

Housing

CONNECT

Tenant Satisfaction Measures Edition

June 2025



DARLINGTON
Borough Council



www.darlington.gov.uk/housing

Welcome

I am the Housing Asset and Compliance Manager. In my role, I have responsibility for our Compliance and Performance. I also manage our Housing ICT systems, Complaints, Asset (property) portfolio and Climate Change.

I would like to thank all who took part in the Tenant Satisfaction Measures Surveys (TSMs). The surveys are taken from a random representative sample which could mean some of you may have taken part last year too. If you did not take part this time, don't worry, you may be asked in future surveys.

The feedback has been helpful to us, and we continue to learn, and build based on your responses. The results from last year exceeded the national benchmark results which demonstrated our commitment to providing good services to our tenants. However, this does not mean we are stopping there, we are continuing to work with our tenants to understand more about the services we provide and where we can do things better.

Last year, concerns were raised by residents of the North Riverside area about feeling safe in the area. We held focus groups and through our actions and by



working in partnership I'm pleased to see the results for this area improved.

We identified work that can be done to improve the area and this work is underway. It includes cutting back trees, improving lighting, removing a tree causing structural damage and replacing it with new trees.

We can only improve through your input and there are many ways you can do this. You could be part of our Tenants Panel, Digital Tenants Panel or by completing one of our satisfaction surveys. A survey will be sent to you after you have had a repair, started a new tenancy, logged an anti-social behaviour case, made a complaint or attended an event. I would encourage everyone to complete this with your honest opinions to tell us what we are doing well or where you feel improvement is needed.

Cheryl Williams
Housing Asset and Compliance Manager

Regulator of Social Housing

The regulator of social housing regulates registered social housing providers including local authorities and housing associations. It is a stand-alone non-departmental public body of government.



The Regulator of Social Housing sets consumer and economic standards, for social housing providers and can take action if these are breached. Individual complaints about social housing providers should be made to the Housing Ombudsman Service.

As part of the consumer standards set by the regulator, all housing providers must adhere to Transparency, Influence and Accountability (including Tenant Satisfaction Measures) standards.

This requires us to:

- Treat tenants and prospective tenants with fairness and respect.
- Take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.
- Take tenants' views into account in their decision-making about how Darlington Borough Council services are delivered and communicate how tenants' views have been considered.
- Communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord and hold their landlord to account.
- Collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.
- Ensure complaints are addressed fairly, effectively, and promptly.

Darlington Borough Council will be inspected by the regulator as part of the consumer standards.

What are the Tenant Satisfaction Measures?

From April 2024, the second round of Tenant Satisfaction Measures started across the UK which must be completed by March 2025.

The aim of TSMs is to hold all social housing providers to account for their actions. It allows providers to find out from their tenants what they are doing right, what they are getting wrong and areas for improvement.

The Tenant Satisfaction Measures allows us to ask approximately 10% of our tenants some set questions in a survey. Those set questions are the same throughout the country with all housing providers.

There are 22 Tenant Satisfaction Measures in total which are split into two parts.

- 10 performance measures that are collected through management performance information.
- 12 customer perception survey measures that are collected by surveying customers directly.

The 12 questions we asked you were as follows.

TP01 How satisfied or dissatisfied are you with the service provided by Darlington Borough Council Housing Service?

TP02 How satisfied or dissatisfied are you with the overall repairs service from Darlington Borough Council Housing service over the last 12 months?

TP03 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

TP04 How satisfied or dissatisfied are you that Darlington Borough Council Housing provides a home that is well maintained?

TP05 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Darlington Borough Council Housing provides a home that is safe?

TP06 How satisfied or dissatisfied are you that the Darlington Borough Council Housing Service listens to your views and acts upon them?

TP07 How satisfied or dissatisfied are you that Darlington Borough Council Housing Service keeps you informed about things that matter to you?

TP08 To what extent do you agree or disagree with the following “Darlington Borough Council’s Housing Service treats me fairly and with respect”?

TP09 How satisfied or dissatisfied are you with Darlington Borough Council’s housing service approach to complaints handling?

TP10 How satisfied or dissatisfied are you that Darlington Borough Council’s Housing Service keeps these communal areas clean and well maintained?

TP11 How satisfied or dissatisfied are you that Darlington Borough Council’s Housing Service makes a positive contribution to your neighbourhood?

TP12 How satisfied or dissatisfied are you with Darlington Borough Council’s Housing Service’s approach to handling anti-social behaviour?

All 22 measures from every housing provider will be visible online for the public to view, compare and question.

The TSMs covered the following areas: Overall satisfaction, keeping properties in good order, building safety, safety checks, respectful and helpful engagement, effective handling of complaints / anti-social behaviour and responsible neighbourhood management.

Our surveys were completed in late October and early November 2024 with 604 of our tenants fully completing the Tenant Satisfaction Measures survey. This included 391 via telephone and 213 online.

BMG

After the initial success of the first year working with BMG Research, we decided to ask them to carry out the research with our tenants again. This helped to ensure impartiality and fairness.

BMG are a leading independent provider of market research services to the UK public and social sectors. With over 35 years of experience, BMG have over 100 experts and are based in Birmingham, Glasgow and London.

Our team worked with BMG and were in regular contact to ensure the smooth running of the research and that all our tenants’ details were up to date.

The 2024/25 Tenants Satisfaction Measures marks the second TSMs that Darlington Borough Council have conducted. The aim of the TSMs is to identify the areas we need to improve as a service.

In the 2023/24 edition, the Tenants Panel asked us to look at three specific areas for improvement.

Although the areas are similar this year, in the past 12 months, we have made several changes to help improve the results and this is reflected in the small increase in satisfaction. As these points have still been highlighted from this year's results, we know that it's an ongoing project.

We Said

We would include a regular article in Housing Connect about what actions we have taken and how tenants can report issues to us.

We Did

We published articles that linked to anti-social behaviour in both editions published in 2024/25. These included CCTV, domestic abuse and homelessness.

We Said

We will continue to work with our partner agencies such as Civic Enforcement and the Police.

We Did

Tenant Involvement Officers met with Civic Enforcement in October 2024 to discuss their attendance at engagement meetings across the town. Both Civic Enforcement and the Police are now regular attendees at engagement meetings.

We Said

We would organise focus groups events in areas so we can focus on specific improvements that matter to an area.

We Did

Cheryl Williams highlighted in her introduction the work that the Housing Team have done at North Riverside on the back of last year's TSMs. Focus groups were also completed in Cockerton and Heatherwood Grove to discuss issues with tenants.

We Said

We would take the Tenants Panel meeting on the road and hold them at various locations around the Town to make it easier for people to attend.

We Did

We have already held two events on the road at Park Place and Bank Top, we aim to have a Tenants Panel meeting on the road every two months.

We Said

The Tenants Panel member will increase their visibility across the town.

We Did

Tenants Panel members have actively attended different events that are not in their local area. This includes the Hopetown engagement event and events at other schemes. We provided the Tenants Panel members with jackets with the Darlington Borough Council Housing logo on them so people could easily recognise them at the events.

We Said

We would set up a dedicated complaint webpage with details of the process of making a complaint.

We Did

The Housing Complaints, Compliments and Comments page has been designed and is constantly updated.

Our Tenant Satisfaction Measures results show...

Our Tenant Satisfaction Measures results showed that our tenants in most cases were satisfied with the housing team at Darlington Borough Council.

79% of our tenants were satisfied overall, with 46% very satisfied and 33% fairly satisfied. Unfortunately, 12% of our tenants were dissatisfied with 7% fairly satisfied and 5% very dissatisfied.

This shows the majority of our tenants are satisfied but we have some improvements to make.

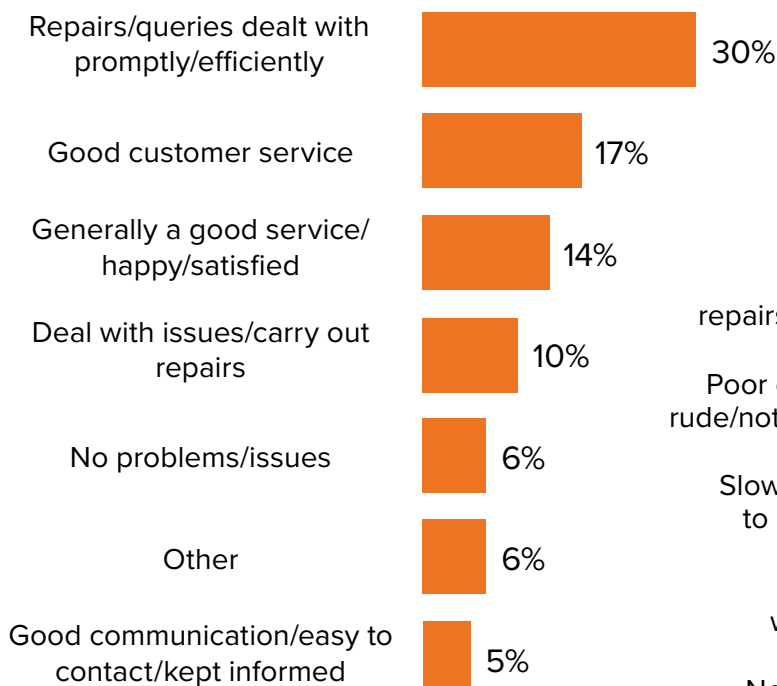
Repairs and customer service were among the reasons given for people's dissatisfaction, which illustrates the importance of a consistent approach moving forward.

We found that 88% of tenants over 65 tended to be more satisfied with a lower satisfaction rate of 59% for those in the 18-30 age bracket.

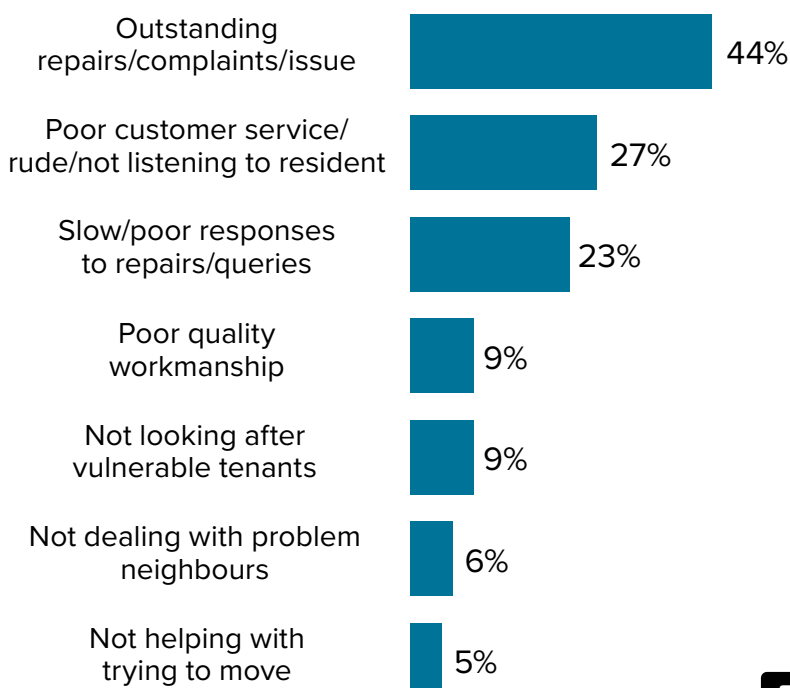
But what is driving the satisfaction? Among those who said they were satisfied, over a fifth (21.5%) said this was because of their homes being well maintained and 21.3% stated that housing services treat them fairly and with respect.

"When I have needed a housing repair, DBC are very quick to find you a slot. In general, they keep you updated with things going on."

Reasons for satisfaction



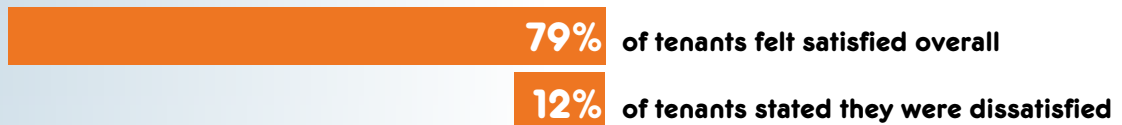
Reasons for dissatisfaction



Tenant Satisfaction Survey

- 604** Tenants fully completed the survey
- 213** Tenants Completed the survey online
- 391** Tenants Completed the survey via the telephone

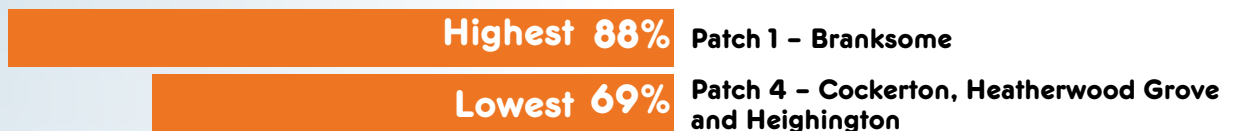
SATISFACTION STATS



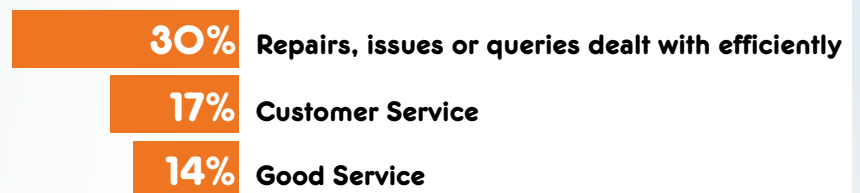
SATISFACTION BY AGES



SATISFACTION BY PATCHES



REASONS FOR SATISFACTION



REASONS FOR DISSATISFACTION



Key Results

KEY STRENGTHS

TPO5 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Darlington Borough Council's Housing Service provides a home that is safe?	85%
TPO2 How satisfied or dissatisfied are you with the overall repairs service from Darlington Borough Council's Housing Service over the last 12 months?	84%
TPO3 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	83%

KEY GROWTH AREAS

TPO9 How satisfied or dissatisfied are you with Darlington Borough Council's housing service approach to complaints handling?	35%
TP12 How satisfied or dissatisfied are you with Darlington Borough Council's Housing Service's approach to handling anti-social behaviour?	59%
TP11 How satisfied or dissatisfied are you that Darlington Borough Council's Housing Service makes a positive contribution to your neighbourhood?	66%

"The lack of ground maintenance is the main issue. The amount people are charged. Grass isn't getting cut."

"Repairs are carried out, if not immediately, then in a reasonable time. Improvements are well planned and communicated clearly."

"If you need repairs, they always come, it could be straight away or the next day. They never leave if there is an emergency. My toilet kept flushing and they came straight away and fixed it."

Benchmarking

When looking at our results it is important to compare them to other Housing Providers to give further indication of how we are doing in all areas.

The table below shows overall satisfaction against the main TSM questions for the Darlington Borough Council Housing Services survey for 2024, with 2023 and a North East benchmark for 2023 for comparison.

	QUESTIONS	2024	2023	North East Benchmark 2023	National Benchmark 2023
TP01	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Darlington Borough Council's Housing Service?	79%	76%	67%	68%
TP02	How satisfied or dissatisfied are you with the overall repairs service from Darlington Borough Council's Housing Service over the last 12 months?	84%	80%	70%	70%
TP03	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	83%	80%	65%	67%
TP04	How satisfied or dissatisfied are you that Darlington Borough Council's housing service provides a home that is well maintained?	82%	78%	66%	67%
TP05	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Darlington Borough Council's Housing Service provides a home that is safe?	85%	81%	70%	73%
TP06	How satisfied or dissatisfied are you that Darlington Borough Council's Housing Service listens to your views and acts upon them?	70%	66%	53%	56%
TP07	How satisfied or dissatisfied are you that Darlington Borough Council's Housing Service keeps you informed about things that matter to you?	76%	72%	60%	66%
TP08	To what extent do you agree or disagree with the following "Darlington Borough Council's Housing Service treats me fairly and with respect"?	82%	78%	70%	73%
TP09	How satisfied or dissatisfied are you with Darlington Borough Council's housing service approach to complaints handling?	35%	38%	29%	31%
TP10	How satisfied or dissatisfied are you that Darlington Borough Council's Housing Service keeps these communal areas clean and well maintained?	71%	68%	58%	62%
TP11	How satisfied or dissatisfied are you that Darlington Borough Council's Housing Service makes a positive contribution to your neighbourhood?	66%	65%	54%	60%
TP12	How satisfied or dissatisfied are you with Darlington Borough Council's Housing Service's approach to handling anti-social behaviour?	59%	58%	50%	54%

The North East benchmark includes 6 North East local authorities, and the National benchmark includes 158 local authorities across England. Data was derived from the 2023 / 2024 benchmarking which includes published scores from the 2023 / 2024 TSM results.

While there are no significant increases between the 2023 and 2024 scores, Darlington Borough Council exceeds all the most up to date North East benchmarking scores.

It is also important to note that in the areas where it is clear we need to improve (such as complaints handling and anti-social behaviour) and where the sector average is also lower, improvements need to be made across the board.



Linda Johnston

Housing Management Officer - Patch 1

Patch 1 has consistently had the top satisfaction levels over the last two years. We asked Linda to share her views on her area and how she helps to improve tenant satisfaction.

Engagement

Branksome Hall Drive have a monthly meeting where almost all the tenants are involved, and they have great community spirit. I encourage residents of Branksome to attend these meetings and will continue to do this. Residents meeting in other areas have been less well attended, so to help get these set up, I organised drop-ins in a less formal setting in Rise Carr to try and improve engagement.

I pride myself on making tenants feel proud of the place they live. This can include simple things like updating the signage and bringing everything up to standard where possible.

Contact

If a tenant is unhappy, I prefer to meet the tenant in person and will visit, rather than phoning / sending an email. This means that an issue can be resolved quicker. I am a visible presence in the community, and I am out on my estates approx. 3 and a half days a week and everyone on Branksome knows I am approachable. I am open and honest and if I have to refuse a tenant request, I always make sure that a full explanation is provided.

Tenants

I work on the mantra 'if it's important to a tenant then it is important to me'. Something that may seem minor can have an effect on a tenant's well-being and I am mindful of that. I have built very good relationships with tenants in my area. I feel I have a fantastic knowledge of my patches and maintain a supportive neighbourhood.

Partnership Working

I always try to attend joint visits with the Tenancy Enforcement Team and Police so that I can assist when needed and to reassure tenants. I have a great working relationship with the ward councillors, and we work together to improve the area together.

Tenants Panel and the Tenant Satisfaction Measures



Our Tenants Panel viewed our Tenants Satisfaction Measures (TSM) results in March this year going through the full list of TSMs and were involved in a focus group during a Tenants Panel meeting. This focus group was chaired by Tenant Involvement Officers Sara and Matthew and included Tenants Panel members Simon, Hugh, Ivan, Don, Carol, Tanya, Carl and Cristian.

The Tenants Panel is vital for the scrutiny of TSMs as they can give Housing Services firsthand information and experience. An open forum was created so the panel could speak freely and were not directed in their views.

Overall Satisfaction

Tenants Panel members were pleased that the overall satisfaction percentage was higher than last year's TSMs, and they believe this was due to the increase in tenant involvement and events.

As well as the successes of the TSMs the panel were also asked about areas of improvement which included complaints and anti-social behaviour as these were marked low for a second year in a row.

One of the suggestions from the Tenants Panel was improving the transparency of the complaints which may include details on our website sharing the issues arising from a complaint and the resolution of the complaint. This will be looked into in the next few months to see how we can do this.

Feedback was also given on the repairs process, and a review of the service will take place in Summer 2025 beginning with the void process.

All tenant panel members are keen to continue their work to make a positive contribution to the neighbourhoods they live in.

An example of this was when local resident Hugh, recently took up a role as a Community Champion. Hugh will now attend the neighbourhood inspections and proactively observe his local area reporting any issues. All panel members have shown an interest in becoming Community Champions in their own areas.

We are keen to grow the tenants panel and hear from more of our tenants across the Darlington Borough. If you would like to join the panel – please contact The Tenant Involvement Team on 01325 405333.

Comments from Tenant Satisfaction Measures



Strengths

Cleanliness

'The houses are always clean and the area where you are in. They always come and check up on you to make sure you are okay.'

Repairs

'You give me a time and they turn up on time for repairs and do the job. They come to fix one thing and then sorted another job that needed doing whilst there.'

Communication

'They have been there, and they are present on the phone when you need them'

Overall

'I have a lovely home, and I am safe in the knowledge that if anything ever happens, they will come and repair it.'

Repairs

'The response to any query or repair needed is always answered that day or within the time stated.'

Home well maintained

'Happy with the house I live in, and the service provided.'

Dignity and Respect

'Every time I have had a problem with my flat, it is always repaired very quickly. Any query about anything else is again always sorted out very quickly, the staff are always very helpful, and nothing is too much trouble for them.'

Weaknesses

Repairs

'I have an issue with my bathroom, I need a new toilet, but they just keep fixing a new part instead of fixing the whole toilet.'

Communal Areas Maintenance

'They provide a good service, but I feel there isn't enough information about when major works have been done or are due to be done.'

Listen to your views and act upon them

'Sometimes trying to contact Darlington Borough Council Housing is not easy. Plus, I struggle to do things online so prefer face-to-face or a paper copy which is not always possible.'

Anti-Social Behaviour

'We have had a problem with one of the neighbours and I am dissatisfied with that, but the maintenance side of things I can't fault.'

Approach to complaints handling

'Sometimes they don't listen to you when you have a complaint.'

What are the next steps from the survey results?

We have been very busy reviewing the scores, reading comments and consulting with our Tenants Panel since early 2025.

The Tenants Panel after consultation decided that they would like us to focus on the following 3 specific areas:

- **Complaint handling.**
- **Listening to tenant's views.**
- **Dealing with anti-social behaviour.**

Complaints handling

As with most housing providers, the results of the complaint handling survey were low as tenants are already dissatisfied with an element of our service. To help improve this, we are looking at several steps to help improve our complaints service. This includes how we inform our tenants about our complaints process.

The Tenants Panel suggested that we:

- Use our Tenants Panel as a tool to review our complaints and provide independent feedback.
- Invite a member of the complaints team to the Tenants Panel every quarter to go through complaints and focus on the improvements made on the back of this.
- Continue to improve feedback with transactional feedback surveys which tenants can complete at the end of an investigation so we can look to see if we adhered to the policy and whether our internal processes are robust and fit for purpose. The Tenants Panel attend scrutiny training so they can scrutinise our performance better.

Dealing with Anti-Social Behaviour

Our approach to dealing with anti-social behaviour is also a key area the Tenants Panel suggested we look at this year.

The Tenants Panel suggested that:

- We include a regular article in the Housing Connect detailing what actions we have taken and how tenants can report issues to us and ensure that this is a regular feature.

- We produce a new leaflet detailing how to report Anti-Social Behaviour to help explain the process better.
- We review the current webpages to ensure they provide all the information that our tenants want and need.

Listening to tenant's views

Moving forward we want to ensure that you feel listened to. Although our recent results were similar to the results from last year, our Tenants Panel agreed this was an area we could look at.

To combat this our Tenants Panel agreed:

- To recruit a Tenants Panel member from each area of Darlington to ensure no area is being overlooked.
- That we aim to recruit a community champion for each area of Darlington to take part in neighbourhood inspections and we also look to train a number of tenants as fire marshals for the area that they live in.
- We create a new Tenants Panel recruitment leaflet that outlines the roles and responsibilities of being a Tenants Panel member and Online Tenants Panel member.
- We are researching how best to connect with our tenants and which platform will create the most engagement.

**We
need
you**



We cannot improve without your views and help.

If you have any ideas on improvements we can consider or would like to join our Tenants Panel or Digital Tenants Panel, please contact us via email at tenantinvolvement@darlington.gov.uk or call us on 01324 405333.

Off-Road Vehicles



As the weather improves and summer approaches, many of us are enjoying more time outdoors. But alongside the sunshine comes a growing concern in our neighbourhoods from the use of illegal off-road vehicles, such as quad bikes and dirt bikes.

These vehicles, when used irresponsibly, pose a serious risk to public safety and often cause disruption, noise, and damage in our communities.

Operation Endurance: A Joint Effort to Reduce Harm

In response to this issue, Housing Services are working closely with local police teams under an initiative called Operation Endurance. This partnership is aimed at identifying and stopping the misuse of off-road vehicles in public spaces and holding individuals to account.

Importantly, if Council tenants or their visitors are found to be using off-road vehicles in a way that causes anti-social behaviour, enforcement action could be taken against their tenancy.

Want to learn more?

Visit: www.durham.police.uk/campaigns/operation-endurance

Have You Seen This In Your Area?

We're asking for your help. Have you noticed:

- Off-road vehicles being driven dangerously or recklessly?
- Repeated noise, disruption, or nuisance from these vehicles?
- Neighbours or visitors using these vehicles near homes, parks, or footpaths?

If so, you can report it — and help protect your community.

How to Report Anti-Social Behaviour

Whether it's a one-off incident or an ongoing issue, there are several ways to report this:

- **Police (non-emergency):** Call **101**
- **Police (emergency):** Call **999** if there is immediate danger
- **Crimestoppers (anonymous):** Call **0800 555 111**
- **Housing Services (Darlington Borough Council):** Call **01325 405333** or report online at <https://www.darlington.gov.uk/your-council/community-safety-team/civic-enforcement/>

What Information Helps Most?

When you make a report, try to include:

- **Date and time** of the incident
- **Exact location**
- **A description of the vehicle** (colour, make/model if known)
- **What the rider was wearing**, including helmet or clothing
- **Any photos or videos** (if safely taken)

Your Voice Matters

We all want a safe and respectful community. By speaking up about off road vehicle misuse, you're helping create a safer environment for children, pedestrians, and families.

Let's work together to keep our neighbourhoods safe, calm, and enjoyable for everyone.

Tenancy Sustainment Support for Darlington Borough Council Tenants

The Tenancy Sustainment Team are part of our Housing Income Management service. They offer free and confidential support to Darlington Borough Council tenants who may need help managing their finances.

Whether you're just starting your tenancy or have been a tenant for some time, the team is here to help you stay on top of your rent and household costs.

They can provide support with:

- Managing rent payments
- Understanding and applying for welfare benefits, including Universal Credit and Housing Benefit
- Applying for help with water charges through Northumbrian Water
- Making a Discretionary Housing Payment (DHP) application
- Budgeting and managing your money better
- Saving money on household bills such as gas, electricity, and home phone
- Setting up and managing bank accounts and credit union accounts
- Advice on avoiding and reporting loan sharks

They have extensive knowledge of the benefits system and can assist you with Universal Credit, Pension Credit, Personal Independence Payment and Attendance Allowance.

This is a free service available to all Darlington Borough Council tenants.

You can find out more information, including contact details for specialist debt agencies on our webpage <https://www.darlington.gov.uk/housing/your-home/your-tenancy/keeping-your-tenancy/>

Or you can contact us:

Using your Darlington Home Online account.

By emailing us at housing@darlington.gov.uk

By phoning us on 01325 405333 to make a home or office appointment.



HOPETOWN SUMMER CON

IT'S BACK! COMIC CON IS RETURNING TO HOPETOWN DARLINGTON THIS SUMMER. AND THIS TIME, IT'S HERE FOR THE WHOLE WEEKEND! SUMMER CON PROMISES TO BE A GREAT VALUE DAY OUT FOR ALL THE FAMILY OFFERING ATTRACTIONS SUCH AS PHOTO OPPORTUNITIES, WALKABOUT CHARACTERS, TRADERS, FACE PAINTING AND LOTS MORE - INCLUDING CELEBRITY GUEST AND PROP APPEARANCES FROM GLADIATORS, STAR WARS, CBBC, BACK TO THE FUTURE AND MORE!

BOOK TICKETS AT HOPETOWNDARLINGTON.CO.UK

ADULTS £5 EACH

KIDS 5-17 £3 EACH

UNDER 5'S FREE

POW! HOPE TO SEE YOU HERE!

MAKE SURE TO COME DRESSED UP!

SAT 5 JULY 11am-5pm

SUN 6 JULY 10am-5pm

HOPETOWN
- DARLINGTON -

CUTE FOX
EVENTS

Would you like to have your voice heard as a tenant of Darlington Borough Council?



About the Role - Become a Tenant Panel Member (Online or In-person)

What will you bring to the role?

You will understand what it's like to live in a Darlington Borough Council home.

You will be passionate about making positive changes for our tenants and communities.

You will be willing to share your valuable insights into tenant needs and issues.

You will be a team player and a good listener with an open mind.

You will be happy to contribute to discussions and decisions.

You will have the confidence to ask questions.

What will you do in the role?

You will help shape what we do by using your experience as a Darlington Borough Council Housing tenant.

You will work with other Tenant Panel members to set objectives and agree on how to meet them.

You will monitor and scrutinise our performance and ensure we meet our obligations and provide excellent service to our tenants and the local community.

What will you get out of the role?

All your reasonable expenses will be covered, including childcare and travel.

You will gain valuable experience about how Housing Services with their tenants ensure continuous improvement to the services we provide.

You will get the benefit of high-quality training, enhancing your skills and knowledge.

You will have the satisfaction of knowing that you're helping make a positive difference to local communities in Darlington. If you require ICT to be an active member this will be provided.



DARLINGTON
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If you are interested in joining the Tenants Panel, contact the Tenant Involvement Officer on **01325 405333** or email tenant.involvement@darlington.gov.uk

How to Contact us

It has never been easier to contact us.

You can log onto your **Darlington Home Online** account via www.darlington.gov.uk/housing/darlington-home-online

- Check your rent balance and transactions
- Make online rent payments
- Report repairs
- Send messages to our Housing team
- View and print your rent statements

DO IT ONLINE

Contact us via email at housing@darlington.gov.uk

You can contact the Housing team via phone as well as other teams with the numbers below

Housing Services

01325 405333

StreetScene & Environmental Services

01325 405111

Transport & Projects (inc parking)

01325 405222

Planning & Property

01325 405777

Civic Enforcement & Anti-Social Behaviour

01325 406999

Council Housing inc Homelessness

01325 405333



Housing Benefit

01325 405444

Council Tax

01325 405555

Business Rates

01325 405666

Adult Social Care

01325 406111

Children & Families

Social Care

01325 406222

Complaints, Comments

& Compliments

01325 406777

Lifeline Services

01325 406888

We are keen to hear your feedback on the Housing Connect Magazine

Please scan the QR code and share your opinions.



<https://eu.surveymonkey.com/r/QKJH3XC>

HOUSING SERVICES

Our Policies and Strategies

<https://www.darlington.gov.uk/housing/about-us/our-policies-and-useful-information/our-policies-and-strategies/>



Helpful Guides, Leaflets and Booklets

<https://www.darlington.gov.uk/housing/about-us/our-policies-and-useful-information/guides-leaflets-and-booklets/>



DO IT ONLINE



DARLINGTON HOME ONLINE

Pay, Update, Message, Book



SAVE TIME, DO IT ONLINE