



Places to live. Space to grow.

January Resident Involvement: Updates & Opportunities!

Welcome to your January resident involvement newsletter!

As we step into the new year, it's the perfect time to look ahead and explore ways you can get involved in shaping your community.

The Resident Involvement Team always have plenty of opportunities for you to share your ideas, have your say, and make a real impact. From resident panels to creative projects. There are lots of ways to contribute, whether you want to influence decisions, improve services, or bring fresh ideas to the table.

Let's make this season about more than staying warm—let's spark community spirit and work together to shape the future of the place you call home.

Interested? Get in touch today to find out how you can join us!

Get involved!

In this newsletter. . . .

- **WELCOME** to our new Head of Customer Voice.

- **FEEDBACK** on our Communities Strategy and new Damp and Mould Policy (take the surveys!).
- **JOIN** the new Asset Management Strategy Forum.
- **READ** the Mystery Shopping results and report.
- **CELEBRATE** the policy feedback WINNER!
- **SEE** consultation updates.

Welcome to our new Head of Customer Voice, Victoria Ferguson



Hello!

I'm delighted to be part of the Resident Involvement team at West Kent. With nearly 15 years' experience in housing, I've always loved working closely with residents—listening,

learning what works and what doesn't, and making changes that truly improve your homes and communities.

In my first five weeks here, I've seen first-hand how West Kent listens to residents and turns feedback into real improvements. We have exciting plans for the year ahead, and we'd love more voices to join us! Whether you're a single parent, a working couple, retired, part of the LGBTQ community, or living with a disability—your views matter.

There are lots of ways to get involved, and sometimes we even offer thank-you incentives for your time. Please reach out if you'd like to help shape the future of our services. We can't wait to hear from you!

REMINDER: Community Strategy Resident Consultation



Complete a short online survey to help us understand the challenges you and your community face and what matters most to you. Your feedback will help us focus on the areas that make the biggest difference.

All responses are anonymous unless you choose to enter our **prize draw**. You could win **one of five £25 Love2Shop vouchers**. To enter, you'll need to provide your contact details, which will only be used for the draw.

The survey should take 3-5 minutes.

TAKE THE SURVEY!

Resident Recruitment for the NEW Asset Strategy Forum



The Asset Strategy is being renewed, and we want your input! The Asset Team is setting up a **Resident Forum** for anyone interested in shaping the future of our homes and communities.

The forum will meet in **February** (exact date to be confirmed) to discuss the new plan, which covers:

- Energy Efficiency & Net Zero
- Stock Profiles
- Building Safety
- Service Delivery
- New Developments

If you're interested in joining the panel, please use the button below or contact residentinvolvement@wkha.org.uk.

Apply now!

Mystery Shopping: Improving Communications



Over the past few months, residents have been helping us improve our Customer Contact Centre by taking part in our **Mystery Shopping Programme**. Volunteers made calls or sent emails to our team, then shared their experiences to help us understand how well we communicate and deliver services.

Before starting, participants attended a short training session and were given scenarios—or used real-life queries—to make the process meaningful. After completing four weeks of mystery shopping and feedback surveys, each volunteer received a £25 voucher as a thank you for their time and insights.

Recruitment was promoted through our website, newsletters, and direct invitations, and we were delighted to welcome nine residents to the programme. Their feedback has been invaluable in shaping better services for everyone.

The full report can be accessed below.

Mystery Shopping Report 2025

WINNER!



Congratulations to Mr W from Swanley who has won a £50 Love to Shop Voucher for completing a survey – Service Improvements for New Tenants”.

REVIEW our Damp and Mould Policy

READ our new policy [here](#) and complete the feedback survey by clicking the button below.

This policy supports compliance with Awaab's Law (introduced under the Social Housing (Regulation) Act 2023) and details West Kent's approach to investigating and resolving damp and mould in our homes within the prescribed timescales.

We are committed to ensuring every resident lives in a safe, warm and well-maintained home.

Response deadline: Monday 26th January.

TAKE THE SURVEY!

Consultations Updates:

New policies and policy reviews are shared on our website for all residents to comment and influence the way we deliver services. They are also shared directly with residents who the changes may have greater impact upon.

Tree Policy- 75 residents were surveyed regarding the draft of a new tree policy. 14 residents responded and some of their feedback was used to update and improve the draft. The policy draft is currently being used as a guidance until approved by our Executive Team.

Community Safety Policy- This policy is now with our Operations Management Team for consideration.

Communal Lounge Policy- Of the 400+ residents surveyed, we received 73 responses.

The report has now been shared with the Older People's Services Manager.

Starter Tenancies- 67/ 489 surveyed residents responded. The survey closed on 08/01/2026. The Resident Involvement team are currently compiling the report and will share with teams once completed.

Cut and Mulch- We surveyed 251 affected tenants who are part of a trial for a change to the grass cutting maintenance, We have so far received 18 responses. We will survey again on this in the Spring.

To view our current consultation and comment, please follow the link below.

Current Consultations

See the full range of resident involvement opportunities available and to register your interest:

Get involved!



Forward

West Kent Housing Association
101 London Road, Sevenoaks, TN13 1AX
01732 749400

Don't want to receive regular updates?

[Preferences](#) | [Unsubscribe](#)

