

Your questions answered:

Thank you to everyone who attended our resident engagement session on 12 August 2026 and gave us feedback.

The meeting gave us a good understanding of the issues that residents are most concerned about and highlighted some areas where we can improve. Some of the key themes raised are set out below.

Communication

We understand that residents feel that there has been a lack of communication at times and we apologise for this.

Our aim is to keep residents informed of the main updates through our newsletters, which we send out when we have something significant to share.

Going forward, we will make more use of the screens in each block, making sure they have any important information and a link to our main website page, where you can find more information on the project: www.wcht.org.uk/AbbeyMundenWorks

We will also continue to send emails and texts for immediate messages – to ensure you receive these, please make sure we have up-to-date details for you.

You can also contact us with any questions using the details provided in the newsletter. We are able to provide translation services, if needed.

Housing Officer

Sinead Collins is the Housing Officer for Abbey View and Munden View, and she is happy to arrange appointments with you if you would like to speak with her.

We will look into introducing a monthly drop-in session. You can send your Housing Officer a direct message via your online account – visit www.wcht.org.uk/your-account

The bin chutes and rubbish disposal

We understand that some residents believe that the closure of the bin chutes is only temporary – this is not the case.

We made it clear in our messages that the bin chutes would be closed permanently to ensure the safety of all residents in the blocks. There was temporary bin storage for a few months, until the permanent MetroSTOR bins were installed at the beginning of this year.

Hertfordshire Fire and Rescue Service supported the plan to close the bin chutes and residents also expressed strong support for the closure after the fire at Abbey View in July 2025.

Fly-tipping and the use of CCTV

We use the CCTV cameras situated throughout both Abbey View and Munden View to identify fly-tippers and residents who are not disposing of their rubbish correctly. We are unable to issue fines (this would be the responsibility of Watford Borough Council's Environmental Health team) but we do take action against the person's tenancy for repeat offenders.

Cleaning

We have an on-site caretaker as well as a cleaner for each block. If you notice any areas that are not up to the standard expected, please let us know.

We send regular surveys via text and email – if you are not getting these you can contact feedback@wcht.org.uk so we can update your contact details.

Car parking

We understand that there are parking issues for residents, and it is a complex issue that will take time to resolve. We will be consulting all residents at Abbey View and Munden View in the near future to ask if you would want parking enforcement across all parking areas.

Damp and mould

We are committed to tackling any condensation, mould, damp, and disrepair issues in our homes quickly and effectively, so if you have any of these in your home you should contact us straight away. You can get in touch by emailing enquiries@wcht.org.uk or calling us on **0800 218 2247**.

In July 2026 we held a damp and mould question time and scrutiny session which was open to all residents. Residents were able to share their feedback and real-life experiences, and told us how we can improve our processes, including recommending additional communication and check-in touchpoints to make sure customers feel supported throughout their journey. You can read the full summary here www.wcht.org.uk/TQTs.

We are looking to hold further sessions on damp and mould to give the residents of Abbey View and Munden View the chance to share their views – we will share more details on this soon.

Working with the Meriden Residents' Association

We have a strong relationship with the Meriden Residents' Association and we would like to work with them to engage more closely with residents of Abbey View and Munden View. We have already made contact to see how we can work together most effectively.

If you would like to learn more about the work the group do, you can find their Facebook group at www.facebook.com/groups/meridenra

Photography during surveys

Retrofit assessments are currently being carried out on our behalf by two companies: [Domna](#) and [CPH Retrofit](#).

These surveys help us identify what improvements will work best for your home. Photographs are required as part of the assessment.

It is important that we survey every home as they are all different, so if you have not had a retrofit assessment of your home, please contact us to arrange an appointment as soon as possible – **AssetDelivery@wcht.org.uk**

Savills are currently undertaking stock condition surveys of some of our homes. These are done at least once every five years to help us plan future maintenance and improvements, ensuring homes remain safe, comfortable, and well maintained.

Photographs are required as part the survey to help validate the information collected.

Filming

Watford Borough Council are responsible for authorising filming in public spaces that it owns. However, we regularly receive requests to film at Abbey View and Munden View and we always decline them to avoid inconveniencing residents.

This means that no-one should be filming on Chime Housing land – i.e. in the car parks or the blocks. So, if you think someone is filming on Chime Housing land, please report this to us.