Abbey View and Munden View improvement works

Newsletter

November 2026

Welcome to our latest newsletter about the improvements at Abbey View, Munden View and the nearby low-rise blocks.

While work on site is paused, we are reassessing the project to make sure it delivers the greatest possible benefit to residents.

In this issue, you'll find:

- Feedback from the latest engagement sessions and online survey
- Details of engagement sessions in the new year
- An update on work on site and what's coming up
- Your key contacts

We also send updates by email and text – please make sure we have your up-to-date contact details so you don't miss out.

We would like to thank everyone who came to one of our engagement sessions, or the recent Meriden Residents' Association's coffee morning. We are working hard to listen to all of your feedback and make improvements that keep residents in mind.

Listening to your feedback

At our October sessions, residents met the new project team and shared what they would like to see from the future improvement programme.

You highlighted concerns about safety and anti-social behaviour, and the importance of reassurance on these issues. Our next sessions will focus on these topics.

Join us on **26 January 2027**

Morning session: **10am to 11.30am**
Evening session: **5pm to 6.30pm**

Venue: **Meriden Community Centre, Garsmouth Way, WD25 9ET**

We look forward to seeing you there.





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You said, we responded: your concerns and our next steps

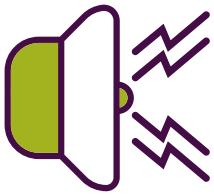
We want to improve how we communicate with you about upcoming work and the longer-term plans for your building.

Here are some of the points residents have raised and how we are responding.



You said: We want clearer information about the proposed improvements.

Our new project team is speaking with residents and using your feedback to carry out a full review of the proposed work. We will share a detailed programme in spring 2027, once it has been approved by our Group Board.



You said: We want to feel safer in the area.

We have spoken to Herts Police, who will increase patrols in the area. Security guards from Guardforce are also on site during evenings and at night, seven days a week, monitoring communal areas, stairwells and outdoor areas at both blocks. They report concerns to us and urgent issues to the police.

For our full response to residents' questions, including those about fire safety and CCTV, scan the QR code or visit:
www.wcht.org.uk/AbbeyMundenWorks



Ongoing works

Low-rises blocks

Scaffolding is in place, ready for external wall insulation work to start this week.

High-rise blocks

This newsletter was delivered by our surveyor, who is also visiting homes to ask about the condition of your windows. Please allow him access to inspect your windows, or share details of any problems with us. Your feedback will help us identify what work is needed.

Upcoming works

We will soon survey the soil and vent pipe connecting homes from the top to the bottom of the building. We will send affected residents more information nearer the time.

We will also carry out structural surveys in parts of Abbey View and Munden View from 7 to 18 December 2026. Residents will receive a letter with more information soon.

Key contacts

Housing issues (e.g. anti-social behaviour and noise):
housing@wcht.org.uk

Estates issues (e.g. cleaning, grounds maintenance, fly-tipping and rubbish)
Email the Estates team:
estates@wcht.org.uk

Or contact the Mobile Estates Officer for your area, Andrew Procter:
Andrew.Procter@wcht.org.uk

Questions about building safety:
BuildingSafety@wcht.org.uk

Customer Services:
0800 218 2247 or enquiries@wcht.org.uk