**[Housing Matters](https://www.medway.gov.uk/housing)**

# [Electricity consumption around the home](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDEsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL2RvY3JlYWRlci5yZWNpdGVtZS5jb20vZG9jL3ZpZXcvaWQvNjM2MGZkYTU1ZmJlYiJ9.3ankHKnPAg_KrB_oIeseew7uZNoCdVqJnyabh-o7Ymg/s/660799264/br/153693127976-l)

It’s always useful to understand how much appliances cost to run, particularly with the steep increase in energy prices.

So it’s worth knowing where you might be able to make savings.

How much do your [**appliances cost to run**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDMsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL2RvY3JlYWRlci5yZWNpdGVtZS5jb20vZG9jL3ZpZXcvaWQvNjM2MGZkYTU1ZmJlYiJ9.Y2MMPAcHeDf9QKZaeLO4C5viR_vZ_4mDxu9KSj52LAo/s/660799264/br/153693127976-l)?

The amount it costs to run appliances depends on three things:

* The rating (watts)
* The price you are charged per unit of energy (your energy tariff)
* How long the appliance is running for?

👉To find out more about how much it costs to run common household items have a look at [**The Warm and Safe Homes Electricity Consumption leaflet.**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDQsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL2RvY3JlYWRlci5yZWNpdGVtZS5jb20vZG9jL3ZpZXcvaWQvNjM2MGZkYTU1ZmJlYiJ9.6P0ikgk9cMm1UmHHkjYCXJ1LwUKqWlP2XFz5K9F_KoA/s/660799264/br/153693127976-l)

# [The Priority Services Register](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDUsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy51a3Bvd2VybmV0d29ya3MuY28udWsvcG93ZXItY3V0L3ByaW9yaXR5LXNlcnZpY2VzL3NpZ24tdXAtdG8tb3VyLXByaW9yaXR5LXNlcnZpY2VzLXJlZ2lzdGVyIn0.aQMGB2JQ9DUbzv95Jj4yDW_sdlnaNVINnqddS39nBwQ/s/660799264/br/153693127976-l)

The [**Priority Services Register**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDcsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy51a3Bvd2VybmV0d29ya3MuY28udWsvcG93ZXItY3V0L3ByaW9yaXR5LXNlcnZpY2VzL2Fib3V0LXRoZS1wcmlvcml0eS1zZXJ2aWNlcy1yZWdpc3RlciJ9.avcNjRWNTGQrSHEmKL-Cu_7K8umXsNh64KxfX4mVm5Y/s/660799264/br/153693127976-l) is a free service for anyone who needs extra support or additional care in the event of a power cut.

You can register for the service if you or someone in your household:

* relies on medical equipment
* have refrigerated medicines
* have a serious or chronic illness
* have a disability
* is living with dementia
* are of pensionable age
* have children under five in your household
* have mental health difficulties
* you need support because of a life-changing event such as bereavement, relationship breakdown, job loss, recovery from hospital treatment or living independently for the first time

If you or someone in your household is experiencing any of these circumstances, you can register to receive extra help on a temporary basis.

👉Find out more at[**: ukpowernetworks**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDgsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy51a3Bvd2VybmV0d29ya3MuY28udWsvcG93ZXItY3V0L3ByaW9yaXR5LXNlcnZpY2VzL2Fib3V0LXRoZS1wcmlvcml0eS1zZXJ2aWNlcy1yZWdpc3RlciJ9.g4p3PtDw0iteSOXgH9yJpVBiXW3AUBACiY6fwy-T4Uw/s/660799264/br/153693127976-l)

👉A similar scheme is also available from[**British Gas**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDksInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5icml0aXNoZ2FzLmNvLnVrL3ByaW9yaXR5LXNlcnZpY2UtcmVnaXN0ZXIifQ.TK2XTSi1fZfKfNO_Oa2b6A8lYMr7_VG5453z6vvgY7E/s/660799264/br/153693127976-l)

# [Fire safety](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMTAsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2Rvd25sb2Fkcy9maWxlLzQ2ODUvZmlyZV9zYWZldHlfcG9saWN5In0.zA7q1-D70tY1aetcr4OUU9cibICOoSeb2ieyXQwPSRg/s/660799264/br/153693127976-l)

We have an obligation under the Fire Safety (England) Regulations 2022 to provide fire safety information to residents on an annual basis.

It is important that you know how to reduce the chances of a fire starting in your home and how to keep yourself, your family and your property safe from fire.

Most fires in the home are preventable and are caused by factors such as smoking, leaving cooking unattended, using candles, storing large amounts of combustible material, faulty electrical appliances (such as dishwashers left on overnight), or overloading of electrical sockets. By taking a few sensible precautions you can significantly reduce your chances of having a fire.

Fire doors play a key role in protecting people and the property in the event of a fire. It is imperative that:

1. Fire doors should be shut when not in use
2. Residents or their guests should not tamper with self-closing devices on any fire door
3. Residents should report any fault with, or damage to, fire doors immediately to Housing Repairs telephone 01634 733499 and select option 2 or email [housing.repairs@medway.gov.uk](mailto:housing.repairs@medway.gov.uk)

Failing to comply with the above could be deemed as a potential breach of your tenancy agreement.

Medway Council's Landlord Services Stay Put policy can be viewed or downloaded at: [**Medway Council Downloads**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMTIsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2Rvd25sb2Fkcy9maWxlLzQ2ODUvZmlyZV9zYWZldHlfcG9saWN5In0.KerWCZUdrkpUMSQwRiy5wIbiIRIrt6G8O__lbbfm3hg/s/660799264/br/153693127976-l)

If you require a hard copy please email us: [tenant.participation@medway.gov.uk](mailto:tenant.participation@medway.gov.uk).

# [Book a free home fire safety visit](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMTMsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5rZW50LmZpcmUtdWsub3JnL2hvbWUtZmlyZS1zYWZldHktdmlzaXRzIn0.PymVzrnh3aGZTjjGd2Y95N-f1xI_gr5dIyI9rxXy7do/s/660799264/br/153693127976-l)

Making sure your home is a safe place is important for everyone, especially if you have a long-term health condition or dementia, a young family, are an older person or a smoker.

One way to help make your home a safer space is to request a free home fire safety visit from a specialist firefighter or Safe and Well officer.

👉To book a fire safety visit go to: [**kent.fire-uk.org/home-fire-safety-visits**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMTUsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5rZW50LmZpcmUtdWsub3JnL2hvbWUtZmlyZS1zYWZldHktdmlzaXRzIn0.XWnZIOTgpkUqqf0HhfwKYOwVzcuGcwUy79SEqGkF87s/s/660799264/br/153693127976-l)

# [Gain confidence with numbers](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMTYsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL2Vic29udHJhY2twcm9zcGVjdC1tZWR3YXkudHJpYmFsLWVicy5jb20vUGFnZS9Qcm9zcGVjdHVzTGlzdD9zZWFyY2hfREVTQ1JJUFRJT05fb3BlcmF0b3I9Q29udGFpbnMmc2VhcmNoX0RFU0NSSVBUSU9OX3R5cGU9U3RyaW5nJnNlYXJjaF9ERVNDUklQVElPTl92YWx1ZT1tdWx0aXBseSJ9.KcFxsZBh_Ytufs5e03aEy_FT0L0fhGXev7Wk-I6OjrI/s/660799264/br/153693127976-l)

Medway Adult Education is offering [**FREE courses**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMTgsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL2Vic29udHJhY2twcm9zcGVjdC1tZWR3YXkudHJpYmFsLWVicy5jb20vUGFnZS9Qcm9zcGVjdHVzTGlzdD9zZWFyY2hfREVTQ1JJUFRJT05fb3BlcmF0b3I9Q29udGFpbnMmc2VhcmNoX0RFU0NSSVBUSU9OX3R5cGU9U3RyaW5nJnNlYXJjaF9ERVNDUklQVElPTl92YWx1ZT1tdWx0aXBseSJ9.bYtvipsmy9Zm_vbXFp7D_VZ1jRNFDx55wRFPF-3juYE/s/660799264/br/153693127976-l) across a range of subjects to help people become more comfortable working with numbers.

These [**practical and informative courses**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMTksInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL2Vic29udHJhY2twcm9zcGVjdC1tZWR3YXkudHJpYmFsLWVicy5jb20vUGFnZS9Qcm9zcGVjdHVzTGlzdD9zZWFyY2hfREVTQ1JJUFRJT05fb3BlcmF0b3I9Q29udGFpbnMmc2VhcmNoX0RFU0NSSVBUSU9OX3R5cGU9U3RyaW5nJnNlYXJjaF9ERVNDUklQVElPTl92YWx1ZT1tdWx0aXBseSJ9.hGfYmmk93W6d_4yihz7VUYNwJ6Has9l1jz4Il71IxGQ/s/660799264/br/153693127976-l) are designed to build confidence with numbers and be of use in everyday life. They can help with everything from planning your weekly shopping spend, managing bills, cooking, to helping the kids with their homework.

Rather than pure maths, these sessions are taught through a wide range of subjects including: cooking, gardening, sewing, pottery, radio production, and maths for teaching assistants and more.

Free to anyone who doesn't have a level 2 in maths (grade ‘C’ or 4).

👉To enrol and to find out more visit: [**Medway Adult Education Multiply Courses**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMjAsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL2Vic29udHJhY2twcm9zcGVjdC1tZWR3YXkudHJpYmFsLWVicy5jb20vUGFnZS9Qcm9zcGVjdHVzTGlzdD9zZWFyY2hfREVTQ1JJUFRJT05fb3BlcmF0b3I9Q29udGFpbnMmc2VhcmNoX0RFU0NSSVBUSU9OX3R5cGU9U3RyaW5nJnNlYXJjaF9ERVNDUklQVElPTl92YWx1ZT1tdWx0aXBseSJ9.ogXDrcNirTBMd3CN2RUXQ2JmaZjT6IUIhRN5luyjwKg/s/660799264/br/153693127976-l)

👉 Email: [adulteducation@medway.gov.uk](mailto:adulteducation@medway.gov.uk)  or call 01634 338400

# [Help with the cost of living](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMjEsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL0hvdXNlaG9sZEhlbHAifQ.28tuQIH1WyU4e6EJBSIhobbE4I9bDFkpKUHs0wBa16Q/s/660799264/br/153693127976-l)

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 more

👉Find out more at: [**medway.gov.uk/HouseholdHelp**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMjMsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL0hvdXNlaG9sZEhlbHAifQ.jOgykddqUmZnlJnuFIrxhEtVQEZg0v5vSOTTN9T8q-I/s/660799264/br/153693127976-l)

# [Housing Services online account](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMjQsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwMTUyL2NvdW5jaWxfaG91c2luZy84MTYvcmVnaXN0ZXJfZm9yX2FfbWVkd2F5X2hvdXNpbmdfc2VydmljZXNfb25saW5lX2FjY291bnQ_dXRtX3NvdXJjZT1GYWNlYm9vayZ1dG1fbWVkaXVtPXNvY2lhbCZ1dG1fY2FtcGFpZ249T3JsbyZ1dG1fY29udGVudD1Ib3VzaW5nIn0.Lga3nZhDx628SNywXHrsj_0MBK2YiZ1WcikxtTOIE0I/s/660799264/br/153693127976-l)

A [**Medway Housing Services Online**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMjYsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwMTUyL2NvdW5jaWxfaG91c2luZy84MTYvcmVnaXN0ZXJfZm9yX2FfbWVkd2F5X2hvdXNpbmdfc2VydmljZXNfb25saW5lX2FjY291bnQ_dXRtX3NvdXJjZT1GYWNlYm9vayZ1dG1fbWVkaXVtPXNvY2lhbCZ1dG1fY2FtcGFpZ249T3JsbyZ1dG1fY29udGVudD1Ib3VzaW5nIn0.1q2hmhRUV8XJHBQCZr70paW8acU7t28K1huAwo4yZPU/s/660799264/br/153693127976-l) account gives you a simple way to manage your housing tenancies in one place.

By setting up an [**account**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMjcsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwMTUyL2NvdW5jaWxfaG91c2luZy84MTYvcmVnaXN0ZXJfZm9yX2FfbWVkd2F5X2hvdXNpbmdfc2VydmljZXNfb25saW5lX2FjY291bnQ_dXRtX3NvdXJjZT1GYWNlYm9vayZ1dG1fbWVkaXVtPXNvY2lhbCZ1dG1fY2FtcGFpZ249T3JsbyZ1dG1fY29udGVudD1Ib3VzaW5nIn0.ZmJCtaCBqu8IN09VgWWSFowwc82B-iJlrTXZjiM5Ric/s/660799264/br/153693127976-l) you'll be able to:

* pay housing rent
* keep track of your housing balances
* view rent statements
* see upcoming rent payments

👉To find out more and to register visit: [**Housing Services Online**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMjgsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwMTUyL2NvdW5jaWxfaG91c2luZy84MTYvcmVnaXN0ZXJfZm9yX2FfbWVkd2F5X2hvdXNpbmdfc2VydmljZXNfb25saW5lX2FjY291bnQ_dXRtX3NvdXJjZT1GYWNlYm9vayZ1dG1fbWVkaXVtPXNvY2lhbCZ1dG1fY2FtcGFpZ249T3JsbyZ1dG1fY29udGVudD1Ib3VzaW5nIn0.2bvyt7jbWz85d7nrsRHAf_5KUPN_EVRfZ32prQ4iUwo/s/660799264/br/153693127976-l)

# [The Big Door Knock](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMjksInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL0hvdXNpbmcifQ.pUG0ZMkNFjMq4ksHAOt7K30N7ISfs9t9g-jn7mX5pYc/s/660799264/br/153693127976-l)

In October 2022 we completed the first of our Big Door Knock events. Thank you to everyone who spoke to us on the day and completed surveys, we really appreciate all your thoughts and feedback on the service.

We visited 313 properties across James Street, Saunders Street, Tintagel Manor, Penryn Manor, Benenden Manor, Redruth Manor, Hazlemere Drive and Wollaston Close.

**What you told us...**

The key results from the survey are as follows

* 67% satisfied with the services provided by Housing Services
* 69% satisfied with the repairs service in the last 12 months
* 61% satisfied n with the time taken to complete the repair after you reported it
* 60% of customers are satisfied that Housing Services keeps them informed about things that matter to them.
* 61% satisfied that Housing Services provides a home that is safe
* 61% satisfied that Housing Services provides a home that is well maintained
* 60% satisfied that Housing Services keeps you informed about things that matter to you
* 72% satisfied that ‘Housing Services treats me with fairly and with respect’.
* 37% have made a complaint to Housing Services in the last 12 months
* 69% satisfied that Housing Services keeps these communal areas clean and well maintained
* 55% satisfied that Housing Services make a positive contribution the neighbourhood

**How we will use your feedback**

We will make sure that your views are listened to and acted upon by:

* Producing a new Resident Engagement Communication Plan
* Organise a range of opportunities to meet us and estate events
* Ensure customer feedback is published

To improve our complaint handling service, we will:

* Survey customers on the complaints process following the resolution of a complaint
* Provide more training to our staff around complaint handling
* Encourage customers to be actively involved in the review of complaint outcomes

We will improve our handling of ASB cases by:

* Reviewing the methods available to report ASB issues
* Surveying customers who have ASB cases
* Encourage customers to be actively involved in a review of our ASB processes

During 2023, we will be out knocking on more doors. Look out for the dates that we will be in your area.

👉In the meantime, if you would like to give us any feedback then please email: [**tenant.participation@medway.gov.uk**](mailto:tenant.participation@medway.gov.uk)

# [Damp and condensation](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMzEsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwMTUyL2NvdW5jaWxfaG91c2luZy8xMDcvcmVwYWlyc190b19teV9ob21lLzEifQ.4-tSXYAgzG_xL56REElghKoJYz64QsaanoFW9XYotno/s/660799264/br/153693127976-l)

During the colder months condensation becomes a major problem in many British homes.

It is caused when warm, moist air hits a cold surface such as a window or external wall and condenses, running down the cold surface as water droplets.

If left this can develop into black mould which looks and smells bad and can cause health problems.

Check that extractor fans are working and that you use them when cooking and showering/bathing. You should be able to hear the fans working but you can also check by holding your hand near to it and check you can feel an air flow.

Your windows may have trickle vents fitted to them. These should be left open where possible and should not be blocked. If you do not have trickle vents, open the windows very slightly as and when you need to.

You may have other vents situated around your home such as pacifier vents and air bricks, it is important that these are kept clear to allow the building to breath and to prevent damp and mould forming.

👉If you’ve carried out these checks and have found a problem that you are not able to fix you should contact your Housing Repairs Team on: 01634 333 601 (Freephone 08000 730 073 from a landline) or via email at: [housingrepairs@medway.gov.uk](mailto:housingrepairs@medway.gov.uk)

# [HRA budget consultation meeting](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMzMsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwMTUyL2NvdW5jaWxfaG91c2luZy84NS9oYXZlX3lvdXJfc2F5X2luX2hvdXNpbmdfc2VydmljZXMifQ.b0rf4bYh_EgEAX2Pf7fnD_MJ2fhk-pSo585Bi8tsm3E/s/660799264/br/153693127976-l)

On the 23 January we held a [**HRA Budget Consultation**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMzQsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwMTUyL2NvdW5jaWxfaG91c2luZy84NS9oYXZlX3lvdXJfc2F5X2luX2hvdXNpbmdfc2VydmljZXMifQ.7-moLYFRJ3EcGq5Yxg8XqMFrVH3BT3LVR6m9HnIjH78/s/660799264/br/153693127976-l) meeting with residents, who attended the Gun Wharf Offices and virtually via Teams.

Information regarding the consultation can be found on the housing webpage

If you have any questions regarding the HRA Budget or would like to view the full report, please email [Tenant.Participation@medway.gov.uk](mailto:Tenant.Participation@medway.gov.uk)

# [Interested in quitting smoking?](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMzUsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL3Ntb2tlZnJlZSJ9.1tbcLxrNmA0wR5rob7zjR1LVGAlhjd8vDwAcUU92_NE/s/660799264/br/153693127976-l)

Did you know, you’re up to three times more likely to [**quit smoking**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMzYsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL3Ntb2tlZnJlZSJ9.sTTZ-xrUc_yeLnmPgtT1SnjjW00u8_RuQkTnes7kkq0/s/660799264/br/153693127976-l) with the right support?

Sign up today for seven weeks of free support from a specialist Stop Smoking Adviser.

To find out more: Phone: **07800 505531** or email: [**swaptostop@medway.gov.uk**](mailto:swaptostop@medway.gov.uk)

# [How we're performing...](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMzcsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwNTg5L2hvdXNpbmdfcGVyZm9ybWFuY2UifQ.XLtBMf7UwBJGMGrgatB1C_21Cdj6g-4NQx1gGcaMf68/s/660799264/br/153693127976-l)

The team work year-round to support our tenants and provide the best service they can.

We publish our [**performance information**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMzksInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwNTg5L2hvdXNpbmdfcGVyZm9ybWFuY2UifQ.lHVx2VeqknjpfjTcs5IfqRmHjD56e6RAh4KdMD9NMeA/s/660799264/br/153693127976-l) on a monthly basis.

To see how we are doing visit: [**Housing Performance**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxNDAsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwNTg5L2hvdXNpbmdfcGVyZm9ybWFuY2UifQ.zps8lwVwXdiEy3cXKVhg7E4hQjaJ6D-SIGKB0njfpgw/s/660799264/br/153693127976-l)

# [Complaints](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxNDEsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwNDIyL2NvbXBsYWludHMvMTM4My9ob3VzaW5nLWNvbXBsYWludHMifQ.vSCDr5kUT-NoNojV22-3OchR6C3B0RK1qV1FbsoZ_cY/s/660799264/br/153693127976-l)

If you unhappy with the service you have received from the Housing Services Team please visit the [**Medway Council Housing Complaints**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxNDMsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwNDIyL2NvbXBsYWludHMvMTM4My9ob3VzaW5nLWNvbXBsYWludHMifQ.lIaZPjgod24FH72E1f4lFZ5U4iVFReKdlpnHnRcAido/s/660799264/br/153693127976-l) page on our website.

Here you will find how to advise us of the issue, how to get assistance with your complaint, and how to escalate your complaint if you are dissatisfied with the response you have received.

To find out more or to make a complaint visit: [**medway.gov.uk/housing**](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxNDQsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3d3dy5tZWR3YXkuZ292LnVrL2luZm8vMjAwNDIyL2NvbXBsYWludHMvMTM4My9ob3VzaW5nLWNvbXBsYWludHMifQ.i3BYx1E3Kdl_XZK1luyFiRNZUeSZhcXrmFpBvucJgYM/s/660799264/br/153693127976-l)

[](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxNDUsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMzAxMzEuNzA3MTc3ODEiLCJ1cmwiOiJodHRwczovL3B1YmxpYy5nb3ZkZWxpdmVyeS5jb20vYWNjb3VudHMvVUtNRURXQVkvc3Vic2NyaWJlci9uZXcifQ.6ymB43xIgW0qVPm7NKIF6FS29Lc3j3DqJ9m90DzhyvA/s/660799264/br/153693127976-l)