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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

We know we don't always get it right, so it's important that when something goes wrong, you tell us. Our housing team are always here to listen and strive to improve our services so you feel safe and comfortable at home.



[Join here](#)

Mansfield District Council adopts Tenant Satisfaction Measures



Through our partnership with independent research company, Service Insights Ltd, Housemark are really proud to support Mansfield District Council as they launch the third year of their Tenant Satisfaction Measures (TSM) survey – a key part of regulatory requirements designed to ensure tenant voices shape the future of housing services.

TSMs cover key areas such as:

- Property maintenance
- Building safety
- Engagement
- Complaint handling
- Antisocial behaviour
- Neighbourhood management

Results are submitted annually to the Regulator to monitor performance.

The Tenant Satisfaction Survey runs from 24 November to 19 December. Around 200 tenants will be emailed and 450 phoned by an independent company **Service Insights**, working with **Housemark**. Participation is voluntary, but feedback helps improve services.

More information and past results are available on the council website: [TSM frequently asked questions \(FAQ's\) – Mansfield District Council](#)

Your experience matters – and your voice helps shape the future.

Council Housing Wait Time Update



We want to keep residents informed about current demand for social housing in our area. Here are the latest figures from the Homefinder register for 2024/25:

Overall numbers on the Homefinder register have reduced by 4.23%, largely due to the recent renewals process.

However, there has been a notable increase in demand in Bands 1 and 2, especially from those in Band 1 – applicants in emergency housing need.

In Band 1:

- Families have increased by 55.6%
- Single applicants are up 29.4%
- Couples have decreased by 20%

Average Wait Times by Band:

- **Band 1: 229 days**
- **Band 2: 448 days**
- **Band 3: 99 days**
- **Band 4: No lets currently**
- **Band 5: 183 days**

Please note: Wait times depend on banding, property type, and availability, and may vary from person to person. Thank you for your patience and understanding as we continue to manage high levels of housing demand.

For more information, follow the link below:

Autumn 2025 - Food and wrap-around Support



The latest **Food and Wrap-Around Support Timetable** is now available, offering details on essential services across Nottinghamshire. This helpful resource lists where and how to access support with:

- **Food Banks, Food Shares, and Affordable Food**
- **Warm Meal Services**
- **Financial, Employment, and Energy Advice**
- **Disability and Mental Health Support**
- **Welcome Places and Family Hubs**

Whether you're facing challenges yourself or know someone who is, this guide brings together vital information in one place. From hot meals and low-cost groceries to emotional wellbeing and practical support, help is available in your community.

[Autumn Food and Wrap-Around Support Timetable](#)

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.

Scam Cold-Callers



We are aware our tenants have been cold called by people implying they are from the council to

inspect their home to see what repairs need doing.

Usually these cold callers turn out to be acting for 'no-win no-fee' law firms trying to get business by lodging repairs claims against the council and luring often vulnerable tenants with the hope of winning thousands of pounds in compensation. Very few cases even get to court and tenants can risk incurring costs hidden in the small print even when the cases are no win no fee.

The vast majority of our homes are repaired within legal timeframes. Of all emergency repairs required since March, 95.4% have been completed on time. The figure for all repairs is 86% and we constantly strive to improve on that figure. As a responsible landlord, our priority is to ensure our tenants live in safe decent housing.

We do not want our tenants to be preyed on by cold callers in this way. If you are unsure about the identity of the person knocking on your door, do not let them in until you are sure about who they are. Call us to check - we will know if they are genuine. Council officers carry identification and would never just rock up to your door without first making an appointment or sending a letter telling you to expect someone.

Dealing with these repair claims costs the council time and money - money that could instead be spent on vital services. If your council home needs a repair, the best and quickest way to achieve this is to call our Contact Centre on 01623 463463 or email MDC@mansfield.gov.uk.

Join Our Tenant Scrutiny Panel

Are you passionate about improving housing services in Mansfield? We're currently inviting tenants to become voluntary members of our Tenant Scrutiny Panel.

What's Involved?

- Monthly meetings held at Mansfield Civic Centre (around 2 hours each).
- Travel costs are reimbursed, and virtual attendance is available for those who cannot travel.
- Be part of a team that makes a genuine difference for fellow tenants across the district

Why Join?

Being part of the Tenant Scrutiny Panel is a great opportunity to:

- Gain new skills and experience
- Influence how services are delivered
- Ensure tenant voices are heard at the highest level

Are you interested?

If you would like more information regarding the Panel please contact Laura Jogela-Williams (Tenant Engagement Officer): lwilliams@mansfield.gov.uk or call 01623 463355

Thank You for Supporting the Stock Condition Survey

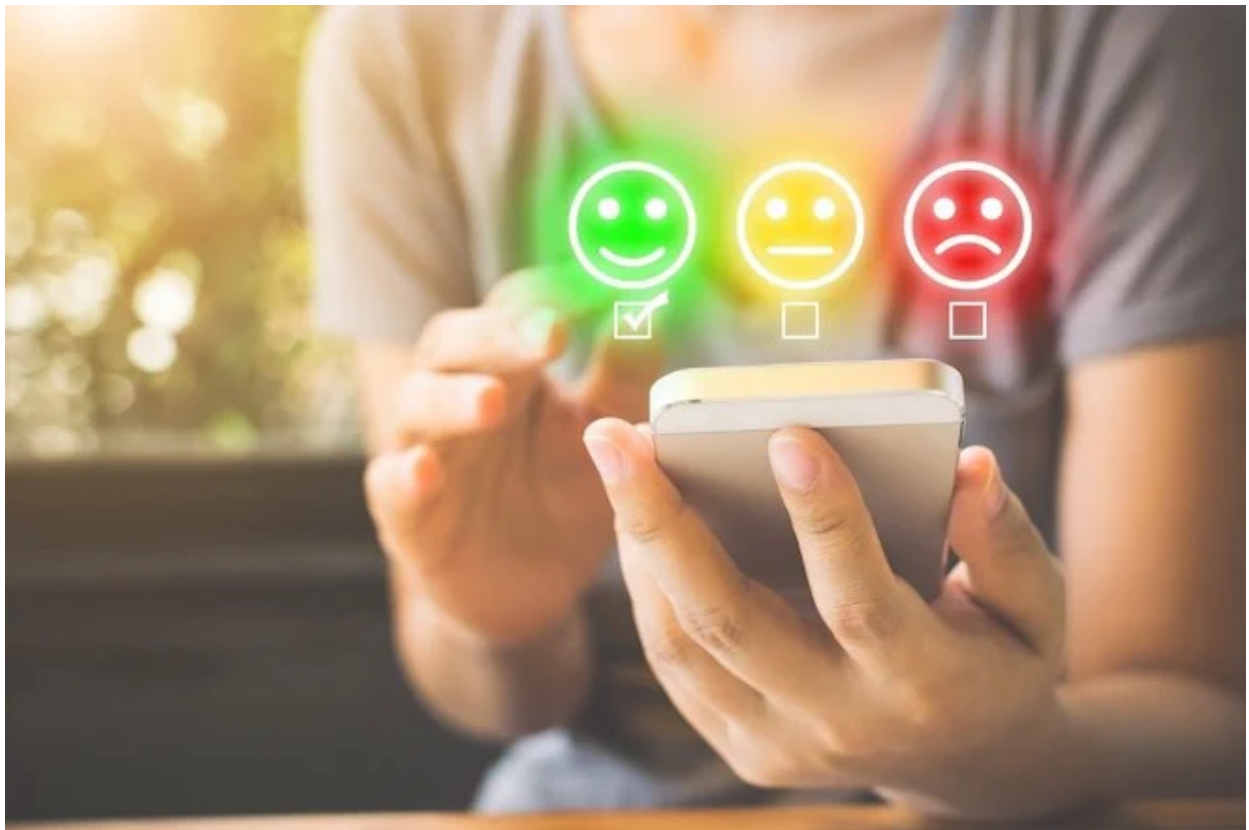


We'd like to extend a big thank you to all tenants who recently accommodated surveyors from Savills, acting on behalf of the council, as part of the ongoing Stock Condition Survey. Thanks to your cooperation, we've now successfully surveyed over **95% of council homes** - a fantastic achievement that wouldn't have been possible without your support.

The purpose of this survey is to gather up-to-date information about the condition of our housing stock. With this data, the council can now better understand when essential components such as roofs, windows, doors, and other key features—may need replacing. This allows us to plan ahead, prioritise effectively, and budget smarter for future maintenance and improvement works. We'll continue to keep you informed in future bulletins as plans develop. In the meantime, if any work is scheduled for your home, a member of the Asset Team will be in touch with you well in advance to discuss next steps and timeframes.

Once again, thank you for your cooperation - it really does make a difference.

You said - We did



Bluelines Roofing, a trusted contractor, has been appointed to carry out essential roofing works. Since April, 62 Council properties have already benefited from new roofs as part of this project. This work is part of our wider five-year capital works programme, which includes upgrades to windows, doors, kitchens, bathrooms, electrical systems, as well as roofs and rooflines.

We've heard from tenants - through both written and verbal feedback, pulse surveys, and conversations with Housing Management Officers and Bluelines staff - that there's a strong desire to know more about these improvement works. In response, we're making every effort to keep tenants informed and engaged.

To support this, Bluelines hosted a community coffee morning on The Green, Maltby Road, on 8th August. The event gave residents a chance to speak directly with the team, ask questions, and learn more about the works taking place in their neighbourhoods. Councillor Anne Callaghan, Bluelines staff, and local tenants were all in attendance.

We're committed to keeping you updated as the programme progresses and encourage everyone to share their thoughts.

We welcome your feedback: feedback@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.

