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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.



Looking After Your Home Together

Keeping your home safe, comfortable and well maintained is a shared responsibility between Mansfield District Council and our tenants. Following feedback from tenants and a review of our repairs service, we have updated the information available to help everyone better understand their responsibilities. This includes a revised [Tenant Repairs Handbook](#) and a new range of practical **How-To Guides** designed to make repairs and home maintenance easier to understand.

As your landlord, we are responsible for maintaining the structure of your home and essential services such as heating, plumbing and electrical installations. Tenants also play an important role in looking after their homes by carrying out simple day-to-day maintenance, reporting repairs promptly, preventing avoidable damage and allowing access for inspections and repair appointments.

Examples of tenant responsibilities include:

- Replacing light bulbs, batteries in smoke alarms (where applicable) and toilet seats.
- Keeping gardens tidy and maintained.
- Unblocking sinks, baths and toilets where blockages have been caused by normal household use.
- Replacing lost keys and arranging access if locked out.
- Maintaining and repairing tenant-owned appliances.
- Putting up and removing personal fixtures and fittings safely.
- Repairing damage caused by household members, visitors or pets.

- Taking simple steps to prevent condensation and mould within the home.

Our updated handbook and guides provide clear information about who is responsible for different types of repairs, what service you can expect from us and practical advice to help you keep your home in good condition. The new guides cover common topics such as bleeding radiators, preventing condensation and mould, finding your stop tap and carrying out other simple maintenance tasks safely.

By understanding our shared responsibilities and working together, we can help ensure homes remain safe, secure and enjoyable places to live. Keep an eye on our website for the revised **Tenant Repairs Handbook** and new **How-To Guides**,

(<https://www.mansfield.gov.uk/housing/repairing-maintaining-home>) which will provide all the information you need to help look after your home.

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

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

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

Looking for a New Home? Try HomeSwapper!



Whether you need more space, are relocating for work, want to be closer to family, or simply need a fresh start, **HomeSwapper** could help you find your next home.

HomeSwapper is the **UK's most popular home swap service** for social housing tenants and is available **free of charge** to all our tenants, 24 hours a day, 365 days a year. Every day, thousands of people use the service to find a home that better meets their needs. With over **200,000 live property adverts** and more than **10,000 successful swaps completed in the last six months**, there's never been a better time to register.

Getting started is easy. Simply visit www.homeswapper.co.uk, create an account, and add details and photos of your current home along with the type of property you're looking for. HomeSwapper will suggest suitable matches, or you can search for homes yourself. Once you've found a match, use the secure messaging service to chat before contacting your landlord to arrange the paperwork. You can also download the **free HomeSwapper app** to search for homes wherever you are. Need help? Email the HomeSwapper Helpdesk at tenants@homeswapper.co.uk or visit www.homeswapper.co.uk to start your home swap today.

Policy Review Group Helps Shape Our New Repairs Policy



Our Tenant Policy Review Group recently reviewed the draft **Responsive Repairs Policy** and shared their thoughts and suggestions. We would like to thank everyone who took part and helped us improve the policy before it is finalised.

Overall, tenants felt the new policy is much clearer, easier to read and easier to understand than previous versions. Members also felt the policy takes a fair approach and recognises that some tenants may need additional support.

What Tenants Told Us

The main areas highlighted for improvement were:

Making the policy accessible for everyone: Tenants wanted to ensure that everyone can access and understand the information, including people who do not use the internet, those with sight impairments, or anyone who needs information in an alternative format. They suggested making it clearer that paper copies and alternative formats are available on request.

Making it easier to get help: Review Group members felt contact details should be easier to find, with clear information about who to contact for advice, support or to report a repair.

Keeping tenants informed: Tenants asked for more information about how we will keep people updated throughout the repairs process and highlighted the importance of offering different communication methods to meet individual needs.

Providing clear information about timescales: Members wanted repair and inspection timescales to be clear, accurate and easy to understand so tenants know what to expect.

What Happens Next?

We have listened carefully to the feedback and will use it to strengthen the final version of the policy. Changes being considered include:

- Promoting the availability of alternative formats and paper copies.
- Improving contact information and signposting throughout the document.
- Clarifying how tenants will receive updates on their repairs.
- Reviewing repair and inspection timescales to ensure they are accurate.
- Strengthening references to inclusion, diversity and support for vulnerable tenants.
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Thank You

The feedback received shows strong support for the revised policy, with tenants recognising that it is much clearer and easier to understand than previous versions. The comments and suggestions provided will help us make sure the policy is accessible, inclusive and focused on delivering a positive repairs service for all tenants.

Thank you to everyone in the Policy Review Group for helping us improve this important policy.

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

Help Keep Our Communities Clean – Report Fly-Tipping

Fly-tipping is illegal, unsightly and harmful to our neighbourhoods. It can also pose risks to people, wildlife and the environment. We all have a part to play in keeping our communities clean and helping to stop this crime.

If you witness fly-tipping, please report it as soon as possible. If it is safe to do so, make a note of the time, date and exact location. Any details about the people involved, the vehicle used or the waste that has been dumped can help. Photos can also provide valuable evidence.

Remember, your waste is your responsibility. If you pay someone to remove it, always check that they are a licensed waste carrier, ask for a receipt and record their vehicle registration. Choosing an unlicensed operator could leave you responsible if your waste is fly-tipped.

Planning to replace furniture? Arrange a bulky waste collection before your new items arrive, or make use of your local recycling centre, which accepts a wide range of household items.

Together, we can help keep our neighbourhoods clean, safe and welcoming for everyone. If you see fly-tipping, report it by calling 01623 463463 or emailing mdc@mansfield.gov.uk.

Working Together to Keep Our Communities Clean

Residents, staff and local representatives came together on the morning of **Friday 17 July** for a successful community clean-up on the Bellamy Road estate.

Housing Officers, Community Safety Officers, Estate Caretakers and Mayor Andy Abrahams joined forces to help make a real difference to the local environment. Throughout the morning, teams carried out a litter pick, cleared areas affected by fly-tipping and arranged for a road sweeper and additional cleaning works to leave the estate looking cleaner and more welcoming for everyone. Alongside the clean-up, residents were invited to a drop-in session where they could speak with staff about any concerns or issues affecting their neighbourhood. It was a great opportunity to listen to local views, answer questions and work together to identify ways to improve the area.

A huge thank you to everyone who took part and helped make the event such a success. By working together, we can all play a part in creating cleaner, safer places to live.

We will be holding more community clean-up and drop-in events on housing estates across the district, giving residents further opportunities to get involved, meet local teams and help shape their neighbourhoods. Keep an eye on our social media channels and future newsletters for details of an event coming to your area.



Have Your Say During Our Estate Walkabouts!

Have you ever noticed something in your neighbourhood that could be improved? Maybe an overgrown area, damaged fencing, poor lighting, litter, or something else that affects where you live. We want to hear from you.

We're improving the way we carry out **estate walkabouts** to make sure your feedback is at the heart of the decisions we make about our neighbourhoods.

What Are Estate Walkabouts?

Estate walkabouts are a chance for tenants to meet with housing staff, walk around their neighbourhood, and talk about the things that matter most to them. They help us see our estates through the eyes of the people who live there every day.

We know that no one understands a neighbourhood better than the people who call it home.

What's Changing?

We're making our estate walkabouts more focused, more visible, and more action-driven. This means:

- More opportunities for tenants to get involved
- Better recording and tracking of issues raised
- Clearer communication about what action has been taken
- Regular updates on improvements we've made
- More ways for tenants to share their views, even if they can't attend a walkabout

Most importantly, we want to show you that your feedback leads to real improvements.

You Said, We Did

One of the biggest changes is that we'll be sharing more information about what happens after a walkabout. If tenants raise concerns, we'll track them, take action where we can, and report back on progress.

We want you to know that your voice is being heard and making a difference.

How Can You Share Your Views?

Getting involved is easy. You can:

- Join an estate walkabout in your area
- Complete a short feedback survey
- Speak to a member of the housing team
- Contact us through our website or social media channels
- Tell us about issues affecting your neighbourhood at any time

Whether you have a suggestion, concern, or idea for improvement, we'd love to hear from you.

Help Us Improve Your Neighbourhood

By taking part in estate walkabouts and sharing your experiences, you can help make your neighbourhood a cleaner, safer, and more welcoming place to live.

Even small pieces of feedback can make a big difference.

Look out for details of upcoming estate walkabouts and come along to have your say.

Together, we can make our neighbourhoods even better places to live.

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



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