



DARLINGTON
Borough Council

Tenant Satisfaction Measures

2024-25 Supporting Document

Introduction

The Regulator of Social Housing now requires all registered providers to generate and report Tenant Satisfaction Measures (TSM's) as part of their Customer Standards framework on a yearly basis. These measures combine data generated from internal management information, together with data derived from perception surveys. This combined data will enable customers to effectively scrutinise the performance of their landlord. The first surveys were required to be undertaken between 01 April 2023 and 31 March 2024, with the first formal submission of results required by 30 June 2024.

Darlington Borough Council has now completed the Tenant Satisfaction surveys for the year 2024/25 and below is a summary of the approach we used:

a. Sample Size

The size of our housing stock means it is not practical to complete TSM surveys with all our tenants. Therefore, we used a sample of tenants, with the size chosen to ensure that we meet the level of statistical accuracy set out by the Regulator of Social Housing.

Darlington Borough Council achieved a sample size of 604 survey responses. The relevant population size was 5,089, so the sample size carries a maximum confidence interval of +/- 3.79%. This is within the Regulator's tolerance levels of +/- 4% for a landlord of our size.

b. Timing of the Survey

The Social Housing Regulator offers flexibility as to how and when the survey is conducted. We examined the different ways to undertake these, and our approach was to conduct the survey at one single point during the year. This was between 11th November 2024 and 10th December 2024.

c. Collection Method

Darlington Borough Council has a diverse client base, so it is important to undertake the surveys using inclusive methods and without bias. A mixed approach was used in 2024/25 using a combined Computer Aided Telephone Interview (CATI) and Computer Aided Web Interview (CAWI) data collection approach. These differing methods enabled us to gather feedback from a broad range of customers and ensure our results represent everyone.

To comply with the guidelines issued by the Regulator of Social Housing the results will exclude tenants of certain property types such as leaseholders.

The overall % breakdown of our different collection methods for the 2024/2025 results was:

Telephone – 65%

Online – 35%

d. Sample Method

Tenants were selected at random by BMG. In total 4,239 tenants were sampled using a random stratified sampling frame, to ensure the sampled tenants generally represented the total stock by tenancy type, dwelling type and area. This represents 83% of all tenants.

Darlington Borough Council has ensured that all our tenants and properties are well-represented in the survey results so that the results show an accurate representation of the services we provide to all our customers in all areas. We also endeavour to ensure that returns from all our stock types are achieved. This will enable the ability to break down the results by:

- Tenancy Management Patch

- Tenancy Type

- Tenure Type

- Property Type

We will also look at the composition of households and enable analysis by looking at the protected and other relevant characteristics of our client profile where we hold the data. These will include:

- Age

- Ethnicity

- Gender

- Disability

- Household composition (Single, Families, etc)

- Tenancy length

e. Summary of Representativeness

During fieldwork, the interviews achieved were monitored by tenancy type, dwelling type and area to ensure the achieved interviews were broadly representative of the total stock.

f. Weighting Used

Any variations in interviews achieved compared to the overall stock were addressed by weighting the data based on dwelling type. Other characteristics were checked to ensure they remained representative after the weighting process.

g. External Contractors

During 2023 Darlington Borough Council chose BMG Research to assist us in the completion of the tenant perception surveys relating to TP01 – TP12.

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. For more information about BMG visit: [BMG Research](#)[external link].

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 fully up to date.

BMG performed all surveying in 2024/25 on our behalf. Tenants were contacted directly by them and were chosen at random. The survey is strictly confidential, and results are fed back to Darlington Borough Council anonymously.

h. Exclusions

All relevant stock types and tenant groups have been included and there have been no exclusions undertaken.

i. Reasons for any failure to meet the required sample size

Darlington Borough Council achieved the required sample size as set out in the TSM guidelines.

j. Incentives

Customers are not offered incentives to take part but Darlington Borough Council strongly encourages our tenants to take part in the surveys as the results help improve overall services.

k. Other methodological issues impacting on the reported results

There are no other issues which have impacted on the collection of our Perception TSM’s.

Questionnaires Used

Darlington Borough Council used the below questions:

Section A: Overall satisfaction with the service

SINGLE RESPONSE

TP01. Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Darlington Borough Council Housing Service?

Please select one only

Code	Answer list	Scripting notes	Routing
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1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

OPEN RESPONSE

TP01A. Why are you **[Feed in response from previous question]** by the service provided by the Darlington Borough Council Housing Service?

Please answer in the box below

[_____]

98	Prefer not to say		
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Base: All respondents

SINGLE RESPONSE

TP02. Has the Darlington Borough Council Housing Service carried out a repair to your home in the last 12 months?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: All who have had a property repair (TP02 = 1)

SINGLE RESPONSE

TP02B. How satisfied or dissatisfied are you with the overall repairs service from the Darlington Borough Council Housing Service over the last 12 months?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All who have had a property repair (TP02 = 1)

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Strongly agree		
2	Agree		
3	Neither agree nor disagree		
4	Disagree		
5	Strongly disagree		
99	Not applicable/ don’t know		

Base: All respondents

SINGLE RESPONSE

TP09. Have you made a complaint the Darlington Borough Council Housing Service in the last 12 months?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: All who have made a complaint (TP09 = 1)

SINGLE RESPONSE

TP09B. How satisfied or dissatisfied are you with the Darlington Borough Council Housing Service’s approach to complaints handling?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		

4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

SINGLE RESPONSE

TP10. Do you live in a building with communal areas, either inside or outside, that the Darlington Borough Council Housing Service is responsible for maintaining?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		

Base: All who have a communal area (TP10 = 1)

SINGLE RESPONSE

TP10B. How satisfied or dissatisfied are you that Darlington Borough Council Housing Service keeps these communal areas clean and well maintained?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
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1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		

Section B: Tenancy Panel

Base: All respondents

SINGLE RESPONSE

C1. Are you aware of the Tenants Panel?

Please select one only

Code	Answer list
1	Yes
2	No
98	Prefer not to say

Base: All who said yes (C1=1)

OPEN RESPONSE

C2. You said you are aware of the Tenants Panel, are there any suggestions of what you would like them to be involved in next year?

Please answer in the box below

[_____]

98	Prefer not to say
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Base: All respondents

SINGLE RESPONSE

C3. Are you aware of the new Digital Tenants Panel?

Please select one only

Code	Answer list
1	Yes
2	No
98	Prefer not to say

Base: All respondents

SINGLE RESPONSE

C4. Would you consider being part of either the Tenants Panel or Digital Tenants Panel?

If you answer 'yes', we will pass your details on to Darlington Borough Council so that they can contact you regarding the Panels.

Please note that sharing your contact details is solely for communication about the Panels; your survey answers will remain confidential and anonymous, and Darlington Borough Council will not be able to link your identity to your responses.

Please select one only

Code	Answer list
1	Yes

2	No
98	Prefer not to say

Section C: Energy Efficiency

Base: All respondents

SINGLE RESPONSE

D1. How important is it to you that we reduce your carbon impact?

Please select one only

Code	Answer list
1	Very important
2	Fairly important
3	Important
4	Slightly important
5	Not at all important
99	Not applicable/ don't know

Base: All respondents

SINGLE RESPONSE

D2. How important is it that as a service we carry out work to your home to reduce your energy consumption?

Please select one only

Code	Answer list
1	Very important
2	Fairly important
3	Important
4	Slightly important
5	Not at all important
99	Not applicable/ don't know

Section D: Satisfaction with contact

Base: All respondents

SINGLE grid

B3. How easy or difficult have you found it to contact Housing Services by the following methods?

Please select one per row

Column Code	Column list
1	Email
2	Phone
3	Letter
4	Social media
5	Digital tenancy

Row Code	Answer list
1	Very easy
2	Fairly easy
3	Neither easy nor difficult
4	Fairly difficult
5	Very difficult
6	N/A – I've not made contact in this way

Base: All respondents

SINGLE RESPONSE

B4. Overall, how satisfied or dissatisfied are you with the Housing Connect magazine?

Please select one only

Code	Answer list
1	Very satisfied

2	Fairly satisfied
3	Neither satisfied nor dissatisfied
4	Fairly dissatisfied
5	Very dissatisfied
99	Not applicable/ don't know

Base: All respondents who said 1 to 5 at B4

OPEN RESPONSE

B4A. Are there any items you would like us to cover in future editions of the magazine?

Please answer in the box below

[_____]

98	Prefer not to say
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Base: All respondents

SINGLE RESPONSE

B5. Overall, how satisfied or dissatisfied are you with the Darlington Borough Council Housing Service website?

Please select one only

Code	Answer list
1	Very satisfied
2	Fairly satisfied
3	Neither satisfied nor dissatisfied
4	Fairly dissatisfied
5	Very dissatisfied
99	Not applicable/ don't know

Base: All respondents who said 1 to 5 at B5

OPEN RESPONSE

B5A. Are there any improvements you would like to see on the website?

Please answer in the box below

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98	Prefer not to say
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