

Housing

CONNECT

February 2025



DARLINGTON
Borough Council

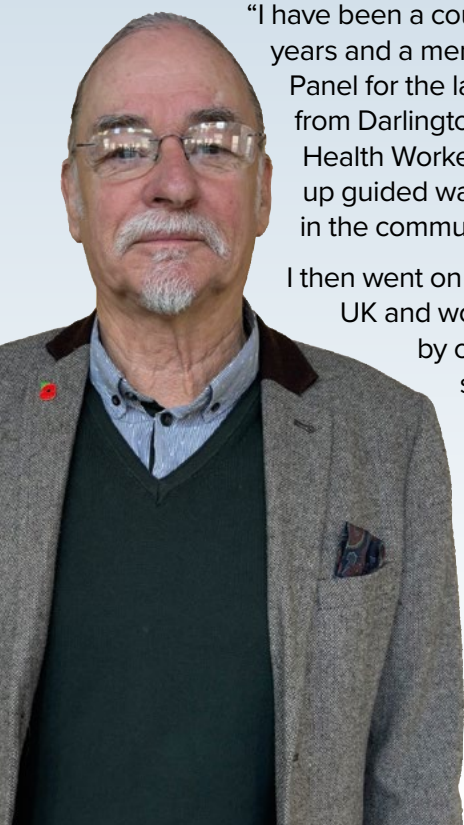


www.darlington.gov.uk/housing

Welcome

As we enter 2025, we're excited to launch the first edition of Housing Connect, a magazine made just for tenants in our community. Last year was significant, with more tenants joining our Tenants Panel. In 2024, we created a digital version of the panel, and interest in getting involved keeps growing.

Meet Hugh, a member of the Tenants Panel for 3 years. With over 30 years as a council tenant, he's the ideal person to introduce this edition.



"I have been a council tenant for over 30 years and a member of The Tenants Panel for the last 3 years. After retiring from Darlington Mind as a Mental Health Worker, I volunteered and set up guided walking and cycling groups in the community.

I then went on to First Place AGE UK and worked with veterans by organising trips and supporting people up until COVID. Before, during, and after COVID, I volunteered with Food for Thought for 6 years, where we worked with supermarkets to redistribute food that would have gone to waste. This opened my eyes to how

much food poverty there was in Darlington and the surrounding areas.

An achievement I am proud of is how I repaired over 100 bikes so workers, key workers, and refugees were able to get to work. This led to me working for Darlington Assistance for Refugees, where I helped and supported with deliveries.

I currently volunteer at the Citizens Advice Bureau, helping people with claims and ensuring they are receiving the correct benefits. Many of the people who attend don't have access to a computer and need support to make a claim.

In 2025, I would like to scrutinise the void process. I would like to share this information with tenants.

The Tenants Panel is open to new members and fresh ideas. We know there are many people out there who could share their views, and Housing Services want to listen. If you want to make a difference, contact Sara and Matthew, who are eager to hear from you! The panel also offers training opportunities to help members build new skills. We also offer an online tenants' panel. If you can't make our meetings, you can still participate online from home.

This edition includes important information on topics like the right to buy and mobility scooters. We also reflect on the history of housing with Darlington Borough Council.

If you're inspired to join the Tenants Panel, turn to page 14 for details on how to get involved. Let's work together to ensure that tenants' voices are heard and valued. Here's to a great year ahead!"

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Christmas at the Schemes

Festive Celebrations for Tenants

As December arrived, our schemes community spaces became a festive haven, with tenants coming together to celebrate the holiday season.

The scheme managers organised various events to ensure everyone enjoyed Christmas, including festive lunches, quizzes, performances, and craft activities.

Some highlights:

- One highlight was the Christmas lunch at Park Place, where tenants enjoyed festive food and a fantastic performance by a talented singer, filling the afternoon with holiday cheer.
- At Dalkeith House, the Puss in Boots Pantomime entertained tenants, encouraging everyone to participate and sing along, creating a fun atmosphere.
- Oban Court celebrated with the Whinfield School Choir, who sang beautiful Christmas carols that brought smiles and warmth to the audience.
- Branksome Hall Drive organised a trip to the York Christmas Market, where residents enjoyed the sights, sounds, and shopping opportunities at one of the UK's most popular markets.
- Windsor Court featured the Mount Pleasant School Choir performing a Nativity, capturing the true essence of Christmas with heartfelt songs.

- Rockwell House hosted its annual Christmas lunch, where volunteers served meals, and tenants enjoyed a lively Christmas quiz with raffle prizes.
- Ted Fletcher Court's Housing Officer and Tenant Involvement teams worked together with Scheme manager Hayley to prepare a festive lunch, which ended with a Christmas sing-along.

These events highlighted the strong community spirit, showing that the festive period can be celebrated in many enjoyable ways. With music, performances, and shared meals, tenants felt the warmth and joy of Christmas together.



Exciting New Affordable Housing Developments for Tenants



Darlington Borough Council is excited to share updates on its biggest new housing project in years, aimed at providing more affordable homes. We know there's a strong need for good-quality housing in our community, and we're happy to welcome tenants to the first phase of this project, which will greatly improve local housing options.

The Neasham Road development is a key part of our housing strategy, with the first 29 homes now completed and ready for residents.

When the entire Neasham Road project is finished, it will have a total of 130 homes available for rent, including two-bedroom apartments and houses with two, three, and four bedrooms, to meet various family needs.

Additionally, we are thrilled to offer 20 rent-to-buy homes in later phases, helping families work toward owning their own homes. Each new street will be named

after local sports legends, like Arthur Wharton, Ronald Brebner, Charles Craven, and George Butterfield.

We also want to build a strong community, so new tenants will be invited to help design a new play area for children, promoting healthy family interactions. Construction on the play area is set to start in 2025.

To learn more about these new homes, please visit our website at www.darlington.gov.uk/housing. For other housing options, click 'find a home or garage' and then 'new council housing.' Remember, all council housing applications must go through the Darlington HomeSearch system.

We are dedicated to improving life for our residents with affordable housing and community spaces. We look forward to welcoming new tenants and creating a lively neighbourhood where everyone can thrive together.

Ensuring Safe Mobility Vehicle Usage for Tenants

Mobility vehicles play a crucial role in allowing individuals of varying ages to maintain their independence. However, with this independence comes the responsibility of ensuring that these vehicles are used and stored safely, especially in shared or communal living environments.

Storage Guidelines

Storing mobility vehicles safely is very important. They should never be parked, charged, or kept in communal areas like hallways or stairwells, as this can block others and create safety risks, such as fires. If you live in a building with special storage areas for these vehicles, make sure to use them correctly. When storing a mobility vehicle at home, only keep those meant for indoor use inside to stay safe.

Always ensure that your vehicle doesn't block exits or create tripping hazards. Also, you must not use extension leads for charging, as they can increase fire risks and present a tripping hazard.

If you have a private garden, you can store your mobility vehicle outside, but make sure the storage unit is designed for that purpose and is fire-resistant to keep your mobility aid safe.

Insurance Requirements

Along with storing mobility vehicles safely, having insurance is very important for owners. Tenants need to make sure their mobility vehicles are properly insured. If you live in a sheltered or extra care facility, you must provide a copy of your insurance certificate.

Battery Charging and Maintenance

When charging your battery, it's important to follow the manufacturer's instructions. Doing this can help reduce risks when charging mobility vehicles.

If your home has a designated communal area for mobility vehicle storage and charging, you will need to undergo a Portable Appliance Test (often known as a PAT test) to make sure it's safe. If you live in a sheltered or extra care facility and use the storage area, we will carry out this PAT test for you.

Tenants should also have their mobility vehicles checked and maintained every year. Regular maintenance helps the vehicle last longer and work reliably, which is essential for maintaining personal independence.



Other Fire Safety Considerations

We take fire safety very seriously. We carry out regular fire assessments on our buildings, which consider the specific features of a building, like its height and the people who live there.

To ensure Fire Safety in your home:

- Never leave cooking unattended. Most fires start in the kitchen, so this is a high-risk area.
- Never leave candles unattended. Keep candles out of the reach of children and pets, and away from decorations, cards, and wrapping paper.
- If you smoke, put your cigarette out, right out.
- Don't overload sockets – ensure only one plug per socket. Always turn off plugs when they are not in use, except those that are designed to be left on, like freezers.

By being proactive and following these guidelines, tenants can maintain their independence with mobility vehicles and help keep their living environment safe and healthy.

Downsizing



Do you live in a property that is too big for you, or which no longer meets your needs?

If so, we can help you to downsize to a smaller, more manageable home.

We can help Darlington Borough Council tenants who are living in a home that is too big for them and want to move somewhere smaller.

We know that everybody is different, but downsizing to a property that better meets your housing needs can help you:

- Have more disposable income because the rent or bills on a smaller property can be less.
- Feel safer in your home because it meets your needs better.
- Have more free time because a smaller home can be easier to manage, clean, and maintain.
- Improve your social life; your new home could be closer to local community centres, nearer to resident groups and activities.
- Provide you with more support - your new home may benefit from our Lifeline service.
- Feel content knowing your home meets your current and future needs better.

It can also help us to house other families who don't have enough bedrooms or who are looking to start a Council tenancy.

If you are thinking about downsizing, you may be able to swap your home with another tenant through 'Home Swapper' (<https://www.homeswapper.co.uk/>) or you can apply for a transfer through 'Darlington HomeSearch' (<https://darlingtonhomesearch.housingjigsaw.co.uk/>).

If you want to talk about your options or need help, please contact your Housing Management Officer (see Contact Page at end of magazine) and they can arrange to visit you in your home and talk to you about this more.



Preventing Homelessness in Darlington

A New Strategy for 2025

As we begin 2025, homelessness is a major concern in Darlington, as it is in many places across the country. Factors like the COVID-19 pandemic and the rising cost of living have contributed to this issue, making it crucial for local authorities to take action.

Darlington Borough Council plans to update its strategy to prevent homelessness and help those affected. The new strategy includes four important duties:

- **Prevention Duty** - This focuses on helping households at risk of becoming homeless within 56 days. The goal is to help people keep their homes or find new suitable places to live if necessary.
- **Relief Duty** - This duty helps those who have already become homeless. It includes finding them a place to live and assisting with costs like rent deposits. The council will work closely with landlords to help people transition back into stable housing.
- **Personal Housing Plans** - These plans are customised assessments for people seeking housing help. By understanding each person's unique situation, the council can provide personalised support to address issues that may lead to homelessness.
- **Main Housing Duty** - This duty ensures that individuals without homes receive temporary accommodation until longer-term solutions can be arranged, providing immediate shelter when needed.

The rise in homelessness has pushed the council to create a clear plan for the future. They are committed to partnering with different organisations to reduce homelessness in the area, aiming to provide affordable housing and consistent support. The goal is to make homelessness rare, brief, and non-recurrent, fostering a hopeful outlook for lasting change.

For more information or help regarding homelessness in Darlington, the council offers a detailed guide to answer questions and explain available resources (<https://www.darlington.gov.uk/media/22505/guide-to-homelessness-support-leaflet-2025.pdf>).

Community involvement is key, and everyone is encouraged to learn more and participate in efforts to prevent homelessness.

Darlington Borough Council is dedicated to improving lives through effective strategies and support, ensuring every resident has a secure and affordable home. Together, we can address homelessness and create a thriving community for all.



A Journey Through Time

Darlington has a long history of providing housing services, starting in the early 1900s. The community has constantly faced challenges in meeting the need for adequate housing, leading to various initiatives and projects aimed at improving living conditions. This article explores important milestones in Darlington’s housing history, focusing on the development of council housing and efforts to enhance tenants’ lives.

In December 1918, the push for better housing for working-class families began when Councillor Tommy Crooks highlighted the urgent need for more homes. In response, Darlington Borough Council took action by buying ten huts in Haughton le Skerne and Lingfield from the government in 1919 and converting them into flats, laying the groundwork for future housing projects.

In 1919, the Council continued its commitment to housing by approving four key sites, including Cockerton, North Road, Crosby Street, and Thompson Street West.

In 1920, the Council secured a significant loan of £250,000 for housing purposes, including purchasing land for new homes. Three and a half acres of land near Hundens Lane was bought from the builder R. Blackett and Sons, along with land to form a new connection between Yarm Road and Haughton Road. Soon afterwards, the council was offered 79 acres at Polam Hill Farm as housing land, and an estate plan, incorporating a new link between Grange Road to Neasham Road, was produced.

By June 1926, the first six council houses on Geneva Road became available, with high demand as over 538 families applied for them. 138 of the applicants claimed to be living in overcrowded conditions. Rents were set at 7s 6d a week for a 2-bedroom house and 8s 6d for a 3-bedroom house.

In the mid-1930s, the Council expanded its efforts by acquiring land near Brankin Moor Road to build 400 homes.

By 1936, the Council had 733 council houses, and in 1937, the first council housing for the elderly was built, ten ‘Cottages for the Aged’ on Hilda Street, which still serves the community today.

By 1945, the waiting list for council housing had grown to 2,200 applicants. The Council responded with multiple post-war projects. The Brankin Moor estate was underway in 1948. Roads and sewers were laid for housing in Nickstream Lane in 1950; for the Branksome estate in 1952; and for the Firthmoor estate in 1953.

In 1955 the Springfield estate consisted of 190 council dwellings that were built on Salters Lane, Springwell Terrace, Hutton Ave, Alnwick Place, Belford Gardens, Belsay Walk, Morpeth Walk, and Corbridge Crescent.

In 1960s the Red Hall estate was built between McMullen Road and Haughton Le Skerne.

In the late 70s other new approaches to housing were apparent. One hundred new houses and flats in the Hargreave Terrace area were built to be energy efficient and well-insulated.

By 1983, council housing numbers peaked significantly across various areas in Darlington.

Area of Darlington	Number of Council Houses
Cockerton	601
Whinfield	129
Woodland Terrace	65
Coniscliffe Road	18
Rise Carr	236
Yarm Road	101
Firthmoor	891
Skerne Park	546
Hundens Lane	248
Parkside	354
Brankin Moor	417
Geneva Road	292

If you have stories or memories related to housing, please get in contact with the Tenant Involvement Team; we would love to hear from you.

Right To Buy



The Right to Buy is a government scheme that allows council tenants the right to buy their home at a discounted price. The Housing Accounts Team manages the Right to Buy sales of council homes in Darlington.

You can apply to buy your council home if:

- You are a secure tenant
- You have been a tenant for 3 years or more (it does not have to be 3 years in a row)

If you qualify for the Right to Buy, the amount of discount that you receive is based on the market value of your home, and the valuation is carried out by an independent surveyor.

The discount is based on:

- The type of property you are buying - a flat or house
- The value of your home
- Where you live
- How long you've been a tenant with a public sector landlord

If you are purchasing a house, you get a 35% discount if you've been a tenant for between 3 and 5 years. After 5 years, the discount goes up 1% for every extra year you've been a tenant up to the maximum discount amount.

If you are purchasing a flat, you get a 50% discount if you have been a tenant for between 3 and 5 years. After 5 years, the discount goes up 2% for every extra year you have been a public sector tenant, up to the maximum discount amount. Once you have purchased a flat, you will also become a leaseholder, and you will be responsible for service charges.

The maximum discount you can receive is 70% of the value of your property or the maximum discount for your region, whichever is lower. The government has recently changed this, and the maximum discount for the North East is £22,000.

If you do purchase your home through the Right to Buy scheme and you sell it within 5 years, you will need to repay some or all of your discount. You should also contact the Housing Accounts team to offer us the opportunity to purchase the property back before selling on the open market.

If you have any questions, please contact the Housing Accounts team at HATT@darlington.gov.uk or on 01325 405333.

A Day in the Life of...

Dean Morris – Maintenance Surveyor

In this edition of Housing Connect, we explore the daily life of Dean Morris, a Maintenance Surveyor at Darlington Borough Council, who has spent almost 20 years in the housing field.

Dean started working with Darlington Borough Council in 2006 as an apprentice. Now a Maintenance Surveyor, he works alongside his teammate, Andrew, to conduct important inspections that help maintain the council's homes. These inspections focus on issues like dampness, mould, and structural safety, as well as checking empty properties.

A big part of Dean's job is making sure homes meet the 'Decent Homes' standard and the council's own void lettable standards. This not only ensures good living conditions for tenants but also shows the council's commitment to them. Dean enjoys problem-solving and likes the variety of inspections he performs in his role. His long experience has given him insights into how their work affects tenants' lives.



Dean was drawn to this job because of the variety it offers.

His days are never the same; he might inspect a broken fence one moment and a fire-damaged home the next. This variety keeps him engaged and allows him to use his knowledge to improve services for tenants.

His work also involves collecting data during inspections, which is important for future planning and improvements. This

helps in developing investment plans and supports the council's goal to reduce carbon emissions, making homes more sustainable and keeping us on target with our Net Zero Carbon Strategy.

As tenant satisfaction becomes increasingly important, dedicated professionals like Dean are essential in maintaining quality in housing. His commitment to solving problems and his proactive approach highlight Darlington Borough Council's focus on supporting its tenants.

Repairs

To report a repair, you can call 01325 405333, email customerservices@darlington.gov.uk or Darlington BC - Darlington Home Online or visit Darlington BC.

If you have an emergency repair out of usual office hours, please call 01325 405333, and your call will be diverted to our emergency duty team, who will be able to help you.

The repairs and maintenance policy can be found online at <https://www.darlington.gov.uk/housing/about-us/our-policies-and-useful-information/our-policies-and-strategies/>

Urgent repairs are repairs that have the potential to put people's life and property at serious risk.

The emergency team will usually attend and make the situation safe, and we will carry out a permanent repair as soon as possible afterwards.

Examples of emergency repairs that we would attend to out of hours (not exhaustive)

- Collapsed floors or ceilings
- The toilet will not flush when there is only one toilet in the property, and a tenant cannot clear this themselves
- Total loss of hot or cold water – where there is no supplier issue
- Total loss of heating in winter
- Total loss of electric power – where there is no supplier issue
- Renewal of a lock when a door cannot be secured or accessed – we will recharge for lost or stolen keys
- Burst pipes where you are unable to contain the leak
- Blocked drains where the waste is leaking into the property
- Securing a property following vandalism or criminal damage, such as a broken window or damaged door recharges will apply unless a crime reference number is provided
- Do not exaggerate how urgent a problem is to get a quicker response. This stops us from responding to real emergencies. If you, a member of your household or a visitor, have caused damage to the property on purpose, we will charge you to put it right.

Dining Experiences in Extra Care Facilities



Tenant Voices Matter

As we move into the new year, community and shared experiences are more important than ever, especially in our Extra Care facilities. The Tenant Involvement team has introduced a new mystery dining experience to improve residents' dining experiences by listening to their feedback.

Julie Paton, Lifeline Services Team Leader, explained that these dining experiences and surveys help improve menus and services. After Covid-19 restrictions were lifted, many residents returned to the dining rooms, bringing back a sense of normality. However, some residents needed more time, and the team is committed to supporting those who prefer to stay in their flats.

Six volunteers from the tenants panel helped evaluate the meal service experience by dining at various locations. A total of 113 tenants participated in a survey that showed positive feedback about the meal service, giving a voice to tenants who might not otherwise have shared their opinions.



Comments collected during the surveys provided deeper insights, allowing for better communication between tenants and staff.

This feedback has led to real changes in the meal services, including how the meals are served and better menu planning with a focus on fresh, locally sourced ingredients. The goal is to enhance the dining experience while ensuring residents feel they are getting good value.

Moving forward, the team wants to create enjoyable daily dining experiences for tenants, making meals a time for socialising and community. Regular input from tenants is key to improving services according to their needs.

In short, the Mystery Dining experience has been an important step in enhancing meal services in our Extra Care facilities. By encouraging open communication and valuing tenant feedback, we are working towards making every meal a delightful part of daily life in our Extra Care facilities.

THE RADIO SIGNAL THAT CONTROLS RTS ELECTRICITY METERS IS BEING SWITCHED OFF

The switch off will affect energy consumers that have an RTS electricity meter in their home.

It may mean that your heating and hot water supply stops working as normal.

WHAT IS THE RADIO TELESWITCH SERVICE (RTS)?

RTS uses a radio signal to tell some older electricity meters when to switch between peak and off-peak rates. It's coming to an end because the service has reached the end of its operational life. If you have an RTS electricity meter it will need to be replaced.

If your energy supplier contacts you take action to book your installation

ofgem

Partnership

The Tenant Involvement team has been collaborating with different services to ensure that tenants are aware of what's available in Darlington. In this edition, we focus on the 'WithYou' Service and Darlington's Youth MP Cabinet.

WithYou

In December, the Tenant Involvement team met with Head of Service Delivery Gary Besterfield. 'WithYou' in Darlington at STRIDE provides free and confidential services, without judgement, to adults and young people facing challenges with drugs and alcohol.

The service allows people to connect with others and get friendly, expert help. Whether you need advice for yourself or to support a loved one, the team works with you, side by side, to make sure they provide you with the right support.

If you would like to know more about the support and services provided by 'WithYou,' please contact their friendly team on 01325 809810.



Youth Cabinet

In November, the Tenant Involvement team met with some members of the Darlington Youth Partnership, including the Youth MP. This meeting provided an insight into real housing issues around the town from young people's perspectives.

The aim of the Youth Partnership is to take forward issues that children and young people from the borough of Darlington have identified and to campaign for change to happen.

The Tenant Involvement Team discussed their role and their vision, and, through this open floor discussion, they learnt about the housing challenges young residents face. Housing Services aims to ensure that the youth of Darlington are represented in all plans and policies.

Looking ahead, the Tenant Involvement team plans to keep working closely with the Youth Partnership. In 2025, members will be invited to join Tenant Panel meetings and events, making sure their voices are heard in decision-making.



Disrepair Claims



As a social housing tenant, you may have seen or heard adverts from claims management companies about making a disrepair claim against us as your landlord. These adverts feature regularly on social media and the radio. These companies may even have called or emailed you directly.

A housing disrepair claim is a type of legal case that involves a tenant taking legal action against their landlord for either failing to fix repairs to their home in a reasonable amount of time or failing to complete them at all.

If you agree to pursue this, the claims management company will sell your claim to a solicitor who will act as an intermediary between you and your landlord (us) and handle your claim at a cost.

The downsides of disrepair claims

Although the sales pitch from these companies may sound good, there can be many downsides to pursuing this, including:

- **Hidden costs** – You may be asked to pay for an insurance policy and may be responsible for solicitor fees and legal costs if your claim is not successful.
- **Fees if you change your mind** – If you want to stop the process, you will usually have to pay for all the costs incurred up to that point.
- **Time taken and distress caused** – Some cases can take years to resolve, and you may have to appear in court which can be very stressful.

- **Potential breach of your tenancy agreement** – If you pursue a disrepair claim, these companies will usually advise you not to allow access to your landlord during that time. This would put you in breach of your tenancy agreement.

We want to keep your home safe and in good repair, for both your benefit and ours. We strongly encourage you to work with us so we can achieve that together.

Talk to us

If you are considering a disrepair claim or have a repair that you have not reported or has not been resolved, please talk to us. Our Housing Contact Team will be happy to talk to you about your options, escalate any complaints you have, and make you appointments for inspections and repairs. You can also read about our complaints process and policy at <https://www.darlington.gov.uk/housing/our-performance-and-reports/housing-complaints-compliments-and-comments/>

Seek independent advice

If you would prefer to speak to an independent person or organisation, we recommend the following:

- **Citizens Advice** – website www.darlingtoncab.co.uk
- **Housing Ombudsman** – website <https://www.housing-ombudsman.org.uk/>
- **Shelter** – https://england.shelter.org.uk/housing_advice/council_housing_association

Review of the Tenants Panel in 2024

The Tenants Panel is an important part of Housing Services at Darlington Borough Council, and 2024 was a successful year for this group. We saw the biggest growth in members, bringing in diverse viewpoints that help shape our housing policies and services.

New members like Don, Ivan, Suzanne and Carol have actively contributed to discussions on policies that impact tenants. Key updates this year include improvements to the Tenant Involvement Strategy and planning for a Rent Consultation ahead of its rollout in 2025.

In 2024, we also welcomed residents from nearby villages, like Tanya and Mark from Heighington and Piercebridge, adding fresh perspectives and showing our commitment to all tenants.

The Tenants Panel does more than just meet; members contribute to their communities through volunteering, fundraising and promoting Darlington's history, which builds connections among residents.

In 2024, we saw an increase in Online Tenants Panel members who may not have the time to go to meetings due to work or social commitments but still want to influence change.

The Tenants Panel's success in 2024 highlights the importance of tenant involvement. By improving communication between tenants and housing services, we make better decisions and these lead to better outcomes. The panel creates channels for feedback that can turn ideas into actions.



As we head into 2025, we are excited about the future and welcome more tenants to help shape housing services in Darlington. Together, we can build a community where every voice is heard and contributes to a supportive living environment.

If you are a council tenant and are enthusiastic about the area where you live, then the Tenants' Panel could be for you. More information can be provided via email at Tenant.Involvement@darlington.gov.uk or give us a call on 01325 406682 / 403245.

Feel free to check out our page for details of our upcoming sessions.



Wordsearch



HOPETOWN
RABYCASTLE
BRICKTRAIN
BULMERSSTONE
LIBRARY

TOWNCLOCK
HIPPODROME
TOWNHALL
SOUTHPARK
SKERNEBRIDGE

Tenant Satisfaction Measures Results

Thank you to everyone who completed the Tenant Satisfaction Survey in November 2024.

We have now received the result for the survey with general satisfaction improved overall. We go through the full Tenant Satisfaction results in the next edition.

Keep your eyes peeled for a full run down of the results and our plans for the next 12 months.



We have recently reviewed our webpages following feedback, these are now live and more will be added in the near future. We've now included a new section on frequently asked questions to help you with your housing queries.

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/>



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



**DO IT
ONLINE**



**DARLINGTON
HOME ONLINE**

Pay, Update, Message, Book



SAVE TIME, DO IT ONLINE