



YOUR HOUSING NEWSLETTER

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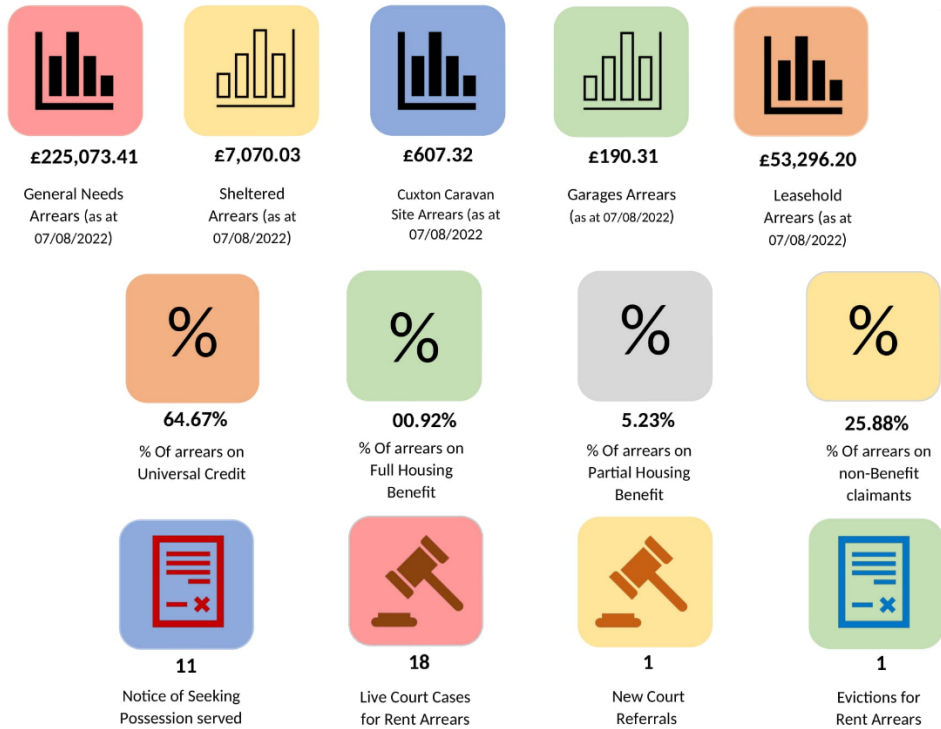
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Tenancy and Income Team Performance

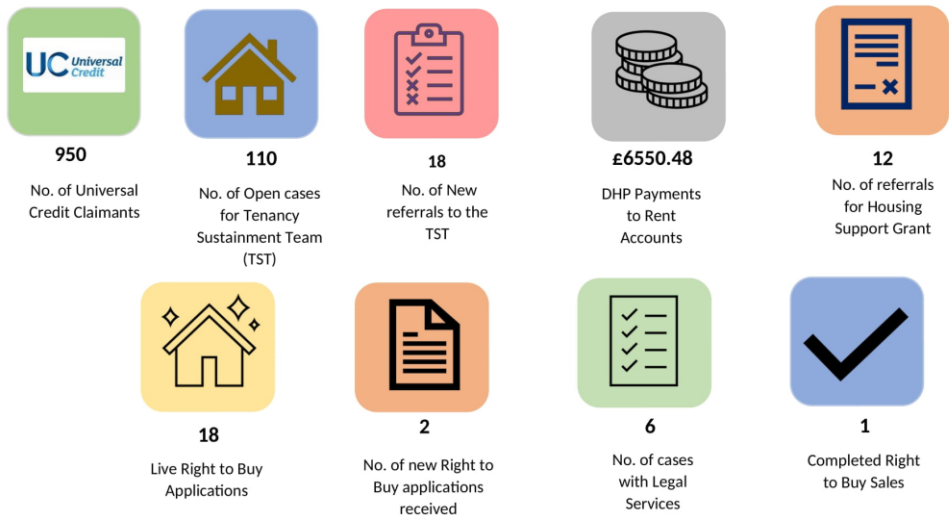
Every month we share our performance with you, reporting on the work that we've done. This infographic shows how the Tenancy Team and the Income Team performed in July!



Income Team Infographic 01 – 31 July 2022



Income Team Infographic 01 – 31 July 2022



Energy Survey

Working with Kent County Council and other local authorities,

Kent Green Action is a campaign to connect people with nature, and inspire everyone to take action to improve our environment.

Valuing and protecting our local environment not only helps to protect the natural world but also leads to great benefits for our health, wellbeing, and local economy.

Help us understand how local councils in Kent and Medway can support their residents in reducing their energy bills by completing a 10-minute survey at

<https://loom.ly/yLIQNk0>



ENERGY SAVING TIPS



30 DEGREE WASH

Setting your machine to a cooler wash saves a significant amount of energy, so it pays to do this where possible!



CHECK YOUR THERMOSTAT

Turn down your thermostat by one or two degrees and put on an extra layer of clothing, which can save between £5 and £10 per month on your energy bill.



DON'T OVER-FILL

Boiling a kettle half full instead of full four times a day can save enough energy to run a TV for four hours, so just boil what you need instead of filling up the whole kettle.



DEFROST FREEZERS

Keeping your fridge and freezer free of frost will boost their efficiency and use less energy. Keeping your fridge at least three quarters full will also boost its efficiency.



SWITCH OFF STANDBY

Leaving electrical devices on standby such as TV's and microwaves amounts to around 8% of the average electricity bill. This could save you £30 per person per year.



SWITCH TO LED

LED bulbs are more energy efficient than regular lightbulbs. This small change can be implemented gradually when your current bulbs reach end of life.

Energy saving at home



www.kent.gov.uk/
SaveEnergy





Tenants Co-Production Panel

Working Together

Co-production means tenants and leaseholders working as equals alongside our staff sharing your experience, skills, and influence to help design, develop and deliver our services to you.

We can offer:

- Free Training
- Time Credit Offers
- New skills and experience for your CV
- Improved services for customers
- Be part of a friendly team

Skills needed to be a panel member include:

- Be able to express views clearly and effectively
- Respect the views of others
- Be able to challenge constructively

We're looking for tenants and leaseholders to help improve what we do. If you would like to find out more, please email us at Tenant.Participation@medway.gov.uk by 12 September.



We Need You!

Review, monitor and improve.

Can you help us make sure our service meets the needs of all our residents, ensuring quality for all?

We're looking for tenants and leaseholders to join our **Customer Scrutiny Panel**. The panel will consist of 5 members who will meet quarterly and work in partnership with Housing Services staff to review our performance and outcomes.

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- Time Credit Offers
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If you would like to find out more please email Tenant.Participation@medway.gov.uk by 12 September.

Fire Risk Assessments

A fire risk assessment (FRA) is a report on the fire hazards and precautions within the internal communal areas of a building. It identifies potential risks, evaluates existing fire safety measures and determines if additional measures are needed to prevent, control and mitigate the effects of a fire.

Over the next few weeks our contractors Bell and Harmony will be starting to undertake fire risk assessment works in our Schemes and General Need blocks.

This should not cause any disruption to you. Our contractors will always wear identification and never ask to access your property without a prior appointment. If you have any concerns please call the Housing Team on 01634 333 344.



FIRE RISK ASSESSMENTS



Medway Council Customer Pledge

The pledge sets out how we aim to serve our customers and what we ask for in return. It reflects our efforts to modernise how we do our business, increasingly providing information and access to services online.

We get the job done

- We'll aim to respond to your enquiry promptly
- We'll keep you informed if we cannot meet a deadline or answer your question straight away

We are professional

- We're courteous and helpful and aim to make things simple and straight forward
- We'll treat you fairly
- We'll respect your privacy, taking care of your data

We aim for continuous improvement

- We're modernising how we do business, improving online information and access to services
- We'll support you to access online services if you need our help
- We'll listen and learn from our customer feedback to make our service better, we'll say sorry and put things right if we make a mistake

What we ask of you, our customers

- Please visit medway.gov.uk to see how best to contact us. Remember it's quick and easy to use our online services.
- We ask that you treat staff with courtesy and respect – we're here to help.
- Please let us know how we're doing, by using our complaints, compliments and comments procedure

Handyman Service

*We are pleased to introduce the
Handyman Service to our customers*



What is the Handyman Service?

- The Handyman can help customers by carrying out small jobs around the home free of charge.
- The service will focus on any small jobs around the house that do not require immediate attention and fall outside of contracted repair works.
- Customers will need to provide materials for any job undertaken.

To qualify for the Handman Service you must fall into the following criteria:

- Must have a clear rent account or be keeping to a repayment plan
- No records of ASB (Anti-Social Behaviour)
- Have allowed us to carry out Gas Servicing and Planned Maintenance to your home without obstruction
- Compliancy with your tenancy agreement

What does the Handyman Service provide?

- The Handyman is a skilled person who has the tools and equipment to carry out works
- Generally the Handyman will be able to carry out jobs up to a maximum of 2 hours
- Customers will be limited to 2 hours service per year (April 1st to March 31st)



Handyman Service

The Handyman will be able to:

- Put up shelves
- Adjust, renew or fix internal doors or gates
- Ease and adjust cupboard doors
- Small areas of painting and tiling
- Hanging pictures, curtain rails, blinds and mirrors
- Assembling flat pack furniture
- Fix floor covering
- Fit or renew doorbells
- Renew toilet seats
- Put up a washing line to existing posts or hooks
- Bleed radiators
- Fit wall brackets or hanging baskets
- Trim internal doors to fit new carpets or floor coverings
- Fit a plug or chain to bath, basin or sink
- Change light bulbs
- Remove or replace lampshades, curtains and pelmets

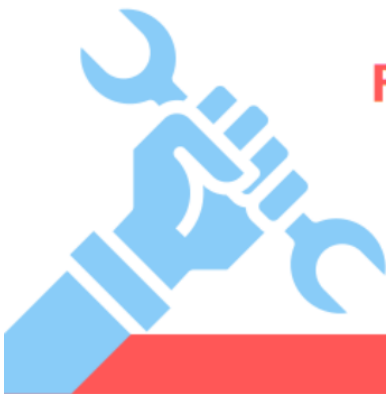
The Handyman will NOT be able to complete any gas or electrical works

How do I book the Handyman Service?

Contact the Housing Repairs Team on:

01634 333601

Freephone 08000730073



Cost of living - Help for Households



Find details of the help available to Medway residents to help with the cost of living

We understand that managing finances and household bills can be challenging, especially at the moment with the increase in the cost of living. That's why it's important to know what help and support is available that could benefit you, a relative, friend or neighbour.

To make things simpler, we've created a dedicated page on our website which is full of advice and information about the support available which includes:

- council tax reductions
- help with childcare costs

- help with food and energy bills
- debt advice and much

https://www.medway.gov.uk/info/200627/cost_of_living_help_for_households



Medway Adult Education is excited to be launching their new 2022/23 programme from September. Whether you would like to upskill with training like teaching assistant, counselling, English, maths and digital skills...or are looking to help spark your creativity from a wide choice of arts and crafts courses- September is a great time to start something new for you.

Many of their qualification courses are offered fully or part funded for those on benefits.

To find out more please visit... <https://www.medwayadulthoodeducation.co.uk/>

or contact on adulthoodeducation@medway.gov.uk

Let's get Medway moving!

Run, dance, swim or even moonwalk for a mile and join thousands of people helping Medway travel around the world.



Join the journey and log your miles at:

medwaycan.com

#MedwayCan





A healthy baby starts with a healthy pregnancy

How much weight
should I gain?

How do I keep active?

How can I manage how
much weight I put on
during my pregnancy?

All expectant mums
want to enjoy a healthy and
happy pregnancy.
BumpClub Medway is a
friendly prenatal group for
mums in the area,
helping you to look after
yourself and your baby
during this
exciting time.

For the answers to these
questions and much more,
scan the QR code below
and discover **BumpClub**
Medway!



For more information call us
on 01634 334800 or email us at
kmccg.healthypregnancymedway@nhs.net



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<http://www.facebook.com/medwayhousingervices>