



# Housing HIGHLIGHTS

Housing Services newsletter

[www.slough.gov.uk](http://www.slough.gov.uk)  
**Slough**  
Borough Council

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Issued by Slough Borough Council  
for our tenants and leaseholders

ISSUE 57  
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# Update from Councillor Paul Kelly

**It has been another busy month within the housing service. Following my update to you in January regarding the council's re-procurement of our current Repairs, Maintenance and Investment (RMI) contract, I am pleased to say that we plan to have various opportunities for residents to discuss the future of the repairs and maintenance contract for council-owned homes, which is open to all council tenants.**

The event on 20 February in Langley provided residents the chance to discuss what they wanted to get out of the new service and how they wanted to be actively involved in supporting the council. The housing team were pleased to see so many interested in the initial resident involvement workshop; we are keen to have participation throughout to review council specifications and support in the evaluation of tender

submissions from contractors. To register your interest in getting involved in the process email: [getinvolved@slough.gov.uk](mailto:getinvolved@slough.gov.uk)

This, I believe, is another step forward in our determination to provide a housing service which places the resident voice at the centre of everything we do. We currently hold monthly housing surgeries - to find out more about these drop-in surgeries you can [visit our website](#) - and we have a Resident Board which scrutinises the issues facing the housing service. I was really pleased to attend the latest Resident Board meeting on 6 February, it was good to see members passionate about seeing the new repairs contract being tailored to the needs of the residents.

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](mailto:Paul.Kelly@slough.gov.uk).



## Tenant Satisfaction Surveys

**The regulator for social housing expects all social housing providers to gather data and feedback to them.**

MEL Research, our contractor, is carrying out the last round before we submit the results to the regulator. All responses will be kept anonymous, and the information we receive will help us to understand where change needs to happen, in some cases more resource is required to drive improvements. If you are contacted, please take this opportunity to tell us what you think. By taking part you will be entered into a prize draw for one of three cash prizes (£100, £75 and £50).



# Update from Chris Stratford, Housing Director

## Repairs Contract 'Have Your Say'

Since Cabinet's approval of the Repairs and Maintenance Contract re-procurement, staff have been meeting with consultants Faithorn Farrell Timms (FFT) and our internal procurement specialists who are supporting the contracts management team with the process.

The resident involvement team have been leading the way to ensure our residents are at the forefront of our conversations.

Our first resident involvement event has just taken place on 20 February in Langley. We were pleased to see so many residents in attendance.

The event took place to allow residents to give their views on what they felt was important to them for the new contract, we feel this is key

to making sure the contract is tailored to the needs of you, our residents.

FFT led the session and gave a presentation giving an overview to ensure residents were aware of the process and timelines. They highlighted the number of ways and opportunities for residents to feed into the process, including online workshop, surveys and focus groups.

To register your interest in future sessions scan the QR code or go to [forms.office.com/e/fnNVxSjJQr](https://forms.office.com/e/fnNVxSjJQr)



After the event staff were on hand to take details of any personal concerns raised by those that attended.

Look out in the March edition to see how we are taking forward the resident's views.

## Osborne become member of Cardo Group

Our repairs contractor Osborne Property Services has recently become a member of the Cardo Group, an enterprise which is made up of a growing number of companies that carry out maintenance, compliance and retrofit services in the social housing and local authority sectors.

Cardo is currently working on the branding of vehicles and uniforms ready for the launch of the new service on 18 March. We will continue to keep you updated on the process.

We are hoping to see improvements with the way they deliver services, particularly as Cardo is a reputable organisation and has lots of experience in repairs and maintenance.

To give your views on how your home is maintained and what is important to you for the future contract, visit <https://forms.office.com/e/nTcq8PEbXr> or scan the QR code



CARDO

## How to complain

### We know there are times that we get things wrong.

If you are dissatisfied with the service that has been provided, we want to hear from you so we can put things right. You can do this by completing the [online form](#) or emailing [neighbourhoodservicescomplaints@slough.gov.uk](mailto:neighbourhoodservicescomplaints@slough.gov.uk).

If you wish to make a complaint in relation to the repairs service, then email [complaints.slough@osborne.co.uk](mailto:complaints.slough@osborne.co.uk)

Details of our complaints process and access to the [Housing Ombudsman](#) can be found on our website [Complaints and neighbourhood services - Slough Borough Council](#).



# New repairs contract timetable

Project timeframe	Key procurement stages	Resident input
January-May 2024	Document preparation and market engagement	<ul style="list-style-type: none"> <li>Resident Workshop 20 February</li> <li>Slough Output Report and Resident Update Report</li> <li>Resident feedback added to the tender documentation</li> </ul>
March-April 2024	Stage 1 Section 20	<ul style="list-style-type: none"> <li><b>Leaseholders</b> can respond to the first Section 20 notice issued, with their observations</li> </ul>
May 2024	Place contract notice for selection stage	<ul style="list-style-type: none"> <li>Residents informed that the notice advertising the contract(s) to the market has been sent</li> <li>Residents advised of key objectives taken from their feedback, which have been included in the tender documentation</li> </ul>
July 2024	Issue Invitation to Tender	<ul style="list-style-type: none"> <li>Residents are updated that the tender and contract documents have been issued to the shortlisted organisations, who can then submit their prices and quality responses for the tender evaluation (organisations cannot be identified at this stage)</li> <li>Resident volunteers take part in the marking process for the written submissions, and interviews</li> </ul>
September 2024	Issue Invitation to Tender Report	<ul style="list-style-type: none"> <li>Residents are updated when an award decision has been made and an organisation(s) has been selected as Preferred Bidder. This is subject to the second stage of leaseholder consultation below (The Preferred Bidder cannot be named at this stage)</li> </ul>
November-December 2024	Stage 2 Section 20	<ul style="list-style-type: none"> <li><b>Leaseholders</b> can respond to the second notice issued, with their observations</li> </ul>
January 2025	10 Day Standstill period concludes	<ul style="list-style-type: none"> <li>Residents are advised that the award can be made, and that full feedback will be issued to all organisations who submitted tenders. Comments from the volunteer resident markers regarding the submissions can be included</li> <li>The contract documents are produced - these will contain: <ul style="list-style-type: none"> <li>the key objectives that were fed back from residents at the beginning of the process</li> <li>all of the written proposals that have been scored by the resident volunteers during the evaluation</li> </ul> </li> </ul>
January-April 2025	Mobilisation period	<ul style="list-style-type: none"> <li>Resident Board and newly formed panel take part in mobilisation meetings</li> <li>Resident Inspectors can be assigned to work with the council</li> <li>Residents are provided with information about the new contractor/contract - via website, newsletter, leaflet, noticeboards etc.</li> <li>Range of resident meetings with the new organisation are offered - these are usually held at various sites</li> </ul>
1 April 2025	Contract commences	<ul style="list-style-type: none"> <li>Residents are advised the contract has commenced</li> <li>Involvement from resident panels continues into delivery e.g. attendance at meetings</li> <li>Resident Inspectors work with the contractor and the council</li> </ul>

# Making a house a home

**Our properties are let unfurnished. If you don't have very much money, think about the furniture you will really need and where you might get it. Ask family and friends if they have items they no longer need.**

## Grants/loans

**The Household Support Fund (HSF):** this grant is funded by the Department of Work and Pensions (DWP). The grant helps families and vulnerable individuals who struggle to pay for basic living costs, such as:

- Food
- Energy
- Water bills
- Essential goods.

Most of the award will be given in goods or services by online vouchers only.

For more information, visit the HSF webpage [www.slough.gov.uk/hsf](http://www.slough.gov.uk/hsf)

Applications should be made online: [Household support fund application | Instructions - Slough Borough Council](#).

If you need assistance with the application process, please contact the Debt & Welfare Team via email at [incomeboost@slough.gov.uk](mailto:incomeboost@slough.gov.uk), or call 01753 475111.

**Budgeting Loans/Advances:** these are loans designed to help people pay for certain expenses which can include furniture and household equipment.

A person can only get a Budgeting Loan if they are claiming either Income Support; Income-related Employment and Support Allowance; Income-based Jobseeker's Allowance or Pension Credit.

A Budgeting Advance is for those claiming Universal Credit.

There are certain rules that apply in respect of these loans and the

amount loaned is limited - further details can be found at [www.gov.uk/budgeting-help-benefits](http://www.gov.uk/budgeting-help-benefits) or [www.gov.uk/guidance/universal-credit-advances#get-a-budgeting-advance](http://www.gov.uk/guidance/universal-credit-advances#get-a-budgeting-advance)

**Buy now, pay later:** some furniture stores offer 'buy now, pay later' schemes or loans. These deals can seem appealing. You can buy everything you want and pay the cost off month by month. BUT you need to be very careful. Many of these loans/credit agreements charge high interest rates and you can end up paying hugely over the odds for your goods. Please use caution and ask for advice before you sign up to any schemes like this.

## Where to look

**Charity/Second-hand shops:** there are many second hand shops in the area that sell homewares and there are stores that also sell used, good quality furniture and electrical items. The two stores below stock a wide range of items and will often deliver for free.

- Sue Ryder, 199-203 Farnham Road, Slough, SL1 4XS
- Thames Hospice charity shop, 9/10 Reform Road, Maidenhead, SL6 8BY

**Free Furniture:** sometimes you can get items free of charge. Search on websites such as:

[Free Stuff in the UK | Latest Freebies | Freeloved \(preloved.co.uk\):](#)

[www.freecycle.org](http://www.freecycle.org)

[www.ilovefreegle.org](http://www.ilovefreegle.org)

## Caution

Be careful when you buy second-hand electrical goods. Only buy those with a Portable Appliance Test (PAT) label. This test is done to make sure that used appliances are as safe as possible for consumer use. The label will be very easy to see on appliances that have been tested.

Soft furnishings such as beds and sofas should have a fire safety certificate. Don't buy them unless they have one.

The housing service is looking into a potential furnished tenancy option for new tenancies. This will involve tenants selecting furniture from a list of items and then the costs will be recovered through a service charge arrangement. There will be a maximum level of furniture that can be selected and a maximum level of service charge which could apply. There will be a pilot which we hope to run involving up to 20 tenancies. Please watch this space.



# Working to improve your homes

Each month we have been providing you with updates on the improvements we are making. Here is a snapshot of what has been happening so far this year.

**Allington House**, one of our de-designated properties has seen a complete makeover comprising of a new kitchen and common bathroom refurbishment. It's been decorated throughout with new front and rear entrance doors. The guest room is due to be revived for use.

Work continues as we look to create an addition to the laundry room ready for the long-awaited new machines. There will be additional security to the side of the building with iron gates and a fence installed. Extra security to the front entrance is being reviewed.

## **Apsley House, Wellesley Path and Stratfield House in central Slough**

These buildings have all undergone an immense amount of work to improve the security.



Stratfield, Apsley and Wellesley Path have now got security gates at all points of entry. New pathway lighting is being looked at for all of these areas.

We have started the roof and shiplap boarding renewal to a number of properties in Wellesley and Stratfield Paths.

Stratfield has had the walkways re-boarded, the gutters renewed to the front and general roof repairs have been carried out. There will be a new bin store arriving soon.

## **Darvills Lane, Chalvey**

We are currently carrying out a long-awaited refurbishment programme to this building. The new roof covering has been completed, with the plan to link the drainage to the main drain to prevent water logging, which we know has been a concern for those in the flats.

More improvement works are to follow as we look to put in a new fence and bin store to the side of the car park, decorate inside and out, and carry out lighting improvements to make it safer.



# Working in partnership: Damp and mould advice sessions

Following the tragic death of two-year-old Awaab Ishak; the adverse effects of damp and mould continue to be highlighted in local and national news.

As a local authority, we know it's our responsibility to ensure our residents live in homes that are safe and of a decent standard; residents rely on us to look after homes effectively and meet requirements designed to protect them from harm.

We are continuing to get reports of damp and mould, our repairs partner has a dedicated taskforce responsible for prioritising and carrying out the necessary checks and treatment to resolve the issues. Given the high number of reports that continue to come through, we are making our best efforts to respond to every case as quickly as possible.

Over the last few months, we have been working closely with our NHS partners to plan events across the borough to support tenants who have reported damp and mould and have young children.

The first event took place at the Children's Centre in Britwell on 16 January, where we had an opportunity to speak to tenants who had severe damp and mould issues.

Tenant Sustainment Officers and Slough's Technician were on hand to take details and arranged to visit the properties to understand the underlying cause of the damp and mould.

NHS partners gave health advice around treating asthma or any other conditions that may be related to the conditions in their home.



If you have children at home and are living in damp and mould conditions, please come along, see details below of the upcoming sessions.

- 19 March: 10am-12noon  
Britwell Community Centre,  
Wentworth Ave, Slough, SL2 2DT.
- 29 May & 17 July: 10am-12noon  
Romsey Close Children's Centre,  
Marish Primary School, Langley,  
SL3 8PE.

## Awaab's Law: Damp and Mould Consultation

**Awaab's Law was proposed in honour of the tragic death of two-year-old Awaab Ishak in December 2020, who suffered respiratory issues caused by prolonged exposure to black mould in his home.**

The Law has made a significant change to the responsibility of social landlords' responsibility around ensuring residents are safe and well.

The Government is currently consulting on 'Damp and Mould' which runs from 9 January to 5 March.

The consultation asks for resident's views on the specific requirements to be set and how these obligations

will impact on residents and landlords. In particular, they are consulting on proposals for:

1. timescales for initial investigations of potential hazards
2. requirements to be placed upon landlords to provide written summaries of investigation findings
3. timescales for beginning repair works
4. timescales for completing repair works
5. timescales for emergency repairs
6. the circumstances under which properties should be temporarily

decanted to protect resident's health and safety; and

7. requirements to be placed upon landlords to maintain adequate record-keeping throughout repair works.

Please take the opportunity to respond to this.

See the online consultation link below to respond.

[Awaab's Law: Consultation on timescales for repairs in the social rented sector - Department for Levelling Up, Housing and Communities - Citizen Space](#)

# Damp and mould management advice

- Open your windows daily to allow air to circulate within your property.
- Try to avoid drying clothes inside. If you really need to do this, use a clothes airer inside the bathroom and keep the window open and the door shut.
- Don't allow the property to become too cold. Heating should be consistent and regular.
- Use lids on saucepans when cooking. This stops the moisture from the steam filling the kitchen and condensing on surfaces.
- Turn on the extractor fan when cooking (if you have one).
- Keep the kitchen door shut when cooking.
- Always use the extractor fan in the bathroom, if there is one. Keep the bathroom window open and the bathroom door shut when showering and use a bath mat.
- Please avoid cluttering rooms, as this will prevent air from circulating properly and could cause mould to form.
- Don't put furniture directly next to external walls. This can cause mould to form on the wall behind the furniture.

Please contact Osborne as soon as you discover any mould so it can be dealt with as quickly as possible. Call 0800 915 1215 or email [booking.slough@osborne.co.uk](mailto:booking.slough@osborne.co.uk)

**Does your child have asthma?**

Do you know that mould and dampness in your home can worsen you or your child's asthma symptoms?

**When:** 19th March - 10am-12noon  
**Where:** Britwell Centre, Wentworth Ave, Slough SL2 2DT

**When:** 29th May & 17th July - 10am-12noon  
**Where:** Romsey Close Children's Centre, Marish Primary School, Langley SL3 8PE

**Together we can help**

**Come and talk to representatives from Slough Borough Council, Frimley Health, The Green Doctor, Osborne and social prescribers. With more sessions to come across the borough.**

## Osborne Property Services is rebranding

Since the sale of Osborne Property Services to Cardo Group in July 2023, we are excited to announce that as of 18 March 2024, we will be known as Cardo!

### A little bit about the Cardo Group

Cardo Group delivers sector-leading property services and retrofit solutions for social housing, making Osborne Property Services the perfect fit in their focus to provide the highest quality services and customer care for councils, housing associations, and the residents who live in their homes.

To us, being Cardo means being authentic, accountable and transparent. We want to build a reputation based on quality and reliability. We believe residents should have homes where they are proud to live and feel safe and secure.

### What's changing?

We are thrilled to be able to showcase our new brand as of 18 March 2024, so keep an eye out for our new:

- Cardo uniforms
- Cardo ID badges
- Cardo vehicles
- Cardo letters
- Cardo email addresses.

### What stays the same?

Our people and our commitment to working in partnership with Slough Borough Council.

We look forward sharing our new look with the Slough community. Please feel free to touch base with your current contact if you have any questions.



# Warm Spaces going strong in Slough

**A project which offers a welcoming environment and a hot drink for residents is going from strength to strength.**

Last year, Warm Spaces were scattered throughout Slough, to reach as many people as possible who needed a friendly place to go to sit and socialise.

The Warm Spaces partnership is between the council, Slough Council for Voluntary Service, Scottish and Southern Electricity Networks (SSEN), community groups, charities and organisations across the borough.

Mark Clements runs Slough Community Support Café, at St Andrew's Methodist Church, Merton Road, each Thursday 3.30-8pm.

Mark said: "The Community Support Café/Warm Space we run at St Andrew's has continued to grow and has become an important service for its guests. As well as providing refreshments in a friendly and welcoming environment, the service also provides a nutritious, freshly prepared two course meal with a vegetarian option as well.

"Guests are welcome to stay to watch television, read the newspapers or join in card games. We are delighted to now have a volunteer who can provide assistance with form filling (3.30-5.30pm). We aim to keep adding to the services provided and welcome anyone who needs help to come along."

Councillor Anna Wright, lead member for public health, social care and wellbeing, said: "I am so pleased to hear the Warm Spaces have been well used by our community. They are a place to go for a friendly chat, some company, and a hot drink.

"Nobody should be sitting at home lonely, so I would encourage anyone who is, to venture out to one of the Warm Spaces for a friendly welcome."

Vicki Atherton, Director of Operations at Slough CVS, said: "Slough CVS, in collaboration with SBC, enabled groups and places to offer a network of Warm Spaces across Slough, giving a safe and welcoming place for everyone to enjoy a free hot drink and a chat.

"You can find out about your nearest Warm Space using the [Slough Community Directory](#). They really are a great resource for keeping warm within your community."

Free starter packs of tea, coffee, sugar and biscuits, sponsored by SSEN, will be distributed to all groups who sign up to Warm Spaces Slough.

Mohammed Kamraiz, SSEN's Customer and Community Advisor for Slough, said: "As we live and work in the areas we serve, SSEN understands the importance of safe, warm spaces and we're delighted to be able to help our customers and community in Slough to stay warm by donating to the running costs of this hub.

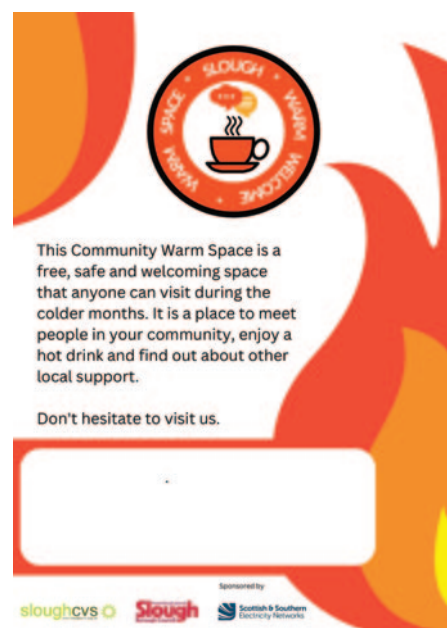
"In addition to our support and funding of Warm Spaces, SSEN is offering advice to our customers on the free assistance they can receive in the event of a power cut and ways to save energy and reduce bills.

"I would encourage all customers to visit our [Priority Services Register](#) website and our partnership with [YES Energy Solutions](#) to find out more."

**Current warm spaces are at:**

- **Slough Community Support Café**, St Andrew's Methodist Church, Merton Road - Thursdays 3.30-8pm
- **Cippenham Carers Group**, Cippenham Baptist Church, Elmshott Lane - Third Wednesday of the month from 1-3pm
- **Ujala Foundation**, Manor Park Pavillion, Villiers Road - Tuesdays 10am-2pm and Thursdays 12noon-2pm
- **AJ Café**, Wentworth Avenue, Slough - Mondays, 9.30am-12.30pm
- **Cippenham Royal British Legion**, Brook Path, SL1 5EJ - Wednesdays, 11am-3pm
- **The Salvation Army**, Stoke Road, Slough - Wednesdays and Fridays, 10am-12noon.

Find the list of Warm Spaces on the [Slough Community Directory](#).



# Osborne updates

## Mock interview day

Staff from Osborne (OPSL) recently supported Slough & Eton School's Year 11 Mock Interview Day.



The 'mock interview' experience aimed to mirror a real job interview, providing a safe space for the students to practice and refine their interview skills, gain confidence, receive constructive feedback, and prepare them effectively for professional interactions.

In a bid to foster development, OPSL extended work experience opportunities to two promising students who demonstrated impressive skills during their mock interviews.

Felicity Shaw, Assistant Head of Slough and Eton School, said: "Thank you so much for coming in today and interviewing our students at Slough and Eton School! The fearful faces as they went in were transformed on the way out, and it was encouraging to see the positivity, confidence and recognition that they had something to offer on their faces. Every student I've spoken to said how helpful this experience was."

## CV support

Social value manager, Sairah, has been actively involved in the Job Club initiative at Slough Refugee Support. Since September, she has been providing valuable CV writing assistance to service users on a month-by-month basis. Her expertise in crafting CVs aims to help refugees who have received permission to work secure suitable

employment. In a recent session, Sairah collaborated with a father daughter duo, both refugees from Iraq. The father, an archaeologist, is seeking suitable employment in the UK, while the daughter, with limited work experience, has been offered an office work placement at OPSL to enhance her CV.

The collaboration between OPSL and Slough Refugee Support's Job Club initiative emphasises the power of collective efforts in creating pathways for refugees to thrive in their new environments.



## Steam blow

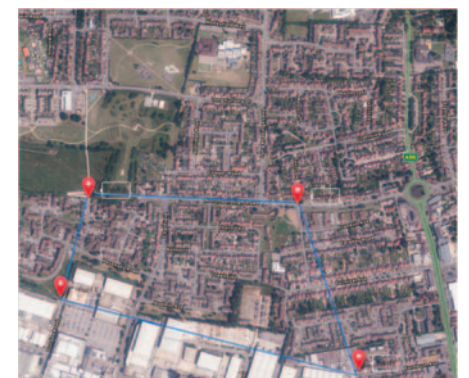
**Residents in the below outlined area near to the SSE Thermal Multifuel construction site, in Slough Trading Estate, (Pevensey Rd, Bodmin Avenue, Greenside, Chatfield, Thorndike and surrounding roads) should be aware of some upcoming planned activities that form part of the commissioning, ahead of site construction completion which is planned for completion in late Summer/early Autumn 2024.**

There will be proposed steam blow activities to purge the pipework, and this is planned for week commencing 12 February, with the duration of the activities lasting for approximately 20 days.

There will be an initial steam blow each morning between 8-9am following a 30-minute heat up period.

The second steam blow will be between 5-6pm. Whilst every effort will be made to adhere to these timings, SSE will be allowing a window of an hour either side of these times due to the heat up time not being precise. The noise will last for around 30 minutes with the latter part of the 30 minutes being louder. SSE do not anticipate the noise to be intrusive, but will be potentially audible to the surrounding area, especially in time of specific wind direction that could carry the noise.

There are no other impacts from the steam blow, and this will not create any dust or debris. SSE is also completing a door-to-door leaflet drop with this information. If there are any changes to the plans these will be communicated on the [SSE Multifuel dedicated website](#).



# International Women's Day events

**Inspirational women will be the focus of events happening for International Women's Day on 8 March.**

The theme of this year's day is 'Inspire Inclusion' and to celebrate Slough's inclusiveness and inspirational residents, a host of women will come together at The Curve for a special event.

Local ladies are invited to book a spot at the event where there will be speakers including:

- Dr Emily Clifford - Lecturer in Politics and International Relations at Royal Holloway
- Superintendent Helen Kenny - LPA Commander for Slough
- Dr Lalitha Iyer - Chief Medical Officer NHS Frimley
- Tessa Lindfield - Director of Public Health Berkshire East
- Sbba Siddique - Asian Star
- Slough Youth Voice

An energising start will come from Emily Lockhart from EL Fitness.

There will be a chance for women to stay and network afterwards and to find useful information from a variety of stalls, including on women's health issues and community safety issues.

Iftakhar Ahmed, lead member for community cohesion, leisure, planning, public health and public protection, said: "We have always been proud of the diverse communities here in Slough and how inclusive they are. This is a great event to celebrate women in Slough who are making an impact, achieving great things and inspiring the younger generation.

"Having our Youth Voice involved is great too, they are our future, and their experiences and insight may inspire others. I hope as many people as possible go along to the event."

Vicki Atherton, Slough CVS Operations Director, said: "I am excited and proud to be part of this day, where we can celebrate the diversity and collective strengths of inspiring women.

"In Slough, we promote an inclusive culture, where every voice is heard, every perspective is valued, and every woman is empowered.

"This event on International Women's Day, will be a fantastic opportunity to recognise that when women uplift each other, we can inspire entire communities and future generations."

The partnership event between the council, Safer Slough Partnership, Slough CVS, NHS Frimley and Asian Star, will be at The Curve on Friday 8 March, from 9.30am, for a 10am start, until 12.30pm.

The event has been part-funded by the Office of the Police and Crime Commissioner as part of the Safer Streets 5 initiative, focusing on violence against women and girls.

It is advisable to book free tickets in advance to ensure entry.

Guests are welcome to come wearing cultural attire.

[Book a free spot via Eventbrite.](#)

Locally there are several other events happening that week to recognise and honour the incredible contributions of women in Slough.

- Wednesday 6 March, 10am-1.30pm, with light buffet at Chalvey Community Hub. Celebrating Social Prescribing: A Speed Networking Event at Slough Community Forum. An event from Slough CVS for the voluntary and statutory sectors to come together, to discuss a holistic approach to health and wellbeing. [Book for Speed Networking.](#)

- Friday 8 March, 3-7pm, Youth International Women's Day event at Salt Hill Activity Centre, free activities for women and girls.
- Saturday 9 March, 1-4.30pm, Ladies Clothes Swap in aid of Target Ovarian Cancer at Ping Pong Parlour in Queensmere Shopping Centre - includes workshops. [Book tickets for clothes swap.](#)

**Everyone welcome at The Curve, Slough**

Come and say hello on **Wednesday 28 February** from 10am to 2pm

- See what The Curve has to offer
- Join the library
- Get help to look for a job or find volunteering opportunities
- Learn to use computers for work or personal use
- Understand and speak English with more confidence
- Find out about events for adults, children and families
- Discover the history of Slough

Logos: MIND, Slough Refugee Support, Arts Council England, Slough

SUPPORTING PEOPLE INTO JOBS

**JOB FAIR & CAREER EXPO**

**SLOUGH JOBS FAIR**  
Thursday 29<sup>th</sup> February 2024  
10am to 1pm

**Venue:**  
The Curve,  
William Street,  
Slough, SL1 1XY

Logos: DWP, Slough, Ability Way2Work

# Winter Blues? You are not alone



Many of us find winter a difficult time of year.

Here are some top tips to brighten the darker days, produced by Slough's Co-Production Network.

	<b>1</b>	Stay connected to others and reach out when you are low	
	<b>2</b>	Keep as active as you can and eat healthily	
	<b>3</b>	Do something you enjoy every day however small	
	<b>4</b>	Remember there are people you can talk to	
	<b>5</b>	Remember spring is coming!	

There are people and places to visit if you need help, advice or someone to talk to.

- Visit Safe Haven for emotional support and information if you are in crisis. Call: 07790 772863 (5-11pm)  
Email: [east.berkshirehaven@nhs.net](mailto:east.berkshirehaven@nhs.net)  
Opening hours: Thursday-Sunday, 5-11pm  
Address: 54 High Street, Slough, SL1 1EL
- Call Samaritans who provide a free 24 hour telephone support service on 116 123.
- 5 Ways to wellbeing: Visit [www.mind.org.uk](http://www.mind.org.uk) for information and support about looking after your mental health.
- Talking Therapies offer support with common challenges like low mood, stress and anxiety.  
Call: 0300 365 2000  
Email: [talkingtherapies@berkshire.nhs.uk](mailto:talkingtherapies@berkshire.nhs.uk).  
Your GP can also refer you.
- Contact Slough Community Connectors for information and help to find community activities and support.  
Call: 01753 251387 (Mon-Fri 8am-4pm)  
Email: [communityconnectors@sloughcvs.org.uk](mailto:communityconnectors@sloughcvs.org.uk)
- Slough Community Directory provides information about community groups, services and local groups in your area. Website: [sloughhealth.org](http://sloughhealth.org)
- Slough Treatment, Advice and Recovery Team (START) is a free, confidential service for anyone who is concerned about their own or someone else's substance use. The service is dedicated to promoting wellbeing and recovery from addiction when you feel ready to take those steps. START also provides evening, weekend as well as drop-in sessions in various locations across Slough.  
Address: 27 Pursers Court, Slough SL2 5DL  
Call: 01753 692548  
Email: [START@turning-point.co.uk](mailto:START@turning-point.co.uk)  
Website: [www.turning-point.co.uk/services/slough](http://www.turning-point.co.uk/services/slough)
- Contact Citizens Advice East Berkshire if you are worried about benefits, work or need support with debt and money management or want housing information. The Slough Advice line Freephone 0808 812 7022 Mon-Fri 10am to 4pm. Alternatively, you can use National Citizens Advice Webchat [www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/](http://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/) usually available 9am to 5pm, Monday to Friday.



# 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
<b>The structure</b>			
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)	✓		✓
<b>Heating, power and sanitary installations</b>			
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	✓		✓
<b>Fixtures and fittings</b>			
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		✓	✓
<b>Doors and windows</b>			
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		✓	✓
<b>Gardens</b>			
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		✓	✓
<b>Decoration</b>			
Internal decorations including minor plastering		✓	✓
External decorations	✓		
<b>Other repairs</b>			
White goods and non-council appliances		✓	✓
Improvements and alterations by you or previous tenants		✓	✓
<b>Communal and external areas</b>			
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	✓		
<b>Refuse and recycling</b>			
Cleaning individual refuse/recycling bins		✓	✓
Replacing lost or stolen bins (via MyCouncil)		✓	✓