

April 2025

## Summary of Service

The Resident Involvement Team are meeting regularly with Nurture to raise any issues that you, our Resident Inspectors, raise to us.

We will aim to update you via newsletters at the end of every month with progress reports and outcomes. We also address other reported issues – such as complaints etc. The newsletter will contain some details of the issues that have been raised over the month and outcomes or dates that the areas will be attended.

It is our aim to include information relating to all inspections and the problem/ target areas for improvement.

**This month has seen a general increase in the number of service issues reported which were anticipated as the growing season is “in full spring” and the maintenance service levels are fully operating.**

Please keep your surveys coming in as this really helps to identify issues quickly and take action to have them resolved. If you should need assistance with accessing or completing them, you can email us at [residentinvolvement@wkha.org.uk](mailto:residentinvolvement@wkha.org.uk)

Kind regards

Karen Browning  
Resident Involvement Manager



# Resident Inspectors - Newsletter

## NEW Estate Standards

It's great to hear so many of you are now referring to our estate standards document when completing the surveys in your areas. We hope you have found them to be a useful tool in your assessments of the work.

## Surveys

There were a couple of minor issues with new survey at the beginning of April which have since been rectified. Thank you to the inspectors who highlighted them so they could be resolved quickly.

We feel the new survey better captures the positive examples of good work and enables us to provide Nurture with more detail for the sites which have been missed or are rated as in need of attention due to either incomplete/ unsatisfactory works. This greater level of accuracy in reporting should enable West Kent to action issues more efficiently and we hope to see a reduction over time in recalls and recall waiting times.

## Service Updates

**Fly tipping-** Nurture have a dedicated team to removing the fly tipping across West Kent's estates. Fly tipping can be reported via our website [Report anti-social behaviour form | West Kent](#). Please check your maps to ensure the area you are telling us about, falls within the WKHA owned areas.

**Schedule for works-** The tidying of beds and borders is scheduled in May so please do get in touch via the survey if yours are missed.

**PLEASE SEE THE NEW GROUNDS MAINTENANCE FREQUENCY SCHEDULE FOR UP TO DATE INFORMATION ON WHEN NURTURE ARE DUE IN YOUR AREA**

## Reporting

Please, wherever possible use the Resident inspectors form to report issues. You can access it via <https://www.surveymonkey.com/r/SVYYJ8J> or by scanning this QR code



# Resident Inspectors - Newsletter

**McCudden Mews-** our resident inspector identified a small area which is regularly missed. We have re-shared our mapping with Nurture to ensure this isn't missed on the next visit.

**The Charne-** A resident inspector's survey highlighted missed maintenance following a recall with Nurture. We are working with them and the contracts team to avoid recalls in the future.

**Garden Court-** Our team met the resident inspector onsite, following ongoing maintenance issues. We put together a comprehensive document with photographs and annotations and presented it to Nurture to use as a checklist. They have spent several hours on site and made a significant start on tackling some of this work. Operatives are due to reattend in the next couple of weeks.

**Panters-** We answered enquiries regarding tree removals and grass cutting. We shall be visiting this site to photograph the trees which need trimming to make the walkways more accessible.

## **CLERK OF WORK:**

West Kent's Clerk of Work follows our contractor's jobs to inspect whether ad hoc jobs and scheduled works have been completed and to the expected standard. Their positive and negative feedback is passed to Nurture through our Contracts Manager, with the aim of ensuring a quality and consistent service.

The Clerk highlighted that across many of the sites visited, beds and borders have been missed and grass cuttings left. Nurture have been reminded to collect all cuttings. Ridges caused by grass cutting have appeared to level out. It's believed this occurred due to the ground still being soft during the first cut.

This month we have noticed an increase in the number of emails and decrease in the number of surveys. We are happy to respond to both, but ask you complete a survey unless there is ongoing correspondence about matters already raised. Please continue to inspect your estates and feed back to Resident Involvement. It is important that we share your reviews with Nurture, so that they know what is going well and what improvements need to be made. If you are having problems accessing the survey or need any guidance on the completion of the inspections, please get in touch at [residentinvolvement@wkha.org.uk](mailto:residentinvolvement@wkha.org.uk).

## **Good News Stories**

### **Ashburnham Close**

*"There is a noticeable difference in standards all round the close and immediate areas. Very clean and tidy any previous issue have not reoccurred."*



### **Acacia Walk, Alder Way, Elm Drive & Walnut Way**

*"As usual, excellent work"*



## **Easter Rubbish Events**

Our Resident Involvement Team joined the Communities team and involved residents at Northview and Whiteoak in the Easter holidays to clear over 30 black sacks of litter and 20 tonnes of bulky waste items from the communal areas. Keeping our communities clean!



## **2025 Incentives**

**This year we plan to increase the number of incentivising opportunities for Inspectors.**

**For every monthly survey we receive, between January and June (inclusive), you will qualify for 1 entry into our 6monthly prize draw. So 6 surveys= 6 entries.**

**You could win a £50 Amazon voucher!**

**Reminder: what3words**

**If you want to download the app, please see the link below, which also provides some useful guides:**

**<https://what3words.com/how-to-use-the-what3words-app>**