

## February 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.

We have had a very quiet February for surveys but understand they should increase when some of the more regular services return to us in March.

Please do keep your surveys coming in, and if you should need assistance with accessing or completing them, you can email us at [residentinvolvement@wkha.org.uk](mailto:residentinvolvement@wkha.org.uk)

Kind regards

Karen Browning  
Resident Involvement Manager

### 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 do check the site you are reporting falls within the WKHA owned areas indicated on the maps provided.

**Schedule for works-** February shows Nurture have been hedge trimming and tidying up of beds and borders. Grass cutting returns to us in March, including cutting of the meadow grass. You can expect to see garden maintenance assistance and regular hard sweeps continuing through to December.

**Estate standards Review-** Our teams have been busy categorizing and evidencing examples of service standards received by our residents. They have produced a guide which is in its final draft, having been reviewed by our Resident Influencers to ensure it's accessible for all. The guide uses a star system to grade the standard of work carried out, including for grounds maintenance. This will be shared with you, our inspectors, once it is finalised.

**NHO Inspections-** Our Neighbourhood Housing Officer estate inspections are under way. NHOs are currently testing a new app which will enable them to input inspection actions and results as they carry them out.

**Service reports:** Nurture are educating their operatives to improve service reports to better evidence the work completed. This will allow us to track outstanding jobs more accurately.

### Reporting

Please, wherever possible use the Resident inspectors form to report issues. You can access it via [https://www.surveymonkey.com/r/grounds\\_maintenance](https://www.surveymonkey.com/r/grounds_maintenance) or by scanning this QR code



# Resident Inspectors - Newsletter

**Kestrel Court** – Operatives have met our inspector on site to locate and remove the tree. West Kent are working Closely with the contractors to Support them to deliver a better service.

**Culcroft, Hartley** – An inspector reported that Nurture returned to clear a garage area, but mud was dispersed and left on a resident's lawn during the hard sweep. A Nurture manager visited to inspect the area and speak to our inspector. Contractors have since returned to tidy the area.

**Bridge House-** The outstanding moss removal is now complete, following a report from one of our inspectors.

**Norman Close-** A recent inspection highlighted weeds, hedge trimming and footpaths in need of attention. Nurture attended the site 31/01 to complete the works.

**Sprucedale Close-** Some fly tipping was missed from a previous clearance and this has now been removed.

## **CLERK OF WORK:**

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.

The clerk picked up a couple of sites where hedge and tree trimmings had been left in between Nurture visits and ensured these were then cleared.

We received just one survey this month and one email regarding grounds maintenance issues. 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](mailto:residentinvolvement@wkha.org.uk).

## **Good News Stories**

We received compliments from our resident inspector at Acacia Walk, Alder Way, Elm Drive, Walnut Way:. They reported to be satisfied contractors had done their job.

*"Excellent work, considering this time of year!"*



This month we have sent you some wildflower seeds to sow a little Spring during your survey walks. Sprinkle in your beds and borders. Remember to share some photos with us once in bloom!

## **2025 Incentives**

This year we plan to increase the number of incentivising opportunities for Inspectors.

For every monthly survey we receive, between January and June (inclusive), you will qualify for 1 entry into our 6monthly prize draw.

So 6 surveys= 6 entries.

**You could win 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>