

Abbey View and Munden View improvement works NEWSLETTER

October 2025



Welcome to our latest newsletter!

This newsletter contains the latest updates on our works to improve the comfort, sustainability and safety of your home.

Kensa are making good 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 is also information in this newsletter

about improvements that have been made following the fire that occurred at Abbey View in July and works that are ongoing.

The safety and wellbeing of residents is our top priority and we are determined to do all we can to ensure that everyone feels safe and comfortable living in the high-rise blocks. We appreciate that this has been a difficult time, and we are grateful for your support, patience and understanding.



Fire safety improvements – closing the bin chutes

We recently sent a letter to all residents of Abbey View and Munden View explaining that we will be closing the bin chutes to make your block as safe as possible.

Everything you need to know is in that letter and on our website – scan the QR code above or visit wcht.org.uk/AbbeyAndMunden. Here are the key facts:

- You will need to dispose of all rubbish in an external bin store, which is likely to be in a similar location to the existing external recycling bin stores.
- If you have concerns about accessing these bins, please let us know and we can arrange additional support.
- We appreciate that this is a significant change, but we will always put your safety first. Hertfordshire Fire and Rescue Service support our plans and residents also expressed strong support for the closure of the bin chutes after the fire at Abbey View in July.

The ground source heat pump system

Kensa are progressing well with the installation of the heat pump system.

They recently completed works in the central car park – the car park enclosed by the low-rises – which is now open for residents to use.

Kensa are awaiting a licence from the Environment Agency which will allow them to connect the external bore holes to the internal units that will be in your home. We will provide more information on this and full guidance on how to control your heating nearer the time.



The second phase of works

In our last newsletter, we explained that we require approval from the Building Safety Regulator for our Gateway 2 application.

This application will grant us permission for further works to improve the energy efficiency of the whole building, including:

- new windows
- external and internal wall insulation
- roof upgrades
- improved ventilation systems
- fire safety enhancements

These upgrades are designed to improve the comfort, warmth, and safety of your home, reduce energy usage and meet future environmental standards.

We are currently still waiting for our application to be approved – we will provide more information as soon as we can.

Take a look at our showroom!

To give residents a good understanding of how the new heating and ventilation systems will work in the high-rises, we have set up a demonstration room in 162 Munden View.

On Wednesdays and Thursdays throughout October, you will be able to see how the systems work and how they will look when we install them in your home.

A member of the team from our partners at Kensa or Arc will be available for viewings from 12-1pm and 3-4pm to show you around and answer any questions you have.

We will also be filming a walkthrough video of the showroom for those unable to visit – we will let you know when this is available.

The fire incident at Abbey View

As you will know, there was an incident on Saturday 26 July in which a fire occurred in a bin chute that was blocked by rubbish.

Hertfordshire Fire and Rescue Service (HFRS) have advised that the building and its fire safety systems performed as we would expect them to, helping to prevent the spread of fire and enabling residents to evacuate the building safely.

We held an event with HFRS at the Meriden Community Centre about how the fire safety of your block is managed and how we work together to keep residents safe.

For information on the 'stay put' policy and the safety measures in the high-rises, scan the QR code here:



Again, we want to thank everyone who shared their concerns – we would like to reassure you that we are listening to your feedback.

Here are some key updates, based on your feedback:

Cleaning and decorating

We are continuing to invest in other works to improve the look and feel of Abbey View and Munden View, in response to your feedback.

A deep clean of Abbey View took place following the initial cleaning and repair works that were carried out.

We will also be fully redecorating both blocks to freshen up communal areas in the next few weeks.

We will be starting with Abbey View, and will start at the top of the building, working downwards.

Our cleaning and grounds maintenance contractor, Accuro, have increased their weekly cleans to twice a week, and we will be recruiting a new caretaker who will be based in Abbey View and Munden View to provide permanent support.

Front entrance door mended

On 8 August we repaired the main entrance door to Abbey View to ensure that the communal entrance doors remain reliable and secure.

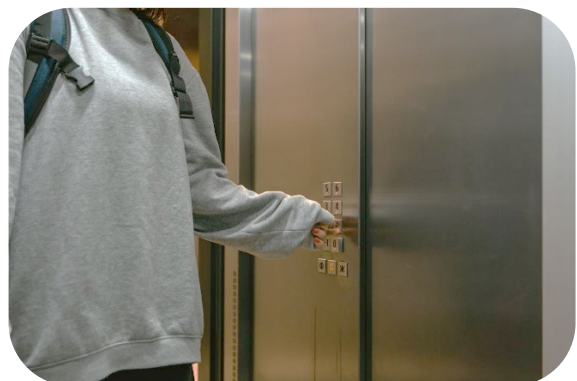
We also repaired individual front doors and communal fire doors that were damaged during the evacuation.

Lifts

We recently appointed a new contractor, Simi Homes, to help manage the lifts at Abbey View and Munden View, to ensure they are more reliable. Following extensive investigations, we have approved a package of works which are now underway.

All the lifts are operational, but for the next few weeks, there will be short-term, pre-planned outages with the lifts, where they will be taken out of action while Simi complete the improvement works. At least one lift will remain operational at all times.

The outages will be limited to a few hours at a time, and we will put posters up to give you advanced warning.



Our priority is to ensure that we identify the right long-term solution to reduce the number of breakdowns, rather than just a quick fix that may not last. Please be patient with us and the contractors from Simi while these works take place to improve the lifts in your block.

We still want your feedback!

In the coming weeks we will be out knocking on doors to answer any questions you may have. Please rest assured that we are listening to residents and want to work with you to make improvements to your block.

Our Gateway Membership Team have also been listening to residents' concerns regarding the lifts – they will be holding a Tenant Question Time and scrutiny session in January to do a deep dive into the issues raised. We will share more information about this nearer the time.



Key contacts

**For queries about the
ground source heat pump
works contact:**

**Rachel Rose – Resident
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For general queries:

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**Geoff Saunders –
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**For questions about the
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