Customer Service

Landlord services replied to:

177 complaints within ten working days

Achieved 97.5% customer satisfaction with the overall repairs service

Improved our properties by installing:

109 Kitchens
151 Bathrooms
153 Boilers

as part of our capital works programme

Stage 1 complaints

28 complaints

Stage 2 complaints

96.4% within ten working days

Achieved 100% compliancy for gas servicing

Fly-tipping removed 100% in one day

Estate services

Achieved 100% customer satisfaction on schedule

Customer satisfaction 79.4%

Hazardous material collection

Landlord services in partnership with our repairs contractors Mears

19 properties for disabled residents

Took on average 12 calendar days to re-let properties

Estate cleaning 100% on schedule

Value for money

Community development

How we spent your rent in 2018/19

Rent arrears

Repairs 16.51%

Homes for independent living 4.24%

Tenancy Services 10.45%

Estate Services 3.9%

Community development 0.88%

Non-management costs (ie service level agreements) 12.46%

Capital Development Programme 49.44%

Capital Works Programme 49.44%

Housing Benefits 0.21%

Media

Reporting back to you on the work we’ve done for our tenants and leaseholders during 2018/19

Customer Service

Landlord services replied to:

177 complaints within ten working days

Achieved 97.5% customer satisfaction with the overall repairs service

Improved our properties by installing:

109 Kitchens
151 Bathrooms
153 Boilers

as part of our capital works programme

Stage 1 complaints

28 complaints

Stage 2 complaints

96.4% within ten working days

Achieved 100% compliancy for gas servicing

Fly-tipping removed 100% in one day

Estate services

Achieved 100% customer satisfaction on schedule

Customer satisfaction 79.4%

Hazardous material collection

Landlord services in partnership with our repairs contractors Mears

19 properties for disabled residents

Took on average 12 calendar days to re-let properties

Estate cleaning 100% on schedule

Value for money

Community development

How we spent your rent in 2018/19

Rent arrears

Repairs 16.51%

Homes for independent living 4.24%

Tenancy Services 10.45%

Estate Services 3.9%

Community development 0.88%

Non-management costs (ie service level agreements) 12.46%

Capital Development Programme 49.44%

Capital Works Programme 49.44%

Housing Benefits 0.21%

*The average weekly rent for our properties is:

Bedsit = £60.23
One bedroom = £71.32
Two bedroom = £82.41
Three bedroom = £95.12
Four bedroom = £103.85
Five bedroom = £116.06

Community development

We are continually looking at how we can improve our communication with you and looking at how we can make it easier for you to share your views and feedback with us. This includes developing new ways to feedback, to help make an improvement to where you live:

• We are looking at ways of helping more residents feel more involved by reducing social isolation and breaking down the stigma faced by council residents.

• We will also organise more community events, such as the Bake Off event held at one of the our Homes for Independent Living Schemes, and developing more free Adult Education Taster sessions for residents to participate in, following the success of the Food Hygiene sessions and Yoga classes.

We’ll be posting photos of this and other events on our Facebook page MedwayHousingServices. For the latest news, details of activities and events and regular updates on what’s going on in Medway follow us on Facebook. We are always keen to hear your feedback, or if you’d like to share any news or views email: tenant.participation@medway.gov.uk:

For the latest news, details of activities and events and regular updates on what’s going on in Medway follow us on Facebook. We are always keen to hear your feedback, or if you’d like to share any news or views email: tenant.participation@medway.gov.uk:

*The average weekly rent for our properties is:

Bedsit = £60.23
One bedroom = £71.32
Two bedroom = £82.41
Three bedroom = £95.12
Four bedroom = £103.85
Five bedroom = £116.06

Community development

We are continually looking at how we can improve our communication with you and looking at how we can make it easier for you to share your views and feedback with us. This includes developing new ways to feedback, to help make an improvement to where you live:

• We are looking at ways of helping more residents feel more involved by reducing social isolation and breaking down the stigma faced by council residents.

• We will also organise more community events, such as the Bake Off event held at one of the our Homes for Independent Living Schemes, and developing more free Adult Education Taster sessions for residents to participate in, following the success of the Food Hygiene sessions and Yoga classes.

We’ll be posting photos of this and other events on our Facebook page MedwayHousingServices. For the latest news, details of activities and events and regular updates on what’s going on in Medway follow us on Facebook. We are always keen to hear your feedback, or if you’d like to share any news or views email: tenant.participation@medway.gov.uk:

For the latest news, details of activities and events and regular updates on what’s going on in Medway follow us on Facebook. We are always keen to hear your feedback, or if you’d like to share any news or views email: tenant.participation@medway.gov.uk:

*The average weekly rent for our properties is:

Bedsit = £60.23
One bedroom = £71.32
Two bedroom = £82.41
Three bedroom = £95.12
Four bedroom = £103.85
Five bedroom = £116.06

Community development

We are continually looking at how we can improve our communication with you and looking at how we can make it easier for you to share your views and feedback with us. This includes developing new ways to feedback, to help make an improvement to where you live:

• We are looking at ways of helping more residents feel more involved by reducing social isolation and breaking down the stigma faced by council residents.

• We will also organise more community events, such as the Bake Off event held at one of the our Homes for Independent Living Schemes, and developing more free Adult Education Taster sessions for residents to participate in, following the success of the Food Hygiene sessions and Yoga classes.

We’ll be posting photos of this and other events on our Facebook page MedwayHousingServices. For the latest news, details of activities and events and regular updates on what’s going on in Medway follow us on Facebook. We are always keen to hear your feedback, or if you’d like to share any news or views email: tenant.participation@medway.gov.uk:

For the latest news, details of activities and events and regular updates on what’s going on in Medway follow us on Facebook. We are always keen to hear your feedback, or if you’d like to share any news or views email: tenant.participation@medway.gov.uk:

*The average weekly rent for our properties is:

Bedsit = £60.23
One bedroom = £71.32
Two bedroom = £82.41
Three bedroom = £95.12
Four bedroom = £103.85
Five bedroom = £116.06

Community development

We are continually looking at how we can improve our communication with you and looking at how we can make it easier for you to share your views and feedback with us. This includes developing new ways to feedback, to help make an improvement to where you live:

• We are looking at ways of helping more residents feel more involved by reducing social isolation and breaking down the stigma faced by council residents.

• We will also organise more community events, such as the Bake Off event held at one of the our Homes for Independent Living Schemes, and developing more free Adult Education Taster sessions for residents to participate in, following the success of the Food Hygiene sessions and Yoga classes.

We’ll be posting photos of this and other events on our Facebook page MedwayHousingServices. For the latest news, details of activities and events and regular updates on what’s going on in Medway follow us on Facebook. We are always keen to hear your feedback, or if you’d like to share any news or views email: tenant.participation@medway.gov.uk:

For the latest news, details of activities and events and regular updates on what’s going on in Medway follow us on Facebook. We are always keen to hear your feedback, or if you’d like to share any news or views email: tenant.participation@medway.gov.uk:

*The average weekly rent for our properties is:

Bedsit = £60.23
One bedroom = £71.32
Two bedroom = £82.41
Three bedroom = £95.12
Four bedroom = £103.85
Five bedroom = £116.06

Community development

We are continually looking at how we can improve our communication with you and looking at how we can make it easier for you to share your views and feedback with us. This includes developing new ways to feedback, to help make an improvement to where you live:

• We are looking at ways of helping more residents feel more involved by reducing social isolation and breaking down the stigma faced by council residents.

• We will also organise more community events, such as the Bake Off event held at one of the our Homes for Independent Living Schemes, and developing more free Adult Education Taster sessions for residents to participate in, following the success of the Food Hygiene sessions and Yoga classes.

We’ll be posting photos of this and other events on our Facebook page MedwayHousingServices. For the latest news, details of activities and events and regular updates on what’s going on in Medway follow us on Facebook. We are always keen to hear your feedback, or if you’d like to share any news or views email: tenant.participation@medway.gov.uk:

For the latest news, details of activities and events and regular updates on what’s going on in Medway follow us on Facebook. We are always keen to hear your feedback, or if you’d like to share any news or views email: tenant.participation@medway.gov.uk: