

SPRING
2025

Housing Matters.

FOR MEDWAY COUNCIL TENANTS
& LEASEHOLDERS



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[Medway.gov.uk/Housing](https://www.Medway.gov.uk/Housing)

Medway
COUNCIL
Serving You

WELCOME TO THE SPRING EDITION OF HOUSING MATTERS



Hello I'm Maxi Card, a social housing tenant – I've had the opportunity to be involved with Housing Services for several years and last summer I was delighted to be appointed the chair of the Resident's Panel. I am pleased to welcome you to the first edition of *Housing Matters* of 2025.

Alongside the vice chair and the other members, the aim of the Resident Panel is to influence, monitor and scrutinise the actions, performance, policies, and procedures of the HRA Housing Service. During 2024, the panel had a key role in the inspection carried out by the Regulator of Social Housing and scrutinising the complaints process. The panel welcomed the outcome of the inspection last year and alongside the HRA Governance Group will be monitoring the continuous improvement plan to ensure that areas highlighted for improvement continue and meet target.

The results of the most recent annual tenant satisfaction survey (TSMS) were presented to the Resident Panel during our meeting in February and it was fantastic to see the progress made compared to the 2023 survey.

You can see a full summary of the results on page 8 and how the team plan to use feedback to further improve service delivery.

As we look forward to the coming year, there are some exciting projects including the start of the new development at Petham Green and the completion of the new block of flats, Truro Manor. The social value working group will also be meeting to kick start the first projects from the new social value funds including the garden tool loan scheme initiative.

If you would like to be more involved in the services delivered by Housing, then please get in contact with the team by emailing

ResidentEngagement@Medway.gov.uk

DATES FOR YOUR DIARY



Our ever-popular door knock events are back for 2025!



To find out more about events in your area please visit our website:

[Medway.gov.uk/HousingServicesEvents](https://www.Medway.gov.uk/HousingServicesEvents)

Friday, 28 March 1pm – Gillingham
including Britton Street Sturdee Avenue,
Toronto Road and surrounding areas.

Friday, 25 April 10am – Twydall/Rainham
including Begonia Avenue, Bloors Lane,
Dorset Square, Westerham Close and
surrounding roads.

Thursday, 22 May 10am – Gillingham
including St Albans Close, Parr Avenue,
Knight Avenue and Forge Lane.

We are one of 56 applicants who have been awarded funding in the final year of Medway's Shared Prosperity Fund, with £825,000 allocated to projects across Medway.

We're delighted to announce that we have received £14,400 following our application for our project 'Celebrating St Albans.'

The UKSPF aims to improve pride in place and increase opportunities for all across the UK by investing in communities and place, supporting local businesses, and improving training, skills and employment opportunities.

For Medway Council's third and final year of UKSPF, funding was allocated across three areas:

- Feasibility Fund, to help get projects off the ground
- Pride in Place Fund, to help you run projects, events or programmes
- People and Skills, providing grants to support training opportunities

Did you Know - St Albans Close was the the former site of St Chretienne Convent School, Gillingham. According to Ronald Baldwin in his book 'The Gillingham Chronicles', "St Chretienne's was in being in 1909 and continued into the 1920s. In its early days it was run entirely by Belgian nuns, and governed from Belgium, with the result that there are no records of the school in England."

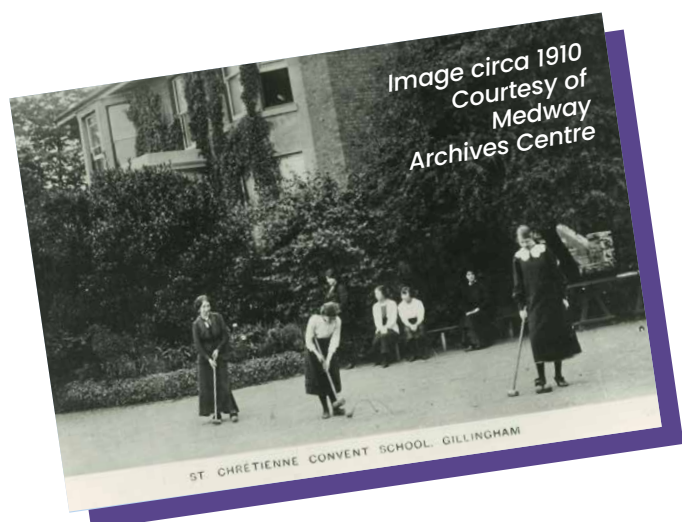


We received funding under the Pride in Place Fund and for the Celebrating St Alban's project. The project will be delivered in partnership with Medway Adult Education and together our aim is to celebrate the area, its rich history and all those that live there. Collaborating with local residents to showcase the diversity and richness of Gillingham. Celebrate the St Albans area by transforming spaces into symbols of pride and unity.

We will be holding events to create artwork that celebrates some of the areas local landmarks, its history as well as looking at a vibrant and exciting future.

Workshops will be delivered with local schools so that they can create their own interpretation in a collage they will be able to keep for years to come.

Local designer, Esther Johnson (Designed by Esther) has also designed a bespoke activity trail for the area.



ANNUAL RENT INCREASE

All tenants should have received their annual rent increase notification letter at the end of February, informing you of your new rent charge from Monday, 7 April 2025.

This letter notified you of your new rent amount for 2025/26 financial year, and how much you will need to increase your rent payments by. Please make sure you have read this letter carefully. The next steps below set out what you need to do, depending on how your rent is usually paid:

Universal credit

If you are a universal credit claimant, it is extremely important you notify the DWP via your journal on Monday, 7 April 2025 (or immediately after), of your new rent charge so that your housing can be increased to cover your rent.

If you fail to notify universal credit of your new rent amount, you may be liable to make the shortfall payment yourself, so please do not forget to update your journal.

Standing order

If you pay your rent by standing order, you need to notify your bank or change your rent standing order to the new amount via your banking app, if you have one, from 7 April 2025.

Payment card

If you pay your rent online or via a payment card, please remember to pay the new amount from Monday, 7 April 2025.

Direct Debit

If you pay your rent by Direct Debit then this will be automatically adjusted and no further action is needed.

Housing Online

Did you know that you can access your rent account online? Visit:

[medway.gov.uk/HousingAccount](https://www.medway.gov.uk/HousingAccount)

to find out more and to register.



We are here to help

If you are not sure how your monthly rent is calculated or require advice about paying your rent, please phone our Income Team on **01634 333344** or email **housingincometeam@medway.gov.uk**

The Tenancy Sustainment Team, hold surgeries at Twydall Library every Wednesday from 9am – 1pm and Friday 1pm – 4.30pm.

Come and see the team for:

- Financial assistance
- Support with budgeting
- Household Support Grant
- Food and utility vouchers
- Money saving ideas
- School clothing vouchers
- Help with rent arrears
- Help to sustain your tenancy

To find out more about how we calculate our budgets and set rents each year then please visit our website:

[Medway.gov.uk/CouncilTenants](https://www.Medway.gov.uk/CouncilTenants)

GAS SERVICING CONTRACT



Following the change of contract in September 2024, Swale Heating Ltd have been responsible for annual gas servicing, breakdowns and upgrades for all residential properties and schemes.

As of 10 March 2025, Swale Heating Ltd will be known as Sureserve Compliance South.

Although, the name and branding of this contractor will be changing we would like to assure you that the services that they provide to Medway Council tenants will remain the same. As the company transition to their new brand, you may still see some Swale logos on vehicles and uniforms, however, these will be updated over the coming months.

We urge residents to continue to allow access for your annual gas service to be completed,

however if you have any questions or concerns regarding this change then please contact HRA Property Services on **01634 333601** or at **HRAPROPERTYSERVICES@Medway.gov.uk**

You will be able to contact Sureserve Compliance South in the same way by calling **01634 333601** or freephone **0800 073 0073** and selecting option 1 for gas servicing and breakdowns, or emailing **HousingRepairs@Medway.gov.uk**

For customers who have already registered with Swale Heating online portal you will be sent details of how your account will be transferred. If you would like to register for an online account to book and manage appointments, then please visit **Sureserve.co.uk**



TENANCY AUDITS

What is a Tenancy Audit?

A Tenancy Audit is a survey in which a Tenancy Officer visits your home to fill out a brief questionnaire. It's a great opportunity to become familiar with your Tenancy Officer and a chance to highlight any concerns you may have.

How it benefits you:

- We can identify anyone who may need to be re-housed to a property more suitable to the size of your family
- We can sign-post you to other services that are available
- Opportunity to identify any problems with the property
- Uncovers any tenancy fraud in the neighbourhood

For further information please contact the tenancy team on **01634 333344** or email **HousingTenancyTeam@Medway.gov.uk**

What information is collected?

The survey aims to collect the following:

- ID verification
- Demographic information
- Household composition
- Contact details
- Income of household
- Condition of the property
- Fire safety risks



Verifying identity

During the visit it's important to confirm your identity to prevent against any fraud. Essentially it will allow us to verify whether the person who has the tenancy agreement is the same person living in the residence. Acceptable forms of identification:

- Driving licence
- Passport
- Bank statement
- Birth certificate
- Utility bill

The officer will also ask to see the property, to ensure that it's being maintained in-line with your tenancy agreement and to confirm that the property is not entirely let or sublet.

TENANT SATISFACTION MEASURES SURVEY



RESULTS

Last autumn, we commissioned In House Research; to complete our annual tenant satisfaction measures survey, we are now please to present the results and how we plan to use all the feedback to drive improvements to our services to you.

All tenants were invited to complete a survey between September and November 2024 and a total of 585 responses were received, which is a 23% response rate.

The table below shows the summary of results compared to the results of the 2023 survey.

| REF | MEASURE | 2023 SURVEY | 2024 SURVEY | DIFFERENCE TO 2023 |
|------|--|-------------|-------------|--------------------|
| TP01 | Overall satisfaction | 69% | 70.70% | ▲ 2% |
| TP02 | Satisfaction with repairs | 70.60% | 74.70% | ▲ 4% |
| TP03 | Most recent repair | 66.90% | 73.10% | ▲ 6% |
| TP04 | Home is well maintained | 68.80% | 73.20% | ▲ 4% |
| TP05 | Home is safe | 69.80% | 76.20% | ▲ 6% |
| TP06 | Landlord listens to tenant views | 51.30% | 64.50% | ▲ 13% |
| TP07 | Landlord keeps tentants informed | 61.80% | 74.20% | ▲ 12% |
| TP08 | Landlord treats tenants fairly | 67.70% | 74.40% | ▲ 7% |
| TP09 | Complaints handling | 26.20% | 32.90% | ▲ 7% |
| TP10 | Communcal areas kept clean /well maintatined | 63.60% | 66.90% | ▲ 3% |
| TP11 | Landlord makes a positive contribution | 53.60% | 60.50% | ▲ 7% |
| TP12 | Handling of ASB | 45% | 51.90% | ▲ 7% |

THANK YOU TO ALL THOSE WHO TOOK THE TIME TO A COMPLETE A SURVEY THIS YEAR, YOUR FEEDBACK IS KEY TO DRIVING OUR SERVICE.

WHAT ARE WE DOING WELL?



The Housing Services Team

The survey's findings highlight that the Big Door Knock events have been a critical driver of tenant satisfaction and these have been scheduled to continue through 2025.

These events provide an opportunity for tenants to learn more about their housing service, address a range of questions, and receive updates on the council's work. During 2024, we ran a total of 11 Big Door Knock events and as part of these we:



Find out when we will be in your area by visiting our website:

[Medway.gov.uk/HousingServicesEvents](https://www.medway.gov.uk/HousingServicesEvents)

Following last years survey a complaints improvement plan was put into place and although there is still a way to go, we are pleased to see the positive effect it is starting to have in this area. We now routinely send out a survey link with every complaint response, so that we can learn from your experience of the process and look for ways to make to improvements to it.

WHAT DO WE NEED TO WORK ON?

While we are delighted that satisfaction has increased in all areas of the service, we recognise that we still have work to do.

COMMUNICATION

You told us that we need to work on communication. We will do this by ensuring:

- We get to know tenants better, by being visible and holding local events, surgeries and drop in surgeries
- We communicate in the ways that suit each tenant
- We get back to you when we say we will
- Improving systems to monitor and update tenants on repair status

YOUR HOME

Some respondents noted that repairs are often temporary fixes rather than permanent solutions, leading to recurring issues, particularly with damp and structural problems. We will work with our contractors to ensure that works are completed to our expected standards.

ANTI-SOCIAL BEHAVIOUR (ASB)

Your feedback has told us that we need to continue to develop our approach to ASB. We will do this by:

- Developing a proactive approach by improving security in areas with increased lighting or CCTV
- Using a transactional survey to learn more about your experience of the service
- Continuing to have a dedicated ASB Officer within the Tenancy Team

Want to know how the service is performing?

Look at our website for more information:

[Medway.gov.uk/HousingPerformance](https://www.medway.gov.uk/HousingPerformance)

FIRE SAFETY GUIDANCE

FIRE DOOR COMPLIANCE

We fit and maintain fire doors in certain areas to ensure your safety. Properties that are most likely to require a fire door are flats which open out into enclosed communal areas.

What are the important features of fire doors?

1. MECHANICAL CLOSER

Certified closers should be free from damage and not leaking oil.

2. CERTIFIED

Check labels to ensure that it is a certified fire door.

3. HINGES

Fire doors should be fitted with three fire rated hinges with no missing screws.

4. GAPS

A gap of no more than 4mm + 1mm should be even around the door frame.

5. FIRE RESISTANT LETTER BOX

A fire resistant letter box, also known as an intumescent letterbox is designed to stop the spread of fire and smoke, unlike conventional letterboxes.

6. FIRE SMOKE DROP SEAL

Designed to seal the door and retract automatically when the door opens.

7. FIRE AND SMOKE SEALS

Stops smoke and toxic gas escaping through the fire door. Seals are routed either into the frame, door or applied as surface mounted.

8. LOCKS AND LATCHES

The latch should hold the door in place firmly inside the frame. A thumb turn lock is required internally.



It is important that you allow us access to complete fire safety works if they are scheduled for your home.

If you need to report an issue with a fire door then contact the Housing Repairs Team by:

Phone: 01634 333 601

Freephone: 0800 073 0073, option 2

Email: HousingRepairs@Medway.gov.uk

SOCIAL HOUSING STIGMA



Stop Social Housing Stigma is a tenant-led campaign presenting a positive image of social housing and its tenants and challenging the stigma attached to social housing.



The campaign was formed following the Grenfell fire tragedy and subsequent ministerial roadshows, where tenants identified that tackling social housing stigmas was their most important priority.

As an organisation, we want to challenge the way the public think about social housing tenants and tackle the stigma associated with living in social housing. We are now a part of a growing membership of the campaign consisting of tenants, supporters, landlords and other organisations.

As part of the Pioneer Traveller Programme, in November we were joined by the Campaign Director, Nic Bliss, to facilitate a workshop for both housing staff and tenants.

The event provided the opportunity for positive discussions between tenants and staff to help identify the elements of social housing stigma that are important to our tenants and how we will work together to address them.

Over the coming year we will be ensuring that:

- All housing staff and contractors attend social stigma training
- Our communications are clear, not using jargon or acronyms
- Events engage the whole community within an area
- We publish how we use your feedback

Want to know more, or pledge your support to the campaign?
StopSocialHousingStigma.org



LOOKING AFTER YOUR HOME

CAUTION ON CLAIMS COMPANIES

You may have seen or heard adverts from claims management companies about making a disrepair claim against your landlord.

These adverts have recently featured on social media and radio. These companies may even have called or emailed you directly. Claims management companies target tenants, particularly those in social housing, and encourage them to make a claim for disrepair.

A housing disrepair claim involves a tenant taking legal action against their landlord for either failing to fix repairs to their home in a reasonable time frame or failing to complete them at all.

If you agree to pursue this, the claims management company may pass your claim to a solicitor who will act as an intermediary between you and your landlord (us) and handle your claim, at a cost. Your information is shared with the solicitors as part of the investigation this will include any alterations completed by you and the repair history on your home including no accesses, waivers, refused works and rechargeable repairs.

Although the sales pitch from these companies may sound good, there can be many downsides to pursuing this, including:

- Hidden costs
- Fees if you change your mind
- Time taken and distress caused



If you are dissatisfied with any housing or repairs services you have received from Medway Council, please direct your concerns through our complaints process.



Scan the QR code, or visit:

[Medway.gov.uk/HousingComplaints](https://www.medway.gov.uk/HousingComplaints)

We want to keep your home safe and in good repair, for both your benefit and ours, so we strongly encourage you to contact us in the first instance so we can achieve that together.

Damp and mould

Mould grows on damp surfaces. In most cases it is caused by condensation. This is moist air in the home from everyday things – such as cooking and showering – which settles on cold surfaces. Occasionally dampness may be caused by water getting into your home from leaking pipes, blocked guttering or an outside wall which needs repointing. In some cases, it could be a combination of both water egress and condensation.



Don't delay – if you are experiencing damp, mould or condensation within your home, please contact the repairs team.

To report a repair phone: **01634 333 601**
or freephone **0800 073 0073**
or email: HousingRepairs@Medway.gov.uk

HOW TO MAKE A COMPLAINT

We're committed to providing excellent customer service to all our residents and visitors. However, there may be times when you feel unhappy with the service we've provided.

Your feedback is very important to us. Knowing what you think or want helps us improve our services.

If you make a complaint, we'll investigate it thoroughly and let you know the outcome. We'll be fair and we'll try to put things right if we've made a mistake.

**YOU SAID,
WE DID.**

You have told us recently that there have been delays in delivering gas related services, we are working closely with our contractor to review their procedures and ensure that there is effective communication between planning teams and engineers.

You can make a complaint in the following ways

- Online at [Medway.gov.uk/HousingComplaints](https://www.medway.gov.uk/HousingComplaints)
- Write to: Customer Relations Team,
**Medway Council, Gun Wharf, Dock Road,
Chatham, Kent ME4 4TR**
- In person at a local Community hub
- Phone: **01634 333 333**
- Text relay: **18001 01634 333 333**

or scan the
QR code



INTERESTED IN WORKING AT MEDWAY COUNCIL?

Medway Council provides all local Government services for a quarter of a million people, looking after education, environment, social care, housing, planning, business and much more - everything from frontline services such as rubbish collection and events like the Sweeps Festival to work that goes on behind the scenes to ensure services in Medway run smoothly and cost effectively.

We are committed to creating an inclusive work environment with a diverse workforce. All appropriately qualified candidates will receive consideration for employment without regard to race, religion, gender, sexual orientation, national origin, disability or age.

See our website for more information:
Medway.gov.uk



UNSURE ABOUT HAVING A NEW KITCHEN FITTED?

Medway Council seeks to renew kitchens in resident's homes around every 20 years.

This is to ensure we meet our Decent Homes obligations and also to provide our residents with an improved kitchen including new units, flooring, electrical works and plumbing works. Residents are offered a choice of paint colours, kitchen units and drawer fronts, handles, worktops and flooring.

After 20 years a kitchen will show signs of age, perhaps with chipped worktops, drawer fronts missing and kitchen units deteriorating. Despite this, some residents still don't want their kitchens renewed.



Here we answer some of the concerns that residents have shared with us when declining a new, improved kitchen:

It's too much upheaval.

We understand that renewing a kitchen takes time (approximately 2 weeks) and that residents can experience inconvenience without having a fully working kitchen. It's a good idea to focus on the final product – a fresh new fully functioning kitchen.

You can do it when I leave.

We hear this a lot, perhaps where a resident is elderly and used to the kitchen they've had for at least the last 20 years. However, there are certain safety elements that are included in a kitchen upgrade which will not have been the case when the existing kitchen was fitted.

For example, imagine you have a hot saucepan on the hob and you forgot your oven gloves. You might find that there isn't the chance to transfer the hot saucepan across the kitchen to a worktop. This is why we fit worktop either side of the oven space.

I have a disability and won't be able to cope.

Medway Council and our contractor are always happy to discuss residents specific requirements and will do everything we can to minimise the impact on a resident, but we do understand that sometimes it's just not the right time for a large project to be done.

I don't have any room to put anything.

Packing up everything in a kitchen and moving it to another room is not much fun, we understand that.

It's a good idea to plan ahead and get some boxes to put everything in. Don't worry about the appliances, our contractors will help with those. Think of it like camping!



I don't want people traipsing through my home making a mess.

Wherever possible, Medway Council contractors will use the quickest route to access the kitchen. If you have an accessible back door into the kitchen, it is preferable to use this so our contractors don't need to travel through other areas of your home. If this isn't possible, dust sheets will be used to protect your floor coverings. As with all large works in your home, there is going to be elements of noise and dust but our contractors will do everything they can to minimise this for example by keeping doors closed etc.

It takes too long.

Medway Council kitchen upgrades can take around two weeks to complete. There is a significant amount of work to be done to upgrade a whole kitchen and sometimes there are unforeseen issues which can prolong the works. You will be kept in touch at each stage by our contractors and where possible the time taken will be minimised.

My husband and I put the kitchen in years ago and it has a lot of memories for me.

We understand that homes hold cherished memories. We would recommend you visit a friend or neighbour who has had their kitchen upgraded to see what you could be missing out on.

I'm used to where everything is in my kitchen and it won't be the same in the new one.

Not everyone likes change and we understand this. It doesn't take long to get used to where everything is in your new kitchen and we will do our best to retain a similar layout during the design stage.

"I love my new kitchen! The workmen were really good and worked really hard"

Can it be done while I'm on holiday?

Yes it can! With your permission, and signing of an absent tenant disclaimer, Medway Council contractors can put up a keysafe with your keys inside and do the works whilst you are away. Of course, you should remove any valuables or items of sentimental value from your home, or we can arrange for a lock to be fitted to a bedroom where you can secure these items.

Can I have a choice of wall tile colour?

Not at present, however, we will be reviewing this going forward.

You're going to take out my old quality kitchen and replace it with a cheap one.

Our kitchen units are provided by Howdens joinery and are of a high quality. The units come fully assembled and the door and drawer fronts are fully laminated to prevent water ingress.

I won't have as much cupboard space.

In rare cases, some residents may experience this, however the wall units we install are taller than the ones we take out and often where the existing kitchen is very old the new worktops and units are deeper than the ones we take out. So it can be a six of one and half a dozen of the other situation. We also have to ensure we meet the modern standards for unit space which could be more than your current kitchen.

The quality of works will not be good.

Our kitchen upgrade contractors are experienced tradespeople. All kitchen upgrades are pre and post inspected by a surveyor from Medway Council's Planned Works team to ensure that the works have been done correctly and to a good standard and that all electrical and/or gas certificates required are provided to us. Medway Council provides a comprehensive repairs and maintenance service for times when repairs are required.

This was the comment from one of our residents whose kitchen was upgraded.

Although the resident had declined the kitchen upgrade for some years for sentimental reasons, through planning and working closely with the resident throughout the process, they were really happy with the outcome and told us that they wished they hadn't waited for so long to have a new kitchen!

SOCIAL VALUE PROJECTS

Social value projects help build communities and neighbourhoods, benefiting Medway Council tenants and their families.

Previous social value projects have included:

- Refurbishing the Rainbow Room at Hazlemere Drive
- Installing benches at Centenary Gardens
- Gifting water butts to Homes for Independent Living

Have you got an idea for a social value project in your area?

For more information and to put your ideas forward visit:

[Medway.gov.uk/HousingSocialValue](https://www.medway.gov.uk/HousingSocialValue)



As part of our Big Door Knock events, some residents told us that they didn't have the means or the tools to keep on top of gardening. We are pleased to introduce...

NEW GARDEN TOOL LOAN SCHEME

From March 2025 Medway Council's One Medway Social Value Initiative will be offering residents the use of garden tools on a fortnightly loan basis, delivered to you and collected by Medway Norse. This is all free to qualifying Medway Council HRA residents.

To be able to access this service, residents must have:

- A clear rent account or be keeping to a repayment plan
- No records of ASB (Anti-Social Behaviour)
- Allowed us to carry out Gas Servicing and Planned Maintenance to your home without obstruction
- Compliancy with your tenancy agreement

The tools that will be available to our residents are:

- *Hover mower*
- *Digging spade*
- *Grass trimmer*
- *Rake*
- *Hand tool set*
- *Hoe*
- *Heavy duty fork*

The tools will receive a safety check prior to them being delivered to you and use of them is at your own risk.

If you are unsure how to use any of the tools you request, please ask at the time you request them. Remember to always keep tools away from children.

A booking service will be available on a fortnightly loan basis with Medway Norse providing a delivery and collection service right from your front door.

If you would like to book the use of the any of the above tools to do your gardening, you can do this by emailing your name, your address, contact details and date you would like the tools to be delivered and collected: SocialValueProjects@Medway.gov.uk



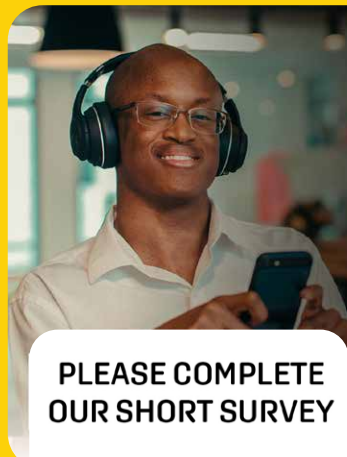
YOUR VIEWS MATTER

WORK AND HEALTH STRATEGY SURVEY 2025

We know the positive impact work can have, not just on our finances, but our health and wellbeing too.

We want to remove the barriers preventing people from enjoying these benefits, if they can.


Our Work and Health Strategy aims to do just that in Kent and Medway, and we want to hear your views on it. Please share your thoughts by completing a short survey.



ROLES FOR EVERYONE

HAVE YOUR SAY ON HELPING PEOPLE INTO WORK

PLEASE COMPLETE OUR SHORT SURVEY



Scan the QR code, or visit:

haveyoursayinkentandmedway.co.uk/work-and-health-strategy/surveys/work-and-health-strategy-survey

DEVELOPMENT UPDATE



LENNOX WOOD TWYDALL

Perfect Homes Ltd, the appointed contractor for our affordable housing development at Lennox Wood, has started construction works onsite. The site will deliver 19 new family homes for allocation through the Medway Housing Register. Completion of the homes is anticipated in early 2026.



TRURO MANOR GILLINGHAM

Our affordable housing development, known as Truro Manor, in partnership with Medway Development Company (MDC) for the building of 44 flats for Affordable Rent is due for completion soon and is available for bidding by eligible households via Kent Home Choice.



WANT TO SEE HOW WE ARE PERFORMING?

Look at our performance monitoring figures on the website:

[Medway.gov.uk/HousingPerformance](https://www.medway.gov.uk/HousingPerformance)

USEFUL CONTACTS



REPAIRS

You can request a repair from us at any time of day, seven days a week. Repairs are attended by our contractors Mears and are prioritised into emergency, urgent and non-urgent repairs.

Phone: **01634 333601**
Freephone: **0800 073 0073**
email: HousingRepairs@Medway.gov.uk

HOUSING TENANCY TEAM

For anything related to your tenancy, or to report anti-social behaviour.

Phone: **01634 333344**
email: HousingTenancyteam@Medway.gov.uk

HOUSING INCOME AND LEASEHOLD TEAM

For anything related to your rent, service charges or financial support.

phone: **01634 333344**
email: HousingIncomeTeam@Medway.gov.uk

You can contact a housing officer Monday to Thursday from 9.30am to 5pm, and Fridays from 9.30am to 4.45pm, excluding bank holidays.

COST OF LIVING: HELP FOR HOUSEHOLDS

For help and advice, please visit:
[Medway.gov.uk/HouseholdHelp](https://www.medway.gov.uk/HouseholdHelp)

REGISTER FOR A HOUSING SERVICES ONLINE ACCOUNT

A Housing Services Online account is a simple way to manage your housing tenancy in one place.

With an account, you can:

- Pay housing rent
- Keep track of balances
- View statements
- See recent payments

Registering for an account online takes about five minutes. Sign up or login at:

[Medway.gov.uk/HousingAccount](https://www.Medway.gov.uk/HousingAccount)

We would like to remind our customers to be aware of suspicious phone calls, messages or callers to their property.

All our housing staff and contractors will wear an ID badge.

We will always publicise if we or contractors working on our behalf are conducting a survey in your area, or make an appointment with you to visit your property.

If you have any doubts do not engage with such callers. Please phone the main office on **01634 333344** to check details or report any suspicious activity.

To request a stop cold callers pack phone **01634 333333** or email Consumer.Protection@Medway.gov.uk



Follow us on Facebook – search for Medway Council – Housing Services for all the latest news, events and things that matter to you.

[Medway.gov.uk/Housing](https://www.Medway.gov.uk/Housing)

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