

Shared Ownership Question Time

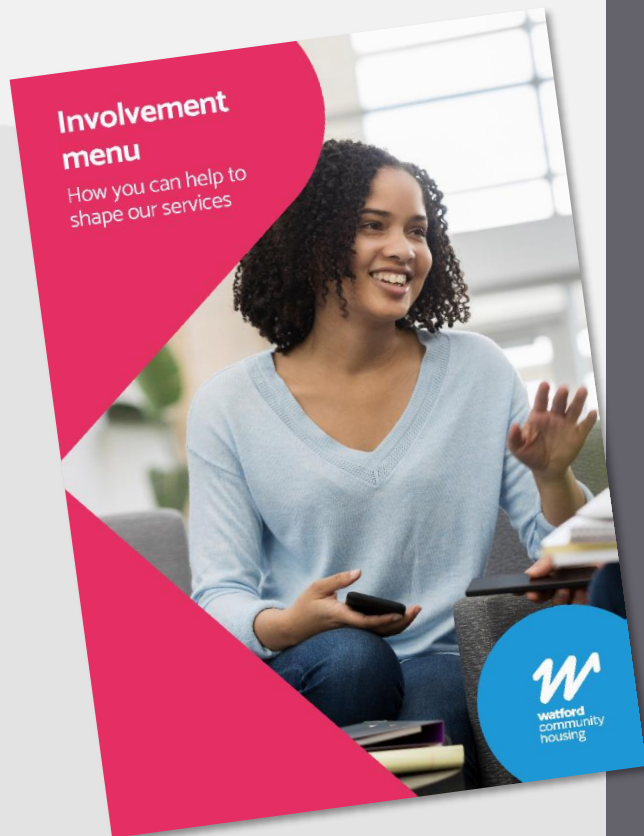
Tuesday 29th October 2024

Virtual session



Our Involvement Menu

We've updated our 'menu' and communications on all the different ways you can get involved with us – we also use CX Feedback to advertise these directly via text message










How you can get involved

As a Community Gateway housing association it's important for us to empower our customers to not only shape the services we provide, but to give them opportunities to learn, gain new skills and improve their lives.

We have lots of great opportunities for you to get involved in our work – both large and small – so there is something for everyone.

This Involvement Menu sets out how you can make a difference by working with us to help us provide a better service, regardless of how much time you're able to commit.

Icon key

-  Vote on big decisions
-  Write reports and monitor standards
-  Help ensure customers' voices are heard
-  Volunteer with us
-  Engage online
-  Train or gain a qualification
-  Join face-to-face meetings

Question Time

- We've asked for questions in advance and will address these first
- If you have a question please raise your hand virtually on Zoom
- You can also use the chat function on the virtual meeting
- Please respect all contributors and staff, so we can get the most out of the session
- If your query is very personal we make ask you to take this outside the meeting and deal with this through our feedback process and Customer Relations Team



Time for Question Time

We've asked for questions in advance and so far have the following:

Farriers Way

1. We still cannot find the action tracker online; can this be shared please. The leaseholder and Shared Owners page online states the tracker will be updated but no link to it.
2. Are there any further updates to previous questions that were taken away, we have not heard anything and with no sight on the tracker not sure what's been done between last session and this one.
3. Is there an update to Rent charge calculations that Emma took away at the last session? (we have had no correspondence on this).
4. How many times do Police need to turn up on the estate (Farriers Way) before tenants are reprimanded? This is becoming a theme of the street. I will Caveat this by saying we do not know what the issues are, and are not responsible for the call outs, but it always appears to be the same houses that are visited. We even had a knock at our door from an officer asking for information.

Time for Question Time

We've asked for questions in advance and so far have the following:

Farriers Way

5. Is there any incentive to install Electric Car charging points? Or can tenants and shared owners have them installed? Bearing in mind there is public footpaths between homes and spaces on our street. I could not find anything on this subject in any WCH policy or guidance but do note how you are working towards a more sustainable future; I assume this would fall into that.

6. Is there a reason we (and maybe others) have had to ask for an invite, last time an email came with information and more time to submit questions. Only by luck are we aware of this session from a Social Media post 6 days ago, it appears your Service Standards have failed here in remaining consistent as Communication on this session has not been consistent from previous sessions and I cannot see anything that suggests there are changes to the way WCH communicates with Shared Owners, happy to retract if there is something. Also noting the Shared Owners page has dates for sessions on there but again only by looking at the site today I have come across it. Could an automation or prompt when posting to social media be set up for Shared Owners to receive the updates when sessions are planned in, I am sure we will not be alone in pencilling it in to attend and submit questions (should we have them).

Time for Question Time

We've asked for questions in advance and so far have the following:

Chalfont House, Chenies Way

1. Two-thirds of Chalfont House guttering has grass growing in it. When is clearing of the guttering scheduled for? On a telephone call on 5th June '24 with Charles Kelly, Repairs Manager, Charles said that clearance of Chalfont House guttering would definitely be happening.
2. Re-decoration of internal communal areas and main entrance mat replacement for Chalfont House (and other Houses):
 - a) Has this work been financially approved now? (In May/June, WCHT Assests Dept were saying that financial approval was the next step.)
 - b) Which year-quarter has the work been allocated to for carrying it out?
3. 'Chalfont House' house-sign is very faded and barely visible for visitors and deliveries. Can the sign be re-painted/replaced, and when?
4. Redecoration of external areas of Chalfont House e.g. juliet balcony railings, window frames etc. This work is overdue to be carried out many years ago. When is this work going to be approved and scheduled?

Time for Question Time

We've asked for questions in advance and so far have the following:

Park Avenue, Bushey

1. One of my queries is how come the car park is not swept. Leaves and debris have been lying and flying all over the car park for weeks now. So much so, when one parks at the right side of the car park driving in is full of dry leaves.
2. The other query is why you send estimated bill and actual bills separately. It never used to be like that. Residents plan their bills over the year and being sent another Bill for same Service charges beggars belief, as one has not budgeted for this. Please, I would like a professional response on that day.

Time for Question Time

We've asked for questions in advance and so far have the following:

Majoribanks Close, Bushey

My question is how can we buy the rest of the shared ownership property on a mortgage?

Time for Question Time

We've asked for questions in advance and so far have the following:

Willow Lodge, Riverwell Close

I want to ask what the procedure is for installing the EV charger in my parking space.

Time for Question Time

We've asked for questions in advance and so far have the following:

Flackwell House

1. Update on the situation of the cockroach infestation in Flackwell House.
2. Update on the progress of new fireproof front doors and details of the certificate required.
3. Update on the renovation of the communal hallways and stairways in Flackwell House.
4. Information on who I need to speak to re: obtaining a copy of my lease.
5. Discussion of how WCHT contact residents when work is being carried out eg. spraying flats and communal areas to stop the cockroach infestation.

Shared Owner Question Time

Any final questions?