


Leaseholder Question Time – Action Plan - October 2024

More information can be found at : [Leaseholders and shared owners | Watford Community Housing \(wcht.org.uk\)](https://www.wcht.org.uk)

ACTION	Description	Team responsible	Current Status
1	1. How much is it to extend our leases?	Commerical and Sales Team	Each customer will have a different answer dependent on type of lease, terms and conditions. Our commercial and sales team will be able to advise you on an individual basis.
2	2. What are our rights to locks being put on our outside bin sheds and how can we obtain a key for it if one has been put on by you, but no key given?	Estates Team	If we have placed a lock on external cupboards to reduce flytipping, customers will usually be offered a key. Our Estates services team are dealing with this issue and this repair has been booked and replacement keys requested. This is not yet fully resolved for this customer.
3	If we wished to rent out our flat who and how do we contact you regarding this topic?	Commerical and Sales Team	Each customer will have a different answer dependent on type of lease, terms and conditions. Our commercial and sales team will be able to advise you on an individual basis.
4	I would like to ask when the balconies will be fixed and renovated.	Asset and Compliance Team	There are still 3 blocks to be completed and we are working with our colleagues at SPS to decant the remaining garages. This has been delayed due to staff changes at SPS but escalated with their management team. Notice periods should be less than one month. Once this has been completed this will enable us to erect the scaffolding and finish the works. We thank everyone for their patience while we complete this.
5	When the bin cupboards for number 1 to 11 block on the brush rise road will be fixed as both leak water and are very unsanitary.	Estates Team	We sent our team to clean and sanitise the cupboards and assess the bins (if leaking) to see if a replacement bin was required.

6	Also the new doors that were installed have such a large letter box fitment that you can't open the door fully.	Asset and Compliance Team	The letterbox is intumescent and part of the sealed unit (a fire safe letter box) and an integrated part of the door. It cannot be modified now it is in situ. We have taken this feedback on board for when we order new fire doors.
7	The properties in Epsom Road have very bad sound proofing issues. People downstairs can hear even a small kid walking upstairs, in the kitchen living room. I can hear my downstairs neighbour playing news on TV. It is clear that the sound proofing document did not check any kitchen/living room , for any of upstairs and downstairs flats. How are you planning to resolve this sound issue?	Aftercare team	This was an individual issue raised by one customer. A review of the sound testing was offered to the resident and followed up.
8	Is the sound proofing document valid , since it excludes a specific sample unit (up and down kitchen/living room) purposefully?	Aftercare team	The sound documents are valid. Additional review of sound testing was also offered to this customer.
9	Unfortunately work commitments prevent me from being able to attend however I would like to ask if you have a timeline for when we can expect the ventilation system to be repaired in the Abbey View block ?	Asset and Compliance Team	<p>Ventilation – we will be replacing the central ventilation system with an individual system in each apartment, so you will have more control over how your home is ventilated.</p> <p>You can contact Rachel Rose – Resident Liaison Officer, Kensa Contracting rachel.rose@kensaengineering.com 07930 109 951. We also have an online page with the latest updates here.</p> 

10	I am a lease holder. I am unable to take part in the meeting. I would appreciate if I could have some information on what happens and is discussed at the meetings.	Communities Team	We will send out the notes from each meeting with the meeting invite and placing these on the website.
11	Will they be replacing, the facia on the front of building. This is what is causing the dampness, mould in my lounge.	Asset and Compliance Team	<p>Windows and insulation – We are replacing all external windows and installing internal and external insulation. This will upgrade the thermal performance of Abbey View and Munden View, making your home warmer and easier to heat, as well as improving the appearance of the buildings.</p> <p>You can contact Rachel Rose – Resident Liaison Officer, Kensa Contracting rachel.rose@kensaengineering.com 07930 109 951. We also have an online page with the latest updates here.</p> 