



Welcome to your Resident Involvement newsletter!

Resident involvement continues to grow, and we're pleased to welcome new residents who are getting involved and sharing their views with us.

Community events

July marks the beginning of the community events summer programme. We have been developing new interactive ways of engaging residents to capture your views. Resident feedback will be shared with West Kent teams to shape the services you receive.

We recently attended the summer fun day at **Woodlands Place** where new residents praised West Kent for their "move in" experience. They scored us strongly for new home demonstrations, sign ups and welcome packs. We have identified pre-tenancy communication as an area for improvement.

One of the key neighbourhood themes was **speeding in the local area**, raised by four residents through conversations and written comments. We are exploring how we can work with relevant partners to better understand these concerns and identify potential solutions. New signage with children's illustrations are

being created for display around the development.

Unacceptable Behaviour Policy Consultation

Resident Influencers have just finished reviewing the current Unacceptable Behaviour Policy to inform the new policy draft.

80% of respondents felt the tone of the policy is respectful, fair and proportionate. There was more disparity in the responses to what residents felt was "excessive contact". One resident made constructive suggestions with regards to how reasonable adjustments decisions should be made.

This information has been shared with the community safety team to help inform their understanding of which areas of the policy need more clarity. Updates about resident influence will be shared in the next few weeks.

If you'd like to get involved, we'd love to hear from you

Find out more about our resident involvement projects and how you can take part in helping to shape our services and communities

In this newsletter. . . .

- **New Scrutiny Panel Review**
- **Shared Ownership Survey Update**
- **Resident Involvement Incentives Update**

Scrutiny Review Drives Improvements for Disabled

Residents

Between September 2025 – April 2026, West Kent's Scrutiny Panel carried out a review of support and homes adaptations for disabled residents, this review was finalised in July and presented to our Communities and Housing Board.

The review acknowledged that the number of West Kent residents recorded to have a disability increased significantly from 2025-2026 as did the demand for properties and adaptations which suited their needs. Communication, repairs and recognising individual needs were identified as key challenges for resident satisfaction and complaints.

The review identified evidence of improving resident data collection, investment in more accessible communication systems, and a strong commitment to delivering accessible and adaptable homes, including exceeding planning requirements for accessible homes at Woodland Place, Maidstone.

The panel made 12 recommendations to improve accessibility, communication, staff training, data recording and future housing design. The panel believes these recommendations will help address the disproportionate dissatisfaction experienced by disabled residents, improve service delivery and communication, strengthen trust in West Kent's services, and support the organisation's commitment to delivering excellent, inclusive services for all residents.

Resident influence in action

Since this review, our communications and marketing team have improved the accessibility and visibility of information by making policies,

support services and adaptation guidance easier to find, navigate and understand on the West Kent website.

The recording and visibility of disability, vulnerability and reasonable adjustment information has been strengthened so that staff and contractors can respond consistently to residents' individual needs.

The panel are currently reviewing the new **Professionalism Policy** and updated **Staff Code of Conduct** which were drafted following the resident wide consultation took place in April 2026 with the "**Understanding professionalism survey**".

Thanks to the commitment and insight of involved residents, the review is already helping shape service improvements and ensuring future developments are designed with accessibility in mind.

Scrutiny Review Review of Disabled Residents' Property Adaptations and Support Services

Shared Ownership Survey Update

West Kent's most recent figures show **1,019 shared ownership homes** in management as of 31 March 2025. This accounts for over 10% of West Kent's homes.

Shared owners consistently give lower satisfaction scores across housing associations in the UK. To better understand the unique experiences of shared owners, West Kent took a step to share our "**Communicating with**

Shared Owners Survey" with 166 consenting residents.

What We Heard

The most common frustrations reported were:

- Uncertainty about charges and costs.
- A lack of clarity around responsibilities for repairs and maintenance.
- Delays in receiving information or support.
- Having to make repeated contact to resolve issues.

Residents who have been shared owners for longer were more likely to raise concerns about service charges, responsibilities and delays. Newer shared owners often highlighted a lack of support after moving into their home and difficulties finding the information they needed.

Across all responses, **communication and clarity** were identified as key areas for improvement.

What Happens Next?

Based on the feedback received, opportunities for improvement have been identified:

- Providing clearer information about costs, service charges and responsibilities.
- Visibility and accessibility of website content.
- Exploring digital tools, such as service charge breakdowns and maintenance guidance.
- Providing regular updates on news, costs and policy changes through existing communications, such as Neighbourhood News.
- Offering more tailored information and support for residents at different stages of the shared ownership journey, including new buyers, residents looking to staircase, and those considering selling their home.

We are currently in the process of creating a shared ownership forum where residents will have the chance to influence improvements. Details about how to sign up to this will be in our next newsletter.

Scrutiny Panel updates

The **Resident Scrutiny Panel** is currently deciding which area of West Kent's services to review next.

If there is an area of West Kent's services that you would like the Scrutiny Panel to review, please take a few moments to answer our short survey and share your views.

[Suggest a resident scrutiny topic](#)

Project Update: The Digital Advisory Group

Work has now begun on this project, with the first resident engagement activities planned for **September**.



Resident Involvement Incentives Update

To recognise the time and valuable feedback provided by our involved residents, we are introducing a new incentives scheme for residents who take part in our formal resident involvement groups.

To be eligible for incentives, residents must be signed up to an approved involvement group and have completed the relevant Terms of Reference and participation agreements.

The new incentive payments are:

- **£10** for completing group consultation surveys.
- **£25** for attending group discussions, forums or meetings.
- **Prize draws** will continue for residents taking part in wider consultations and engagement activities.

These incentives are designed to thank residents for their commitment and support in helping us improve our services and shape future decision-making. We look forward to continuing to work with residents and hearing your views.

Consultation 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.

[See our current consultations](#)

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

[Get involved!](#)

WestKent

Places to live. Space to grow.

 [Forward](#)

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