

WINTER
2024

Housing Matters.

FOR MEDWAY COUNCIL TENANTS
& LEASEHOLDERS



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Medway
COUNCIL
Serving You

WELCOME TO THE WINTER EDITION OF HOUSING MATTERS



Hello, I'm Councillor Louwella Prenter and I am delighted to introduce myself as the Portfolio Holder for Housing and Homelessness, a role I have held since July 2024. Welcome to our final edition of Housing Matters for this year, after what has been an incredibly busy 2024!

Over the summer, the team were notified by the Regulator of Social Housing that our service would be inspected. Document preparation was then undertaken, and an on-site inspection took place in September.

The Regulator worked closely with our tenant panel, council leaders, senior management, officers and myself, to ensure they had a good understanding of all aspects of our service.

The inspection focused on areas that we discuss with you at our Big Door Knock events:

- The safety and quality of the homes we provide
- Our repairs and maintenance service
- Our complaints process
- How we treat you
- How we engage with you and keep you updated on our progress
- If you can contact us easily, and that the information that we provide to you is clear and accessible

We recognise the importance of our tenants having a voice and guiding us to improve the service and quality of the homes we provide.

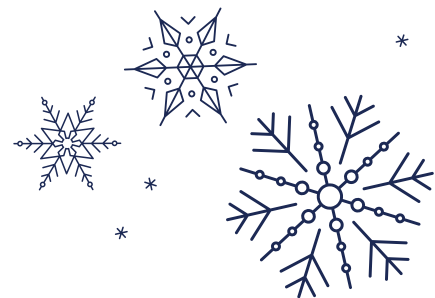
Thank you to the tenants who give up their time to attend meetings and act as the voice of those in our homes. We welcome tenant participation and would encourage any of our tenants to get involved.

Lastly, we would like to thank everyone who responded to our recent annual tenant satisfaction survey (as part of the statutory Tenant Satisfaction Measures) which was carried out by In House Research.

Your comments and feedback are invaluable to adapting and improving our services and we hope to share the results in the next edition of Housing Matters.

As ever, if you do have any feedback, then please get in contact with the team by emailing tenant.participation@medway.gov.uk

From all of us, we wish you the very best for the festive period and a happy new year.



If you have any suggestions for future articles, please contact us by email:
tenant.participation@medway.gov.uk

RESULTS OF THE REGULATORS INSPECTION

The Regulator for Social housing inspectors visited Medway in September and reviewed all four of the consumer standards: Neighbourhood and Community Standard, Safety and Quality Standard, Tenancy Standard, and the Transparency, Influence and Accountability Standard.

Inspectors observed two Tenant and Leaseholder Panel meetings, where tenant representatives review a range of performance measures, policies, and strategies. Receiving a C2 score (the second highest), inspectors noted how they observed a positive culture amongst our housing staff, and a commitment to providing good services for tenants.

A C2 score recognises that we have some improvements to make to reach the top C1 grade, and in the report inspectors commented how we had demonstrated that we understand where we need to make improvements, and that the inspectors have assurance that the council is addressing the areas of weakness identified.

We have been on a self-appointed improvement journey over recent years, striving to provide tenants with a better tenant-focused landlord service, and we welcomed the recommendations and we are continuing our improvement journey, aiming to provide a top C1 service.

WHAT THE REGULATORS SAID ABOUT US AND THE SERVICES WE PROVIDE TO YOU

Safety and Quality Standard

The inspection report recognised that we have good systems in place to manage our health and safety responsibilities and to ensure the health and safety of our tenants in their homes and any communal areas. In addition, Medway has a proactive approach to identifying and responding to cases of damp and mould in its homes.

We are updating the records we hold on the condition of our properties, with a clear improvement programme in place. A small number of properties did not meet the Decent Homes Standard, we are not complacent and inspectors noted that we have provided assurance that we are working to reduce the number of non-decent homes.

Inspectors saw evidence of our repairs and maintenance performance, and that it is generally in line with our targets. We also have plans to reduce a current repairs backlog. It was noted that we are forward-thinking, working with and listening to tenants when tendering for new repairs and maintenance contracts.

Tenancy Standard

Inspectors noted how we are offering tenancies or terms of occupation that are compatible with the purpose of our accommodation, the needs of individual households, the sustainability of the community, and the efficient use of our housing stock. The report highlights how we demonstrated our understanding of where improvements were needed and provided assurance that we are addressing the areas of weakness identified.

Transparency, Influence and Accountability Standard

The report acknowledged that we provide our tenants with 'meaningful opportunities' to influence and scrutinise our strategies, policies, and services, and provide a range of relevant and accessible information to our tenants.

Inspectors commended us on our effective and prompt handling of complaints. We do acknowledge that we need to improve the information we share with tenants about lessons learnt and improvements made as a result of complaints handling.

The report referenced: 'Whilst some areas of tenant engagement are still being developed, Medway Council is committed to building on its existing arrangements to support tenants in influencing and scrutinising its services.'

An area of improvement identified by inspectors includes ensuring we have comprehensive information about the diverse needs of our tenants to better adapt and tailor our services to their individual needs. Inspectors acknowledged that we recognise this and we have plans to extend the collection of information we hold about the diverse needs of tenants.

Maxi, the Chair of our Tenants Panel commented on the outcome of the inspection on behalf of the Panel; who work closely with housing officers to scrutinise and review the council's housing management and maintenance said:

"The Panel welcomes the outcome of the recent inspection which reflects some of the great work carried out by the council in recent years, particularly in its work to engage with tenants. The Big Door Knock has been particularly successful, and we feel that the voice of the tenant is now starting to be heard in important decisions. Together with the Panel's Deputy Chair, Mick, we meet quarterly as part of the HRA Governance Group to ensure a strong governance structure which reflects the tenants' voice."

cont.

What happens now?

The inspection concluded that we had demonstrated that we understand where improvements need to be made, and we are already taking action to address these. This includes:

Up to date record on house conditions

Eight per cent of properties fail to meet Decent Homes Standard – work is underway to tackle those not of a decent standard.

We are taking action to ensure we have comprehensive information about the diverse needs of tenants to better adapt and tailor our services to their individual needs and ensure services deliver fair and equitable outcomes for tenants.

The need to improve the information we share with tenants about lessons learned and improvements made as a result of complaints handling.

The Panel and HRA Governance Group will be monitoring the continuous improvement plan to ensure that all the areas of improvements continue on target and are completed. We will then publish information on this as part of our annual report to tenants and provide updates in Housing Matters.

Cllr Louwella Prenter, Medway Council's Portfolio Holder for Housing and Homelessness also provided the following comment –

"One of the council's most important roles is to provide quality social housing for our residents. I am pleased the inspectors from the Government's Regulator of Social Housing witnessed the hard work our staff in Medway's housing landlord services have put into providing our tenants with quality homes that are safe and suitable for their needs."

You can view the report by visiting the webpage below:

<https://www.gov.uk/government/publications/medway-council>

ANTI-SOCIAL BEHAVIOUR



What is anti-social behaviour?

Anti-social behaviour, or ASB, can cover a range of behaviours that have a negative impact on people by causing nuisance, alarm or distress.

Not everything reported will be investigated as ASB. For example, the following can cause an annoyance or inconvenience:

- A one-off party
- Cats roaming or fouling
- Children crying or playing
- Cooking odours
- Disputes on social media
- Dog roaming and fouling
- General household living noise at reasonable hours
- Talking in the street
- Inconsiderate parking on a public highway
- Lifestyle clash
- People being rude or giving you a 'funny or dirty' look

These behaviours may not automatically be considered ASB.

There are some issues that cross over between anti-social behaviour and other criminality such as drug dealing or nuisance vehicles. This is why we work in partnership with other agencies such as Kent Police to tackle such issues.

It is important in any ASB case, that we gather evidence to allow us to take action. Whilst we understand this can be frustrating, or appear as if nothing is happening, the Tenancy Team work in the background gathering information from partners or other residents.

Without evidence we are unable to use the legal powers we have as we would not meet the level of proof required. Many cases can be complex, but we work hard to reach positive outcomes for all involved.

For more information about anti-social behaviour visit our website: medway.gov.uk/HousingASB where you will find a handy ASB toolkit to help identify ASB.



CHRISTMAS OPENING HOURS



During the festive period, our offices will be closed on the **25, 26 and 27 December 2024** and **1 January 2025**.

Out of hours services will run as usual outside of office times.



For details on engagement events please see our Housing Events page: [Medway.gov.uk/HousingServicesEvents](https://medway.gov.uk/HousingServicesEvents)

Planning your festive finances

The Tenancy Sustainment Team offers a range of support services to Medway Council HRA tenants including:

- Universal Credit (UC): assistance with making or updating claims
- Housing Benefits (HB) and Council Tax Reduction: Help with applications
- Other benefits: guidance on claiming benefits Personal Independence Payment (PIP), Attendance Allowance and Household Support Grant (HSG)
- Rent arrears: advice on managing and prioritising payments.
- Financial services: referrals to specialist services such as Citizen's Advice Bureau (CAB) and StepChange

DWP Christmas and new year payment dates

If your payment date falls on a bank holiday, you'll receive your payment on the last working day before the holiday. For example, payments due on 25 and 26 December will be made on 24 December.

Payments due on 1 January 2025, will be made on 31 December. Normal payment patterns will resume 2 January 2025.

Please prioritise your rent payments and remember that help is available if needed.



Concerned about your rent payments over Christmas?

Help is available!

As Christmas approaches, it's crucial to prioritise your rent and bills. Despite the season's expenses, maintaining a budget and paying priority bills is essential.

Rent is due in advance according to your payment frequency; with no rent-free weeks.

If you're in arrears, or have concerns about rent payments; contact the Tenancy Sustainment Team or your Income and Arrears Officer for help with budgeting and income maximisation.

The team can be contacted by phone: **01634 333344** or by email housingincometeam@medway.gov.uk.

Rent payments can be made in the following ways:

- Housing Online (HOL) log on to medway.gov.uk/HousingAccount
- Direct Debit: call the team on **01634 333344** to set this up
- Standing order
- Card Payment over the phone
- AllPay payment card

WINTER WARMER GUIDANCE



With the colder months coming, you are likely to want to switch on your central heating. It's a good idea to test your central heating system before you really need it to ensure it is all working properly.

There may be air in the system which needs releasing, or a radiator might have a small leak on it. By turning on and testing the central heating system before the cold weather comes in you can check that everything is working properly and ready to keep you warm in the winter months.

Are you registered for Swale Heating's online portal?

Swale Heating have launched an online account, enabling you to manage your central heating system appointments online. You can access your account by going to **CustomerPortal.SwaleHeating.com** from your PC, tablet or mobile device. It is available 24/7, easy to use and allows you to:

- Book an appointment if your boiler breaks down
- Rebook your annual service appointment
- Track your engineer on the day they are visiting you
- Use Swale Heating's helpful videos on how to fix simple boiler problems
- Update the contact details Swale Heating hold for you

Your online account is free to use. Join over 40,000 Swale Heating customers in making sure you are ready for winter and register at **CustomerPortal.SwaleHeating.com**

Already registered? Let Swale Heating know your thoughts or any new features you would like to see by emailing them at **enquiries@swaleheating.com**



To enable residents to make an informed decision on whether to report a fault or not, the following is a helpful checklist to run through before considering reporting a fault on your central heating system:

- Check that there is credit on the gas and electric meters. All boilers require gas and electricity to function.
- Check that the main electrical switch to the boiler is turned on. You will find this in the immediate location of the boiler in your home. You will then see if the boiler itself is turned on and the light on the front is illuminated.
- Turn up the room thermostat to prompt the boiler to call for heat and then turn up any Thermostatic Radiator Valves on radiators to maximum. Check that all your radiators have heated up after around half an hour.
- Check the pressure on your boiler once a week. On the front of the boiler you will see a pressure gauge. Check that the needle on the pressure dial is in the green segment. If the needle drops into the red segment your boiler may stop working.

If you find that the boiler does not fire up or the radiators have not heated up after half an hour, or for any other problems you discover with your central heating system please phone Housing Repairs on:

01634 333601 (choose option 1 for Swale Heating)

and ask for a gas engineer to attend who will be able to resolve any issues so that your central heating system will be ready for when you really need it.



PROTECT YOUR HOME WITH CONTENTS INSURANCE



We'll insure the structure of your home but not your belongings, fittings or alterations you've made to the property. We recommend all our tenants get home contents insurance to protect against incidents such as accidental damage, theft and water leaks.

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be:

- Broken
- Damaged
- Stolen

Home contents insurance can help provide peace of mind should the worst happen.

Crystal Insurance Scheme

We have teamed up with Thistle Tenant Risks who provide specialist tenants contents insurance policies.

The Crystal Insurance Scheme is a specialist insurance scheme provided by Thistle Tenant Risks. All tenants living in social and affordable housing can apply.

The Crystal Insurance Scheme can offer you insurance for the contents of your home including cover for items such as:

- | | |
|-------------|--------------------|
| • Furniture | • Electrical items |
| • Carpets | • Jewellery |
| • Curtains | • Pictures |
| • Clothes | • Ornaments |
| • Bedding | |

About the scheme

You can apply for the Crystal Home Insurance Scheme over the phone or by email and you do not have to pay an excess.

You do not need to have any special door or window locks (just a lockable front door) and there are flexible pay-as-you-go payment options available (fortnightly and monthly premiums include a transaction charge).

The scheme covers:

- Theft
- Water damage
- Fire
- Other household risks
- Tenant improvements (up to £2,000 or 20% of the sum insured, whichever is the greatest)
- Theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000)
- Damage to external glazing for which you are responsible
- Replacement and installation of locks for outside doors or windows and alarms if keys are lost or stolen (up to £500)

Who this policy is for

Thistle Tenant Risks Contents Insurance has been designed to meet the demands and needs of social housing residents looking to purchase home contents insurance.

Thistle have approached a single insurer: Great Lakes Insurance UK Limited who provide the Crystal Insurance Scheme.

The cover is subject to the terms, conditions, limitations and exclusions. You must read the policy wording carefully.

For further information

If you have questions about the policy, you can contact Thistle Tenant Risk:

- by phone: **0345 450 7286**
- online: **crystal-insurance.co.uk**



REPAIRS AND MAINTENANCE CONTRACT UPDATE



Following the Housing Matters Repairs special edition in the summer, we are delighted to inform you that the remaining contracts for Property Services Repairs and Maintenance have been formally agreed.

As well as Mears Group being successful in retaining the contract for Repairs, Voids and Planned Works (kitchens/bathrooms/roofs/doors & windows); Swale Heating successfully tendered for the Gas Breakdown, Gas Servicing and boiler upgrade contract; and RGE Services were successful in attaining the Planned Electrical Works contract (smoke detector/

heat detector upgrades, electrical testing and remedial works); STG Consultancy – FRA Surveying (Fire Risk Assessment); There were six other contracts which were sent out to tender and the successful contractors are as follows:

- Acorn Analytical Services – Asbestos Surveying
- Envirocure (air and water hygiene specialists) – Water Management
- RGE Services – Fire Risk Assessment Servicing
- Rhodar Homeworks (Domestic Asbestos Management) – Asbestos Removal and Management Works
- Bell Group – Fire Risk Assessment (FRA) Remedial Works including fire doors.



Acorn Analytical Services (UK) Ltd will provide comprehensive asbestos consultancy support to Medway Council. Their services include a range of asbestos surveys such as management surveys and refurbishment surveys, all aimed at helping Medway Council meet its asbestos regulatory requirements.

Founded in 2000, Acorn Analytical Services has grown from a small, dedicated team into one of the UK's most respected asbestos consultancy firms. With over two decades of industry experience, they have continually expanded their services and expertise, building a reputation for delivering high-quality, reliable, and cost-effective asbestos management solutions.

From the outset, their mission has been clear: to provide expert guidance and support in managing asbestos safely and efficiently, protecting the health and wellbeing of their clients, their employees, and the wider public.



At Acorn Analytical Services (UK) Ltd, the focus is to continually make things better for both staff and clients. They are committed to:

- **Quality:** Implementing excellence in everything they do
- **Integrity:** Being honest and truthful in all their dealings
- **Respect:** Treating others as they wish to be treated
- **Teamwork:** Collaborating effectively for the benefit of the entire team
- **Innovation:** Leading the industry through continuous innovation

Envirocure Ltd will be undertaking a variety of water management functions including outlet flushing, Thermostatic Mixing Valve (TMV) servicing, purging and a variety of other works over the next 4-12 years to our residential units and commercial areas.

Established in 2002, Envirocure Limited is a private, family owned and run water and air hygiene company. Their core business is the provision of Legionella control management, water treatment and ventilation services across the Southeast. This includes producing legionella risk assessments, completing water treatment, water sample analysis, legionella monitoring and control regimes and tank and pipework disinfection/chlorination.

Their team are all directly employed, with many living locally to their office on the Medway City Estate. The engineer who visits your home will be wearing an Envirocure branded uniform and will display an ID badge with their photo, name and the Envirocure logo on. They are mindful that they are working in and around your home, taking care of your furniture and belongings. Engineers, and others involved in this contract, are Dementia Friends, a scheme run by the Alzheimer's Society. A "friend" badge is displayed showing completed training,



raising awareness, engendering more patience and understanding.

Envirocure have worked with Medway Council for over five years. Initially responsible for the maintenance of some of the equipment in the plantroom at Esmonde House and Flaxmans Court, they then took over the water management in 2022.

Conscious of minimising their impact on the environment, when visiting sites to flush outlets such as outside taps, they have used various containers to collect the water. This water can then be used by residents to water their indoor and outdoor plants.

The friendly, local engineers will explain what they'll be doing when visiting, completing the tasks required to keep you safe in your home.



Bell Group will be renewing front entrance fire doors and undertaking fire stopping works to our Homes for Independent Living as well as to our residential and communal areas across Medway Council's general housing stock.

Bell is currently one of the largest Property Services contractors in the UK, both in terms of their geographical coverage and their directly employed workforce.

They have been a family owned and operated company since 1988. The group has grown since then to offer a full spectrum of property services delivered by expert, directly employed teams across 37 branches.



As well as providing planned electrical services such as electrical checks and inspections, smoke detector upgrades and rewire, RGE Services will also deliver regular servicing on life safety systems such as dry risers, automatic opening vents (AOVs), sprinklers and bin chute dampeners which is essential to ensure that all components are well within the working requirements of the system.

RGE Services is always there 24/7 on hand to ensure that once the life safety systems have been installed or tested by their qualified technicians, all steps have been taken to ensure the electronic systems offer a first line response, monitoring the premises to alert residents and staff of an incident to allow time to respond in accordance with the fire safety action plan of each premises.

rgeservices.co.uk



Rhodar Industrial Services will be providing a comprehensive asbestos removal/abatement service and is one of the UK's largest, most established asbestos removal companies.

With over 47 years of experience, they provide a comprehensive range of bespoke asbestos removal solutions to both public and private sector clients – a fast, efficient, professional response service to any asbestos issue.

With vast experience and extensive resources, they service the asbestos requirements of domestic insurance and claims management, housing associations, local authorities and MoD housing stock – typically handling in excess of 10,000 individual projects per year – making them experts in this field.

Rhodar Customer Promise

Rhodar understand the sensitive nature of working in domestic settings and they are trained and qualified to engage with everyone, including the vulnerable, elderly, and infirm.

Rhodar will provide a 24/7/365 emergency/reactive response service, using a centrally-managed response resource that co-ordinates regional personnel and equipment.

Due to unrivalled operational capacity and locally-based staff, they can provide a 2hr arrival time during working hours (08:30-17:00, Monday-Friday) and out-of-hours (evenings, weekends, bank holidays).



DEVELOPMENT UPDATE

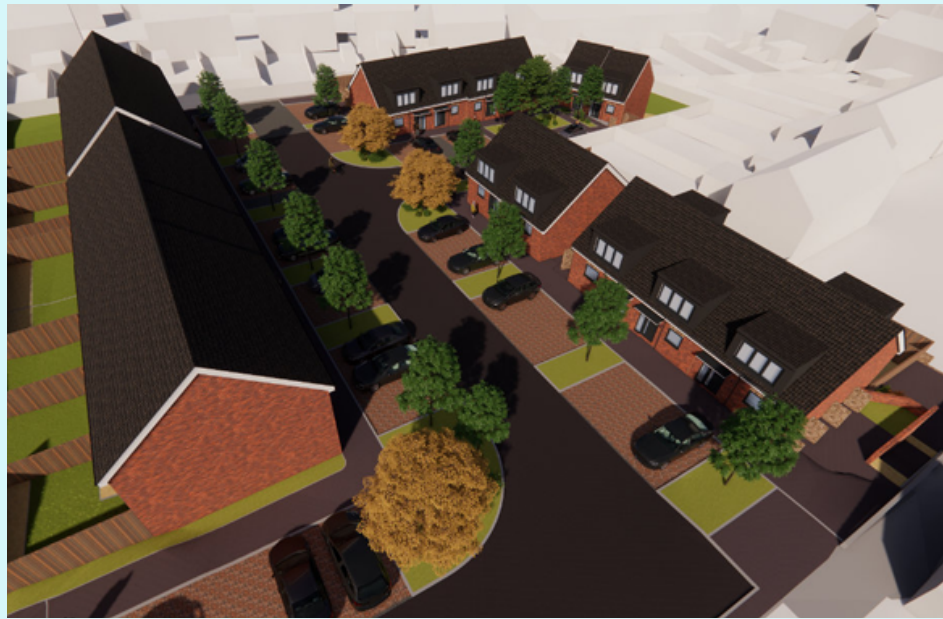
PHASE 5

Lennox Wood and Aburound House, Gillingham

We are pleased to announce that Perfect Homes Ltd have been appointed as the contractor for our Phase 5 development over two sites at Lennox Wood and Aburound House, Lennox Wood consists of 19 new two, three, four and six bedroom homes.

Aburound House will provide 18 new two and three bedroom flats at Affordable Rent. Perfect Homes is an experienced contractor who delivers high-quality housing projects and is committed to sustainable construction.

Work will be starting in the new year.



Lennox Wood and Aburound House design concept.

PHASE 6

Truro Manor, Gillingham

Our Phase 6 development in partnership with Medway Development Company (MDC) for the build of 44 flats for Affordable Rent is coming along well, the electrical and plumbing first fix is underway, windows and sprinklers are being installed along with the lift and the brickwork is almost complete.

These homes are expected to be completed in Spring 2025 and will be available for bidding by eligible households via Homechoice.



Truro Manor design concept.

RESIDENT ENGAGEMENT

TENANT PANEL UPDATE

The Tenant Panel met at the start of November. There were discussions about performance, a first glance at our most recent Tenant Satisfaction Measures (TSM) results and an update on the Engagement Strategy which is being co-produced with the Panel and will be launched in April 2025.

SCRUTINY PROJECT

The Tenant Panel have been undertaking a scrutiny project focussed on complaints. They have met with senior managers and staff involved in the complaints process from a corporate perspective as well as within the Housing Team. This has given a greater understanding of the process. The Panel also reviewed some anonymised examples of complaints and the responses, giving their feedback and helping us understand why some responses received better feedback than others.

The panel regularly review Housing policies and most recently have met to discuss their findings, with a view to creating a report with their thoughts and recommendations.

WHAT'S COMING UP

We are currently working with the Tenant Panel to develop the new Tenant Engagement Strategy and will be holding events and consultations around this in Spring 2025.

If you would like to be involved with the preliminary phase of this then please contact us via email:
tenant.participation@medway.gov.uk

WANT TO GET INVOLVED?

For more information on how you can be more involved with our services visit our website medway.gov.uk/CouncilTenants or email tenant.participation@medway.gov.uk

VIRTUAL LEASEHOLDER PANEL

Our first Virtual Leaseholder Panel was held on Monday 21st October. This event was an introduction to the idea of a panel, with a focus on introducing those involved in the relevant services and the processes affecting leaseholders.



PANEL ROLES

Roles have been created within our panel to allow members the opportunity to get involved in and champion specific areas of our service. We are pleased to introduce you to the Panel Chair and Vice Chair.

CHAIR
Maxi from Gillingham

VICE CHAIR
Mick from Gillingham

TENANT REPRESENTATIVE FOR REPAIRS AND GAS
Maxi from Gillingham

TENANT REPRESENTATIVE FOR ESTATE MANAGEMENT
TBC

TENANT REPRESENTATIVE FOR COMMUNICATIONS AND EVENTS

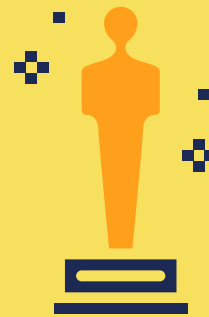
Wendy from Rainham and Sue from Twydall

TENANT REPRESENTATIVE FOR CUSTOMER SERVICE
Toyin from Gillingham and Amy from Gillingham

TENANT REPRESENTATIVE FOR HEALTH AND WELLBEING
Sharon from Twydall



Maxi from Gillingham receiving Community Hero/
Neighbour of the Year Award from Nicole Arthur,
Rosherville Repairs and Maintenance Ltd.



KENT HOUSING GROUP AWARDS

Well done to all those that were nominated and won awards at the recent Kent Housing Group Awards ceremony.

The awards – the Oscars for our regional housing sector – celebrate the very best projects, professionals and partnerships across housing in Kent and Medway.

A special congratulations goes to our Tenant Panel Chair, Maxi from Gillingham, who won the award for Unsung Community Hero/Neighbour of the year.

MEET THE TEAM

Welcome to Rachel, new Head of Tenant Services

Hi, I'm Rachel Valerio, new in post as the Head of Tenant Services. My team deals with all things tenancy related, including income, lettings, leasehold, homes for independent living, estate management and tenant engagement.

I've been working in the social housing sector for eleven years now and have come from a large national housing association. I've been lucky enough to work across a number of different service areas such as homelessness, business support, performance improvement and housing management. I'm also a trustee for a domestic abuse charity.

Outside of work, I'm a keen (though not very skilled) gardener. I spend my free time taking exercise classes, reading novels, walking my dog and running. I completed the London Marathon as a virtual event during COVID and I enter the ballot every year to take part in the real thing, but haven't been successful yet!



DOMESTIC ABUSE

Oasis Domestic Abuse Service

Our Medway Domestic Abuse Service, provided by Oasis, is a specialist support service for victims of domestic abuse and their families.



Oasis provides:

- A confidential helpline offering emotional support.
- Advice on what to do.
- Ongoing one-to-one support to help victims stay safe and recover from their abuse.

If you're in immediate danger you may leave your home to get help. The Medway Domestic Abuse Service can help you access emergency accommodation in a refuge.

How to get help

Phone the Medway Domestic Abuse Service confidential

number on **0800 917 9948**

or email **info@choicesdaservice.org.uk**

or visit **www.oasisdaservice.org**

If you are in immediate danger

Phone 999 and ask for the police.

If you are in danger and unable to talk on the phone

Dial 999, listen to the operator's questions and respond by coughing or tapping the handset. Then follow the instructions depending on whether you are calling from a mobile or a landline.

To report domestic abuse to someone within your home or another property, please contact the below methods.

Phone **01634 333344**

or email **ss.accessandinfo@medway.gov.uk**

Domestic abuse can be reported to your Income Officer or Housing Officer. Your report will be taken seriously and we will act to support the victim/survivor in the appropriate way.

There is support available to victims/survivors of domestic abuse, both locally and nationally. For an extensive but not exhaustive list of support for victims/survivors please refer to our new policy.

We have recently updated our Domestic Abuse Policy, which can be found on the policy section of our website: **medway.gov.uk/CouncilTenants**

HOW TO MAKE A COMPLAINT

We're committed to providing excellent customer service to all our residents and visitors.



However, there may be times when you feel unhappy with the service we've provided.

Your feedback is very important to us. Knowing what you think or want helps us improve our services.

If you make a complaint, we'll investigate it thoroughly and let you know the outcome. We'll be fair and we'll try to put things right if we've made a mistake.



Complaints Scrutiny Group

You can make a complaint in the following ways

- Online at **medway.gov.uk**
- Write to: Customer Relations Team,
**Medway Council, Gun Wharf, Dock Road,
Chatham, Kent ME4 4TR**
- In person at a local Community hub
- Phone: **01634 333 333**
- Text relay: **18001 01634 333 333**

or **scan the
QR code**





WANT TO SEE HOW WE ARE PERFORMING?

Look at our performance
monitoring figures
on the website:

medway.gov.uk/HousingPerformance

USEFUL CONTACTS



REPAIRS

You can request a repair from us at any time of day, seven days a week. Repairs are attended by our contractors Mears and are prioritised into emergency, urgent and non-urgent repairs.

Phone: **01634 333601**
Freephone: **0800 073 0073**
email: housingrepairs@medway.gov.uk

HOUSING TENANCY TEAM

For anything related to your tenancy, or to report anti-social behaviour.

Phone: **01634 333344**
email: housingtenancyteam@medway.gov.uk

HOUSING INCOME AND LEASEHOLD TEAM

For anything related to your rent, service charges or financial support.

phone: **01634 333344**
email: housingincometeam@medway.gov.uk

You can contact a housing officer Monday to Thursday from 9.30am to 5pm, and Fridays from 9.30am to 4.45pm, excluding bank holidays.

COST OF LIVING: HELP FOR HOUSEHOLDS

For help and advice, please visit:
medway.gov.uk/HouseholdHelp

REGISTER FOR A HOUSING SERVICES ONLINE ACCOUNT

A Housing Services Online account is a simple way to manage your housing tenancies in one place.

With an account, you can:

- pay housing rent
- keep track of balances
- view statements
- see recent payments.

Registering for an account online takes about five minutes. Sign up or login at

medway.gov.uk/HousingAccount

We would like to remind our customers to be aware of suspicious phone calls, messages or callers to their property.

All our housing staff and contractors will wear an ID badge.

We will always publicise if we or contractors working on our behalf are conducting a survey in your area, or make an appointment with you to visit your property.

If you have any doubts do not engage with such callers. Please phone the main office on **01634 333344** to check details or report any suspicious activity.

To request a stop cold callers pack phone **01634 333333** or email consumer.protection@medway.gov.uk



Follow us on Facebook – search for Medway Council – Housing Services
for all the latest news, events and things that matter to you.

medway.gov.uk/Housing

Medway
COUNCIL
Serving You