

20th December 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.

Kate Simmons is now managing the Resident Inspector's project and has been busy contacting some of our inspectors to introduce herself. We have had a bumper month for surveys so thank you everyone who has taken their time to feedback. Please do keep them coming in and if you should need assistance with accessing or completing the surveys then you can email us at residentinvolvement@wkha.org.uk

On behalf of the Resident Involvement team and WKHA we would like to thank you for your efforts this year and wish you a very merry Christmas and happy 2025!

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, but the frequency of incidents are also increasing. Fly tipping can be reported via our website [Report anti-social behaviour form | West Kent](#).

Schedule for works- This has been shared with Resident Inspectors, ahead of wider circulation, so you know when to expect our contractor's visits to your areas. Please also be assured that WKHA's Clerk of Works follows the contractors schedule to inspect their work, usually a week behind.

Training- More operatives have received trained this month in handling pesticides to increase capacity for dealing with weeds and other problematic growth. Operatives have also been trained in effective recording on their devices. Upskilling existing operatives should assist us in responding to your queries more efficiently.

It's time to celebrate!

Resident Involvement would like to recognise our top contributors with Amazon vouchers to spend this festive season. Thank you all!

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 survey reports of missed and unsatisfactory work, an onsite meeting was arranged with the resident inspector, Roxanne from WKHA and Nurture. This gave our resident the opportunity to explain what's important to them and Roxanne was able to answer questions and give some explanation around the expected standards for works. The tree removal job is now with our Arb team.

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. This was chased with the contractors and it is now complete.

Walnut Way- Following the inspector's reports that this area was not completed to a satisfactory standard, Nurture have since revisited to complete the clearance of weeds and litter and we received some positive feedback.

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.

Pollyhaugh, Eynesford- The inspector reported this area had not received a grounds maintenance visit in a couple of months and so the shrubs and hedges needed some attention. We were able to raise this and have it actioned efficiently.

Harmsworth Court, Benenden- Nurture have carried out some grass cutting around the flats and returned to complete the communal garden space.

Good News Stories

Magpie court- The inspector reported that following Nurture's initial visit, there was still an area by the shed which requires cutting and growth removed from shed before damage occurs, We received the following feedback from the resident after updating them:

"Thank you for the email. After my comments, Nurture attended and removed leaves and grass was cut in communal garden. It is now in a reasonable standard until spring growing season starts."

Ashburnham Close- Our inspector reported having not seen any grounds maintenance works being carried out for some time and had been clearing the grass and weeds themselves, meaning their own brown bin was full and some of the garden waste had to be stored in a neighbour's garage space. This was discussed in our meetings with the contractor and who then attended the site. We received the following positive feedback :

"I came home yesterday and everything had been cleared. Thanks so much the close is much tidier now"

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>