



DARLINGTON
Borough Council

Annual Report

2023/2024



Introduction

I am very pleased to introduce the latest annual report from Darlington Borough Council's Housing Services. You will be able to read for yourself what a great job the team continues to do in improving our homes and the services we deliver.

Tenant satisfaction is a major priority and the consultation on tenant satisfaction measures has been a very important piece of work this year. These measures, along with tenant involvement (especially our tenants panel), estate inspections, consultations and other feedback mechanisms are essential in continuing to improve our services. I am hugely grateful to all the tenants who take part in these activities and would urge more tenants to get involved.

The Income Team continue to do a great job and every penny we raise in rent is put back into improving our homes and services. Houses continue to be improved, with more money being put into improving the energy efficiency of our homes – helping with tenant's fuel bills.

I recognise that more people than ever are finding it difficult to get an affordable home and we have more people than ever presenting as homeless. We are committed to building more homes and working with charities, housing associations and others to improve our homelessness services to help address this. Meanwhile our Lifeline and Resettlement Teams continue to work hard to contribute to ensuring everyone is supported to live independently.

Next year we will be increasing the number of housing officers and recruit an additional tenant engagement officer. We will also continue to invest in existing homes and build new ones. All in the pursuit of continuing to improve our homes and our services.

Warmest wishes
Matthew.



Councillor. Roche
Cabinet Member for
Health & Housing



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Tenant Satisfaction Measures

In September 2023 we carried out our Tenant Satisfaction Measures surveying 10% of our tenants to find out their opinion on a number of set questions.

These questions included satisfaction on issues such as complaints, repairs, anti social behavior and a whole lot more.

Over the course of a two week period BMG Research carried out 390 telephone interviews and 326 online surveys.

The aim of the TSM's is to hold all social housing providers to account for their actions and allow providers to find out what they are doing right, what they are getting wrong and areas for improvement whilst increasing public visibility.

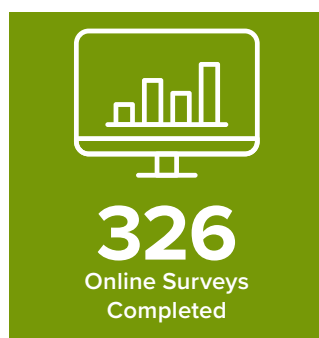
Overall the findings were positive with 76% of our tenants stating they were satisfied with the service provided by Darlington Borough Council.

Our Tenants Panel suggested and we agreed that from the results we would focus on 3 main areas those being;

- Handling Complaints
- Listening to Tenants
- Dealing with Anti-Social Behaviour

Three separate focus groups were created to address areas where satisfaction scores were lower. These focus groups will help us gain further insights. The first focus groups are planned for summer 2024 with feedback in the summer / autumn version of Housing Connect.

For more information about the Tenant Satisfaction Measures please see our Housing Connect Magazine which was released in May 2024 and can be found via <https://www.darlington.gov.uk/housing/customer-engagement/housing-connect/>



Your Communities

In early 2024 the housing team changed their approach for estate walkabouts with a complete schedule organized throughout the year rather than ad hoc inspections.

This has meant that the team visit 19 different areas every second month including our properties in nearby villages with invitations to the general public as well as local councillors. It is often the case that tenants will now meet our team to raise any issues as they know when and where to find us. We invite local councillors and other agencies such as Police and Civic Enforcement to these events to strengthen partnership working within the town.

The walkabouts are publicised on our website and Facebook page so that tenants can advise us of any problems in advance.

Issues raised on walkabouts can range from litter and fly tips to overgrown hedges and broken fences with the team following up between visits.

These estate inspections will continue throughout 2024 with scheduling running up until December. You can find out more about our estate inspections timetable by visiting <https://www.darlington.gov.uk/housing/customer-engagement/estate-inspections-2024/>



“Estate inspections are a vital tool that we use to help us to ensure that your estates and your community are in a good condition and can be enjoyed by our tenants.

They are an excellent opportunity to help us identify issues that need dealing with and to speak directly to tenants about any concerns or matters they wish to bring to our attention. We invite tenants, other teams and agencies along, including the local Police, Civic Enforcement team, local Councillors and StreetScene.

If you have some spare time and are able to attend an estate inspection please take a look at our inspection timetable, or if you spot an issue in your community please don't delay, let us know so we can take action quickly to resolve it.”

Claire Gardner-Queen, Head of Housing



5 Partner Agencies Involved in estate inspections

50+ issues reported and resolved since starting estate inspections in January



19 different areas inspected every other month



6 Inspections in every area per year

Income

In 2023/24 our Income Team continued to work exceptionally hard to engage and support our tenants to maximize their income and support them. This work could not happen without strong partnerships which the Income team have built with other internal departments and external agencies such as Department for Work & Pensions, Northumbrian Water and Citizens Advice.

Rent and service charges are used to provide safe homes to our tenants, complete repairs, and improvements, build new homes and provide our housing service so it's vital that we maximize collection and reduce arrears levels. In 2023/24 over £27.9M of rent and service charges were collected from our current tenants which was an increase on collection amounts from the previous year and arrears levels were as expected at 3.6% of the total amount due in the year.

The Income team's continued focus on supporting tenants to pay their rent was particularly successful in 2023/24 with the number of legal actions reducing and evictions reducing by 63% meaning the team have been able to support more tenants to sustain their tenancy successfully.

Further successes in 2023/24 include:

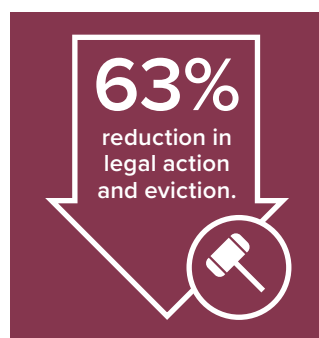
- Assisting tenants to access over £267K from Northumbrian Water Social Tariff funding to help with the water service charge.
- Supporting over 60 tenants with Discretionary Housing Payments (DHP) from Housing Benefit increasing their income by over £48K.

Making a Difference to Tenants

The Income team make a difference to our tenants every day, from simple ways such as helping to make benefit claims and DHP applications to assisting with much more complicated situations. The team are always on hand to guide and support tenants to help them sustain their tenancy. Here's just a couple of examples of good news stories from 2023/2024.

Mrs A was assisted to avoid losing her home through the support of our Tenancy Sustainment team. Working together they managed to help set up an affordable repayment plan and to apply for benefits she hadn't realized she could claim. She has now been able to reduce her arrears by over £1600 and avoid losing her home.

Mr B is an elderly gentleman that has lived in Darlington for a number of years, following the death of his partner he found he was unable to apply for welfare benefits. The team worked closely with him, his family and using translators to help him to apply and he is now able to manage and sustain his tenancy and his income has been maximized.



Housing Contact Team

Our Housing Contact team are responsible for engaging for with our tenants on a regular basis dealing with hundreds of calls on a daily basis. This includes through traditional contact methods such as telephone and email through to our ever growing online portal Darlington Home Online

In 23/24 the team responded to over 63,000 calls which averages at over 5,000 calls per month. On top of this the team also responded to 4033 emails with a monthly average of 336.

In 2023/4 Housing Contact looked to improve the service and waiting times so increased the staffing resources from 5 to 7 to ensure we could meet demand.

Our new starters Jess and Becki are now an integral part of the team

As well as extra staff the team also introduced a callback system on the majority of lines, this allows customers to keep their place in the call queue without having to wait on the line. When it is their turn the advisor will then call the back to deal with their request which has helped with the customers journey.



'I started working at Darlington Borough Council in September of this year. I have never worked in such a positive environment. Everyone is so approachable and genuinely cares about each other and our tenants.

I feel I'm lucky to have found this role, I really enjoy helping people and the work family I have found is the cherry on the top of the cake'.

Jess, Housing Contact Team



5,000

average calls per month



1207

Callback requests since Feb 2024



7

Members of staff



4033

emails answered in 2023/24

Apprentices

'As a local authority and as a department Housing Services have a long history of investing in local residents and existing staff and offer apprenticeships through Learning and Skills. Our apprenticeships offer an opportunity to work and study at the same time, gaining on-the-job training within Housing Services whilst working towards a formal qualification. They are an integral part of our team and help us provide an excellent service to our tenants and a number of our management team started out as apprentices within the Council. Below are some testimonials of some of our current apprentices.'

Learning & Skills



Sophie Brown

"I am currently a business administration apprentice in the Housing Options team and have been here since October 2023, gaining a wide range of knowledge and skills varying from customer service skills to technology skills, ringing clients, emailing them, and sending out letters.

Earlier on in my apprenticeship I also completed some Excel training, which has developed my expertise in creating reports and spreadsheets. Creating figure reports on how many clients come in to present as homeless, updating the emergency spreadsheet and the monthly transaction log.

I have been gaining knowledge on homelessness and social housing by doing Shelter training, helping benefit me as I pursue future tasks to my apprenticeship. I am always eager to support with any tasks given or help others to get more experience. I am really enjoying my apprenticeship; my work colleagues are very supportive and are a lovely team to work with."

Regan Dunn

"During my apprenticeship, I have acquired a diverse range of skills that I have successfully implemented into my work.

I provide support in energy efficiency where I have developed a strong understanding of the role and a genuine interest in the work. This knowledge I have gained during the apprenticeship will benefit me as I pursue future opportunities upon completion of my apprenticeship.

Additionally, I also assist with housing complaints which has provided me with valuable skills and a good experience of dealing with tenants that I can carry forward into future employment.

DBC has also offered lots of training opportunities which I have taken such as excel training which has helped me gain a wide range of skills for when I am using spreadsheets."



Jakub Jozki

“Working as an Apprentice has given me the opportunity to try a different career path and gain experience in a role that I find interesting.

I have also been able to learn and develop skills that are valuable to the job role. I work as part of the data team, and assist with producing reports and utilise software to help keep information and statistics both accurate and up to date. As well as this, DBC has provided training opportunities for me to further develop skills such as features and functions in Excel that can be helpful when running reports.”

Sophie Buchan

“Being an apprentice in housing for the council is an exciting opportunity. I am enjoying my role and love learning all about housing services and how we help the community.

Having first hand experience I have seen the day to day running of all the teams and how much work goes into it. The opportunity to learn about Housing Services and contribute to the community is incredibly rewarding. Every day brings new skills and knowledge and knowing that I’m positively impacting peoples lives is truly fulfilling.

I look forward to my future with the council and further developing my knowledge.”

Apprentice Success

In October 2023 former Housing apprentice **Jamellia** was nominated for a prestigious award. After only 11 months with the Housing Tenancy Management team she not only secured a role as an Learning and Skills Advisor but was nominated for an award at ‘Darlington’s Stronger Communities event.

‘I was nominated for the Vocational Excellence award. This nomination was very special to me as it was an assertive acknowledgement of my progression’



Stock

At the end of the financial year we had a total number of **5,254** properties in our stock.

These included:

- 2,070 - 1 Bedroom Properties,
- 1,670 - 2 Bedroom Properties,
- 1,472 - 3 Bedroom Properties
- 40 properties with 4 or more bedrooms.

This includes:

- 2,569 Houses
- 1,244 Upper Floor Flats
- 1,077 Ground Floor Flats
- 344 Bungalows
- 13 Studio Flats and
- 2 Maisonettes.

This shows our continuing commitment to provide a range of Darlington tenants from single occupiers to larger families.

During the first 12 months of their tenancy our residents will be placed on an Introductory Tenancy which will automatically change to a secure or flexible tenancy if the tenant keeps to the terms and conditions of their tenancy agreement.

At the end of the year 320 our tenants were on an Introductory Tenancy

Work has continued at our Neasham Road site to 150 quality home will be built for Council tenants alongside a Rent-To-Buy option offering a first step to affordable home ownership for residents with the first homes becoming available in Summer 2024 with stage 2 later in the year and into 2025.

Altogether the site will see 64 two-bedroom apartments, 24 two-bedroom houses, 43 three-bedroom houses and 19 four bedroom houses.



5254
properties in our stock



WELCOME

320
of our tenants on
Introductory Tenancies



150
Quality Homes at our
Neasham Road site



Lifeline Services

Our Lifeline Services continue to be an integral and vital tool for Darlington tenants to live independently. The team manage our community care alarm and Telecare services, plus all of our older person properties and schemes, providing a service for tenants in all properties across the borough.

During 2023/4 Lifeline saw an increase in calls meaning the need for our dedicated team is higher than ever.

Our clients increased in the last year with 3528 customers at the end of the year compared to 3435 at the end of 2022/23 showing a 2.7% increase

The number of calls made to the service also increased slightly with 90,073 in 2023/24 going up marginally from 2022/23.

The biggest increase this year was in the number of incidents attended with 10,264 compared to 8,500 last year showing a massive 20.7% increase. The large increase can be explained by several factors including an improvement in data relating to non-urgent incidents thanks to the switch over from analogue to digital equipment. Another reason for the increase is down to increased installation of telecare equipment particularly relating to Adult Social Care referrals. Despite the changes the numbers illustrate how busy our Lifeline team is.

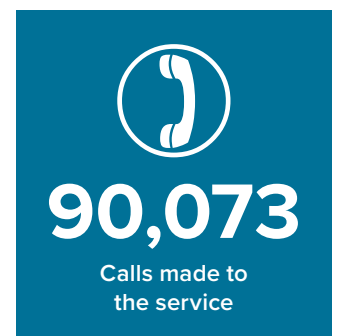
Despite the increase in numbers the percentage of incidents responded to in 30 minutes also increased, with 91.1% of incidents attended in the time frame, up from 90% last year.



One of the biggest successes in our Lifeline ran sheltered schemes is the activities at Branksome Hall Drive. Over the last 12 months the scheme has seen a number of events including the Kings Coronation, Summer Fete along with a successful community fund application for a defibrillator at the scheme.

'We are proud of the tenants from Branksome Hall Drive for the fundraising they have achieved to buy our very own Defib. We are the first scheme to have our very own machine and I am so proud of what has been achieved through great teamwork.' **Scheme Manager Lorraine Glenning**

To find out more information about our lifeline team visit www.darlington.gov.uk/housing/finding-a-home/50plus-housing/lifeline-and-telecare/



Tenant Involvement

Effective involvement from our tenants is vital to our service and we're always looking for tenants input into how we can improve our service and for tenants to scrutinize performance and be involved in decision making. The new consumer standards introduced by the Regulator of Social Housing in April 2024 emphasized this need for involvement and as a service we have a long-history of involving our tenants through the Tenants Panel and consultations.

We are always looking for new ways to improve how our tenants can be involved and in late 2023/2024, with the approval of our existing Tenants Panel we introduced the new Digital Tenants Panel. We recognize that not everyone can attend physical meetings and that some of our tenants prefer to get involved digitally and the hope is that this new group will allow more people to engage with us.

The premise of the group is to review policies, procedures, strategies, performance online rather than at a meeting, this means tenants can do this from the comfort of their own home, at a time that best suits them. The Digital Tenants Panel went live in March 2024 and we already have 10 people signed up which is great, but we need more tenants to join, so if you are interested please contact us via email at customerengagement@darlington.gov.uk

In 2023/2024 we have also increased the number of times that the traditional tenants panel meet with 10 sessions per calendar year as well as increasing the editions of Housing Connect from 2 to 3 so that all that tenants are informed about what we are doing on a more regular basis.

Making a Difference

The Tenants Panel has been heavily involved throughout 2023/24, helping to review our policies, improve our service and holding us to account. Some of the new policies they have been involved in scrutinizing are:

- Housing Services Climate Strategy 2024-2029
- Housing Services Repairs and Maintenance Policy 2023-2028
- Housing Services Allocation Policy 2023-2028
- Housing Services Damp, Mould and Condensation Policy 2023-2027
- Housing Services Fire and Fire Door Safety 2024
- Housing Services Vulnerability Policy 2024-2029
- 10 Housing Service Standards including Tenant Involvement, Domestic Abuse, Complaints and Allocations

The panel have also been involved in mystery shopping scrutinising our Housing Contact team over the course of a two week period.

In the upcoming year we will be reviewing our Customer Engagement Strategy which was last updated in 2021 to ensure that tenants are still at the heart of everything that we do.

'The introduction of the on-line panel is a great supplement to the concept of the Tenants Panel. This format allows those who are unable to attend the more formal meetings, whether due to work or family commitments or for medical reasons, to get involved remotely without having to leave the comfort of home. Having the ability to straddle both will give me a greater understanding of the issues that our tenants face, which can only be a good thing'.

Simon Woolridge (Tenants Panel Member)



Refugee Resettlement

In April 2023 we created a Refugee Resettlement Officer role due to the increased demand in Darlington in the previous years.

The role of the Refugee Resettlement Officer is to support individuals and families who have received their positive decisions from the Home Office to move into permanent accommodation and promote integration into the community. Everyone is assessed on a case-by-case basis and our team will work with them to reduce the risk of homelessness, empower them to engage with appropriate services and provide signposting where necessary.

The team have supported families from various backgrounds to move in to permanent accommodation. Once a permanent home has been sourced the team will support to access interest free loan schemes for a bond or first month rent if this is needed. The team also help to access the community care grant scheme through Citizen's advice for startup furniture to support them to settle into their new home should they be eligible.

The team also works closely with partner organisations such as DAR (Darlington Assistance for Refugees) and the DWP. One success story is a family who were placed in emergency accommodation before finding a permanent home. The family were successful in securing a refugee integration loan for carpets and community care grant for new furniture and white goods. Over the first few months the families English dramatically improved also securing work locally.

"I started in my role in 2023 and since then the team have been really welcoming, making the transition as smooth as possible and allowed me to make links with all aspects of the department who have supported me to understand different roles and how I can utilise the wider team. It has been a pleasure to join a team who are so passionate and knowledgeable, which has then been cascaded to myself as a new starter. I have enjoyed having access to relevant training programmes that allow further professional development" - Abbie Robinson Refugee Resettlement Officer"



Housing Options

The Housing Options team again saw people seeking advice and support maintaining their homes or sourcing accommodation during 2023/24, this was due to a number of factors such as the high cost of living, increasing numbers of evictions from the private rented sector and increasing cases of domestic abuse.

The team has a new dedicated Regional Rough Sleeper Co-ordinator, Adelle Sutheran who works across the Tees Valley local authorities to look at best practice and strategies to support those who are rough sleeping. Adelle has worked closely with our Housing Navigator and Outreach worker at the 700 Club to support earlier intervention and to support those found rough sleeping to provide shelter during episodes of severe weather where no longer term accommodation is available.

In 2023/2024 the number of households who sought advice was 1396. Which is a reduction from last year, however this is attributed to work completed around prevention to reduce the amount of repeat homeless applications, Officers use of homelessness legislation and multi-agency prevention work carried out by the team.

Despite the consistent high numbers of presentations and challenges the team face to support clients, the team continue to strive to help clients achieve a positive outcome. This year's percentage of positive outcomes is on a par with the previous financial year, which demonstrates the continued hard work and dedication of officers to help secure accommodation for clients.

Work is now ongoing to complete the Preventing Homelessness and Rough Sleeping Strategy 2024 to 2029. The provision and demand has changed significantly so we need to refresh our action plan in tackling and preventing homelessness and rough sleeping. We will be consulting with partners such as Police, Civic Enforcement, other landlords and charities to ensure the best result.



Housing Plus

In 2023/24 our Housing Plus Service continued to be a vital tool for Council tenants who need more help with their tenancy.

The team also make sure tenants have access to correct benefits, that their home is clean, tidy and safe and meets agreed standards.

Between our 3 Officers we work with 140 tenants which has again increased over the last 12 months with 133 cases this time last year. The reason for the slight increase in cases has varied from Anti-Social Behaviour, Cost of Living and an ongoing responsibility to give the best care and advice to all of our tenants.

We assess each person individually and produce an individual action plan which depending on the level of support needed are graded to low, medium and high.

A low category tenants may need an appointment once a month, a medium once a fortnight and a high category tenant once a week. However these are individualised to every tenant.

With one on one help the team often make a life changing difference to council tenants.

One tenant who had previously been homeless after experiencing domestic violence managed to buy a property thanks to the work of Housing Plus, after working with the tenant for a number of years ensuring all arrears were cleared and maintaining regular payments. Due to this the tenant not only improved their finances, but also their mental health and all round well being.

'Housing Plus helped me face the problems that I have in my house and gave me targets to get things sorted. I am in a lot better place because of the work from the team' - **Housing Plus customer**

"I have been living as a tenant in one of Darlington Borough Council's properties since 2022. Since this time I have been under the support of the Housing Plus programme. Christina Hall is one of the most positive people you can imagine. She helped me with any problems I had which were often quite complex and I am 100% satisfied with her help. **Housing Plus customer**

'Housing Plus has really helped to keep me up to date with what I have needed to do in my home. They have helped me to keep on top of my rent account and report things. I would definitely say it is great to have if you struggle with running your home alone. It is also a great thing to have if you struggle with mental health. Thanks to Housing Plus I am more confident in running my home by myself.'



140
Number of Tenants that
Housing Plus look after



3
Dedicated
Housing Plus
Officers



Community Funding

In 2023 / 24 our community fund again offered a financial contribution to support tenant led activities and projects that make a difference to the community as well as promoting social, environmental and economic wellbeing.

The funding available for the projects was up to £1000 and benefitted a whole host of ideas throughout Darlington.

These included funding towards Festive Firthmoor which was a community festival that aimed to bring residents from across the east of Darlington and the wider town together. The event had a stage, bouncy castles, fairground rides and hot food with the funding going towards the decorations that helped make the event special.

One of the most popular community fund bids is garden projects and one perfect example of this is Wesley Court on Bank Top whose rear garden has seen a fantastic transformation over the course of the last 24 months.


Two separate bids for 2022/23 and 2023/24 have seen a previously unloved garden transform into a suburban oasis..

In September 2023 the community fund also helped Branksome Hall Drive become the first Darlington Borough Council scheme in Darlington to purchase a potentially life-saving Defibrillator machine along with fundraising at the site.

"We are proud of the tenants from Branksome Hall Drive for the fundraising they have achieved to buy our very own Defib. We are the first scheme to have our very own machine and I am so proud of what has been achieved through great teamwork."




£1000
funding available
per application

 **14**
Successful
applications
in 23/24



Your Home

In 2023 /24 we spent our maintenance budget upgrading our stock which included kitchen, bathroom, heating, windows and doors and communal areas.

Our biggest spend was kitchen and bathrooms (IPM) works where we spent nearly £4 million.

This was followed by Heating (£1.05m), Windows and Doors (£975k), Structural and Wall Pointing (£537k) and Communal Works (£298K)

Within 2023/24 we have fitted 240 kitchen and bathrooms and 240 central heating systems in council homes.

In July 2023, Darlington Borough Council, recognising the urgency of action reaffirmed the climate emergency, bringing forward the date for the Council to be carbon neutral to 2040. It also added firmer commitments to adaptation, to working with our own suppliers and encouraging and influencing

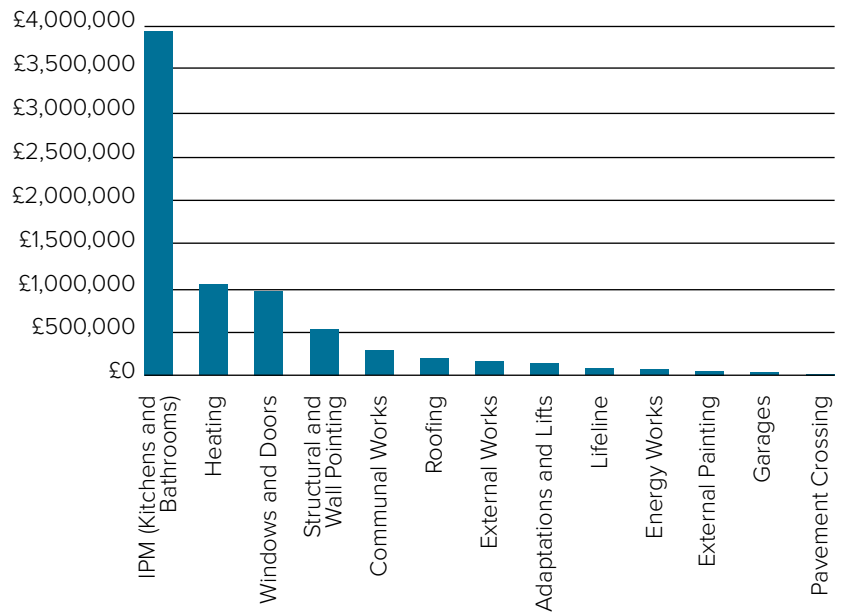
businesses and residents to come along on the journey with us.

In 2023/24 we saw work completed on our Social Housing Decarbonisation Fund Wave 1 Scheme. This was our first whole house approach scheme costing almost £600k, with £276k of this funded by government grant. This gave us a good insight into improving energy efficiency across 23 homes with measures including External Wall Insulation or Cavity Wall Insulation, Double Glazing and Composite Door Upgrades and Solar panels. This is only the start of our climate change journey which will see us improving our homes to be more energy efficient, comfortable, safe and warm

The revised target of 2040 also requires us to revise our trajectory. Our new trajectory of 40% reduction every 5 years will give us an approximate 87% reduction in emissions by 2035.

Maintenance Budget 2023/24

IPM (Kitchens and Bathrooms)	£3,946,270
Heating	£1,054,940
Windows and Doors	£975,810
Structural and Wall Pointing	£537,460
Communal Works	£298,130
Roofing	£209,300
External Works	£180,100
Adaptations and Lifts	£158,090
Lifeline	£100,210
Energy Works	£75,270
External Painting	£62,510
Garages	£27,440
Pavement Crossing	£18,500



£4 MILLION
Money spent on IPM works in 2023/24

240
Central Heating systems upgraded in 2023/24

2040
Revised Carbon Neutral date

87%
reduction in emission by 2035

The Next Year

In 2024 / 25 The Housing Team will continue to invest in our tenants with a continued drive towards successful engagement. This will include increasing our team with 4 new Housing Officers as well as a second Tenant Involvement Officer.

We will build on our Tenant Satisfaction Measures with a series of focus groups concentrating on what we learnt in 2023/24. These will concentrate on topics such as Anti-Social Behaviour, Repairs and Safety. Later in the year we will be conducting our second TSM's and look forward to again hearing your opinion.

We will also be collecting more surveys throughout the year to receive more feedback about how we are doing. In 2024/25 we will create questionnaires to hand out at engagement events at our schemes and after any work has been done in tenants homes. This will mean that we are more proactive moving forward.

We will continue with our new build sites at both Neasham Road and Sherborne Close. The Neasham Road Development will see construction of 150 quality homes with a rent-to-buy option offering a first step to affordable home ownership for residents. The site will have a total of 64 two-bedroom apartments, 24 two-bedroom houses, 43 three-bedroom houses and 19 four-bedroom houses. The first phase will be available for tenants in the summer.

We will continue to improve our policies. An example of this is our Vulnerability Policy which comes into effect in 2024 and aims to ensure that our tenants receive the services and assistance they require to sustain their tenancy. All policies also define the councils as well as the tenants responsibilities in important topics.

We will also introduce a new Domestic Abuse Policy and Customer Service Standard. Our website will also include our performance, which will be regularly updated, our updated policies as well as important information which we feel our tenants will need to know.

In 2024 we will also introduce our latest Tenant Involvement Strategy as well as reviewing our Preventing Homelessness and Rough Sleeping Strategy

We are also looking to improve our Access to Your Home Standard which sets out what tenants can expect from Housing Services when we need to access to your home.

To ensure that we are meeting the standards the Housing Team will;

- Keep up to date records on training completed by staff and arrange training as required.
- Complete induction training will all staff.
- Our Tenants Panel will also be reviewing meals at our extra care schemes to ensure the meals are of a high standard
- Use any actions from complaints, comments, or compliments as opportunities to improve our service.



Tenants Panel and Online Tenants Panel

Are you passionate about your home and want to make things happen in your neighbourhood?

Housing Services want to know how we can improve and you can help us do this.

All this can be done from the comfort of your own home!

We want you to shape our services going forward.



WE NEED YOU!

Can you

- Become a champion for your area
- Complete online Surveys
- Review our policies and give us your opinions
- Contribute to our Housing Connect magazine
- Promote our tenants panel in your neighbourhood.

How to become a member

Contact our Customer Engagement team via:



customerengagement@darlington.gov.uk



07917040599 (during office hours only)



01325 405333 press option 7 and ask for the Customer Engagement Team





Darlington Borough Council
Town Hall
Feethams
Darlington
County Durham
DL1 5QT



01325 405333



housing@darlington.gov.uk



www.darlington.gov.uk



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