

January 2025

Summary of Service

Happy New Year!

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 January for surveys but understand some of the usual scheduled works are on pause until February.

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

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- January's schedule shows our contractor's focus has been on tree works this month. In February you can expect to see hedge trimming and tidying up of beds and borders. The number of hard sweeps was increased in January.

Mapping- Some of our WKHA team are examining area maps to ensure they are accurate and up to date. Any changes will be shared with you in the coming months but it's likely to affect a very small minority of West Kent residents across the county (most likely those on new build estates).

Dog waste bins- Nurture will be closely monitoring the dog waste bins on Lullingstone Avenue, Swanley, following reports they are not cleared regularly enough and the bags on the floor have been missed. WK are reviewing if we need more regular clearances.

Reporting

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



Resident Inspectors - Newsletter

Kestrel Court – Although most works have been completed, Kestrel Court is still on our radar for the felling of a small tree. This was raised again with Nurture, and we continue to push for a positive outcome.

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 will be visiting the site and speaking to the inspector to address concerns over the service they are receiving.

Knole Close- the grass has been cut and footpaths cleared following a report from and inspector.

Norman Close- A recent inspection highlighted weeds, hedge trimming and footpaths in need of attention. Nurture have this information, and the Resident Involvement team will be following up with them on 29/01.

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 has highlighted that across many of the sites visited, weeds have been missed. Nurture will re-visit the sites from the past few weeks to treat and remove the weeds.

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

Compliments from a resident were paid directly to our contracts team at **Brambledown** (Longfield) where a lot of work has taken place recently.

Sprucedale Close: Our inspector reported fly tipping in a garage bay and accumulation of leaves. The fly tipping has now been removed and area mostly cleared. The contracts team have been

able to check the mapping and are we are in communications with Nurture to ensure the regular hard sweeps in this area are not missed in the future.

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



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>