

July 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.

Every month we are seeing steady flow of surveys and service issues reported. The response rate has doubled since last year showing our engagement is up. Surveys tend to flag service issues but we have received some compliments on them too.

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

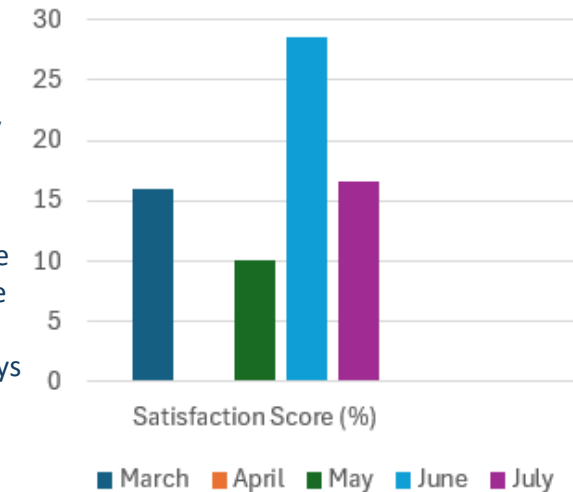
Resident Inspectors - Newsletter

Surveys

Surveys have been significant in helping us to understand data trends and patterns of missed/ incomplete works. We are now meeting with the Customer Resolution Team, Customer Services, Clerk of Works and Contracts Team on a monthly basis to identify trends and share customer insight.

We understand that the Resident Inspector surveys are a useful tool in highlighting service issues and so most of the feedback we receive is constructive. However, we would like to encourage you to still complete your surveys if you are satisfied Nurture have done a good job as this helps us to understand the areas where things are going well which is just as important.

Chart Area
Resident Inspector Satisfaction Scores



(Please note the scores a guide and indicative of trends only due to variation in responses rates.)

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

Dog waste bins- Following reports at Lullingstone that the bins are overflowing we have now switched to weekly collections.

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

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



Resident Inspectors - Newsletter

Park Lane- A resident inspector reported fly tipping and missed hard sweeps in the car park areas as well as broken branches and low hanging trees. Nurture were recalled to remove the fly tipping and complete hard sweeps. Resident Involvement have since visited the site to document issues in more detail. Works orders have been raised for cutting back the overhanging trees and clearance of the alley way which connects both car parks.

Norman Close- A quote has now been received from the Arb team for the tree cutting alongside the alleyway, next to the bungalows. We are awaiting a quote for the Conifers in the communal gardens. Once received, these jobs will be booked in and the work completed.

Magpie Court- The Resident Inspector's report was first raised with the Contracts Team on 03/07 and related to issues around overgrown hedging, weeds and missed hard sweeps. We are liaising with Nurture to arrange a site inspection so all works can be assessed and Nurture can provide extra operatives if necessary.

CLERK OF WORKS:

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. Nurture are recalled if sites fail the Clerk's inspection.

The Clerk's findings are consistent with survey reports from resident inspectors. We cannot stress how helpful your input is as it helps us to understand where the service is not consistently performing to our 3-star standard.

PLEASE BE REMINDED:

If you have been maintaining an area, it is difficult to report on, and evidence missed scheduled works to Nurture. Please share your photos with us and we can pass this on - **SURVEYS** are still our preferred method of reporting concerns as it's easier to track progress and report on this to Nurture.

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.

Good News Stories ***

Kestrel Court

"Would like to compliment the tree cutting company who have this week cut down a tree in our communal garden. They have cleared up behind themselves and left everywhere spotless."

Solefields

"There is a much needed improvement in the area, they have trimmed bushes/hedges that have never been done before which improves visibility when driving. . ."

5/6 areas of maintenance rated as 3 STAR.

2025 Incentives- PRIZE DRAW

We have decided to run this incentive for the next 6 months but this time we shall draw **3 winners**. Each will receive a

£20 Amazon voucher!

It's the same rules as before.

For every monthly survey we receive, between January and June (inclusive), you will qualify for 1 entry into our 6monthly prize draw. 6 surveys= 6 entries.

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>