

February 2026

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 inspections and the problem/ target areas for improvement.

This month has seen few surveys with inspectors mostly reporting improvements with an increased satisfaction rating from inspectors.

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

This month we have received **3 surveys**. Please keep the surveys coming as we head into spring as this helps us to address what grounds maintenance needs to be done and what is working well.

Rag Rating System

GREEN: 2 weeks to respond to first report

AMBER: 1 week to address failing action

RED: 1 week to rectify the situation

Inspector Reports Closed in February:

GREEN 1

AMBER 0

RED 0

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.

Hard sweeps- Nurture are using January and February to catch up with hard sweeps across Kent. If you think that this has been missed in your area, please let us know either by completing a survey or contacting us directly via email.

Grass cutting- We have experienced very wet weather in the past couple of months and for this reason, a number cuts have been postponed. Nurture have provided evidence on these occasions which we have used to create a list for prioritisation once the weather improves. West Kent are satisfied Nurture are continuing to meet their contractual obligations as the schedule states 8-12 cuts annually.

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 Involvement and the Community Development recently teamed up for the first litter pick at Silverstone Close in Edenbridge.

Working in partnership with the housing management company FirstPort, we organised and delivered a successful event that brought neighbours together with a shared goal: making the estate cleaner and ensuring it remains a safe and welcoming place for residents to live and grow.

Residents from across the estate took part, and thanks to everyone's hard work we collected seven full bags of rubbish from around the neighbourhood. It was fantastic to see people taking pride in their community — chatting as they worked and supporting one another throughout the morning.

West Kent will be running more litter-picking events in the coming months. If you think your area would benefit from a litter pick, please get in touch with us. We'd love to hear from you.

CLERK OF WORKS:

West Kent's Clerk of Work continues to follow 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.

PLEASE BE REMINDED:

Our operatives work hard to keep West Kent's outside spaces safe and tidy. **Abuse of operatives will not be tolerated** and only hinders the job they are trying to complete. Please raise any concerns via your surveys or Customer Services.

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.

Resident Inspectors - Newsletter

Good News Stories ***

Over the last month, the Resident Involvement Team has been visiting a number of West Kent sites, including in Swanley, Edenbridge, and surrounding areas.

During these visits, officers met with residents to listen to their feedback and raise any concerns with the Grounds Maintenance Team, helping to ensure issues are addressed before the busy spring season begins.



The first signs of spring at Garden Court

On 23rd February, a Resident Involvement Officer met with residents at Garden Court. Residents shared their thoughts on the grounds maintenance service and expressed their appreciation for the upkeep of the walkways and surrounding communal areas. It was encouraging to hear positive feedback and to see the first signs of spring emerging across the site.

2026 Incentives- PRIZE DRAW

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>