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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.

[Click here for more housing information](#)

Join Our Tenant Only Facebook Group

We have a tenant-only Facebook group designed to help you stay informed, connected, and involved in Mansfield District Council Housing Services.

It is a closed group and you will need to agree to the group guidelines and provide your address to confirm your tenancy with MDC. Once you have done this one of the team will allow you to join the group and you will see updates from the page on your feed.

Follow the link: [Mansfield Housing | Facebook](#)

If you require help to join just let us know! Contact: lwilliams@mansfield.gov.uk or call: 01623 463355.



Centenary Road Development – Update



Thank you to all tenants and residents who attended the recent community drop-in session on the Centenary Road development. This event was arranged at the request of tenants, who asked for

clearer updates on progress and more opportunities to speak directly with the Council and the contractor, Mercer.

The session helped strengthen understanding of the development by providing an overview of the 77 new homes being delivered, including family houses, bungalows and apartments designed to modern accessibility and energy-efficiency standards. Attendees were able to hear about current progress, the impact of previously unidentified utility services on the programme, and the anticipated completion date of January 2027.

Importantly, the drop-in gave tenants the chance to raise concerns directly with the contractor. Issues such as construction traffic, noise, dust and temporary access changes were discussed, allowing Mercer and the Council to address queries and take forward actions to reduce disruption wherever possible.

Residents are encouraged to continue sharing concerns or seeking support through the ASSIST Team in the hub. Your involvement is helping shape how the development progresses and how issues are resolved.

We're THE ENGAGEMENT EXPERTS **tpas** Members

Tpas is a membership organisation, dedicated to bringing tenants and landlords together to find solutions to improve services, save money and bring lasting change to communities.



As Tpas members, it means our tenants can access a range of services to help you become more involved in shaping the services we offer.

Speak to our tenant engagement team about how to access:

- 👤 Skills development opportunities
- ✉️ Fortnightly electronic newsletters to keep you up-to-date on the tenant engagement agenda and housing news
- 🌐 Online resource hub for good practice
- 📄 Policy briefings; toolkits and example documents from landlords and tenants across the country
- 📺 Free webinars and online events
- 🔗 Tpas' online networking platform 'Tpas Connect' to network with other Tpas tenant members
- 🇬🇧 Help influence national policy

Speak to our tenant engagement team about how to access these benefits.



Visit: www.tpas.org.uk/member-search
Find your landlord and register your profile.

@TpasEngland / Tpas England



TPAS (Tenant Participation Advisory Service) is a membership organisation that helps bring tenants and landlords together to improve housing services, create positive change and strengthen communities.

Through TPAS membership, tenants can access a range of opportunities to become more involved in shaping the services provided by their landlord. Members can also contribute to influencing

national housing policy.

If you would like to learn more about TPAS and the ways you can get involved please contact: lwilliams@mansfield.gov.uk or call: 01623 463355.

New Service Standards for Repairs – Shaped by You

We're pleased to share that we have developed a new set of service standards for our responsive repairs service – and they have been shaped in partnership with tenants.

Over the past few months, we have worked closely with tenants through focus groups and wider consultation to understand what matters most when it comes to repairs. We listened to your experiences, your concerns, and your ideas for improvement. These conversations have helped us design a service that better meets your needs.

What you told us

Tenants told us that the most important things are:

- Getting repairs done quickly
- Being kept informed at every stage
- Having reliable appointments
- Seeing problems fixed properly the first time
- Being treated with respect in your home

We have used this feedback to create a clear set of service standards that will guide how we deliver repairs going forward.

What the new standards mean

The new standards focus on delivering a repairs service that is:

Fast and efficient

We will respond to repair requests as quickly as possible and aim to complete jobs on the first visit wherever we can, to reduce disruption in your home.

Customer-focused

We will keep you informed throughout your repair, offer convenient appointment times, and make sure staff and contractors treat you and your home with care and respect.

Delivered by skilled people

Our operatives and contractors will be properly trained, equipped with the right tools, and supported to deliver a high-quality service.

Open and accountable

We will regularly review our performance, monitor things like response times and satisfaction, and use your feedback to make improvements.

Good value for money

We will focus on getting repairs right first time and making long-term fixes that reduce the need for repeat visits.

Using technology to improve services

We will make it easier for you to report and track repairs, including through online services, and use technology to manage repairs more efficiently.

Safe and compliant

We will meet all safety standards and make sure additional support is available for vulnerable tenants where needed.

Environmentally responsible

We will look for ways to reduce environmental impact, such as better planning of repair visits.

Continuing to work together

A key part of these standards is our commitment to continue working in partnership with tenants. Your feedback will remain central to how we improve the service, and we will be open and transparent about how we are performing.

Thank you to everyone who took part in the focus groups and consultations. Your input has made a real difference, and these standards are a direct result of your feedback.

If you would like to get involved in future opportunities to shape services, we would love to hear from you. feedback@mansfield.gov.uk

Tenant Assurance Panel - Feedback Check



Tenant Assurance Panel checks your feedback is making a difference

We want to make sure your voice is heard and acted on. That's why the **Tenant Assurance Panel (TAP)** – a group made up of tenants – regularly reviews how we are performing and holds us to account.

Their role is to look at our services from a tenant's point of view and check that we are being open, fair and improving. Most recently, they reviewed the results of the **tenant satisfaction survey** to see whether the results are reliable and whether they are being used to make real improvements.

What did the Panel say?

The Panel gave an overall judgement of “**some assurance.**” This means they can see positive progress, but there are still important areas where we need to do better.

What's going well

The Panel recognised several strengths:

- We are **listening to tenants** and asking for feedback
- Survey results are **open and honest**, showing where things are good and where they need to improve
- Our “**You Said, We Did**” updates show that tenant feedback is being used
- There are **opportunities for tenants to get involved** and shape services
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What needs to improve

The Panel highlighted some key areas for improvement:

- **Communication** – information can be too complicated or too long, and it's not always clear

what it means for you

- **Repairs communication** – tenants want clearer information about when work will be done
- **Accountability** – it's not always clear who is responsible for improvements or how long they will take
- **Showing impact** – we need to be clearer about what difference changes have made
- **Accessibility** – information isn't always easy to access or available in formats that suit everyone
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What happens next?

Based on the Panel's feedback, we will:

- Use **plain English** and make our communications shorter and clearer
- Tell you **who is responsible** for improvements and **when they will happen**
- Show the **results of changes** and what we'll do if things don't improve
- Make sure information is available in **different formats and languages**
- Carry out more **tenant-led reviews**, including on complaints and communication
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Your voice matters

The Panel's key message was clear:

We are listening – but we need to improve how we communicate, explain changes and show results to give tenants full confidence.

We will continue working with the Tenant Assurance Panel to make sure your feedback leads to better services for everyone

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

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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.