

Resident Involvement update – July/ August/ September 2025

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Resident Involvement update July– Sep 2025

Our involved residents have been very busy over the last three months.

Here is an update on what has been going on.

We are always looking for residents that want to be involved. If you have time, and would like to help shape our services, please complete the Get Involved Survey.

<https://www.surveymonkey.com/r/SFVB793> or use the QR code:



Group	Update	Number of residents involved
Scrutiny Panel	The panel have completed their review of our Service Charge Communications, working very closely with the Service Charge Team and Excellent Services. This will be presented in full to the C&H Committee in November 2025. The panel are now scoping their next review, which will be looking at service improvements for physically disabled residents. This has been influenced by both lived experiences, our survey feedback and our complaints data.	7
Contractor standards representatives (Brenwards and inHomes) core group meetings	The meetings continue to be held on a quarterly basis with residents feeding into the core group meetings to discuss the quality of work. In October 2025 we are introducing a new resident to the Brenwards meeting. The resident has been with West Kent Housing for many years and has a background in the construction industry. We also welcomed another resident to the inHomes meeting in July.	6
Resident Inspectors	We have 51 grounds maintenance and 23 cleaning inspectors. The inspectors volunteer their time to carry out inspections after contractors have attended and use our estate standards to grade the work carried out. This information is shared regularly with Nurture and helps to contribute to service improvements and ensuring that all works are carried out to a good standards. We anticipate that the number of surveys we receive will go up over the coming months with the introduction of variable service charges. Working with the inspectors – we aim to help prevent formal complaints being made about the services by flagging missed and poor work quickly for early resolution. Our inspectors act on an individual basis and are not representatives for the residents of each estate.	74
Community Chest Panel	The panel meet quarterly to agree grants offered to initiatives in the community. During Q2 the panel agreed funding for 10 projects and awarded a total of £5570.	3
Comms co-production group	Over the last quarter the group have worked on the following: Providing articles for and reviewing the draft edition of the Summer Neighbourhood News magazine. They also reviewed our Resident Influence and Impact report, providing both proof reading and editing / format recommendations.	5

Resident Involvement update July-Sep 2025

Activity in the past three months continued:

Group	Updates	Number of Residents Involved
New Homes Advisory Group	The group discuss the design and build of our new and proposed developments. The feedback gathered in the meetings will be used in the design briefs for our new projects and regeneration.	8
Resident Influencers	Over the last three months our Resident Influencers have reviewed our Safeguarding Policies, Resident influence and impact strategy and our Excellent Customer Services Strategy. We have also invited residents to policy focus groups to discuss our Community Safety Policy review which will be held in October. Our influencers also provide feedback on our Strategies and reports including the Resident Influence and Impact Report.	29
Mystery Shopping	In September residents took part in Mystery Shopping. They made calls to and emailed the contact centre and provided feedback. We received 32 feedback surveys – 19 for email contact and 13 for telephone. One member of the team identified that the contact centre opening times were incorrectly published on the West Kent website and this was quickly fixed. The full report is due to complete in October.	8

New Activity:

Group/ Activity	Updates
Resident Inclusion Group	We advertised the Resident Inclusion Group in the summer edition of Neighbourhood News. The group is a resident centred approach to look at how West Kent Housing deliver services to people who are living with or supporting others with disabilities, neurodiversity, mental health problems or other needs. The agenda will be set by the involved residents, and we will update our Executive Team after our first planned meeting in November. We have had eight applications for the group.
Family Fun Days	Throughout the summer months Resident Involvement supported the Communities Team with the family fun days in Edenbridge, Sevenoaks, Swanley, Faversham and Hartley. The team were able to meet with and engage with the local community and use the events as an opportunity to recruit / promote resident involvement at West Kent. We recruited a new resident inspector and promoted our involved groups.
Cut and Mulch service	In August, we sent out over 140 surveys to residents that pay service charges for ground maintenance in the Spitals Cross area. The survey was to see how residents were finding the introduction of “cut and mulch” as opposed to “cut and drop” services by Nurture. From the 16 responses, 65% of residents were happy with the new service. As a result of this, Nurture are trialling this service on other estates, and we will assist with further resident surveys to assess how happy our residents are with the new service. This is with a view to rolling it out to all estates that receive grass cutting as part of their service charges. We will also review the TSM feedback for Edenbridge to assess if satisfaction improves over times

Conference Time!

In July, the Resident Involvement team, accompanied by two dedicated members of the Scrutiny Panel, attended the **TPAS National Tenants Conference 2025** in Coventry. The two-day event brought together over 200 tenants, housing association staff, and sector professionals from across the country. The conference featured a range of informative workshops and keynote sessions, including insightful presentations from the Regulator of Social Housing. Attendees had the opportunity to share ideas, explore best practice, and strengthen their commitment to resident influence and service improvement.

Clive and Carolina attended a workshop about data which has inspired them to ask more probing questions to better understand the data they're presented with for their reviews. The team were also given inspiration to use more (anonymised) real life case studies for their reviews, to further inform recommendations in future reviews.

The team returned inspired and full of fresh ideas to enhance resident involvement and shared the information and ideas with the other panel members.



Loral (Resident Involvement), Carolina and Clive (Resident Scrutiny Panel), Kate (Resident Involvement)

Blog and information about our visit to Woodland Place

One of our New Homes Advisory Group members visited *Woodland Place* to inspect the newly built homes and engage with the development team about the design and build process.

The visit offered a valuable opportunity to assess the quality of the homes, identify any snags, and gain deeper insight into the layouts and finishes that will soon welcome new residents.

From the moment we arrived, it was clear that Woodland Place has been thoughtfully designed with a variety of layouts to suit different household needs. The finishes throughout the homes were impressive, with attention to detail evident in both the interiors and exteriors. Our walkthroughs allowed us to spot minor snags, which were discussed to ensure that every home meets the high standards expected by West Kent.

A highlight of the visit was the discussion around *adapted properties*, which sparked particular interest from our resident Catherine. She was keen to understand how West Kent is supporting residents with specific accessibility needs. Sarah from the development team shared that West Kent has *exceeded expectations* in this area, delivering a greater number of adapted homes than originally planned. Catherine commented, “As a tenant of West Kent for over 35 years and having moved into a new build 30 years ago then I will say that West Kent have certainly improved the specifications of their homes to suite modern requirements.”

One standout example involved a family referred by *Tonbridge and Malling Borough Council*, who have been on the waiting list for a suitable property for several years. Thanks to West Kent’s commitment and flexibility, a home is being extensively adapted to meet the complex needs of this family which will soon be ready for them to move in to—demonstrating how collaboration and thoughtful design can truly transform lives.

The visit to Woodland Place was not only informative but also inspiring. It reaffirmed the importance of resident involvement in shaping new developments and highlighted the positive impact that well-designed, inclusive housing can have on our communities.

We look forward to seeing these homes become part of a thriving neighbourhood and continuing to work closely with residents and partners to ensure every voice is heard in the development process.



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