



# YOUR HOUSING NEWSLETTER

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## NEW GROUP FOR MEDWAY HOUSING TENANTS



You told us that you wanted a Facebook group for Medway Housing tenants, and [here it is!](#)

The group is intended for engaging in discussions and sharing information and ideas. It will be a great way for you to easily get involved in giving us your opinions to directly influence our services.

We want to make sure that this will be an inclusive and beneficial community group, so all tenants must agree to and comply with the following rules: be kind and courteous; no hate speech or bullying; respect everyone's privacy; no promotions or spam. We look forward to chatting with you there!

## SOCIAL HOUSING STIGMA - YOUR VIEWS

Everyday in England, people are judged negatively and even actively discriminated against because they rent their home from a social landlord.

We are creating internal training that will be given to our staff within Medway Council in order to raise awareness of this issue and how best to tackle it, and we want to know what you think.

[Please click here](#) to take our 4 minute survey. Your views will help us to understand what housing organisations and/ or staff do which you think creates or reinforces stigma against people living in social housing. We want to know how this could change for the better.

## HOUSING SERVICES PERFORMANCE DATA

We must be transparent about how we are performing as a landlord. This is why we continue to report on the work that we have done for our tenants and leaseholders as well as our targets.

Our Housing Performance Data covers our performance in areas customer service, repairs and maintenance, housing management and strategic housing. [Click here to read it.](#)

## ESTATE INSPECTION RESULTS



The latest estate inspection results are out!

Our estate inspections monitor the condition of housing estates for our residents. How did your area fare? [Click here to see the inspection results.](#)

## HEALTH & SAFETY AND COMPLIANCE

### Did you know compliance is more than just fire safety?

The Compliance team cover all areas that are governed by regulations and legislation. We employ staff and contractors to carry out tests and servicing in communal areas of blocks. This is to keep you safe.

### WHAT WE DO

#### Electrical testing

- Carry out 5 yearly testing on wiring in the communal areas.
- Carry out Portable Appliance Testing in the communal areas.

### **Lifts**

- Check all lifts have a thorough inspection every 6 months and are serviced monthly.

### **Asbestos**

- Carry out asbestos surveys to all blocks annually.
- If there are any disruptive improvements or repairs, we carry out risk assessments.
- Arrange for any dangerous asbestos to be professionally removed.

### **Legionella**

- Ensure water risk assessments are carried out every annually Check monthly/annual water monitoring is carried out.
- Lightning protection
- Ensure annual inspections are carried out

## **REPORT YOUR CONCERNS**

It is important we hear about any health and safety or compliance issues so we can work to resolve them. Email us on [housingsafetyconcern@medway.gov.uk](mailto:housingsafetyconcern@medway.gov.uk)

Common hazards that affect safety in the home include:

- a faulty gas boiler
- fire risks
- dangerous electrics

## **GAS AND ELECTRICAL SAFETY CHECKS**

We are legally required to carry out a gas safety check every 12 months. We have a legal obligation to ensure the electrical installation in your property is safe. [Click here to read more.](#)



## **NEW CUSTOMER SUCCESS MANAGER AT MEARS - MEET LISA**

### **WHAT DOES YOUR ROLE INVOLVE?**

I look after Medway, Welwyn Garden City and Orbit housing. My role is to monitor resident satisfaction, by looking at the text responses residents send in. These really help Mears branches look at what is going well and what we can improve on, so please take the time to let us know.

On the flip side I get involved when residents are not satisfied with work carried out to ensure the right outcome is reached.

The other part of my role is to get involved with community projects and how Mears can help with any social projects the council are looking to complete.

### **WHAT DID YOU DO BEFORE THIS ROLE?**

I worked in Banking for a very long time! So very used to talking to people and finding the right solutions.

### **WHAT ARE YOU MOST LOOKING FORWARD TO IN YOUR NEW ROLE?**

Making a difference to the residents of Medway and getting out to meet them, via Estate Champions meeting and social projects.

### **HOW CAN COUNCIL TENANTS CONTACT YOU?**

I would love to hear if you have any ideas of how we could improve a community space or enhance an area for our residents, for example we have plans to do the Rainbow room up in Hazelmere Drive at the beginning of next year. So please any ideas email me [Lisa.cooksley-white@mearsgroup.co.uk](mailto:Lisa.cooksley-white@mearsgroup.co.uk) or call the office and ask for me.

### **FREE LEARNING & TRAINING FROM MEARS**

Mears Pathways will provide access to fully funded, flexible learning programmes, covering a wide variety of subjects. Learning Curve are experts in the field of learning and training and this partnership will allow Mears to offer an exciting programme of learning opportunities to customer groups and colleagues, free of charge! Visit [www.learningcurvegroup.co.uk/landing/mears](http://www.learningcurvegroup.co.uk/landing/mears)

### **MONEY AND MENTAL HEALTH SERVICE**

People with mental health problems are more at risk of falling into debt, which in turn can have a serious impact on their prospects of recovering from poor mental health. This is a FREE service for anyone in Kent and Medway with both a money and mental health problem. Please email [referral@catwd.org.uk](mailto:referral@catwd.org.uk) to receive a referral form or call 07767428826 for more information.

### **YOUR NHS HEALTH CHECK**

Many age-related health problems can be dealt with by early diagnosis and making simple lifestyle changes. If you're aged 40 to 74 years old you may be eligible for a free NHS health check. Getting a check will spot any issues early on – peace of mind for you and a great way to support the NHS and save resources.

You can book a check through our booking team. Phone 01634 335830, email [medwayhealthchecks@medway.gov.uk](mailto:medwayhealthchecks@medway.gov.uk) or text the word 'CHECK' to 81066.

## **ASK: LISTEN: STOP SUICIDE**

Ask: Listen: Stop Suicide is a new campaign. It aims to bring our community together to help prevent suicide in Medway.

Suicide is the biggest killer in men under 50 years old and a leading cause of death in young men. In Medway, 84% of residents who died from suicide between 2015 and 2019 were male.

We all can play a role in helping prevent suicide in Kent and Medway.

[Click here](#) to read more about the Ask: Listen: Stop Suicide campaign

[Click here](#) to sign up for online suicide prevention training: just 20 minutes to gain a certificate and skills to save a life

[Click here](#) to watch an interactive online awareness session from the Zero Suicide Alliance

[Click here](#) to find out more about mental health support services in Medway

## **CHRISTMAS DONATION APPEAL**



Sahara, a service supporting older South Asian people, is requesting donations for a Medway women's shelter. The kinds of items that are needed are:

- Toiletries
- Nail files
- Manicure sets
- Notebooks
- Colouring books and crafts (for children)

Please email [info@saharauk.org.uk](mailto:info@saharauk.org.uk) before 6th December if you can donate!