



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](#)

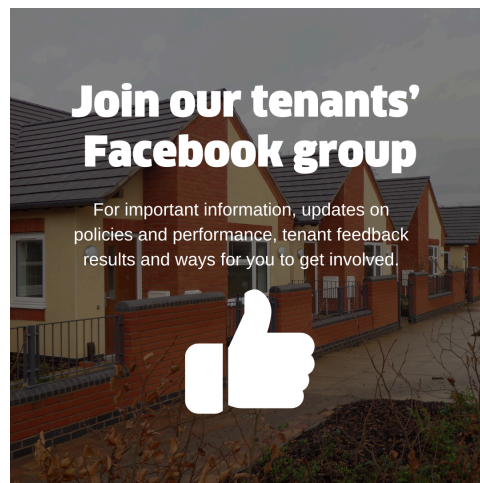
Join our Tenants' Facebook group

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](#)

Pulse survey feedback

Thank you to the tenants who responded to our recent Housing Bulletin pulse survey. Your feedback helps us better tailor the bulletin to your needs and improve communication.

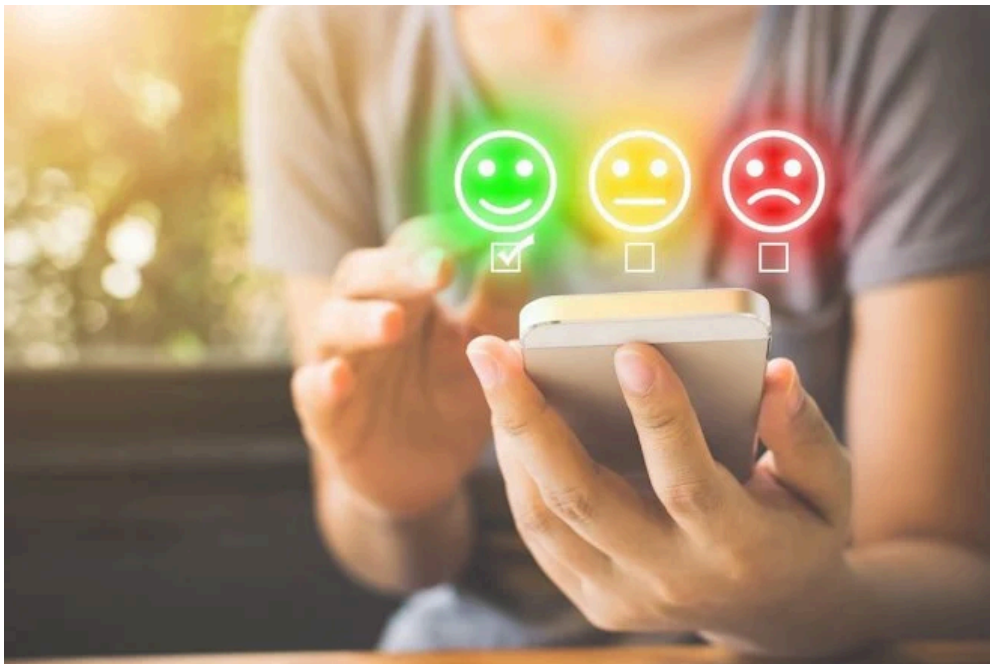
We're pleased to report that:

- 78% of respondents are happy with the bi-monthly frequency.
- 77% are satisfied with the current content of the bulletin.

We also received valuable suggestions and comments, which we are reviewing closely. Common themes included:

- Updates on housing projects, including refurbishment timelines and scope
- Information on repairs, housing officer contact, and local improvements
- Greater transparency on complaints and outcomes
- Interest in anti-social behaviour response and prevention
- Concerns about communication clarity and accessibility

We're committed to making the bulletin more relevant and informative. Future editions will aim to incorporate more localised updates, clearer summaries, and helpful resources.



Capital works programme update

We are currently rolling out our new five-year capital works programme across the district for the delivery of windows, doors, kitchens, bathrooms, electrical works, roofs, and roofline works, being delivered currently by 7 contractors using local labour and materials.

From April 2025 to date we have delivered the following and will continue to deliver at pace.
Kitchens, bathrooms, and electrical works – 136 properties have been upgraded since April.

Roofs, roofline, and insulation – 62 properties have benefited from new roofs since this April.
Windows and doors – we have delivered new windows and doors to 283 properties since April this year.

Replacement boilers – 474 properties have had new boilers since April 2025. We are collaborating with our contractors to hold tenant engagement coffee morning and information events to keep people updated what is happening in their local areas and we are receiving lots of positive feedback on works conducted so far.

Reviews:

- “New Kitchen and rewire from start to finish I had exceptional service and the job was extremely fast turnaround. Every tradesman were very polite and efficient. Very grateful. Thank you”
- “My mother had rewiring, new kitchen and wet room, the guys that came were professional and thorough and did a real beautiful job. My mother is very happy with the end result.”

Revised reporting for damp and mould



From July 2025, MDC are introducing new service standards to ensure faster, more effective responses to damp and mould in your homes, in line with Awaab's Law.

Awaab's Law was introduced following the tragic death of Awaab Ishak, a young child who died due to prolonged exposure to mould. The law now requires social landlords to investigate and fix reported damp and mould issues within set timeframes to protect tenants' health.

To comply, we are introducing a series of Key Performance Indicators (KPIs), which we will monitor and report on monthly. These will track:

- The number of new, urgent (Category 1) and non-urgent (Category 2) damp and mould cases reported.
- How quickly we inspect issues (within 10 working days for non-emergencies; 24 hours for emergencies).
- How soon we start repairs (within 5 working days to make safe, and permanent works within 12 weeks).
- Whether cases are fully resolved within legal timeframes.

We are also improving communication by committing to:

- Inform you of inspection outcomes within 3 working days.
- Carry out follow-up visits within 6 weeks of completed repairs.
- Measure tenant satisfaction and reduce formal complaints.

We will also track the quality of repairs, ensuring hazards don't reoccur within 6 months.

These changes are part of our commitment to providing safe, healthy homes. If you experience damp or mould, please report it promptly so we can take action.

To report damp and mould to us call: 01623 463463 and select 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.

Are you experiencing anti-social behaviour issues?

You can contact us to report issues of anti-social behaviour or if you just want some information or advice. On receipt of a report of anti-social behaviour, we will complete a risk assessment to determine the category of the anti-social and will respond to high category cases within one working day, and medium category cases within five working days.

A housing management officer or ASB & enforcement officer will be assigned to your case to ensure a consistent approach, and consider all interventions to resolve issues at the earliest opportunity.

You can find more about our service along with contact details in the link below, or via www.mansfield.gov.uk/housing/dealing-anti-social-behaviour.

[Read more here](#)

Handyperson service

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.

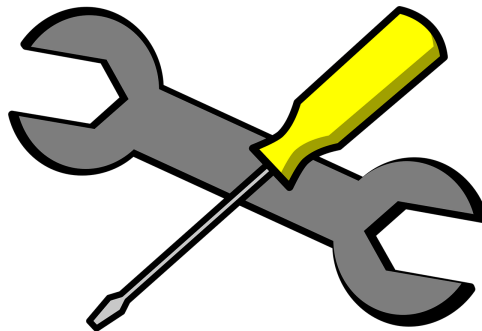
Our trustworthy and reliable Handyperson can help with small jobs around the home and garden such as:

- 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.)

They cannot carry out plumbing or electrical jobs.

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

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.



Gas and electrical safety checks



Mansfield District Council is committed to keeping you safe in your home. As part of this, we carry out regular gas and electrical safety checks in all our properties.

Why it's important

Gas and electrical faults can cause serious harm — fires, explosions, electric shocks, or carbon monoxide poisoning. Regular checks identify risks early and help us fix them before they become dangerous.

So far this year, MDC has completed:

- **2,627** domestic gas services (out of 3,471 due by 31/03/26)
- **2,500** domestic electrical safety checks (out of 3,777 due by 31/03/26)

We aim to complete these checks early — every nine months for gas — to keep you safe and avoid delays.

What you can do

Please allow our qualified engineers access to your home when you receive your appointment letter. If the date or time doesn't work, let us know as soon as possible so we can rearrange. Call: 01623 463463 to reschedule.

To help things go smoothly:

- Ensure your gas and electric meters have credit
- Make sure someone 18+ is home
- Provide clear access to appliances and alarms
- Secure any pets

Please be aware: Missed appointments delay safety work and may result in legal action.

You said, we did



Capital Works Communication

You said: Tenants told us they wanted better communication during the roofing works carried out by Blueline Roofing. Many felt they weren't always kept informed about timelines and progress.

We did: In response, we've made communication a top priority. Blueline Roofing has worked closely with MDC to improve updates to tenants, ensuring clearer and more regular information is shared about the ongoing works. Both MDC and Blueline Roofing are undertaking walkabouts to view the works in progress and, more importantly, speaking directly to tenants. This allows us to hear your concerns first hand and act quickly and address them.

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

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



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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.

