Outlook

[EXTERNAL]: Test: Lots of opportunities to get involved! Read our latest My Housing Bulletin to find out more

From Mansfield District Council <MDC@email.mansfield.gov.uk>
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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.

There's still time to get involved

Mansfield District Council have carried out a successful recruitment drive, attracting strong interest from tenants keen to get involved.

There are however still places available on our:

- Tenant Assurance Panel
- The Tenant Scrutiny Panel
- The Policy Review Group

These groups play a vital role in strengthening the tenant voice and improving services. If you would like to join any of the above or find out more, please contact Laura Jogela-Williams (Tenant Engagement Officer): 01623 463355 *or* email: lwilliams@mansfield.gov.uk.

Information We Collect About Our Tenants



We collect information about you and your household so we can provide **safe, fair and accessible services** for everyone.
This information helps us:

- Understand different needs across our tenants
- Make reasonable adjustments where needed
- Offer support earlier if someone is struggling
- Improve our services and neighbourhoods
- Make sure we treat people **fairly, not all the same**

You do not have to answer every question, and you can update your information at any time.

What kind of information do we collect?
We may ask for information such as:

- Who lives in your household
- How you prefer us to contact you
- Any disabilities, health conditions or support needs
- Language or communication needs
- Whether you have access to the internet or prefer non-digital contact

We only ask for information that helps us deliver better services.

How we use this information

We use this information to:

- Make sure homes and services are safe and accessible
- Contact you in ways that work best for you
- Prioritise support for tenants who need it most
- Improve repairs, safety and estate services
- Learn what is working well and what needs improvement

This information helps us plan our services and support tenants more effectively.

What we will not use it for

We understand that sharing personal information is sensitive.

We will **never**:

- Use this information to refuse services
- Use it to judge or stereotype you
- Make automated decisions about you without staff oversight
- Share your information without a legal reason
- Use it to treat you unfairly

Your information is collected to support you — not to penalise you.



Your privacy and your rights

Your personal information is protected by data protection law.

This means:

- Only trained staff who need the information can access it

- Your information is kept secure
- You can ask to see the information we hold about you
- You can ask us to correct or update your details
- You can ask how your information is being used

Your choice
Sharing information with us is your choice.

- You can choose not to answer certain questions
- You can change your information at any time
- You will still receive our services if you decide not to share some details

We encourage tenants to share information because it helps us improve services — but the choice is always yours.
Need more information?
If you have any questions about the information we collect or how it is used, please the FAQ's section on our website: Knowing our tenants – Mansfield District Council

If any of your details have changed since you last contacted us—such as your contact information, household members, or personal circumstances—please let us know.
You can update your details by contacting your Housing Management Officer directly or by calling:01623 463463

You said; We Did

You said
In the recent satisfaction survey carried out you told us we need to focus on:

- Improving how we handle complaints
- Making it easier to contact us
- Keeping you better informed about repairs and services
- Listening more and acting on your feedback
- Maintaining strong repairs and maintenance services

We will:
Introduce a Tenant Charter (communication standards)
As a result you should**:**

- Have a clear understanding of what service you should expect and by when
- Have a more consistent communication across all teams
- Have greater confidence that commitments will be met
- Have improved trust through transparency and accountability
- Be able to challenge service where standards are not met

Train staff on complaint handling, empathy and resolution
As a result you should**:**

- Feel listened to, understood, and taken seriously
- Have faster and more effective resolution of complaints

- Have to make fewer repeat complaints or need to chase responses
- Have more respectful and supportive interactions with staff
- Have increased confidence in the complaints process

Improve online and digital contact options
As a result you should**:**

- Have easier and quicker ways to report issues or request services
- Have reduced need to wait on the phone
- Have the ability to track progress of repairs or enquiries online
- Have more convenient access to services at any time
- Have faster responses through improved systems

Carry out tenant focus groups to find out why some of you are dissatisfied with the maintenance of your homes
As a result you should

- Greater opportunity to have their voice heard in shaping services
- Have services that better reflect your needs and priorities
- Help us Identify and help resolve root causes of your dissatisfaction (not just symptoms)
- Have a more effective and reliable repairs and maintenance service over time
- Have an increased sense of involvement and influence

Communicate results and actions taken from tenant feedback
As a result you should:

- Have clear evidence that feedback leads to real change
- Have increased trust and transparency from the Council
- Have a better awareness of improvements and service updates
- Have stronger engagement and willingness to give feedback in future
- Feel valued and respected as part of the decision-making process

Thank you!

Thanks to all the tenants who have helped influence our services over the last year. Here are some of the ways they've made a difference on your behalf!

Impact made by tenants in 2025/2026

- Influenced the way in which we respond to complaints – informed through your feedback from our complaints transactional survey
- Co-produced a new Tenant Engagement and Influencing Framework – developed through a co production workshop with staff and tenants
- Influenced the standards we will work towards in the delivery of the repairs and maintenance service – feedback from independent facilitation of a workshops with staff and tenants
- Influenced our approach to dealing with ASB including the information provided – recommendations made by Tenant Scrutiny Panel
- Gave views on how we communicate with tenants to ensure we are transparent in our performance – informed through your feedback from pulse survey on our Communications Charter
- Gave views on the development of the new lettings Policy – informed through your feedback on proposed changes to the lettings policy

Let's continue to work together to improve your homes and neighbourhoods.
We welcome your feedback: feedback@mansfield.gov.uk

Keeping in Touch Visits



The Housing Team is carrying out **"Keeping in Touch" visits**. These visits give staff the chance to meet you, see how you are getting on in your home, and understand if there is anything you need

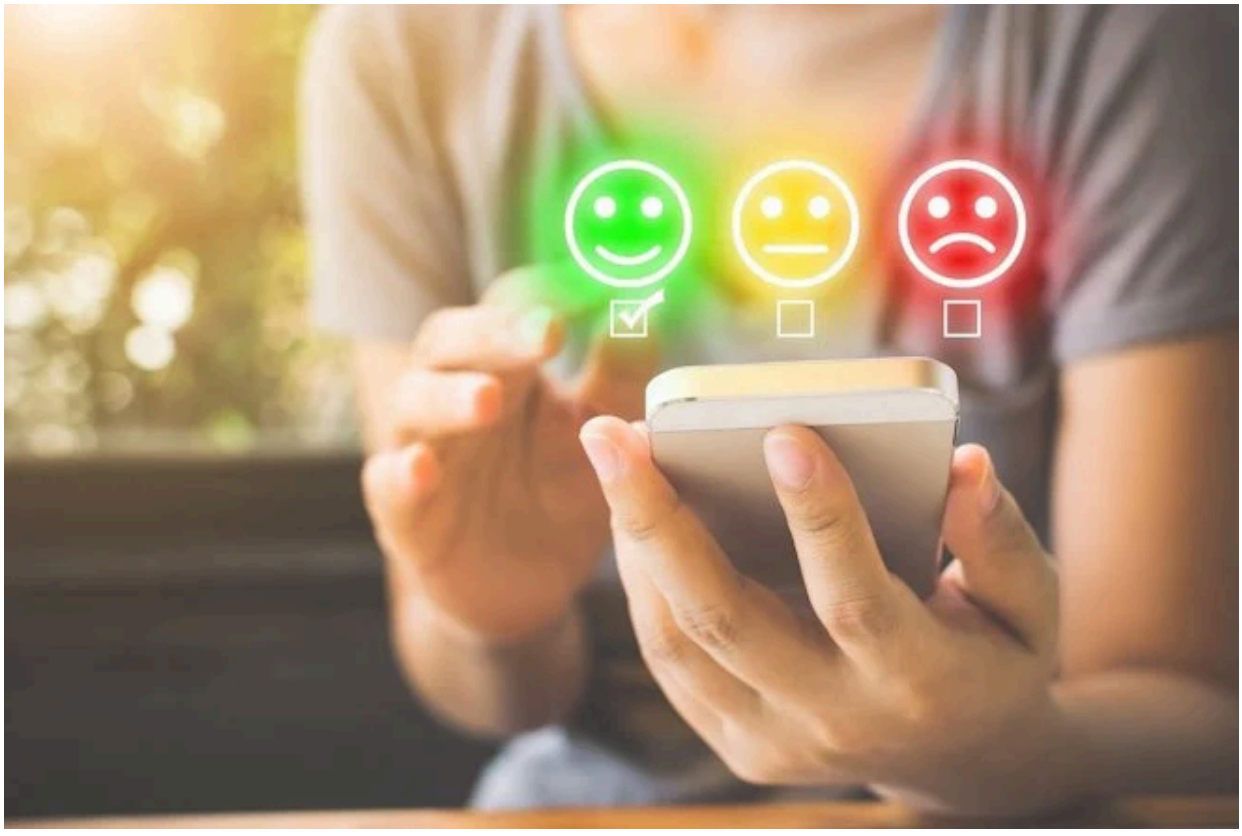
help with.
During the visit, we will:

- Check that our records about your household are correct
- Ask about any disabilities or health needs
- Confirm how you prefer us to contact you
- Find out if you need any support
- Discuss any concerns you may have about your home
- Give you the chance to share feedback about our services
- Ask if you feel safe in your home and local area

You will be told about the visit in writing beforehand.
The visit usually takes **about one hour**, as it includes a full check of your home and garden

If you require any further information about theses visits please contact your Housing Management Officer.

ASB review update



After the Tenant Scrutiny Panel recently looked at how Anti-Social Behaviour (ASB) is handled, more work has been done to make sure tenants continue to have a say in improving the service.

A small group of tenants was asked to review the website, focusing on how easy it is to report ASB. Their feedback is helping us understand what makes reporting difficult and how we can make the process clearer and easier to use.

Tenants will also soon be invited to join a focus group to help review the ASB and Hate Crime

Tenants will also soon be invited to join a focus group to help review the ASB and Hate Crime Policy. There will be other policy reviews coming up as well, including a review of the Tenancy Agreement. These are all chances for tenants to help shape how services are delivered and what standards are expected in homes and neighbourhoods.

Tenants are encouraged to get involved. If you would like more information or want to take part, please get in touch.

Contact:
Laura Jogela-Williams - 01623 463355: email: lwilliams@mansfield.gov.uk

ASSIST- Handyperson Service

The Handyperson Service is provided by Mansfield District Council's ASSIST team. It is particularly useful for those who may feel vulnerable due to ill health, age, disability, or isolation.

Our Handyperson service is available to Mansfield District Council tenants. Our trustworthy and reliable Handyperson can help with small jobs around the home and garden.

These jobs can include:

- Building flat pack furniture (visit required to assess),
- Jet washing driveways and paths,
- Installing key safes. Installation fee applies,
- Hanging picture frames, shelves and mirrors. All materials to be provided by client,
- Fitting of curtain poles and blinds. All materials to be provided by client,
- Our handyperson is unable to help with plumbing or electrical jobs.

The Handyperson Service is provided by Mansfield District Council's ASSIST team. It is particularly useful for those who may feel vulnerable due to ill health, age, disability, or isolation.

This is a chargeable service, minimum 1 hour, provided at the following rates:

- 1 Hour = £17.47
    - Additional 15 mins - £4.37
    - 30 mins - £8.74
    - 45 mins - £13.10

Contact Us If you need any further information, we are happy to help.
Call our team on 01623 463076 to arrange an assessment.
For a call back please text your contact details to 07907 870383.
For any other enquiries email assistadmin@mansfield.gov.uk.

Gas & Electrical Safety Checks



To keep you and your home safe, we carry out **regular gas and electrical safety checks** in all our properties.
Please note:

- **These safety checks are a legal requirement** under UK health and safety regulations.
- **Your tenancy agreement requires you to allow access** for these essential inspections and any follow-up work.

Our team will always provide notice of appointments and work with you to find a suitable time.

If you receive an appointment letter or message, **please ensure you are available or contact us immediately to rearrange.**

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

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.


Mansfield
District Council