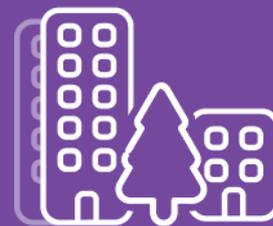


NEWSLETTER



February 2026

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

In this newsletter, you can read about what we've done recently and what we will be doing as we head further into 2026.

It includes the latest information about:

- the new **lift** contractors
- the new, permanent **bin stores**
- how we have improved **fire safety**
- keeping your home **ventilated**

- Our partnership with **High Aims** to provide you support with **energy bills**
- Our new **Estates Officer**
- And more!

Between newsletters we also send out updates via email and text – make sure the details we have for you are up to date so you can receive these.

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



We are pleased to say that we have completed the installation of the metroSTOR bins, providing you with a safer and cleaner way to dispose of your rubbish, and reducing the risk of vermin and antisocial behaviour.

Please ask us if you need support getting rid of your rubbish.



An update on your lifts

Our new contractor – Rubax Lifts Limited

We are pleased to share that we have appointed Rubax as our new long-term contractor to support the management of the lifts and ensure a reliable service for residents.

You can find their website at www.rubax.co.uk or by scanning the QR code above.

We acknowledge that some breakdowns are still occurring. We are working to make sure the lifts operate reliably, but breakdowns often occur because of misuse or damage to the doors.



We would like to remind residents to:

- **NOT** overload the lifts when moving large items
- **NOT** hold or prop the doors open with items, such as bicycles and trolleys

These actions can result in damage to the lifts.

A deep dive into lift management

On 14 January 2026 we held a Tenant Question Time (TQT) session about lift management, which included discussion on planned improvement, a breakdown of investment in Abbey View and Munden View and the recent procurement process for the appointment of Rubax.

The feedback we received demonstrated that this was a productive session, and that residents were pleased to be actively engaging with us around building safety.

We also held a resident Scrutiny Sprint on **Wednesday 28 January** which included a deep dive into customer complaints, data on lift breakdowns and how we are meeting our service level agreements.

You can take a look at what was discussed at www.wcht.org.uk/TQTs

Keeping your home ventilated



By opening your trickle vents (pictured above), you allow fresh air to circulate, ventilating your room even with the windows and doors closed.

Your windows also have a restrictor, allowing you to lock the window when slightly open – this is recommended for when you are drying clothes inside, cooking and bathing. Make sure you also use the extractor fans provided for you.

These features can help cut condensation in your home, and reduce the risk of damp and mould forming.

To help tackle damp and mould, we have appointed a specialist who will be doing several surveys and providing us with recommendations for any improvements that can be made to the blocks.

Improving fire safety

Here are some of the more recent improvements we have made to improve fire safety in your block!

1. We did our annual inspection with Herts Fire and Rescue in December – the one minor issue with a fire door has been fixed
2. The internal bin chutes were closed for resident safety, and the new bin stores are now in place
3. The sheds now have improved fire doors – everyone who needs a key should now have one, but if you are still waiting, please contact your housing officer
4. We made improvements to the sprinkler systems – there was more info about this in our last newsletter
5. We installed new signage to provide clear information to residents about fire exits, CCTV and waste disposal

Introducing Andrew Procter

Andrew is our new Estates Officer based at **Abbey View and Munden View**, from Monday to Friday.

He is very approachable and is already getting to know lots of you.

His day-to-day responsibilities include keeping the area clean and safe, communicating with contractors and assisting residents.

You can email him at: Andrew.Procter@wcht.org.uk



Improvement works and heating upgrade – the next steps

Kensa have now completed the initial drilling works for the ground source heat pump system, which will provide heating and hot water to your home.

There is currently a pause in works on site, as we are waiting for permits and approvals ahead of the next stage of works.

Low-rise blocks – we are waiting for a permit from the Environment Agency to allow us to connect the ground source heat pump system to people’s homes. We will also be looking into improving the insulation for each of the blocks.

Abbey View and Munden View – as mentioned in our previous newsletters, we need approval from the Building Safety Regulator (BSR) to allow us to start the next phase of energy efficiency and improvement works, including the switch to the new heating system.

There are currently delays in getting approval for projects from the BSR, so our application has been held up, along with many others across the country.

We have recently been asked to provide some additional information for our application. We anticipate that we will have to wait for another few months, so activity has paused on site.

We will provide more information on these as soon as we can.



Supporting you with your energy costs

Alongside this newsletter you will have received a letter from High Aims, who we have appointed as our project partner to carry out energy assessments and provide support to residents.

In March they will be holding drop-in sessions for you to meet the team, ask questions and arrange a one-to-one session to complete your energy assessment.

Find out more in the attached letter!

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 bins or fire safety:

Building.safety@wcht.org.uk

For estates queries:

Andrew Procter – Mobile Estates Officer

Andrew.Procter@wcht.org.uk

Customer Services: 0800 218 2247