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YOUR HOUSING NEWSLETTER

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ST MARKS TASTER DAY

We held an Activity Taster Day at our HFIL scheme, St Marks House, on 19th January. Residents enjoyed a healthy lunch alongside some salsa dancing, chair aerobics, yoga and boccia! We would like to thank Medway Sport and Prince Arthur Indoor Bowls Club!





The NEXT Taster Day is on Friday 11th February at Suffolk Court, Rainham. If you're a HFIL tenant, come along and try out one of the many activities on offer!

MEET MARK

Have a question or issue you'd like to talk to the Head of Housing about? Book your slot to speak with Mark Breathwick on Thursday 10th February! Meet Mark at your home, virtually or via a telephone call to discuss Housing Services. Please email tenant.participation@medway.gov.uk to book.

MEET MARK

10TH FEBRUARY



Meet our Head of Housing at your home, virtually or via a telephone call to discuss Housing Services

BOOK A SLOT

[TENANT.PARTICIPATION@MEDWAY.GOV.UK](mailto:tenant.participation@medway.gov.uk)

TALK TO MEARS

On 27th January, Rob and Lisa from Mears held a customer-drop in session at Twydall Hub, giving our tenants the opportunity to talk through their repairs questions and issues face-to-face. Due to the high turn-out, Mears will now be offering monthly customer drop-ins at Twydall Hub!

Please book your slot for the next session on Thursday 3rd March by calling 01634 337533 or emailing tenant.participation@medway.gov.uk.



Have a repairs question or issue? Come and speak with Mears. To book your slot, please call 01634 337533 or email tenant.participation@medway.gov.uk.

 **THURSDAY 3 MARCH**
1PM - 4PM

 **TWYDALL HUB**

TALK TO YOUR HOUSING OFFICER

Have an issue or question relating to your tenancy or rent? We're here to help. Join a virtual appointment with your Housing Officer to talk things through.

To book your slot for Wednesday 9th March, please call 01634 337533 or email tenant.participation@medway.gov.uk by no later than 4th March.

TALK TO YOUR HOUSING OFFICER

Medway
COUNCIL
Serving You



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To book your slot, please call 01634 337533 or email tenant.participation@medway.gov.uk.



WEDNESDAY 9 MARCH
10AM - 2PM



ONLINE (TEAMS)

FOOTBALL AT HAZLEMERE DRIVE - UPDATE

We have been working with Medway Sport and Medway Youth Service to hold weekly football sessions for our young tenants at Hazlemere Drive. As a result of your feedback, we've now moved these weekly football sessions to Fridays at 4pm - 5pm!

Q&A WITH A HOUSING OFFICER SARAH THOMPSON

WHAT ARE THE MAIN THINGS YOU DO AS A HOUSING OFFICER?

It is a very varied role and we have a range of duties from carrying out Estate Inspections, Viewing / Lettings of Council Properties, dealing with Anti-Social Behaviour, Untidy properties / gardens, access for repairs, Mutual Exchange / Transfer visits, Flexible tenancy reviews,

Introductory 6 & 9 month tenancy checks, Tenancy Audits. Tenants would normally contact us in the first instance for any tenancy related enquiries.

WHAT AREAS DO YOU COVER?

So my patch covers Gillingham and Twydall. Some of the areas I cover in Gillingham are James Street, Hazlemere Drive, Cornish Manors, St Albans Close and in Twydall I manage all of the properties from Featherby Road up to Elizabeth Court. Peter Mountain will cover the properties in Twydall below Beechings Way.

HOW WOULD YOU DESCRIBE YOURSELF?

Hardworking, approachable, good listener/patient. Happy to help others.

WHAT DID YOU DO BEFORE THIS ROLE?

So before this role I was a Scheme Support Officer covering Brenna House & Esmonde House. I started work for the Council when I was 16 and have always worked in Housing. I have had various roles over last 26 years – Housing Assistant, Income Officer, Welfare Reform Officer are just a few of the jobs I have done.

WHY WOULD A TENANT CONTACT YOU AND HOW CAN THEY DO SO?

The Tenancy Team can be contacted on the Housing Duty Line – 01634333344. Email – hrahousingofficers@medway.gov.uk. We all cover the duty line at least once a week. I am normally on duty Monday Mornings 9.30 to 1pm. Residents can contact us if they have any Tenancy / Rent enquiries. If they are not sure who they need to contact in Housing , they can always call us and we will try and point them in the right direction of who they need to speak to if its not one of us in the Tenancy Team.

MEARS ONLINE FORUM

Hi Lisa from Mears here,

Thanks to all those that are responding to our texts or letters about our service, also to those that are ringing in letting us know how we did it really helps me build a picture of where we are and what we need to do.

There is also another way to interact with Mears Group, in the form of an online forum which Mears Scrutiny Board, and Mears Group, can have a two-way direct dialogue with customers. To join this [please click here](#).

It is the main online forum for customer involvement and the focus will be providing online feedback and thoughts, which can be used across the group to shape our customer service.

BUMP CLUB

Join Bump Club, a new group for pregnant mums!

BumpClub is a group for expectant mothers in Medway. You will learn how to keep to a healthy weight and lifestyle throughout your pregnancy and beyond. It's also a great way to meet other mums in the area. Online sessions start Monday 7th February. [Click here](#) to book your place.

WE CAN HELP YOU TO LOSE WEIGHT

In Medway, we have lots of free programmes and resources to help you lose weight, get healthier and become more active. Some of our services include:

ShapeUp4Life App, helping you lose 5% of your bodyweight in 12 weeks

Oviva App, a new app where you are matched with your own personal health coach

Healthy Way, a 12-programme to help you build healthier habits

[Find out more](#)