West Kent Resident engagement overview

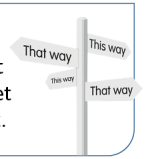
WestKent

Places to live. Space to grow.

We want our customers to have a positive experience regardless of who they are, where they live or how they choose to interact with us.

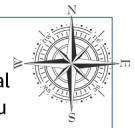
Delivering on our promises
Doing what we say, when we say we'll do it.

Flexibility
Doing the right thing so you get the right result.



Honesty
Saying and doing the right thing, even when it's hard.

Integrity
Letting your moral compass keep you on the right track.



Self-awareness
Knowing yourself and the impact you have.

Learning
Improving by exploring what's there beyond what you know.

Compassion
Putting yourself in the other person's place.

Working hard and having fun
Choosing to enjoy the people and the job.

About us…..

6,333 residents in General needs properties

891 residents in our older people services schemes

238 KEHFA scheme residents

98 homeowners

53 Residents in supported housing

45 Temporary housing residents

1,147 shared ownership residents

3,623 residents over 60

3,127 single adult occupancy homes

Nearly **50%** of our residents tell us they have a vulnerability/disability

Housing Management Scope
West Kent manages just over 8,000 of homes across Kent serving a diverse resident population with varied needs.

Resident Engagement Programs
Over **130** residents participate actively in formal engagement groups like scrutiny panels and influencer groups.

Inclusive and Flexible Approach
West Kent aim is to create a resident involvement programme that is flexible and inclusive, adapting to different preferences and availabilities.

Commitment to Transparency
We emphasise transparency and accountability to show how resident feedback improves services.

Formal Engagement Structures
West Kent uses panels, resident inspectors, influencer groups, and co-production forums for detailed resident feedback.

Consultations and Surveys
Regular surveys and consultations gather broad resident insights supported by telephone interviews and sentiment analysis.

Digital and Social Media
Digital tools and social media platforms enable timely communication and increase resident participation and engagement.

Inclusive Face-to-Face Engagement
Face-to-face events with ours and other teams and support ensure accessibility and direct dialogue for residents across all groups.

Ways we engage with our residents

Number of groups – 9

Resident Scrutiny Panel and Resident Ambassadors

Inclusive ways – eve appointments/braille info/hard of hearing residents can loop in/payment to pay for their time

Use complaint and transactional info to understand residents needs

New build release sites

Key Challenges

Three key areas essential for fostering meaningful and effective engagement:

1. Culture - respectful, honest, transparent, personal, and accessible communication between landlords and residents
2. Structure & resources - official tenant boards or panels.
3. Stakeholders & roles - Collaboration between landlords and residents is essential

Representative Engagement Challenges

Ensuring resident groups reflect the community's diversity remains a significant challenge.

Low Response Rates

Consultations and surveys often have low participation, limiting the insights gathered. Time restraints and lack of personal connection to subject matter reduce engagement levels

Lack of Trust and understanding

Lack of understanding on how information is used to improve services, no real visible outcomes, fear of speaking up and perceived intentional efforts by landlords to limit participation are contributing factors

What good looks like

Tenant engagement is seeing tenant voice in action.

Consumer standards code of practice

C1 regulation

WK regulation and governance

Strategies and Strategic plan golden threads

Vulnerability steering group

TMS action plan

Resident consultations

Resident Engagement Infrastructure

West Kent has strong governance and TOR to ensure resident groups have clear identity and understanding of their engagement enabling meaningful involvement.

Resident Training

In house Training plus TPAS and Peer to Peer training

Impact of Resident Feedback

Resident input leads to improvements – providing feedback that improves quality and reduces complaints

Resident Special Interest Groups

LGBT and Disability groups, Comms group, Shared owners gropus

Data-Driven Decisions and Inclusivity

Tenant satisfaction data informs service development, supported by inclusive, multi-channel engagement

• Case study

Residents Leading the way

The Opportunity

Resident feedback highlighted inconsistent grounds maintenance and the need for change.

Working in Partnership

Residents co-designed a new **Resident Inspector model**, giving direct, real-time feedback to shape services.

What We Changed

•Increased contractor resources - More consistent service delivery - Clear standards shaped by residents

• **Impact for Communities**

•More residents involved - Issues resolved faster - Fewer complaints, improving satisfaction

• **What This Means**

Resident voices are now driving real change — building trust, pride, and better services.

Shortlisted for Kent Housing Group **Excellent Partnership Award 2026**, celebrating the power of working *with* residents.