



Housing HIGHLIGHTS

Housing Services newsletter

www.slough.gov.uk
Slough
Borough Council

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Issued by Slough Borough Council
for our tenants and leaseholders

ISSUE 56
January 2024

Update from Councillor Paul Kelly

As your Lead Member, I would like to wish each and every one of you a happy and healthy New Year. I am determined that 2024 will be a year of continued improvement for the housing service in Slough, and that importantly you feel tangible improvements.

The council's new Corporate Plan, which we approved last year, emphasised the importance of resident engagement in the decision-making process. I am keen for our tenants and leaseholders to have a strong voice in the continuous improvement of the service. I was pleased that in December, Cabinet approved a new Housing Resident Involvement Strategy to ensure meaningful opportunities for more residents to influence housing services, policies and strategies that impact you as tenants and leaseholders. The strategy has been developed in partnership with the Resident Board and shaped by feedback from other residents through survey responses and in person drop-in sessions. I am really optimistic about what the council can learn from this new strategy, and how we can use the information we gather to shape and deliver new initiatives.

I am passionate about ensuring that residents' feedback - good or bad -

is listened to and understood. The resident voice should be a positive driver for change, and that is the ethos of the service I want to build. It was lovely to be able to drop in to meet the Resident Board and the new Independent Chair at their face-to-face meeting on 5 December. I look forward to attending more in the future.

Also in December, the Cabinet approved the re-procurement of our current Repairs, Maintenance and Investment (RMI) contract, which is currently with Osborne. It is estimated that the new contract(s) will be in place by 1 April 2025. This provides the council with the opportunity to explore new options which deliver significant improvements for service users.

As I mentioned last month, we now have a dedicated team at Osborne who are dealing specifically with damp and mould, and I would urge those of you who have not already done so, to contact us to report your damp and mould issues call 0800 915 1215 or email booking.slough@osborne.co.uk.

I look forward to writing to you again next month. In the meantime, please do feel free to contact me at Paul.Kelly@slough.gov.uk.

On behalf of Slough Borough Council, may I once again wish you a happy and healthy New Year.



Update from Chris Stratford, Housing Director

Welcome to the first New Year edition of our Housing Highlights newsletter. Last month was a busy month for us as we aimed to close off various pieces of work in time for the festive break.

Resident Board meet Councillors

The Resident Board had their first face to face meeting since the pandemic, on 5 December. With the most recent changes to portfolios for cabinet members, Cllr Paul Kelly took over the role of Lead Member for Housing from Cllr Puja Bedi.

Both councillors joined the Board meeting briefly, Cllr Bedi thanked everyone for their continued work throughout the year whilst Cllr Kelly highlighted the important role of the board and was keen to keep residents involved in housing matters.

The board also welcomed the newly appointed Independent Chair of the Board Tim Blanc. Tim was pleased to hear the Resident Involvement Strategy was about to go to cabinet for approval and was looking forward to working with staff and board members in strengthening resident engagement and involvement across Slough.

Cabinet approval

You will be pleased to hear the cabinet meeting on 18 December approved the Resident Involvement Strategy, as well as the Re-procurement of the Repairs and Maintenance contract.

[View the papers on our website.](#)



**New Repairs
Contract event**
Scan to get involved

Resident Involvement Strategy

The strategy sets out the plan for strengthening resident engagement in line with the requirements of the Regulator of Social Housing.

To ensure we can do this, we have requested the recruitment of staff into the neighbourhood team to take forward this important work. Budgets have been approved and we are currently working on an action plan to take forward the three-year plan of engagement.

Tim Blanc, our newly appointed Independent Chair, and Board members will be responsible for monitoring progress throughout the process.

Re-procurement of the Repairs and Maintenance contract

The contract with Osborne is coming to an end in December 2024 and we have proposed a limited extension to the contract to March 2025. Independent specialist consultancy advice has been secured and appointed and the initial workplan around consultation arrangements and delivery of soft market testing and new procurement processes has been drafted and being confirmed at present.

Shortly the first internal stakeholder meetings and events will take place and then we will begin to involve residents through a series of locally based meetings to get views and service priorities agreed. We want to ensure that residents are involved then and throughout the process.

We will include a core group of residents to be involved throughout as well as focus groups and survey

work, the relevant information and training will be provided to support you.

The first core group meeting will be held on 20 February at 6.30pm at Hawker House in Langley. We are keen for these to be tenants who have recent experience of the repairs service and those who will be willing to feed into the process bringing ideas, innovations, and priorities for this new contract.

To be kept informed and involved throughout, email getinvolved@slough.gov.uk or visit forms.office.com/e/fnNVxSjJQr

Future plans for 2024

Last year we began to look at ways to improve services and satisfaction for residents. Our Tenant Satisfaction Measure survey results so far are showing us that we have a lot of work to do and a long way to go to improve satisfaction. We are aware we need to build back resident's trust. The plan for the engagement strategy will ensure that the Residents Board and wider community are at the heart of the proposals to deliver customer improvements. Details of the action plan will be published in future editions.

Housing management

We have recently signed up to Resolve, an organisation that provides training, advice and support when dealing with anti-social behaviour. Having access to this resource is invaluable. We also have signed up to Mediation Bucks. Both organisations will help us in

continued overleaf

ensuring we are doing everything possible to prevent and deal with anti-social behaviour on your estates.

Local drop-in surgeries began late last year in our libraries and community hubs. Our staff have told us they are pleased to be out in the community listening to your views and helping to provide advice and support where needed. This is a great opportunity for you to get to know housing staff that are responsible for your areas.

Improvements to your homes

We are continuing the planned works and improvements across the borough and have set aside and brought forward budgets for this work. This month we will begin the installation of solar panels to our designated properties Redwood and Seymour House.

We plan to invest in improving the insulation and heating capacity of our homes. We are making a bid for a government grant to help us and there will be significant investment from us this year. Cabinet will be considering the proposals in February,

Mystery shoppers

We are looking for volunteers to

carry out mystery shopping exercises to test service responses and quality and help us to make changes and improvements. As a thank you you will be looking to give those that take part a £25 food voucher. If you have some time on your hands and would like to help us in implementing service improvements, please email us on getinvolved@slough.gov.uk

ARCH (Association of Retained Council Housing)

We are planning to become members of ARCH, which is an association of councils who have retained ownership and management of their housing stock. This will be a valuable resource for us to learn from other councils and provide opportunities for tenant representatives to work with a nationally recognised body in dealing with housing policy issues.

Four Million Homes

Knowledge and action for change in social housing

Four Million Homes is a government initiative, please take a look and subscribe to the website. This is a great resource for tenants and leaseholders providing training on their rights. Including guidance on issues including repairs and maintenance, anti-social behaviour,

dealing with your landlord, and much more.

This is funded by the Government's Department for Levelling Up, Housing and Communities and has been designed to help improve resident engagement and action for change in social housing.

Partnership working

On 16 January, we held our first damp and mould advice session with our NHS partners. The event was geared towards tenants with young children who had damp and mould issues in their homes. The session was held to have a joint medical and housing approach; to reduce potential risks to children with conditions such as asthma.

Slough's technical staff were on hand to give advice on dealing with damp and mould in their home, whilst NHS staff had an opportunity to talk to parents about children ensuring they have the right medication and advice to deal with health issues, in particular asthma.

This was the first of many sessions we hope to have across the borough, we will publish the details in the next newsletter.

If you have concerns around damp and mould, contact Osborne 0800 9151215 or email booking.slough@osborne.co.uk

HOUSING SURGERIES

BRITWELL HUB

Britwell Centre, Wentworth Avenue, SL2 2DS

10am-4pm | **Dates:**

This is a drop-in session for council tenants and leaseholders to discuss enquiries about their property, tenancy or neighbourhood with a senior neighbourhood officer.

2023
• 21 December
2024
• 25 January
• 22 February
• 28 March
• 25 April
• 23 May
• 27 June
• 25 July
• 22 August
• 26 September
• 24 October
• 28 November



HOUSING SURGERIES

CHALVEY COMMUNITY HUB

Ladbroke Road, SL1 2SR

10am-4pm | **Dates:**

This is a drop-in session for council tenants and leaseholders to discuss enquiries about their property, tenancy or neighbourhood with a senior neighbourhood officer.

2023
• 21 December
2024
• 25 January
• 22 February
• 28 March
• 25 April
• 23 May
• 27 June
• 25 July
• 22 August
• 26 September
• 24 October
• 28 November



HOUSING SURGERIES

LANGLEY HUB

Langley Library, Trelawney Avenue, SL3 7UF

10am-4pm | **Dates:**

This is a drop-in session for council tenants and leaseholders to discuss enquiries about their property, tenancy or neighbourhood with a senior neighbourhood officer.

2023
• 20 December
2024
• 24 January
• 23 February
• 27 March
• 24 April
• 22 May
• 26 June
• 24 July
• 21 August
• 25 September
• 23 October
• 27 November



Resident Board update

As we enter into 2024, it's a new chapter for the Resident Board.

I am extremely privileged to have been selected as the newly appointed Independent Chair of the Resident Board. I received a warm welcome from staff and members of the Board at their December meeting, when I was introduced by the outgoing Chair Nigel Pacey.

It has only been a few weeks into my appointment and there is much for me to be brought up to speed in the amazing work that has been ongoing for the Board over the years. Although from early observation, I sense a real passion and commitment from Board members and staff who are here to make a difference in improving the quality of housing services for tenants and leaseholders.

For the past 20 years my background has been working in housing, specifically focused on the voice of the resident, and ensuring they have every opportunity to have a say in how they receive housing services. I have established and work with a very similar Resident Board in my 'day job' as well as the wider involvement of residents in a range of resident scrutiny activities.

My role here is to work with the Resident Board to understand what they feel works best for Slough residents and provide Slough Housing Services with technical advice and best practice on how they can continue to engage and involve residents.

How landlords deliver their housing services has changed over the past couple of years to place residents at the heart of some of the most important decision making, this is set out by the Regulator of Social Housing and the Housing Ombudsman. Landlords are required to ensure they meet the expected standards set out by the Regulator, which will be accessed by a set of tenant satisfaction measures in the form of surveys, which residents are already taking part in.

As the Independent Chair, I will be tasked with working with the Resident Board to ensure these standards are monitored and meet the expectations of all residents. The key areas of focus and priority are not too dissimilar for many landlords; damp and mould, building and fire safety, quality of repairs and improving customer services to residents remain a priority in the housing world, which provides a great opportunity to learn best practice from others to help improve the offer for Slough residents.

In the December edition, I was pleased to read the Resident Involvement Strategy was being presented to Cabinet for approval. The Resident Board will play a key part in ensuring the commitments set out within the strategy are delivered and meets the expectations of all residents, especially those that took time to contribute to its final draft through last year's consultations.



Housing is also more than just bricks and mortar, sometimes residents may also need support in areas that their landlord cannot practically provide. I hope my 25 years' experience in working across various services including health, education, children and young people's services, employment and skills, as well as working in and with the voluntary and community sector can provide additional technical advice if required.

I am looking forward to my term on the Resident Board and getting into the community to meet with residents to hear your experience of the housing services you receive firsthand.

Tim Blanc
Independent Chair Resident Board

Housing Management Team Update

Communal grounds maintenance in the East team housing areas

Our staff have been out and about on the estates carrying out a number of estate inspections on council owned land within the East of Slough. A number of overgrown areas were identified, and we obtained 17 separate quotes from our partners in environmental services in order to cut each area back.

Ensuring our grounds maintenance areas are maintained at all times is one of our key priorities. On some occasions it has taken us longer than expected to resolve, which can be for a variety of reasons.

If you are aware of an area that is overgrown and on council land, please take a photograph of this and send it to your local housing team.

Contact:

- **North Team**
(Britwell and Manor Park)
_Northteam@slough.gov.uk
- **South Team**
(Chalvey, Cippenham and Priory)
_Southteam@slough.gov.uk
- **East Team**
(Langley, Wexham and Colnbrook)
_Eastteam@slough.gov.uk

The annual gas inspection and going abroad!

We would like to remind our residents that gas safety inspections are due every year and this must happen without fail - this is a statutory requirement that Slough Borough Council must fulfil. However, we have found in recent months that a number of tenants missed their gas safety inspections because they went abroad and failed

to arrange for someone else to allow the council access.

A gentle reminder, that if you arrange to go away, it is absolutely critical that you notify your housing officer via email and give them contact details of an alternative person who can allow us access into your home in case of emergencies or for us to complete our statutory requirements. Lastly, if you are abroad for more than 4 weeks and in receipt of housing benefit then you must notify the housing benefit section.

Tenants surgeries

The tenancy management team have started running housing surgeries in each local neighbourhood area (Britwell Library, Cippenham Library and Langley Library) which have gone very well so far and a number of residents have attended and discussed a variety of matters. Not all enquires were necessarily housing related, but the housing officer was able to signpost residents successfully and happy to be of help.

To give you an idea of what we can speak about at the monthly surgeries, the topics discussed in the November and December surgeries included repairs, mutual exchanges, transfer of property, pest control in the neighbourhood, returning keys for a property, communal fobs, anti-social behaviour, planning applications and finally partnership working. So, a very broad list of topics, but the housing officer who leads the surgery is able to assist on housing related matters only but can signpost for matters that are outside of the housing management remit.

The housing led surgeries will of course continue throughout the year and as a reminder they will run on the following dates.

Britwell and Chalvey

- 22 February
- 28 March.

Langley

- 23 February
- 27 March.

The dates are listed on the [your tenancy webpage](#).

A happy resident after works at Redwood House



Housing Management Team Update



Hull Close play area

There will be repairs and improvements happening at the Hull Close caged play area. We received complaints about outstanding repairs and complaints of football play going over the top of the cage and hitting parked vehicles. An interim repair will be carried out to any broken panels of the cage and the gate made safe.

The longer-term plan is to upgrade the entire play area, with brand new side panels, netting over the top to stop balls travelling, a soft-touch flooring and new basketball and football facilities.



Improvement works

We have recently knocked down disused garages where there was anti-social behaviour and flytipping and created much-needed parking spaces in Borderside, Wexham.

We have completed major works in the common areas of Redwood House, Langley, including improvements to walls, ceilings, floors, doors and the main entrance and alarm systems.

One resident who also had kitchen and bathroom works completed in his property was pleased with the work completed there and in the communal area. He felt the experience with Osborne was professional and courteous, with the works being tidy and to a high standard.



Borderside garages before and after

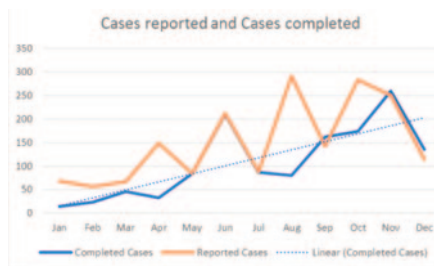
Damp and mould update

In April 2023, the council contacted all residents to encourage reporting of damp and mould within residents' homes. Damp and mould has been recognised as a matter of highest priority for the council and Osborne Property Services Ltd.

Osborne started to receive a high number of cases where mould has been identified by our residents. Subsequently Osborne began work on resourcing specialist surveyors to survey properties and additional partners to support and deliver the required treatments for those affected residents.

As we progressed through 2023 it was apparent that the volume of cases was increasing and as such Osborne agreed with SBC to set up a dedicated resource to tackle the reported cases. We also made upgrades to our database to incorporate the additional demand and more importantly the management and focus of each case to ensure that they are attended to.

Processing and prioritising those cases that are most affecting residents has taken some time. Each resident has different needs, and each case is bespoke to a specific home. The review has identified some immediate actions that are required but also longer-term solutions to ensure that the mould does not return. This is ongoing, with each new report receiving individual review and subsequent treatment.



Treatment could be as simple as attending to a property and mould washing affected areas. In the majority of cases this cures the issue. The product used to treat mould spores is extremely effective in treating mould patches. In other cases we have carried out specialist surveys. These may identify a simple mould wash but may also recommend additional treatments or solutions to curing the problem longer term.

We have started to install sensors in properties which can monitor temperature and air flow, ultimately allowing SBC to provide further, individual advice to residents on what can be done in each home to help reduce a reoccurrence of mould growth. Sometimes simple additions like loft insulation or extractors fans can help make a significant, positive difference and reduce the chance of mould growth.

In order to reduce the chances of mould in your home there are some basic steps that can be taken.

Heating and ventilation

- Keep all rooms warm and well ventilated.
- Keep the heating on at a low level for long periods, especially in cold weather. Constant heat on a low setting is better than bursts of heat in high setting, which can cause more condensation, as the air surfaces cool down.

- Keep window ventilators (trickle vents) or other room ventilators fully open.
- Never block ventilators in rooms with combustion appliances installed.

Cooking

- Keep the kitchen doors closed and the cooker hood or kitchen extractor operating when cooking. If windows show signs of misting, open them slightly.
- Leave the extractor running after cooking until the misting has cleared.

Washing and bathing

- Keep the bathroom door closed and extractor operating when bathing or showering. If windows show signs of misting, open them slightly. Leave the extractor running after using the bathroom/en-suite until misting has cleared.

Drying clothes

- Where possible, do not dry clothes indoors. If this is unavoidable, only use a room with an extractor fan or system.
- Never dry clothes in unventilated rooms, especially those kept at low temperatures.
- Tumble dryers must be ventilated to the outside or be of the condensing type.

Curtains and blinds

- Do not place wardrobes, fitted cupboards or other large items of furniture directly against external walls, as resulting pockets of trapped air can lead to serious surface condensation and mould growth on the wall, the furniture and its contents.

Christmas Day Warm Spaces

Volunteers and community groups came together to bring some festive cheer to people on Christmas Day.

The Christmas Day Warm Spaces were held at New Langley Community Association and Slough Outreach Hub in Cippenham.

Volunteers from across Slough were out in force to ensure people who may have been on their own or in need of a friendly face on Christmas Day got the warm welcome.

A huge thank you to Slough CVS, Slough Outreach, New Langley Community Association, Slough Foodbank and Slough Borough Council housing teams and colleagues for making this happen. We hope we have started a festive tradition.

For more details on Warm Spaces Slough venues and food banks, see the cost-of-living Resource Pack [Cost of living - Slough Borough Council](#)



Equality objectives

Consultation now open!

The council is currently consulting on its statutory equality objectives. Setting these objectives is a key part of our public sector equality duty under the Equality Act 2010, and will cover a period of 4 years.

The objectives set out what we want to achieve and our priority areas of focus to:

- reduce inequalities for Slough residents and service users
- reduce inequalities and promote diversity and inclusion for the council's workforce.

The council is now seeking views on 5 draft equality objectives and wants to hear from as many people as possible on:

- if they agree with the objectives we have proposed
- which ones are most important
- if there are significant areas of equalities focus or groups that are missing.

The consultation is accessed [online via CitizenSpace](#). The consultation is open now and closes on 2 February.

Frimley Health and Care



Worried about your child's health?

The Frimley Healthier Together website provides up to date, expert advice and reassurance for parents and carers

<https://frimley-healthiertogether.nhs.uk>



Healthier Together

Improving the health of babies, children and young people throughout Frimley

Fire safety guidance for e-scooters and e-bikes

The popularity of e-scooters and e-bikes is increasing and with it comes a corresponding fire safety concern associated with their charging and storage.

Lithium-ion batteries, similar to the technology in our mobile phones, are used to power many of these new modes of urban transport. If these and associated charging equipment are substandard, damaged or misused then there is a risk of the batteries overheating. This may lead to an unusually intense fire that can give off toxic gases and large amounts of smoke with very little prior warning.

It is important when charging e-bikes and e-scooters, you do so safely to avoid a risk of a fire starting and putting your families and homes at risk.

In the event of an e-bike, e-scooter or lithium-ion battery fire, do not attempt to put it out. Get out, stay out and call 999.

Royal Berkshire Fire and Rescue has the following safety information on their website to help residents.

Charging

- If possible, avoid charging e-bikes and e-scooters indoors.
- Avoid storing or charging e-bikes and e-scooters in communal areas as this can affect people's ability to escape.
- Charge batteries whilst you are awake and alert and do not charge them if you are away from home.
- Avoid charging near combustible or flammable materials.
- Ensure your smoke alarms are working. If you charge or store

your e-bike or e-scooter in a garage or kitchen ensure you install the correct detection equipment. We recommend heat alarms rather than smoke detectors for these areas.

- Always use the manufacturer approved charger for the product and carefully follow the instructions.
- Unplug the charger when you have finished using it.
- Check your battery regularly for any signs of damage.
- Do not cover chargers or battery packs when charging as this could lead to overheating or a fire.
- Do not overcharge your battery. Check the instructions for charge times.
- If you need to dispose of a damaged or end of life battery, don't dispose of it in your household waste or normal recycling.

Storage

- E-bikes, e-scooters and their batteries should be stored in a cool place, avoiding excessively hot or cold areas.
- Follow the manufacturer's instructions for the storage and maintenance of lithium-ion batteries, particularly if they are not going to be used for extended periods of time.

Further advice on the purchasing of e-bikes and e-scooters, along with how to safely dispose of lithium-ion batteries can be found on the [National Fire Chief's website](#).

Dogs in council properties and banned breeds

Legally owning a dog defined as a Banned Breed requires the owner to undertake certain actions and responsibilities set out by the government.

Some of these relate to them as an owner being a "fit and proper person" and some will relate to how they manage and care for their dog.

If we became aware of a Banned Breed dog in our housing stock, we would ensure the owner has the dog registered and exempted as per the current legislation.

This would include the following dog types - section 1 of the Dangerous Dogs Act 1991 and The Dangerous Dogs (Designated Types) Order 1991 which includes the dog types Dogo Argentino, Fila Brasileiro, Japanese Tosa and Pit Bull Terrier and The Dangerous Dogs (Designated Types) (England and Wales) Order 2023 which now includes the dog type known as the XL Bully.

The Police Dog Legislation Officer would be fully involved and would also be part of that formal breed type identification, registering and exemption procedure.

In addition, the dog would need to be registered with the Housing Service and permission to have that dog in one of our properties would need to be granted.

If an owner is unclear about whether their dog is a Banned Breed/XL Bully type or not then they need to follow the advice on the government website and start a process of getting their dog formally typed in the first instance.


More information is available on the [gov.uk website](#).

PAYING your rent

There are several ways to pay your rent.

- Direct Debit: if you pay your rent monthly, the simplest way is via direct debit. Your monthly rent is taken out on one of four dates (1st, 8th, 15th or 22nd) and is automatically calculated following rent increase or benefit changes and can be adjusted to reduce any arrears by instalments. [Set it up online.](#)
- Online using debit/credit card: use the link above and scroll to the 'pay online' option. You will need your 11-digit reference number (begins 10 or 20 for garages) found on your rent card or letters about rent.
- By 24-hour Freephone using debit/credit card: telephone 0300 456 0480 - you will need your 11-digit reference number.
- At the Post Office: using your rent card.
- To have your rent paid directly from your Universal Credit contact the rent recovery team on the email below.

Please note the council can no longer accept cheques. If you have any problems paying your rent, the best way to contact the team is to email rentrecovery@slough.gov.uk



OAC WEB CAFES

WHAT IS HONOUR?

Discussions on 'honour' with experts in violence against women & girls. Open to all.

Fridays, 12 - 1pm
26th Jan - discussion in Urdu
2nd Feb - discussion in Bangla
9th Feb - discussion in Punjabi

JOIN ZOOM MEETING
MEETING ID: 876 5466 8358

Have your say on Farnham Road design



Residents, commuters and businesses are being asked to share their views on designs for the Destination Farnham Road scheme, in a consultation which runs until 11 February.

Following a consultation last year on the vision for the scheme, the council has developed a proposed design, including:

- a high-quality public space, and a reduced speed limit (20mph), through the main shopping area
- a new off-road, two-way cycle route, upgraded roads and footways, new/upgraded signalised and unsignalised pedestrian and cycle crossing facilities, better street lighting where needed, upgraded bus stops, and new parking facilities, along most of Farnham Road
- improvements to the small park, and changes to the car park, at the junction of Sheffield Road
- widened advisory cycle lanes, and further road improvements, along most of Sheffield Road
- a 'cycle street' along most of Furnival Avenue.

There have been two public information drop-in sessions so far, with one more planned at The Centre, Farnham Road, Slough, SL1 4UT, on Thursday 1 February, 3-7pm.

You can also [fill in the online consultation.](#)

Anti-social behaviour PSPO consultation

The entire borough could be subject to a new legal order which will give the council and police greater powers to curb anti-social behaviour in public places.

The proposed Public Space Protection Order, PSPO, will prohibit street drinking and alcohol related anti-social behaviour and nuisance.

The offence would be failing to comply with an officer's request to stop the consumption of alcohol or failing to surrender containers when requested to do so. Authorised officers could only request that alcohol consumption cease on the grounds that anti-social behaviour is or is likely to occur.

The order will give council officers and Thames Valley Police officers the right to issue on-the-spot fines of up to £100 or take rule-breakers to court where fines of up to £1,000 could be handed out for repeated or serious breaches.

A previous group gathering PSPO in Chalvey was in place for three years but ended in December 2020.

A 28-day consultation went live on Monday 15 January for the proposal to cover the whole borough.

The proposed order will prohibit the following activities:

- the consumption of alcohol or being in possession of an open container that is reasonably believed to contain alcohol. This provision does not apply to alcohol being consumed within premises licenced under the Licensing Act 2003 or s115E of the Highways Act 1980
- refusing to stop drinking alcohol or hand over any containers (sealed or unsealed) which are believed to contain alcohol, when required to do so by a police officer or authorised officer.

Once the consultation period is over, the council will look at feedback and if there are any serious concerns from residents, can take those into consideration.

Approval will then be sought from Cabinet later this year for the order to be actioned.

The council has been working closely with Thames Valley Police who will be the main authority to enforce the order.

Councillor Iftakhar Ahmed, lead member for community cohesion, planning, public health, public protection and leisure, said: "The previous order was in place to make it easier to target anti-social behaviour in certain locations.

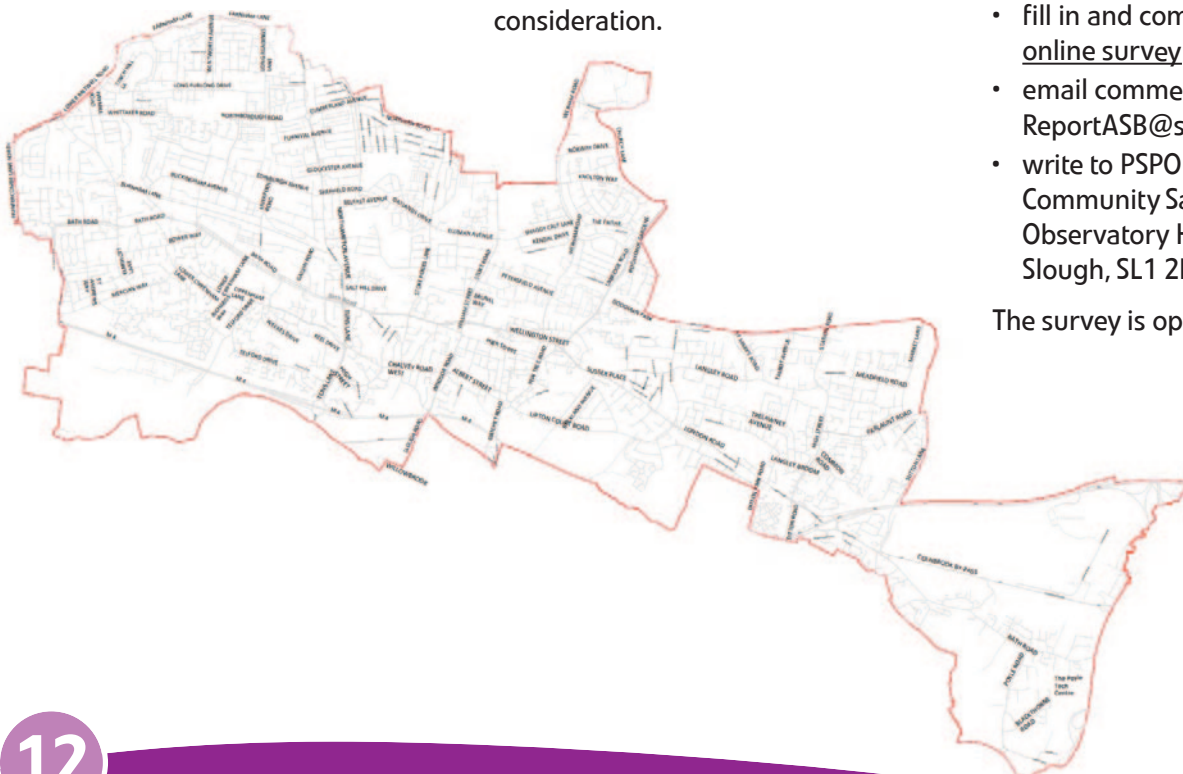
"However, expanding it to cover the whole borough will make it simpler and easier to enforce and for people to understand.

"It will be part of a toolkit to tackle lower-level behaviour that has a detrimental effect on the quality of life of residents."

Residents who want to participate are encouraged to:

- [download a copy of the PSPO proposal and map](#)
- fill in and comment through an [online survey](#)
- email comments to ReportASB@slough.gov.uk
- write to PSPO consultation, Community Safety team, Observatory House, Windsor Road, Slough, SL1 2EL.

The survey is open until 12 February.





Repair priorities

When you report a repair, the work will be prioritised as below.

Priority 1: Emergency repairs: risk of immediate danger to people and/or significant damage to property (e.g. this could be a substantial leak or flood that can't be contained by the tenant).

Priority 2: Urgent repairs: risk of danger to people and/or damage to property if not attended to within three days.

Priority 3: Routine repairs: low risk of danger to people and/or further damage to property.

You can expect us to respond within the following timescales:

Priority 1: We will attend within 2 hours to make safe with the objective of completing the repair within 24 hours or the next working day (if attended by the out of hours service).

Priority 2: To be completed within 3 working days.

Priority 3: To be completed within 20 working days.

When you call to report a repair, the call taker will tell you how the repair has been prioritised and book an appointment with you within timescales above.

This guide shows which repairs are the council's or the tenant's responsibility. You should check this guide before contacting the council to request a repair. Any SBC repair that has been caused by damage or neglect will be rechargeable. We may agree to undertake some tenant responsibility repairs in exceptional circumstances and recharge.

Information for leaseholders

Repair responsibilities for leaseholders differ depending on your lease agreement. Please check your lease for confirmation of responsibility for repairs.

Repair description	Council tenancies SBC	Council tenancies Tenant	Lease hold
The structure			
Roof and chimney stacks/breasts (brickwork, flashing, cowls and protective fittings)	✓		
Chimney cleaning		✓	✓
Walls, foundations and flooring (floorboards, MDF panel or concrete screed and lino in kitchen/bathroom/wet rooms)	✓		✓
Heating, power and sanitary installations			
Central heating boilers and radiators	✓		✓
Council-supplied gas and electric fires	✓		✓
Electricity wiring and gas and water* pipework from meter or point of entry into the property *the council may be responsible for water supply pipework outside the property and some pipework passing through leasehold properties	✓		✓
Blocked and damaged drains and sewers	✓		
Slow-draining/blocked sink, hand basin and bath waste traps/u-bends		✓	✓
W.C. pans, sinks and cisterns	✓		✓
Fixtures and fittings			
Laminate flooring, carpets and other non-council floor coverings		✓	✓
Kitchen sinks, units and worktops	✓		✓
Toilet seats		✓	✓
Curtain battens, rails, shelves and coat hooks		✓	✓
Standard light and fluorescent light bulbs and starter fittings		✓	✓
Electrical sockets, light switches and pull cords	✓		✓
Sink plugs and toilet chains		✓	✓
Smoke alarm batteries		✓	✓
Hard-wired smoke alarms	✓		✓
Shower rails and curtains		✓	✓
Doors and windows			
External doors, hinges and locks	✓		✓
Internal doors and hinges and privacy door locks		✓	✓
Window frames and glazing panes, latches, locks, putty and sills	✓		✓
Failed seal in double glazing units (not caused by pane break)	✓		✓
Gaining access/lost keys		✓	✓
Gardens			
Individual washing lines and rotary driers		✓	✓
Washing lines/driers in communal areas	✓		
Dividing fencing and gates for tenants/leaseholder gardens * The council will maintain any estate boundary fencing		✓	✓
Garden sheds, greenhouses and patios		✓	✓
Decoration			
Internal decorations including minor plastering		✓	✓
External decorations	✓		
Other repairs			
White goods and non-council appliances		✓	✓
Improvements and alterations by you or previous tenants		✓	✓
Communal and external areas			
Footpaths to your front door	✓		
Estate paths across grounds	✓		
Gates and fencing to alleyways and drying areas	✓		
Play equipment	✓		
Door entry systems *Damage to door entry system handsets may be rechargeable	✓		
Refuse and recycling			
Cleaning individual refuse/recycling bins		✓	✓
Replacing lost or stolen bins (via MyCouncil)		✓	✓