



## 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](#)

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## Join our Tenants' Facebook group

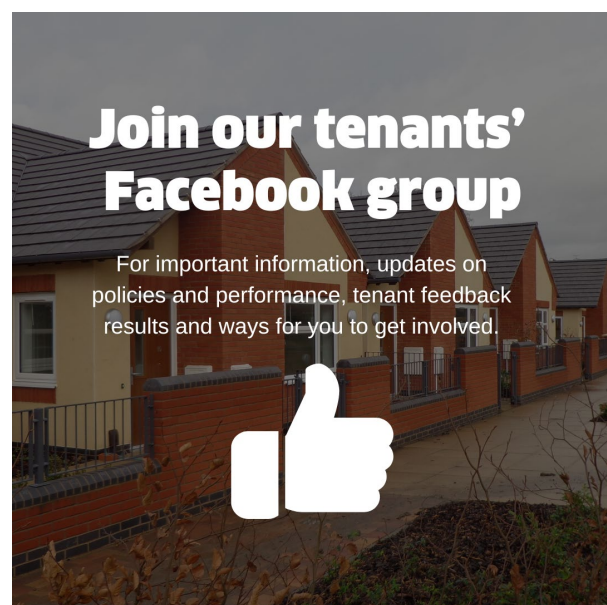
**By joining you'll get access to:**

- 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

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## Housing Regulator Outcome

**Mansfield District Councils Landlord Services was inspected by the Social Housing Regulator in November 2024 and has 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 of weakness that must be addressed

The four consumer standards are:

- Safety and quality
- Transparency, Influence and Accountability
- Neighbourhood and community
- Tenancy

A full copy of the report can be found at: [\[https://www.mansfield.gov.uk/housing/regulatory-judgement\]](https://www.mansfield.gov.uk/housing/regulatory-judgement)(<https://www.mansfield.gov.uk/housing/regulatory-judgement>)

### Next Steps

We are continuing to work with the Regulator to address the areas of weakness especially around dealing with complaints of Anti-Social Behaviour (ASB) and Tenant Engagement to ensure your views are heard and taken into account when we make decisions about your homes and services.



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## Tenant Scrutiny - ASB

In response to the findings of the Regulatory Inspection, the Tenant Scrutiny Panel, who act on behalf of all tenant, will be scrutinising our approach to ASB to ensure we deliver against the improvements required by the Regulator and to ensure your views have been taken into account when delivering our ASB service.

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## TPAS Review

We recognise that you as our tenants must have a key role in influencing our decision making about the housing services you receive. By listening to your views, we can improve and provide a much better experience for you in the future.

We have therefore engaged the services of an independent, national organisation who are experts in developing tenant engagement activities. TPAS – Tenant Participation Advisory Service. TPAS will work with us to review our existing engagement arrangements with a view to refreshing these to create greater tenant influence across services and to ensure that our services are compliant with the Consumer Standards.

As part of the review we will be contacting tenants to talk about their experiences and to take part in online research and feedback sessions. Once the review is complete we will share our findings with you, explaining how your views and experiences has helped shape our future engagement activities.



## Learning from feedback



We take feedback we get from you very seriously so we can understand how to improve our services and drive change. Complaints are a very important source of feedback and it is important that we learn from the complaints that we receive and use them to make improvements.

During 2024/25 we dealt with 260 formal complaints and by analysing these we were able to identify common themes across all of our services including:

- Delays and inconsistencies in delivering and responding to service requests
- Poor communication and updates on progress with requests for service

As a result, we are taking action to improve our response and how we communicate and keep you updated when you have requested a service.

We believe in being transparent and being held to account by you, which is why we embrace initiatives like the Annual Complaint Handling Performance and Service Improvement Report. The report provided you (and the Housing Ombudsman and Regulator) with information on how we have performed in responding to your complaints, what we have learnt from your complaints and what we are doing to improve things.

Our current report (2023/24) can be found on our website: [Annual Complaints Performance and Service Improvement Report](#) and will be updated shortly with this years performance and lessons learnt.

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## Your Safety is Our Priority: How We're Keeping You Safe in Your Home

Your safety is at the heart of everything we do. We understand that feeling safe in your home is not just about locking the door at night—it's about knowing that your home is well maintained, and that help is always within reach if needed. Here's how we're working every day to keep you safe and secure.

### Regular Safety Checks

Our team carries out routine inspections to ensure all properties meet strict safety standards. This includes but is not limited to:

- **Gas Safety Checks:** We conduct annual gas safety inspections, and our engineers are Gas Safe registered. These checks help prevent leaks and ensure boilers and gas appliances work efficiently and safely.
- **Electrical Safety Testing:** We regularly test the electrical systems in your home to reduce the risk of fire or faults.
- **Fire Safety Inspections:** We inspect communal areas for fire hazards, check smoke alarms, and maintain fire doors and escape routes.

A full list of all the safety checks we are required to carry out to comply with all relevant legislation / regulation are on our website: <https://www.mansfield.gov.uk/housing/keeping-safe>

During 2024/25 we completed 100% of all mandatory safety checks giving you confidence that you continue to be safe in your homes.

### Access

We can only maintain our 100% record if you allow us access to your home to carry out those checks. However we are currently experiencing some reluctance to allow for electrical safety testing (EICR testing) of properties. We would like to remind you that these checks are mandatory, but also

help to ensure the safety of the property you are living in.

If you miss a visit or can no longer keep to an appointment that has been booked please contact the repairs team on: 01623 463463 (select option 1) to make them aware, so it can be rebooked.

### **Need to Report a Safety Concern?**

Call our Customer Service Team on 01623 463463 or email [MDC@mansfield.gov.uk](mailto:MDC@mansfield.gov.uk). For emergencies outside of office hours, contact us on: 01623 463050.



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We welcome your feedback: [feedback@mansfield.gov.uk](mailto:feedback@mansfield.gov.uk)

TO OPT OUT, EMAIL: [lwilliams@mansfield.gov.uk](mailto:lwilliams@mansfield.gov.uk)



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[Unsubscribe](#)

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