



YOUR HOUSING NEWSLETTER

CONTENTS

- Tenancy Team Performance
- Welcome to Jo Pickering
- Meet an Officer: Dee Salter
- Chair Exercise at HFIL Schemes
- Jubilee Celebrations at Suffolk Court
- A Summer of Sport
- Better Connected: Help for Over 65s
- Did You Know? Tobacco and the Environment

TENANCY TEAM PERFORMANCE



Every month we share our performance with you, reporting on the work that we've done. This infographic shows how the Tenancy Team performed in May!

WELCOME TO JO PICKERING



Welcome to Jo Pickering, the new Resident Liaison Officer in the Property Services Team at Medway Council.

The RLO role spans general needs housing, homes for independent living, repairs & planned works, energy, compliance and leasehold properties.

Some of you may recognise Jo from her time as Customer Care Manager at Mears. Part of Jo's role is to prepare for the forthcoming Social Housing White Paper communication improvements here at Medway Council.

Jo said: "I am glad to be back working in Medway, where I grew up, and it's nice to see some old faces across the patch. I look forward to meeting all our residents over time. If you see me walking around, come and say hello"

MEET AN OFFICER: DEE SALTER



What does your role involve?

As a Scheme Support Officer, I have two Homes for Independent Living Schemes (for tenants 60+) that I manage on a day-to-day basis.

This consist of Buzz rounds 4 days a week on both Schemes and tenant visits on both Schemes once a week.

On occasions I would deal with residents if they have had an accident within the property i.e if they have fallen / collapsed or need medical attention. In this role we also help any of the residents with filling out online forms, making rent and council tax payments, this also includes 6 monthly visits and yearly audit and updating all the spreadsheets / records that need to be updated. All tenants have their own files that we update on a regular basis.

What do you like most about your role?

Spending time with the residents and having a chat with them and giving them help and support where needed. During Covid times and lockdown, this made the job very difficult, and some tenants struggled with less contact.

What did you do before this role?

I worked for Medway as an assistant housing officer and 1 year as an housing officer on secondment for, in total worked with Medway for 7 years. I then moved over to MHS as CLO1 but came back to Medway.

How would you describe yourself?

I am friendly and also very patient person, I do like a laugh with the residents even if it's at my own expense which helps us all at times just having a giggle. I will help the residents anyway I can.

CHAIR EXERCISE AT HFIL SCHEMES



Our new Resident Liaison Officer, Jo, joined residents at Woodchurch House in Twydall for a Chair Exercise Session on Friday 10th June.

Jo said: "It was a pleasure to meet some of our Independent Living residents and join them for this exercise session. Simon, the trainer, was very encouraging. I really enjoyed the session and will go again."

JUBILEE CELEBRATIONS AT SUFFOLK COURT

Residents at our Home for Independent Living Scheme (HFIL) Suffolk Court enjoyed a day of jubilee celebrations! The day included strawberry and raspberry cream team and a royal quiz, and was enjoyed by all the residents involved!



A SUMMER OF SPORT

There are so many sports activities taking place in Medway this Summer! Find out what Medway Sport are doing [here](#).

BE BETTER CONNECTED: HELP FOR OVER 65S



It was recently Loneliness Awareness Week.

Everyone struggles with loneliness at times, but it's a particular problem for older residents. Age UK estimates that more than 2 million people over the age of 75 live alone, and more than one million of older residents can go for over a month without speaking to a friend, family member or neighbour.

Let's make a change! Better Connected is a friendly service based in Medway, helping people aged 65 and over to make new connections in their local community. This might include going to coffee mornings, local groups and clubs, or just having a chat. We will support you every step of the way.

If you, or someone you know, would like support to feel more connected in your local community, please phone our friendly team on 01634 333 013 or email better.connected@medway.gov.uk.

TOBACCO AND THE ENVIRONMENT

DID YOU KNOW...

TOBACCO DOES NOT JUST HAVE A HARMFUL IMPACT ON HUMAN HEALTH BUT ALSO CAUSES DEVASTATING ENVIRONMENTAL DAMAGE

4.5 TRILLION CIGARETTE BUTTS POLLUTE THE ENVIRONMENT EVERY YEAR



200,000 HECTARES OF LAND ARE CLEARED EACH YEAR FOR TOBACCO GROWING



A SMOKER PRODUCES 5 TONNES OF CO2 IN THEIR LIFETIME



**WE CAN ALL DO OUR
BIT TO HELP BY
BEING SMOKEFREE!**



3.7 LITRES OF WATER IS USED TO MAKE ONLY 1 CIGARETTE



**Interested in stopping smoking?
Call: 01634 334800
Email: medwaystopsmokingservice@nhs.net**

Tobacco does not just affect human health; it has damaging effects on the environment too.

Every stage of the tobacco supply chain has serious environmental consequences, including deforestation and the discarding of waste products into the environment.

Cigarette butts are non-biodegradable and are the most common type of litter found on our beaches.

We can all do our bit to help by being smokefree!

Interested in stopping smoking? Call 01634 334800 or email medwaystopsmokingservice@nhs.net