



Places to live. Space to grow.

Resident Inspectors - Newsletter

December 2025

Summary of Service

Welcome to the Grounds Maintenance Resident Inspector Newsletter. We hope you found the November broadcast an easier way to access our latest resident inspector news.

In this month's newsletter we will be sharing a reflection on the project for 2025 and some important updates on the tree policy which many of you contributed towards.

We shall also be announcing our **3 WINNERS of the prize draw!** Remember we love to hear when things are going well too so do complete those surveys and let us know.

Thank you for your help with our resident inspections. We have seen a significant improvement to the grounds maintenance service this year and your communication has been key to helping us understand what is happening on and around your estates.

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

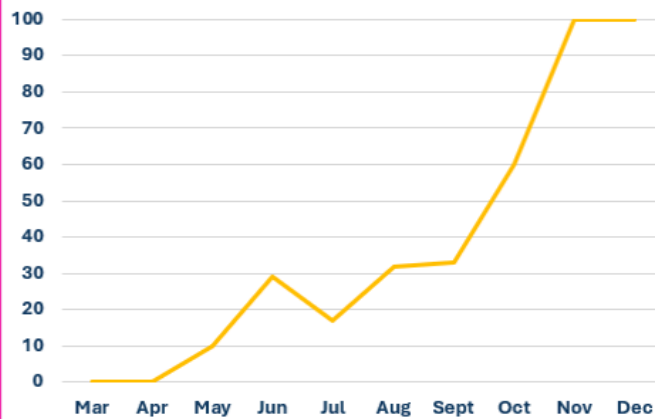
Kind regards

Karen Browning
Resident Involvement Manager

85 SURVEYS

Received between Jan-Dec 2025 from Grounds Maintenance
Resident Inspectors. (Compared to 36 in 2024)

Resident Inspector Satisfaction Scores (%)



Resident Influence

WestKent

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- Resident Inspector Surveys have more than doubled in 2025.
- Rag rating system was introduced following feedback.

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

Most initial resident inspector reports are treated as service requests and we give Nurture 2 week to complete.

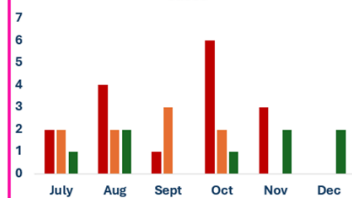
Where it has not been reasonable possible we allow 1 more week and are in close communication with Nurture to seek resolution.

If unresolved after 3 weeks, we escalate to red rating, giving the job highest prioritisation.

All issues should be resolved within 4 weeks to prevent a missed month's service. Failing this:

1. Our Contracts Team will take the case to their Strategic Core Group to be discussed with contract leaders.
2. Resident Involvement will signpost resident inspectors to our Complaints Procedure.

Number of closed Resident Inspector cases



Prioritisation is clearer

Less recalls

Improved accountability and transparency

Quicker response times

Proactive vs reactive working

NEXT STEPS: Reduce number of cases being closed at the end of the 4 week priority (red)

Reporting

Please, wherever possible use the Resident inspectors form to report issues. You can access it via <https://www.surveymonkey.com/r/SVYYJ8J>

Resident Inspector Survey

2025 Incentives- PRIZE DRAW!

Congratulations to our 3 lucky inspectors at. . . .

Sprucedale

Queens Court

Culcroft

You have won a £20 Amazon voucher!

Service Updates

Grass cutting- Nurture are delaying some of the grass cuts due to wet weather and will return when they are able to complete the job without causing damage to lawns.

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.

Report Fly tipping

Dog waste bins- Following reports at Lullingstone that the bins are overflowing we have now switched to weekly collections.

PLEASE SEE THE NEW GROUNDS MAINTENANCE FREQUENCY SCHEDULE FOR UP TO DATE INFORMATION ON WHEN NURTURE ARE DUE IN YOUR AREA

Schedule for Works

UPDATES:

Norman Close and Norman Court

Reports of overgrown hedging were made via the monthly surveys. Nurture attended to cut back and clear ready for the winter months.

Tree Policy Feedback

Thank you to everyone who took part in the new Tree Policy consultation. We had 14 responses and some constructive suggestions which have been used to make updates to the draft.

A new section (7) “Resident Responsibilities” has been added which makes them much clearer to identify and easier for residents to refer to. The policy statement has also been updated in line with the new section 7 (2.3).

The policy owner has communicated that where no changes were made, it was either because the element was already within the policy (such as cutting back trees obstructing or over car parks or paths) or outside of the scope of the policy (such as changing the corporate feel).

This policy acts as guidance currently, until it’s approved by our board and then it will be shared online for residents to access.

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>

what3words

Good News Stories ***

We have received 3 positive surveys this month with 100% satisfaction score from inspectors. Satisfaction continues to follow an upwards trend. We are pleased to see an increase in number of cases closed within 2 weeks of reports highlighting them as our response times improve.

If you completed an inspection survey this year, then you should have received a small token of our gratitude in the post. Thank you so much to everyone for the time you have given to this project and the pride you continue to take in your neighbourhoods.



It remains for us to wish you all a very merry Christmas and a happy New Year!

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