

May 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.

This month has seen a steady flow of surveys and service issues reported which is consistent with May in previous years. We endeavour to respond to your surveys and emails as quickly as we can.

Resident Inspectors were given a special mention by our Chief Executive during this month's briefing, which is delivered to all staff across the business. The Chief Executive Team are impressed with resident inspector's commitment to this project and praised your contributions to the important work of holding Nurture to account to drive improvements in service for all. On behalf of the Resident Involvement and our Chief Executive Team we wanted to say a heartfelt thank you.

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

**NEW Estate Standards**

It's great to hear so many of you are now referring to our estate standards document when completing the surveys in your areas.

The introduction of the new estate standards has provided a good opportunity to reflect on our approach to the grounds maintenance resident inspector's project. We have reviewed our internal process for reporting and tracking issues reported by inspectors together with the contracts team and Nurture with the aim to improve recall times.

Surveys

Could we please ask inspectors to complete surveys within a week of the operatives visit? We've noticed some surveys coming in weeks later. It's difficult to evidence missed works when the grass grows at a faster rate at this time of the year. Also, if a recall is necessary then it's best we are aware at the first opportunity so operatives can be recalled before the next visit.

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.

Schedule for works- The tidying of beds and borders should have been completed in May so please do get in touch via the survey if yours have been missed ([wkh_0002_grounds_maintenance_schedule_v3.pdf](#))

PLEASE SEE THE NEW GROUNDS MAINTENANCE FREQUENCY SCHEDULE FOR UPTO DATE INFORMATION OF WHEN NURTURE ARE DUE IN YOUR AREA (April email)

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

McCudden Mews- Our resident inspector identified a small area which is regularly missed. We re-shared our mapping with Nurture and the area has been attended to.

The Charne- A resident inspector's survey highlighted missed maintenance following a recall with Nurture. Nurture have now tidied beds and borders and sprayed weeds.

Panthers- We visited the site to photograph and document outstanding works. The most noticeable issue was the cuttings and mess left under the hedges and a grass bank which wasn't being cut. We are informed this steep bank is now being strimmed. However, the underbrush of the hedge lines has been delayed due to some anti-social behaviour aimed at operatives. We would like to reassure residents that this will be done once we have dealt with the issues operatives are facing on their visits as safety comes first. We are informed this is **NOT** a resident inspector.

Solefields- Following a negative survey response, Nurture managers attended site to inspect. The manager reported there are a lot of washing lines making it a difficult site to cut so they will switch to strimming and clear as much of cuttings as possible.

CLERK OF WORK:

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.

The Clerk highlighted that across many of the sites visited the work inspected was generally good but small sections are being missed including beds and borders across a number of sites. Nurture are recalled if sites fail the Clerk's inspections.

PLEASE BE REMINDED:

- If you have been maintaining an area, it is difficult to report and evidence missed scheduled works to Nurture. Please share your photos with us and we can pass this on.
- We understand many of our residents like to personalize their garden spaces. However, Nurture are not permitted to move obstacles such as plant pots and garden benches. This can make cutting the grass difficult as they don't want to cause any damage. West Kent do not permit sectioning of communal gardens with fencing.

This month we have noticed an increase in the number of surveys across Kent, giving us a good picture of the grounds maintenance work being carried out across the county. 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

Garden Court

Garden Court had started to look untidy and sad following some missed work. We met with our resident inspector onsite to photograph and document the ongoing issues. We passed this on to Nurture and continued to monitor the remedial works until we were satisfied the site met our 3*** standard.

Thank you to our resident inspector for the time they have given us and continued communication to reach this stage (*photos right*).



Norman Close

"Big improvement from last visit. Grass even and cut beautifully."

We continue to work with our contractors to ensure residents are happy with the standard of all works across this site.



2025 Incentives- PRIZE DRAW IN JUNE

This year we plan to increase the number of incentivising opportunities for Inspectors.

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.

You could win a £50 Amazon voucher!

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>