

August 2025

Summary of Service

The Resident Involvement Team meet regularly with Nurture to raise any issues that you, our Resident Inspectors, raise to us.

We 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 contains some details of those raised over the month, including outcomes and updates.

It is our aim to include information relating to all inspections and the problem/ target areas for improvement.

This month we have received a record number of surveys and the common theme seems to be missed hard sweeps. This has been communicated with our teams.

Nurture employed extra sub-contractors this month to help them work through the backlog of outstanding jobs. We have received positive comments from staff and residents that the standard of work has improved and areas are looking good.

Thank you for your patience with our communications this month. The team has been covering annual leave so in some cases it has taken longer than usual to respond.

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

Resident Inspector Project Update:

This project has grown very quickly and we are constantly reviewing our methods for managing it in order to remain effective. Understandably, frustration has increased over the past couple of months as our contractors have pushed back deadlines for remedial works. In May 2025, we introduced a rag rating to improve the efficiency of responding to inspector reports.

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 August:

GREEN 2
AMBER 2
RED 4

In most cases your initial report will be treated as a service request due to a missed/ incomplete service (there may be exceptions) and we seek to have it resolved within 2 weeks of receiving your report/ alert- code green. Where this has not been reasonably possible we allow a further week under code amber. If still unresolved after 3 weeks we escalate to code red and give it the highest priority. Unless there is a good reason (eg. nesting birds/ planting out of season) which should be communicated with you clearly, all reported issues should be completely resolved after 4 weeks to avoid a months missed service.

However, if reported concerns remain unresolved after the 4 week remedial period, our Contracts Team will take the case to their core group to be discussed with contract leaders.

Our Resident Involvement Team have decided that due to the increasing number of cases exceeding the 4 week mark, we will now share West Kent's complaints form and procedure with inspectors at this point so the matter can be efficiently investigated for any service delivery failure.

SURVEYS:

A minor update has been made to the survey form as we are receiving a high volume of "out of season reports". Please only rate the elements of maintenance which apply to each month specifically and understand that unless there is a health and safety issue, work may not be undertaken outside of the schedule. eg. hedge cutting requests. Please use the comments section on the survey to state any health and safety concerns.

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- The missed hard sweeps in the car park areas have now been completed. Photos show the site looking clear.

The Charne- Nurture responded promptly to the inspector's report of missed beds, borders and hard sweeps, completing the job within 4 working days.

Kestrel Court- Resident Involvement have met with the inspector this month to document the maintenance issues on site which has been passed in a report to Nurture for completion in the next few weeks.

Panters and Palmers Orchard- Recalls were made for missed areas of grass cutting at both sites at the beginning of the month and have since received the site reports showing the areas to be tidy.

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 on this to Nurture.

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 and we have changed 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

Good News Stories ***

Repton Court

Our Resident Involvement manager captured Some of the great grounds maintenance work on her visit this week. Our Contracts Team have been notified of the planted area to the rear of the block which needs weeding and some additional planting.



Church Farm Close

Our Resident Inspector emailed to say Nurture did a good job of the maintenance this month.



2025 Incentives- PRIZE DRAW

We have decided to run this incentive for the next 6 months but this time 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 July and December (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>