

AUTUMN
2025

Housing Matters.

FOR MEDWAY COUNCIL TENANTS
& LEASEHOLDERS



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[Medway.gov.uk/Housing](https://www.medway.gov.uk/Housing)

Medway
COUNCIL
Serving You

WELCOME TO THE AUTUMN EDITION OF HOUSING MATTERS



Hello, I'm Adam Spokes, Head of Property and Development. I've been working at Medway Council for over ten years and my team are responsible for everything related to housing property and new build development.

This includes, repairs, planned works, voids/empty properties, compliance and building safety, asset management and surveying, energy works and acquiring and building new homes. Ultimately, we are responsible for making sure that your home is safe, well maintained, and decent.

We are now one year into our new repairs and maintenance contracts which was the largest procurement activity the housing service has ever undertaken. With the support of the Tenant Panel, we successfully mobilised nine brand new repairs and maintenance contracts, which all went live in September 2024.

Whilst there were some initial challenges during the mobilisation of the contracts, we are now seeing steady improvements across all areas. As contractors become more familiar with Medway's ways of working and gain a clearer understanding of both our expectations and those of our tenants, service delivery is beginning to reflect this progress.



This year, we will be looking to deliver our largest planned works programme which outlines our commitment to continue to invest in the housing stock and provide you with a home to be proud of. Our compliance team continue to work closely with all of our contractors to ensure that your home is safe, serviced, tested, and maintained in accordance with regulatory requirements.



We are also undertaking a programme of stock condition surveys which will help us check the condition of your home and help us understand when key components such as kitchens, bathrooms, windows, and roofs need to be replaced. We have some exciting development projects completing in the near future and good progress is being made on Phase 5 of our new build programme.

We are particularly proud of our 'One Medway Social Value Initiative' which is a pot of money that the council and our contractors contribute towards each year to undertake social value projects. For more information on these see page 12.



With the imminent introduction of Awaab's Law, the team continue to take a proactive approach to identifying damp and mould and other hazards. You can find out more about what we are doing to keep your home safe and healthy on page 6.

We are also looking to install environmental sensors in homes where damp and mould has been present previously or if we think there is a chance of damp and mould forming in your home based on historic data. This aligns with the proactive approach we are trying to take to identify any potential issues early, and resolve them before they become a more significant problem.

With the autumn and winter months approaching we realise that it can become a challenging issue and encourage you to take action immediately. Making sure your home is adequately heated and ventilated plays a huge role in preventing damp and mould from forming.

Please report all cases of damp and mould to the repairs team on **01634 333601**.



Our annual tenant satisfaction measures (TSM) survey will soon be launching and we hope you take the opportunity to feedback on the services that we deliver. The results from previous surveys have been key to driving improvements across various areas of the service.

If you would like to be more involved in the services delivered by Housing, then please get in contact with the team by emailing:
ResidentEngagement@medway.gov.uk

MEET THE TEAM

My name is Bonnie Sears and I have recently joined the Tenant Services Team as the Resident Engagement Officer.

I have experience in community and stakeholder involvement and am passionate about making sure residents have a strong voice in shaping services and community improvements.

I will be working to support local initiatives, encourage feedback and help build stronger connections across our communities. I am always out and about visiting properties at the Big Door Knock, meeting residents at the monthly surgeries and listening to what matters most to you.

Be sure to say hello and share your ideas – I'm here to help!



TENANCY AUDITS



Getting to know our tenants better

To complete a tenancy audit, a member of the HRA Tenant Services team will visit your home to carry out a brief survey.

It's a great opportunity to become familiar with our team and a chance to highlight any concerns you may have.

As part of the survey, we will check the details of the household, verify contact details and establish any additional ways that we can support you.

The officer will also ask to see the property. This is to ensure that it's being maintained in line with your tenancy agreement and to confirm that the property is not entirely let or sublet.

INFORMATION COLLECTED

The survey aims to collect:

- ID verification
- Demographic information
- Household composition
- Contact details
- Income of household
- The condition of the property
- Fire safety risks



Benefits of tenancy audits

By completing routine audits we can:

- Ensure that the needs of the household are being met
- sign-post you to other services that are available
- Find opportunity to identify any problems with the property
- Uncover any tenancy fraud in the neighbourhood

FREQUENTLY ASKED QUESTIONS



How often will I have a tenancy audit?

We aim to carry out a tenancy audit at least once every three years.

Can I refuse a tenancy audit?

It is important for all households to have a tenancy audit carried out, though we will make every effort to ensure that it is on a day and time that is convenient to you.

Can I make an appointment?

We may visit without an appointment, but if it is not a convenient time, then it is possible to make an appointment.

Who will carry out the audit?

An officer from either the tenancy or income team will carry out the audit. In some cases, two people may attend and this will be for training purposes.

How can I verify identity of the officers?

All officers will be wearing Medway Council ID badges. In the event you wish to verify the identity of the badge, you can call 01634 306000. This information is also available on the reverse of the badge.

How long will the audit take?

Roughly, an audit will take around 20 minutes to complete. This may vary depending on any additional topics or queries that you wish to discuss with the officer.

What forms of ID can I use?

It's important to confirm your identity during the visit to prevent against any fraud.

This will allow us to verify whether the person who has the tenancy agreement is the same person living in the residence.

Acceptable forms of identification are:

- Driving licence
- Passport
- Bank statement
- Birth certificate
- Utility bill.

What happens to my information?

Data collected during the visit is checked and stored securely on our Housing database.

We will ensure that data is used to tailor our services to your needs and effectively deliver our services.

Our privacy policy is highlighted in your tenancy agreement or can be found on our website:

[Medway.gov.uk/HousingPrivacyPolicy](https://www.medway.gov.uk/HousingPrivacyPolicy)

English is not my first language, can you arrange for an interpreter?

Yes – if you require this, then we will make all the necessary arrangements.

HIGHER ELEVATION

We are pleased to inform you that, following a recent procurement process, a new contractor has been appointed to deliver lift servicing and maintenance across our properties.

Since 1 September 2025, Higher Elevation now have responsibility for the provision of these services. This appointment reflects our ongoing commitment to ensuring the safety, reliability, and efficiency of our lift systems.



higher
elevation
MOBILITY LIFT SPECIALISTS

AWAAB'S LAW

A New Era for Safer Social Housing

From 27 October, 2025, a powerful new law will come into force in England to protect tenants in social housing from dangerous living conditions. Named Awaab's Law, it honours the memory of Awaab Ishak, a two year old boy who tragically died in 2020 due to prolonged exposure to mould in his home.

What does Awaab's Law mean for tenants?

Awaab's Law sets strict legal timeframes for social landlords to act when tenants report serious hazards like damp, mould, or emergency repairs. As your landlord we will:

- Investigate and act on emergency hazards within 24 hours.
- Investigate significant hazards (such as serious damp and mould) within ten working days
- Provide a summary of findings within three working days of the investigation

Why is this important?

Living in unsafe conditions can seriously affect your health and wellbeing. Awaab's Law ensures that social landlords can no longer delay action on serious issues and gives tenants the legal right to hold landlords accountable.



What we are doing to keep you safe

In preparation for Awaab's Law, we're already taking proactive steps to make sure any hazards in your home are identified and dealt with quickly.

Here's how we're working to protect your health and wellbeing:

- Annual 'Touch Base' Calls: The property team attempt to check in with every household once a year to ask about any property related issues or concerns.
- Big Door Knock Events and Tenancy Audits: Our team always ask about repairs and property conditions when we visit.
- Smarter Repairs Visits: Our responsive repairs operatives now collect property data during every visit to help spot potential problems early.
- Thorough Surveys: Medway surveyors carry out decency checks and HHSRS (Housing Health and Safety Rating System) surveys during all property visits.

These actions help us stay ahead of potential risks and ensure your home remains safe, healthy, and compliant with the new legal standards.

What you should do

- Report problems early: damp, mould, leaks, or anything that feels unsafe
- Keep records: Take photos, note dates, and keep copies of any communication
- Ensure that you allow access to our contractors to carry out investigations and works
- Look at the advice and information we have published on our website: [Medway.gov.uk/DampAndMould](https://www.medway.gov.uk/DampAndMould)
- Know your rights: If you are not satisfied with the service, you can escalate the issue through our complaints process

Awaab's Law is a major step forward and we are making every effort to ensure that all our tenants have a safe and healthy home.

REPORTING REPAIRS

If you need to report a repair or any type of property issue, don't delay in making contact.

Phone: **01634 333601** or

freephone **0800 073 0073**

Email: **HousingRepairs@medway.gov.uk**

PRIDE IN PLACE

As part of the Pride in Place project, our team had the privilege of visiting two local schools—Saxon Way and Rivermead—where we've been working closely on a creative and community-focused project.

The initiative, delivered in collaboration with Medway Adult Education, aimed to inspire pupils to take pride in their local area by exploring and celebrating the unique identity of Gillingham.

Through the workshops, students were encouraged to reflect on what makes their community special.

They then brought their ideas to life by creating vibrant collages depicting an iconic Gillingham landmark. These artworks not only showcased the pupils' creativity but their pride in the place they call home.

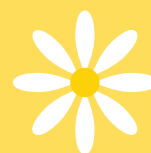
During our recent visits, we were delighted to see the final pieces unveiled and meet some of the pupils that created them.



Members of staff from Medway Adult Education, Housing and Cllr Stamp at unveiling at Rivermead School.



CELEBRATING THE WINNERS OF MEDWAY IN BLOOM



Winners of the Medway in Bloom event – who transformed gardens, balconies, and communal spaces into vibrant showcases of flowers and greenery – gathered to celebrate their achievements and share the beauty they created.

From vibrant hanging baskets to flourishing vegetable patches, the imagination and effort on show were truly inspiring.

Councillor Louwella Prenter and Councillor Mark Prenter presented prizes to our well-deserving winners.

A special thank you to Norse for generously providing both prizes and catering, helping make the event even more memorable.

Join Us Next Year

Whether you're an experienced gardener or just starting out, everyone is welcome to take part. Keep an eye out for announcements early next spring—and let's make next year even more colourful!





We know life is busy – whether you’re working, looking after family, or juggling other commitments.

That’s why we’ve made it easier to book repair appointments at a time that suits you.

Instead of just morning or afternoon slots, you can now choose a 2-hour time window for your responsive repairs.

It’s all part of our commitment to listening to your feedback and improving services.

LAUNCHING THE 2025 TSM SURVEY

We’re getting ready to launch our annual Tenant Satisfaction Measures (TSM) survey, and we’re once again partnering with In-House Research to carry it out.

All tenants will be invited to take part, with invitations sent via phone, email, post or SMS – depending on the contact details we have on file. The survey will run throughout September and October 2025 and should take no more than 10 minutes to complete.

Your feedback is incredibly valuable and helps us improve the services we provide – so we encourage everyone to take part.

We’ll share the survey results in future editions of Housing Matters, along with details on how we’re using your feedback to shape and improve our services.

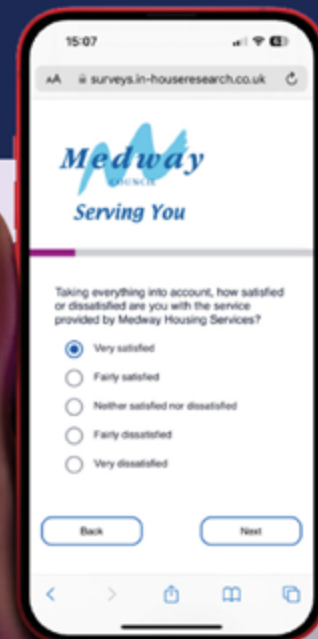
If you’d like more information about the survey or want to get involved in helping us deliver better services, please get in touch at: ResidentEngagement@medway.gov.uk

PHONE SURVEYS

If you receive a call from In-House Research, the number displayed will be **01634 478 989**.

ONLINE SURVEYS

Invitations to complete the survey online will be sent from:
Feedback@medway.tenantsatisfaction.co.uk



DO YOU HAVE HOME CONTENTS INSURANCE?

Why do I need home contents insurance?

As your landlord we cover the buildings insurance for your home but you are responsible, under the terms of your tenancy, for insuring your contents. It's always a good idea to shop around for a policy that will give you the cover you need.

Home contents insurance isn't compulsory, but it's a good idea to consider what a policy would cover you for. Home contents insurance can help protect your belongings from risks such as fire, theft, water damage, and many more household risks, giving you peace of mind.

While you're free to choose any provider, we've partnered with Thistle Tenant Risks, a specialist in affordable home contents insurance designed specifically for social housing tenants.

What does contents insurance cover?

Thistle Tenant Risks offer the Crystal Insurance Scheme, designed specifically for residents in social housing, all our residents are eligible to apply.

Terms, conditions, limits and exclusions apply. For more information about our policy, please refer to the Insurance Product Information Document (IPID) and Policy Wording by contacting Thistle Tenant Risks.

THIS POLICY CAN COVER:

- Furniture
- Carpets
- Curtains
- Clothes
- Bedding
- Electrical items
- Pictures

CONTACT THISTLE TENANT RISKS

To learn more or request a call back:

Phone **0345 450 7286**,

or visit the website:

www.crystal-insurance.co.uk



The Crystal Insurance Scheme is a product name arranged and administered by Thistle Tenant Risks a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority Firm Reference Number 310419. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Limited is part of the PIB Group. For information about what we do with personal data please see our Privacy Policy at **www.crystal-insurance.co.uk/Privacy-Policy**

BROMPTON COMMUNITY EVENTS

IDEAS
TEST

Join us throughout October 2025 to celebrate Halloween in Brompton!

Experience our spooktacular activities – Date and times to be announced shortly.

- Half-term costume making workshops in collaboration with the Zigzag Scrapstore at Intra Arts, Chatham
- Movie screenings
- Digital artwork
- Brompton's very own 'spooky story'
- Trick or treat trail
- Party with karaoke in the Canon Pub
- Fancy dress contest

This project is part of the creative health and wellbeing programme sponsored by Medway Council.



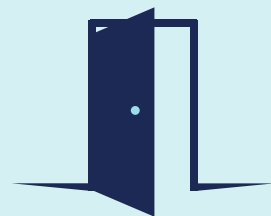
For more information, or if you would be interested in joining the community group, email:

amy@ideatest.co.uk

LOVE GILLINGHAM



During the summer, the team headed down to the Love Gillingham event, with our colleagues from the Private Sector Housing Team and One Medway Lettings. It was great to meet and chat to so many residents.



FUTURE EVENTS

26 September
Big Door Knock – Brompton

29 October
Big Door Knock – Twydall

27 November
Big Door Knock – Rainham

For information on all our events visit:

[Medway.gov.uk/
HousingServicesEvents](https://www.medway.gov.uk/HousingServicesEvents)

VALUED FEEDBACK

Following one of our Big Door Knock events, we had some great feedback on social media from a resident who took the time to chat to us and complete a survey.

"I would like to thank the Big Door Knock. After five years of fighting, with Medway Council, I needed a light on my stairs as I was going up and down in the dark. They knocked on my door, I explained to them and they made a phone call there and then. A few weeks later I have a light on my stairs, finally. Thank you Big Door Knock, you're most helpful."



We're really pleased to have been able to help!



CHILD-FRIENDLY MEDWAY

Child-Friendly Medway is a platform to listen and respond to our youngest residents. They provide free programming opportunities for children, young people and families across Medway.

Child-Friendly Medway's Children and Young People Survey 2025

In May, Child-Friendly Medway launched their second survey for children and young people, asking them to share what they think about living in Medway, what they like to do, and their hopes and dreams for the future.

Child-Friendly Medway's first survey for children and young people took place in 2021 and received over 3,000 responses, and they want to reach even more in 2025 - can you help them reach their goal?



To take part in the survey, please access the link on our webpage at

[Medway.gov.uk/ChildFriendly](https://www.medway.gov.uk/ChildFriendly) or scan the code

Details for all Child-Friendly Medway events can be found on our webpage

[Medway.gov.uk/ChildFriendly](https://www.medway.gov.uk/ChildFriendly)

on our social media channels on Facebook and Instagram, and in our monthly Child-Friendly Medway Newsletter.



ONE MEDWAY SOCIAL VALUE PROJECTS

We are pleased that residents are starting to benefit from our new social value initiatives.

Garden Tool Loan Scheme

Bookings are now live for our garden tool loan scheme. The tools that are available to residents are:

- Hover mower
- Grass trimmer
- Hand tool set
- Heavy duty fork
- Digging spade
- Rake
- Hoe

To be able to access this service, residents must have:

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

If you would like to book to use any of the tools, email: SocialValueProjects@medway.gov.uk



Would you like a water butt installed in your communal area?

As part of the One Medway Social Value Project Fund, we're offering to supply and fit water butts in communal areas that residents already maintain – or would like to start maintaining.



Water butts are a simple and effective way to collect and store rainwater, which can then be used to water plants and green spaces. Here are just a few benefits:

Save water – reduce your reliance on mains water by using rainwater for gardening.

Support healthy plants – rainwater is often better for plants than tap water.

Help the environment – lower water usage and reduce runoff during heavy rain.

Cut costs – using stored rainwater can help reduce water bills in some cases.

If you're interested in having a water butt installed to support your communal gardening efforts, we'd love to hear from you. Please email,

socialvalueprojects@medway.gov.uk

Residents at Woodchurch House have benefitted from new garden furniture.

Along with the lovely weather over the summer the residents were able to enjoy their communal garden together.



Have you got an idea for a social value project in your area?

For more information and to put your ideas forward visit:

Medway.gov.uk/HousingSocialValue



SURESERVE COMPLIANCE SOUTH

As a landlord, it is our legal obligation to ensure that all gas appliances in our properties are checked annually. This essential service helps maintain the safety and functionality of gas appliances, protecting both residents and properties. Sureserve Compliance South is the contractor that undertakes boiler and central heating breakdowns, annual gas servicing and boiler upgrades.

CONTACT SURESERVE COMPLIANCE SOUTH

Phone: **01634 333 601** or
freephone **0800 073 0073** and select
option 1 for gas servicing and breakdowns
Email: **callcentre@sureserve.co.uk**

DEVELOPMENT UPDATE

LENNOX WOOD – TWYDALL

Our contractor, Perfect Homes, is progressing well at Lennox Wood, Twydall. At this site, we will be delivering 19 new affordable homes for eligible families on the Medway Housing Register. These homes are due to complete in late Spring 2026.



ABUROUND HOUSE – GILLINGHAM

Perfect Homes have also started on site at Aburound House, Gillingham, delivering 18 new 1- and 2-bedroom flats. These homes are anticipated to be completed in early Summer 2026.



WINTER WARMER TIPS



As we move into the cooler months, our gas contractor, Sureserve have put some tips together for saving energy and looking after your central heating system.

Energy saving tips

- Switch off standby. You can save around £30 a year just by remembering to turn appliances off standby mode.
- Switch to LEDs. You could save around £35 a year on your electricity bills by switching to LED light bulbs.
- Turn off lights when you're not using them. This could save you around £14 on your annual energy bills.
- Take control of your heating. Turning down your room thermostat by just one degree can save around £80 per year.



Central heating tips

- Check your thermostats. A faulty thermostat could cause your room to get too hot or too cold. Remember some thermostats are battery operated – if there's a digital screen with no display please check the batteries.
- Test it in the autumn. British households typically switch their heating on in October.
- You may not realise that a fault has developed in your boiler until you turn it on just before winter. We advise you to make sure that your boiler works while the weather is still mild. No need to use it for long – just turn it on until your radiators heat up.
- Gas and electric meter credit. It's vital for your meter to be topped up with enough credit for your heating system to work. For meters with a digital display, make sure it reads 'ON'.



For some self-help videos
use the QR code to visit
Sureserve's YouTube page
youtube.com/@sureserve

HELP US GET IT RIGHT

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.

The Council may decide to treat your feedback as either a service request or a formal complaint, depending on what you tell us.

What is a service request?

A request for a standard service that the council routinely provides – *e.g. a tenant asks for a broken fence to be repaired.*

What is a complaint?

An expression of dissatisfaction with the service received – *e.g. feeling ignored after multiple contacts, or being unhappy with how staff have spoken to you.*

If you make a formal complaint, you will receive a reference number and response from our complaints team within ten working days.

There are lots of ways that you can give feedback on council services:

[Medway.gov.uk/YourFeedback](https://www.medway.gov.uk/YourFeedback)

HOW TO MAKE A COMPLAINT

- Online at **[Medway.gov.uk/HousingComplaints](https://www.medway.gov.uk/HousingComplaints)**
- 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**



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.

INTERESTED IN WORKING AT MEDWAY COUNCIL?

Medway Council provides all local Government services for a quarter of a million people, looking after education, environment, social care, housing, planning, business and much more – everything from frontline services such as rubbish collection and events and festivals to work that goes on behind the scenes to ensure services in Medway run smoothly and cost effectively.

Medway Council is committed to creating an inclusive work environment with a diverse workforce. All appropriately qualified candidates will receive consideration for employment without regard to race, religion, gender, sexual orientation, national origin, disability or age.

See our website for more information:

[Medway.gov.uk](https://www.medway.gov.uk)



Are you interested in quitting smoking?

Or do you know anyone who would like to quit smoking?

Our trained advisers offer weekly tailored 1-2-1 support, via face to face and phone appointments, to help clients stay on track.

Access to:

- Nicotine Replacement Therapy
- Smoking Cessation Medication
- Free Vape Starter Kit



What do our service users think?

"Found it a lot easier than I thought as advisor is easy to speak to, personable and non-judgemental"

Anna, Gillingham

"Smoked for 15years. Since quitting, I have noticed a change in taste, I'm eating different, better foods"

Melissa, Chatham

"Great support. Feel proud of myself as been quit for 1 week. Advisor is brilliant, made me feel at ease during appointments"

Heather, Gillingham



Scan the code to register, or

Email: medwaystopsmokingservice@nhs.net

Phone: 01634 334800 or 0800 234 6805

**A BETTER
MEDWAY**
Easier ways to be healthy

Did you know many Medway Adult Education courses are FREE if you earn under £25,000 a year?



What is Medway Adult Education (MAE)?

MAE is an education provision for those over 19, offering a wide range of courses, based in the heart of Medway, with centres in both Rochester and Gillingham and online classes. MAE has something for everyone!

Ready for a fresh start or a new career path?

Explore our wide range of work skills courses designed to boost your confidence and equip you with the tools to succeed. Whether you're looking to refresh your English, Maths, or Digital Skills, or take your first steps into the exciting world of the creative industries, we've got something for you. Our ESOL courses are perfect for those

wanting to improve their English language skills, helping you feel more confident in everyday life and work. Invest in yourself—gain new skills, unlock new opportunities, and take control of your future.



Why not do something for you, this new year?





WANT TO SEE HOW WE ARE PERFORMING?

Look at our performance monitoring figures on the website:

[Medway.gov.uk/HousingPerformance](https://www.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](https://www.Medway.gov.uk/HouseholdHelp)

REGISTER FOR A HOUSING SERVICES ONLINE ACCOUNT

A Housing Services Online account is a simple way to manage your housing tenancy 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](https://www.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](https://www.Medway.gov.uk/Housing)

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