

Subject:

FW: [EXTERNAL]: Test: My Housing Bulletin March 2025



Welcome to 'My Housing Bulletin'

'My Housing Bulletin' is a bi-monthly newsletter which aims to keep our Tenants in the know. Every two months, you'll receive important information about Mansfield housing. You can also find more information on our website below or by joining our Tenants' Facebook group.

[Click here for more housing information](#)

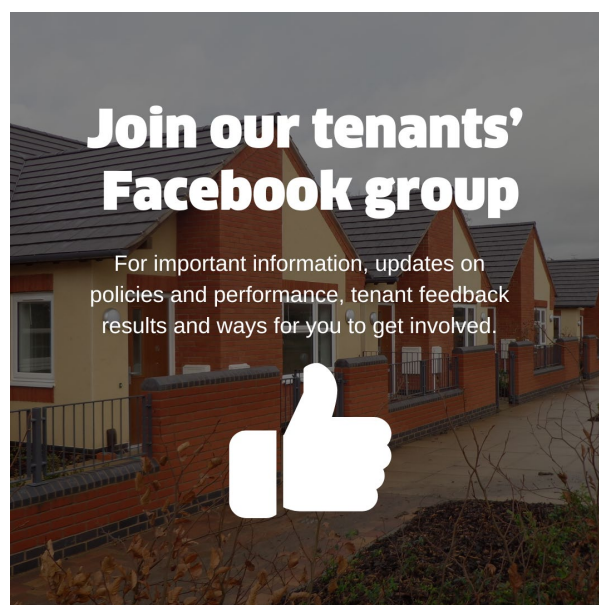
Join our Tenants' Facebook group

By joining you'll get access to:

- Important information
- Updates on policies and performance
- Tenant feedback results
- Ways for you to get involved

Our housing team are always here to listen and strive to improve our services so you feel safe and comfortable at home.

Remember, it's okay to complain! It helps us know where we need to improve.



[Join here](#)

Rent to increase by 2.7%

From April 1 2025, council homes rent will increase by 2.7% in line with the Government's National Social Rent Policy.

The rise applies to all social housing providers across England, including Mansfield District Council homes it owns and operates.

Every penny received from tenants rent helps fund housing services.



Introducing our Tenant Scrutiny Panel

We are very pleased to introduce some of the members of Mansfield District Council's (MDC) Tenant Scrutiny Panel.



What is a Tenant Scrutiny Panel?

The Tenant Scrutiny Panel provides tenants with the opportunity to independently review how our housing services are being delivered.

The Tenant Scrutiny Panel is made up of seven MDC tenants that work together to monitor and scrutinise the services delivered by us in our role as Landlord. The role of the Panel is to:

- To take an independent view of our performance against the standards tenants expect.
- To hold us to account where performance fails to meet those standards

Can I become a member?

If you are an MDC tenant or leaseholder you are eligible to sit on the panel providing you are:

- Over 18 years old
- Not in serious breach of your obligations as a tenant

If you are interested in becoming a Tenant Scrutiny Panel member you can contact Laura Jogela-Williams, Tenant Engagement Officer, via email: ljwilliams@mansfield.gov.uk or by phone on 01623 463355.

Complaints Handling Review

The Tenant Scrutiny Panel recently reviewed



how MDC handle any complaints it receives. The Panel made several recommendations for how MDC can improve its complaints handling procedure including:

- Providing an easy to read copy of MDC's complaints policy
- Gather feedback from the tenant or leaseholder who has made a complaint to identify areas for improvement.

[A full copy of the report can be found here](#)

All recommendations put forward by the Panel were agreed at a meeting of MDC's Housing Executive Group in November 2024 and work is underway to deliver the Panel's recommendations.

Increase in tenant satisfaction with council performance

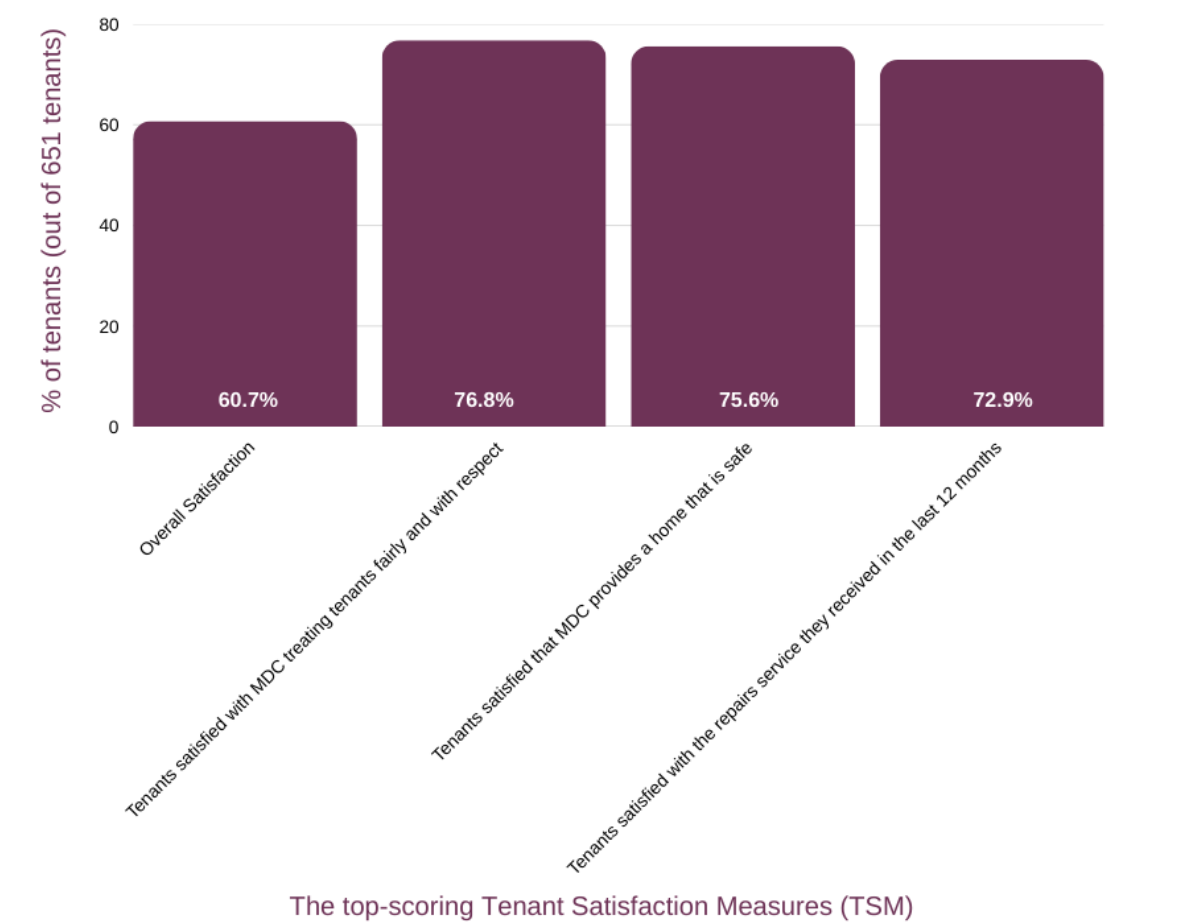
New figures from an annual survey has shown an improvement in the number of tenants satisfied with Mansfield District Council's performance as a landlord.

Tenant Satisfaction Measures were introduced in 2023/24 as a regulatory requirement for all social landlords in England. The council manages about 6,300 rented properties and a tenant perception survey, completed by 651 Mansfield council tenants, was carried out in November last year (2024).

Results shows that overall satisfaction with the council's performance was 68% - up by 7.3% on the council's first tenant perception survey, which was carried out in 2023. As well as mandatory questions, respondents were also given the opportunity to say in their own words any reasons for their scores.

The main findings of the survey were:

Tenant Perception Survey Results (Nov 2024)



- Lowest scoring TSMs / high dissatisfaction: Proportion of respondents satisfied with the way Mansfield District Council handles complaints – 33.3%.

[Click here for more information about the survey](#)

Focus groups provide more insight

To further explore the findings from the 2024/25 Tenant Satisfaction Measures, five online focus groups (2x staff and 3x tenant groups) were held.

Two specific service areas of repairs and complaints handling were considered, alongside a third cross-cutting theme of 'listening to tenant views and acting upon them.'

Insight gathered from the focus groups about the Repairs service will be used to feed into a review of the service that we are currently undertaking.

The Tenant Scrutiny Panel will look at the insight gathered about complaints handling and the feedback and any subsequent actions for improvement will be included in our Annual Complaints

Report and Improvement Plan.



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