

Residents' Annual Report 2025-2026



DARTFORD
BOROUGH COUNCIL

Foreword

Hello. Once again, it gives me great pleasure to present the Council's Residents' Annual Report for 2025-2026. I do hope you find it both interesting and informative, and we would like to thank you for taking the time to read through it.

This report, as always, has been guided by both the feedback received from our tenants and leaseholders, and our activities over the last year to better understand your needs. By looking at our performance across all housing services and scoring ourselves against accepted standards, we believe that this report offers a complete overview of what we have done, how we have met unexpected challenges and what we plan to achieve over the next year. We really value the work of the Dartford Tenants' and Leaseholders' Forum, which remains vital as we continue to ensure that our housing services are efficient, but even more importantly, effective and inclusive. We know that to continue to make things better we need to understand both our tenants and leaseholders. We really appreciate the time people take when completing our questionnaires or speaking to our team members. Last year we embarked on a stock review across the Borough and have almost finished this project. Again, thank you for your cooperation in helping us with this essential activity. Just recently we started a new exercise which will see us contacting all our tenants to



ensure our records are up to date and truly reflect what you need to make your time as a Dartford tenant even more comfortable and enjoyable. Finally, we are trying to ensure you know what is happening around the Dartford Housing world and our WhatsApp community grows by the day. If you want to receive WhatsApp updates, please sign up via the link in our digital newsletter or contact housing.engagement@dartford.gov.uk. Our desire to understand and engage with tenants and leaseholders across our services will help us develop future plans that will ensure ongoing improvements in the service we provide. For insights on ways you can actively participate, please refer to the back page of the report.

Thank you once again for your continued support and collaboration.

Councillor David Mote
Cabinet Portfolio Holder for Housing

Introduction

We continue to work towards meeting the current regulatory standards, overseen by the Regulator of Social Housing.

This report explains how we have been performing over the past year under the below consumer standards and sets out our aims for 2026/2027.

Consumer Standard	Required Outcomes
Safety and Quality	Stock quality Decency Health and safety Repairs, maintenance and planned improvements Adaptations
Transparency, Influence and Accountability	Fairness and respect Diverse needs Engagement with tenants Information about landlord services Performance information Complaints
Neighbourhood and Community	Safety of shared spaces Local cooperation Anti-social behavior and hate incidents Domestic abuse
Tenancy	Allocations and lettings Tenancy sustainment and evictions Tenure Mutual exchange

Safety and Quality Standard

What we achieved in 2025/2026

Stock quality

- Completed 3600 stock condition surveys to tenant's homes, and a further 355 block surveys of communal areas. A HHSRS assessment was completed to each home accessed and an evaluation of each home's adherence to the Decent Home Standard. Condition information is collected for key components, such as roof, boiler, kitchen and doors, and this data is used to drive forward our planned upgrade and replacement programmes. We also collected information on disabled adaptations, ensuring we note where these have been completed. .
- As part of our ongoing strategy to reduce tenants' energy bills, we completed external wall insulation upgrades to over 80 homes, improving their energy performance rating, making it easier and more cost effective to heat their homes.
- Completed full garage refurbishments to 5 garage sites, including Temple Hill, Shaftesbury Lane, Marsh Street, Bridges Drive and Landsbury Crescent. Each refurbishment included replacement roofs and doors.
- Completed our annual capital works programme, including works to the following: (please see Repairs and Maintenance performance table below).

Decency

- Achieved 93.3% of homes meeting the Decent Homes Standard.

Health and safety

- Completed legionella risk assessments, in line with our water management policy.
- Completed our annual asbestos re-inspect programme, whereby all blocks and communal areas that contain asbestos were inspected to determine the extent of their condition and safety. Any concerns found during the inspection are raised to our contractor.
- Completed our annual fire risk assessment programme, undertaking an annual risk assessment of each block.
- Completed more than 200 fire risk assessment actions.



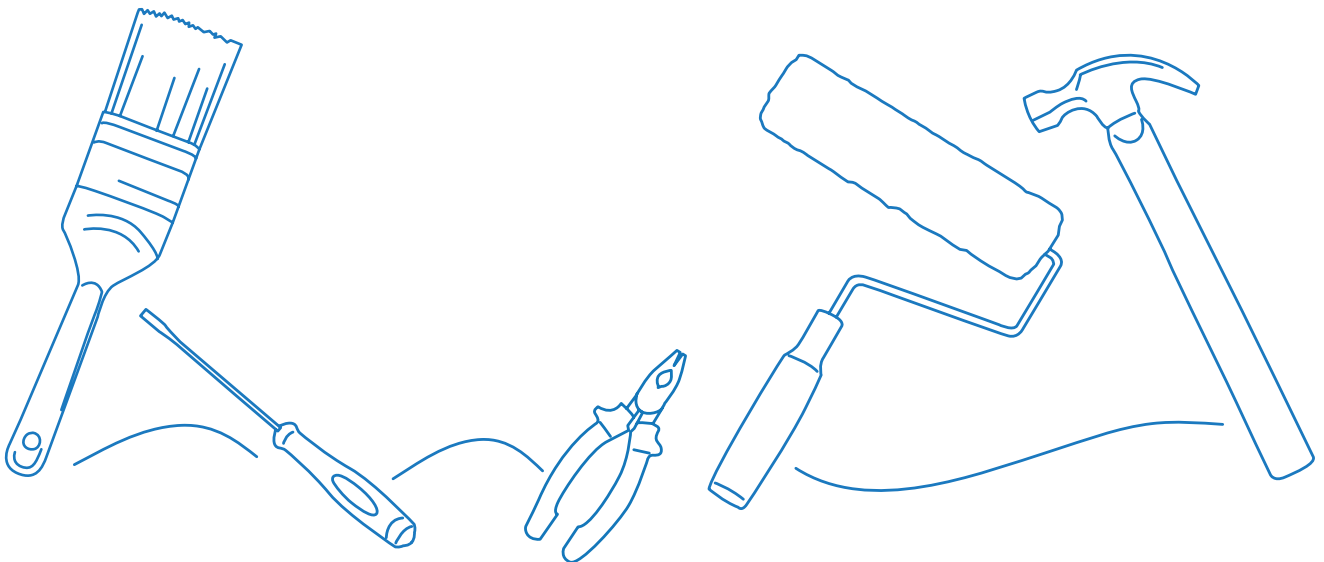
- Gas safety checks were carried out to all homes, with a 100% compliance rate. This ensures that all homes with a gas appliance were tested for safety.
- Undertook 1078 electrical tests to tenants' homes, including an LD2 upgrade. In line with best practice, the Council adopted the LD2 smoke alarm standard and as part of our 5-year programme homes now receive this upgrade, which includes additional interlinked smoke alarm protection within the home.
- Implemented our new Compliance monitoring software, which collates all certification and assessment information, allowing the service to better understand our compliance position.

Repairs, maintenance and planned improvements

- Implemented the regulatory requirements of Awaabs Law, specifically for reports of damp and mould. All reports of damp and mould are triaged and then inspected in line with the required timescales.
- Completed the procurement of our repairs and maintenance contract, selecting a new contractor to commence works in June 2026.
- Delivered emergency, urgent and routine repairs, considering residents diverse needs.

Repairs & Maintenance Performance

Replaced bathrooms	41
Replaced kitchens	55
Replaced wet rooms	29
Replaced doors	55
Electrical tests and LD2 upgrades	1078
Replaced roofs	22
Installed A Rated heating	242



Transparency, Influence & Accountability Standard

What we achieved in 2025/2026

Fairness and respect

- Through our Good Neighbour Thank You Scheme, we continued to celebrate tenants who contribute positively to their communities. The most recent award ceremony took place in January 2026 at the Sir Peter Blake Gallery, with plans to repeat this celebration annually.
- Developed a comprehensive improvement plan across housing services aligned to the four Consumer Standards, with clear actions, timescales and measures of success.

Diverse needs

- Increased the information collected at tenancy sign up to better capture residents' diverse needs at the start of their tenancy, helping to ensure our services are accessible, inclusive and tailored from day one.
- Provided printed copies of the Link newsletter to all residents aged over 65 and tenants who requested one. The Link newsletter was also made available in alternative formats on request to ensure accessibility for all.

Engagement with tenants

- Delivered digital inclusion sessions to support residents in accessing the Tenant Portal, reducing digital barriers and enabling access to their accounts 24/7.
- Completed the recruitment of the Customer Communication and Engagement Team, which now consists of three dedicated officers focused on improving resident communications and raising service standards.
- Awarded community grants to support local projects and initiatives that benefit residents and strengthen communities.
- Attended the 2025 TPAS National Tenant Conference alongside three Dartford Borough Council tenant representatives, enabling us to share learning and adopt best practice in resident engagement.
- Continued to work closely with the Dartford Tenants' and Leaseholders' Forum, ensuring residents have meaningful opportunities to scrutinise and influence housing services.



Information about landlord services

- The Housing Services section of the website was redesigned to make it easier for residents to find information and navigate services.
- The Link newsletter was moved to a monthly digital publication to keep residents informed about important updates and service information.
- A new tenant portal was launched, offering enhanced functionality and improved access to services and account information.
- Residents were informed of and invited to take part in consultations on new or amended policies to provide feedback.
- Estate inspections were actively promoted via our WhatsApp and Facebook channels to give tenants the opportunity to get involved and share their views on our communal services.
- Continued to use and grow our WhatsApp channel to provide timely information, as well as introducing a dedicated Facebook group for tenants and leaseholders to provide a variety of options to access information about services.

Performance information

- Provided annual performance information including the results of the annual tenant satisfaction measures in the Link newsletter, on our website and within this report.
- Created a dedicated Housing Standards and Performance page within the Housing section on the Dartford Borough performance.

Complaints

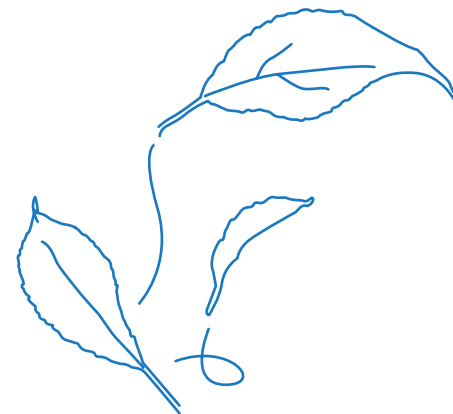
- Published information on how tenants can make a complaint on our website, within our Link newsletter and on our WhatsApp channel.
- Published complaint handling performance within the Link newsletter, on our website and this is also reported to the Housing Advisory Board.
- Continued to work with the Housing Complaints Panel chaired by the Member responsible for complaints to ensure we are reviewing complaints and learning to create best practice.
- Redesigned our complaints satisfaction survey to make it easier for residents to provide feedback on our formal complaints process.

Self-referral

- Worked alongside the Regulator of Social Housing following our self-referral due to concerns around the performance of our repairs and maintenance contractor.



Neighbourhood & Community Standard



What we achieved in 2025/2026

Safety of shared spaces

- Worked in partnership with the Council's Community Safety Unit and Environmental Health Service to improve the safety of shared spaces.
- Carried out estate inspections to identify and report safety issues in shared spaces.
- Carried out enforcement of vehicles parked on Council amenity land without consent.

Local Co-operation

- Developed a new Housing Strategy.
- Developed a new Housing Policy on the Maintenance of Trees, Hedges and Shrubs.

Anti-social behaviour (ASB) and hate incidents

- In collaboration with Kent Police, we obtained a closure order for a property in Willow Road linked to persistent ASB and misuse of drugs. With the assistance of our Rents team, the tenant was evicted and the property regained.
- The ASB team began issuing fixed penalty notices to those who have wilfully breached their community protection notices, demonstrating a zero-tolerance to anti-social behaviour.
- New ASB case acknowledgement letters, action plan and closure letters are now in use, making it clearer to victims of ASB exactly what actions the council will take to remedy the matter.
- The ASB leaflet has been revamped and now includes details about tackling hate crimes.
- Our ASB Officer now has a licence for Oasis Cloud and regularly attends MARAC meetings meaning Tenancy Services cases are now being dealt with more effectively. The same officer attended DA Champion training and has received official accreditation.





Domestic abuse

- Continued to provide information on domestic abuse support and promote awareness campaigns on our corporate social media pages, using media assets provided by Kent County Council.
- Promoted and hosted the multi-agency Dartford Domestic Abuse One Stop Shop, offering free advice, information and support in one place in one regular drop-in service once a week.
- Achieved regular attendance at multi-agency risk assessment conferences (MARAC) to develop and implement safety plans for survivor-victims and their children.
- Attended and helped shape the new MARAC Hub model (launched February 2025) in partnership with Kent Police, Kent County Council and other Kent partners.
- A third MARAC Hub licence has been granted to the housing team so that regular attendance by the ASB officer in the Tenancy Service team can play an active role in DBC's MARAC engagement.
- Actively making referrals into the new Kent Sanctuary Access for Eligible Residents (SAFER) Scheme providing additional security to victims properties. This also includes onward referrals to the SAFER support for children.
- Created Domestic Abuse Champions within the housing service to lead awareness and support to staff on domestic abuse.
- Progressed the Domestic Abuse Housing Alliance (DAHA) accreditation forward so that we are ready to achieve Bronze accreditation in 2026.
- Worked with the Kent Domestic Abuse Partnership Board and the North Kent Domestic Abuse Forum partners to improve partnership working arrangements and ensure support is available for victims of domestic abuse.
- Key frontline officers have been identified and provided with specialist domestic abuse training which was tailored to the level of the officer's involvement with survivor/victims.
- We have created a new Domestic Abuse Focus Group within the service which has key members of staff from each service delivery area. The purpose of this group is to review our response to survivor/victims from the perspective of each service from homelessness, repairs and tenancy services.
- Been involved in two Domestic Abuse Related Death Review (DARDR) panels and actively participated in reviewing our service involvement with both of those cases, as well as peer supporting on a multi-agency level to review agency responses in those cases.
- Working closely with the KCC commissioners team to help shape the future contracts of domestic abuse support delivery in Kent after March 2027 (end of the current KIDAS contract)

Tenancy Standard

What we achieved in 2025/2026

Allocations and lettings

- Continued to allocate homes according to the Allocations Policy, basing housing decisions on the individual circumstances of each application including property size, areas identified as unsafe for the occupant/s, and any medical or relevant advisor recommendation.
- Continued to check who is applying and living in our homes by requesting proof from applicants and prospective tenants to assist in identity checks as detailed within our Tenancy Fraud Policy for Council Housing. Via our Tenancy Round Up initiative we are also able to provide further checks.
- Continued to publicise how to report tenancy fraud via our Link newsletter and website and investigated reports made by the public.
- We continue to promote downsizing for cash via our communication channels in order to make best use of our available housing stock.
- Reviewed the Allocations Policy to increase the local connection criteria to a five-year connection.
- We have seen a rise in housing register applications from people who live outside of the borough and wish to move into the area for many different reasons. The Housing Act 1996, Part VI, requires that we assess all cases that state they need to move into the area for work or welfare reasons. This places a huge pressure on the service. The Allocations team works hard to ensure the Policy is adhered to, to ensure only those that have the greatest need for accommodation are given access to the housing register

Tenancy sustainment and evictions

- Worked in partnership across the Housing Service and with external organisations to help support vulnerable tenants to access services and maintain their tenancy.
- Continued coordination and a joined-up approach through the case management and complex case panels which now include representatives from KCC Adult Social Services and NHS Mental Health teams.
- Undertaking affordability checks for prospective new tenants to ensure they can afford the rent and service charges for properties to avoid personal debt.
- During the period April 2025 to March 2026, 58 tenants were at risk of eviction. 18 evictions were carried out, so 40 were able to sustain their tenancy with support from the Tenancy Services team.

Tenure

- Consultation on a revised Tenancy Agreement started in the spring of 2025. Consultation documents were made available on the Councils' website; this included a detailed log of changes and a support pack for reference. Following the conclusion of the two separate consultation phases, the final version was approved and published. A Notice to Vary the Agreement was sent to all Tenants with an effective date of the 6 April 2026. The new conditions are now in use and enforceable.
- We have continued to work on our TRU (Tenancy Round Up) initiative aimed at visiting every tenant to detect tenancy fraud, confirm occupation (including taking photos of tenants & checking personal identification), contact details, communication preferences, vulnerabilities and needs. To date, 1106 properties have been visited.

Mutual exchange

- Continued to offer HomeSwapper as a way for tenants wishing to mutual exchange with 28 taking place in 2024/25.

Our actions for **2026-2027**

Safety and Quality Standard

In 2026/2027

Stock quality

- Employ a stock condition surveyor to undertake stock condition surveys to homes where additional support is required to gain access.
- Make further investment by undertaking planned capital works, including replacement windows, doors, roof, boilers, kitchens and bathrooms.
- Complete £400k of garage refurbishments to further enhance our garage offering, improving the appearance and security of garage sites.
- Review feedback from Tenant Satisfaction Measures and consult with residents on future planned works programme that the Council will complete.

Decency

- Monitor the Council's adherence to the Decent Homes Standard and be ready for the proposed changes to the Decent Homes legislation.
- Empty Homes (Voids)- when a council home becomes empty, we will carry out safety checks and necessary repairs. Make sure the home meets letting standards and re let it as quickly as possible to help meet housing need.
- Develop plans of work to provide solutions to reduce the energy consumption and bills of those in homes that are within band D or lower of the EPC rating scheme.

Health and safety

- Monitor the council's adherence to the HHSRS (Housing Health and Safety Rating System) standards and be ready for the proposed changes to legislation.
- Continue to monitor and comply with health and safety requirements relating to fire, legionella, electrical, gas and asbestos statutory obligations.

Repairs, maintenance and planned improvements

- Aim to get repairs done right first time and keep you informed if there are delays.
- Check the quality of the work of our contractors and deal with any poor performance.
- Keep you informed about appointments and works, explain what work is needed and why.
- Improve our offering to residents, including online tracking of repairs and the ability to book appointments at first point of contact for small repairs.
- Maintain our communal areas and estates, undertaking repairs and improvement works to communal lighting, door entry systems and decorations.

Adaptations

- Monitor the council's adherence to the HHSRS (Housing Health and Safety Rating System) standards and be ready for the proposed changes to legislation.
- Continue to monitor and comply with health and safety requirements relating to fire, legionella, electrical, gas and asbestos statutory obligations.

Transparency, Influence & Accountability Standard

We will:

Fairness and respect

- Continue to ensure our staff are working to our Employee Code of Conduct by introducing a review of the Code within the annual mandatory training programme.

Diverse needs

- Improve the quality of tenant information through a targeted data collection exercise to better understand residents' diverse needs.
- Develop a clear process to keep residents' diverse needs information accurate and up to date and ensure this information is actively used to provide communications in accessible formats where required.

Engagement with tenants

- Continue to develop our tenant engagement offer to provide residents with more opportunities to influence and shape housing services. This includes the introduction of housing engagement roadshows, offering household members the chance to get involved through family focused activities for children alongside housing services drop in sessions for tenancy related issues and support.
- Launch a new programme of transactional surveys, clearly reporting and communicating to residents how their feedback has informed service improvements.

Information about landlord services

- Publish and regularly update our improvement plan to demonstrate progress, maintain transparency and enable residents to hold us to account.

Performance information

- Collect and publish the Tenants Satisfaction Measures (TSM) for 2026-27.
- Benchmark the TSMs with other providers to see how our performance compares.
- Continue to collate and publish financial measures on director remuneration and management costs annually on the website to ensure openness and transparency on how income is being spent.

Complaints

- Continue to promote information on how to make a complaint and the role of the Housing Ombudsman and ensure the information is included in our response to complainants.
- Continue working with the Complaints Panel to identify learning opportunities and drive improvements in our complaints handling.
- Complete and publish the annual complaints performance and service improvement report on the Complaint Handling Code for 2026-27, including a self-assessment against the Code.

Neighbourhood & Community Standard

We will:

Local cooperation

- Create a working directory of services providing support in communities to promote social, environmental and economic wellbeing, and use it to signpost/refer tenants (e.g. Healthy Living Centre, One You, local foodbanks).
- Work with the Kent and Medway Fire and Rescue Service to highlight the risk to tenants' safety when items of furniture, prams, bicycles, children's toys, plant pots, building materials and rubbish are left/stored in communal spaces.

Anti-social behaviour and hate incidents

- Publish a new Anti-social Behaviour and Hate Incident Policy to include setting out the approach to tackling and deterring hate incidents in the neighbourhoods where the Council provides social housing.
- Consider developing a landlord service specific webpage on anti-social behaviour and hate crime.
- Continue to develop our working relationship with relevant partners to prevent and tackle anti-social behaviour including attending daily briefings with the Community Safety Unit, Kent Police Community Safety Unit, Dartford Town Against Crime Partnership and contribute to multi-agency risk assessment conferences.
- Provide training to Kent Police surrounding the housing ASB toolkit. Training will be provided at North Kent Police Station, Bluewater Police Station and Maidstone Police Station. The aim is to further strengthen our partnership working.
- Continue with enforcement action for those continuing to park and misuse amenity land across the borough.
- Continue to attend MARAC panel meetings to best support tenants who are victims of DA.

Domestic abuse

- Continue to build on the momentum of the DAHA accreditation to achieve the Bronze award and put a plan in place to achieve Silver and Gold.
- Consider developing a landlord service specific webpage on domestic abuse.
- Review how domestic abuse cases are flagged on our internal management system so that we can deliver better reporting on cases we are supporting to be able to measure outcomes.
- Undertake a review of the Sanctuary Scheme Referral Procedure in response to the Kent SAFER scheme now being embedded.
- Learn from any recommendations made by DARDs in Kent and ensure those actions plans are implemented at a local level.
- Funding has been identified for a specific officer dedicated to delivering the DAHA accreditation which will provide ongoing peer review of case handling and help shape our response to domestic abuse moving forward. Recruitment to this post to be achieved in 26/27.

Tenancy Standard

We will:

Allocations and lettings

- Carry out a review of the Allocations Policy to ensure it remains up to date and relevant. Specifically in 26/27, this will include additional priority given to people needing to move due to domestic abuse and the removal of local connection barriers for domestic abuse survivors as well as care leavers.
- Update written processes to ensure they are in line with the current Allocations Policy.

Tenancy sustainment and evictions

- Greater emphasis on early intervention with tenants who are in rent arrears, which has become a greater problem because of Universal Credit. This includes bringing forward visits to new tenants from six to two weeks after the start of their tenancy.
- Increased financial inclusion support and information for tenants including benefits take up, grant applications and signposting to debt agencies.

Tenure

- Ensure the tenancy conditions outlined in the new Tenancy Agreement are appropriately enforced.
- Ensure that tenant vulnerabilities are taken into account when enforcing the tenancy conditions.
- Review the Demoted Tenancy policy.
- Review the Discretionary Succession procedure.

Mutual exchange

- Include information on the mutual exchange process in Tenancy sign-up packs.
- Continue to provide support to tenants who wish to mutual exchange through the drop-in service.

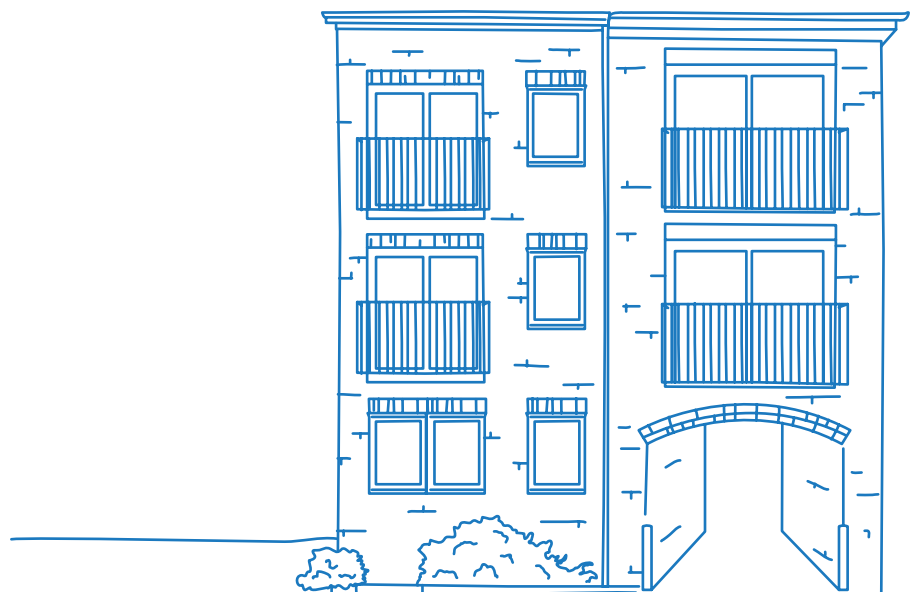




Competence & Conduct Standard

We will:

- Continue to prepare for the introduction of the new consumer standard expected to come into force called the Competence and Conduct Standard.



Tenant Satisfaction Measures

The Regulator of Social Housing has introduced a set of annual tenant satisfaction measures that let you see how well we are performing in providing good quality homes and services. Some of these measures come from satisfaction surveys and some come from management information we hold about our services. These measures help understand in which areas we are doing well at and which areas need improving.

Overall satisfaction

Code	Tenant satisfaction measure	Measured by	2024-25	2025-26	Change
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	Perception survey	73.6%	73.2%	-0.4%

Keeping properties in good repair

Code	Tenant satisfaction measure	Measured by	2024-25	2025-26	Change
RP01	Proportion of homes that do not meet the Decent Homes Standard	Management information	2.4%	6.7%	+4.3%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	Management information	77.4%	76.1%	-1.3%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale	Management information	91.9%	91.1%	-0.8%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	Management information	75.6%	73.1%	-2.5%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	Management information	74.8%	72.9%	-1.9%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	Management information	78.1%	73.9%	-4.2%

Maintaining building safety

Code	Tenant satisfaction measure	Measured by	2024-25	2025-26	Change
BS01	Proportion of homes for which all required gas safety checks have been carried out	Management information	100%	100%	0.0%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	Management information	100%	100%	0.0%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	Management information	100%	100%	0.0%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	Management information	100%	100%	0.0%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	Management information	100%	100%	0.0%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	Management information	81.7%	80.5%	-1.2%

Respectful and helpful engagement

Code	Tenant satisfaction measure	Measured by	2024-25	2025-26	Change
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	Perception survey	66.7%	61.5%	-5.2%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	Perception survey	70.5%	72.7%	+2.2%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	Perception survey	74.9%	76.2%	+1.3%

Effective handling of complaints

Code	Tenant satisfaction measure	Measured by	2024-25	2025-26	Change
CH01 (1)	Number of stage one complaints received per 1,000 homes	Management information	17.6%	34.6	+17%
CH01 (2)	Number of stage two complaints received per 1,000 homes	Management information	3.8%	14.3%	+10.5%
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	Management information	85.1%	94.5%	+9.4%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	Management information	68.8%	93.3%	+24.5%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	Management information	35.9%	32%	-3.9%

Responsible neighbourhood management

Code	Tenant satisfaction measure	Measured by	2024-25	2024-26	Change
NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes	Management information	78.1%	82.1%	+4%
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	Management information	0.5%	1%	+0.5%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	Management information	55.7%	65%	+9.3%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	Management information	61.0%	64.5%	+3.5%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	Management information	54.8%	57.5%	+2.7%

For more information on the tenant satisfaction measures and our approach to carrying out the satisfaction survey, visit dartford.gov.uk/tsms

Complaints

If we get things wrong, we want to make them right and learn from our mistakes.

Complaint Handling Code

The Housing Ombudsman has a Complaint Handling Code that all social housing landlords must follow to ensure they are responding to complaints effectively and fairly. To view our self-assessment against the Code to see how we're performing as a landlord visit dartford.gov.uk/other-services/housing-complaints

How we performed on handling your complaints in 2025-2026

We have two stages to our complaints process. Stage one is where you can first express dissatisfaction. If you remain dissatisfied after stage one, you can request a stage two review. If you remain dissatisfied after the stage two review, you can ask the Housing Ombudsman to investigate your complaint.

Number of stage one complaints opened	205
Number of stage two complaints opened	87
Number of Housing Ombudsman investigations	17
Total	309

Reason for complaints

Complaints can be about different areas of our landlord and leasehold services.

Repairs and maintenance	147
Anti-social behaviour	32
Estate Management	38
Leasehold Services	6
Housing allocations	31
Rents	13
Staff Behaviour	41
Moving to a property	5
Occupancy rights	2
Right to Buy	1
Complaint Handling	24
Compensation	7
Homelessness	24
Total	371

Stage one and stage two response timescales

We aim to provide a full response to stage one complaints within 10 working days and 20 working days for stage two complaints following our acknowledgment of your complaint.

Complaints responded to within timescales	247
Complaints not responded to within timescales	36
Complaints still open and within timescales at time of reporting	9
Total	292

Complaint outcomes

Once a complaint is investigated a decision is made on the outcome. You should be given the reasons for the decision. When we get things wrong, we apologise and put things right. This may include looking at changing our policies or procedures to make sure the same thing doesn't happen again, or we may provide training to staff to increase their awareness or skills in a particular area if needed. If it is a complaint about something we haven't done, for example a repair, we'll make sure it gets done right away.

Complaint upheld	92
Complaint partially upheld	58
Complaint not upheld	133
Complaint withdrawn	2
Total	294

How we have learned from complaints and made improvements

Improvements resulting from learning from complaints are crucial for creating a positive and effective complaint handling culture. This year, we have implemented several enhancements based on feedback and insights gathered through our complaints management processes. Some notable improvements include:

- In February 2025, a Housing Complaints Panel was formed, chaired by the Cabinet Portfolio Holder for Housing (the Member Responsible for Complaints). The panel includes representatives from the Dartford Tenants and Leaseholders Forum, along with officers from the Customer Communication and Engagement (CCE) team.
- The Housing Complaints Panel meets on a quarterly basis and at least 10% of concluded complaints are reviewed using a Complaint Review Checklist. Which assesses:
 - o Whether the procedure was followed.
 - o If complaints were handled in a timely fashion.
 - o That the complaint is answered in its entirety and monitor evidence of learning and/ or service improvement.
- Following on from feedback from the Complaints Panel, we have amended guidance and recommendations when responding to complaints.
- The Customer Communication and Engagement team are responsible for overseeing, assigning, acknowledging and managing the Housing Services complaints. This approach enhances our capacity to manage complaints effectively whilst improving engagement and communications with residents.
- Customer Satisfaction Surveys have been created to understand our effectiveness in handling complaints and are now distributed upon the closure of complaints, enabling us to gather feedback and continuously refine our processes. A further update to our complaints survey was made to make it easier to complete and return.

General Performance Information

	Target	Performance 2024-2025	Target 2025-26
Allocations			
Number of households on the housing register		1464	1655
% of lettings made to households already residing within the Borough	97%	88.92%	93.48%
Homelessness			
Number of households where homelessness prevented		174	238
Number of households living in temporary accommodation		263	373
Rents			
Rent Collection and Arrears Recovery - % rents collected as a proportion of rents owed	97.5%	97.5%	98.11%
Amount of rent arrears as a percentage of debit	2.5%	2.09%	1.70%
Relets			
% rent lost through local authority dwellings becoming vacant (voids)	0.5%	0.82%	1.03%
Average time taken to re-let local authority housing voids (in calendar days)	30%	42.09%	40.8%
Number of Voids re-serviced and re-let		187	196
Repairs and Maintenance			
% repairs completed on time	98%		75.30%
No of non-decent homes			279
Energy Efficiency of Housing Stock (SAP energy rating)	73%	72.22%	72.32%
Affordable Housing			
Number of affordable homes delivered	90	106	238

Income spend, management costs

Our income and management costs are finalised in September. For more detailed information regarding these figures, please either email us at the address below or visit our website for further insights.



If you would like more information on documents mentioned in this report or about the housing service, or regulatory framework, please look on our website or contact us using one of the methods below.

You can also find more information on the Regulator of Social Housing at **[gov.uk/government/organisations/regulator-of-social-housing](https://www.gov.uk/government/organisations/regulator-of-social-housing)**

 **[dartford.gov.uk](https://www.dartford.gov.uk)**  **housing.engagement@dartford.gov.uk**

Housing Service Dartford Borough Council,
Civic Centre, Dartford, Kent DA1 1DR

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