



YOUR HOUSING NEWSLETTER

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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 June!



COST OF LIVING PAYMENT



£650 will be paid automatically to millions of households*

You do not need to apply or contact us.



*Eligibility criteria apply

If you are claiming benefits and think that you are entitled to a Cost of Living Payment, you don't need to do anything. You'll get the payments automatically.

The first instalment of the £650 Cost of Living Payments will be paid automatically to eligible people, between 14 - 31 July.

- the second payment will of £324 will follow from the autumn
- the DWP will never ask for personal details by SMS or email.

To find out more visit: Cost of Living Payment - GOV.UK (www.gov.uk)



How can we improve your area?

Let us know by submitting an Environmental Improvement project request for your area!

Every year we have funding to spend on small projects to make improvements to communities. An Environmental Improvement is a physical project providing benefits to residents such as:

- Improving safety
- Improving the appearance of an area
- Improving cleanliness/tidiness of an area.

The project must be:

- Of benefit to the community
- On land owned by Medway Council
- In areas of mostly Council owned housing.

Tell us your ideas and suggestions by emailing Tenant.Participation@medway.gov.uk



The current repairs and maintenance contract with Mears Plc comes to an end in 2024. It is vital that our repairs contractor meets the needs and expectations of our customers. To do this, we need to gain an understanding of what really matters to you. We will be holding a workshop to identify your key priorities and requirements for the repairs service. At the workshop we will explain our current service delivery arrangements, discuss the timeframe, and explain the tender process.

Whilst there is a lot of work to do, we are looking forward to hearing your views and ideas!

The workshop will be held on 5th September 2022 at Woodchurch House from 12.30 - 2pm. Booking is essential. Please book your place by emailing tenant.participation@medway.gov.uk or by calling 01634 333251.



We understand that there's a lot of information when you rent your home from Housing Services. We also understand that it's good for you to have access to this information when you need it.

This is why we will be launching a tenant account – a free online tool which you can log into and access your information.

Here you will be able to make payments easily and find out things like rent paid, rent due and who is your housing officer is. This is only the start as you will eventually be able to access other services and information, such as accessing documents, reporting repairs, viewing your repairs appointments and you will also be able to respond to surveys to help us improve the services we provide to you.

IMPORTANT INFORMATION REGARDING MEROL USERS

When the portal is launched, customers will be unable to access the MEROL system.

Customers will need to register to the tenant portal to set up online payments.

Alternatively, to set up a Direct Debit payment please contact the office on 01634 333344 or visit https://www.medway.gov.uk/downloads/file/1861/housing_direct_debit_form



HOMES FOR INDEPENDENT LIVING QUIZ NIGHT

The Homes for Independent Living Schemes held their Annual Quiz Night and great fun was had by all. Congratulations to the team from Marlborough House for winning first prize!

Thank you to everyone who took part. Special thanks to the Homes for Independent Living Chairperson and Quiz Master, Trevor King.



COMPLAINTS

We do our best to ensure that the service you receive from us is the best possible. However, from time to time we recognise that we make mistakes and there is the need for you to raise this with us.

In the first instance we hope you would feel able to speak to one of our officers to resolve the problem immediately. Sometimes though you may feel it is necessary to use our formal complaints procedure to raise the matter with us.

We record and monitor all complaints about the Housing Service; and we aim to reply to your complaint within ten working days of you raising the matter with us. We use complaints to learn from our mistakes and improve our services; and our Housing Management team review all complaints on a monthly basis. Following investigation of a complaint all staff are required to note any learning.

If you're unhappy with the service, you have received and would like more information on our complaints process please see the following methods:

- www.medway.gov.uk/info/200422/complaints/1383/housing_complaints
- phone 01634 333 333
- write to us: Customer Relations, Medway Council, Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR.



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.

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

Common hazards that affect safety in the home include:

- a faulty gas boiler
- fire risks
- dangerous electrics

A SUMMER OF SPORT

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

FREE DROP-IN FOOTBALL
IN MEDWAY PARKS EVERY SATURDAY THIS SUMMER

SATURDAY PARK SESSIONS:

Location	Under 8	8-12
Liberty Park, Wainscott	10 - 11am	11am - 12noon
Palmerston Park, Chatham	10 - 11am	11am - 12noon
Rainham Rec	10 - 11am	11am - 12noon
Gillingham Park	12.30 - 1.30pm	1.30 - 2.30pm
Luton Rec	12.30 - 1.30pm	1.30 - 2.30pm
Pottery Road Rec, Hoo	12.30 - 1.30pm	1.30 - 2.30pm

WEEKDAY DROP-IN FOOTBALL AT SPORTS CENTRES (SUMMER ONLY)

Location	Day	5 - 11	7 - 12
Strood Sports Centre	Friday		5.30 - 6.30pm
Strood Sports Centre	Wednesday	5.30 - 6.30pm	

(Date only football is from 6 - 27 July)

WEEKDAY DROP-IN FOOTBALL AT SPORTS CENTRES (SUMMER, AUTUMN, AND WINTER LOUPE 2022 - MARCH 2023)

Location	Day	7 - 12
Strood Sports Centre	Thursday	4.30 - 5.30pm
Wasting Park Football Centre	Wednesday	4.45 - 5.45pm

NO NEED TO SIGN-UP JUST JOIN US ON THE DAY

Summer of Sport
JOIN US FOR A SUMMER OF FAMILY FRIENDLY SPORT AND ACTIVITIES

ACTIVITIES: FOOTBALL, BOOTCAMP, CIRCUITS, PADDLE BOARDING, KAYAKING, BOXERISE, YOGA, TENNIS, AQUA AEROBICS, SK, SWIMMING, THE BIG SPLASH AT THE STRAND.

INCLUDES LIFE-WEAR FREE WITH THE ENTRY FOR CHILDREN, YOUNG PEOPLE AND THE WHOLE FAMILY!

medway.gov.uk/summerofsport

Summer holiday activity clubs
for 5-16 year olds

Book now

MedwayGo

go.medway.gov.uk

SUMMER ACTIVITY HOLIDAY CLUBS

MedwayGo is offering fun and exciting activities for 5 to 16 year-olds during the summer holidays. Clubs run between Monday, 25 July and Friday, 2 September and are free for children who have benefits-related free-school meals. MedwayGo is run by Medway Council and over 3,000 children

have already taken part. Children have a great time making new friends and trying out new activities, from fencing and bush craft to dance and judo. Sessions include a tasty and healthy lunch. To book your place visit go.medway.gov.uk

STAY SAFE IN THE SUN



Medway
Serving Tame

SIMPLE STEPS TO STAY SAFE IN THE HEAT

Keep out of the sun between 11am and 3pm

Keep an eye on the elderly and your neighbours during the hot weather

Apply sunscreen of at least SPF 30 with UVA protection

Drink plenty of cold drinks, and avoid excess alcohol, caffeine and hot drinks

FIND OUT MORE: WWW.MEDWAY.GOV.UK/NEWS

BABY AND BUMP FAIR



**Beside You
Baby & Bump Fair**

Saturday, 6 August, 9.30am - 4pm
The Academy of Woodlands, Gillingham

Everything you need to know about caring for your baby in pregnancy and early childhood, including:

- Breastfeeding advice
- Baby sleep
- Mum & baby fitness
- Introducing first foods
- Hypnobirthing sessions
- ...and lots more

No need to book

Free event for new & expectant families

wearebesideyou.co.uk/babyfair #BESIDEYOU A BETTER MEDWAY Medway Serving You

Here are just a few of the many activities we've got planned for the big day:

Guest speaker Hannah Croft

Celebrity speaker Kate Quilton

Celebrity speaker - Kate Quilton
Kate Quilton is a TV journalist and presenter and has reported for ITV and Channel 4 on breastfeeding, food production and healthy eating.

Introducing first foods
Find out how and when to introduce solid foods with Lactation Consultant Hannah Croft.

Sweaty Mama
Fun and relaxed workouts with your bump, baby or pre-schooler!

Hypnobirthing
Join hypnobirthing specialist Sara Cottenden for fun taster sessions.

No need to book

CHILD FRIENDLY GILLINGHAM

ONE MILE - MANY WAYS!

Thousands of residents will take part in an exciting campaign which will see Medway travel the distance around the world. Everyone who lives, works or studies in Medway is being encouraged to become more active and move a mile in their own way as part of the innovative year-long Medway Can health campaign. Whether it is walking, running, dancing or hopping residents will be able to log and track their miles at medwaycan.com and see how many miles Medway has collectively moved together. The ambition is to travel the distance around the globe – a staggering 24,901 miles. Visit the website and log your activity for your chance to win prizes. www.medwaycan.com



**Let's get
Medway moving!**

One mile, many ways.
medwaycan.com

medway can



FREE MENTAL HEALTH SUPPORT FOR YOUNG PEOPLE

Kooth provides free mental health support for young people aged between 10-16.

Kooth is #HereForYou.

Visit [kooth.com](https://www.kooth.com) to register for their supportive online community with lots of guided support courses and resources.



Follow us on Facebook - Medway Council Housing Services

