

October 2025

Summary of Service

The Resident Involvement Team continue to meet regularly with Nurture to raise any issues that you, our Resident Inspectors, raise.

The system is working well and helping us to resolve in complete / unsatisfactory works quickly.

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. We will share some details of reports 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 inspections and the problem/ target areas for improvement.

This month has seen few surveys with inspectors mostly reporting improvements with an increased satisfaction rating from inspectors. We have seen 6 red reports closed and new reports attended more swiftly. We endeavour to respond to your surveys and emails as quickly as we can.

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

Kind regards

Karen Browning
Resident Involvement Manager

Resident Inspectors - Newsletter

Surveys

This month we have received 4 surveys with a satisfaction score of **50%**.

Reports tell us grass cuttings haven't always been collected and some hard sweeps have been missed.

Rag Rating System

GREEN: 2 weeks to respond to first report

AMBER: 1 week to address failing action

RED: 1 week to rectify the situation

Inspector Reports Closed in August:

GREEN 1

AMBER 2

RED 6

Photo UPLOADING. . . .

Please note the survey has been updated with a “question 8” (see below). This allows you to upload photos to your corresponding survey. Select “Choose File” and either take a photo or upload from your gallery. Alternatively, you can still email them to us at: residentinvolvement@wkha.org.uk

8. Please upload any photos you would like to share relating to the areas you have reported.

You can add photos from your phone / tablet direct from your photo library, or take a photo or video to share.

Choose File

No file chosen

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.

Dog waste bins- Following reports at Lullingstone that the bins are overflowing we have now switched to weekly collections.

Schedule for works- ([wkh_0002_grounds_maintenance_schedule_v3.pdf](#))

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

Solefields-Following a Resident Involvement site visit in September, we have continued to advocate for residents with the help of the inspector. Many of the large shrubs and trees which were blocking paths have been trimmed and paths swept. We continue to raise the issue of cut and drops. With the exception of a few sites, where residents have been notified, the service should include collection of grass cuttings.

Panters- A low scoring survey in September prompted a Resident Involvement site visit to meet with an inspector. Although the site was generally viewed to be 2 star, which was consistent with the Clerk of Works's judgement, there was some room for improvement. Subsequently, extensive hedge trimming across the site was undertaken, ivy severance work has been raised and mapping was re-shared with operatives to ensure areas are not missed in the future.

Queens Court- Repeat reports of the grass being scruffy, unfinished and full of weeds were received. Resident Involvement instigated a meeting between our resident inspector, Clerk of works and Nurture. Our contracts team have agreed to pollarding of a tree which is blocking sunlight to many of the flats and have accepted the recommendation of targeted weed kill and re-seeding of grass in the Autumn/ Spring to solve the problem instead of just managing it.

CLERK OF WORKS:

West Kent's Clerk of Work continues to follow 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. Nurture are recalled if sites fail the Clerk's inspection.

The Clerk's findings this month indicate there's been an increase in the number of sites marked as 2 star or above since September. The 2nd half of this month showing 95% of sites visited achieving 2star and above.

PLEASE BE REMINDED:

Our operatives work hard to keep West Kent's outside spaces safe and tidy. **Abuse of operatives will not be tolerated** and only hinders the job they are trying to complete. Please raise any concerns via your surveys or Customer Services.

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.

Good News Stories ***

The Charne

Lavender bushes were initially missed on a previous visit. Thanks to our resident inspector for bringing this to our attention. Nurture were able to attend swiftly and complete the job.

Lilac Gardens

Lilac Gardens received a 3-star score for all rated aspects of grounds maintenance this month. "Excellent work, neat and tidy."



2025 Incentives- PRIZE DRAW

We have decided to run this incentive for the next 6 months but this time we shall draw 3 winners. Each will receive a

£20 Amazon voucher!

It's the same rules as before.

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

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>