



Welcome to 'My Housing Bulletin'

'My Housing Bulletin' is for tenants of Mansfield District Council, providing you with important updates every two months about your home and your community. You can also find more information on our website below or by joining our Tenants' Facebook group.

You said; we did

You said

You want more information on what we do as result of the complaints we receive, from our recent pulse survey we received the following feedback:

"It would be interesting to know what tenants had complained about, percentages don't give a clear picture. It is all words and promises but no clear outcomes"

As well as responding to individual complaints we also look at the complaints to identify any trends and any lessons we can learn from the complaints that we receive.

During 2023 / 24 we identified the following areas for concern from the complaints we received:

Repairs service - areas for concern



- Delayed or incomplete repairs resulting in tenant concerns over safety and security
- Poor communication and lack of updates leading to tenant frustration
- Contractor work quality and lack of oversight resulting in poor customer satisfaction
- Staff conduct leaving tenants feeling disrespected and unheard

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.

As a result we:

- Undertook a root and branch review of our responsive repairs service to improve systems, processes, tenant communication, repair timescales and staff attitudes. Results of the review and improvement actions will be provided in subsequent bulletins once approved

Lettings and Tenancy Services - areas of concern



- Noise Nuisance – lack of resolution leading to tenant frustration
- ASB case management and procedural issues – lack of transparency and communication leading to tenant dissatisfaction
- Property condition / environmental concerns – lack of timely response to issues leading to tenant frustration with living conditions

As a result we:

- Implemented a stricter noise complaint resolution process.
- Educated tenants on noise reduction policies.
- Developed a more transparent ASB complaints process with clear updates
- Trained staff on complaint handling to improve responsiveness.
- Ensured proper ASB documentation / case management to prevent unresolved cases.
- Strengthened our enforcement of maintenance policies.
- Increased estate inspections and taking follow up actions

Update on Tenant Scrutiny

The Tenant Scrutiny Panel has completed its review of the Anti-Social Behaviour (ASB) Service within Tenancy Services. The scrutiny began earlier this year and concluded in October, when the Chair and Vice Chair presented their findings to both the housing regulator and the Housing Executive Board. All recommendations were accepted, and an action plan is now in place to ensure timely progress by MDC.

Key recommendations include improving access to ASB policies by offering them in alternative languages and formats, and providing clearer information about the responsibilities of MDC, Community Safety and the Police. The panel also advised adding FAQs and a “Process Map” so tenants can easily understand the steps and timeframes involved.

Further recommendations include creating a separate Noise Nuisance Policy and promoting the Noise App and noise guidance across MDC social media, the website and Contact magazine. The panel will continue to monitor MDC’s progress to ensure improved services for tenants.

Capital works update – installs so far for this financial year



- Matthews & Tannert have installed 265 kitchen and bathrooms since April 2025
- UK Gas have installed 25 kitchens since starting at the end of September they are due to ramp up this month
- Dodds have installed 779 boilers this financial year
- Bluelines roofing have reroofed 183 properties across our district to date this financial year.
- Astraseal have installed 429 windows and doors this financial year
- Nationwide have installed 193 properties windows and doors to date
- And finally, our asbestos removals company Rilmac have conducted 333 asbestos removal jobs to date

In addition to this several of our contractors have pledged contributions through our social value for Christmas hampers, food vouchers or toys!

AstraSeal have donated **£1,000**

Matthews & Tannert have donated **£500** in food vouchers

Rilmac have contributed **£750** towards toys and food

Tenancy Agreement Review

A tenancy agreement is a legally binding contract between the property owner (Mansfield District Council) and a tenant and outlines the rights and responsibilities of both parties during the length of the agreement.

We are embarking on a review of the tenancy agreement over the next few months when each tenant will receive notice of the review through a Preliminary Notice and Notice of Variation letter, consultation with tenants is a legal requirement and we welcome your feedback.

Why do we need a review?

Tenancy Agreements should be reviewed every three to five years with the last review taking place in 2020, the review is essential in ensuring the agreement is in line with current laws and legislation, best working practices and so everyone understands their rights and responsibilities to avoid potential disputes.

Tenants can provide feedback on any changes to the current tenancy conditions or propose new ones, all feedback is captured during the preliminary notice stage and reviewed by legal services and the outcome of this review is shared through the Notice of Variation period to capture further comment and with a date the amended conditions will be introduced.

Feedback will also include why any proposals cannot be included for instance, if a condition is relating to current legislation and so therefore cannot be changed. The amended conditions supersede all the previous conditions, further more detailed information will be explained in the consultation letters along with who to contact should you need any further advice or information.

You can send your feedback to tenancymanagement@mansfield.gov.uk.

Tenant Satisfaction Surveys



Back in November, through our partnership with the independent research company Service Insights Ltd - Housemark, Mansfield District Council launched the third year of its Tenant Satisfaction Measures (TSM) survey – a key part of regulatory requirements designed to ensure tenant voices shaped the future of housing services.

TSMs covered 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 has concluded, with around 200 tenants emailed and 450 contacted by phone. Thank you to all those who took part.

The findings will be published online and in the My Housing Bulletin in the coming months.

More information and past results are available on the council website: [Housing Performance – Mansfield District Council](#)

ASSIST- Digital Upgrade

By January 2026, all analogue telephone lines will be upgraded to digital systems as mandated by national regulations. This upgrade ensures continued reliability and efficiency of the Lifeline service. In October 2024 we contacted Lifeline Customers advising them that the Lifeline Service would become a chargeable service to all MDC tenants and customers were given the opportunity to opt out of the service if they wished.

Throughout the year, Mansfield District Council's Assist Service have been working on the Digital Upgrade- ensuring that our Lifeline customers are supported throughout the transition. We have been contacting existing service users to explain the changes and installing digitally compatible technology so that their telecare/lifeline will continue to provide reassurance and assistance to our most vulnerable customers.

We have now installed over 530 new Digital Lifelines for tenants, as we are nearing completion, our Telecare Provider (Tunstall) are now on site removing any obsolete equipment. This work will be completed by December 2025.

Electricity Checks

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 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.

Project Linus

Project Linus UK was delighted and surprised to receive an incredibly generous £1,000 donation from Josh Boucher, Director of Blue Line Roofing, during a visit to Ludbrough Road Community Centre. Blue Line Roofing partners with the council's Asset Team to deliver the Capital Roofing Programme, and this contribution will greatly support the charity's work.

The local Project Linus volunteer group meets on the first Thursday of each month to sew quilts and knit blankets, all gifted free of charge to children in need. So far, the group has created and distributed more than 1,200 quilts and blankets to Kings Mill Hospital's children's wards, John Eastwood Hospice, bereavement services, children's social care teams, foster carers, women's refuges, NIDAS, local schools, and families in temporary accommodation.

Project Linus UK is part of a national network of volunteers who make "Linus" quilts and blankets for sick, disabled, distressed, or traumatised children up to 19 years old. Volunteers enjoy meeting to sew, knit, chat, and share tea and cake while supporting their community.

A "Linus" quilt or blanket is a cheerful, handmade gift offering warmth, comfort, and security to a child who needs a hug. The project began in the USA and was named after Linus from the Peanuts comic strip, with permission from creator Charles Schultz.

Make It Right campaign

Everyone deserves a safe, secure, well-maintained home. In social housing, your landlord must fix issues such as damp and mould, leaks, broken locks, and make adaptations if you are a person living with a disability. They can also address anti-social behaviour like noisy neighbours.

It's why the government has launched the 'Make things right' campaign to ensure those living in social housing who have issues with their home know their rights, know how to complain, and feel empowered in the knowledge that their voice will be heard.

For more information visit: [Make It Right Campaign Website](https://www.makeitright.org.uk/)



 UK Government

Social housing issue? Know how to get it sorted.

- 1** **Report** it to us. As your landlord we are your first point of contact, and most issues get resolved this way.
- 2** **Complain** to us if you're not happy with our response.
- 3** **Escalate** it to the Housing Ombudsman, if you're not happy with our final response.

Everyone has the right to a safe and secure home.
For more information visit gov.uk/social-housing

 **Make things right**

Report your issues to Mansfield District Council on:

Telephone: 01623 463463

Email: mdc@mansfield.gov.uk

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.

