

# Housing Contact

The magazine for Mansfield District Council  
housing tenants



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easier: Page 13



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### Meeting your needs

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

## Meeting higher new standards

**Welcome to Housing Contact which contains important news about changes in the way we communicate with our tenants now and in the future.**



**Cllr Anne Callaghan**  
**Portfolio Holder for Housing**

Normally at this time of year, we'd be sharing details of our Annual Report. However, the obligations on housing authorities to produce and publish such a report have changed.

We still have a requirement to communicate with you and provide information on performance standards so you can hold your landlord to account.

You can play a key role because we especially need people to sit on our scrutiny panel. The panel helps ensure the council meets its obligations as your landlord. By knowing your rights you can help improve your housing services and community.

Remember, your voice matters and can lead to positive changes so be sure to let us know if something isn't right.

Elsewhere in the magazine, we outline how we plan to improve the safety of our properties and how we're trying to reach out to tenants who need repairs by having members of the team at food clubs from time to time, for instance. There are also details of the fantastic new energy efficient homes we are building in the district.

If you wish to stay completely up to date with the news and important service announcements, you must ensure we have an up-to-date email and mobile number for you.

“  
By knowing your rights and how to address issues, you can help improve your housing services and community  
”

This edition and previous editions of Housing Contact magazine are available online at [www.mansfield.gov.uk/contactmagazine](http://www.mansfield.gov.uk/contactmagazine)



# We're getting in touch

As your landlord, we are now required to meet new consumer standards and show that alongside delivering good quality and safe homes, we are delivering good quality services that meet residents' needs.



To both demonstrate and enable this, it is important that we hold accurate information about our tenants, and that we use this information to shape how we deliver our services.



How we may use this information includes:



- Tailoring our responses to requests for services;
- Identifying households having difficulties managing their tenancy;
- Developing and delivering support services;
- Ensuring you have opportunities to tell us your views and shape services;



We will be contacting all of you in the coming months, in a variety of ways, to gather information about your household and circumstances.

## Contact us

Call us on  
01623 463463 or  
email your updates to  
[mdc@mansfield.gov.uk](mailto:mdc@mansfield.gov.uk)

But you don't have to wait for us to call. You can contact us any time to update your personal information.

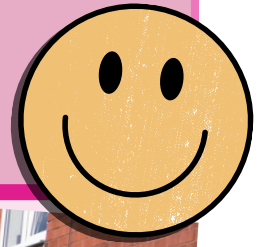


## Did you know

You can read this edition of Housing Contact on the council website along with previous editions of the magazine at [www.mansfield.gov.uk/contactmagazine](http://www.mansfield.gov.uk/contactmagazine) or scan the QR code.



# We're on a mission to deliver satisfaction



## Council adopts new way to measure performance

Mansfield District Council has adopted Tenant Satisfaction Measures (TSMs) as a new way to measure how tenants feel about the authority as their landlord.

TSMs were introduced by the Regulator of Social Housing which is a government agency that sets and monitors regulatory standards that social landlords in England must deliver for tenants.

There are 22 measures to gauge how well a landlord performs. Ten are based on management information, such as repairs being completed within a certain time, and 12 are measured by customer perceptions gathered in periodic surveys of tenants. In Mansfield, the most recent survey was in November 2023.



As well as overall satisfaction with our service, the TSMs cover areas such as:

- ✓ Keeping properties in good order
- ✓ Maintaining building safety
- ✓ Safety checks
- ✓ Respectful and helpful engagement
- ✓ Effective handling of complaints and antisocial behaviour
- ✓ Responsible neighbourhood management.

The TSMs are submitted annually to the Regulator who tracks performance.

## Find out more

You can find the results of the survey on the council website or you can scan the QR code to find out more at [www.mansfield.gov.uk/housingperformance](http://www.mansfield.gov.uk/housingperformance)





# Improving housing services **for you**

**We commissioned a tenant satisfaction survey last year from an independent company. A total of 713 tenants responded, 75% (450) via phone surveys and 25% (150) via online surveys.**

Their responses are now being used to drive forward service improvements.

The results showed that whilst the council did some things well, there was room for improvement too.

The main finding was that overall satisfaction among tenants was 60.7%.

On things we did well, 72.4% of respondents said we treated tenants fairly and with respect while 70% reported that the council provided them with a home that was safe.

One area we need to improve is handling complaints after the survey showed 24.7% were highly unsatisfied with this.



The council also needs to improve how well it performs compared with other similar housing authorities.

Our satisfaction level of 60.7% is lower than the 88% average for similar authorities.

The survey showed 64.2% were satisfied with repairs from the council and 56.6% were satisfied with the time taken to complete them; 60.8% said that they lived in a well maintained home. Just under half (49.9%) were satisfied we had

listened to their views and acted upon them, and 54.2% of respondents were satisfied that we were keeping them informed about things that mattered to them.

The survey showed that the top three factors that will drive an improvement in tenant satisfaction are:

- ✓ Carrying out timely repairs;
- ✓ Listening to tenants' views and acting upon them;
- ✓ Living in a home that is well maintained.

## What we know

**72%**  
treated fairly and  
with respect

**60%**  
of tenants  
satisfied

**70%**  
consider their  
home is safe

**Even if you were not among those selected to take part in the tenant satisfaction survey, we still welcome your views. Email your feedback to [feedback@mansfield.gov.uk](mailto:feedback@mansfield.gov.uk)**

# We'd love to hear your views

## Various ways to get involved



It's important to us that tenants are at the heart of everything we do. Your feedback helps us to improve our services for the benefit of everyone.

Our tenant involvement opportunities offer a range of ways you can get involved depending on what your skills are and the time you have available.

If you're interested in finding out more about how the council operates and making contributions that can help lots of other tenants, why not get involved?

To find out what's happening, sign up for the council email newsletters. We send out regular updates about what's going on at the council and explain how you can get involved.



**You can share your feedback from the comfort of your own home**

### Sound us out

You could join our new Tenant Sounding Board. Members of the board do not meet in person but are asked, instead, to give feedback on various issues by email.

Occasionally, we also have focus groups or conduct surveys which you can volunteer to contribute to. We always listen carefully to the responses we receive and they help us to make decisions about our work.

### Scrutiny panel

For tenants with the time to attend meetings and who want to be a strong voice for change, we are currently seeking new members to join our Housing Scrutiny Panel to review key areas of our work.

We can provide support and training to help you in this role. If this interests you, call our Tenancy Engagement Officer on 01623 463355 to see how we can help.



# How we plan to improve your neighbourhood

We are in the process of driving forward new ways that you can help improve where you live.

Our Housing Management Officers will be contacting you in the coming months to ask if you would like to be involved in drawing up a Neighbourhood Plan.



These plans would enable you to tell us about matters in your neighbourhood that concern you or suggest ways in which a neighbourhood or estate could be improved.

It could be issues such as rubbish, broken fences or fly-tipping, or ideas for extra security lights, or where to plant extra bushes or trees to deter unwanted access.

The plans aim to last three years with regular reviews by tenants and council officers.

The Neighbourhood Plans would run in conjunction with other forms of tenant consultation such as the Tenant Scrutiny Panel.

Tell us your views about our policies or services whether good or bad. Scan the QR code or go to [www.mansfield.gov.uk/yourviewshousing](http://www.mansfield.gov.uk/yourviewshousing)



# Insufficient evidence that mould led to death

**An inquest heard that there was insufficient evidence to link the death of a Mansfield tenant to the mould problem in her council home.**

Nottinghamshire Coroner Elizabeth Didcock also concluded that she did not have any issue with the way Mansfield District Council dealt with the case.

Jane Bennett died last year aged 52, at King's Mill Hospital in Sutton-in-Ashfield due to acute exacerbation of non-specific interstitial pneumonitis. She lived in a council bungalow in Mansfield Woodhouse, from October 2022 until her final hospital admission in May 2023.

Jill Finnesey, Assistant Director of Housing at Mansfield District Council, said after the hearing: "We continue to be deeply saddened by the death of Mrs Bennett and extend our sincere condolences to her family.

"Following the narrative verdict by the coroner on 21 June 2024, the council seeks to emphasise the following statement made during her conclusion: There was no evidence to support the claim that mould was the primary cause of Mrs Bennett's death due to acute interstitial pneumonitis.

"This was based on the evidence from a mould expert and fungal tests by the hospital and pathologist, all of which were negative.

"On the balance of probability, the coroner said neither medication, vaping, or mould were probable causes and were instead possible causes that together can't be completely ruled out.

**"... the council was diligent in carrying out appropriate works ..."**

"In this case, the council was diligent and proactive in carrying out appropriate works on Mrs Bennett's property during her short tenancy to help minimise any risk to her health and wellbeing.

"The council takes its role as landlord and tenant health and wellbeing very seriously.

"We thank the coroner for her time and due diligence during this process and we are again thinking of Mrs Bennett's family during this difficult time."

## If you find mould in your home...

We understand that with rising energy costs, it may be challenging to heat and ventilate your home effectively to reduce condensation. However, help is available if you're concerned about your energy bills. Our Financial Inclusion Officers are here to assist you. If you are experiencing damp or mould in your property, please contact us immediately on 01623 463463.





# New fire safety doors for council flats

**We have been installing new communal front doors on our blocks of flats in Oak Tree Lane as part of our commitment to tenant safety by reducing potential fire risks.**

The new doors mean residents in these blocks will gain entry by using a special fob that operates an electronic reader to unlock the door.

As well as providing better protection against the risk of fire, the new doors will also offer greater security by allowing access only to those who live in the blocks or to genuine visitors.

The fob will be linked to a tenants' mobile phone number with an alternative available for anyone who does not have a phone.

In addition to the new doors, the council has installed fire warning notices, no smoking signs and notice boards with fire safety advice as part continued efforts to improve fire safety in the blocks.

The council has 236 blocks of flats with communal entrances. Of these, 41 three-storey blocks are on course to have new



communal front doors fitted by mid-July 2025. Work on 195 two-storey blocks should be complete by March 2025.

The council's Tenancy

Services team now carries out monthly safety inspections in the communal areas of flats to ensure they remain clean and clear of tenants' belongings.

Tenants are expected to remove items left in communal areas. Any items not removed by tenants, will be taken away by the council.

Please contact your Housing Management Officer if you need advice on this matter, such as where to store a mobility scooter.

## Did you know?

**We now carry out monthly safety inspections in the communal areas of flats to ensure they remain clean and clear**

# Day in the life of ... Housing

Lee Denby and Mark Doidge joined Mansfield District Council as Housing Estate Caretakers in April. To give you all an idea of what they are doing in their roles, they have given details of a typical day at work.



Our day begins at the depot, where we check our emails to find out what jobs are in store for the day and plan our day's work. Most days nothing goes to plan but that's the nature of our roles.

We are here to deliver a service to the community and helping to keep the estates clean and clear of all fly-tipped rubbish which appears on housing communal areas.

As part of our roles we have to complete Fire Risk Assessments on the council's communal blocks of flats. This involves cleaning, sweeping, checking bin stores and removing items that have been discarded, also cleaning of hand rails and windows.

We check the external areas around the blocks to see if there are any works required such as cutting back shrubbery.

## The Noise App

We'd encourage anyone suffering noise nuisance to download The Noise App to their mobile phone. Scan the QR code or go to [www.thenoiseapp.com](http://www.thenoiseapp.com). It allows you to record noise issues which can then be sent to the council. For help with antisocial behaviour, call **01623 463463**.



## How to deal

**Antisocial behaviour takes many forms – from noisy neighbours to graffiti – and the council strives to do everything it can to reduce these nuisances as quickly as possible.**

**Our tenant satisfaction survey reports that 43% are happy with**



# Estate Caretakers

It's important that we develop our information and involvement activities, whilst following best practices.

This means considering tenant needs, availability of resources to support involvement activity, and ensuring that these activities are effective.

Sometimes we help vulnerable tenants move their belongings and helping them to return after spending time away from home, and offering support to anyone who approaches us whilst out and about.

We are highly visible in our uniforms whilst out and about and are polite and helpful to all our tenants across the district.

We take pride in what we do and look forward to helping to improve the estates.

Since starting in this role we have started to build good communications with the tenants, who come to us if we're about to let us know of issues that need to be sorted.

We take pride in what we do and look forward to helping to improve the estates



## with antisocial behaviour

how we deal with antisocial behaviour (ASB). This is something we are keen to improve. There are ways you can help us achieve this.

### Reporting ASB

We have specialist officers who will investigate ASB but first we must receive an ASB report from you.

You can report ASB by:

- Telephone on 01623 463463
- Email [mdc@mansfield.gov.uk](mailto:mdc@mansfield.gov.uk)
- In person at Civic Centre
- Online via the council's web page [www.mansfield.gov.uk/report](http://www.mansfield.gov.uk/report)

In writing to: The Housing Department.  
Civic Centre, Chesterfield Road South,  
Mansfield, Notts, NG19 7BH.

# Don't get scammed!

**Tenants can sometimes be tempted or lured into dealing with repair issues with one of the many private companies now operating which encourage tenants to pursue expensive legal claims against their landlord over disrepair disputes.**

Some of these companies operate via social media or by cold calling on the phone. They may post leaflets through your door.

They may claim to be calling from 'The Housing Maintenance Department' or the 'Repairs Team' or 'working on behalf of the council'. Usually, when asked, they will refuse to provide a genuine company name, and call-back numbers they offer, will usually be a false number.

What they want are your personal details which they then sell on - without your knowledge or consent - to "no-win-no-fee" solicitors.

**They may claim to be calling from the 'Repairs Team'**



## Legal costs

Tenants who pursue legal claims against the council via these solicitors, can sometimes still find themselves with legal costs - even if they later withdraw their claim.

Or any compensation they do manage to achieve, can end up being less than a tenant could have been offered with a claim made via the Housing Ombudsman Service.

We strongly advise our tenants to turn away cold callers or be absolutely sure that they know who is asking for their personal details before they hand them over.

If a cold caller is persistent or harassing you in any way, you can report this to the police and notify the council. Our Tenancy Services Team will arrange for someone to come and see you.

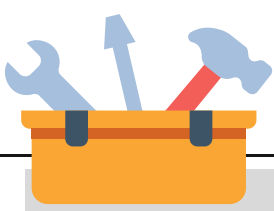
## We can help with repairs

**If you have issues with your council home and need a repair, please contact the council direct on 01623 463463.**

**Remember, any genuine council officer turning up at your door will always carry a council identity badge with their name and photo on it and they will rarely turn up without having first made an appointment with you.**







# Need a repair?

## Help us to keep you safe

As a tenant it is your responsibility to keep the interior or your home clean and well decorated.

Your health and safety are our prime concerns so let us know if you have any problems with your gas, electricity or with damp or mould without delay.

It helps us if you can check a few things at your home every few months or after stormy weather. You don't need to climb any ladders, just stand back and take a look at

**Look out for our Repairs team at your local food club**



the exterior of your home. Are any tiles slipped or missing? Are your gutters working effectively in heavy rain?

Know the location of your stopcock so that if there is ever a leak, you know how to cut off your water quickly and minimise any damage.

## Making repairs easier



Our Repairs team has been going along to food clubs in the district from time to time to reach out to tenants who may have repairs that need attention.

You can still call us if you need a repair.

We'll need to know:

- Your name, address and
- telephone number
- Convenient times to carry out the repair.
- If you are hard of hearing, have registered a vulnerability with us, or have difficulty in getting to the door when someone calls.



**If you need a repair call 01623 463463 (option 1). For emergency repairs, outside office hours, call 01623 463050.**

# Keeping us up to scratch

**The Social Housing Regulator is an independent organisation which sets consumer standards to ensure tenants get good services and live in safe, well-maintained homes.**

The regulator oversees all social housing providers, including Mansfield District Council, to ensure they meet legal requirements and provide good quality housing.

The regulator's goals are to:

- protect tenants
- promote good management
- ensure financial stability in social housing.

The standards it sets ensure tenants:

- are treated fairly and with respect
- live in safe and clean homes
- can access services
- can raise complaints
- can influence decision-making
- can hold their landlord to account.

**Remember,  
your voice  
matters and  
can lead to  
positive  
changes**

- live in well-maintained areas and feel safe in their homes.
- are allocated homes fairly and their tenancy is managed effectively.

## Your rights as a tenant

If you have issues with the council:

1. Contact us directly and refer to the specific standard we are not meeting.
2. If you are still unhappy, follow the council's complaints procedure.
3. If matters remain unresolved, escalate the complaint to the Housing Ombudsman or the Social Housing Regulator.

## We're under scrutiny

We asked independent company Savills to assess how we are performing against the standards and expectations of the Social Housing Regulator.

We've developed a transformation plan to ensure we are meeting all the requirements. A copy of the plan will be published on our website with progress reported on a regular basis.





# We aim to make our homes **safer**



**We self-referred to the Social Housing Regulator in April this year around electrical and fire safety compliance. The Regulator has considered improvements we have made since then and will not be taking any further action.**

We take our responsibilities as a landlord seriously and tenant safety will always remain our top priority.

We have taken quick and decisive action to identify three priority areas for improvement on housing health and safety and we would like to assure tenants that they remain safe in their properties because of risk management procedures that are already in place.

We think it is important to start this process with openness and transparency so that residents are

**We would like to assure tenants that they remain safe in their properties**

## Improvements we are making

- Immediate changes and restructures to the housing management team.
- More investment going into capital programmes over the next three years to improve homes.
- Robust action plans being implemented to improve and transform key areas of the service.

aware of our challenges and what we are doing to overcome them. We welcome the support of the regulator to help us to improve this vital service for our residents.

# Bringing housing back to the of town centre

## In line with council's priorities

- Supporting people to live independently in suitable, safe, and warm homes
- Creating a welcoming town centre
- Helping the environment through sustainable development.



## Progress is being made on a project to redevelop derelict land for 60 new homes off White Hart Street near the town centre.

The £16.5m scheme will transform the derelict site, deliver mixed-use affordable homes, revitalise heritage assets into new homes and commercial spaces, and connect the town centre.

The council acquired the land in 2022 and appointed Proctor and Matthews as the architects after they won a national design competition for the scheme.

The new development will provide 21 family homes and 39 homes for older people.

They will be built to the

energy-efficient Future Homes Standard. Historically significant buildings on the site will be retained and refurbished to provide accommodation and some commercial space.

The scheme is set to be submitted for planning permission and if consent

is granted, a two-year building programme could begin on the site in February next year.

## Centenary Road

Work is set to start in September on 77 council homes to complete the old Brownlow Road area redevelopment. It is expected to be complete in mid 2026. There will be a mix of 47 flats and bungalows for older people and 30 new apartments and houses for general use.





# New energy efficient flats welcome tenants



**Tenants have started moving into four new energy-efficient one-bed council apartments on a Mansfield estate.**

Work on the modern and attractive new flats began late last year and was completed in July.

The new homes, on the site of an old district heating system boiler house off Foston Court in Oak Tree, have been future proofed with low carbon emissions heating and high energy efficiency, meaning they should emit less carbon dioxide than a comparable property built to current building regulations. They should be much cheaper for tenants to run. There is on-site parking for six cars alongside a communal grass area for residents.

The construction of these greener homes builds on the council's commitment to reach net zero by 2040. They will also help to meet an urgent need in the district for one-bedroom homes. The authority approved the £800,000 budget to redevelop the site in 2022.



## Bellamy homes



Work on the first nine of 22 new council homes on the Bellamy estate has commenced.

The new retail outlets in the scheme were completed in June and the £7.7m project moved on to delivering the housing.

The first nine homes are due to be complete in summer next year. The second phase of housing, to build the remaining 13 homes, is set to start in September and be complete in autumn next year.

The scheme is creating a number of jobs and training opportunities locally and is also supporting a community allotment.

# MANSFIELD FOOD SUPPORT TIMETABLE

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>Sherwood Forest Food Bank</b> 1.30pm - 3.45pm Stable Centre 12 Church Street Mansfield Woodhouse NG19 8AH 07563233652 REFERRAL ONLY	<b>Salvation Army Food Bank</b> 10am - 12pm Victoria Street Mansfield NG18 5SB REFERRAL AND DROPS INS	<b>St Peters Food Bank</b> 10.30am - 12.30pm Church Side Mansfield Notts NG18 1AP 07563233652 REFERRAL ONLY	<b>Sherwood Forest Food Bank</b> 1.30pm - 3.45pm Stable Centre 12 Church Street Mansfield Woodhouse NG19 8AH 07563233652 REFERRAL ONLY	<b>Methodist Church Food Share</b> 1pm - 2pm 196 Chesterfield Road South NG19 7EE DROP IN £2 DONATION	<b>Ladybrook Food Share</b> 10.30am - 11.15am Brookside Hall Ladybrook Lane Mansfield NG18 5JJ 1st and 3rd Saturdays of the Month DROP IN £2 DONATION	<b>NON OPERATING TODAY</b>
		<b>Crescent Food Bank</b> 12pm - 1pm Crescent Primary Booth Crescent Mansfield NG19 7LF TERM TIME ONLY DROP INS		<b>Pleasley Food Pantry</b> 10.30am - 11.30am Food delivery ONLY Pleasley and Bull Farm ONLY. Call Sharon on 07988756095 REFERRAL ONLY		
<b>CAR Warsop (Food Hampers)</b> Monday - Friday   10am - 2pm   07394914909 Support in Warsop Parish (Warsop, Meden Vale, Warsop Vale, Church Warsop & Spion Kop)						

## Help is out there if you're struggling

From food clubs to specialist help for armed forces veterans, there is a wealth of support services for people finding life a challenge.

Some food support services in Mansfield require a referral to them. For other food clubs and food shares, anyone can sign up or drop in to receive help.

More details about the food support available in the district can be found on the council website at [www.mansfield.gov.uk/foodsupport](http://www.mansfield.gov.uk/foodsupport)



## Assistance for veterans

More information about help for former armed services personnel, can be found on the council website: [www.mansfield.gov.uk/armedforceshelp](http://www.mansfield.gov.uk/armedforceshelp) or scan the QR code.



# Downsizing to cut bills



## Are you living in a home that is too big for your needs?

If you are a Mansfield District Council tenant who has been under-occupying your property for at least two years, you could apply to Homefinder to move into a smaller property.

Tenants wanting to downsize can be awarded Band 2 status which puts them in a higher priority position when bidding for a property.

Moving into a smaller property would mean less rent and could possibly also lower your energy bills and your council tax bill, too.

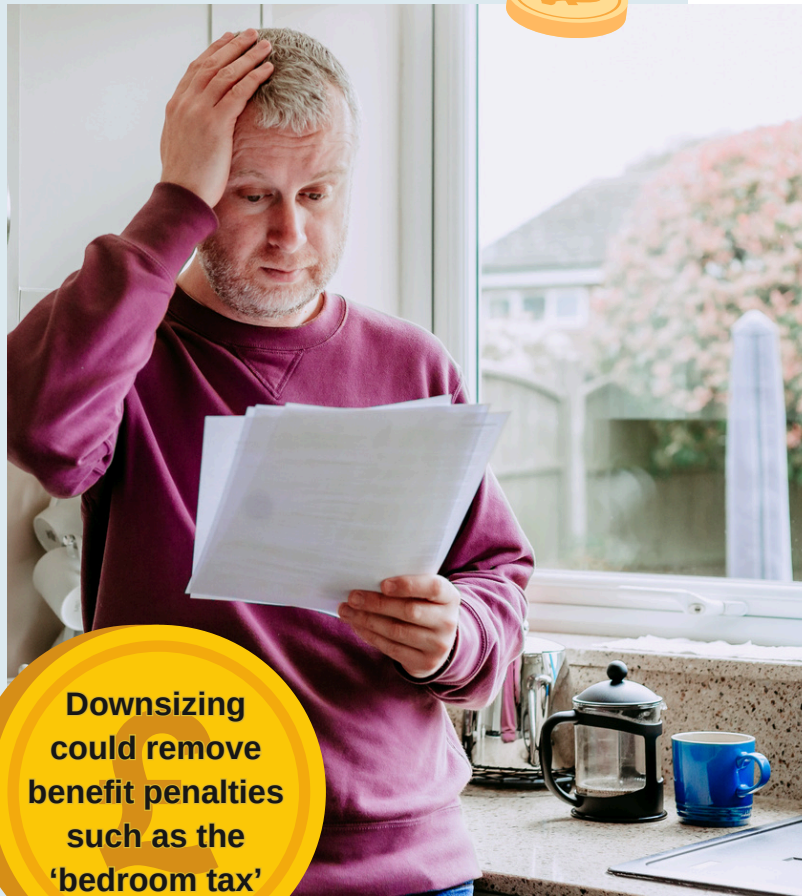
It could also remove benefit penalties such as the “bedroom tax” which are reductions to benefits paid to claimants who live in a home with more bedrooms than they require.

As well as saving you money, you may also be able to live in a home which is easier to manage or more suitable for your needs. Find out more on the Homefinder website at [www.amhomefinder.co.uk](http://www.amhomefinder.co.uk).

## Act early on rent arrears

If you are worried about your financial future, or becoming homeless, we are here to help. Contact Housing Solutions as early as possible about homelessness prevention so that we can offer tailored advice if you are

If you are facing the threat of homelessness, email our team at [homelessenquiries@mansfield.gov.uk](mailto:homelessenquiries@mansfield.gov.uk) or call 01623 463121 without delay.



**Downsizing could remove benefit penalties such as the ‘bedroom tax’**

struggling to pay your rent. The team can help set up a repayment plan and give you the guidance on money management and prevent further arrears.

Email our rental income team at [housingincometeam@mansfield.gov.uk](mailto:housingincometeam@mansfield.gov.uk).

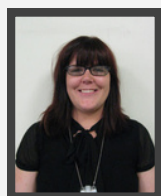
## Find out about home swaps

Home swapper is a free service in which secure social housing tenants from across the UK can seek a mutual exchange with another social housing tenant.

Log on to [www.homeswapper.co.uk](http://www.homeswapper.co.uk) to create a personal profile, list your current tenancy, along with photos, and explore properties you could move to within your desired area.

# Meet the team

## Housing income



### Emma Dabell

Housing income officer  
Ladybrook Lane, Poppy  
Fields and Town View

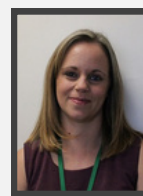
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### Jayne Parsley

Housing Income Officer  
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### Kim Wilkinson

Housing Income Officer  
Oak Tree Lane and  
Bellamy Road

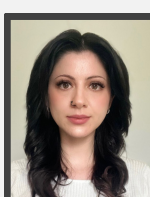
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### Hayley Horton

Housing Income Officer  
Warsop, Church Warsop, Meden  
Vale and Forest Town

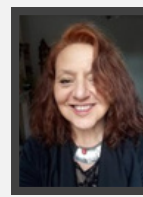
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### Anna Moreira

Housing Income Officer  
Ravensdale, Eakring Road  
and Central Mansfield area

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### Lou Jardine

Financial Inclusion  
Officer

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## Housing management



### Ian Aspinall

Housing Management  
Officer  
Pleasley, Burlington  
Drive, Mansfield  
Woodhouse

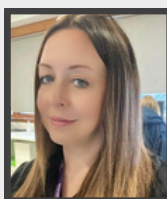
✉ iaspinall@  
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### Mark Wreghitt

Housing Management  
Officer  
Ladybrook and  
Bull Farm areas

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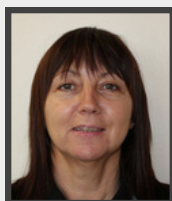
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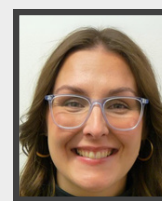
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# Get in touch



### Poppy Fields

Extra Care:

01623 463076

Housing repairs:

01623 463463

Out of house

emergency repairs:

01623 463050

### Right to buy/

leaseholders

officer:

01623 463492

Tenant

involvement:

01623 463355

Homefinder: 01623 463402

Central Control:

01623 463341

Housing advice service:

01623 463125