



Housing HIGHLIGHTS

Housing Services newsletter

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Slough
Borough Council

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Issued by Slough Borough Council
for our tenants and leaseholders

ISSUE 65
April 2025

Welcome from Cllr Paul Kelly

Lead Member for Housing

It has been a busy time in the housing directorate over the last three months, and I am pleased to share some key updates with you.

As many of you may be aware, our housing directorate has been inspected in a three-day visit by the Social Housing Regulator. I want to say a huge thank you to the team who have worked incredibly hard over the last few months in preparation for the inspection, your work does not go unnoticed. The team has been working with Housing Quality Network (HQN) to provide evidence of the council adhering to the 4 consumer services standards that the regulator will be assessing during its visit.

The council will be given a consumer grading between 1 and 4 with 1

being all standards are met and 4 being that standards are not being met. This grading will help us to see what is going well in the directorate, and what needs to be improved, and I will be working with the team to ensure we are continuing to provide high quality housing to Slough residents.

I am happy to say we have made some really great progress in the department this quarter, with the reduction of voids. This will allow us to provide more housing for those who need it.

We are continuing our important work in embedding our Resident Engagement Strategy, and the recent Resident Engagement Board meeting is one great example of this. By bringing together representatives

and officers, we are able to strengthen and maintain the key themes in the Strategy, improving conditions for our residents.

Our damp and mould project to help reduce damp and mould in homes is now in full swing. This involves installing sensors, ventilation systems and loft insulation to those homes in need. The team is working hard to help all those affected and this work will be ongoing further on into the year.

I would like to thank all those in the team who are working incredibly hard day in, day out. I am proud to look back at all the progress that has been made so far, and it is clear the whole team is dedicated to continuing this progress on into the future.

Contact information

Housing Management

- North Slough email: _northteam@slough.gov.uk
- South Slough email: _southteam@slough.gov.uk
- East Slough email: _eastteam@slough.gov.uk

North team:

- Haris Syed
- Sam Sharif
- Hanna Irfan
- Caroline Shannon (TSO)

South team:

- Sundeep Sharma
- Neil Weightman
- Lauren Hamilton
- Julia Costello (TSO)

East team:

- Rachel Fox
- Catherine Kivuva
- Razwan Khan
- Laura Swain
- Toni-Marie Happe
- Jessica Bunyan (TSO)

James Elliman Homes

Officers: Nadia Marhri/Ade Naiwo
• Email: _jehomes@slough.gov.uk

Rent queries

- Queries about your rent direct debits, or refunds: rentaccounting@slough.gov.uk
- Queries about rent arrears: rentrecovery@slough.gov.uk

Leaseholder enquiries

- Day to day issues email: Homeownership@slough.gov.uk

- Service charge invoices and payment queries email: revenues@slough.gov.uk
- Service charge costs/calculation queries email: neighbourhoodrecharges@slough.gov.uk
- Right to Buy queries email: rtb@slough.gov.uk

Repair reporting and caretaking

- Call Cardo: 0800 9151215
- Email: booking.slough@cardogroup.co.uk
- Web: www.slough.gov.uk/xfp/form/177
- Follow up enquiry relating to repair/caretaking: _RMIComplaints@slough.gov.uk

Housing Services inspected by the Regulator for Social Housing

Earlier this month, we welcomed an inspection team from The Regulator of Social Housing to Observatory House. The inspectors were with us for three days, interviewing tenants, councillors, and members of the Housing Services team. Ahead of their visit we had already provided them with lots of information about how we run our housing landlord service.

How were residents involved in the inspection?

The Regulatory team were very keen to get feedback from tenants during the inspection. They attended both the Resident Board meetings in February and April and also had a separate session to speak directly to involved tenants during the inspection process.

Why were we being inspected?

The Social Housing (Regulation) Act 2023 introduced a new, proactive approach to regulating social housing landlords on consumer issues, with new enforcement powers to tackle failing landlords.

The intent of this Act was to reform the regulatory regime to drive significant change in landlord behaviour to focus on the needs of their tenants and ensure landlords are held to account for their performance.

The Act introduced four consumer standards, which came into force in April 2024, laying out the expected levels of service landlords must provide for residents and against which social landlords are proactively inspected by The Regulator for Social Housing.

| | |
|---|---|
| Safety and Quality Standard <ul style="list-style-type: none">• Stock Condition• Safety• Repairs service• Adaptations | Transparency, Influence and Accountability Standard <ul style="list-style-type: none">• Fairness, respect and diverse needs• Information• Engagement with residents• Complaints |
| Neighbourhood and Community Standard <ul style="list-style-type: none">• Communal Areas• Stakeholder Engagement• ASB and Hate Incidents• Domestic Abuse | Tenancy Standard <ul style="list-style-type: none">• Allocations and Lettings• Tenancy• Tenancy Sustainability• Mutual Exchange |

Following the inspection Slough Borough Council will be awarded a C (consumer) rating:

C1 = landlord is delivering the standards

C2 = some weaknesses and improvement is needed

C3 = serious failings and significant improvement needed

C4 = very serious failings and fundamental changes required

C1 and C2 mean you are compliant with the Consumer Standards, C3 and C4 ratings indicate you are not

compliant with the Standards and the Regulator of Social Housing will continue to work with you on service improvements until they judge you to be compliant with the standards.

When will the result of the inspection be known?

We will continue to provide further evidence to the Regulator throughout April. They will then take some time to review all information they have gathered. We expect the outcome of the inspection to be announced in June.

Resident Involvement

Customer Service Contact Centre visit

A write up from Resident Board members Bushra and Christine.

Christine and I visited the Customer Service Contact Centre at Observatory House on 5 February. We were welcomed by Ishtiaq Mohammed, the Customer Service Operations Manager.

The Customer Service Contact Centre provides frontline support where residents can book appointments to meet customer service advisors face-to-face at the library or contact the centre via phone. However, there is no in-person service available at Observatory House.

Most appointments are related to benefit queries. Additionally, there is an email service where customers fill out an e-form.

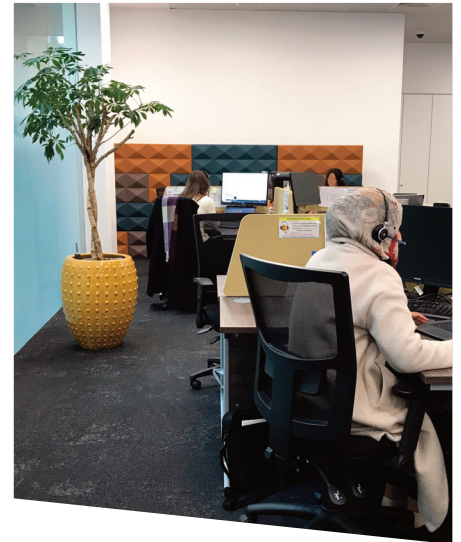
The digital services allow residents to report issues online.

Currently, there are seven options when contacting the customer service line:

1. Social Services
2. Council Tax and Benefits
3. Housing
4. DSO
5. School, Transport, and Free School Meals
6. Planning, Building Regulatory Services, and Enforcements
7. Other Inquiries

Other services, such as school admissions and electoral services, are available seasonally.

Customer Service Advisors are multi-skilled agents trained to handle various queries. They can log into



multiple queues depending on the needs and how busy the call centre is.

There are between 30 to 40 part-time and full-time customer service advisors, some working from the office and others remotely from home. The contact centre was extremely quiet during our visit and many advisors were working from home. This can vary daily. The team has downsized and lost 18 members of staff.

The contact centre handles approximately 10,000 calls a month, averaging 2,000 to 3,000 calls weekly.

Monday mornings are typically busy. Staff can log into multiple queues and are moved if necessary.

Additionally, staff are expected to manage emails and are assigned specific areas.

Customers may call about multiple issues, and the customer service advisor can address all aspects of the call. There is no script, but advisors are trained in all areas and use various systems to handle queries, seamlessly navigating between them.



update

Christine and I were each assigned a customer service advisor to observe and listen to the calls that came in. I listened to two calls. The first call, lasting around 25-30 minutes, involved multiple queries about rent arrears, blue badge, and repairs. The advisor patiently addressed all issues raised.

The second call was about temporary accommodation. Due to a bad connection, the call dropped, but the advisor promptly called the customer back and resumed the conversation. This was helpful and appreciated by the customer.

Advisors are given time between calls to write up notes and contact relevant departments on behalf of the callers.

When I inquired about quality assurance, I was informed that QA is conducted anonymously by colleagues every three months using a template.

The customer service team handles emails sent to SBC, forwarding them to the relevant department within 24 hours. That department must respond within five working days.

Thank you to Mohammed, Sofia (the customer service advisor) and the rest of team for accommodating our visit and providing Christine and me with valuable insights and understanding of the call centre operations.

A word from Christine

It certainly was very interesting to see how it all worked when tenants called in with questions and queries.

My first observation was how large the area was, and that it did not appear to be utilised to the full potential. Maybe this large area could be used for people calling into the office without appointments to help them with their queries and problems. Partitioning could easily be erected for privacy.

We were told that the staff worked on emails, those received from tenants, as well as taking calls to speak with tenants.

There were also staff that visited the library hubs to talk with tenants re council tax, and council rents queries and benefits. These tenants had to make appointments online to visit these staff.

Bushra and I then accompanied a member of staff to one of two enclosed hubs used for taking incoming calls. These hubs offered privacy to callers and staff on calls. I listened into two calls. First call related to a call from a hospital from a nurse re: a patient who lived in private accommodation with a problem of damp and mould, asking for help and advice before the patient was discharged.

The second call related to a tenant who had been living in temporary accommodation but was offered a permanent home. Her query related to rent rebate and payment of overpaid rent on the temporary accommodation. The staff member who I was with in the hub, and who had a number of years experience in this role, had built up a wealth of knowledge on all topics and could easily answer the queries.



Food and financial support

With rising costs and competing financial priorities, there is support available for those in need.

The council has joined up with Lightning Reach, a financial grants support portal, which features more than 2,500 support schemes including grants from charities.

A range of support is available, including help with energy and utility bills, support for rent, council tax and other household costs, funding for essential home items like furniture and appliances and assistance with food, clothing and daily essentials.

Residents can fill in their profile by answering a questionnaire. Once the profile is complete, they will be able to see the available support they may be eligible for in one place, get updated when more support is added, and apply for multiple sources of support directly through the portal.

To find out more about making a profile, visit the [Lightning Reach website \(www.lightningreach.org/application-portal?referral=sloughpr\)](http://www.lightningreach.org/application-portal?referral=sloughpr).

There are various Warm Spaces throughout Slough where residents can pop in for a chat, cuppa and sometimes an activity.

Every day of the week, there is some food support available, such as receiving a free hot meal, getting tins of food, emergency food parcels or supermarket surplus food.

Organisations offering the support include Slough Outreach, Salvation Army Warm Space, Cippenham Carers Warm Space, Slough Foodbank (by referral), St George's Church, Art Classes Group Warm Space, AJ Cafe Warm Space, Food Bank at Faizan E Madinah, Ujala Foundation Warm Space, Cippenham Royal British Legion Warm Space, Slough Baptist Church Warm Space, Slough Community Support Café, Ledger's Road Methodist Church Warm Space and Slough Soup Kitchen.

For the full list of what is available each day, visit the [food support page on the council's website \(www.slough.gov.uk/benefits-support/cost-living/2\)](http://www.slough.gov.uk/benefits-support/cost-living/2).

Eligible residents can also apply for a one-off voucher from the Household Support Fund. This is for energy, food, water bills, essential goods and housing costs, where existing housing support schemes do not meet the needs. Find out more, and apply, on the [HSF webpage \(www.slough.gov.uk/hsf\)](http://www.slough.gov.uk/hsf).

Councillor Ishrat Shah, lead member for equalities, public health and public protection, said: "We know many people are experiencing the cost of living pressures, so we want to highlight some of the support available. It's also worth people checking they are receiving all the benefits they are entitled to and applying for whatever they can."

"We thank all the local groups, churches and organisations for being a helping hand to many by offering their premises as a Warm Space or by providing food and clothing. It shows the community working together at its best."

Visit [Slough Community Directory \(sloughhealth.org\)](http://Slough Community Directory (sloughhealth.org)) for information on more local support.

More information on [benefits and support \(www.slough.gov.uk/benefits-support\)](http://www.slough.gov.uk/benefits-support) is on the council's website.

lightningreach.org

Do you need some extra support with your bills and cost of living?

Lightning Reach is a free online portal that connects you to financial support from various sources, quickly and securely - all in one place.



Connecting you to:

- ✓ Charitable grants
- ✓ Local authority schemes
- ✓ Help with bills
- ✓ Benefits check
- ✓ Other vital support

How does it work?

- 1 Sign up**
Create a secure profile in just 10-15 minutes
- 2 Support Match**
Discover what support you have been matched with
- 3 Apply**
Provide supporting evidence and submit your application(s)

How can this help me?

- Easy to find and apply for support
- Trusted and secure portal
- Minimise form filling & paperwork
- Apply from any device

Some of our support providers

There are over 2,500 organisations offering support, which include:



Sign up today

Create your free account and discover support today. Scan the QR code to sign up.



www.lightningreach.org



"I was in debt with my electric and was worried to heat my home in the winter. Now I can heat my home this winter"

Lynn received over £200 towards her energy bills from British Gas Energy Trust

Improvement works

Springfield project

Significant refurbishment and improvement works have been completed over eight months at a block of 16 flats on Upton Road.

The Springfield project involved a variety of works, including:

- drainage works - addressing long-standing drainage issues causing leaks into residents' properties
- fabrication and installation of new balcony handrails - replacing outdated wooden and plastic handrails with modern, powder-coated steel railings
- communal area decorations - full internal and external redecoration of shared spaces
- light isolations for asbestos removal - temporary isolation of electrical systems to facilitate asbestos removal and reinstatement
- AIB removal works - safe removal and disposal of notifiable asbestos-containing materials - balcony soffits

- fire compartmentation works in the roof area - installation of fire curtains and fire stopping to the roof space
- additional car parking facilities - creation of nine new parking spaces to address resident concerns.

To complete the works, residents were consulted to ensure minimal disruption and clear communication throughout the works.

The outcome has meant addressing long-standing issues and created an improved living environment for residents, with a more functional, safer, and visually enhanced communal living space.

Garrick House

Work is in progress at Garrick House in Humber Way, to convert a de-designated block of nine flats into four energy-efficient 2-bedroom units, two 3-bedroom units and four 1-bedroom units.

There will be replacement of windows, doors, and external cladding to enhance aesthetics and insulation and the installation of loft and cavity wall insulation, as well as solar panels.



The work includes a new car park with EV charging bays and disabled parking, as well as comprehensive drainage works, including the upgrade of deteriorated systems.

The project has been underway since October.

For the council, the project is a sustainable investment, with one outcome being reduced long-term maintenance costs.

For residents, the benefits include lower energy bills due to more efficient heating and insulation and more comfortable living spaces with improved ventilation and heating systems.

On completion, the development will provide modern, energy-efficient homes. By improving insulation, ventilation, and heating systems, this project ensures reduced energy consumption, leading to lower costs for tenants and a reduced environmental impact.



CARDO in the community

Cardo at College



National Apprenticeship Week (NAW) is the biggest week in the apprenticeships and skills calendar. It took place from 10-16 February and brought together everyone passionate about apprenticeships and skills to celebrate the value, benefit, and opportunity that they bring.

Cardo representatives attended the National Apprenticeship Recruitment Fair at Slough and Langley College, sharing their experiences and offering advice to students.

National Careers Week supporting SEN Careers fair



Cardo played their part in an SEN careers fair at Slough and Langley College, called 'Career Sparks'. Various organisations and professionals attended to inspire and empower the young people as they navigate their future career paths.

There was positive feedback from young people, including:

"It has given me more confidence in my abilities."

"I got better at speaking to employers."

"By listening to others with SEND who are in employment."

"I got to realise that there is support."

Hurricane banners



Cardo provided promotional banners to Hurricane FC, which is an English-FA-accredited Youth Football Club for age groups from Under 7 upwards.

The club is not just about football and aim to shape future leaders, both on and off the field, while making the game as widely accessible as possible to kids of all backgrounds.

Cardo has previously supported the club with litter picking and a family fun football event. Members of the club love the banners and are thankful for the support.

Careers Fair Lynch Hill Enterprise Academy



The Cardo team continued their efforts to inspire students by attending the whole school careers event at Lynch Hill Enterprise Academy. They interacted with students, answered their questions and helped inform them about the world of work and opportunities.

Britwell Youth and Community Centre half term club



Cardo donated arts and craft materials to the Britwell Youth and Community Centre at the start of school half term break in February. It was a busy time for the centre team hosting a safe warm space for young people and children from a Slough. There were sports in the hall for the more active, computer room for gaming and a selection of Cardo craft activities for a slower paced activity.

Litter picking



Cardo representatives joined in the Colnbrook community clean up on 5 April, with Slough Anti-Litter Society.

It involved a huge crowd from the community, as well as Colnbrook Councillor Puja Bedi.

Cardo supplied litter pickers, gloves and hi vis, as well as refreshments and snacks, including small chocolate eggs.

The council arranged for bags of litter to be collected at six collection points.

Well done and thank you to everyone who got involved!

Knife amnesty bins

Knife amnesty bins are in Slough to provide an opportunity to dispose of knives and bladed articles in a safe and legal way.

Those using the scheme are asked that all knives are safely wrapped in tape and newspaper before being placed in the bins.

These are the locations for the amnesty bins:

- Arbour Park Stadium, Stoke Road
- Wexham Park Hospital, outside the Emergency Department
- Langley Library, Trelawney Avenue
- Britwell Hub
- Slough Police Station.

The secure amnesty bins, which are bolted to walls and concrete flooring, have a letter box design to allow knife deposits whilst stopping people reaching inside the bins.

They are being closely monitored for any signs of tampering and are regularly emptied, with the contents carefully disposed of.

KNIFE AMNESTY BINS

Knives ruin lives

You can safely dispose of knives and bladed articles in the amnesty bins located at:

- Langley Library
- Arbour Park
- Slough Police Station
- Wexham Park Hospital, outside the Emergency Department
- Britwell Hub



GAS SAFETY CHECKS

Annual gas safety checks are carried out by Cardo.

When your gas check is due, Cardo will send you a letter of appointment. It is a legal requirement for the council to ensure your gas appliances are checked to keep you safe. Please ensure you are home to allow access, as failure to comply could mean court, staff and access costs of more than £300.



Quality checks

Slough Borough Council utilise an external auditor Phoenix Compliance Management (PCM) to carry out monthly Quality Control checks on 10% of completed Gas Servicing and Electrical Checks in individual dwellings.

PCM will contact residents via a letter to request a post inspection. We encourage residents to allow access for the inspection which will give assurance to both SBC and residents that their property is safe.

Results are shared with our Service Partner Cardo. Any rectification works are dealt with promptly.

Gas leak in the home

If you smell gas and in the event of an emergency:

- call the National Gas Emergency number (0800 111 999)
- do not smoke or light matches
- do not turn electrical switches on or off
- open doors and windows
- turn the meter off at the control handle unless the meter is in the cellar.

Everybody needs good neighbours but what can we do when things go wrong?

Having good neighbours can make a huge difference in our daily lives, creating a sense of community and security. However, in reality, we don't always get along with those around us.

Disagreements, misunderstandings, and lifestyle differences can sometimes lead to tension. What starts as a minor issue, such as noise complaints, parking disputes, or boundary disagreements, can escalate into ongoing conflict, making our homes feel less like a sanctuary and more like a source of stress.

Many people turn to the police or the council for help, only to discover that no laws have been broken and little can be done from an enforcement perspective. This can leave individuals feeling frustrated, powerless, and anxious about what comes next.

So, how can we resolve disputes and prevent them from spiralling out of control? The answer often lies in **effective conflict resolution**, and **Alternatives to Conflict** is here to help.

Who we are

We are a **registered charity** offering a **free, impartial, and independent service** that is **voluntary and confidential**. Our goal is to help people address disputes, whether with a neighbour, within the community, or even within a family, before they escalate and cause harm.

How we can help

We focus on **communication, understanding, and compromise** rather than confrontation or legal action. Our trained mediators use **structured conflict resolution techniques**, including mediation, to help those involved express their concerns in a respectful and constructive way. This process allows everyone to move forward and find lasting solutions.

How does mediation work?

1. Our mediators meet with each person individually to listen to their concerns and explain the mediation process.
2. If both parties agree to proceed, we arrange a **joint mediation meeting** to discuss the issues in a safe and neutral space.
3. Through guided discussion, we help both sides work toward a resolution that meets their needs.

What if my neighbour won't engage?

If your neighbour refuses to take part, we offer **conflict support**, helping you explore alternative ways to manage the dispute and reduce its impact on your life.

Why mediation works

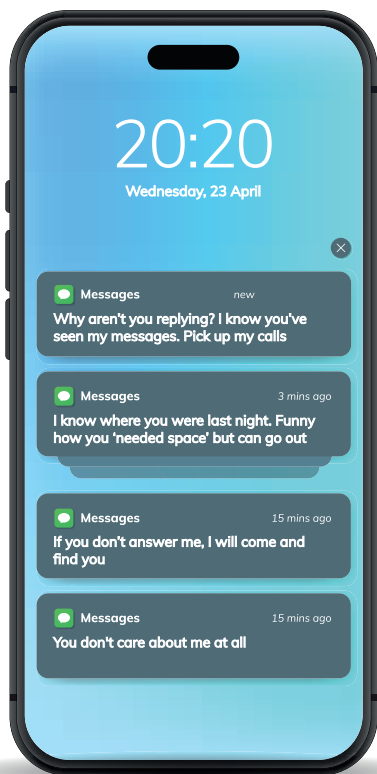
- **We listen to you** - everyone involved has a chance to share their perspective.
- **It breaks down barriers and builds bridges** - encouraging mutual understanding and respect.
- **Improves communication** - helping people talk to each other in a constructive way.
- **Promotes understanding** - encouraging empathy and shared problem-solving.
- **Helps manage emotions** - preventing anger and frustration from escalating further.
- **Encourages win-win solutions** - finding resolutions that benefit everyone involved.
- **You stay in control** - you are directly involved in decision-making.

A positive path forward

Neighbour disputes can be stressful, but they don't have to define your daily life. With the right support and approach, conflicts can be resolved, relationships improved, and peace restored. **Alternatives to Conflict** is here to help you find a way forward - because everyone deserves to feel safe and happy in their own home.

If you need our help, please email mediation@alternativestoconflict.org.uk or call 01494 520821.





They didn't break into your house, but they're in your phone

Digital stalking is just as dangerous as physical stalking.

Stalking is a crime.
Don't stay silent.

For support, contact:

National Stalking Helpline: 0808 802 0300

Aurora New Dawn: 023 9247 9254

Out of hours helpline 5pm to 8am Monday to Friday and 24hrs over the weekend: 02394 216816

Paladin: info@paladinservice.co.uk - 020 3866 4107, they also have a Young people's service (16-24)



Housing Ombudsman Service



We can help if you live in social housing and have a problem complaining to your landlord.

Our statutory Complaint Handling Code sets out how a landlord must respond to a complaint, including timescales.



We are free, fair, and impartial and can make orders to landlords to put things right.

Contact us via our online webform at www.housing-ombudsman.org.uk or send an email to info@housing-ombudsman.org.uk



You can call 0300 111 3000 or write to us at:
Housing Ombudsman Service,
PO Box 1484, Preston, PR2 0ET



Housing surgeries

Senior Neighbourhood Officers from the tenancy management team will be at local community hubs once a month, so residents can discuss any issues or ask advice.

The housing surgeries will be running on the fourth Thursday of each month in Britwell and Chalvey, and on the fourth Wednesday of each month in Langley, from 10am-4pm.

An officer will be based at Langley, Britwell and Chalvey Community Hubs, for tenants to go along to talk about their property, tenancy or neighbourhood.

The next dates are:

- **23 April/21 May/25 June:** Langley Hub, Langley Library, Trelawney Avenue, SL3 7UF
- **24 April/22 May/26 June:** Britwell Hub, Britwell Centre, Wentworth Avenue, SL2 2DS
- **24 April/22 May/26 June:** Chalvey Community Hub, Ladbrooke Road, SL1 2SR

All future dates can be found on the [Your Tenancy \(www.slough.gov.uk/council-housing-tenants/tenancy/5\)](http://www.slough.gov.uk/council-housing-tenants/tenancy/5) page of our website.

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, cowl 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) | | ✓ | ✓ |