



# 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

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# Welcome from Neil Euesden

Hi everyone, I'd like to introduce myself. I am Neil Euesden, the new interim Director of Housing. I am pleased to be working with Slough Borough Council, its staff, Members and residents, to deliver Housing services.

I am very passionate about Social Housing and how by working together we can provide services that all residents deserve and aspire to. I believe that everyone is entitled to a safe and secure home that is the centrepiece of thriving local communities.

While I have a long experience of working in housing and with residents, my greatest experience is that I understand living in social housing. I spent my childhood living on a council estate in Hackney and I am aware of the frustrations that can arise from a resident's viewpoint. Listening and involving residents has always been a key driver whatever council I have worked for.

We are making great strides in Slough, and I look forward to working with you.



## Contact information

### Housing Management

- North Slough email: [\\_northteam@slough.gov.uk](mailto:_northteam@slough.gov.uk)
- South Slough email: [\\_southteam@slough.gov.uk](mailto:_southteam@slough.gov.uk)
- East Slough email: [\\_eastteam@slough.gov.uk](mailto:_eastteam@slough.gov.uk)

### James Elliman Homes

- Email: [jehomes@slough.gov.uk](mailto:jehomes@slough.gov.uk)

### Leaseholder enquiries

- Day to day issues email: [leaseholderservices@slough.gov.uk](mailto:leaseholderservices@slough.gov.uk)
- Service charge invoices and payment queries email: [revenues@slough.gov.uk](mailto:revenues@slough.gov.uk)
- Service charge costs/calculation queries email: [neighbourhoodrecharges@slough.gov.uk](mailto:neighbourhoodrecharges@slough.gov.uk)
- Right to Buy queries email: [rtb@slough.gov.uk](mailto:rtb@slough.gov.uk)

### Rent queries

- Queries about your rent direct debits, or refunds - [rentaccounting@slough.gov.uk](mailto:rentaccounting@slough.gov.uk)
- Queries about rent arrears - [rentrecovery@slough.gov.uk](mailto:rentrecovery@slough.gov.uk)

### Repair reporting and caretaking

- Email: [booking.slough@cardogroup.co.uk](mailto:booking.slough@cardogroup.co.uk)
- Web: [Repairs - Slough Borough Council](#)
- Follow up enquiry relating to repair/caretaking: [booking.slough@cardogroup.co.uk](mailto:booking.slough@cardogroup.co.uk)

### Resident involvement opportunities

- Email: [getinvolved@slough.gov.uk](mailto:getinvolved@slough.gov.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: 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.**

## Damp and mould asthma advice sessions

Come along to information sessions about how to help asthma issues if you are living in a property with damp or mould.

Working in partnership with the NHS, the damp and mould advice session will involve representatives from Slough Borough Council, Frimley Health Foundation Trust, Frimley Health and Care Integrated Care System, and Cardo.

The sessions will be focused on families with young children.

Katie Hannant, Clinical Respiratory lead CYP Frimley ICS, said: "We know that living in a damp home can have a negative impact on children and young people who have asthma.

"We are running health and housing events at the local children's centres, where families can come along and get advice and help on how to manage their child's asthma.

"We want to see as many families as possible and are planning future events with more help from the green doctor, Cardo and social prescribers, including input from your local GPs and hospital teams."

The dates of the next sessions are:

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

## Rent increase letter: information error

Tony Turnbull, Neighbourhood Manager, writes: In February, you will have received a rent letter notifying you about your rent from 1 April 2024. On the back of the letter was a statement suggesting you could pay your rent at Langley, Cippenham or Britwell Libraries.

This was an error. You are unable to pay your rent at any of the Libraries. I apologise for this incorrect statement.

**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](mailto:rentrecovery@slough.gov.uk)



# Resident involvement update

**We are making progress on our action plan to bring the Resident Involvement strategy to life. Since our last update, we have a drafted resident involvement policy with the input of the Resident Board. The policy will be published on our website once it has gone through the council's approval process.**

The staff launch for the Resident Involvement Strategy was held on 18 March and attended by 31 people. Our guest speakers were Jenny Osbourne CEO of TPAS and Tim Blanc, Head of Community Engagement at Barnet Homes and the Independent Chair of Slough's Resident Board. Other speakers included the new Interim Director of Housing, Neil Euesden and Lead Councillor for Housing, Cllr Paul Kelly who expressed Slough Borough Council's commitment to embedding a positive culture of resident involvement and influence.

On Tuesday 16 April, the Tenant Engagement Expert, TPAS, delivered Resident Involvement training to more than 30 housing staff. Staff training is one of the actions in our plan to ensure that our people were well equipped to deliver the strategy and improve meaningful engagement with residents. The training covered the key principles of effective resident involvement, the new consumer standards, Tenant Satisfaction Measures, the role of staff in ensuring good customer experience through communication, listening and acting upon what residents are saying.

The feedback from the training was positive, with staff identifying things they would do differently as a result. This will contribute to improved communication and influence of tenants and leaseholders in the decisions that matter to them.

Staff continue to develop best practice in resident involvement through our membership with TPAS. Through our membership, residents can also access TPAS membership benefits including free access to their resource hub where tenants and leaseholders can keep up to date with their rights and how to keep us as a social landlord, accountable. Visit our website to find out more at [www.slough.gov.uk/housing/resident-involvement](http://www.slough.gov.uk/housing/resident-involvement)



**Are you looking after someone else's child who isn't a close relative or have you arranged to?**

If so, this could be a private fostering arrangement and your local authority needs to be notified.

Private fostering is when a child is living with someone other than a close relative for 28 days or more.

This is for all children up to the age of 16, or 18 if they have a disability.

For advice and support or to notify Slough Children First of a private fostering arrangement, please:  
Visit: [www.sloughchildrenfirst.co.uk](http://www.sloughchildrenfirst.co.uk)  
Email: [Sloughchildren.referrals@sloughchildrenfirst.co.uk](mailto:Sloughchildren.referrals@sloughchildrenfirst.co.uk)  
Scan the QR code



# Fire safety guidance

## In recent months, we have had a number of house fires.

One of these involved a tumble drier that caught fire. The tenant was at home and ensured the fire door in the kitchen was closed, which gave the tenant more time to escape and minimised the damage to the rest of the flat. This also made it easier for the Fire Brigade to contain the fire.



We provide fire doors to kitchens. Please do not remove, or prop them open, as kitchens are the most likely place a fire will start. The fire doors give more time for occupants to escape and could save your life.

Royal Berkshire Fire and Rescue Service has created some safety advice to help reduce your risk of an electrical fire.

- Unplug electrical appliances and chargers when you're not using them and when you go out or go to bed.
- Look out for signs of dangerous or loose wiring e.g. scorch marks, hot plugs and sockets, flickering lights, fuses that blow or circuit breakers that trip for no obvious reason.
- Keep appliances clean and in good working order e.g. regularly remove lint from tumble dryer filters.
- Don't overload sockets - keep to one per socket.
- Always use a charger supplied with the device or recommended

by the manufacturer - using any charger other than the one intended for the battery can increase the risk of damage.

- Avoid placing phones or other electric devices under pillows or blankets whilst charging.
- Avoid overcharging your batteries.

## E-scooters and e-bikes

In December, we included an article about fire safety for e-scooters and e-bikes. Please take great care with electric e-scooters and e-bikes and do not try to add extra batteries, as this could result in a fire.

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. If you live in a flat you have to be very careful with charging, as if there is a fire it is possible other property could be damaged and lives threatened.
- Charging and keeping of e-scooters and e-bikes in common areas of blocks of flats are prohibited, and if found will be removed. This is a danger and fire risk to people living and visiting the block and to the property.
- 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.
- If you live in a council house and you charge your e-bike or e-scooter in your home, you should 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](#).

## Resident responsibilities

You are responsible for the fitness for purpose and maintenance of any of your belongings, along with any visitor's equipment brought into a council property, that presents a risk to the lives of other people and the property.

# Adult learning assessment sessions

**Drop-in sessions for anyone interested in adult learning courses have begun.**

In the summer term, as well as English, maths, digital skills and ESOL, there will also be new courses, including:

- employability, where Adviza (National Careers Service) has new programmes including how to prepare to search for local jobs
- health and wellbeing, such as cooking on a budget, Macrame, sewing and tie dye
- family learning, such as supporting children with maths homework and new arts projects.

To enrol on a course, you may need to attend an assessment session with the adult and community learning team.

Baljit Mann, Community Learning and Skills Service Manager, said: "Please do have a look at what the adult learning service can offer you. We would love to help you with learning more about where you live, make new friends, support your families, or your wellbeing.

"If you need help to gain a qualification that you need to go onto further learning, for the next steps in your career or to get that job, we are here! Come and meet our friendly team at The Curve, who can't wait to meet you."

The assessment sessions will be held at The Curve on:

- Wednesday 1 May, 1.30-4pm
- Wednesday 8 May, 9.30-11am
- Wednesday 15 May, 1.30-4pm
- Wednesday 22 May, 9.30-11am.

If you do require an initial assessment, please be prepared for it to take up to an hour linked to the subject you are enrolling for.

When attending an assessment, please bring a form of photo identification (passport, driving licence etc.), any evidence if you are on benefits and a payment card in case you may need to pay for the course.

To speak to the team, call 01753 476611 or email [lifelonglearning@slough.gov.uk](mailto:lifelonglearning@slough.gov.uk)

Find the [current course information](#) online and [enrol on a course](#).

# Debt

**Slough Borough Council's Debt and Welfare team can help you to deal with your debts.**

They can help you to talk to your creditors, rent provider, council tax, housing benefit overpayments, energy provider, bank, mortgage provider, credit cards, store cards and more.

Do not ignore letters or notices - talk to us now to see how we can help.

Contact [\\_incomeboost@slough.gov.uk](mailto:_incomeboost@slough.gov.uk)



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# Roots and Routes at The Curve, Slough

Every Tuesday  
from 1-3pm

23 April to 21 May 2024

Drop-in  
sessions,  
no booking  
required!

- Take part in craft and creative activities
- Share local and global stories
- Discover the history of Slough
- Make artwork for an exhibition to celebrate Refugee Week in June 2024
- Join the library
- Find out about events for adults, children and families



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## Food dumped in Baylis Park

**Large amounts of food have recently been dumped in Baylis Park, contributing to a rat issue in the area.**

This has been an ongoing issue for many years and residents are again advised not to leave any food in the park. There have recently and frequently been large amounts of rice, chapatis, and bread left all across the park.

The council will be carrying out active patrols around the park and anyone seen dumping large amounts of food will receive a fixed penalty notice of £75. The no feeding

sign near the pond will be replaced and the council would encourage residents not to feed the ducks, as well as not leaving food.

Linda Corcoran, the council's Resilience and Enforcement Lead, said: "I would remind all residents not to leave large amounts of food on the ground at Baylis Park or indeed at any of our parks. This causes issues with attracting rats and makes areas of the park unusable. We want everyone to be able to enjoy our open spaces, and it is up to all of us to keep them clear of rubbish and dumped food."



# Community litter pick

Cardo supported 'the Easter Clean-Up' - a local litter pick organised as part of the Great British Spring Clean, the nation's biggest mass-action environmental campaign.

Slough Anti-Litter Society, local Scouts, residents and community members came together on a Saturday morning at St. Thomas' Parish Church.

Volunteers collected litter from designated areas, demonstrating a strong community commitment to environmental stewardship. The involvement of the local scout group was particularly commendable, showcasing their dedication to community improvement.

Cardo's Social Value Manager, Sairah, provided high-visibility jackets and litter picks for children and young people. Refreshments, including



water, crisps, fruit, and Easter Eggs as Easter treats, were generously donated by Cardo for all volunteers.

Sairah said: "Pitching in for a litter pick isn't just about cleaning up our streets; it's a collective effort to preserve our environment and strengthen the bond within our community."



## CV support

Cardo remains dedicated to supporting Slough Refugee Support in their efforts to support the clients to find meaningful employment.

Social Value Manager, Sairah, has actively participated in the Job Club initiative since September 2023, offering invaluable assistance in CV writing on a monthly basis. Her expertise aims to aid refugees in securing suitable employment after receiving permission to work.

Recently, Sairah conducted three sessions with clients at Slough Refugee Support centre, located in Bath Road, Slough, providing their clients with complete CVs.

Anissa Benaziza, Family Support Assistant at Slough Refugee Support, said: "Thank you for the job club sessions you provided our clients."

CARDO