

WestKent

Places to live. Space to grow.

Neighbourhood **news**



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magazine
on the go!

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80 celebrations

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Welcome

to summer Neighbourhood News



Hello and welcome to our summer edition! Summer has arrived, and it's the perfect time to enjoy the sunshine, explore new places, and learn more about the amazing people in our community.

In this issue, we take a moment to remember VE Day, a special time when we celebrate peace and honour the people who helped bring it about. It's a chance to think about how working together can make a big difference.

If you're also looking for fun things to do, Louise, another of West Kent's resident communications group members, has put together a great list of affordable days out in Kent. Whether you're with family or friends, there's something exciting for everyone. Find out more on page 8. The beautiful

pictures on that page were taken by Emma, a West Kent resident who lives in Swanley and told us she loves spending time at Swanley Park with her family, where the pictures were taken.

We also meet with Abigail Daniels, who works as a Financial Inclusion Partnerships Manager at West Kent. She helps people who are having money problems and shows us how her job makes a real difference. Read more on page 14.

So, grab your favourite drink, find a comfy spot, and enjoy reading all the inspiring stories and helpful tips inside!

Linda,

Resident Communications Group member

Residents' Impact and Influence Report

We've renamed and refreshed our Residents' Influence and Impact Report, previously known as the Residents' Annual Report.

This report provides an overview of our performance about finance, complaints and safety, and has been developed with residents to help communicate how your views, data and feedback has influenced the services we provide.

We've changed how the report is shared, so it will now be available on our website, www.westkent.org/RIIR from 30 September, instead of arriving with Neighbourhood News. If you'd like a printed copy, please call 01732 749400.



Complaints report

We want our customers to have a positive experience regardless of who they are, where they live or how and when they choose to interact with us.

We take complaints seriously and recognise that sometimes we get things wrong. We make sure we learn from complaints to prevent issues in the future and continually improve our services.

The Housing Ombudsman Service expects landlords to provide information about the complaints they have managed. So, we have produced a report that explains:

- **How many complaints we've received over the last year**
- **What complaints are about and how we manage them**
- **Changes we've made to our services as a result of complaints.**

We have teams dedicated to customer resolution and experience to ensure we use your feedback to improve our services. We also want to hear from you, when things go well, and we track the compliments you give to our teams.

Over the past 12 months our teams have worked hard to on complaints and better using your feedback to make things right.

We are committed to improving on this and have plans to complete an end-to-end review of repairs in 2025/26, including resident feedback. You can read more about this in the report, which will be available to read on our website, www.westkent.org/complaintsreport from **10 September onwards**.

If you'd like a printed copy, please call **01732 749400**.

Our maladministration rate (failure to provide an adequate service) has gone down from 18 (62%) in 2023/24, to 11 (30.6%) in 2024/25.

One example of the changes we have made using your feedback is with our repairs service.

In 2024/25 we completed an average of 3.7 repairs per home. This is a good result, when compared against the average across the housing sector. We also only received 260 complaints in the last year regarding repairs against over the over 28,000 completed. While these are both excellent examples of how well our teams are working, we want to continue to get better at repairs, based on the feedback from residents.



VE Day 80

To mark the 80th anniversary of VE Day (Victory in Europe Day), residents at our over 55s schemes and local communities held afternoons of remembrance and celebration.

At Strawberry Hill in Dartford, we marked the anniversary with an afternoon of food and singing, including classics like *The Lambeth Walk*, *White Cliffs of Dover*, *Pack Up Your Troubles*, and *Beer Barrel Polka (Roll Out the Barrel)* – songs many residents remembered fondly from their childhoods or wartime broadcasts.

Meanwhile, at Montgomery Court in Rochester, we held a delicious buffet and a wartime quiz. Residents also took some time to share childhood stories to remember family and friends who sadly lost their lives due to the war.

In Edenbridge, several of our residents attended an afternoon of remembrance hosted by Edenbridge Town Council and funded by the West Kent Community Chest. It was lovely to see how funding from our Community Chest can help bring communities together and mark special occasions

like VE Day. Guests enjoyed a buffet and live entertainment from a talented singer who really brought the event to life!

Would you like to find out more about how our Community Chest can support events in your community?

Visit www.westkent.org/communitychest



Raglan Resident Action Group gets to work!



This spring, our newly set up Raglan Resident Action Group completed their communal garden improvement project.

Raglan Court is a small block of 15 flats near Ashford, which West Kent took over management of in 2020. The community was recovering from a traumatic police flat closure and years of anti-social behaviour.

Residents were keen to improve their local spaces and help rebuild their community. With support from Sky, our Community Development Officer, they came together to transform their communal garden into a space they could be proud of. Along the way, they started to rebuild something even more important; a sense of community.

Social value contributions made the project possible, with some of our partners coming together to support residents to make their communal garden look like new.

- The Bell Group, (our provider of fire doors) provided new fencing and gates to create an enclosed garden area
- The AD Group (one of our construction partners) provided planters to add interest and colour
- West Kent Community Chest provided an eight-seater picnic table
- A little bit extra from our community development team who provided plants, watering cans and a few refreshments to keep residents working energised!

The garden is now a safe space where residents can meet up and spend some time together and chat over coffee and cake. As a result of these catch ups:

- Residents met with their Neighbourhood Housing Officer to find out about them and ask questions about things concerning them.
- They met the resident involvement team to find out about different ways to have their voice heard in how West Kent delivers services.

- Two neighbours who lived in flats above and below each other for three years and had never spoken, finally got to know each other at a coffee meet up.
- Information was shared about our financial inclusion support. One resident is now in receipt of PIP following a referral to us. Another had their first experience of running their pre-payment meter 'in the black' for the first time in years.

Sky, Community Development Officer for Raglan Court said: *"The journey has mattered just as much as the final outcome. For some residents, we are the third landlord for their flat and have been experiencing some of the physical and social challenges in the block long before West Kent. It was vital that we supported residents to rebuild a positive community and showed that we really do want to support healthy, happy neighbourhoods."*

One Raglan Court resident added: *"This is helping us start to believe that West Kent actually do what they say they are going to do!"*

The success at Raglan Court shows how small changes can lead to stronger, more connected communities.



If you would like some support to make positive changes in your own neighbourhood, get in touch. Email communitydevelopment@wkha.org.uk or call 01732 749400.

Supporting residents through the cost-of-living crisis

Priya*, one of our residents, was struggling with her finances. She wasn't claiming her pension credit and didn't know about the extra benefits that she was entitled to. Our welfare benefits team stepped in to provide support.

Following a phone call with Priya, our welfare benefits team identified that she needed help with claiming her pension credit as well as additional benefits that she had been missing out on.

Priya didn't feel comfortable making phone calls to enquire about her benefits, so our welfare benefits team immediately got to work and made the necessary phone calls to support Priya's applications. Thanks to the team's quick action and knowledge, Priya's pension credit application was successful, and she was awarded a backdated payment of £1,906.84, as well as an annual payment of £953.42.

Our welfare benefits team also looked at Priya's housing benefit and council tax reduction and noticed that she was eligible for further support. The team worked with Priya to gather the information

needed for her additional claims and then submitted everything on her behalf. As a result, Priya's housing benefit increased by £3,427.46 annually and her council tax support increased by an annual amount of £355.80.

Priya's quality of life has hugely improved following the help from our welfare benefits team. The increased housing benefit has helped to calm Priya's monthly worries about paying her rent and the increase in her other welfare benefits has allowed Priya to maximise her income and better support herself through the ongoing cost of living crisis.

Priya spoke about the support she received from our welfare benefits team, saying: *"It was a god send to me... Otherwise I would have been forgotten about."*

If you would like to speak with our welfare benefits team, please email help@wkha.org.uk or call 01732 749400. For more information on our cost-of-living support, please visit www.westkent.org/helpforyou

**Names have been changed*

HELP
for you

Help with
the cost
of living



With the cost of energy rising dramatically, it's harder than ever to stay on top of your bills. We've been helping residents through crisis with tailored, one to one energy advice. Our dedicated financial inclusion team can support you with both energy and benefits issues. Please get in touch if you are struggling, we can help.

Visit www.westkent.org/helpforyou
Call 01732 749400
Email help@wkha.org.uk

Get Summer Sorted!

Free, affordable, one-of-a-kind days out for all the family
Let's explore Kent!

Did you know you don't have to travel across the country for your next great family adventure? Our very own county of Kent is bursting with fantastic days out. Enjoy a trip to the seaside, step back in time at one of our many historic castles, or perhaps unwind with a relaxing woodland walk. Kent really has something for everyone.

We've picked out a couple of our favourite days out from every corner of the county to help make your summer unforgettable.

Cost key:

FREE – no entry fee (may still have parking/refreshments costs)

£ – Under £5 per person

£ £ – £5-£15 per person

£ £ £ – Over £15 per person

NORTH KENT

FREE Shorne Woods Country Park

Gravesend, DA12 3HX

A 292-acre woodland park with lakes, trails, picnic areas, and a large playground.

- All ages
- Mostly accessible with buggy-friendly paths and toilets

£ Fort Amherst

Chatham, ME4 4UB

Napoleonic fort with outdoor ramparts and historic tunnels.

- Ages 5+ (younger with supervision)
- Steep steps, not wheelchair-friendly

£ Oare Gunpowder Works Country Park

Faversham, ME13 7UD

Woodland ruins of an old gunpowder mill with trails and history.

- All ages
- Uneven in places, mostly buggy-friendly, disabled access

£ £ Rochester Castle

Rochester, ME1 1SW

Norman castle with high towers, sweeping views, and nearby gardens.

- Ages 5+
- Steep stairs, no wheelchair access

£ £ Pirate Cove Adventure Golf

Greenhithe (Bluewater), DA9 9ST

18-hole pirate-themed mini golf with caves, lagoons and ships.

- Ages 3+
- Designed to be wheelchair friendly

£ £ £ The Historic Dockyard Chatham

Chatham, ME4 4TZ

Massive maritime museum with submarines, warships and interactive exhibits.

- Ages 5+
- Fairly accessible

£ £ £ Diggerland Kent

Strood, ME2 2NU

Construction-themed park where kids and adults operate real diggers.

- Ages 4-10
- Some machines may not be suitable, pathways are wheelchair friendly, free carer entry

SOUTH KENT

FREE Lower Leas Coastal Park

Folkestone, CT20 2JP

Seaside park with a huge adventure playground, amphitheatre and gardens.

- All ages
- Paths mostly accessible, some steep paths, beach uneven

FREE Brockhill Country Park

Hythe, CT21 4HL

Park with lake, meadows, a café and a play area.

- All ages
- 2.5 kilometres of easy access pathway and accessible toilets

£ Dungeness National Nature Reserve

Romney Marsh, TN29 9NB

Wild, shingle beach with old boats, birds and lighthouses.

- All ages
- Wheelchair accessible, accessible toilets

£ £ Rare Breeds Centre

Woodchurch, TN26 3RJ

Farm park with animals, playgrounds, butterfly tunnel and woodland walks.

- Ages 1-12
- Mostly accessible facilities, woodland walks difficult for some wheelchairs at certain times of year

£ £ Kent Battle of Britain Museum

Hawkinge, CT18 7AG

WWII aviation museum with aircraft, relics, and historical exhibitions.

- Ages 6+
- Wheelchair and mobility scooter friendly

£ £ £ Port Lympne Safari Park

Lympne, CT21 4PD

Safari park with giraffes, big cats, play areas and dino forest.

- All ages
- Some steep areas, wheelchair routes, concession tickets

£ £ £ Romney, Hythe & Dymchurch Railway

Hythe-Dungeness, TN28 8PL

Mini steam railway running across 13.5 miles of scenic coast.

- All ages
- Accessible carriages and stations

EAST KENT

FREE Turner Contemporary

Margate, CT9 1HG

Seafront modern art gallery with free exhibits and kids' workshops.

- All ages
- Fully accessible with lifts and wide spaces

FREE Dover Museum & Bronze Age Boat Gallery

Dover, CT16 1PH

Free town museum showcasing the world's oldest seagoing boat.

- Ages 6+
- Ramped entrance, level floors, and a lift to all galleries

£ Shell Grotto

Margate, CT9 1HG

Underground chambers covered in 4.6 million seashells with mysterious origins.

- All ages
- Not suitable for wheelchairs or those with reduced mobility, some steep sections

£ £ Ramsgate Tunnels

Ramsgate, CT11 8NJ

WWII air raid tunnels with guided history tours.

- Ages 5+
- Not fully accessible; uneven terrain

£ £ Dreamland Margate

Margate, CT9 1XJ

Retro amusement park with vintage rides, arcade, and roller disco.

- All ages
- Mostly accessible site with facilities

£ £ £ Dover Castle

Dover, CT16 1HU

Towering medieval fortress with secret tunnels, towers, and kids' activities.

- All ages
- Some steep climbs; partial accessibility

£ £ £ Wingham Wildlife Park

Wingham, CT3 1JL

Wildlife park with exotic animals, dinosaurs, and indoor zones.

- All ages
- Well suited for people of all abilities

WEST KENT

FREE Knole Park

Sevenoaks, TN15 0RP

Deer-filled historic parkland perfect for walks, picnics and nature spotting.

- All ages
- Mixed terrain; some flat paths and accessible café. Historic house has limited wheelchair access



FREE Maidstone Museum

Maidstone, ME14 1LH

Free town museum with dinosaurs, ancient artefacts, and kids' discovery areas.

- All ages
- Fully accessible, although electric mobility scooters are too heavy to use in the wheelchair lift

£ Kent Firefighting Museum

Ash, TN15 7EG

Museum with wide range of exhibits and a play park with a real fire engine for children.

- All ages
- The entire site is fully accessible and the Museum buildings have wheelchair ramps

£ £ Eagle Heights Wildlife Foundation

Eynsford, DA4 0JB

Bird of prey centre with eagles, reptiles, meerkats and flight shows.

- All ages
- Main paths and shows accessible

£ £ Spa Valley Railway

Tunbridge Wells to Eridge, TN3 4QY

Scenic steam train journeys with family-friendly stops and events.

- All ages
- Wheelchair accessible carriages and stations

£ £ £ Leeds Castle

Near Maidstone, ME17 1PL

Moated castle with playgrounds, falconry, gardens and year-round access.

- All ages
- Accessible paths, lift access, and mobility hire



We hope you all have a brilliant summer! Please make sure to check individual websites for the most up-to-date information.

Welcome, L&Q transfer residents!



Earlier this year, we completed a stock transfer of 77 homes from London & Quadrant (L&Q) in Tonbridge and Malling.

The homes transferred are across a range of tenures including shared ownership, affordable rent, and freeholders. The transfer was completed after a consultation with residents.

We worked closely with L&Q to ensure the new residents were kept informed and supported throughout the process. All residents received an introductory letter and information about us and were invited to attend a community event. The event gave residents an opportunity to meet the neighbourhood housing officer and members of our community safety and communities teams and raise any concerns they had.

Since the transfer, it has been great to hear positive feedback from our new residents.

One resident told us: *"I phoned in the morning to report the water heater not working. By 4 o'clock that afternoon the thermostat had been replaced by Dave the electrician and I had hot water again. Very efficient and polite."*

Another resident highlighted: *"We have just been transferred from L&Q. West Kent has been wonderful and so helpful."*

Anabel Palmer, Executive Director of Development and Partnerships at West Kent added: *"We are delighted to welcome our new residents in Tonbridge and Malling and provide them with great services, supporting the community from our bases across Kent. This transfer is important for West Kent as we continue to establish our network of homes and communities in the area."*

Meet your Neighbourhood Housing Officer!

Our neighbourhood housing officers (NHOs) are here throughout your tenancy to make sure your home is safe and well-kept.

The nature of NHOs' work means they're often out in the community, so not always at their desks to take calls. Remember, please contact customer services in the first instance, as they will likely be able to help with your query straight away. You can contact customer services by calling **01732 749 400** or emailing help@wkha.org.uk.

You can find out who your NHO is on our website: www.westkent.org/tenancyservices

If you live in Swanley, Kemsing, Sevenoaks and Ashford, you might have recently attended one of our 'meet your NHO' events and shared some feedback or ideas for your local neighbourhood. Details for future meet your NHO events will be shared on our website and social media accounts. Visit www.westkent.org/events



West Kent in bloom



From extravagant flowerbeds to delicate balcony pots, we know lots of our residents are keen, green-fingered gardeners.

A big reason why people love gardening so much is its positive impact on both mental and physical wellbeing. A Royal Horticultural Society study showed those who garden even a small amount each day are 6.6% happier and 4.2% less stressed than those who don't garden at all.

An increasing number of GPs are even prescribing gardening, not only for rehabilitation but also as a preventative treatment for depression and anxiety.

Some of the physical benefits you could see from gardening are:

- Boosted immunity
- Strength building through exercise
- Improved memory through spurred nerve growth
- Better sleep
- Reduced stress and brightened mood.

August might seem like the month when you can finally put your feet up and enjoy the fruits of your labour. But, as many of you seasoned gardeners will know, keeping a healthy garden is a year-round job!

Some things you can be doing in the garden this month are:

- Feed and water any plants
- Prune roses after they've bloomed
- Remove any dead heads from your flowers
- Collect any seeds from plants you'd like to keep for next year
- Plant new strawberry plants
- Start planting your bulbs for spring, especially daffodils.

We always love to see your gardens; share some photos with us, and you could be featured in a future edition of Neighbourhood News! Email help@wkha.org.uk or send us a message on our social media channels (listed on page 2).



Our partners' recent social value contributions

Thank you, Brenwards!

A big thank you to Brenwards, our electrical and buildings contractor, for their latest social value contribution.

Over the years, Brenwards have consistently supported our residents and communities through their generous social value contributions.

Their latest contribution went above and beyond expectations as they transformed the garden of a supported scheme for women fleeing domestic abuse. The garden was run-down and not in regular use, but after some much-needed care and attention it is now a fantastic outdoor space that residents will be able to enjoy in the coming summer months.

Residents at the scheme have already expressed their excitement by starting their own gardening club and are looking forward to spending warm summer evenings outside with their children.

Scott Edwards, Managing Director of Brenwards, said: "We transformed an unusable, overgrown garden into a beautiful, calm, safe and outdoor space for all residents to enjoy. Creating spaces that lift spirits and bring communities together is at the heart of what we do. It's wonderful to see how much the residents value the transformation, and we're proud to support West Kent in making a lasting difference".



Thank you, Wealdens!



A big thank you to Wealdens, our cleaning contractor, for their social value contribution at HOUSE, Edenbridge.

HOUSE is an open access youth drop-in centre for young people aged 11-19, or up to 24 with additional needs. The project aims to provide low-cost recreational and educational activities for young people, while promoting acceptable behaviour and responsibility.

Their generous contribution of an Xbox, Playstation 5, screens, and two gaming laptops allowed us to open a brand-new gaming room in an old, disused recording studio space. The room will allow the

Join our resident inclusion group!

Please scan the QR code to see the form.



We're committed to ensuring that we treat each and every one of our residents with dignity and respect.

We know that we receive a higher number of complaints from residents with a disability. So, we're looking to work with a group of residents with lived experience of supporting others with disabilities, neurodiversity, mental ill health or other additional needs.

The group will help to identify how we shape our services to ensure they are accessible and inclusive, and meet the needs of our residents. We want to remove stigma and help our residents feel empowered to speak out about services that affect them.

We would also like to understand who is not accessing our services and use this information to enable us to identify and remove any barriers.

Key things the group will look at are:

- How we can identify and remove barriers to housing or services
- How we can improve housing design, adaptations and communal spaces
- Help improve communication formats and methods

- Promote awareness and understanding of needs
- Identify how we can better tailor our services
- Identify how we can better support residents with aids and adaptations.

We will also get some time to know you; the challenges you've faced, experiences with us that have been positive, but also where we could have done better.

Meetings will be held every three months, either online or in-person at accessible venues. You are welcome to bring a carer with you, and we will also be able to support residents requiring British Sign Language or easy read documents.

To get involved in the group, we would like you to complete a short application form. If you need some help with the application, we can come and meet you in person or discuss this on the phone with you.

Please scan the QR code at the top of the page to see the form or call **01732 749400**.

young people to safely enjoy gaming; on their own or with other attendees.

Games have been set up with safety controls, allowing popular games, such as Fortnite, to be played in a safe and inclusive space, without features such as text and voice chat and explicit language.

The devices can also be used for homework, research, and creative projects, supporting the learning and development of our young residents.

One HOUSE attendee said: "I can't wait to play one on one FIFA!"



A day in the life of...



Abigail Daniels, Financial Inclusion Partnerships Manager

By Iain, Resident Communications Group Member

Recently, I sat down with Abigail to hear what a typical day looks like in her role as Financial Inclusion Partnerships Manager at West Kent.

By the time she opens her laptop on a Tuesday morning, she has already tackled the first whirlwind of the day. Her 18-month-old son has been fed, dressed, changed, and taken to the childminder. Her partner helps, but the routine is far from calm. There are half-eaten breakfasts, forgotten bags, and the usual race against the clock that many parents will recognise. Only once everything is in motion at home does the day begin to settle.

That first hour at her desk is something Abigail values: "I start at 8am and I try to keep that first hour free. It gives me space to go through emails, check

in with my team on Teams, and work out what needs attention first" she explained.

When asked what cartoon character best sums up her working style, she smiled, "I'm always going from one place to the other, so probably the Tasmanian Devil. But if it's a Winnie the Pooh character, I'll probably be Piglet. Ever the advisor."

Abigail leads a small but impactful team. She manages West Kent's welfare benefits advisors and the fuel efficiency advisor, alongside developing partnerships that help stretch support further for residents. Her calendar is usually packed with meetings; some internal, others building strategic partnerships like with the Fuel Bank and the National Energy Foundation.

"We work with Better Homes Better Health to offer fuel vouchers. That means we can preserve our own internal hardship fund for more urgent cases. It helps

us support more residents without running out of options too quickly."

She is also the person who enjoys digging into guidelines to find loopholes and breaking down seemingly impossible situations into steps and finding the way through to benefit residents. Abigail likes it when others come to her when things get complicated: "I often get calls from colleagues across the organisation who want to talk through complex financial inclusion or benefits cases. It's a real mix, and I like that."

Although she no longer sees residents every day, she sometimes joins staff on joint visits when extra insight might help. Abigail really misses being on the frontline: "I used to work in income recovery, rough sleeper outreach, supported housing. I think that background helps. It means I still get brought in when something is particularly sensitive."

Abigail has lived in social housing with various housing associations herself and brings that experience into her work. "I've been a tenant, I'm not currently a West Kent tenant, but I have been part of the same system our residents and many of our staff are navigating. That perspective matters." She knows that some people feel nervous about asking for help, and that the biggest barrier is often trust. "Sometimes the people who most need support are the ones least likely to reach out. That's why we look at patterns and behaviours. Missed appointments, a change in tone, silence. We try to make the first step as easy as possible."

"Please come to us for help, you don't know what you may be missing out on. It gives us so much job satisfaction!"

Abigail also plays a key role in ensuring West Kent is prepared for policy changes. She updates the rest of the organisation on welfare reforms, such as significant votes, helping staff feel informed and confident when talking to residents.

Her team works closely throughout the week, sharing insights, checking in, and supporting one another. "We've got a little group chat where we say good morning and check in. It might seem small, but it makes a big difference."

If she could bottle one moment of the day, it would be the time her team signs off in their group chat. As they wrap up, they often share what they are doing that evening or mention upcoming plans. It is a small but genuine ritual that shows how much they support each other, both in day-to-day work and when handling difficult cases.

Thinking of Abigail's chosen soundtrack choice, Proud by M People; that question echoes. 'What have you done today to make you feel proud?'

When the workday is done, Abigail finds her reset in the garden with her son. "That's my

recharge" she said. "It makes it all worth it." She loves gardening, even if the recent house move means there is still a lot to sort out. Before becoming a mum, she also had a different kind of escape, working on her race car, "I used to be a drag racer until I had my son" she said. These days, it is all about playtime in the garden, and she wouldn't have it any other way.

Please come to us for help, you don't know what you may be missing out on. It gives us so much job satisfaction!



Acting on your feedback: resident inspectors

Over the last year, we've been working with residents to find out how we can improve the standard of our estates. We spoke to over 600 residents across Kent by carrying out surveys, community events and door knocking, getting feedback on our current standards.

Residents told us that the most important things when it came to neighbourhoods were:

- Grass cutting
- Clearing paths and alleyways
- Cleaning and maintenance of flooring in blocks
- Dealing with fly tipping and disposing of waste.

As a result, we have created a new set of estate standards. The standards clearly set out what residents can expect from us. So we can measure if we are meeting the standards we have introduced, a new app has been developed for our NHOs to use when they are carrying out estate inspections, making it easier for them to report issues on estates. We have



There is a noticeable difference in standards all-round the close and immediate areas. Very clean and tidy and previous issues have not reoccurred.



also developed a neighbourhood management policy, which sets out the services and activities we provide, how we will work with residents and local partners, and the responsibilities of residents. This policy was shaped by our resident scrutiny panel.

We currently have 79 resident inspectors, an increase of 19 from last year, who inspect our grounds maintenance and cleaning work. One resident inspector at Ashburnham Close told us: *"There is a noticeable difference in standards all-round the close and immediate areas. Very clean and tidy and previous issues have not reoccurred."*

The number of surveys we have received from the inspectors have doubled since 2024, as a result of tailoring engagement methods based on their feedback.

We publish a monthly newsletter to resident inspectors to communicate service updates, good news stories and progress updates regarding specific sites. If you're interested in finding out more, please email residentinvolvement@wkha.org.uk or call 01732 749400.