

SPRING 2015

# Contact

THE QUARTERLY MAGAZINE FOR MANSFIELD DISTRICT COUNCIL TENANTS



## Is your repair an emergency?

See page 6

[www.mansfield.gov.uk/contactmagazine](http://www.mansfield.gov.uk/contactmagazine)



**Mansfield**  
District Council



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# New housing portal to be launched in summer

**T**he portal will be a secure site where council tenants can access their current balance and recent transactions, view repairs history, request a new repair and edit personal details.

The first phase of work was completed last year. Details of the portal address and how to access it will be available on the council's website and in the next edition of Contact. The council's website has been re-developed and will enable you to complete a wide range of tasks online such as reporting fly-tipping,

Work to complete the new online portal for tenants is well underway.



paying and applying for services and telling us your views. You'll also be able to find out your blue and green bin collection dates by entering your postcode. Additional payment options will be added to the site in April. The new site will be able to recognise which type of device you are using such as mobile phones or laptops and will be able to adjust accordingly.

The new website will use the same address [www.mansfield.gov.uk](http://www.mansfield.gov.uk)

## Property surveys in the Meden area

**O**ver the next five years we will be carrying out surveys on all of our properties across the district to check their interior and exterior structures.

We have started work in the Meden area and letters are being sent out with an approximate date that a surveyor from the council will be visiting your home. The surveyor will need to come into your home to carry out the

checks for the survey and may need to take photos to document the condition of the property. All surveyors will be carrying identification so please ask to see this before letting anyone into your home. If you are not in when the surveyor calls a card will be left with contact details so you can ring and arrange for the survey to be carried out at a more convenient date.



# ASSIST Service helps thousands

Our ASSIST Service has helped thousands of people since it was launched in April 2013. ASSIST is our person-centred Housing Support Service which helps people lead independent lives.

ASSIST has grown from strength to strength in the past two years



It includes three main areas of support, which are a Response Service, a Response and Support Service and an Enhanced Support Service.

Over the past two years our response and support services have been used by 2,182 tenants living in sheltered accommodation and the amount of people who have used the Enhanced Support Service has doubled from 40 people in 2013/14 to 80 people in 2014/15. The Handyperson Service helped 440 people in 2013/14 which increased to 600 people in 2014/15 and we have also provided 670 residents with the Lifeline Service, which we monitor and respond to 24/7. ASSIST has grown from strength to strength in the past two years and we hope it will be able to help many more people live independently. More information about what each area of support includes is listed opposite.

## Our Response Service includes:

- A 24-hour emergency response service

## Our Response and Support Service includes:

- Emergency visits from our ASSIST workers
- Bespoke Monday to Friday planned visits
- A temporary accommodation service for people who are homeless
- A prevention, advice and support service
- for people at risk of becoming homeless
- A 24-hour emergency response service, which includes the Lifeline Service for an additional cost
- Help with small household repairs

## Our Enhanced Support Service includes:

- Help with light housework
- Help planning visits and outings
- An escort to appointments
- Respite visits (temporary support for carers)
- Help with reading
- Reminders to take medication
- A companion to attend social activities with you
- Help with small household repairs

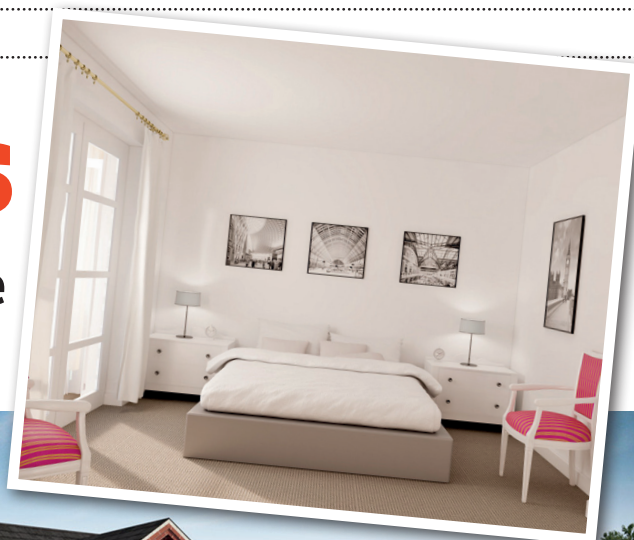
Costs for receiving the ASSIST Service will be assessed on an individual basis. For more information call **01623 463076**, email [assistservice@mansfield.gov.uk](mailto:assistservice@mansfield.gov.uk) or visit [www.mansfield.gov.uk/assist](http://www.mansfield.gov.uk/assist)





# Poppy Fields

is announced as the new name of the extra care development



The 64-unit extra care scheme on the former Brownlow Road site will be called Poppy Fields.

**T**en of the properties in the development will shortly be available for council tenants and homeowners aged 55 and over to buy as part of the Older Persons Shared Ownership Scheme.

Details about how the scheme works and how you can buy a property will be available in the next few months on the council's website and in the next edition of Contact.



## Your chance to discuss crime and safety issues



The Ravensdale Safer Neighbourhood Group gives tenants and residents from the Newgate and Carr Bank Wards the opportunity to speak to council housing officers, neighbourhood wardens, local councillors and the police about crime, safety and environmental issues. The group meets every three months and the next meeting is on Monday 20 April,

1.30pm to 2.30pm at Babworth Court Community Centre, off Sandy Lane, Ravensdale. For more information, please contact the Community Engagement team at Mansfield District Council on **01623 463372** or email **sdolan@mansfield.gov.uk**



# New spacious flats for tenants at The Willows

The new flats will also benefit from new energy efficient gas central heating system

The bedsits within The Willows complex in Warsop are currently being converted into one and two-bedroomed flats. The Willows is an over 60s complex that previously contained 22 bedsits. Each of the new flats will be created by combining two or three bedsits.

**W**e want to ensure our tenants have good quality housing by changing the bedsits into high quality, modern flats.

The flats will be fully converted with new bathrooms, kitchens and carpets and will be fully decorated. The new flats will also benefit from new energy efficient

gas central heating systems, which will replace the old district heating system currently in place. We aim to make the transition as smooth as possible and have developed a rotating programme so people can stay in their current homes until the new flats are fully converted wherever possible. The work is due to be completed in May this year.

## Why are we upgrading our heating systems?

A programme is currently underway to replace district heating across the district with new efficient individual central heating systems.

The current district heating systems are reaching the end of their lives and problems with the underground pipes that connect houses to the system can be difficult to trace and repair. The cost to tenants would also be higher if they continued to use the district heating scheme due to rising coal and maintenance costs.

Changing to highly efficient individual central heating

systems will provide tenants with better choice and comfort while helping to tackle fuel poverty issues. The benefits of taking up the gas option will be a reduction in CO2 emissions and a more modern, efficient, cost effective and reliable system for tenants.

Work is currently underway at The Willows and River View in Warsop and gas connections have now been installed in readiness for phase 1 of the Sandy Lane replacement, with the remainder due to be converted during 2015/16.

## Safe places for vulnerable people

**T**he Safe Places scheme provides safe places in the community where vulnerable people can go if they get into trouble or feel unsafe, frightened or bullied.

A vulnerable person, who is elderly or has a learning disability, can sign up to receive a help card which will have their name and emergency contact details on it. Public premises such as shops, libraries, police stations and pubs can sign up to be officially known as safe places for vulnerable people. If a person needs help when they are in the community, they can go into a safe place and show their help card to a member of staff who will then call their emergency contact or the police, depending on the situation.

The safe place in Mansfield town centre is the Central Library, Four Seasons Shopping Centre, West Gate.

To sign up for a help card call **0115 956 1130** or visit [www.nottinghammencap.org.uk/What-We-Do/where-are-the-safe-places.html](http://www.nottinghammencap.org.uk/What-We-Do/where-are-the-safe-places.html) for more information

# IS YOUR REPAIR AN EMERGENCY?

Tenants are being asked to check whether their repair is classed as an emergency before calling the emergency repairs number.

**E**mergency repairs are when there is real risk of injury or death if the property is not made secure, major damage to the property or total loss of heating in winter.

We will always get to an emergency repair call out within 24 hours to make the property safe and, depending upon the circumstances may attend immediately. Any follow-up work will be completed soon after the threat has been removed. However it is important not to call the emergency repair number if your repair is not classed as an emergency as it could prevent staff from going out to a genuine emergency and you may also be charged a call out fee.

**“We will always get to an emergency repair call out within 24 hours to make the property safe.”**

We expect you to be at home if you have reported an emergency repair. If you are not in and the job that you have reported is not classed as an emergency the job will be cancelled. We class other repairs as being 3 day urgent or 10 day routine repairs. We also batch up some routine repairs geographically and complete these on a three month rolling basis.

## EXAMPLES OF

### Emergency repairs

- ➔ Total loss of electric supply
- ➔ Unsafe electrical fittings
- ➔ Total or partial loss of gas supply
- ➔ Blocked flues to open fires or boilers
- ➔ Insecure property – unable to lock front/back door
- ➔ Blocked drain
- ➔ Blocked toilet (if there is only one toilet in the property)
- ➔ Total loss of water supply
- ➔ Leaking pipes (not containable or district heating)
- ➔ Faulty flush (if there is only one toilet in the property)
- ➔ Total or partial loss of heating (November to April)
- ➔ Total or partial loss of hot water (November to April)
- ➔ Dangerous situation (we will make this safe on the day)



## TO REPORT A REPAIR

To report an emergency repair outside of office hours call **01623 463050**.

To report any other repair call **01623 463463** in office hours (Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm.)

When you contact us we will ask you:

- Your name, address, contact telephone numbers and an email address
- Details of the repair
- Times that are convenient for us to carry out the repair
- Whether you are registered as being a vulnerable tenant
- Whether you are hard of hearing or have difficulty getting to the door

We will:

- Tell you if the repair is your responsibility or ours
- Advise if an inspection is required
- Arrange a convenient time for an inspector or operative to call. In some instances we may have to contact you at a later date to arrange access, for example when we have to order special parts.
- Offer appointments for non-urgent repairs for a morning or an afternoon depending on the nature of the repair
- Provide you with the job number and the target time for the repair
- Advise you if the repair is rechargeable to you

**WE EXPECT  
YOU TO BE AT  
HOME IF YOU  
HAVE REPORTED  
AN EMERGENCY  
REPAIR.**

## REPAIR TIMESCALES ARE:

### 3 day urgent repairs

- ➔ Some lights not working
- ➔ Some power points not working
- ➔ Blocked sink, bath or washbasin
- ➔ Taps that cannot be turned off
- ➔ Partial loss of water supply
- ➔ Leaking pipes (containable)
- ➔ Total or partial loss of heating (May to October)
- ➔ Total or partial loss of hot water (May to October)

### 10 day routine repairs

These are repairs that need to be done:

- ➔ as they are causing an inconvenience
- ➔ to prevent immediate damage to the property, or
- ➔ to prevent a health or security problem.

**ALL THE RESPONSE  
COMPLETION TIMES ARE  
MEASURED FROM WHEN  
YOU REPORT THE  
PROBLEM TO US.**

# Walking about your estates

## Estate walkabout schedule

Estate walkabouts give you the opportunity to meet up with housing officers and discuss any issues you may have. Dates, locations and times are available below:

MEETING PLACE	TIME AND DATES	
<b>Warsop Town Hall</b> , Church Street, Warsop	<b>12.30pm</b> 17/6/2015	9/9/2015 9/12/2015
<b>Park Road Resource Centre</b> , Park Road, Mansfield Woodhouse	<b>10am</b> 15/5/2015 7/8/2015	18/9/2015 6/11/2015 4/12/2015
<b>Sherwood Court</b> , off Sherwood Street, Mansfield Woodhouse	<b>10am</b> 6/5/2015	29/7/2015 21/10/2015
<b>Dundee Drive Community Centre</b> , Park Hall Road, Mansfield Woodhouse	<b>10.30am</b> 20/4/2015	20/7/2015 19/10/2015
<b>William Ireland Hall</b> , off Burlington Drive, Mansfield	<b>10.30am</b> 24/4/2015	17/7/2015 9/10/2015
<b>Ludborough Walk Community Hall</b> , off Peafield Lane, Mansfield Woodhouse	<b>10am</b> 12/5/2015	15/9/2015 1/12/2015
<b>Sandy Lane Surgery</b> , Sandy Lane, Ravensdale	<b>10am</b> 30/4/2015 18/6/2015 30/7/2015	17/9/2015 29/10/2015 17/12/2015
<b>Reindeer pub car park</b> , Southwell Road West, Mansfield	<b>10am</b> 3/6/2015	2/9/2015 2/12/2015
<b>Willingham Court car park</b> , off Jubilee Way South, Mansfield	<b>10am</b> 25/3/2015 24/6/2015	17/9/2015 30/9/2015 9/12/2015
<b>Roston Court</b> , off Roston Close, Mansfield	<b>10am</b> 13/5/2015	5/8/2015 11/11/2015
<b>Barrowhill Community Link</b> , Barrowhill Walk, Mansfield	<b>10am</b> 20/5/2015	12/8/2015 4/11/2015
<b>Garibaldi Road shops</b> , Forest Town	<b>10am</b> 19/5/2015	18/8/2015 17/11/2015
<b>Cyril Stone Hall</b> , off Blyth Close, Mansfield	<b>10.30am</b> 5/6/2015	23/9/2015 15/12/2015

MEETING PLACE	TIME AND DATES	
<b>Buddies</b> , Peel Crescent, Mansfield	<b>10.30am</b> 12/6/2015	3/8/2015 5/11/2015
<b>New England Way</b> , Pleasley	<b>10.30am</b> 25/6/2015	28/8/2015 20/11/2015
<b>Lord Street</b> , Ladybrook, Mansfield	<b>10am</b> 5/7/2015 7/7/2015	1/9/2015 10/11/2015
<b>Moor Street</b> , Ladybrook, Mansfield	<b>10am</b> 14/4/2015 2/6/2015	4/8/2015 6/10/2015
<b>Townroe Drive</b> , Ladybrook, Mansfield	<b>10am</b> 15/4/2015	5/8/2015
<b>Harrop White Road shops</b> , Ladybrook, Mansfield	<b>10am</b> 6/5/2015	7/10/2015
<b>Keyworth Close</b> , Ladybrook, Mansfield	<b>10am</b> 3/6/2015	2/9/2015
<b>Armstrong Road</b> , Ladybrook, Mansfield	<b>10am</b> 8/7/2015	
<b>Broomhill Lane flats</b> , Ladybrook, Mansfield	<b>10am</b> 11/11/2015	
<b>George Street</b> , Ladybrook, Mansfield	<b>10am</b> 18/6/2015	12/11/2015
<b>Harold Harvey Hall</b> , Mattersey Court, Mansfield	<b>2pm</b> 4/9/2015	27/11/2015
<b>Longstone Way car park</b> , off Ladybrook Lane, Ladybrook, Mansfield	<b>2pm</b> 5/6/2015	2/10/2015 11/12/2015
<b>Nursery Court car park</b> , off Nursery Street, Mansfield	<b>10am</b> 13/5/2015	9/9/2015 2/12/2015
<b>Civic Centre car park</b> , Chesterfield Road South, Mansfield	<b>10am</b> 21/5/2015	17/9/2015 10/12/2015
<b>Bainbridge Road</b> , Warsop	<b>10am</b> 16/4/2015	17/9/2015



# Become a mystery shopper

We are looking to recruit mystery shoppers to help us improve our customer service.

**YOU WILL  
BE GIVEN A  
GIFT VOUCHER  
FOR EACH  
MYSTERY SHOP  
AS A THANK  
YOU.**

**M**ystery shopping is a form of market research where individuals observe and evaluate the service they receive.

A mystery shopper acts as a customer and carries out a series of agreed tasks, which monitor the quality of service. They then report back on their experiences in a detailed and objective way.

If you are interested in becoming a mystery shopper you need:

- To be 18+
- To be reliable and committed to providing a regular service
- Good written and verbal communication skills
- The ability to be discreet
- The ability to work independently

Mystery shoppers are asked to take part in at least two mystery shops a year. Each one will last approximately four to eight weeks and may take 10 minutes a week to carry out an activity and 20 minutes to complete a questionnaire. We will agree specific times with each person. Being a mystery shopper could help you improve your communication skills and build confidence and full training and support will be given. You can claim back any expenses and will be given a gift voucher for each mystery shop as a thank you.

If you are interested please call  
**01623 463485** or  
email **malonso@mansfield.gov.uk**

**nottingham  
CREDIT UNION**

## Helping you manage your money

If you are thinking of taking out a loan then Nottingham Credit Union (NCU) could provide a solution.

NCU is a membership-based co-operative which offers convenient savings and low-interest loans to its members who have a say in how it is run and receive a share of the profits if it is successful.

Credit unions promote responsible lending and do not lend more than people can afford to repay. They do this by:

- Promoting good money management as members are encouraged to save as well as borrow money, and
- Providing loans with fair and reasonable interest rates.

Credit union interest rates are capped which makes them considerably cheaper than some lending options including high street banks. They also offer flexible repayment terms without penalties or hidden costs. Loans can be applied for online or face-to-face with money sent to you quickly.

To join NCU you need to live or work in Nottingham or Nottinghamshire.

To find out more call  
**0115 8283121** or visit  
**[www.nottinghamcu.co.uk](http://www.nottinghamcu.co.uk)**

NCU is based at the Advice Hub on Regent Street, Mansfield and is open on Mondays and Thursdays from 10am to 1pm.

HAVE YOUR SAY

# How do you want to be communicated with?



We want to re-develop and re-name our Housing Facebook page to improve the way we communicate digitally with our tenants.

**W**e would like your views on what you think the page should be called, how you would like to use it and what you would like to see on it.

We are interested to know how much you currently use social media and if you would prefer to use Facebook to communicate with us.

We are proposing to set up a closed invite-only group for tenants so you can discuss anything housing or community related with us and other tenants. We would really appreciate your input and are offering you the chance to win a £20 High Street gift voucher for your views.

Surveys can be completed anonymously but please leave your contact details if you would like to be entered into the prize draw. The survey closes on 31 May 2015. Please send your completed survey to:

**Marketing and Communications  
Mansfield District Council  
Civic Centre  
Chesterfield Road South  
Mansfield NG19 7BH**

You can also complete the survey online at  
[www.mansfield.gov.uk/contactmagazine](http://www.mansfield.gov.uk/contactmagazine)

## Survey

**THE  
SURVEY  
CLOSES ON  
31 MAY  
2015**

1. What is your preferred way of receiving information from the housing service?

- ☐ Website
- ☐ Contact magazine
- ☐ Housing Facebook page
- ☐ Letter
- ☐ Email

2. What is your preferred way of communicating with the housing service?

- ☐ Housing Facebook page
- ☐ Letter
- ☐ Email
- ☐ Phone
- ☐ In person

3. Do you use Facebook?

- ☐ Yes
- ☐ No

4. If yes how often do you access Facebook?

- ☐ A few times a day
- ☐ Once a day
- ☐ Once a week
- ☐ Once a month
- ☐ Once a year
- ☐ Less than once a year

5. Do you currently follow the housing Facebook page?

- ☐ Yes
- ☐ No





**6. What information would you like to receive on the housing Facebook page?**

- ☐ Updates and reminders when batched repairs are taking place
- ☐ Updates about housing development projects
- ☐ Community event information and updates
- ☐ Estate walkabout reminders
- ☐ Updates from tenants and residents' groups
- ☐ Home and garden maintenance tips
- ☐ Money and welfare advice
- ☐ Council news
- ☐ Other

**7. What information would you be interested in discussing with other tenants on the housing Facebook page?**

- ☐ Community news
- ☐ How to get involved in your community

- ☐ Any issues you are concerned about within your community such as littering, dog fouling etc
- ☐ Sharing tips on maintaining your home and garden
- ☐ Discussing any issues you may wish to raise with the council
- ☐ Other

**8. What information would you be happy to discuss with the housing team on the housing Facebook page (whether on the page itself or within a private message)?**

- ☐ Queries about your tenancy
- ☐ Queries about your rent or other charges
- ☐ Queries about housing repairs
- ☐ Reporting ASB or any other issues
- ☐ Benefit and welfare queries
- ☐ Complaints or compliments about the housing service
- ☐ Other

**9. Would you be more likely to join a closed Facebook group for housing tenants?**

- ☐ Yes
- ☐ No

**10. What would be your reason for joining/not joining this group?**

.....

.....

**11. How often would you like the page to be updated?**

- ☐ Once a day
- ☐ A few times a week
- ☐ Once a week
- ☐ A few times a month
- ☐ Once a month
- ☐ Less than once a month

**12. What do you think the housing Facebook page should be called?**

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**Your name (optional to be entered into the draw)**

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**Address (optional to be entered into the draw)**

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**Contact number (optional to be entered into the draw)**

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## What's on May 2015 - July 2015



## LOVE YOUR LOCAL MARKET

**What:** Love Your Local Market

**When:** Wednesday 13 May  
to Wednesday 27 May

**Where:** Market Place, Mansfield

**Cost:** **FREE**

Two weeks of activities will be running alongside Mansfield's traditional market as part of the national Love Your Local Market campaign.

**What:** International  
Clean Up Mansfield Day

**When:** Friday 12 June

**Where:** Various locations across  
Mansfield

**Cost:** **FREE**

Take part in clean-up activities to make Mansfield the cleanest place in the world. For more information or to sign up visit [www.mansfield.gov.uk/cleanup](http://www.mansfield.gov.uk/cleanup)

**What:** Mansfield Walk in the Park

**When:** Sunday 12 July, 10am

**Where:** Starting in Titchfield  
Park, Mansfield

**Cost:** **FREE**

Sign up to our free five mile sponsored walk through some of Mansfield's parks and nature reserves and raise money for the British Heart Foundation. For more information or to sign up visit [www.mansfield.gov.uk/walkinthepark](http://www.mansfield.gov.uk/walkinthepark)

## Housing group meetings



### Housing Services Panel

The Housing Services Panel works closely with the Council's Housing department to identify ways of improving how we deliver the service. The panel also monitors the Housing department's performance and ensures that appropriate action is taken where necessary.

### Housing Services Panel meetings

15 April  
10am - 12noon  
Meden Room,  
Civic Centre, Mansfield

20 May  
10am - 12noon  
Meden Room,  
Civic Centre, Mansfield

### Community Exchange

The Community Exchange works to improve communities, gather information about various services, raise issues that affect communities and share ideas.

### Community Exchange meetings

29 June  
2pm - 4pm  
Oakham Room, Civic  
Centre, Mansfield

## GET IN TOUCH

### USEFUL CONTACTS

Mansfield Housing Office	01623 463 129
Housing Repairs Contact Centre	01623 463 500
Out-of-hours Emergency Contact (repairs)	01623 463 050
Ashfield and Mansfield Homefinder	01623 463 402
Central Control	01623 463 341
Housing Advice Service	01623 463 125
Money Advice Officer	01623 463 451
Welfare Rights Officer	01623 463 450
Right to Buy/Leaseholders Officer	01623 463 062
Tenant Involvement Officer	01623 463 485

Information has been gathered by Mansfield District Council in good faith. Every effort has been taken to ensure accuracy at the time of production. We cannot be held responsible for any amendments, changes, alterations or rescheduling of events or meetings presented in this magazine.