

Who is this for?

This service is only for Darlington Borough Council tenants who have an existing tenancy or starting a new home.

What are the benefits of renting through Housing Services?

We offer a cost effective rental scheme which includes delivery, installation and repair cover. Our experienced team will help you make the application and carry out an affordability assessment with you to ensure it is affordable. Delivery is normally within 10 working days of your application being authorised and you can give notice at any time if you decide to purchase your own appliances.

What is the weekly charge?

There is a weekly charge, which may be covered by state benefit. The charges will be discussed with the White Goods Officer.

Who provides the furniture?

Newcastle Furniture Service (NFS) provides the items on behalf of Darlington Borough Council.

Can I buy or sell the furniture?

No, the furniture remains the property of the furniture service. You cannot buy or sell the items.

How do I return the furniture?

Get in touch with your White Goods Officer to end the agreement.

How do I report a fault or repair on the items?

Any repairs or faults after this should be reported to your White Goods Officer.

Can I take the items with me if I move?

You can take the items if you move to another Darlington Borough Council owned property, if you purchase your new home or move into another landlord's property you cannot take the items and they must be left in the property.