

Resident Inspectors - Newsletter

January 2026

Summary of Service

Welcome to the Grounds Maintenance Resident Inspector Newsletter. We hope you found the November broadcast an easier way to access our latest resident inspector news.

In this month's newsletter we will be sharing some recent service updates and feedback with regards to the cut and mulch survey of trialled sites in Kent.

We welcomed 4 new inspectors from the Benenden and Sevenoaks areas and will this year be focusing recruitment for new inspectors in areas of Kent where we currently have no representation.

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

Surveys

This month we have received 0 surveys and our list of open jobs is clear which is a brilliant way to begin 2026.

Photos UPLOADING. . . .

This is a reminder that you can now upload photographs on "question 8" of the survey to accompany your report. 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

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. The fly tipping service has been busy following the Christmas period where we have seen an increase in the number of reports.

Please check your maps to ensure the area you are telling us about, falls within the WKHA owned areas.

Hard sweeps- Nurture are using January and February to catch up with hard sweeps across Kent. The Grounds Maintenance Schedule is under review and spreading hard sweeps across 12 months instead of 10 is being considered.

Grass cutting- We have experienced very wet weather in the past couple of months and for this reason, a number of November and December grass cuts have been postponed. Nurture have provided evidence on these occasions which we have used to create a list for prioritisation once the weather improves. Weather dependent, Nurture will aim to catch up in January and February time. West Kent are satisfied Nurture are continuing to meet their contractual obligations as the schedule states 8-12 cuts annually.

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

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Cut and Mulch survey feedback:

Since September 2025, West Kent have been trialling a new cut and mulch service for grass maintenance across 6 sites. This involves 2 monthly attendances as opposed to one and the grass is finely chopped and re-distributed instead of collected. This is done with an aim to keep the grass shorter in Spring and Summer months, improve the health and appearance of the grass and reduce the amount of green waste sent to landfill.

251 residents at the trial sites were surveyed in December. Initial feedback suggests:

1. There was confusion over the service change

Grass cutting hasn't been running to schedule across the contract due to wet weather which was commented on by some respondents. They haven't recognised a change to the proposed cut and mulch service or seen attendances consistent with the proposal.

Future communication will be improved by restating the service and objectives, including a clear explanation letter with the next survey (May), and highlighting the change at the top of future surveys. The trial will continue more consistently from March when grass cutting begins again. Sites are still receiving the agreed 8-12 annual cuts.

2. Other grounds-maintenance-related comments were made in the survey

Resident Involvement have carried out some site visits; residents were offered the chance to become inspectors. We have raised some of the work with Nurture via the contracts team, providing our own evidence.

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>

Good News Stories ***

The Resident Involvement team have visited a number of sites in January, ahead of the Spring season schedule for works, to check sites are looking tidy and well attended.

Hillingdon Rise



Repton Court



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



2026 Incentives- PRIZE DRAW!

From January- June (inclusive)

We shall draw **3 winners**. Each will receive a

£20 Amazon voucher!

It's the same rules as before.

1 monthly survey = 1 entry into our 6monthly prize draw. 6 surveys= 6 entries.