## Housing Contact

The magazine for Mansfield District Council housing tenants



www.mansfield.gov.uk/housing



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Meet the team

### 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.

We are listening and acting on what you're saying

Welcome to Housing Contact.
In this edition there is lots of positive news on how we are improving Housing services in Mansfield as well as the latest on new homes being built.



for Housing

Running an efficient, cost-effective social housing service is never an exercise in standing still. National guidelines and

regulations constantly change, plus there is always room for

improvement.

In Mansfield, we have been taking a critical look at the way we run our landlord service and and I am pleased to report the changes we have made are delivering results.

We're working hard to improve our Social Housing Regulator grading, achieving near perfect scores on meeting safety standards, and we are ready for We're really proud to be constructing affordable homes to rent of such outstanding quality

new regulations on dealing with damp and mould. There's still work to be done which is why we want to know tenants' views on how we handle complaints and antisocial behaviour.

One of the best bits of news in this magazine are updates on our new housing programme including a sneak peak into the family houses being built on the Bellamy estate.

We're really proud to be constructing affordable homes to rent of such outstanding quality. The council's architects have done a superb job designing houses not just for current needs but homes that will literally be forever homes for our tenants.

This edition and previous editions of Housing Contact magazine are available online at www.mansfield.gov.uk/contactmagazine



# Working to achieve the top rating

As your landlord, Mansfield District Council's Landlord Services was inspected by the Social Housing Regulator in November 2024 and received a C2 grading.

The Regulator can give a grading from C1-C4. C1 being the highest and C4 being the lowest.

This rating means that there is a good level of 'assurance' that the regulator's four consumer standards are being achieved, however there are some areas where further improvement is needed.

The four consumer standards are: safety and quality; transparency, influence and accountability; neighbourhood and community; and tenancy.

#### **Next steps**

We will continue to work with the Regulator to improve areas of weakness especially in ensuring your views are heard and taken into account when we make decisions about your homes and services and concerning complaints of antisocial behaviour.



A full copy of the report can be found on the council website at www.mansfield.gov.uk/housingregulator

#### It's survey time again **Big for bulletin**

The annual Tenant Satisfaction Survey will run from 24 November to 19 December. Around 650 tenants may receive an email or a phone call from a company called Service Insights with a local area code 01623. This survey is voluntary but taking part will help us improve our services.

You can read the results of last year's survey at www.mansfield.gov.uk/housing/perform.



#### 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 or scan



Our satisfaction survey on our bi-monthly Housing Bulletin email newsletter showed 78% were happy with the frequency and 77% were satisfied with the content. We also received valuable suggestions for content, including updates on housing projects, refurbishments, repairs and more transparency on complaints and anti-social behaviour responses.

the QR code.

# Staying in line on the 'Big Six' for safety

## Council 100% compliant on most regulations

As a social landlord we are proud to shine the spotlight on our commitment to resident safety on the 'Big Six' – gas, electrics, lifts, water hygiene, asbestos, and fire safety.

So which regulations are we complying with?

- √ 100% of our lifts.
- ✓ 100% of communal water systems after Legionella risk assessments
- √ 100% of older buildings surveyed for asbestos are asbestos free with any asbestos-containing materials safely managed or removed by licensed contractors.
- ✓ 100% on fire safety after regular reviews of our fire doors, alarms, and evacuation plans plus engagement with tenants to ensure everyone knows what to do in an emergency.
- √ 99.9% of all gas appliances and pipework which are regularly inspected by Gas Safe engineers.
- √ 95% of domestic properties with a periodic electric inspection condition report.

responsibility.
We've made huge
strides in compliance but
we need residents to help
us keep momentum. By
allowing access to your
home, together we're
building a safer Mansfield
Head of Compliance,
Mansfield District Council



#### Help us to help you

To keep your homes running smoothly, access is essential for scheduled inspections and servicing so please allow council teams entry when needed. Report faults or hazards promptly and keep communal areas clear for safe access.

Your health, safety, and wellbeing are at the heart of everything we do. That's why we want to share how we're taking action to address damp and mould issues quickly and effectively in social housing.

# New law to tackle damp and mould

## How does Awaab's Law affect you?

The new legislation follows the tragic death of Awaab Ishak in 2020 after prolonged exposure to mould in his home.

This new law ensures that social housing landlords - like the council - must respond to reports of damp and mould more quickly and effectively.

- Severe damp or mould must be investigated and resolved within 24 hours.
- Other potentially significant hazards must be investigated within 10 working days and repairs started within five working days.

#### **Our response**

We've updated our systems and trained our staff to meet these timeframes - and in many cases, act even sooner. All reports are now tracked from the start and we keep a record of every case to ensure none slip through the cracks.





## What if you are still not happy?

If you've reported damp or mould and feel your concerns haven't been addressed quickly enough, you can use our complaints procedure to escalate your concerns.

We're also actively checking the homes we let for early signs of damp and mould and fixing issues before they become health risks.

We're committed to working with you by offering tips on how to reduce condensation and prevent mould growth, with advice on heating and ventilation.

Regular updates on our website, in our bi monthly housing bulletin and on our housing facebook page will show how we are complying with the new laws.

# A service that comes in handy





Do you know a Mansfield District Council tenant who may benefit from our handyperson Service?

It is particularly useful for those who may feel vulnerable due to ill-health, age, disability, or isolation.

Our trustworthy and reliable handyperson can help with small jobs around the home and garden such as:

- ✓ Building flatpack furniture
- ✓ Jet washing driveways and paths
- ✓ Installing key safes (fee applies)
  - Hanging pictures, shelves, mirrors, curtain poles and blinds (materials supplied by client).

The handyperson cannot carry out plumbing or electrical jobs.

Charges for the handyperson start a £16.80 for a minimum one-hour service.

#### Can anyone book the handyperson?

This service is provided as part of the council's ASSIST service, a person-centred housing support service designed to help residents lead independent lives. To arrange an assessment, email our team at assistadmin@mansfield.gov.uk or call 01623 463076. You can arrange a call back by texting your contact details to 07907 870383.

# Taking good care of your neighbourhood

We have recently recruited additional caretakers to work on our estates to help keep them safe and clean.

The caretakers ensure that any communal areas of housing blocks comply with safety regulatory requirements.

They also ensure the district is clean, tidy and well maintained.

Our Housing team has responded to recent reports of ASB by completing Community Impact Assessments. The results of these will lead action plans to deliver improvements based on your feedback.

CCTV cameras have been installed around the Ravensdale area to help tackle



ASB, with more planned in other hot spot areas in our district.

#### Blocks safer thanks to doors upgrade

Security upgrades are bringing real change to the lives and safety of council residents across the district.

Over the past year, we have worked with Bamford Doors to install secure entry systems in 234 low-rise blocks of flats. The improvements are a response to resident feedback which highlighted

issues such as unauthorised access and antisocial behaviour.

The work shows how collaboration, datadriven decisions, and timely investment can create safer, healthier communities. Thank you to all residents for their support and to Bamford Doors for a highquality solution.

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





# Tenants review of our ASB service

Our Tenants Scrutiny Panel has completed a review of our services to tackle Antisocial Behaviour (ASB).



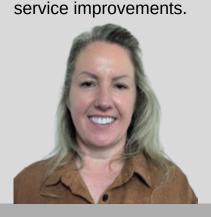
Helen Howis, Antisocial Behaviour and Tenancy Enforcement Officer

The panel was provided with a bitesize learning session from Sharon Hoskin (below), Tenancy Services Manager, and Helen Howis, Antisocial Behaviour and Tenancy Enforcement Officer. This gave the panel a greater understanding of how the ASB service works within Tenancy Services.

Sharon shared policies, risk assessments, key performance indicators

and other relevant documents with the panel and took questions and requests for further information.

These enabled the panel to create recommendations for



#### What next?

The panel has drawn up a list of recommendations following the review.

These have all been accepted by the Housing Executive Team.

Implementation of the recommendations will be delivered through an action plan against agreed deadlines for completion.

#### What is the Tenant Scrutiny Panel?

The Panel provides tenants with the opportunity to independently review how our housing services are being delivered against the standards tenants expect and to hold us to account where our performance fails to meet those standards.

It is made up of nine council tenants who monitor and scrutinise the services delivered by the council in its role as Landlord. Fancy being part of it? Contact Laura Jogela-Williams (Tenant Engagement Officer): <a href="mailto:lwilliams@mansfield.gov.uk">lwilliams@mansfield.gov.uk</a> or call **01623 463355**.

## How we tackle ASB complaints

We have introduced a new antisocial behaviour (ASB) and Hate Crime Procedure to improve how we deal with reports of antisocial behaviour among our tenants.

It clarifies our approach on ASB and ensures we meet all legal requirements concerning ASB among our tenants.

We have a range of powers and take a consistent, victim-centred approach to resolving issues. We ensure confidentiality for all parties – both victims and perpetrators.

You can report ASB in a variety of ways:

- Call 01623 463463
- Email MDC@mansfield.gov.uk
- Tell us in person at Civic Centre
- ●In writing to The Housing Department. Civic Centre, Chesterfield Road South, Mansfield, Notts, NG19 7BH.

In high risk or complex cases, an ASB and Enforcement Officer will aim to respond in one working day. For medium risk, a Housing Management Officer will aim to respond within five working days. Resolutions range from mediation to carrying out a risk assessment followed by

an action plan agreed with all parties.



We love to hear how well we have done - to aid improvements to the service. So please do complete our satisfaction surveys. Find out more: mansfield.gov.uk/housingasb.

#### **Risk of eviction**

Tenants who engage in antisocial behaviour are in breach of their tenancy agreement. This can lead to enforcement action and even eviction in some cases. In the past months, we have taken legal action against 16 tenants including injunctions to prevent further ASB, dealing with breaches of injunction and ultimately several evictions.

We have also worked with the police and our Community Safety team to obtain several full and one partial Closure Order on properties where the level the ASB has involved criminal activity.

#### Noisy neighbours? Use app to record nuisance



Noise is one of the most common complaints we receive. But the biggest obstacle in dealing with it is a lack of evidence. We urge residents to use The Noise App to record any issues. Scan the QR code which takes you to thenoiseeapp.com or find out more at mansfield.gov.uk/thenoiseapp. The app allows you to record noise problems which can then be sent to the council. For help with antisocial behaviour, call 01623 463463.

## From dereliet site to energy efficient, affordable homes

Ambitious plans to transform a long-derelict area of Mansfield town centre into social housing have been given the green light.

Planning permission has now been granted by the council for the £18m flagship regeneration scheme on White Hart Street which will see more than 40 affordable homes for rent, including family houses and apartments for older residents.

The scheme will also revitalise heritage buildings into commercial spaces. The work is expected to begin in winter 2025 and be completed in 2028. The site has been derelict for many years and struggled to attract private investment.



It is hoped the scheme will reinvigorate a key part of the town centre as well as provide much needed new council housing.

The new homes will offer high-quality, energy efficient modern accommodation.

They have been designed by Proctor and Matthews Architects, selected after a Royal Institute of British Architects competition in 2023, commissioned by the council to ensure a distinctive and high-quality architectural approach.

## 77 new homes to complete

A £14.8m project in Mansfield to build 77 high quality, eco-friendly and affordable council homes is making good progress.

The homes include 48 homes for older people off Centenary Road, which will form the final part of the Poppy Fields development.

There will also be 29 family and general

needs houses and apartments in a connected scheme but with an access separate from the Poppy Fields development.

All the homes will be owned and managed by the council and let at affordable rents. They have been designed by the council's in-house architects to the Future Homes

# E-state of the heart

The tenants moving into 22 new state-ofthe-art affordable houses for rent on the estate will be getting homes that should last a lifetime. The spacious, well insulated family houses come with generously sized gardens, solar power and air source heat pumps to keep energy cost low. They have been designed by the council's own inhouse architects in line with the Future Homes Standard. This requires new homes to have lowcarbon heating and high efficiency, resulting in lower

carbon dioxide emissions.

The first nine homes
of £7.7m development to
regenerate the heart of the
1960s Bellamy estate are set to
welcome their new tenants

They include three four-bedroom semidetached houses, eight three-bedroom semidetached houses, nine two-bedroom semi-detached houses, and two two-bedroom detached houses. All will be let to council tenants on the housing waiting list.

The development has also seen a new parade of shops and food outlets built, a new play area and open space, and will improve transport connections on the estate.



## Centenary Road development

The family housing on Centenary Road has been designed to the Lifetime Homes Standard to make them energy efficient and to lower carbon emissions. This ensures the homes can cater for any future changes to an occupants' health needs.

They include features such as larger parking spaces to allow for disabled

access and a large downstairs toilet that can be adapted to a wet room. One bedroom has potential for a hoist to be fitted to allow access to the bathroom. The layout of the estate aims to prevent car rat-runs and to create a pleasant low-traffic environment, helpful for pedestrians and cyclists while also providing green corridors for nature.

# Keeping in touch is so important

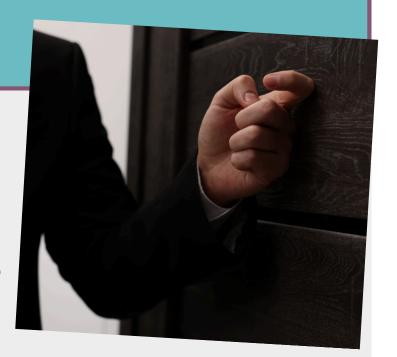
We currently manage around 6,300 properties across the Mansfield district.

Our Tenancy Services Team supports residents with advice on rent arrears and dealing with antisocial behaviour and other tenancy breaches.

After a tenant moves in, we carry out a followup visit to ensure they have settled into their new home and know what to expect from us as their landlord. We are now introducing Keeping in Touch appointments to visit every tenant on a regular basis to ensure they are managing their tenancies and to assess any support needs.

Our officers also manage problems we may have in accessing a property to carry out essential gas and electrical safety inspections or to assess if any repairs or upgrades are needed.

Allowing us access saves a lot of hassle for us in seeking access to your home through legal action – and you never know, it could mean you get a new kitchen or bathroom!



Please allow us access if we ask for it – we never request access unless it is important or necessary to meet our legal obligations as your landlord.

## Assistance for veterans



More information about help for former armed services personnel, can be found online at www.mansfield.gov.uk/ armedforceshelp or scan the QR code above.

#### Support for vulnerable tenants

We have two Specialist Support Officers who provide support to tenants with mental health issues or require help to live independently and safely. They may work with other agencies, such as social services, to ensure a tenant is receiving all the help they may need. Our Financial Inclusion Officer is available to help tenants facing severe money challenges.

If you are facing the threat of homelessness, call our team on 01623 463121 without delay or email homelessenquiries@mansfield.gov.uk

# Homes getting major upgrades

We are currently rolling out our new five-year capital works programme at pace across the district.

Delivered by seven contractors and using local labour and materials, it will see new windows, doors, kitchens, roofs and bathrooms fitted plus electrical works and roofline work.

Since April 2025 the work has included:

- ✓136 properties upgraded with new kitchens, bathrooms and electrical works.
- 62 properties have had new roofs, roofline, and insulation.
- 283 homes had have new windows and doors.
- ✓ 474 properties have had new boilers fitted.

#### **Happy customer**

New kitchen and rewire ... I had exceptional service and the job was an extremely fast turnaround. Every tradesman was very polite and efficient.

Very grateful. Thank you!

Tenant engagement coffee mornings and information events are being held to keep people updated on what is happening in their local areas.



#### Your feedback

My mother had rewiring, new kitchen and wet room. The guys were professional and thorough and did a beautiful job. My mother is very happy.

#### You said, we did

Tenants told us they wanted better communication during roofing works. Many felt they weren't always kept informed on timelines and progress.

#### What we did

We've prioritised communication and Blueline Roofing has worked with us to improve updates to tenants, with clearer and regular information shared about the ongoing works.

Both the council and Blueline Roofing are undertaking walkabouts to view works in progress and to speak directly to tenants. This allows us to hear your concerns firsthand and act quickly to address them.

We welcome your feedback: email feedback@mansfield.gov.uk



# Improving the way you can influence us

We have called in experts to help revamp the way tenants influence the Housing service in Mansfield

We recognise that a robust approach is needed to ensure our tenants' voices are heard and influence how we deliver and improve our Housing services.

As a result, independent experts have been working with us to devise a new framework that meets the expectations set by legislation and official consumer standards and clearly shows how our tenants influence decisions to improve services.

We have commissioned We need to a not-for-profit improve how we organisation, **T**pas (Tenants Participation listen to and Advisory Service) to use engage with their tenant engagement tenants expertise to\_lead this project. Several sessions have been held with tenants and council officers to build insight and put forward recommendations on how we can improve the ways in which tenants can influence the design and delivery of landlord services. Tpas has been seeking volunteers from the sessions to get involved in three 'Design' sessions during September and October to develop the final engagement

It has also held a Challenge session

framework report.



#### Why are we doing this?

We recognise that we need to improve how we listen to and engage with tenants to improve our services and to show how we are achieving this.

We aim to learn from both tenants and staff to shape our landlord services.

This will help us to meet our obligations under Transparency, Influence and Accountability (TIA) consumer standards set by the Regulator of Social Housing.

with senior Housing officers to ensure they feel well-informed about local and national changes to the social housing sector and why the council needs to develop a modern approach regarding tenant influence.

# Listening to complaints fairly and openly



We take your feedback seriously. That's why we fully comply with the Housing Ombudsman's Complaint Handling Code, which sets the standard for how landlords should respond when things go wrong.

We follow a clear and simple two-stage process with set timeframes:

Stage 1: Response within 10 working days

Stage 2: Final review within 20 working days.

We want to hear from you because we use your feedback and complaints to identify what needs to improve.

You can submit a complaint online, by phone, email, or in person. If you're not satisfied after Stage 2, you can contact the Housing Ombudsman at www.housing-ombudsman.org.uk.

Remember,
your voice
matters and can
lead to positive
changes

#### **Ombudsman suggests changes**

We review how we're performing against the Housing Ombudsman's code every year — and we publish the results to stay transparent and accountable.

In June, the Ombudsman made 11 recommendations, so we've taken them on board and made some changes to our complaints

policy.

During 2024/25 we received 260 formal Stage One complaints, with 20 escalated to Stage Two.

Of Stage One complaints, we responded to 70 per cent inside expected timescales, rising to 85 per cent for Stage Two complaints.

#### Beware of the 'no win, no fee' cold callers

Cold callers claiming they are from the council to inspect your home for repairs have been calling on tenants. Usually they are acting for 'no-win, no-fee' law firms trying to get business by lodging repairs claims against the council and luring often vulnerable tenants with the hope of winning compensation. Few cases get to court and tenants risk incurring hidden costs. Nine out of ten urgent repairs are completed on time. If your home needs a repair, call **01623 463463** or email **MDC@mansfield.gov.uk**.



## We believe our homes should go to those who need them most

9

These are the potential main changes to the policy which, if agreed by councillors, are set to be adopted in Mansfield next year.

#### **Band Five**

The lowest priority Band Five – would be removed. People waiting in this band have little chance of ever being offered social housing and already have a home meeting their needs.

#### Financial criteria

Families with children earning at least £34,000 or with at least £6,000 in savings will not qualify for social housing.

A couple or single person earning at least £25,000

or with at least £6,000 in savings will not qualify.
Currently the

policy has no specified earnings/savings limit.

#### **Landlord debts**

People with a current or former debt to a private landlord of £1,000+ will not qualify. Previously, only social housing tenants with a current debt of £1,000+ were excluded. This would be extended to all applicants.

#### **Local connection**

Applicants will now have to establish a local connection through a family member who must either provide the applicant with essential support or receive essential support from the applicant. Currently, an applicant must have family who has lived in the district for at least two years and there is no support requirement.



#### **Homeowners**

Homeowners are set to be excluded from joining the Housing Register unless they have a very urgent housing need and inadequate financial means to meet their own needs.

#### **Downsizing**

Making it easier for tenants who wish to downsize by allowing them to join the Housing Band One (highest priority) instead of Band Two.



#### 'Golden Tenants'

So-called 'Golden Tenants' - those in social housing in the district, who have adhered to their tenancy conditions for at least two years - will only be able to rejoin the Housing Register if they have a specific housing need.

Previously Golden Tenants were able to join Band 3 without any housing need.

#### **Supported housing**

It will be easier for applicants in supported housing to move on to unsupported housing by automatically qualifying for Band Two of housing need (second highest priority).

Applicants in supported housing will be subject to a 'Ready to Move' process.

## Fairer way to allocate housing



We are set to make changes to the way we allocate our housing through the Homefinder service to ensure our homes go to those most in need.

We manage the letting of 6,303 homes. There are more than 4,700 households waiting for a council home in Mansfield district with 189 in the highest priority need - Band One. In an average year just 225 homes become available.

The Homefinder Lettings Policy has not been undated since 2018 and with growing demand for social housing and fewer properties becoming available, the proposed changes aim to ensure homes are allocated fairly and go to those who need them the most.

In an average year just 225 homes become available.

Among the changes proposed are to

remove Band 5. This contains applicants who do not have a defined housing need and have a home that meets their needs. Another major change being proposed is to strengthen the local connection requirement. Applicants must show they have a child or parent living in the area who they need to provide support for or who they receive support from.

We also plan to tighten up rules on financial eligibility. In future, if

## Abuse survivors and care

In line with new government guidance, care leavers and survivors of domestic abuse will not have to prove a local connection to qualify for social housing. Care Leavers will also be given the highest priority housing need.

someone has the income, savings or equity to privately rent or buy, they will not qualify to join the register.

The proposals follow a six-week public consultation over the summer.

## Changing needs of families

Families with children living above ground floor or lacking a garden will no longer be eligible for Band Three housing need. The reason for this is because flats are increasingly becoming a standard property type for families.

The age at which families with children of different sexes who are sharing a bedroom are considered eligible for an additional bedroom is being lowered from 10 years to 8 years. This is because it is taking longer to rehouse families and reducing the age will help to ensure they are rehoused to a larger home before the children are too old to be sharing a room.

## Keeping your data secure





Some tenants have raised concerns regarding the use of personal information when accessing the new block doors and Intratone system.

which will be held as part of the door entry system will be your phone number. This information is provided on a consensual basis, and you have the right to revoke your consent at any point. The system itself will not record or retain any audio or visual data.

We can confirm that the only personal data

We can also confirm that this service is not classed as surveillance.

For further information about how the council uses your data, please see our Privacy Notices which are publicly available on our website at **mansfield.gov.uk/privacy** and then click on the Door Entry System link, or scan the QR code.

#### **Current demand for housing**

We want to keep residents informed about current demand for social housing in our area. These are the latest figures from the Homefinder register for 2024/25.

Overall numbers on the Homefinder register have reduced by 4.23 per cent, largely due to recent changes to our renewals process to make it more efficient.

However, there has been a notable increase in demand in Bands One and Two, especially Band One – applicants in the most urgent need.

Applications by families in Band One have gone up by 55.6 per cent with single applicants up 29.4 per cent.

Couples were down by 20 per cent.





## Food banks timetable

The latest food and support timetable is now available online, for services across Nottinghamshire. It brings together vital information in one place, including:

- Food banks, food shares, and affordable food
- Warm meal services.
- Financial, energy and employment, advice.
- Disability and mental health support.
- Welcome places and family hubs.
   Visit mansfield.gov.uk/

foodbanktimetable or scan the QR code.



# Act fast if you see any damp, mould or condensation

Living in a mouldy home can cause serious health problems. If you see mould or damp, tell us about it as soon as possible.

Condensation and damp can lead to black mould so as the weather turns colder it helps to understand how to avoid one thing leading to the other.

Our homes accumulate moisture from a variety of day- to-day sources: such as bathing, cooking, drying clothes and even breathing. It can also get into outside sources, such as a leak or defective guttering.

When moisture cannot get out, it can lead to damp, condensation and ultimately to black mould.

The best way to avoid damp and mould is to allow air to circulate by ventilation.

Follow these top tips for avoiding condensation, damp and mould.

- Cover pans with lids when cooking.
- Use an extractor fan if fitted.

  Open trickle vents on
- Windows.
- Increase the heating to raise the temperature of the air and cold surfaces.
- Ask for loft insulation to be checked to ensure it is sufficient.
- Leave a space between walls and large pieces of furniture to allow air to circulate.
- Dry washing outside, or in the bathroom with the door closed and a window open.
- Ensure a tumble dryer has a vent or hose to the outside.
- Close kitchen and bathroom doors when in use to prevent moisture escaping.
- Ensuring wall vents are not covered up.
- Keep cupboards ventilated by not over filling them.



If you need a repair or spot mould, call 01623 463463. For urgent repairs, call 01623 463050 if outside office hours.

#### Meet the team

#### **Housing income**



Emma Dabell Housing income officer Ladybrook Lane, Poppy

Fields and Town View

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**Jayne Parsley** 

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#### **Housing management**



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**Geoff Lomas** 

ASB and Tenancy Enforcement Officer



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**Kerry Chapman** 

Housing Management Upper and Lower Oak Tree Lane Estates, Bellamy Road and Forest Town





**Richard Dawes** 

**Housing Management** Warsop, Church Warsop, Meden Vale, Poppy Fields, Town View and Town Centre





Laura Jogela Williams Tenant Engagement

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Helen Willoughby

ASB and Tenancy **Enforcement Officer** 

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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