AUTUMN
2026

Housing Matters.

FOR MEDWAY COUNCIL TENANTS
& LEASEHOLDERS



IN THIS ISSUE

ARE YOU WINTER READY?
ESTATE CLEANING SERVICES
HOME IMPROVEMENTS
NEW COUNCIL HOMES



Medway.gov.uk/Housing

Medway Council
Serving You

WELCOME TO THE AUTUMN EDITION OF HOUSING MATTERS



As we approach the end of another busy year, I'm pleased to share this latest update on the work taking place across our housing service.

This edition highlights a range of improvements, projects and opportunities that demonstrate our commitment to providing safe, well-maintained homes and listening to what matters most to our residents.

We know that housing plays a vital role in supporting strong, healthy communities, and across Culture and Communities we continue to work with residents, partners and local organisations to improve lives and create opportunities for people to thrive.

Thank you to everyone who took part in this year's Tenant Satisfaction Measures (TSM) survey. Your feedback is invaluable and helps us understand where we are doing well and where we need to improve. Listening to residents remains at the heart of everything we do, and your views help shape the services we provide.

We also continue to invest in much-needed affordable housing across Medway. This year has seen the completion of new developments at Truro Manor, Petham Green, Harriott Close and Aburound House, providing high-quality homes for local people and helping us meet growing housing needs.

Alongside updates on housing services and resident involvement, this edition includes important information to help you prepare for the festive period, including details of the support available if you are worried about managing household finances or paying your rent.

Thank you for taking the time to read Housing Matters. Whether you're getting involved in your community, sharing feedback on our services, or simply keeping up to date with what's happening, your contribution helps us build stronger communities together.

On behalf of everyone in the Housing Service, I would like to wish you a happy and peaceful Christmas and a healthy New Year.

Gill James,
Assistant Director, Culture and Communities

CHRISTMAS OPENING HOURS

During the festive period, our offices will be closed on the **24, 25 and 28 December 2026** and **1 January 2027**.

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

THE TENANT PANEL:
Making a difference together

Over the last two years, the Tenant Panel has helped make housing services better for residents.

Panel members have shared their ideas, experiences and views to help make sure that tenants are listened to. Their hard work has helped put tenants at the centre of important decisions.

The Panel has worked with Housing Services, contractors and other organisations on many projects. Members have looked at service information, suggested improvements, reviewed services and helped plan ways for residents to get involved. They have also shared feedback on policies and projects that affect local communities.

Panel members have taken part in community events, attended training and helped spread the word about tenant involvement across Medway. Their work has helped improve communication between tenants and Housing Services and made sure residents' views are heard.

We would like to say a big thank you to all Panel members, past and present. Their time, ideas and commitment have made a real difference and helped build strong foundations for the future.

MEET THE CHAIR AND VICE CHAIR OF THE TENANT PANEL

We are happy to introduce the Chair and Vice Chair of the Tenant Panel. They will help make sure tenants' can continue to contribute and their voices are heard.

Meet Maxi

CHAIR OF THE TENANT PANEL



Hello, my name is Maxi, and I am proud to be the new Chair of the Tenant Panel.

I joined the panel because I wanted to use my experience as a tenant to help other people. I want everyone to feel listened to and understood.

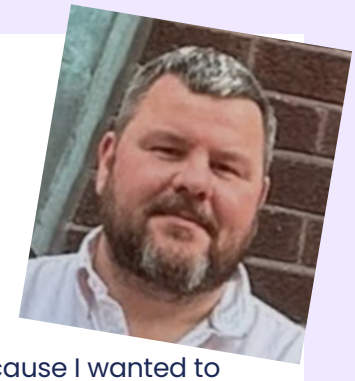
Being a volunteer has helped me learn how to support people with kindness and patience. The support and encouragement from other panel members also gave me the confidence to become Chair.

Since joining the panel, I have learned a lot. I have become better at listening, helping people share their views, and making everyone feel welcome. I care about creating a friendly and respectful space where everyone feels comfortable speaking up.

I am proud to be part of the Tenant Panel and look forward to working with tenants and staff to help make a difference.

Meet Ben

VICE CHAIR OF THE TENANT PANEL



My name is Ben, and I am the new Vice Chair of the Tenant Panel.

I joined the panel because I wanted to help both Medway Council and my local community. I am proud to be a Medway tenant and proud of where I live.

As a panel member, I use my own experiences to help improve housing services for tenants. This means sharing ideas, helping shape decisions, and making things better for people in our community.

Other panel members encouraged me to apply for the Vice Chair role. I wanted to do even more to support tenants and help make sure their voices are heard. I am looking forward to working with Maxi and the rest of the panel to help make positive changes for tenants across Medway.

We would like to congratulate Maxi and Ben on their roles and thank them for their commitment to supporting tenants and our communities.

IMPROVING ESTATE CLEANING SERVICES

Medway Council has awarded a new communal cleaning contract to Medway Norse following a competitive tender process.

The contract covers cleaning services in communal areas of our blocks of flats and Homes for Independent Living schemes.

To ensure we continue to provide good value for money and high-quality services, we carried out a full procurement exercise. Ten organisations submitted bids, and after detailed evaluation and interviews, Medway Norse was successful in securing the new contract.

CHANGES TO THE SERVICE

Housing Services and Medway Norse have been working closely together to strengthen and improve the service.

Some of the improvements include:

- A new management team overseeing the contract.
- Cleaning of communal walkways and open balconies.
- Updated cleaning equipment and products.
- Additional training for Estate Wardens.
- Independent audits, including photographic evidence of completed work.
- A single contract covering both general needs blocks and Homes for Independent Living schemes, helping to achieve better value for money.
- Improved monitoring of customer complaints and service performance.



Medway Norse has also invested in new electric vans for its cleaning teams, with charging facilities installed at its Pier Road depot, supporting a more environmentally friendly service.

HOW THE SERVICE IS MONITORED

We regularly monitor the contract to make sure cleaning standards are being met.

This includes:

- Operational review meetings every six to eight weeks.
- Strategic meetings to review performance, finances and key performance indicators.
- Fifty unannounced inspections carried out by Housing Services every quarter.
- Regular discussions with Norse to address any issues and identify improvements.

Residents play an important role too, your feedback helps us understand what is working well and where improvements are needed.

Scan the QR code to take part in the Estate Cleaning Survey 2026.

REVIEWING ESTATE STANDARDS



We are also reviewing our Estate Standards grading system. At present, standards are measured using a traffic-light approach:

RED	Below standard
AMBER	Satisfactory, but improvements are needed
GREEN	Good standard and what we aim to achieve

We have found that many areas remain in the "amber" category for longer than expected, so we're exploring whether a different grading system would better reflect performance and encourage improvement.

The review will bring together Housing Services, Medway Norse, tenant representatives and members of the Homes for Independent Living Forum. Working together, they will consider how the grading system could be strengthened to help deliver cleaner, better-maintained estates for everyone.

We value your feedback and involvement as we continue to improve estate services across Medway.

HAVE YOUR SAY ON ESTATE SERVICES

Let us know your views on the cleaning and upkeep of our communal areas.

You can complete our Estate Services Satisfaction Survey online at:

medway.gov.uk/EstateServices

Alternatively, you can use one of the QR codes displayed on noticeboards in your block or scheme to access the survey quickly and easily.

Your feedback is important and will help us understand what is working well and where there are opportunities for improvement.

We will use the results to monitor service quality, work with Medway Norse to address any issues, and shape future improvements to estate services.

CELEBRATING NEW COUNCIL HOMES FOR MEDWAY



We were delighted to mark the official opening of the first half of Medway Council's Phase 5 housing development programme at a special ceremony held at Petham Green and Harriott Close.

The development provides a mix of two and three-bedroom houses, together with a six-bedroom family home, delivering high-quality, energy-efficient homes for eligible Medway residents at social rent.



The opening was celebrated with a ribbon-cutting ceremony led by Councillor Louwella Prenter, joined by Council Leader Vince Maple, MP Naushabah Khan, local ward councillors Mark Prenter, Lia Mandacaras and Hazel Browne, as well as the Chair and Vice Chair of the Tenant Panel.

The event brought together councillors, partners and members of the local community to celebrate the latest milestone in the council's housebuilding programme.

A particularly special part of the event was welcoming several members of the Harriott family. The new road, Harriott Close, has been named in memory of Alderman Paul Harriott, who served as a Labour councillor for Twydall from 1962 to 2015 and made a significant contribution to the local community throughout his many years of public service.



The ceremony also provided an opportunity to celebrate other recently completed developments. We are pleased to welcome residents moving into Truro Manor, which provides 44 new homes and has been welcoming households on a phased basis since August 2026.

The second half of Phase 5 at Aburound House in Gillingham, comprises two blocks containing a total of 18 flats and will be ready for tenants to move into later this year

Together, these developments represent another important step in Medway Council's commitment to increasing the supply of high-quality council housing and providing safe, secure and affordable homes for local residents.

We extend a warm welcome to all new residents and wish them every happiness as they settle into their new homes and communities.

FESTIVE FINANCES



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

- Universal Credit (UC): assistance with making new claims or updating current claims.
- Housing Benefits (HB) and Council Tax Reduction: assistance with application.
- Other benefits: guidance on claiming Personal Independence Payment (PIP), Attendance Allowance (AL), Disability Living Allowance (DLA), Household Support Grant (HSG), Pension Credits, Discretionary Housing Payments (DHP).
- Rent arrears: advice on managing and prioritising payments.
- Financial services: referrals to specialist services such as Citizen's Advice Bureau (CAB) and StepChange and can sign post you to many other support agencies.

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 Thursday, 24 December.

Payments due on 1 January 2027, will be made on Thursday, 31 December 2026. Normal payment patterns will resume on Monday, 4 January 2027.

Please prioritise your rent payments and remember we are always here to help, when you need us.

Rent payments can be made in the following ways:

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

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, there are no rent-free weeks.

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

Both the Tenancy Sustainment and the Income and Arrears Team can be contacted by phone: **01634 333344** or by email **welfarereform@medway.gov.uk** or **housingincometeam@medway.gov.uk**

Managing your money around Christmas

At Christmas, extra spending and higher winter bills make it harder for people to pay their rent and they struggle more with the cost of living. Here are some tips that can help you:

Set a Realistic Budget
Start by assessing your overall financial picture, including income, regular bills, and existing debt. Allocate funds specifically for gifts, food, decorations, travel, and social activities.

Plan Your Gifts and Spending
- Make a list of recipients and set price limits for each gift.
- Consider thoughtful or homemade gifts, experiences, or acts of service instead of expensive items.

For more information on cost-of-living support visit **Medway.gov.uk/HouseholdHelp**

THE HIGHS AND LOWS OF HOME IMPROVEMENTS

We all have different ideas about what makes a house feel like home. Whether it's decorating a room, updating a kitchen, or improving the garden, making changes to your home can help you create a space that suits your needs and reflects your personality.

We understand that tenants may want to make improvements to their homes and we are happy to consider requests for property alterations. However, as your landlord, we also have a responsibility to make sure homes remain safe, well maintained, and meet required standards.

Before carrying out any alterations, you should complete a Property Alteration Request Form and follow our six-stage approval process. This helps ensure any changes are carried out safely and appropriately.

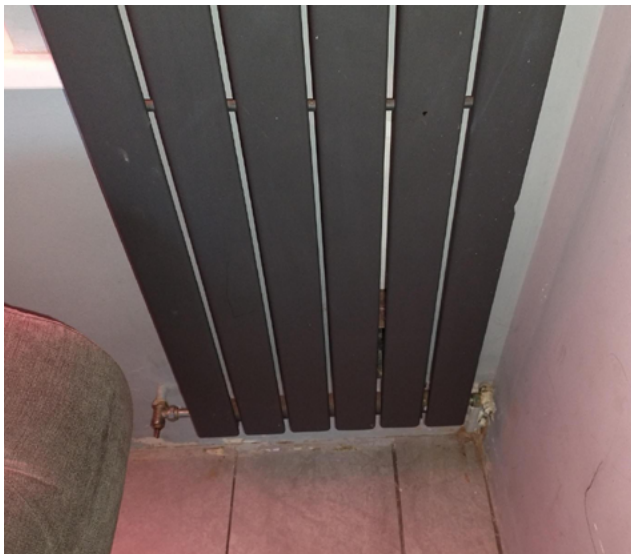
Since December 2025, Property Services has received more than 100 requests from tenants wanting to make changes to their homes.

Approved improvements have included new fencing, electric vehicle charging points, outdoor plug sockets, converting a window into a doorway, and installing dropped kerbs and driveways.



Unfortunately, almost half of the requests were submitted after the work had already been carried out.

These included new kitchens and bathrooms, changes to electrical fittings, boarding out lofts, replacing radiators, and paving over entire gardens.



An unapproved radiator replacement

It is essential to get permission before starting any alterations. Some work can create health and safety risks, such as disturbing asbestos or carrying out unsafe DIY. In some cases, tenants have had to pay to put work right, with one recharge bill exceeding £1,000.

Following the six-stage approval process helps ensure alterations are safe, meet required standards, and avoid any unexpected costs.

If you are thinking about making changes to your home, please contact us first and complete a

Property Alteration Request Form.

FOLLOW THE SIX-STAGE PROCESS



STAGE 1	**SUBMIT A REQUEST** Download the form from the website: **Medway.gov.uk/HomeImprovements** and return to the team. Alternatively, request a paper copy via: Phone: **01634 333344** Email: **hratenancyteam@medway.gov.uk** Forms can be returned by post or by email.
STAGE 2	**A REVIEW WILL TAKE PLACE** The Housing Tenancy team and Property services review the alteration form and conduct an **affordability check**. Property Services must triage to determine if the work is **Major or Minor** and respond to the tenant within **10 working days**, a pre-inspection may be necessary.
STAGE 3	**PRE-PERMISSIONS LETTER** A pre-permission letter will be issued outlining any conditions. A tenant must sign and return it within **two months**.
STAGE 4	**PERMISSION FOR WORKS TO PROCEED** Once a tenant returns the signed pre-permissions letter, a permission for works to proceed letter will be issued. This permits the work to commence and upon completion of the works, ideally within **two months** the tenant must let property services know as instructed.
STAGE 5	**REINSPECTION** A Medway Council surveyor will inspect major and some minor works after completion to check the work has been carried out to Medway Council's satisfaction.
STAGE 6	**FULL PERMISSION GRANTED** A full permission letter will be issued when the tenant has met all obligations. This also applies to tenants that have completed a Property Alteration Form for Past permission

THE DIFFERENCE BETWEEN MAJOR AND MINOR WORKS

Property alterations can be big or small, so it's important to understand what Medway Council consider to be minor works and major works. Please read the lists below, which explains the most popular requests categorised into major or minor works.

MAJOR WORKS

Major works will always require registered, certified and insured contractors to carry out the works. Major works will often require consent from other departments in Medway Council, such as Highways, Right to Buy, Planning or Building Control. In addition, a Medway Council Building Surveyor would need to carry out a pre-work and post-work inspection to obtain permission to proceed with the works and to finally grant full permission once the works have completed.

Tenants are also expected to provide certification of anything planned to be installed in the property, specifically electrical, or gas items. The following is a list of the most popular major works requested, however, there are many others:

- Installing broadband
- Driveway installations and installing hardstanding to house mobility scooters or sheds, or for other use in a front or back garden
- EVCP (Electric Vehicle Charging Point) installations
- Full kitchen and bathroom Installations
- Shower installations
- Removal/ repositioning/ upgrading of radiators
- Laying flooring such as carpet or laminate on top of the existing tile floor. Please note an asbestos report will be required
- Plastering walls, removing Artex ceilings
- Upgrading light fittings
- Upgrading taps
- Installing a shed, lean-to or summer house
- Installing an outside power point and running power to a shed, lean-to or summer house

MINOR WORKS

Minor works will not require registered, certified and insured contractors to carry out the works and they will not require the tenant to receive consent from other departments in Medway Council.

It is unlikely that a current asbestos report will need to be reviewed before minor works can commence. In addition, a Medway Council Building Surveyor will not carry out a pre-work and post-work inspection, however, Property Services will expect that the tenant confirms in writing, by post or email, accepting the conditions of permission and provide before and after photographs of the works.

The following is a list of the most popular requested minor works, however, there are many others:

- Garden works, such as upgrading/ replacing fence panels or gates
- Garden works, such as painting fences and gates
- Garden works, such as installing planters, decorative items, rockeries, a pergola, sun sail or canopy, a retractable or a rotary washing line



We are currently consulting on the proposed HRA Tenant Property Alterations Policy, to read the draft policy and give us your feedback please see our website: **Medway.gov.uk/HomeImprovements**.

PRE-WINTER HEATING SYSTEM HEALTH CHECK

Prepare for winter – Turn your heating on early

As we approach the colder months, Medway Council and Sureserve Compliance South are encouraging residents to switch on their heating systems before winter arrives.

Testing your heating now, helps identify any faults or issues while demand for repairs is lower, reducing the risk of being left without heating during cold weather when services are at their busiest.

WHAT YOU SHOULD DO:

- Turn your heating on and allow it to run for at least 30 minutes
- Check that all radiators are warming up correctly
- Ensure your thermostat is operating as expected
- Listen for any unusual noises from your boiler or heating system
- Check for any leaks or error messages



By carrying out this simple check now, you can help ensure your home remains warm, safe, and comfortable throughout the colder months. Thank you for helping us keep your heating system winter ready.

Sureserve Compliance

IF YOU NOTICE A PROBLEM:

Please report any heating faults as soon as possible so that repairs can be arranged as quickly as possible.

You can report repairs by phoning

01634 333601, option 1, or via WhatsApp using this QR code, please scan this with your mobile device.

KEEPING TENANTS SAFE IN THE HEAT

This summer, we used information from AICO environmental sensors in some of our homes to identify properties experiencing high temperatures. By combining this with what we know about householders and their individual needs, we were able to identify residents who might need extra support and were able to contact them directly.

Working with Mears, we provided practical advice, bottled water and electric fans to help residents stay cool. These conversations also helped us identify other issues in homes that needed attention, including a repair affecting ventilation.

It's a great example of how we're using data to be proactive, helping us spot potential problems early, target support where it is most needed and better plan improvements to our homes and services.



FIRE SAFETY
IN YOUR HOME

Your safety is very important to us. While we have a responsibility to ensure our homes are safe, fire safety is something we all need to take seriously. By working together, we can help protect you, your family, your visitors and your neighbours.

Under the Fire Safety (England) Regulations 2022, Medway Council is required to provide residents with fire safety information each year. It is important that you understand how to reduce the risk of fire in your home and what you can do to keep yourself and others safe.



ACCESS FOR FIRE SAFETY INSPECTIONS

To help keep your home safe, we may need access from time to time to inspect, test, maintain or replace fire safety equipment. This may include, smoke alarms and heat detectors, fire doors, entrance doors, windows that provide an emergency means of escape and other fire safety measures within your home.

These checks are essential to ensure fire safety systems continue to operate effectively when they are needed most. Please make every effort to provide access when appointments are arranged. If you cannot attend an appointment, contact us as soon as possible so that an alternative can be arranged.

REPORTING FIRE SAFETY REPAIRS

You should report any fire safety-related repairs as soon as you become aware of them. Delaying a repair could increase the risk to you and other residents.

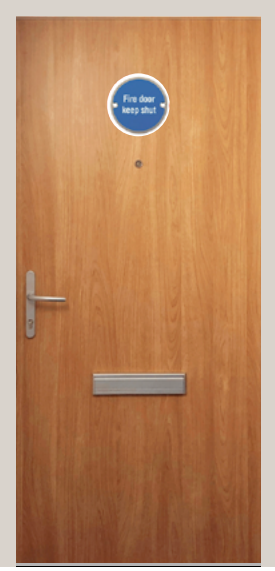
Please contact us immediately if a smoke alarm or heat detector is not working, a fire door is damaged or does not close properly, a fire door has missing seals, damaged hinges, handles or locks, a window that forms part of an escape route will not open properly and any other fire safety feature is faulty or damaged.

Prompt reporting allows us to act quickly and helps keep everyone safe.

Phone: **01634 333601 (Option 2)**
Email: **housingrepairs@medway.gov.uk**

FIRE DOORS SAVE LIVES

Fire doors play a vital role in slowing the spread of fire and smoke, helping to protect people and property. It is important that fire doors are kept closed when not in use. Residents and visitors do not tamper with self-closing devices or any other part of a fire door. Please report any damage or faults immediately.



Never alter a fire door or remove any part of it.

Failure to comply with these requirements may be considered a breach of your tenancy agreement.

SMOKE ALARMS AND HEAT DETECTORS

Smoke alarms and heat detectors provide an early warning of fire and can save lives.

You should test your alarms regularly, report any faults immediately and never remove, disconnect, cover or tamper with alarms.



EMERGENCY ESCAPE WINDOWS

A Means of Escape (MOE) window is a fire safety feature that provides an emergency escape exit if it is not safe to leave through the normal doors.

You can identify an MOE window because it opens fully to around ninety degrees and usually has no lock on the handle to allow a quick escape. Please familiarise yourself with the location of any MOE windows in your home, and keep them clear of furniture or other obstructions, so they could be easily accessed in an emergency.

Please report any window that is damaged, difficult to open and faulty locks or opening mechanisms.

KEEPING ESCAPE ROUTES CLEAR

If you live in a block of flats, communal corridors, stairways and exits must be kept clear at all times. These areas form essential escape routes and must not be used for storage; which can also increase the fire risk.



PREVENTING FIRES IN THE HOME

Most fires in the home are caused by everyday activities and are preventable accidents.

You can reduce the risk of fire by never leaving cooking unattended, don't overload electrical sockets, switching off electrical appliances when not in use, taking extra care when charging phones, e-bikes, e-scooters and mobility scooters, and not leaving items like this unattended.

Avoid the use of candles wherever possible and keeping combustible materials to a minimum.



WHAT TO DO IN THE EVENT OF A FIRE

If there is a fire in your home, leave immediately if it is safe to do so. Ensure everyone else leaves with you. Call 999 and ask for the Fire and Rescue Service. Do not return to the property until it has been declared safe.

FURTHER INFORMATION

If you see anything that could affect fire safety, please report it straight away. If you are unsure whether something is a fire safety issue, contact us for advice. Working together helps us maintain safe homes and communities for everyone.

Medway Council's Landlord Services Fire Safety Policy can be accessed by scanning the QR code. If you require a hard copy, please email

ResidentEngagement@medway.gov.uk

HOUSING OFFICERS

Your Housing Officer is your local point of contact and is here to help with your tenancy, provide advice and support, and listen to any concerns you may have about your home or neighbourhood.

Phone: 01634 333344 Email: HousingTenancyTeam@medway.gov.uk

PATCH 1

Peter Mountain



BANKY FIELDS CLOSE
BROWN STREET
CHICHESTER CLOSE
GLOUCESTER CLOSE
HOLDING STREET
LONGLEY ROAD
PEARMAN CLOSE
QUINNELL STREET
RUSSELLS AVENUE
SCOTT AVENUE
SKENE CLOSE
SOLOMON ROAD
ST EDMUNDS WAY
STATION ROAD
TASWELL ROAD
WAKELEY ROAD
WINCHESTER WAY

BENDON WAY
CHARLECOTE COURT
CHERITON ROAD
CLOPTON COURT
CRABTREE ROAD
DERWENT WAY
HATHAWAY COURT
HENLEY CLOSE
OLDFIELD CLOSE
SALISBURY AVENUE
WELCOMBE COURT
WILMECOTE COURT

ABUROUND HOUSE
BEATTY AVENUE
BLUEBELL CLOSE
BUTTERMERE CLOSE
CENTENARY GARDENS
CORNWALLIS AVENUE
FIRETHORN CLOSE
GREENVIEW WALK
HAZLEMERE DRIVE
TANGMERE CLOSE
THIRLMERE CLOSE
WOODLANDS ROAD

LONGFORD COURT
HIGH STREET RAINHAM

MARLBOROUGH HOUSE
SUFFOLK COURT

PATCH 2

Freddie Bovington



ALLINGTON ROAD
APPLEDORE ROAD
ASH CLOSE
AYLESFORD CRESCENT
BAPCHILD CLOSE
BEARSTED CLOSE
BEDFORD AVENUE
BEECHINGS WAY
BEGONIA AVENUE
BENENDEN MANOR
BLEAN ROAD
BLOORS LANE
BODIAM CLOSE
BOUGHTON CLOSE
BROADWAY
CHARING ROAD
CHILHAM ROAD
CRUNDALE ROAD
DANSON WAY
DENBIGH AVENUE
DETLING CLOSE
DODDINGTON ROAD
DORSET SQUARE
EASTCOURT GREEN
EASTCOURT LANE
ELHAM CLOSE

ELIZABETH COURT
ELMFIELD
FEATHERBY ROAD
GOUDHURST ROAD
HARBLEDOWN MANOR
HARRIOTT CLOSE
HAWKHURST ROAD
HAWTHORNE AVENUE
HERNE ROAD
HOLLINGBOURNE ROAD
LAMBERHURST GREEN
LEEDS SQUARE
LENHAM WAY
LYMINGE CLOSE
LYNSTED ROAD
MEREWORTH CLOSE
MILSTED ROAD
MINSTER ROAD
NEWNHAM CLOSE
PATRIXBOURNE AVENUE
PETHAM GREEN
PRIORY COURT
ROMANY COURT
ROMANY ROAD
SANDHURST CLOSE
SELSTEAD CLOSE
STAPLEHURST ROAD
STURRY WAY
TWYDALL GREEN
WALTHAM ROAD
WESTERHAM CLOSE
WINGHAM CLOSE
WOODCHURCH CRESCENT

PATCH 3

Samantha Watts



AUSTELL MANOR
BARON CLOSE
BRIDGE ROAD
CAMBORNE MANOR
CHRISTMAS STREET
CHURCH STREET
CORNWALL ROAD
DAVENPORT AVENUE
DEVONSHIRE ROAD
FORGE LANE
FOX STREET
GILLINGHAM GREEN
GRANGE ROAD
HOLLY CLOSE
INGRAM COURT
JAMES STREET
KNIGHT AVENUE
LEET CLOSE
MACDONALD ROAD
MEDWAY ROAD
MILBURN ROAD
PADSTOW MANOR
PARR AVENUE
PENRYN MANOR
PIER ROAD
REDRUTH MANOR
RICHMOND ROAD
SAUNDERS STREET
ST ALBANS CLOSE
STROVER STREET
TINTAGEL MANOR
VICTORIA STREET
WHARF ROAD

ALBERT MANOR
ANDREW MANOR
BADEN ROAD
BEACON COURT
BOROUGH ROAD
CANTERBURY STREET
CHARLTON MANOR
FOURTH AVENUE
GUNDULPH ROAD
HAIG AVENUE
HAROLD AVENUE
LIVINGSTONE ROAD
PARK MANOR
SCHOOL AVENUE
SHAKESPEARE ROAD
STURDEE AVENUE
THIRD AVENUE
TORONTO ROAD
TRURO MANOR
UPPER BRITTON PLACE
UPPER LUTON ROAD
VIDAL MANOR
WARWICK CRESCENT (BRIDGESIDE)
WINDMILL MANOR
WINDSOR ROAD

BRENNAN HOUSE
MOUNTEVANS HOUSE
ST MARKS HOUSE

PATCH 4

Sarah Thompson



BURNHAM WALK
REGENCY CLOSE
WALSINGHAM CLOSE
WOLLASTON CLOSE

BISHOPSBOURNE GREEN
BONNINGTON GREEN
BRABOURNE AVENUE
CRANBROOK CLOSE
DENTON GREEN
EASTLING CLOSE
FORDWICH GREEN
KENNINGTON CLOSE
KINGSNORTH ROAD
LITTLEBOURNE AVENUE
LOWER TWYDALL LANE
NORTHBOURNE ROAD
PLUCKLEY CLOSE
PUMP LANE
ROLVENDEN AVENUE
RUCKINGE WAY
SELLINGE GREEN
THORNHAM ROAD

THE MAILYNS

BARFLEUR MANOR
CAMPERDOWN MANOR
FLAXMANS COURT
GRAHAM CLOSE
HIGH ST BROMPTON
LEITCH ROW
LENDRIM CLOSE
MANOR HOUSE
MANOR STREET
MCCUDDEN ROW
PERIE ROW
SALLY PORT GARDENS
SINGAPORE DRIVE
TEMERAIRE MANOR
VICTORY MANOR
WESTCOURT STREET
WOOD STREET

ESMONDE HOUSE



BETTER MEDWAY CHAMPIONS

Want to make a difference in your community?

Become part of a supportive network of A Better Medway Champions and gain the skills, knowledge and confidence to help people improve their health and wellbeing, make informed lifestyle choices, and access services that can support them.

For more information and to book your place:

Medway.gov.uk/ABetterMedway

A BETTER MEDWAY CHAMPIONS Improving Health and Wellbeing

A BETTER MEDWAY
Easier ways to be healthy

BED BUGS:

Know the facts, lose the stigma

Reports of bed bugs are rising across the UK, and Medway is no exception. For residents who find them, the experience often brings worry and, all too often, shame. Medway Norse Pest Control wants to set the record straight.

Bed bugs are not a reflection of how clean your home is, and there is no reason to feel embarrassed about reporting them.

MYTH: ONLY DIRTY HOMES GET BED BUGS

NHS guidance is clear that bed bugs are found in both clean and dirty homes. They don't feed on dirt, crumbs or mess, they feed on blood, and they travel by hitching a ride on people, luggage, clothing and second-hand furniture.

A five-star hotel can pick up bed bugs just as easily as any home. Having them is not a sign of anything you've done wrong..

SPOTTING THE SIGNS

- Bites in a line or cluster on exposed skin, usually arms, shoulders or legs
- Small spots of blood on bedding, from bites or squashed bugs
- Tiny dark droppings around mattress seams, bed frames and skirting boards
- Shed skins, and in heavier infestations, a faint musty smell

HOW BED BUGS GET IN

Bed bugs don't fly or jump, they crawl, and hitch rides in seams, folds and luggage. Common routes include second hand furniture or mattresses that haven't been checked first, luggage brought home from travel, and visitors' bags and coats.

Once inside, they spread slowly but persistently, moving between rooms and, in blocks of flats, sometimes between neighbouring properties.

WHAT TO DO IF YOU FIND BED BUGS

Don't panic, and don't reach for a supermarket spray. Disturbing bed bugs without a proper treatment plan can scatter them further through a property, making the problem harder to solve.

- Tell your housing officer straight away, most tenancy agreements expect early reporting, and it's nothing to be embarrassed about
- Wash bedding and clothing at 60°C or higher
- Vacuum thoroughly, including mattress seams and skirting boards, and empty the vacuum outside
- Reduce clutter so there are fewer places for them to hide
- Call in a professional, DIY treatments rarely clear a full infestation

REPORT EARLY, ACT FAST

The sooner an infestation is reported, the easier, cheaper and quicker it is to treat, and the less likely it is to spread to neighbouring homes. Reporting bed bugs promptly isn't something to be ashamed of it's exactly what a responsible resident should do.

MEDWAY NORSE PEST CONTROL

Medway Norse Pest Control is Medway Council's provider for pest control services.

If you think you have bed bugs, contact your housing officer or get in touch with Medway Norse Pest Control directly

on **01634283215**

or **MedwayNorsePestControl.co.uk**



COMMUNI-TEA EVENT

Around 100 residents joined us for our recent CommuniTEA event, enjoying a warm welcome, free refreshments, and access to local support services.

Thanks to funding from the Crisis Resilience Fund and support through Social Value, residents were able to receive free winter coats, winter warmer packs, and care packs to help them through the colder months.

The event also gave people the opportunity to meet local organisations, find out about support available in the community, and connect with neighbours in a friendly and relaxed setting.

It was fantastic to see residents making new connections, accessing practical help, and supporting one another. A big thank you to everyone who attended and helped make the event such a success.



CHILD FRIENDLY MEDWAY

Looking for free family activities and festive fun over the next few months? Child-friendly Medway has a fantastic range of events for children and families across Medway.

CHILD-FRIENDLY MEDWAY'S CITY HALL #12

19 November 5pm - 8pm

Doors open at 5pm at Hollywood Bowl, Rochester for a Q&A where Children & Young people can ask their questions directly to Chief Executive, Richard Hicks and the Leader of Medway Council, Cllr Maple.

Followed by a free family fun bowling session. Pre-booking required. To reserve your place, email: childfriendly@medway.gov.uk

SOFT PLAY & STORY CORNER

25 November 10am - 2pm

Pentagon Shopping Centre, Chatham. Enjoy play, stories and family time. Drop-in event, sign-in on arrival.

ELF YOURSELF

28 November 12 noon - 4pm

Join Santa and his Elf Service team at the Pentagon Shopping Centre, Chatham. Enjoy festive activities, elf hats and family fun for all ages.

SOFT PLAY & STORY CORNER

2 December 10am - 2pm

Pentagon Shopping Centre, Chatham. Drop in and enjoy stories, play and activities.

MEDWAY'S MAGICAL CHRISTMAS

5 December 10am - 1pm

A FREE family fun day packed with Christmas-themed activities at Medway Park Sports Centre, Gillingham. Pre-booking required via childfriendly@medway.gov.uk

SOFT PLAY & STORY CORNER

16 December 10am - 2pm

Pentagon Shopping Centre, Chatham. Drop-in event.

SOFT PLAY & STORY CORNER

13 January 10am - 2pm

Start the new year with stories, play and family activities at the Pentagon Shopping Centre, Chatham.

SEK COMMUNITY FOOD SHOP:

Making healthy food more affordable

A new community supermarket has now opened in Chatham, helping local people access affordable, healthy and nutritious food while making household budgets go further.

The SEK Community Food Shop offers a friendly and welcoming place to shop, with:

- Affordable groceries to help your money go further
- £1 fruit and veg bags
- Friendly support and advice when you need it
- A welcoming community space where you can connect with others
- Volunteering opportunities to learn new skills, gain experience and build confidence

Everyone is welcome

There's no referral needed, no forms to complete and no questions asked. The shop is open to everyone, making it easier for local people to access affordable food and support.

The new community food shop is located on the first floor of The Pentagon Shopping Centre in Chatham, close to the recently opened James Williams Healthy Living Centre.



THANK YOU FOR LETTING US KNOW

A huge thank you to everyone who took part in this year's Tenant Satisfaction Measures (TSM) survey.

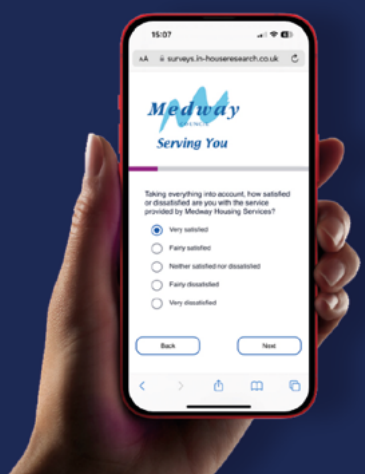
We know your time is valuable, so we're incredibly grateful to everyone who shared their views.



Whether you told us what we're doing well or highlighted areas where we can do better, your feedback helps us understand what matters most to the people who live in our homes.

Listening to our residents is an important part of improving services, and every response helps us make informed decisions about future priorities and improvements.

We're currently reviewing the survey results and will be sharing what we've learned, along with the actions we'll be taking, in the Spring 2027 edition of Housing Matters.



COMMUNITY INVOLVEMENT GROUPS:

Share your experiences of adult social care

Our Community Involvement Groups give you the chance to share your experiences of adult social care and help shape future services.

These monthly sessions offer a welcoming space where residents can connect with others who receive support, as well as friends, family members and carers who are involved. Join an upcoming session:



Email **changetogether@medway.gov.uk** with your name and preferred group to sign up.

By sharing your feedback, you can have your voice heard and help to make our services more responsive and person-centred.

STROOD

Medway Archives Centre, Bryant Road, Strood, ME2 3EP; every first Wednesday of the month, from 10am to 11.30am

RAINHAM

St Margarets Millenium Centre, Rainham, ME8 9BH; every second Monday of the month, from 10am to 11:30pm

ROCHESTER

The Corn Exchange, Rochester, ME1 1LS; every second Thursday of the month, 10am to 11:30am

CHATHAM

Salvation Army, Church Street, Chatham, ME4 4BT; every third Friday of the month, from 10am to 11.30am

GILLINGHAM

Medway Park Sports Centre, Mill Road, Gillingham, ME7 1HF; every last Friday of the month, from 10am to 11.30am

ISLE OF GRAIN

Grain Library, Chapel Road, ME3 0BZ; the last Tuesday of October, January and April, from 10am to 11.30am

CLIFFE WOODS

Cliffe Woods Community Centre, Parkside, ME3 8HX; the last Tuesday of November, February and May, from 10am to 11.30am

HOO

St Werburgh Church, Church Street, ME3 9AL; the last Tuesday of September, December, March and June, from 10am to 11.30am



CHANGES



CHRISTMAS AND NEW YEAR
WASTE COLLECTIONS

There will be some changes to bin collections over the festive period.
You can use the table below to see your normal and revised collection day.

CHRISTMAS WEEK

Normal collection day	Revised collection day	What to put out
Monday, 21 December	**Normal collection day**	
Tuesday, 22 December	**Normal collection day**	
Wednesday, 23 December	**Normal collection day**	
Thursday, 24 December	**Normal collection day**	
Friday, 25 December	**Monday, 28 December**	

NEW YEAR WEEK

Normal collection day	Revised collection day	What to put out
Monday, 28 December	**Tuesday, 29 December**	
Tuesday, 29 December	**Wednesday, 30 December**	
Wednesday, 30 December	**Thursday, 31 December**	
Thursday, 31 December	**Saturday, 2 January**	
Friday, 1 January	**Monday, 4 January**	

JANUARY WEEK

Normal collection day	Revised collection day	What to put out
Monday, 4 January	**Tuesday, 5 January**	
Tuesday, 5 January	**Wednesday, 6 January**	
Wednesday, 6 January	**Thursday, 7 January**	
Thursday, 7 January	**Friday, 8 January**	
Friday, 8 January	**Saturday, 9 January**	

THERE WILL BE NO BULKY COLLECTIONS DURING THIS TIME.

Bulky waste collections will resume from Monday, 11 January 2027.

To book, visit: Medway.gov.uk/Bulky

- Waste must be out by 7am. Collection times may vary from usual over the Christmas period.
- The scale of the operation means we will not be able to return for individual missed bins.
- Any changes to waste collections will be published on social media in the first instance.
- Real Christmas trees can be presented next to the brown bin for collection.





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 member of Tenancy or Income Team Monday-Tuesday 9am to 4pm and Wednesday-Friday 9.30am to 4pm, 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 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

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