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March Resident Involvement: Updates & Opportunities!

Welcome to your March resident involvement newsletter!

This year has started at full speed!

The Resident Involvement team have reviewed some of our projects and looked for ways to make improvements. Read about the changes to our Communications Co-production group and updates from our Scrutiny Panel.

Our newest team member, Sophie Geen, shares insights from her day at the Customer Experience Conference, also attended by our Resident Ambassador Iain Walters.

If you are interested in joining one of our projects then get in touch today to find out how you can join us!

Get involved!

In this newsletter. . . .

- **JOIN** our Communications Co-production Network.
- **WELCOME** to our new Scrutiny Panel member.
- **WATCH** our International Women's Day interviews.

- **READ** about our Resident Involvement trip to the Customer Voice Conference .
- **CELEBRATE** our Resident Prize Draw WINNERS!
- **SEE** consultation updates.
- **HIGHLIGHTS** from the Resident Involvement Report: October–December 2025



Communications Co-production Network Opportunity

Are you interested in becoming part of our resident Communications Co-production Network?

We are changing the way you can become involved and making it **easier** and more **convenient** to have your say:

- Project materials and surveys will be emailed throughout the year.
- Choose projects which interest you & fit around your other commitments.
- Contribute remotely (*Ad hoc online meetings will sometimes be offered.*)
- Quarterly online meetings-share success & updates (*attendance optional*)

- Project incentives offered.

If you are interested in more bitesize Communications Co-production projects then please **complete a short form** telling us who you are, what you're interested in, your availability and incentive preferences so we can build a project our residents are proud of!

Expression of interest form

👉 Welcoming Lynn Collins to the Scrutiny Panel 🧡

Lynn is a long-term West Kent resident of 19 years, with a professional background in teaching and nursing and hopes to bring strong values of listening, advocacy, and fairness to the role. As a resident living with a disability, Lynn is committed to ensuring housing services are accessible and inclusive for everyone. Lynn's goal is to use her experience to provide constructive, evidence-based feedback and act as a voice for your neighbours and the wider West Kent community.

In January, Lynn joined her first Scrutiny Panel meeting and is busy working our most recent review, to be published in April 2026.

Scrutiny Panel Updates

Current Review: Service improvement for residents with physical disabilities
Report Due: April 2026

The panel completed mandatory training at our head offices in January, supported by the Resident Involvement team. This training enables our panel members to work safely and confidently within their roles. Our team were able to help with access to the courses, answering questions in real time and flag any further training needs. Our panel are a dedicated group of people who give their time for the betterment of others and for this we are very grateful.

If there is an area of the West Kent business/ services which you would like us to review, please let us know by answering a couple of quick questions.

Resident Scrutiny Suggestion

♥ International Women's Day ♥

In honour of International Women's Day, we caught up with two extraordinary Scrutiny Panel members, Lynn and Catherine, to learn more about the women behind the work.

Reflections from the Customer Experience and Resident Engagement Conference organised by the National Housing Federation



The Customer Experience and Resident Engagement Conference, held on 24 February at Senate House, was attended by Sophie Geen (Resident Involvement Officer) and our Resident Ambassador, Iain Walters

The conference offered a people-centred exploration of how the housing sector can strengthen relationships with residents. The day

opened with an inspiring keynote from Peter Baffoe, Chair of the Resident Experience Committee at Peabody, who shared his personal journey through social housing. Peter emphasised that lasting improvement requires cultural change driven from leadership and embedded throughout organisations.

A standout feature of the conference was the balanced representation of professionals and residents, creating a genuine sense of partnership. Resident speaker Michelle Barlow from Together Housing illustrated how meaningful involvement empowers tenants, enabling them to influence decisions and better understand the wider housing landscape.

Key themes included the impact of consumer regulations two years on, and how complaints can drive meaningful service transformation. Sessions reinforced the importance of transparency, accountability, and ensuring resident voice influences strategic decisions—not just policy documents.

Overall, the event provided valuable insight for attendees at all experience levels, encouraging shared learning and celebrating resident-led change.

Consultations 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.

Communications and Marketing Strategy-

An initial survey was completed by 17 respondents in January. All respondents who gave their contact details have been invited to review the strategy

draft in March. **Please email us if you would like to join: residentinvolvement@wkha.org.uk**

Our WINNER of £50 Love2Shop voucher is from Gillingham

 **KEHFA (Kent Excellent Homes For All)-** The annual survey of 250 residents at our extra care schemes has begun.

The deadline for responses is 23rd March.

 **Communities Strategy Consultation-** Thank you to everyone who took part, with over 400 respondents! The strategy is currently being considered by our Executive Team.

The 5 lucky WINNERS of £25 Love2Shop vouchers were from Sevenoaks, Swanley, Walmer, Lenham and Dartford

 **Disrepair Campaign Survey-** We had 82 responses in just 7 days and the Communications and Marketing team are making changes to some of the proposed campaign materials in line with resident's suggestions.

Our £50 Love2Shop voucher WINNER is from Sevenoaks

To view our current consultation and comment, please follow the link below.

Current Consultations

[Here are some highlights from the Resident Involvement Report: October–December 2025](#)

We've had another active quarter working with residents across our involvement groups, consultations, and inspections. Thank you to everyone who took part.

Shaping Services Together

- The Scrutiny Panel completed its review of Service Charge Communications and began new work to improve information for disabled residents.
- Our new Resident Inclusion Group held its first meeting where they shared their personal experiences and gave our services some insight.

Working with Contractors and Inspecting our Estates

- 53 Resident Inspectors carried out regular grounds-maintenance checks, with 12 survey reports received.

Supporting Our Communities

- The Community Chest Panel awarded £6,611 to 11 local projects, benefiting over 380 residents.
- The Comms Co-production Group provided articles for and reviewed the draft edition of the Winter Neighbourhood News magazine. They helped design new welcome packs for tenants moving into Woodland Place.

[View the full report](#)

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

[Get involved!](#)



Forward

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