

## Welcome to your area...

[Useful contacts](#)

## Go to guides:

Use the links below to access useful information specific to the area you live in:

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[Brompton](#)

[Rainham](#)

[Gillingham](#)

[General Information](#)



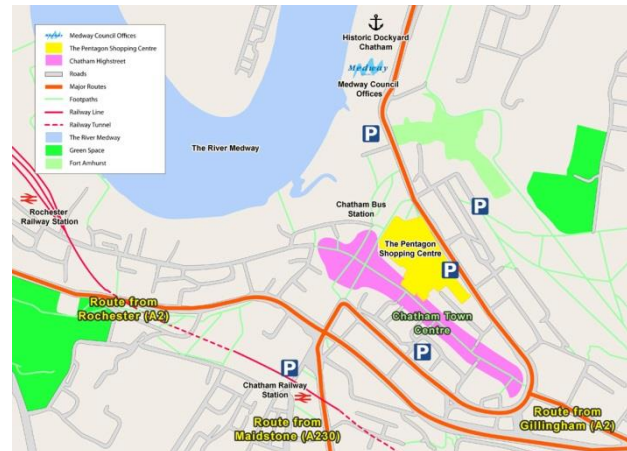
## Useful contacts

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### Where you can find us

Medway Council, Gun Wharf, Dock road,  
Chatham ME4 4TR

Welcome to Medway Council Housing Services. We are the landlord to Medway Council Tenants and leaseholders. We manage your tenancies and homes in partnership with Mears, our repairs and maintenance contractor, and Norse, our caretaking and cleaning contractor.



Listed below are ways to contact us:

### Housing repairs

For urgent or non-urgent repairs during normal working hours:

- Phone: **01634 333601 (option 2)**
- Freephone: **0800 0730073**
- Email: [housingrepairs@medway.gov.uk](mailto:housingrepairs@medway.gov.uk)

For emergency repairs outside of normal working hours phone: **01634 304400**

### Gas

If you experience a problem with your boiler or gas fire phone: **01634 733499 (option 1)**

### Housing Officer Duty Line

To talk to a housing officer during normal working hours about your rent or any tenancy related matter phone: **01634 333344**

### Welfare Reform Team:

For welfare and money advice: Freephone: **0800 4088080**

### Housing Benefit/Council Tax:

Phone: **01634 332222** or Email: [ctax@medway.gov.uk](mailto:ctax@medway.gov.uk)

### Housing Services

You can also access information on Housing Services at [www.medway.gov.uk/housing](http://www.medway.gov.uk/housing)

Email: [housing@medway.gov.uk](mailto:housing@medway.gov.uk)

### General council enquiries:

Phone: **01634 333333** or Email: [info@medway.gov.uk](mailto:info@medway.gov.uk)

### Bulky waste collection:

If you have a large unwanted item such as a sofa, fridge-freezer or mattress that you would like to dispose of, book online at [www.medway.gov.uk/bulkywaste](http://www.medway.gov.uk/bulkywaste) or phone **01634 333333**.

## What we do

We provide a number of services to your home and the land around your home:

- We collect your rent and service charges and use this to pay for all of the services below.
- We will undertake repairs which we are responsible for in a timely fashion. Some repairs are your responsibility. You may be charged for some repairs if you have damaged the property.
- We will make sure your home is safe to live in by servicing your boiler annually and the electrics at least every ten years.
- We provide an emergency repairs service outside of the usual working office hours.
- We make sure communal areas are clean and tidy and repairs are undertaken when needed by completing planned estate inspections.
- We make sure that green areas that we own around your home are tidy.
- We own and manage a number of Homes for Independent Living Schemes which are for residents aged 60 and over.
- We respond to reports that you make about anti-social behaviour in your community.
- We survey properties and plan in larger and more expensive works that are our responsibility such as replacing kitchens, bathrooms, boilers and roofs.
- We may undertake adaptations to your home if you are assessed as requiring adaptations by an Occupational Therapist.
- We can help if you are experiencing problems with debt and make referrals for support.
- We provide a service to our leaseholders. These are residents that have either bought their flat, or are living in a flat that has been bought from the council.
- We let and manage garages that we own.

### Keys

You will be issued with three sets of keys for each of the locks in your new home when you have signed your tenancy. If any extra keys are required, it is your responsibility to make arrangements to obtain these keys and pay for them yourself.

If your home is fitted a fob key system, you will need to buy extra fobs from us.

### Energy supply

By now you would have been shown how to read your meter and once you move in you should make a note of your gas and electric meter readings. To find out who provides energy to your home call **0800 0730300**. To change supplier you must contact the current supplier to notify them, and contact the new supplier to set up an account.

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## Twydall – your local area

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### Sure Start Centres

Sure start centres are aimed to give help and advice on child and family health, parenting, money, training and employment. Some centres also provide early learning and full day care for pre-school children. They aim to give children, 'The best possible start in life'. The centres are also great places to meet new people as it centred within the local community.

The centres also aim to actively support parents in their aspirations towards employment, education and training.

Your local Sure Start Centres:

#### [Twydall hand in hand centre](#)

Twydall Primary School, Twydall Lane, ME8 6JH

Opening times: Monday to Thursday 9:00am-4:30pm, Friday 9:30am-3:00pm

Phone number: 01634 365 985

Email: [handinhand@twydallinf.medway.sch.uk](mailto:handinhand@twydallinf.medway.sch.uk)



### Youth Centres

Youth Centres are a great place for eight to nineteen year olds to socialise and meet new people.

Moving to a new area can be especially daunting for young people as they have to start the friendship process over. Youth centres provide activities for young people to make new friends as well as well as learn new skills through activities provided. It allows different interest to develop and well as bonding over similar interests amongst peers.

Your local youth centres

#### [Twydall Youth Project: Ages 10-19](#)

Twydall youth project has been designed to allow youth to socialise and learn new transferrable skills through activities such as cooking, indoor and outdoor sports

Holy Trinity Church Hall, Twydall Lane, Twydall, Gillingham, Kent, ME8 6JU

Friday 6:30pm-9:00pm

Phone number: 01634 852 300

Follow Twydall Youth Project on Facebook: <https://www.facebook.com/Twydall-Youth-Project-225376114167621/>

#### [Woodland Youth Centre](#)

Woodlands Road, Gillingham, Kent ME7 2BX

Follow Woodlands Youth Centre on Facebook, <https://www.facebook.com/pages/Woodlands-Youth-Centre/171814432883409>

Email: [woodlands.youth@medway.gov.uk](mailto:woodlands.youth@medway.gov.uk)

Phone: 01634 852 300

### [Gillingham Youth for Christ](#)

133 Trafalgar Street, Gillingham, Kent, ME7 4RP

Email: [office@gillinghamyfc.co.uk](mailto:office@gillinghamyfc.co.uk)

## **Community Hubs**

Community hubs provide face to face contact for a variety of enquiries about council and partner services. The advisory services available include:

Abandoned vehicles, bus passes, drainage, pest control, schools, waste services, debit and credit card payments and more.

Your nearest community hubs:

### [Twydall Community Hub](#)

Twydall Library, 13-15 Twydall Green, Gillingham, ME8 6JY

Opening times: Monday to Friday 9:00am – 6:00pm (Wednesday 9:00am to 1:00pm), Saturday 10:00am – 4:00pm

### [Gillingham Community hub](#)

High street, Gillingham, ME7 1BG

Opening times: Monday to Friday 9:00am – 6:00pm, Saturday 9:00am-5pm.

Phone number: 01634 337 799

## **Libraries**

### [Twydall Library](#)

13-15 Twydall Green, Gillingham, ME8 6JY

Opening times: Monday to Friday 9:00am – 6:00pm (Wednesday 9:00am to 1:00pm), Saturday 10:00am – 4:00pm

Library stock includes: accessible reading, books, films on DVD, graphic novels, jigsaws and local history books. There are also a variety of regular events.

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## Brompton – your local area

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### Sure Start Centres

Sure start centres are aimed to give help and advice on child and family health, parenting, money, training and employment. Some centres also provide early learning and full day care for pre-school children. They aim to give children, 'The best possible start in life'. The centres are also great places to meet new people as it centred within the local community.

The centres also aim to actively support parents in their aspirations towards employment, education and training.

Your local sure start centres:

#### [Brompton Children's Centre](#)

Westbrook primary school, King Bastion, Brompton, Gillingham, ME7 5DQ  
Phone number- 01634 844 152

#### [Saxon Way Children's Centre](#)

Church Path, Ingram Road, Gillingham, Kent, ME7 1SJ  
Phone number: 01634 852 320

**SureStart**

### Libraries

There are a number of libraries to choose from within the Brompton area providing a full range of books and free access to computer and Wi-Fi.

Your local libraries:

#### [Chatham Library](#)

Dock Road  
Phone number: 01634 337 799  
Opening times- Monday Wednesday Friday 9am-6pm,  
Tuesday and Thursday 9am-7pm, Saturday 9am-5pm



#### [Drill Hall Library](#)



University, North Road, ME44AG  
Opening times: 8:30am-9:00pm  
Phone number- 01634 883 878

### [Gillingham Library Community Hub](#)

Community hubs provide face to face contact for a variety of enquiries about council and partner services. The advisory services available include:

Abandoned vehicles, Bus passes, drainage, pest control, schools, waste services, debit and credit card payments and more.

Address: High street, Gillingham, ME7 1BG

Opening times: Opening times: Monday to Friday 9:00am – 6:00pm, Saturday 9:00am-5pm.

Phone number: 01634 337 799

## Leisure

### [Medway Park](#)

Medway Park is Medway's flag ship £11m centre of sporting excellence. The centre was created as a legacy of the London 2012 Olympic and Paralympic Games. The centre is open to both public and sporting athletes.

The gym features a 100 station health and fitness and free weights suite spread across two floors, fully air conditioned.

Echoes membership covers the use of the gyms at all four of Medway Council's sports centres.

Medway Park address: Mill Road, Gillingham, Kent, ME7 1HF

Phone number: General- 01634 336 655, Echoes Gym- 01634 336 658

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## Rainham – your local area

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**Sure Start Centres**



Sure start centres are aimed to give help and advice on child and family health, parenting, money, training and employment. Some centres also provide early learning and full day care for pre-school children. They aim to give children, 'The best possible start in life'. The centres are also great places to meet new people as it centred within the local community.

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Your local Sure Start Centres:

### [Miers Court Children Centre](#)

Miers Court Primary School, Rainham, ME8 8JR

Opening times: Monday to Thursday 8:30am-4:30pm, Friday 8:30am-4:00pm

Phone number: 01634 236 974

Email: [office@mierscourt.medway.sch.uk](mailto:office@mierscourt.medway.sch.uk)

### [Riverside Children's Centre](#)

Riverside Primary School, Rainham, ME8 8ET

Opening times: 8:30am-4:30pm

Phone number: 01634 338 700

Email: [childrenscentre@riverside.medway.sch.uk](mailto:childrenscentre@riverside.medway.sch.uk)

**SureStart**

### [Parkwood Youth Centre](#)

Parkwood Youth Centre gives eight to 21 year olds a place to socialise and learn new skills. The centres professional youth workers offer information, support and advice on a range of issues. All youth and play workers at the centre are experienced and come from a range of backgrounds. The centre is located in the heart of the Parkwood Estate, adjacent to Parkwood Green and the shopping precinct.

For more information contact the centre on

Phone number: 01634 233 846

Email- [parkwood.youth@medway.gov.uk](mailto:parkwood.youth@medway.gov.uk)

Address: Deanwood Drive, Rainham, Kent, ME8 9NP



### [Rainham Contact Point](#)

Rainham Contact Point (community hub) is located at the heart of Rainham, near to the train station and local shopping centre. This office is run jointly with Kent Police. It provides face to face contact for a variety of enquiries about council services including bus passes, schools, trading standards, waste and recycling services.



1-3 Station Road, Rainham, Kent, ME8 7RS



Opening times: Monday – Friday 9am to 3pm, Saturday 9am to 12pm

## Leisure

### [Splashes Sports Centre](#)

Splashes facilities include indoor pool and toddler pool, flume, Echoes gym and fitness classes.

Splashes Leisure Centre, Bloor's Lane, Rainham, Gillingham, ME8 7EG

Phone: 01634 333 977

Prices are listed on [medway.gov.uk](http://medway.gov.uk)



### [Medway Park](#)

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Medway Park address: Mill Road, Gillingham, Kent, ME7 1HF

Phone number: General- 01634 336 655, Echoes Gym- 01634 336 658



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## Gillingham – your local area

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### Sure Start Centres

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The centres also aim to actively support parents in their aspirations towards employment, education and training.

Sure start centres based in the Gillingham area are:

### [Woodlands Children's Centre](#)

Woodlands Children's Centre Woodlands road, Gillingham, Kent, ME7 2DU  
Phone: 01634 338 370

### [Burnt Oak Children's Centre](#)

Burnt Oak Primary School, Richmond Road, Gillingham, Kent, ME7 1LS  
Phone: 01634 334 344

### [Saxon Way Children's Centre](#)

Saxon Way Primary School, Church Path, Gillingham, Kent, ME7 1SJ  
Phone: 01634 852 320



## Youth Centres

### [Woodlands youth centre](#)

This is a great place to go for eight to 19-year-olds. Young people can socialise and learn new skills. The staffs are supportive and professional and most are experienced workers coming from a diverse background.

The facilities within this centre include a dance studio, music room, social area and a café. There is also a variety of equipment available, including a pool table, karaoke and games consoles. It's a great place to make new friends and build confidence through activities like art workshops.

Contact: Woodlands, Road, Gillingham, Kent, ME7 2BX

Email: [woodlands.youth@medway.gov.uk](mailto:woodlands.youth@medway.gov.uk)

The prices for activities are £1 and so are very accommodating to the varying budgets of their participants. The centre runs sessions from Monday to Friday with activities such as dance, cookery and other sporting events. The centre caters to individuals with disabilities and young people with learning difficulties.

## Community Hub

### [Gillingham Library Community Hub](#)

Community hubs provide face to face contact for a variety of enquiries about council and partner services. The advisory services available include:

Abandoned vehicles, Bus passes, drainage, pest control, schools, waste services, debit and credit card payments and more.

High street, Gillingham, ME7 1BG

Opening times: Opening times: Monday to Friday 9:00am – 6:00pm, Saturday 9:00am-5pm.

Phone number: 01634 337 799



## Library

### [Gillingham library](#)

Gillingham library is housed in the community hub, Gillingham, Gillingham High Street, Gillingham, ME7 1BG.

Email: [gillingham.library@medway.gov.uk](mailto:gillingham.library@medway.gov.uk)

Phone number: 01634 337 799

Opening hours: Monday – Friday 9am-7pm

## Leisure

### [Medway Park](#)

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## General Information

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The table below lists all useful services within each area:

|            | GP   | Dentist  | Post Office   | Schools   | Pharmacy  |
|------------|--|--|---|---|---|
| Twydall    | The Medical Centre<br>Waltham Road,<br>Gillingham ME8 6XQ<br>Phone:<br>01634231074 | Hilton Dental Practice, Twydall Lane Gillingham, Kent, ME8 6JU<br>Phone:<br>01634231776                    | Twydall Post Office<br>4-5 Twydall Green,<br>Gillingham ME8 6JY<br>Phone :<br>08457223344 | Twydall Primary School,<br>Gillingham<br>Twydall Lane,<br>Gillingham,<br>Kent, ME8 6JS<br>Phone:<br>01634231581 | Spensley Chemist,<br>1 Twydall Green,<br>Rainham,<br>Gillingham, ME8 6JX                            |
| Gillingham | GP: The Sunlight Centre Gillingham<br>Phone number-<br>01634283847                 | High Street Medical dental,<br>76-78 High street,<br>Gillingham, Kent,<br>ME7 1AY<br>Phone:<br>01634853289 | Gillingham Post office WHSmith,<br>124A High Street<br>Phone:<br>01634575309              | Burnt Oak Primary School<br><br>Brompton Westbrook Primary School<br>Phone:                                     | The + Well Pharmacy<br>135 High Street,<br>Gillingham,<br>Dorset, ME7 1AQ<br>Phone :<br>01634851683 |

|          |  |  |  |   |  |
|----------|--|--|--|---|--|
|          |  |  |  | 01634844152   |  |
| Brompton | Brompton Medical Centre,<br>28 Garden Street,<br>Gillingham ME7 5AS<br>Phone:<br>01634845898           | High Street Medical dental,<br>76-78 High street,<br>Gillingham, Kent,<br>ME7 1AY<br>Phone:<br>01634853289 | Chatham Post Office, 17 Military Road, Chatham, ME44JG   | Brompton Westbrook Primary School<br>Phone:<br>01634844152<br><br>Brompton Academy<br>Marlborough Road ME7 5HT<br>Phone:<br>01634852341 | Brompton Pharmacy<br>3 High Street,<br>Gillingham, Kent,<br>ME75AA<br>Phone :<br>01634818499       |
| Rainham  | Rainham Medical Centre<br>103-107 High Street, Rainham,<br>Gillingham ME8 8AA<br>Phone:<br>01634337607 | The Rainham Dental and Implant Centre<br>15 High street,<br>Rainham,<br>Gillingham, ME8 7HX                | Rainham Post Office,<br>ME8 8AN<br>Phone:<br>01634231101 | Rainham School for girls ME8 OBX<br>Phone:<br>01634362746   | Lloyds Pharmacy<br>2/3 Stanford House, Station Road, Rainham,<br>ME8 7PH<br>Phone :<br>01634232020 |

### [Medway Hospital](#)

Windmill Road, Gillingham, Kent, ME7 5NY

Phone: 01634830000

### [Citizen's advice Medway](#)

3, 37-39 Balmoral Road, Gillingham, Kent, ME7 4PF

Phone number- 01634 383 760

### [JobCentre Plus, Chatham](#)

Crown house, The Brook, Chatham, Kent, United Kingdom, ME4 4LQ

Phone number: 08456 043 719

### [Pop in and play](#)

Parents and children can drop in to meet, chat and play at any one of Medway's pop in and play sessions. Sessions are suitable for children up to eight-year-olds and are an informal chance to get together with friends and families within the library.

These sessions are held at various community centres, and local to Gillingham include:

Gillingham community hub- Saturdays, 10am-4:30pm

Chatham community hub- Saturdays, 10am-4:30pm

Walderslade Village library- Tuesday, 11-11:30am and Saturday, 10am-12 noon

### [Medway Youth Trust – Improving the life chances of Young People](#)

MYT strives to be a leading youth development organisation with an ever evolving range of contemporary programmes. Formed in 2008 our organisation is not stifled by a long history or deep rooted traditions so we stay focused on what is needed and what works to achieve our mission – to improve the life chances of children and young people.

205-217 New Road, Chatham, Kent ME4 4QA

Phone: 01634 334 343



### [Health and wellbeing](#)

Having a healthy lifestyle can help you prevent strokes, heart attacks and disease.

You'll need a little dedication and discipline ... but you can get lots of help locally. Find out more on the [a better medway website](#)

Are you thinking about making a lifestyle change to improve your or your families' health and wellbeing? We offer FREE health improvement services. Search 'A Better Medway' or call now on 01634 334800



[Click here for more useful contacts and Advice and Information agencies](#)

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