

March 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.

We have had a very quiet February for surveys but understand some of the more regular services are returning to us in March.

Please do keep your surveys coming in, and 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



NEW Estate Standards



Our teams have been busy categorizing and evidencing examples of service standards received by our residents to produce a comprehensive guide which we can now share with you:

<https://www.westkent.org/your-home/looking-after-your-home-and-garden/estate-standards>

Please familiarise yourself with this new guide and use as a point of reference during your inspections.

New Star Gradings



NHOs and the Clerk of Works will be completing their inspections with this guide also. This document aims to provide clarity and consistency on what we expect good work to look like for staff, contractors and residents.

West Kent would like to say a **BIG THANK YOU** to all resident who contributed to the Estate . . ??11!

Please use the new survey link/ QR code (see below) which incorporates the star grading system.

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



Kestrel Court – operatives met our inspector on site to locate and remove the tree. It will be sprayed once in full foliage and safely removed.

Norman Close- A recent inspection highlighted weeds, hedge trimming and footpaths in need of attention. Nurture attended the site 31/01 to complete the works.

Sprucedale Close- Fly tipping reported by a resident inspector has now been removed.

The Charne

Palmer's Orchard

Garden Court

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 has highlighted that across many of the sites visited, weeds have been missed. Nurture will re-visit the sites from the past few weeks to treat and remove the weeds.

We had an increased number of surveys and emails this month as growing season begins. 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.

Resident Inspectors - Newsletter

Good News Stories

We received compliments from our resident inspector at The Charne:

"I think Nurture may need to do some more pulling out and tidying up now due to the time left but I and the other residents are grateful for the new plants that Nurture and WK put in last year."

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 do check the site you are reporting falls within the WKHA owned areas indicated on the maps provided.

Schedule for works- March shows Nurture have begun the first of the scheduled hard sweeps for 2025 which should now continue through to December. The next round of beds and borders work is due in May so please do get in touch if yours were missed.

UPDATES TO GROUNDS MAINTENANCE SCHEDULE

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>