

22nd November 2024

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.

For this reason – we really value your feedback and completion of the inspection forms, as this helps us help Nurture make improvements on the services that they are currently providing.

Finally, I'd like to welcome Kate Simmons to the Resident Involvement Team! Kate will be managing the Resident Inspector's project in the New Year. Please await further updates.

Kind regards

Karen Browning
Resident Involvement Manager

residentinvolvement@wkha.org.uk

Service Updates

Nurture have a dedicated team to removing the fly tipping across West Kent's estates, but the frequency of incidents are also increasing.

Fly tipping can be reported via our website [Report anti-social behaviour form | West Kent](#).

Our Communities Team are holding some "Rubbish" Events. They are asking for local residents to come out and help with litter picking and they will also be organizing bulk rubbish collection on the days. Please encourage your neighbours to attend the events and help with the community clear-ups.

This months' events are:

Kemsing rubbish event: 26/11/2024 from 10am (Park Lane, Kemsing).

Mill Lane rubbish event 29/11/2024 from 11am (Sevenoaks).

Nurture have increased their Admin support and are introducing a new model of scheduling site visits. They are also continuing to increase their workforce to meet the needs of our estates. These are positive steps to increasing performance. We have received some really positive feedback from some of our inspectors recently – which has been great to share with the operatives.

Reporting

Please, wherever possible use the Resident inspectors form to report issues. You can access it via <https://www.surveymonkey.com/r/groundsmaintenance> or by scanning this QR code



Resident Inspectors - Newsletter

Kestrel Court – Following inspections reporting poorly cut hedges, missed hard sweeps and much needed tree pruning, further works were tidied up. We received reports that the works completed were still below standards so site visit took place on 20th November to identify problem areas in Northview. This will help Nurture understand what is important to our residents.

Walnut Way/ Magpie Court – Nurture were visiting the area along with Kestrel Court on 20th November to ensure that works have been completed to a good standard.

The Burrows – The inspection was dissatisfied with the work done to the borders and the carpark area following Nurture's visit. A site visit has since been carried out by a Nurture manager. Weeds were sprayed. The team attended to do the hard sweep. This is now complete.

Culcroft, Hartley – A survey flagged that after Nurture's return visit following the inspection in October, some weeds were removed but only half of the garage area was cleared. We have chased this with the contractors. This was raised in our meeting on 19/11 for action.

We have not received as many inspections as usual. 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

Here's some of the comments about the work at **Garden Court, Sevenoaks and Church Lane, Kemsing**:

"Operatives concentrated on the rear garden and made a good job of weeding, trimming shrubs and removing litter.... The operatives also removed litter everywhere and swept all the hard surfaces." (Work orders have also been raised for blocked drains at Garden Court.)

"Here are some photos of the splendid maintenance done at Church Lane on Friday."



If you have examples / photos of good work – please also share that on your inspection forms!

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>