

NEWSLETTER



November 2025

Welcome to our latest newsletter on the works we are carrying out to improve Abbey View and Munden View.

There is a lot of activity at the moment, as we continue to invest in your block. In this newsletter, you can read about what we've done recently, what's planned in the run-up to Christmas, and what will happen in the new year.

It includes the latest information about:

- New **bin stores**, as we work towards closing the existing bin chutes
- **Redecoration** works in both blocks
- Enhancements to improve **fire safety**
- New **signage** to provide clear information to residents

- Investing in the **lifts** to ensure a more reliable service
- The wider package of works to upgrade your block, including works to the **roof, windows** and **insulation**.

Kensa are also continuing to make progress with the installation of the **ground source heat pump system**, which will provide heating and hot water to residents of Abbey View, Munden View, Coldharbour House, Foxtree House, Maple Court and Peartree Court. There will be more information on this in our next newsletter.

As ever, thank you for your support, patience and understanding while the works are taking place.



What we have done recently...



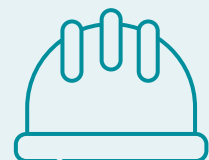
- **Better signage** – we have started to update the signage relating to fire exits, CCTV and waste disposal. We expect this to be completed very soon.
- **Enhanced fire safety** – we are working on extending the **sprinkler systems** in the storage areas (sheds) to provide extra coverage, and have added a **sensor** to the sprinklers in the electrical room, boiler room and bin stores, which would directly alert the fire brigade in the event of a fire.
- **Improving your lifts** – Simi Homes, our new contractor, has completed a programme of improvements to upgrade the lifts. They are doing **routine checks** each week to ensure they are more reliable, and they are responding more quickly when issues arise.

Before Christmas 2025...



- We will be installing concrete slabs where the **new bin store** will be, and a secure, **temporary bin storage** area will be open by the **end of November**.
- We are working to permanently **close the bin chutes** on all floors **before Christmas** – we will provide full instructions and information to support you with this change. There is more information on the new arrangements later in this newsletter.
- **Decoration works** began on 20 October and are due to be completed around the **middle of December**. At the time of printing, this has involved preparation works, but painting will be under way soon so you will start to see a real difference.
- The replacement doors to the storage area will be installed by the **end of November**.

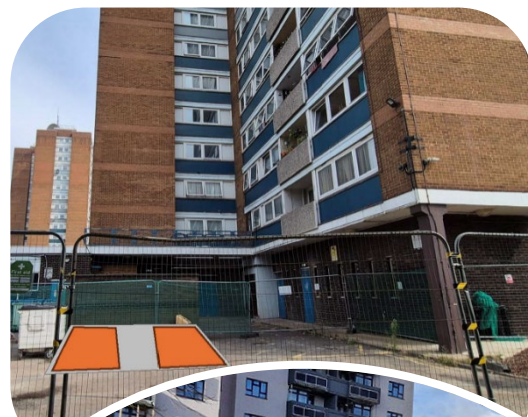
Into 2026...



- The **new permanent bin store** will be installed by Metrostor as soon as possible – we currently expect this to be after Christmas.
- We will confirm timescales for the wider package of works to upgrade **roofs, windows and insulation**. These works involve putting scaffolding up on Abbey View and Munden View, and require approval from the government's Building Safety Regulator, which we expect to get in the new year.
- We will keep you updated as Kensa continue works on the ground source heat pump system. When your home is ready to be connected, we will provide full guidance on how it will work in your home and how to control your heating.



The pictures above show where the new bin stores will be at Abbey View (left) and Munden View (right).



The picture on the right shows an example of what the permanent bin store might look like.

Changes to your bins

We contacted you recently to let you know that we have decided to close the bin chutes in Abbey View and Munden View.

We understand that going from the internal bin chutes to an external bin store is a big change. This decision is all about making sure your block is as safe as possible.

We have ordered the new permanent bin stores, which will be installed as soon as they have been manufactured.

As we are aiming to permanently close the chutes this side of Christmas, we will be installing a temporary bin store, in advance of the installation of the better, more long-term solution. The temporary bins will be metal. There will also be extra skips available over the festive period.

The new permanent bin stores will:

- Be **secure** and **fire-resistant** – removes fire risk
- Have **tidy** and **enclosed** bins – reduces fly-tipping, vermin and bad smells
- Have an **open** and **clear bin area**, **protected by CCTV** – reduces risk of anti-social behaviour

Please help keep your area safe and tidy

To keep your block clean and tidy, please do not leave items in communal corridors or outside the bin area. Report any fire safety concerns or fly-tipping immediately.

We are aware that rats have been spotted around Munden View car park. We have arranged monthly visits from pest control to monitor the situation. Please dispose of rubbish in the appropriate way to avoid encouraging rodents.

Who is doing the work?

The bin chute, bin store and fire safety works are being delivered by our approved contractors **Global HSE**, **Chute Fire**, **Metrostor**, and **Simi Homes Ltd** – with regular monitoring by Watford Community Housing.

Kensa continue to do the works for the ground source heat pumps, and **Arc** are doing the current decoration works.

Keeping your lifts running

Simi Homes have completed improvement works on the lifts, which means they are more reliable and quicker to fix when something goes wrong.

However, we are still seeing lifts going down regularly as a result of misuse.

Please try to be careful to avoid damaging the lifts, especially if you are receiving large deliveries. Although Simi Homes are working hard to get them back up and running each time, this is still causing an inconvenience to your neighbours.

Listening to you

Before Christmas, we will be going door-to-door chatting to residents, giving you the opportunity to ask any questions and raise any concerns.

But you don't have to wait for us to come to you! If you have questions, please get in touch with us at any time.



Improving fire safety in the storage area

In line with updated fire safety regulations, we are upgrading the doors to the storage area, as well as extending the sprinkler systems. To do this we are accessing individual sheds and adding new locks to each door.

If you will need a new key, you can pick them up from Simi Homes once this has been approved by your housing officer, Sinead – you can contact her using the details below.

Key contacts

For general queries:

Sinead Collins –

Housing Officer

sinead.collins@wcht.org.uk

Geoff Saunders –

Sustainability Project Manager

geoff.saunders@wcht.org.uk

For questions about the bin chutes or fire safety:

**Peter Brierley – Building
Safety Manager**

peter.brierley@wcht.org.uk

Call Customer Services:

0800 218 2247