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Welcome to 'My Housing Bulletin'

'My Housing Bulletin' is for tenants of Mansfield District Council, providing you with important updates every two months about your home and your community. You can also find more information on our website below or by joining our Tenants' Facebook group.

[Click here for more housing information](#)

Important Information About Your Rent Increase Letter (for 2026)



Each year, we send out rent increase letters to all tenants as part of our annual process. We'd like to give you some early information about what to expect and what you'll need to do when your letter arrives.

When will I receive my letter?

Rent increase letters for 2026 will be sent out at the beginning of March. This letter contains important information about your rent.

If you receive Universal Credit

If you are claiming Universal Credit, it's really important that you keep this letter safe. You will need it to update your Universal Credit online journal in April.

Please do not enter the information before April. The system cannot accept the updated rent details early, and entering them too soon may cause problems with your rent. If this happens, the information would need to be entered again in April, which can be frustrating and time-consuming.

Top tips:

- Keep the letter safe – Do not throw it away
- Wait until April to update your Universal Credit journal

Extra reminders

Closer to the time, you may also receive an email or text message reminding you about the rent increase and when to update your information.

An annual process

This rent increase letter is sent every year, so becoming familiar with the process (and entering the information at the correct time) will help things run smoothly and avoid any issues with your rent. If you have any questions or need support, please don't hesitate to contact us. We're here to help: 01623 463463.

Gas and Electricity Checks



Gas and electrical safety compliance across the council's homes is at a high, thanks to the continued support of tenants and residents working with our teams to keep homes safe and warm.

Gaining entry to some homes remains a barrier. Without access, we can't complete vital gas and electrical safety checks. Unfortunately, where access is repeatedly denied, legal steps are being taken to ensure compliance however we would prefer not to take this course of action. Thanks again to tenants and residents who have helped us achieve safer homes. Your cooperation is essential—let's keep working together.

Cuckooing

The Housing Management Team work closely with the Police and Community Safety to identify and resolve issues relating to cuckooing.

What is Cuckooing?

Cuckooing is a crime where a criminal, or criminal gangs, exploit vulnerable people by taking over the victim's home and use it as a base for illegal activities, such as drug dealing.

We have seen a rise in cuckooing cases across the district with homes being taken over by one or more individuals resulting in vulnerable tenants having no choice but to leave the property for their own safety, in some cases the vulnerable tenant has been beaten up or sexually assaulted.

We have successfully supported those tenants who have approached us to date by either helping them secure a new home and place of safety or resolved the issue so they can return to their home without further fear and abuse.

If you are experiencing any issues, feel that someone is being cuckooed or just want some further advice, please contact the ASB & Enforcement Team using the details below, any information will be handled with the strictest confidence.

Geoff Lomas – tel: 01623 463082 email: glomas@mansfield.gov.uk

Helen Willoughby tel: 01623 463377 email: hwilloughby@mansfield.gov.uk

Housing Management Officer Area Changes

We would like to let tenants know about some recent changes to the areas covered by our Housing Management Officers. These updates may affect who you need to contact about your tenancy, your property, or any neighbourhood-related concerns.

Please check the list below to find the correct officer for your area.

Your Housing Management Officers

Kerry Chapman

Now covering: **Forest Town, Bellamy and Oaktree Estate**

✉ Email: kchapman@mansfield.gov.uk

☎ Tel: 01623 463353

Ian Aspinall

Now covering: **Mansfield Woodhouse and Peafield Lane Estate**

✉ Email: iaspinall@mansfield.gov.uk

☎ Tel: 01623 463060

Richard Dawes

Now covering: **Town Centre, Warsop and Meden Vale**

✉ Email: rdawes@mansfield.gov.uk

☎ Tel: 01623 463392

Sarah Letts

Now covering: **Ravensdale, Chadburn, Lansbury and Eakring Court**

✉ Email: sletts@mansfield.gov.uk

☎ Tel: 01623 463916

Daniel Peach

Now covering: **Ladybrook, Bull Farm and Pleasley Springs**

✉ Email: peachd@mansfield.gov.uk

☎ Tel: 01623 463223

Geoff Lomas

Covers: **Mansfield District**

✉ Email: glomas@mansfield.gov.uk

☎ Tel: 01623 463082

Helen Willoughby

Covers: **Mansfield District**

✉ Email: hwilloughby@mansfield.gov.uk

☎ Tel: 01623 463377

New Homefinder Allocation Policy

After public consultation in 2025, the new Homefinder policy will go live from 1 April 2026. We'll be adding the updated policy to our website as soon as we can.

Tenant Engagement Framework Update



We're pleased to share an update on our new Tenant Engagement Framework, designed to make it easier for tenants to get involved and have their voices heard. Over recent months, tenants and staff have been working together to shape this new approach.

With support from **TPAS (Tenant Participation and Advisory Service)**, tenants and staff took part in online workshops to explore what meaningful engagement looks like and how it can work best for everyone. TPAS then provided recommendations to help guide the framework.

On 12 January, we held an in-person workshop with tenants and staff to co-produce the framework. Using TPAS's guidance alongside tenant and staff experience, we worked together to create something that truly reflects tenant priorities.

During this session, we developed:

- **Vision and mission statements** for tenant engagement
- **A communication charter**

- A draft **Tenant Engagement Framework**, which has since been reviewed using feedback from attendees

The new framework will help the council create more opportunities for tenants to get involved, in ways that suit you. Whether you prefer meetings, surveys, online engagement, or more informal ways of sharing your views, the framework supports a range of ways to take part.

The framework will be in place soon, and we'll let you know when it's available to view online.

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

TO OPT OUT, EMAIL: lwilliams@mansfield.gov.uk



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