

Resident Involvement update – Q3 October/ November/ December 2025

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Resident Involvement update Q3 Oct - Dec 2025

This update provides assurance to committee of the resident involvement activity in the previous three months. We have a core set of groups established which have continued. We continue to update the website publishing the outcomes of resident involvement activity. - [Latest resident involvement news | West Kent](#)
 This report will provide details on new activity in the past three months as well as confirmation of existing group activities.

Established Groups – activity in the past three months:

Group	Update	Number of residents involved
Scrutiny Panel	<p>The panel completed their review of our Service Charge Communications and a copy of the leaflet they designed can be found at the end of this report. They are now working on Service Charge Improvements for (Physically) Disabled Residents. This review also crosses over with some recommendations suggestions that have been made by our new Resident Inclusion Group (more details to follow), and has already had an impact. Changes have been made to CX so that disability information is easily accessible for all and details are also shared with attending contractors to ensure they adapt their service where appropriate (e.g. allowing longer time for residents to answer the door etc.). The Panel will also be looking at complaints data to influence their recommendations which will be available March/ April 2026.</p> <p>The panel had a quarterly meeting in December which was attended by our incoming CEO Ian Joynson, Tracey Gray and Victoria Ferguson. It was a really informative meeting, and the panel were very appreciative of the opportunity to meet our new senior leaders.</p>	7
Contractor standards representatives (Brenwards and inHomes) core group meetings	<p>The meetings continue to be held on a quarterly basis with residents feeding into the core group meetings to discuss the quality of work. In October 2025 we introduced a new resident to the Brenwards meeting. The resident has been with West Kent Housing for many years and has a background in the construction industry. We are currently reviewing the benefits of these meetings for our residents and exploring some ideas to allow the involved residents opportunities to see the contractors at work and feedback on voids etc. Further updates will be available in our end of Q4 report.</p>	6
Resident Inspectors	<p>We have 53 grounds maintenance and 23 cleaning inspectors. The inspectors volunteer their time to carry out inspections after contractors have attended and use our estate standards to grade the work carried out. This information is shared regularly with Nurture and helps to contribute to service improvements and ensuring that all works are carried out to a good standards. We have developed a Red Amber Green (RAG) action plan for incomplete works and this ensures that any missed areas are addressed quickly to avoid complaints. We continue to produce a monthly newsletter for the inspectors, which is also shared on our website. The newsletter includes service updates and photos, along with good news stories and outcomes. Over these quieter winter months, surveys were not as frequent, but we did receive 28 surveys in this period.</p> <p>Our inspectors act on an individual basis and are not representatives for the residents of each estate.</p>	76
Community Chest Panel	<p>The panel meet quarterly to agree grants offered to initiatives in the community. During Q3 Resident Involvement helped with the recruitment of another panel member. Between 1 October and 31 December 2025, the panel approved funding for 11 projects. The total funding agreed was £6611 and will benefit 381 residents.</p>	3
Comms co-production group	<p>Over the last quarter the group have worked on the following: Providing articles for and reviewing the draft edition of the Winter Neighbourhood News magazine. They are also helping to design welcome packs for our new residents – which as a starting point has concentrated on the new development at Woodland Place. We hope that the design will shape all welcome packs for new tenants moving forward.</p>	

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Established Groups – activity in the past three months continued:

Group	Updates	Number of Residents Involved
New Homes Advisory Group	The group discuss the design and build of our new and proposed developments. The feedback gathered in the meetings will be used in the design briefs for the regeneration of Greatness Lane.	8
Resident Influencers	Over the last three months our Resident Influencers have reviewed our Safeguarding Policies, Tree Policy, Community Safety Policy, Communal Lounge Policy which has now been implemented on managed Older Person and KEHFA schemes, Remedies and Compensation Policy, Home Improvements Policy. All feedback has been passed to the policy owners and outcomes will be published in our end of year report.	29
Resident Inclusion Group	We held our first meeting with the inclusion group in November 2025. We had 4 residents at the meeting (and have since expanded to five members). The group offered suggestions on how we can improve services for disabled residents which have included better descriptions for void properties to show accessibility information, being listened to and having a good point of contact during major adaptation works, better information for attending contractors, more flexible appointment times for repairs/ servicing. All recommendations have been sent to the relevant service areas and have also been shared with the Scrutiny Panel to help shape and support their current review.	
Mystery Shopping	In September residents took part in Mystery Shopping. The final report has now been published online. One member of the team identified that the contact centre opening times were incorrectly published on the West Kent website and this was quickly fixed. The process will take part again early autumn 2026.	8

New Activity

Group/ Activity	Updates
Community Development Team support	The team attended a couple of litter picking events with the Communities Team during Q3. Owing to poor weather only 5 residents attended one event and none at another. As we move into 2026 – we will be supporting the Communities Team during spring events and also their Community Strategy survey door knocking events.
Cut and Mulch service	In August, we sent out over 140 surveys to residents that pay service charges for ground maintenance in the Spitals Cross area. The survey was to see how residents were finding the introduction of “cut and mulch” as opposed to “cut and drop” services by Nurture. As the service rolled out we further surveyed another 251. So far there have been 19 responses. It is difficult to gauge the outcomes over this period as grass cutting stopped for winter. We will be revisiting this service with a renewed survey in May 2026 as the service will be fully in place. We can then measure how happy residents are with the new cutting process.

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New Activity (cont):

Group/ Activity	Updates
Consultations	<ul style="list-style-type: none">• Tree Policy- Sent to 53 Resident Inspectors, 22 Influencers and published online. Currently 18 responses and awaiting outcomes on recommendations.• Cut and Mulch Survey – 251 surveys sent to residents that receive the service. Currently 19 responses – but as the service is limited at this time of year, we expect the responses to the new service to pick up in the spring/ summer months. We will be pushing out the survey again in May 2026.• Community Safety Policy – we held a forum of 7 residents to examine policies by other providers and look at our draft policy. The forum were very impressed with our policy and how it highlights what is and what isn't ASB. Remains ongoing.• Communal Lounge Policy – this was initially sent to our influencers and then to all residents that pay for a communal hall. The survey identified a number of issues with the management of general scheme facilities and a decision was made to only roll the policy out to managed (older people and KEHAFA) schemes at this time. The other schemes are currently being reviewed. The survey was sent to 400+ residents and we received 73 responses. Much of the feedback related to individual issues, and some changes were made to the wording of the draft policy as a result of the feedback received.• Tennyson Lodge Carpet Choices – of the 61 residents asked for their preference in carpet colour for the communal areas, we received 18 responses with a majority opting for one colour (work has now been completed – and we will share resident satisfaction feedback in Q4).• Service Charge Consultation Events – these were poorly attended by residents but did result in the recruitment of three new resident inspectors.• Remedies and Compensation Policy – Of the 27 surveys sent, we received 5 responses stating the policy was clear.• Home Improvements Policy – The survey outlined changes to the original draft made as a result of resident feedback and they were happy with the outcome. 9 responses from 27.• Service Improvements for New Tenants – this was another very positive survey. There were 489 surveys sent to new tenants of West Kent (12mth period). and we received 69 responses. The survey was sent in support of the changes being made to remove starter tenancies and how we support new tenants. The feedback received will help shape our service offer for new residents going forward.
Newsletters	Resident Involvement send monthly newsletters to our resident inspectors to keep them up to date with the grounds maintenance works and services. We also send a quarterly newsletter to our residents that have consented to be contacted by resident involvement. This newsletter also contains links to current consultations. Both publications are also available for all residents on our website.
Team update	At the end of December – Loral, one of our Resident Involvement Officers went off on maternity leave. She gave birth to a thriving baby girl, Ava, on 28 th December. We have welcomed a new member to the team, Sophie, on a fixed term contract. Sophie will be helping with the Scrutiny Panel and also managing the day-to-day work with our resident inspectors.

Saying Thank You to our Involved Residents

- In December, we treated our Scrutiny Panel to a Christmas Meal in Sevenoaks. During the year they attend lots of meetings, including quarterly meetings that last all day. We thank them for quarterly meeting commitment with a nice lunch on the day and the Christmas Lunch is a thank you for all of their work over the year.
- For every survey received, our Resident Inspectors are entered into a prize draw every six months for vouchers. In December we sent three lucky inspectors a £20 voucher each. All of the inspectors were also sent a Christmas selection box to thank them for their ongoing commitment to service improvement.
- Members of our New Homes Advisory Group were also treated to a £10 Costa Coffee voucher for Christmas as a thank you for their work.
- We are very lucky to have such a great bunch of residents that show real commitment to helping us shape our services for the better of all our residents.

