

June 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 June in the previous years. 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. Your monthly satisfaction score is used for our Key Performance Indicators (KPIs) which are employed across the business to measure performance and customer satisfaction. Below is a summary of performance for June 2025 as scored by resident inspectors.

	GOOD STANDARD ** *	NEEDS SOME ATTENTION **	POOR STANDARD *	N/A	TOTAL	WEIGHTED AVERAGE
Grass (March- Dec): evenly cut & trimmings removed	57.14% 4	14.29% 1	14.29% 1	14.29% 1	7	2.50
Hedges (March- Oct): tidy cut & trimmings removed	14.29% 1	14.29% 1	28.57% 2	42.86% 3	7	1.75
Hedges (March- Oct): free from weeds & litter	0.00% 0	28.57% 2	28.57% 2	42.86% 3	7	1.50
Hard surface/ paths: swept clear of moss, weeds & litter	28.57% 2	28.57% 2	14.29% 1	28.57% 2	7	2.20
Beds & borders (Feb, May, July/ Aug & Oct): tidy, not obstructing	0.00% 0	42.86% 3	28.57% 2	28.57% 2	7	1.60
Beds & borders (Feb, May, July/ Aug & Oct): weed & litter free	0.00% 0	42.86% 3	28.57% 2	28.57% 2	7	1.60

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 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.

Heather Court- Resident Involvement supported a “Meet the NHO” event and were approached by a resident who was concerned with shrubs growing alongside an alleyway which restricted access. The resident also said they were having to sweep the garage area due to it being missed by Nurture. We have liaised with managers to have the shrubs cut back and ensured they have the correct mapping. This information has been shared with operatives so it will not be missed on future site visits.

The Burrows- An inspector rated beds, borders and hard surfaces as 1 star on their report, with particular reference to the car park area. Residents were frustrated with paying for the service and doing the work themselves. This has been communicated with Nurture who have since tidied the beds and borders, cleared the litter, strimmed and cut grass and treated the weeds. The site now meets our 3 star standard.

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 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 ***

Littlewood

Resident Involvement reported this site following a visit to a nearby inspector's site. The beds and borders were very overgrown and have now been cut back.



Queens Court

Thanks to our resident inspector who highlighted hard surfaces were in need of attention and beds and borders were of a poor standard. Our inspector also described an area of grass full of weeds which has been an ongoing issue. Plans have been made to either re-grass/ re-seed this area later in the year.



Norman Close

We received reports from multiple inspectors regarding encroaching trees and missed hard sweeps. Resident Involvement visited the site to thoroughly document all issues. Operatives used this as a checklist to work through and the site is looking much tidier.



2025 Incentives- PRIZE DRAW WINNER

Congratulations to our resident inspector at

PALMERS ORCHARD

You have won 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>