



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

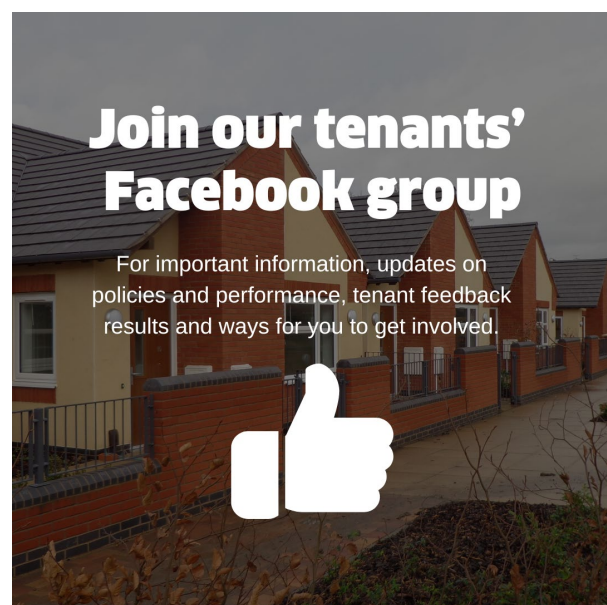
By joining you'll get access to:

- 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

Block door security

There have been concerns raised by some tenants regarding the use of personal information when accessing the new block doors and Intratone system.

Mansfield District Council can confirm that the only personal data 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 also confirm that this service is not classed as surveillance.

For further information about how Mansfield District Council uses your data, please see our Privacy Notices which are publicly available on our website. For your convenience, please follow the link at www.mansfield.gov.uk/privacy.

Read more here



Closure orders

The Anti-Social Behaviour and Enforcement Team have worked closely with the police to obtain two Closure Orders on addresses situated on Alcock Avenue and Broomhill Lane. Police led with evidence being gathered to progress further closures on other addresses within the district due to on-going issues of anti-social behaviour and criminal activity.

Closure Orders are court orders that prevent anyone from residing or entering a property for a specific period. The property is secured and entry without permission is a serious offence. These orders are used to address persistent anti-social behaviour and often criminal activity linked to a specific address, and provide the community with a period of respite from the activities. They are led by the police or local authority.

Noise App

Noise is a common complaint which can be difficult to manage due to varying levels of tolerance and in many cases a lack of evidence to identify if the noise would be considered a nuisance. The Noise App is an effective app which allows the Anti-Social Behaviour and Enforcement team to triage noise complaints quickly and efficiently, reducing time when dealing with complaints with GPS capability to validate recordings received.

If early interventions to resolve the issue have been unsuccessful, it would be necessary to gather evidence to establish if enforcement action can be justified, in many cases enforcement action cannot be justified due to a lack of evidence. We would encourage tenants to use The Noise App to capture noise incidents to speed up our investigations. There is a demonstration video for Noise

App on YouTube here: [The Noise App 2.0 Walkthrough Demonstration](#)



Complaints policy review

Following a review by the Housing Ombudsman Service (HOS), Mansfield District Council has updated its Complaints Handling Policy to align with the latest Complaint Handling Code introduced in February 2024. The Code ensures social landlords respond to resident complaints effectively and use the feedback to improve services.

The HOS review, completed in June 2025, included 11 recommendations for improvement. We are updating our policy and internal practices in response, and a revised self-assessment will be submitted by 30 September 2025.

These changes will help us provide a better service and ensure your concerns are addressed fairly and promptly. A full update will be included in our annual Complaint Handling and Service Improvement report this September.

Awaab's Law: New standards for damp and mould repairs

Awaab's Law, coming into force from 27 October 2025, is a new regulation requiring all social landlords to act quickly and effectively to fix serious housing hazards—starting with damp and mould. It follows the tragic death of Awaab Ishak, a two-year-old who died from mould exposure in social housing.



The law requires landlords to investigate and address any damp and mould issues that pose significant health risks within strict timeframes. Emergency hazards must be assessed within 24 hours and made safe as soon as possible. For non-emergency cases, landlords must inspect within 10 working days and begin repairs within five days of completing an investigation. Full repair works must be completed in a reasonable timeframe, or suitable alternative accommodation provided.

Mansfield District Council is already preparing for full compliance. Our Complex Cases Team currently handles all damp and mould reports, with urgent cases made safe within 24 hours. We've updated our Damp and Mould Policy and introduced tracking codes, satisfaction surveys, and a standard investigation summary for tenants.

New performance measures will monitor case volume, response times, communication with tenants, and the quality of completed work. These will be reviewed monthly and quarterly under our assurance framework to ensure full transparency and accountability.

We're committed to making your home safe and healthy. If you're concerned about damp or mould in your property, please report it immediately so we can act quickly and effectively.

Contact: 01623 463463, option 1.

Alternatively, you can email through your repairs to MDC@mansfield.gov.uk or report a repair in person at the civic centre or via your Housing Management Officer (HMO) or other advocate.

You said, we did



As a result of your feedback, highlighting cleanliness after improvement programme works were carried out in your homes and a lack of communication, our contractors M&T acted quickly and have employed a cleaning service to ensure that properties are left clean following improvement works completed in homes. M&T have also created a video for tenants to watch prior to improvement programme works being completed, to ensure the tenants understands the process that will be undertaken.

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

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



[Unsubscribe](#)

Mansfield District Council is committed to ensuring the security and protection of all personal information that we process and to provide a compliant and consistent approach to data protection. Our privacy policy can be found on the MDC website here: [Privacy Notice](#). If you have any questions or concerns, please email customersupportunit@mansfield.gov.uk.

