



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

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New Director of Housing

My name is Lisa Keating, and I would like to introduce myself to you all. I recently joined Slough as Director of Housing and I am looking forward to meeting everyone in my team and residents across the borough.

I have worked in housing for over 33 years across several Arm's Length Management Organisations (ALMOs), housing associations and local authorities. I am a resilient and versatile leader who is adept at driving strategic, regulatory, legislative, and corporate awareness with an ability to thrive in a changing environment.

I am focused on improving the services we deliver to residents and making sure we listen to residents and put your priorities at the top of our service improvement plans.

I have overseen all areas within housing, including Public Realm in managing the council's asset portfolio, to deliver excellent services and value for money both directly and through sub-contractors - to protect the council's asset value and support growth, improved performance, and satisfaction.

I have delivered restructures to improve customer satisfaction, embedded new ways of working to achieve the organisation's Target Operating Model and improve customer satisfaction.

My priority in coming to Slough is to get Housing ready for inspection by

the Regulator for Social Housing. This is likely to happen anytime in the next year to 18 months and can have significant implications - failing one can lead to penalties, reputational damage, and the potential suspensions of operations, whilst a successful inspection can bolster confidence and assure the quality and safety of our services.

I am prioritising preparation and taking a proactive approach to compliance which I believe is key to maintaining integrity and meeting regulatory expectations, and this means having the necessary systems, processes, and documentation in place.

The feedback from the recent Tenant Satisfaction Measures (TSM) framework, from 2023/24, is published on p6&7, making it more visible to you, and to help you to hold us as your landlord to account.

The results of the survey show we have a lot to do to improve overall satisfaction which was 45.9% and there will be a focus on improving repairs where satisfaction was slightly higher at 52.5%. I am currently working on an improvement plan which will be used to drive service improvements and address the feedback from the surveys.

The performance at the end of march for Asbestos and Legionella checks was way below where we needed to be and I pleased to let you

know that at the end of June we had reached 100% on water, and Asbestos had increased to 95.6% and we expect this to reach 100% by the end of August.

I will be working closely with Cardo, so our properties are safe and well maintained. Together we will be looking at the management of empty homes because I want to make sure we relet properties quickly. I will be tackling properties that are sublet without consent so families in temporary accommodation and those needing transfers are given the homes they need.

I will be working closely with our resident board members, and I have been on a tour of Slough in my first week. I will be going out with officers every month so I can get around all our estates and homes. I will be inviting board members and other residents on estate inspections in the coming months to review the standards and work together to improve the look and feel of all the homes we manage.

Finally, I will be reviewing our management of all correspondence, so we have insight into the main reasons for complaints and ensure we answer all enquires and complaints on time.

If you want to get more involved, please contact getinvolved@slough.gov.uk

Highlights from the Resident Board



Lisa Keating, New Director of Housing, attended the Resident Board meeting held on 9 July at Observatory House.

Board members were pleased to welcome Lisa as she gave a brief introduction of her experience in housing which has spanned over 30 years. Lisa explained she had only been in the role for two weeks and gave an overview of her priorities which were linked to improving the customer experience (service improvement plans, dealing with complaints, re-procurement of the repairs, contractor and improving void property turnaround times).

Lisa highlighted that resident involvement was key to improving customer experience and was pleased to see that the new Resident Involvement Strategy had been approved by cabinet. She was keen to work closely with board members to ensure the Action Plan for the strategy is kept on track.

Adam Minogue, Operations Manager from Cardo Group, was also in attendance. He talked about the change over from Osborne to Cardo and Cardo's senior management commitment to make changes to improve the service.

The Board suggested Cardo carries out a customer journey mapping exercise, which would give Cardo a good understanding of resident experiences of the repair service.

Adam agreed to meet with the team to take this forward. If you are interested in taking part in the journey mapping exercise, get in touch by emailing getinvolved@slough.gov.uk

Tony Turnbull, the council's neighbourhood manager, gave an overview of the current estate inspection process. Board members and staff agreed this was due for review to ensure it was fit for purpose and gave opportunities for residents to take part.

As the meeting came to a close, board members were given the opportunity to talk about their experience of the tour of Slough, some of which we have shared below.

Tour of Slough

Comments from Bushra Raj (Board Member)

The resident board members were invited to attend the 'Tour of Slough' on Saturday 6 July. This was to gain an understanding of the stock that the council owned. We gathered at Upton Court to then attend a minibus tour of the estates in Slough.

We were given the opportunity to go inside one of the council tower

blocks as well as an over 55s de-designated block. Staff talked us through various compliance and safety checks, particularly those relating to fire regulations, ensuring residents are kept safe in the event of a fire.

It was good to get an understanding of the various responsibilities of the departments and who would be responsible for the upkeep of the hedges and parks as well as the ban around cutting during the nesting season between March and August.

It was useful to see the types of stock owned by the council and how it has reduced over time due to various factors. Peter Bird, the Tenancy Team Leader who led the tour, was very knowledgeable and was able to answer any questions raised by the board members.

Should the tour be conducted again it would be good to see what an actual estate inspection entails.

continued on p4



Thank you to Anita and the resident involvement team for arranging the tour. It would be good for such activities to be arranged more often as it allows the resident board members to be more involved and gain a better understanding.

Comments from Christine Griffin (Board member)

I participated in the Tour of Slough, and found it gave me a good insight into where the council's housing stock was located across the borough. What was once a borough of thousands of rented and leasehold stock, has now been reduced due to the right to buy scheme introduced in 1980.

We went inside a couple of buildings (flats, elderly resident accommodation) as housing staff talked through the various safety measures put in place. Whilst visiting we were able to pick up on a couple of issues which the team relayed back to housing staff to ensure they were dealt with.

It was interesting to understand which was housing land and which was not, which meant different council departments being responsible for maintenance of the parks and hedgerows.

I am looking forward to having the opportunity to participate again on an estate inspection. This will give us an opportunity to review information displayed in notice boards and hopefully get a chance to speak to some of the residents to understand their experiences in their local areas.



Household Support Fund (HSF) applications open

The HSF scheme has been running for several years and new funding means it can be extended until 30 September.

The grant of £1,177,691.53 is funded by the Department of Work and Pensions (DWP) and it is designed to help low-income households such as families with children, pensioners, unpaid carers, care leavers and disabled people.

Applications can be made if you meet the eligibility criteria and the money is to cover basic living costs such as energy, food, water bills, essential goods and housing costs, as a last resort, only where existing housing support scheme do not meet the needs.

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

The support offered will be:

- £10 food vouchers, per week per child, to households in receipt of Free School Meals during school holidays up to 30 September
- the direct provision of support to care leavers and other vulnerable families
- for individuals and families who are eligible.

Applications are welcome from all, but those who have missed out on previous support packages are encouraged to apply.

Those encouraged to apply include:

- those who receive non-means tested benefits
- disabled people with increases in utility bills due to usage of equipment or transport costs
- those in receipt of housing benefit only, for example those living in houses in multiple occupation and paying for fuel through meters etc
- people who are entitled to, but not claiming, qualifying benefits
- groups vulnerable to rising prices.

Councillor Mabu Shaik, lead member for I.T, customer services, revenue & benefits, procurement and performance, said: "This funding has strict rules about what it can be used for, which is why most of it is given through vouchers for food shops or energy bills.

"You can apply for a one off award, even if you have applied and received support from previous funding before. Each application is assessed against the eligibility criteria."

To find out more, and apply, visit the [HSF webpage](#).

Measuring Standards

The Tenant Satisfaction Measures (TSM) Standard requires all social housing providers to collect and report 22 performance measures. Twelve of these will be via perception surveys and 10 relate to management performance.

We submitted our results to the Regulator of Social Housing on 27 June (see infographics on the next two pages). The Regulator for Social Housing will be publishing results of all social housing providers and local authorities.

The survey questions and management performance information required is listed here.

TP - Satisfaction measured by tenant perception surveys

TP01: Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?

TP02: Has your landlord carried out a repair to your home in the last 12 months? If yes, how satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

TP03: Has your landlord carried out a repair to your home in the last 12 months? If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

TP04: How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?

RP - Keeping properties in good repair

RP01: Homes that do not meet the Decent Homes Standard measured by: landlords' management information.

RP02(1): Proportion of non emergency repairs completed within target timescale measured by: landlords' management information.

RP02(2): Proportion of emergency repairs completed within the landlord's target timescale.

TP05: Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

BS - Maintaining building safety

BS01: Gas safety checks measured by: landlords' management information. This measure will be based on the percentage of homes that have had all the necessary gas safety checks.

BS02: Fire safety checks measured by: landlords' management information. This measure will be based on the percentage of homes in buildings that have had all the necessary fire risk assessments.

BS03: Asbestos safety checks measured by: landlords' management information. This measure will be based on the percentage of homes in buildings that have had all the necessary asbestos management surveys or re-inspections.

BS04: Water safety checks measured by: landlords' management information. This measure will be based on the percentage of homes that have had all the necessary legionella risk assessments.

BS05: Lift safety checks measured by: landlords' management information. This measure will be based on the percentage of homes in buildings where the communal passenger lifts have had all the necessary safety checks.

Respectful and helpful engagement

TP06: How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

TP07: How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

TP08: To what extent do you agree or disagree with the following? "My landlord treats me fairly and with respect."

TP09: Have you made a complaint to your landlord in the last 12 months? If yes, how satisfied or dissatisfied are you with your landlord's approach to complaints handling?

CH - Effective handling of complaints

CH01: Complaints relative to the size of the landlord measured by: landlords' management information. This measure will be based on the number of complaints the landlord receives for each 1,000 homes they own.

CH02: Complaints responded to within Complaint Handling Code timescales measured by: landlords' management information.

TP10: Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining? If yes, how satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well-maintained?

TP11: How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

TP12: How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

NM - Responsible neighbourhood management

NM01: Anti-social behaviour cases relative to the size of the landlord measured by: landlords' management information. This measure will be based on the number of anti-social behaviour cases opened for each 1,000 homes the landlord owns, including the number of cases that involve hate incidents.

TENANT SATISFACTION SURVEY 2023

The Regulator of Social Housing requires all social housing providers, including local authorities, to gather resident feedback using their Tenant Satisfaction Measures (TSM) framework, starting in the financial year 2023/24. Tenant satisfaction measures are intended to make our performance more visible to you our tenants, and help you to hold us as your landlord to account.

We began gathering the data in April 2023, 'thank you' to those of you who have been responding to the survey. We were required to submit the data to the Regulator by 30 June 2024.

The results will be used to drive service improvements. Senior management are currently working on an improvement plan, this will be published later this year.

A sample of tenants were invited to take part either online or by post.

Sample of tenants who responded

1,040

Data relating to Health and Safety checks of all stock

5,992

TP01

45.9%

satisfied with the overall service provided by Slough Borough Council Housing



TP02

52.5%

satisfied with the overall repairs service



TP03

45.7%

satisfied with the time taken to complete most recent repair

RP01

2.4%

of homes do not meet the Decent Homes Standard



RP02(1)

59.9%

of non emergency repairs completed within the landlord's target timescale

RP02(2)

99.4%

of emergency responsive repairs completed within the landlord's target timescale



51.6%

satisfied that the council provides a home that is well maintained

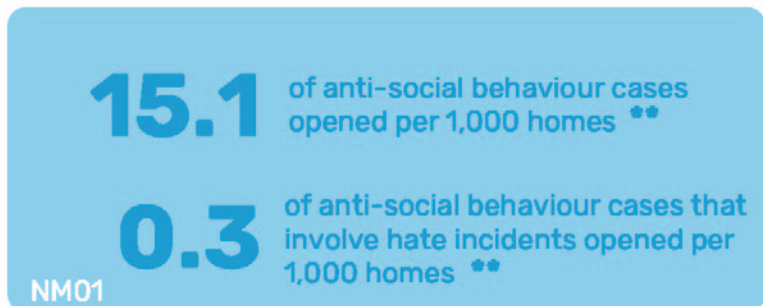
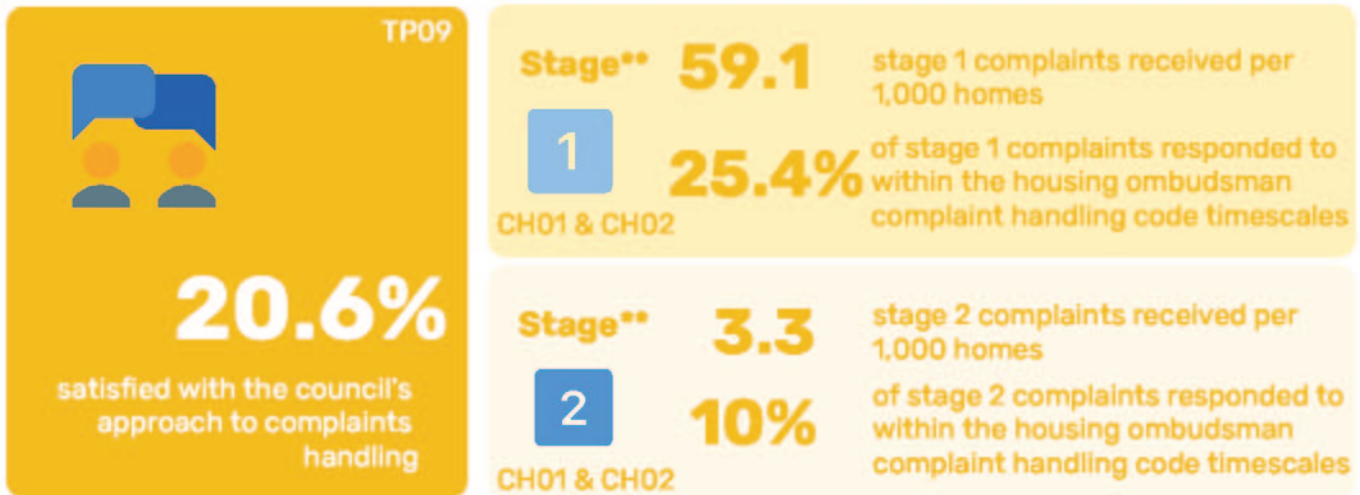
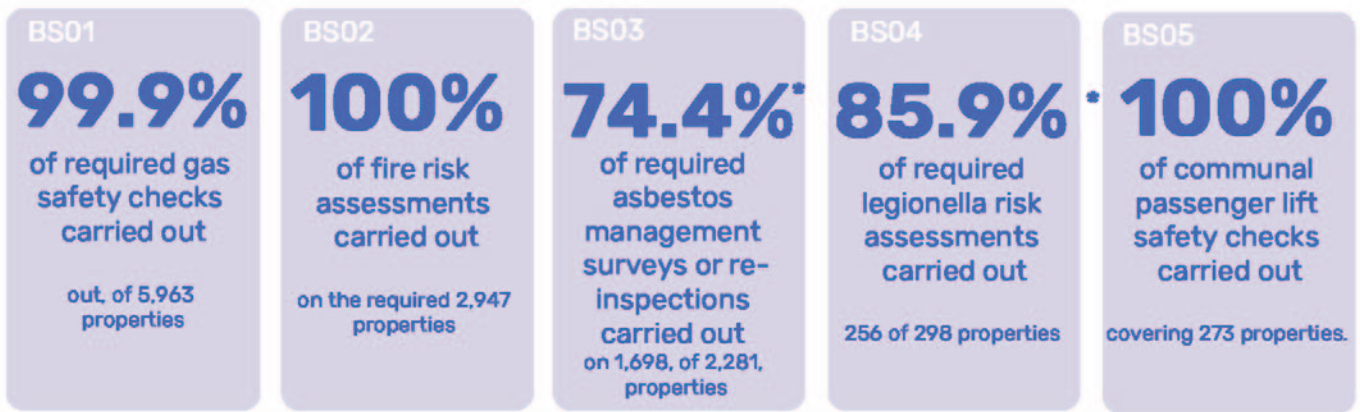
TP04



62.9%

satisfied that the council provides a home that is safe

TP05



Important to note:

| | |
|--|---|
| These figures were below the standard due to change over of our repairs contractor Osborne to Cardo systems, we can report they are back to 100% since April 2024. * | Anti-social behaviour and complaints Data relating to tenant stock of 5,992 homes, more details can be found in a full report, which will be accessible on our website in the next few months. ** |
|--|---|

South East Fostering Hub

Slough Borough council has joined 19 other local authorities to create the country's largest local authority fostering partnership, in a bid to increase the number of foster carers across the region.

With more than 11,000 children in care across the South East, and fewer than 3,000 local authority approved foster carers, there is an urgent need to recruit more people to provide safe, loving, and local homes for vulnerable children.

Local Authority Fostering South East launched on 8 July, and the virtual hub will ensure prospective foster carers have access to a centralised platform for their initial enquiries about fostering and will see local authorities work collaboratively to provide the best support, right from the start of a carer's fostering journey.

The new regional hub will be running marketing campaigns to raise awareness of this unique role and encourage more people to take the next step and become a foster carer with their local council. In doing so they will benefit from comprehensive local training, generous financial assistance, and ongoing support from a non-profit organisation.

Natasha Sampson, South East regional strategic lead, said: "This is a really exciting time for fostering. For the first time in the South East,

we are leveraging the collective skills, knowledge, resources and support of 20 local authorities to ensure children and young people have a stable home, in a loving family, which they all deserve."

Councillor Puja Bedi, lead member for education and children's services, said: "I'm delighted to see the launch of this Regional Hub. I hope it brings attention to the need for more foster carers to help give young people the support and security they need."

More information on becoming a foster carer can be found on the new regional website (LAFosteringSE.org.uk) and by following Local Authority Fostering South East on Facebook, Instagram and X (formerly Twitter).

Those interested in fostering can also contact the regional hub directly to speak to a member of the recruitment team by calling 0300 131 2797.



GREEN DOCTORS

The Green Doctors Thames Valley is an energy bill and water saving advice service which provides advice for individuals and households struggling with the following challenges.

- Cost of living crisis
- High energy costs/fuel poverty
- High water bills
- Damp and mould problems, especially where they contribute to respiratory conditions.

They can also direct people to onward support for other issues.

The Green Doctors deliver both home visits and telephone consultations for any struggling household or individual.

Visit <https://london.greendoctors.org.uk/> for more information.

To self-refer, call 0300 365 3005, or use the online form at <https://groundwork.my.salesforce-sites.com/enquiry/>

Public Spaces Protection Order (PSPO) now in place

A Public Spaces Protection Order which bans drinking alcohol in public is now in place across the whole of Slough.

Cabinet approved the PSPO on 17 June. It came into force on 5 July and it will last for three years.

Under the order, it is an offence to consume alcohol in public or be in possession of an opened container that is reasonably believed to contain alcohol. It does not apply to drinking alcohol within licensed premises.

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, is also an offence.

Clr Ishrat Shah, lead member for equalities, public health and public protection, said: "The aim is to tackle ongoing issues of anti-social behaviour affecting the local community. People can still enjoy a drink in a pub or restaurant, but this prevents alcohol being consumed in public areas and which can potentially lead to nuisance and anti-social behaviour.

"The council and the police receive regular complaints around alcohol consumption in streets and parks and we hope this will help deter people as they could risk a fine."

Anyone caught breaching the order is liable for a £100 fixed penalty notice (FPN), issued by the police or council. They could also risk going to court if they fail to pay it.

A statutory public consultation was carried out for four weeks earlier this year, where there were 267 responses in favour and 20 against the order.



Any one of us can find ourselves drinking too much alcohol at some point in our lives.

ALCOHOL CHANGE

And millions of us could benefit from cutting down.

If you're worried about your drinking, talk to your GP or local alcohol service, and find out more on our website.

alcoholchange.org.uk

HWS HEALTH & WELLBEING SLOUGH

Slough Healthy Smiles

Effective Toothbrushing for Older Adults

Brush your teeth twice a day, before bed and at one other time

Spit don't rinse

Toothbrushing

Use a toothbrush with a small-medium head and soft-medium bristles

Consider using an electric toothbrush or adapted toothbrush

Brush in small, circular movements on the outside, biting and inside surfaces of the teeth

Toothpaste

Use a toothpaste containing at least 1350 ppm of fluoride

Use a pea-sized amount of toothpaste

Consider using a toothpaste for sensitive teeth

Visit the dentist regularly, as often as recommended

Copyright OCDS Oxford Health NHS Foundation Trust

New health scheme launches in Britwell

A new weekly drop-in is launching in Britwell for local residents.

Based at the Britwell Centre on Wentworth Avenue, the Britwell Health and Wellbeing Hub is a partnership between the SPINE PCN group of GPs and Oasis UK, a national charity with community Hubs all over the UK.

At the heart of this work are Britwell residents through the Britwell Community Forum (BCF). The BCF also has the important role of connecting to the different community and other special interest groups locally including schools, faith groups, businesses and community organisations.

Launching on Thursday 25 July, the hub will be every week on Thursdays, from 10am-1pm, where they will welcome NHS and other partners from across the town to come and share their information

and support patients to help them discover what their needs are.

This will include health checks like blood pressure and early signs of diabetes. Also, advice about different aspects of health and wellbeing including developing good tips and strategies for positive mental health. It will also include healthy eating ideas and suggesting alternatives to medication, where appropriate.

Free refreshments and snacks will be served, and everyone is welcome to come along. There will be activities for children too.

Dr Nithy Nanda, a Britwell GP, said: "We see so many patients with complex health needs that stem from poor housing, or stress about money concerns or challenges with their children and teenagers and lots more. So much of this has an impact on our health so we need holistic solutions to them all, not just

thinking a tablet will help. We care about our patients and want to do our very best to serve them in the most suitable ways."

Julie Siddiqi is working with Oasis UK and is the Hub Leader in Britwell. She said: "It is great to see these partnerships moving forward in such a positive way. None of us can do this alone but if we join forces, I am optimistic for what can happen in Britwell."

Asma Jahan, Chair of the newly formed Britwell Community Forum, said: "It's too easy for services and statutory bodies to do things on behalf of residents but we are going to make sure that we are front and centre in feeding in ideas, being heard and making sure that whatever services are offered in Britwell are the ones residents think are needed. So far what we are seeing is positive and we are excited for what's ahead."

CARDO at college

Cardo's newly qualified Business Administration Apprentice, Daniel West, was recently invited to Langley College to participate in an apprenticeship talk.

The event was attended by a cohort of students and featured apprentices from various businesses affiliated with Langley College. These apprentices shared their experiences and the benefits they gained from their apprenticeships.

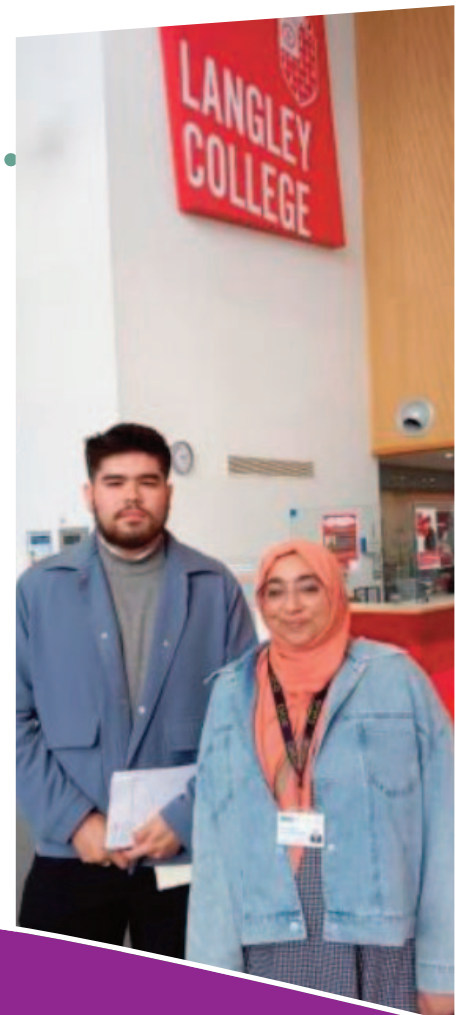
Daniel detailed his journey, which began with a work placement at Cardo and evolved into a full apprenticeship opportunity. He spoke about his time at

Cardo, highlighting the challenges he faced and overcame, and the advantages of being in an environment where he could simultaneously work and learn.

Daniel expressed gratitude towards his mentors and the opportunities Cardo provided him.

During the Q&A session, students engaged with Daniel, asking about his experiences and future plans after qualifying.

Cardo is committed to promoting apprenticeships and continually supports this career pathway by offering opportunities within the business.



COMMUNITY LITTER PICK

Local groups and the council came together for a community litter pick at Harvey Park in Langley.

The efforts of Slough Anti-Litter Society, the council, Cardo, Royal Mail, Safer Slough Partnership and local organisations, made a real difference on the day.

Local grassroots football club, Hurricane FC, also helped out, with a representative saying: "We encourage our kids to participate in community-related events, especially those focused on keeping the environment clean and safe."

The event kicked off with a health and safety briefing by Tirza, from the Slough Anti-Litter Society, while Cardo's social value manager, Sairah, distributed high-vis waistcoats and litter pickers to young volunteers, who worked diligently to clean the park and its vicinity.

In total they collected 29 bags of litter, making a positive impact on the local environment.

There are other local community litter picks planned by Slough Anti-Litter Society, including:

- Friday 16 August, 11am-1pm - meet at car park of Salt Hill Activity Centre, Bath Road, SL1 3SS
- Sunday 18 August, 2-4pm, Wexham - meet at the car park of Wexham Court Parish Hall, Norway Drive, SL2 5QP.
- Monday 2 September, 11am-2pm, Manor Park - meet at Stoke Park Trust, 225-227 Northern Road, SL2 1LU.

All ages are welcome. Please bring your own gloves and wear appropriate clothes and footwear. Litter pickers and bags will be provided.

Visit sloughantilitter.org.uk for updates, or follow them on social media.



NEW! weekly
Health and Wellbeing
Drop-In service 
Thursdays - 10am-1pm
Britwell Centre, Wentworth Avenue

- Blood pressure and health checks 
- Healthy eating tips
- Diabetes advice and monitoring
- Signposting to local services
- Meet your local healthcare providers
- Ask questions
- Share ideas
- Meet new people

FREE refreshments and activities for children

The venue is accessible for all - everyone is welcome

britwellhub@gmail.com for more info

A partnership project with SPINE PCN and Oasis UK working with Britwell residents



Health and Wellbeing Slough provides integrated health services to all Slough residents.

The service can help you with:

- ✓ NHS Health Checks
- ✓ Child and adult weight management
- ✓ Stop smoking services
- ✓ Falls prevention
- ✓ Keeping active
- ✓ Advice on alcohol intake
- ✓ Emotional wellbeing
- ✓ Advice on oral health






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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) | | ✓ | ✓ |