



A recent community litter pick

Housing HIGHLIGHTS

Housing Services newsletter

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for our tenants and leaseholders

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Introducing Cllr Robert Stedmond

Lead Member for Housing, Temporary Accommodation and Estate Renewal

Welcome to the October edition of Housing Highlights. I trust you all made the most of the summer sunshine and are ready for the autumn - winter season.

The summer for housing staff started with receiving a C3 judgement from the Social Housing Regulator following their inspection in April 2025. The C3 judgement means there are serious failings in delivering the outcomes of the consumer standards and significant improvement is needed.

During the inspection the Regulator acknowledged our openness, transparency and willingness to engage. The outcome of the judgement has given management and housing staff a chance to stop and understand what we do and ensure that our future plans are aimed at providing the best possible service to our tenants.

Housing's Away Day: an event of insight and direction

In early July, Lisa Keating, Director of Housing had an 'Away Day' for all her staff.

The presence of CEO Will Tuckley, Executive Director Pat Hayes, and Council Leader Dexter Smith helped set a strong tone for the day; one of honesty, direction and shared responsibility.

I was pleased to be in attendance and meet some of the Resident Board members; this gave us a better understanding of the challenges facing our housing teams, and a chance to discuss the solutions.

Throughout the day staff took part in important group discussions exploring the council's housing priorities focusing on resident needs, building trust, strengthening communities and ensuring financial sustainability. There were also open Q&A sessions where feedback was encouraged and heard.

The day wrapped up with thanks from Lisa Keating who shared a sense that conversations had moved things forward, leaving the housing colleagues with a stronger sense of purpose and a clearer view of the steps needed for change.

Having recently taken over as the Lead Councillor responsible solely for housing, it is very timely. I am excited to be part of the change and improvement in housing, making a difference to our residents and local communities.

What happens next?

Over the last few months senior management have been working on Housing's Service Improvement Plan to address issues where the council was failing.

- The Regulator will actively engage with us until we can assure them we are delivering the standards (C2/C1).
- The Regulator is happy with our Service Improvement Plan and we continue to meet them on a monthly basis to monitor progress.
- We will also keep the Resident Board informed, allowing them a chance to sign off on actions as they are completed in the plan.

There are number of exciting projects that we will be looking to involve residents in over the next 12-18 months, all to drive improvements and most importantly increase resident satisfaction.

- Complete review of Service Standards
- RMI Procurement
- Review of our Tenancy Strategy
- Website review
- Improved communication around building safety
- Introduction of choice-based lettings.

We will continue to keep you, our residents, involved and updated throughout the process. If you are interested in being part of the various resident panels to drive improvements; we want to hear from you. Please get in touch with our resident involvement team by emailing _getinvolved@slough.gov.uk

COUNCIL NEWSLETTER

We have launched a Slough Borough Council Newsletter - your go-to source for the latest news, events, and updates from across the borough.

By signing up, you'll receive timely information straight to your email inbox, including community announcements, council initiatives, local events, service updates, and more. It's the easiest way to stay informed and engaged with

everything happening in and around Slough.

Don't miss out - subscribe today and be among the first to know what's happening in our community: pages.newsletter.slough.gov.uk/p/subscribe-slough

Tenant update

The Housing Management Team is pleased to share some important updates with you, including a word from Zarron Miller, the new Neighbourhood Manager.

He said: "With extensive senior-level experience in London's local authorities and housing associations, I'm excited to join Slough at a pivotal time. I'm committed to driving improvements in customer satisfaction and imbedding smarter and efficient housing management processes. I look forward to working with you all in the weeks ahead."

Tenancy Audit Programme

We have begun our tenancy audit programme, which involves members of our housing team visiting all residents across the borough. The purpose of these visits is to:

- ensure we have accurate and up-to-date information for every household
- better understand our residents' needs so we can tailor the services we provide.

These visits will take place over the next six months (and may be extended if required) to make sure every resident has the opportunity to be seen.

Introducing the Housemark app

We are also proud to announce the launch of our new Housemark mobile app, which will transform the way we carry out estate inspections. Moving to a paperless system will:

- provide a smoother, more efficient way of recording inspections
- improve how we track and respond to estate issues.

We have already demonstrated the app to our Resident Board, and in the future, we plan to involve residents directly in estate inspections using the Housemark app. Our go-live date for the app is this month (October).

We look forward to working with you through these improvements to make our housing services even stronger.

Window RESTRICTORS

If you live in a property that has window restrictors to limit how far the window can open, please ensure they are working as they should, for safety reasons.

Window restrictors are installed in properties above ground level to prevent children and individuals falling out of open windows. They only open a certain amount, so it's important not to tamper with them.

Only release the restrictor to clean the window and after cleaning, ensure the restrictor is re-engaged immediately. Do not place furniture under a window that young children can climb on and always supervise children when windows are open.

If you live in a property above ground level, tenants should report any issues or damage to their window restrictors as soon as possible to Cardo on 0800 915 1215.

Have your say on a new strategy

The consultation for Slough's Joint Local Health and Wellbeing Strategy 2026-2036 is live.

We're shaping a bold new vision for a healthy, thriving Slough - and we need your voice to help shape it. Whether you live in Slough or work here, this is your chance to influence the future of health and wellbeing in our community.

The consultation closes on Tuesday 11 November. We've already heard from many partners across health and social care, and now it's your turn. Tell us what you think about our vision and priorities. Help us make this strategy stronger!

Visit slough.citizenspace.com/public-health/hwb-strategy to comment.

What does a healthy Slough mean to you?



Closes 11 Nov

Have your say on Slough's Joint Local Health and Wellbeing Strategy 2026-36!

We want to know what is important to you.

 **Public Health**
Slough Borough Council

 **Slough**
Borough Council
www.slough.gov.uk



Community Drop-in Day

The Safer Langley Partnership is hosting a free health and wellbeing community event.

It's on Thursday 30 October, 10am - 3pm at Langley Free Church, Trelawney Avenue, SL3 8RW.

Attending will be representatives from:

- Housing - council tenants can raise anti-social behaviour concerns
- Cardo - council tenants can enquire about any household repairs
- Debt and welfare advice from Lightning Reach
- Family Hubs - find out about activities and how to access support
- Community Safety - get safety advice and feedback any concerns
- Frimley NHS Trust - medical information, advice and guidance
- Absolute Interpreters (commissioned by Frimley) - they will help interpret into Slough's 10 most popular non-English languages
- Solutions for Health, Healthier Slough - free NHS health checks

(eligibility criteria apply) and general assessments - blood pressure checks, BMI, and lifestyle questions

- Community dental services - oral health support
- Targeted youth services
- Slough CVS
- Fostering Slough
- Libraries
- Homestart - Family Wellness Project
- Royal Berkshire Fire & Rescue - to discuss safety in the home
- HCRG Slough health visiting team - 0-19 advice and support

Activities for children will include face painting, bouncy castle, arts and crafts.

This event is supported by: Best Start in Life, Cardo, SBC and Absolute Interpreters.

For updates on Safer Langley, visit www.slough.gov.uk/saferlangley

NEW damp and mould LEGISLATION

New legislation to protect tenants in their home comes into effect from 27 October.

Awaab's Law compels landlords to rectify any reported damp and mould issues within your home, following strict timescales.

It is important that you report any issues to Cardo as soon as you find them so they can begin the works to rectify any issues. Please report any damp and mould you find on 0800 915 1215, email booking.slough@cardogroup.co.uk or report online (www.slough.gov.uk/xfp/form/177).

Tips to prevent damp and mould include opening windows for air circulation, avoid drying clothes inside, don't allow the home to become too cold, use lids on saucepans and turn on the extractor fan when cooking, don't put furniture directly next to external walls and wipe condensation off windows.

Leasehold update: what we plan to do in the year ahead

We held a virtual leasehold event in August, providing all leaseholders with an overview of home ownership, which included a presentation on Right to Buy, service charges, major works, Section 20 consultation and arrears collection.

In addition, residents were asked to put general questions in the chat and individual questions in a form. A

lot of questions were generated from the event which the team will respond to individually and these were included as part of a general Q&A which was sent in the most recent actual service charges.

A new Leasehold Forum is to be set up, hopefully in November, with leaseholders and leasehold members as representatives, along with Slough Borough Council staff.

There was encouragement for residents to put themselves forward to be part of the forum in the virtual leasehold event. We are looking for 10-15 leasehold representatives for the leasehold forum, which is expected to be held quarterly.

Following the Actuals being sent in October, we will be holding Leasehold Surgeries where leaseholders meet on a 1-1 basis to discuss their service charge issues.

Find financial support

Discretionary Housing Payments (DHP)

Discretionary Housing Payments offer extra help with housing costs.

You may be entitled to a DHP if you are:

- receiving housing benefit which does not cover your rent (less all ineligible service charges)
- receiving housing costs in your Universal Credit payment and having financial difficulties
- moving to new accommodation and need financial help e.g. for a rent deposit.

(Please note that a rent deposit is generally given so the council does not need to continue to pay DHP to top up a weekly rent).

For more details and to read the DHP policy which will show you how we calculate a payment and who is eligible, [visit the council's website \(www.slough.gov.uk/benefits-support/discretionary-housing-payments\)](http://www.slough.gov.uk/benefits-support/discretionary-housing-payments).

Household Support Fund (HSF)

The Household Support Fund (HSF) grant of £2,075,646.35 is funded by the Department of Work and Pensions (DWP).

It is available until 31 March 2026. We, the council, cannot commit to applications made once all the available funding has been allocated.

We provide a locally managed government grant to a wide range of low-income households in our community including:

- families with children of all ages
- pensioners
- unpaid carers
- care leavers
- disabled people.

The grant helps cover basic living costs, such as:

- energy
- food
- essential goods
- housing costs (where existing housing support schemes do not meet their needs), including assistance with rent arrears.

HSF is an application based support and will be awarded at our discretion following an assessment of [eligibility \(www.slough.gov.uk/benefits-support/household-support-fund/2\)](http://www.slough.gov.uk/benefits-support/household-support-fund/2). As the grant is for one year, an application will be required every six months within the funding period for an award to be considered. Each case will be treated strictly on its individual merits. All those deemed eligible will be treated equally and fairly within the constraints with the HSF budget.

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

You can now apply for both of these Discretionary Payments by completing [ONE online application form \(sloughdhp.teamnetsol.com/dhp/home\)](http://sloughdhp.teamnetsol.com/dhp/home).

Once completed and submitted, you will receive an email confirming your application reference number. If you are unable to access or complete this form, please contact _debtandwelfare@slough.gov.uk.

Ways to pay council tax

We've created a handy video to easily demonstrate all the different ways to pay council tax.

Have a look at the [ways to pay video \(www.slough.gov.uk/council-tax/ways-pay-council-tax-video\)](http://www.slough.gov.uk/council-tax/ways-pay-council-tax-video) and find out which option suits you best. You can choose to pay by direct debit, by using the online payments service, through your bank, by automated telephone service, or at your local post office or payzone.

You'll need to have your council tax account number ready - this is an eight digit number starting with 7.

You can also create an online [self serve account \(www.slough.gov.uk/council-tax/self-service-use\)](http://www.slough.gov.uk/council-tax/self-service-use) and see all the details for your account in one place.

If you're [struggling to make your council tax payments \(www.slough.gov.uk/council-tax/problems-paying\)](http://www.slough.gov.uk/council-tax/problems-paying), get in touch with the team at the earliest opportunity to discuss options.

You may also be eligible for [council tax support \(www.slough.gov.uk/council-tax-support\)](http://www.slough.gov.uk/council-tax-support).

Complaints

Another video outlining the council's [complaints process \(www.slough.gov.uk/complaints-feedback/corporate-complaints-feedback/4\)](http://www.slough.gov.uk/complaints-feedback/corporate-complaints-feedback/4) is also available.

It explains the different reasons you may want to complain and gives information on how to complain.

Take a look at the [complaints page](#) to find out how and when to make a complaint and give feedback.

Join the Resident Board

Help shape housing services in Slough.

Your voice, your community

We are looking for tenants and leaseholders to join our Resident Board to work with the council to improve housing services, influence key decisions, and ensure your voices are heard.

What does the Resident Board do?

- **Has 6–8 meetings per year** to review performance, operations and improvement plans (mostly online, some in person at Observatory House).
- **Monitors progress** and ensures the delivery of the Resident Involvement Strategy and Action Plan.

- **Collaborates with senior council officers** to make real change happen.
- **Represents residents' views** in shaping housing policies and services.

Get involved to...

- **influence decisions** that affect your home and community
- **gain new skills** and experience in a supportive environment
- **meet other residents** passionate about improving local services
- **ensure resident voices** are heard at the highest level.

Resident Board members receive an induction, as well as training, including travel and childcare, to ensure participation is accessible. Expenses are covered.

Who can apply?

Any tenant or leaseholder living in council-managed housing who wants to make a positive difference for their community.

If you are interested in becoming a board member, or being part of our various scrutiny panels, please email _getinvolved@slough.gov.uk and a member of the Resident Involvement Team will contact you.

Or call 01753 475111 (option 3) ask for the Resident Involvement Team

Find out more about resident involvement on the [council's website](http://www.slough.gov.uk/housing/resident-involvement) (www.slough.gov.uk/housing/resident-involvement).

FREE MEMBERSHIP TO TPAS

The Tenant Participation Advisory Service (TPAS) promote, support and champion tenant involvement and empowerment in social housing across England.

Slough became a member of TPAS in 2024, and part of the membership package includes the opportunity for volunteers to become a Resident Member of TPAS.

By signing up you will receive invites to TPAS virtual and in person roundtables, focus groups and workshops, be able to participate in live free webinars and access pre-recorded member webinars, as well as access a newsletter and an enquiry service.

If you want to join, email getinvolved@slough.gov.uk and they'll share a sign-up link.

Four Million Homes

Four Million Homes has been launched by the Confederation of Co-operative Housing (CCH) and aims to help customers learn how to take an active role in how their home is managed through a series of workshops, forums and online resources.

The programme aims to support effective engagement between landlords and customers and empower them to hold landlords to account.

The Four Million Homes websites offers guidance and training on resident rights and how to stand up for them. It's designed to improve engagement between landlords and social housing residents.

Visit their website at www.fourmillionhomes.org and sign up to their newsletter at www.fourmillionhomes.org/newsletter

LET'S TALK COMPLAINTS

Complaints aren't just about pointing out problems, they're about giving us a chance to put things right and do better.

Based on our TSMs (Tenant Satisfaction Measures) around complaints, results were lower than we'd like. That's why we are putting real steps in place to strengthen how we listen, respond and learn.

Every week, Housing, Repairs and Neighbourhood Services come together to attend the Complaints Task Force where we discuss ongoing complaints and most importantly, what we can do to get them resolved quickly. We know that when complaints are made, you want them sorted without delay and we are working hard on improving our response times.

Involving residents

We want to involve residents more directly so we are looking at setting up a Complaints Panel, made up of residents who will review how we handle complaints and share their perspectives. The Complaints Panel is a great way to make sure our approach is fair, transparent and focused on learning. If you'd like to take part and help shape how we handle complaints, we'd be happy to hear from you. Please email us at _getinvolved@slough.gov.uk. With your input we are determined to keep making positive changes.

Housing Ombudsman Complaint Handling Code - self assessment 2025

We have also uploaded our Housing Complaints Self-Assessment to the website. This assessment shows how well we're meeting the Ombudsman's Complaint Handling Code. We are pleased to say that we are more compliant this year than last, which highlights the

improvements we've already made. We encourage you to have a read of where we are now and how we are continuing to improve.

[Housing Ombudsman Complaint Handling Code - self assessment 2025 - Slough Borough Council \(www.slough.gov.uk/housing-complaints/housing-ombudsman-complaint-handling-code-self-assessment/2\)](http://www.slough.gov.uk/housing-complaints/housing-ombudsman-complaint-handling-code-self-assessment/2)

Four Million Homes

We'd also like to point you towards Four Million Homes which has useful resources for tenants and leaseholders. Their website has a dedicated guidance page full of clear advice on housing and complaints. They've also put together a webinar called 'Know your rights' which can be watched at [A-Z Complaints to landlords - Four Million Homes \(www.fourmillionhomes.org/a-z-complaints/\)](http://www.fourmillionhomes.org/a-z-complaints/). This is a great way to get information and feel more confident about the support available to you.

We'd still like to hear from you

We've extended the Housing Services Complaints Policy Consultation deadline to **28 November**. There's still time to have your say, so please share your feedback before the new closing date.

[Please visit Citizen Space to have your say! \(slough.citizenspace.com/housing/housing-services-complaints-policy-consultation\)](http://slough.citizenspace.com/housing/housing-services-complaints-policy-consultation)

As a thank you for sharing your views, everyone who completes this consultation will have the option to enter our free prize draw. Taking part in the draw is completely optional and won't affect your feedback in any way.

How to tell us about your complaint

You can tell us about your complaint by:

- completing the [Housing complaints form \(www.slough.gov.uk/xfp/form/179\)](http://www.slough.gov.uk/xfp/form/179). This is our preferred way of contact, as we ask you for all the information we need. Once submitted, you will receive a reference number, so you know we have received it.

But if you would rather not or cannot complete the form, you can tell us about your complaint by:

- calling us on 01753 475111 and selecting option 3. We will ask you to tell us your complaint and send it to the Team to be logged on your behalf
- visiting a [Community hub \(www.slough.gov.uk/directory/1/council-buildings/category/6\)](http://www.slough.gov.uk/directory/1/council-buildings/category/6) to make your complaint. Or if you can book an appointment through our [Customer access book an appointment form \(www.slough.gov.uk/xfp/form/158\)](http://www.slough.gov.uk/xfp/form/158)
- through social media; [X \(www.twitter.com/sloughcouncil\)](https://twitter.com/sloughcouncil), [Facebook \(www.facebook.com/sloughcouncil\)](https://www.facebook.com/sloughcouncil) and [Instagram \(www.instagram.com/sloughcouncil\)](https://www.instagram.com/sloughcouncil)
- in a letter sent to Housing Complaints, Slough Borough Council, Observatory House, 25 Windsor Road, SL1 2EL
- through an advocate, friend or family member where the resident's authority to do so has been obtained.

CARDO in the community

Litter pick in Colnbrook



Cardo Slough supported the Colnbrook community litter pick with Slough Anti-Litter Society.

They supplied children's litter picking sticks, hi vis and safety gloves and once the work was done, they offered volunteers refreshments and snacks. They gave children and young people a small thank you gift for their positive community and environmental support. This included superhero litter picking certificates, a reflective bag tag and a hero mask accessory.

Members of Hurricane football club, who Cardo had recently sponsored football shirts for, came along after training to lend a hand.

Pendeen Court

Cardo supported a resident consultation event with the council's housing team at Pendeen Court.

Service Delivery Manager Nathan Smith and Senior Resident Liaison Officer Mary Ann Johnson, worked alongside the client team to engage with residents regarding their enquiries.

The council's housing team and other support services also responded to queries.

Cardo supplied a soft play area and activities for young children, and an operative was on standby who was able to carry out small repairs and assess others on the day. They also shared information about the repairs process.

Britwell Fun Day

A fun day in Britwell offered an opportunity for residents to meet council staff and Cardo to discuss any local issues and any repair and maintenance queries.

Some repairs were actioned on the day and children got involved in a design competition for a council poster. Cardo supplied a small gift for their efforts and gave two prizes for best on the day. They also supplied a bouncy castle for children to enjoy.

Cardo Operative and Apprentice Owen made improvements to the Britwell Library community garden, adding and tamping down new gravel, plus adding sleeper edging to a pathway.

Cardo Operatives also actioned light repairs to the Britwell Community Centre fencing.

Apprentice to engineer

Congratulations to a former Langley student, Marcell, who became a Cardo apprentice and who is now a fully qualified Gas Engineer.

Recycled Teenagers Club



Cardo worked on the Recycled Teenagers' Club garden at the Britwell Centre and received much appreciation from the residents. In a letter of thanks, the club noted the "operatives worked very hard and were very courteous throughout."

Through the Slough Business Community Partnership, Cardo Slough staff Gurinder and Carol joined the Recycled Teenagers' Wednesday club. They helped to prepare and serve a two-course lunch, as well as help clear away and wash up.

The Recycled Teenagers Club has £10 per year membership with more than 100 members.

Cardo volunteers brought along additions for the regular raffle and a team table quiz with prizes. They took several repair enquiries and clarified questions regarding letters received about planned works.

Learning to work



Cardo, along with other businesses (Waitrose, Thames water, Virgin Media, British Nuclear, Barclays, Lanza) supported young people's career development by offering students at Langley Grammar School the opportunity for a practice interview, through event organisers [Learning to work](http://www.learningtowork.org.uk) (www.learningtowork.org.uk).

The year group of more than 100 15-16-year-old students were given job roles to apply for. Students were given feedback on their submitted cover letters, CVs and overall interview performance.

The mock interviews benefit young people by building confidence and reducing anxiety, providing a safe space to practice essential communication and non-verbal skills.