

Grounds maintenance resident inspectors



Hello,

Welcome to the Resident Inspector Newsletter.

You may have noticed that this newsletter looks slightly different from previous editions. We have made some changes to the layout to improve readability and make it easier to follow.

In July, we received seven surveys, with a 33% satisfaction score. Thank you to everyone who took the time to complete a survey. We appreciate your feedback and hope to receive even more responses in August.

Good News Story

We received a survey in July from a resident in the Kemsing area, highlighting concerns about weeds, rubbish, and the need for the car park to be thoroughly swept. The resident commented:

"There are weeds and rubbish, and the car park needs a hard sweep. The area is always a mess and, although Nurture do a good job with the grass cutting, they do not look at this area."

Following this feedback, the Resident Involvement Team was able to take immediate action. The issue was reported and, the day after the survey was received, arrangements were made for the site to be attended and the weeds treated.

This is a great example of how resident feedback helps us identify issues and make improvements in our communities.

Update on Our New Grounds Maintenance Maps

In June, our Resident Scrutiny Panel met with West Kent's Service Improvement Lead to review a new grounds maintenance mapping system.

The new colour-coded maps will clearly show residents who pay service charges for grounds maintenance exactly which areas and services are included within their charge. West Kent plans to make these maps available through the new customer portal as part of its phased rollout.

In the medium term, the maps will also be linked to contractor site reports within the system. This will support contractor management and make it easier for Customer Services to respond to resident enquiries.

Over the coming months, we will be trialling these maps with our Resident Inspectors and will be asking for your feedback on the new mapping system. Please look out for more information in the coming months about this.

Thank you for your continued support and involvement.

The Resident Involvement Team

Reporting

Please use the resident inspector feedback form wherever possible to submit your feedback.

[Resident Inspectors Survey](#)

2026 incentives - prize draw!

From July we have increased we'll draw three winners. Each winner will receive a £20 Amazon voucher.

Every monthly survey you complete counts as one entry into the six-month prize draw. Complete six surveys and you'll have six chances to win.

Service updates

Fly tipping

Nurture has a dedicated team that removes fly tipping across our estates. You can report fly tipping using the report anti-social behaviour form on our website.

Before reporting an issue, please check your maps to make sure the area is owned by West Kent.

Grass cutting

In June, we completed a Cut and Mulch Trial across seven different sites and sent out 245 surveys to residents. This trial involved a new approach to grass cutting and grounds maintenance, and we received 28 responses from residents.

Unfortunately, the trial has not been as successful as we had hoped, as not all sites received the planned two grass cuts per month. The original intention was to extend the trial; however, due to the recent weather conditions and lack of rainfall, grass growth has been limited.

As a result, the Cut and Mulch Trial has been placed on hold for the time being. We are hoping to recommence the trial in September or October, depending on weather conditions and grass growth levels.

We would like to thank everyone who provided feedback and will continue to keep residents updated on any future developments.

[Report fly tipping](#)

Frequency schedule

Please check the latest grounds maintenance frequency schedule for up-to-date information about when Nurture is due to visit your area.

[See the frequency schedule](#)

what3words

what3words gives every 3-metre square in the world a unique address made up of three words. It's a simple way

to share an exact location and can help us understand where an issue is more quickly.

Find out more about what3words

Clerk of works

Our clerk of works checks both scheduled and one-off contractor jobs to make sure work has been completed to the expected standard.

They provide feedback to our contracts manager, who shares it with Nurture. This helps us maintain a consistent, high-quality service. If a site does not meet the required standard, Nurture is asked to return and complete any necessary work.

Respect for our staff

Our operatives work hard to keep outdoor spaces safe, clean and well maintained.

We do not tolerate abuse or aggressive behaviour towards staff. If you have concerns about a service, please contact customer services or share your feedback through your survey rather than raising it directly with operatives on site.

Please continue to inspect your estates and share your feedback with the resident involvement team.

Your comments help us recognise what's working well and identify areas where improvements are needed. We also share your feedback with Nurture so they can continue to improve their services.

If you have any problems accessing the survey, or need support with inspections, please email residentinvolvement@wkha.org.uk.

WestKent

Places to live. Space to grow.

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