

Grounds maintenance resident inspectors



Welcome,

Hello and welcome to the latest **Resident Inspector Newsletter!**

You may notice that this edition looks a little different. We've refreshed the layout to make it easier to read and navigate, helping you find the information that's most important to you.

We received **5 resident inspection surveys** during August.

Resident Satisfaction Score: 20%

Of the five surveys received, one response was positive.

Cases Resolved

 **2 cases resolved**

Current RAG Status

 **Green: 2** cases completed within 2 weeks

 **Amber: 1** case outstanding for more than 2 weeks

 **Red: 1** case requiring further action

Good News Story

We received positive feedback from a resident in the **Church Farm Close** area following a recent grounds maintenance inspection.

The inspection found that all applicable areas, including grassed areas, hedges, pathways, beds and borders, were maintained to a good standard. Grass and hedges had been neatly cut, trimmings removed, and communal areas were found to be clean, tidy and well-presented. This has been shared with our grounds maintenance team for their continued hard work in keeping the area looking its best.

Reporting

Please use the resident inspector feedback form wherever possible to submit your feedback.

[Resident Inspectors Survey](#)

2026 incentives - prize draw!

We will now be drawing a voucher winner every month for participating in our resident inspector surveys.

Service updates

New Grounds Maintenance Maps Trial

Over the next few days, Resident Inspectors will receive an individual map showing the grounds maintenance areas within their neighbourhood.

These maps are part of a trial before they are made available to residents through our future Resident Portal. We would like to know whether the maps are clear and easy to understand, or whether any areas cause confusion. Your feedback will help us improve them before they are shared more widely.

Feedback Reward

We're offering a **£10 voucher** to everyone who responds with feedback on whether the map accurately reflects the area where they live, or highlights any inaccuracies.



Feedback deadline: 24 September

Vouchers will be sent approximately one week after the deadline.

Common Grounds Maintenance Theme

Identified Trend: Weed Control

A recurring theme identified through resident inspections is concerns about weeds not being adequately maintained, particularly in **car parks and communal areas**.

This issue has been raised and discussed at the recent Grounds Maintenance Meeting and will continue to be monitored to help improve service standards across our estates.

Thank you for your continued support and involvement. Your feedback helps us improve services and make a positive difference for our communities.

[Report fly tipping](#)

Frequency schedule

Please check the latest grounds maintenance frequency schedule for up-to-date information about when Nurture is due to visit your area.

[See the frequency schedule](#)

what3words

what3words gives every 3-metre square in the world a unique address made up of three words. It's a simple way to share an exact location and can help us understand where an issue is more quickly.

[Find out more about what3words](#)

Clerk of works

Our clerk of works checks both scheduled and one-off contractor jobs to make sure work has been completed to the expected standard.

They provide feedback to our contracts manager, who shares it with Nurture. This helps us maintain a consistent, high-quality service. If a site does not meet the required standard, Nurture is asked to return and complete any necessary work.

Respect for our staff

Our operatives work hard to keep outdoor spaces safe, clean and well maintained.

We do not tolerate abuse or aggressive behaviour towards staff. If you have concerns about a service, please contact customer services or share your feedback through your survey rather than raising it directly with operatives on site.

Please continue to inspect your estates and share your feedback with the resident involvement team.

Your comments help us recognise what's working well and identify areas where improvements are needed. We also share your feedback with Nurture so they can continue to improve their services.

If you have any problems accessing the survey, or need support with inspections, please email residentinvolvement@wkha.org.uk.



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