463485**.



Universal Credit changes

Are you aged 18-21?

If so, then you could be affected by the proposed changes to Universal Credit.

The government has announced plans to remove the housing element of Universal Credit, formerly known as Housing Benefit. If the proposals go ahead from 1 April 2017 any new Universal Credit claim will not include payment for your rent and you fall into one of the exempt categories.

This could affect your ability to pay your rent and put your tenancy at risk. If you think this could affect you please contact your housing officer or get in touch with an independent advice organisation such as Citizens Advice Bureau or Shelter.



Are you set for winter?

There's no mistaking that winter is now with us. Here are a few tips on how to stay warm at home:

Did you know?

You can save up to £30 a year if you turn your TV, phone chargers, and other appliances off standby.

Draught-proofing windows and doors can cut your heating annual bills.

Swapping light bulbs and spotlights with energy saving bulbs can save up to £35 a year.

- Move settees and furniture away from the radiators to allow heat to reach the rest of the room.
- Heat the main room to between 18 – 21 degrees and keep the rest of their home to a steady of 16 degrees.
- Set the heating timer to come on before you plan to get up in the morning.
- During really cold spells set the heating to come on earlier rather than increasing the temperature.
- Ensure you drink warm drinks regularly throughout the day.
- Heat your bedroom just before going to bed and switch heating off when you go to bed.
- If you use electric blankets make sure you check them regularly and don't use faulty blankets.

Bin collections

Anyone with bins normally collected on Mondays will have received a sticker recently to remind them what day their bins will be collected during bank holidays over the festive season.

- **Monday 26 December:** Green bin collections take place instead on Saturday 24 December.
- **Monday 2 January:** Blue bin collections take place instead on Saturday 7 January. No side waste will be taken on this collection.

All other bin collections will remain the same. Please ensure your bin is out and ready to be collected by 6.30am as the rounds may be carried out in a different order during the holiday period.

Please ensure your bin is out and ready to be collected by
6.30am



Help on hand to tackle

debt

As we approach that time of the year when money is tight, Nottingham Credit Union says there's no need to panic about debt.



The ethical not for profit lending organisation says that help is available.

Work out how much you owe and what rates of interest you are on, then book an appointment with the Citizens' Advice Bureau to work out a debt management plan. They may well point you towards Nottingham Credit Union to help you out of a tight spot.

Nottingham Credit Union has been operating in the Mansfield area for more than seven years, providing low cost and manageable loans to people who find it hard to get credit through traditional routes. It is owned and run by its members and operates in Mansfield from 3 Clumber Street on Tuesdays, Thursdays and Fridays from 10-2pm.

Anyone who lives or works in Nottinghamshire can use the Credit Union's services but it differs from other lenders because it will also offer loans to people with a poor credit

history, to those on benefits, or who may have had money problems in the past.

"This is banking with a heart," said Marie Haywood, Mansfield Branch Manager of the Nottingham Credit Union. "Our customers are real people, not targets or profit margins. We consider all loan applications on an individual basis so anyone can apply. We don't discriminate. We are a cheaper alternative to door step lenders and payday lenders.

"We promote responsible lending, charge fair interest rates, there are no sneaky fees, and we do not lend more than people can afford to repay."



How to stay debt-free

- 1 Know your budget and stick to it.
- 2 Calculate your daily bills cost.
- 3 Save small amounts on a regular basis.
- 4 Pay cash for items where possible.
- 5 Work out what you need to spend - not what you want to spend.
- 6 Don't panic borrow with payday lending or door step lenders.
- 7 Shop around for best deals.
- 8 If worried or unsure, talk to someone and get advice.
- 9 Don't bury your head in the sand – tackle debts early
- 10 Speak to your housing officer as they may be able to put you in touch with people who can help.



Join the digital team

Is the internet a bit of a mystery to you? Does the thought of sending an email send you into a panic? Then why not join one of our new digital sessions?

Festive season opening hours

Mansfield District Council Civic Centre and Contact Centre will close from 4.30pm on Friday 23 December until 8.30am on Tuesday 3 January 2017.

For emergencies outside these opening hours, customers calling the council on **01623 463463** can choose option '0' to reach the out-of-hours emergency team or can call direct on **01623 463050**.

For details of all opening times please visit www.mansfield.gov.uk



The aim is to offer over 55 year olds the chance to learn about how to use a computer and get online.

You'll gain new skills as you learn how to keep in touch with friends and family online to finding out how to save money by paying bills via the internet.

The free sessions are part of the Better Broadband for Nottinghamshire Programme launched by Nottinghamshire County Council. They take place on Wednesdays at Mansfield's Sherwood Court between 9am and 11am and at Flint Avenue community centre between 10am and noon. For details call **01623 463485**.

Want to become a digital champion?

Already more than 80 people have volunteered to help out at these



sessions. Would you like to be one of them? We're looking for more people who can spend time showing others how to use computers and send emails and search the internet.

We would like to build up a team of 'digital champions' in Mansfield to help residents get on line. If you feel you can help please contact the tenant involvement officer on **01623 463485** who will put you in touch with the Nottinghamshire Digital Champions Network. Full training and support will be given.

Meet our team

Our team of housing officers can be seen out and about across the district on a daily basis.

The team are available to help tenants and liaise with organisations to solve issues. All officers have mobile devices now too so that they can provide an even better service

to tenants. It means they have information at the touch of a button while out and about visiting tenants. **In the next issue of Contact we will be featuring a Spotlight on one of the team.**



If you'd like to get in touch with your housing officer for more information, here are the numbers you'll need...



Sarah Dalby

Burlington Drive, Manor Road,
Dundee Drive, and Newcastle Street

e: sdalby@mansfield.gov.uk
t: 01623 463274



Jayne Parsley

Ravensdale

e: jparsley@mansfield.gov.uk
t: 01623 463356



Hayley Jackson

Eakring and Upper Oaktree estate

e: hjackson@mansfield.gov.uk
t: 01623 463354



Emma Dabell

Warsop

e: edabell@mansfield.gov.uk
t: 01623 463916



Richard Dawes

Mansfield Woodhouse
and Peafield Lane

e: rdawes@mansfield.gov.uk
t: 01623 463392



Kim Wilkinson

Bellamy and Rainworth

e: kwilkinson@mansfield.gov.uk
t: 01623 463307



Mark Wreghitt

Ladybrook and town centre

e: mwreghitt@mansfield.gov.uk
t: 01623 463127



Kerry Chapman

Oak Tree Lane

e: kchapman@mansfield.gov.uk
t: 01623 463353



Jeanette Samways

Ladybrook and the Woodlands

e: jsamways@mansfield.gov.uk
t: 01623 463296



Lorraine Spalding

Forest Town

e: lsalding@mansfield.gov.uk
t: 01623 463357



Sue Jackson

Warsop

e: sjackson@mansfield.gov.uk
t: 01623 463916



Ian Aspinall

Poppy Fields and ASRA properties

e: iaspinall@mansfield.gov.uk
t: 01623 463360

Neighbourhood walks

**Estate
Walkabout**

Estate-based walkabouts are held regularly to give tenants and residents the chance to meet up with housing officers to discuss issues affecting their neighbourhood. If you would like to join the walkabouts please call the housing team on **01623 463463** or your local housing officer.

Estate walkabouts schedule

- ❗ **North Oak Tree Lane –**
10am, 21 December meet at Barrowhill Community Link, Mansfield
- ❗ **South Oak Tree Lane –**
10am, 4 January meet at Roston Court, Mansfield
- ❗ **Ladybrook area and town -**
10am, 12 January meet at the bottom of Armstrong Road, Mansfield
- ❗ **Dundee Drive area –**
10.30am, 17 January meet outside Dundee Drive Community Centre, Mansfield
- ❗ **Warsop –**
3pm, 19 January meet outside the Town Hall, Warsop
- ❗ **Burlington Drive area –**
10.30am, 25 January meet outside William Ireland Hall, Mansfield
- ❗ **Ladybrook area and town**
10am, 26 January meet outside Jenkins Road shop, Mansfield
- ❗ **Brick Kiln Lane area -**
2pm, 20 January meet at Longstone Way, Mansfield
- ❗ **Warsop –**
10am, 3 February meet at Melville Court, Warsop
- ❗ **Peafield area –**
2pm, 7 February meet outside Ludborough Walk Centre, Mansfield
- ❗ **Ladybrook area and town –**
10am, 9 February meet at the corner of Armstrong Road and Bailey Crescent, Mansfield
- ❗ **Woodhouse –**
10am, 10 February meet outside Park Road Resource Centre, Mansfield Woodhouse
- ❗ **Sherwood Court –**
10am, 14 February meet outside Sherwood Court, Mansfield
- ❗ **The Woodlands –**
2pm, 17 February meet at Harold Harvey Hall, Mansfield
- ❗ **Ladybrook area and town –**
10am, 23 February meet outside Harrop White Road shops, Mansfield
- ❗ **Ravensdale area –**
10am 2 March meet outside the doctors' surgery
- ❗ **Lawrence Avenue and Vale Road area –**
10.30am, 7 March meet outside Park Road Resource Centre, Mansfield
- ❗ **Sandy Lane area –**
10am, 9 March meet outside the doctors' surgery
- ❗ **North Oak Tree Lane –**
10am, 15 March meet at Barrowhill Community Link, Mansfield
- ❗ **South Oak Tree Lane –**
10am, 29 March meet at Roston Court, Mansfield

Get in touch

- | | |
|--|---------------------|
| ➔ Mansfield Housing Office | 01623 463129 |
| ➔ Housing Repairs Contact Centre | 01623 463463 |
| ➔ Out of hours Emergency Contact (repairs) | 01623 463050 |
| ➔ Ashfield and Mansfield Homefinder | 01623 463402 |
| ➔ Central Control | 01623 463341 |
| ➔ Housing Advice Service | 01623 463125 |
| ➔ Money Advice Officer | 01623 463451 |
| ➔ Welfare Rights Officer | 01623 463450 |
| ➔ Right to Buy/Leaseholders Officer | 01623 463062 |
| ➔ Tenant Involvement Officer | 01623 463485 |



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