

Newsletter

September 2026



Welcome to our latest newsletter on the works 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 towards autumn.

This edition includes:

- A reminder of why works have paused, and the next steps
- Themes from the recent building safety sessions
- Upcoming resident engagement sessions
- Planned cavity wall insulation surveys

Don't forget, we also send out updates via email and text from time to time – so please 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 we are working to deliver these improvements.



Why are the works on hold?

We recently wrote to you to explain why work on site is currently paused.

As a reminder, while we are waiting for approval from the Building Safety Regulator (BSR) for certain elements of the project, we are taking this time to reassess the project. This is because we want to make sure that the work delivers the maximum benefit to residents, while keeping disruption to a minimum.

Becoming Chime and having a new team on board gives us a stronger platform and more capacity to listen to residents and make improvements that keep residents in mind. We have a great opportunity to reassess and make sure we get it right for you when we start works.

There will still be ongoing works happening here and there – including works on fire doors and the cavity wall insulation surveys mentioned below, and in the letter you received last week.

Our immediate focus is on what matters to you right now. We want to make sure any concerns about heating and damp and mould are resolved quickly, while also improving lift reliability ahead of the winter months.

We will continue to keep residents informed and will provide plenty of notice before any major work starts.

Your questions answered

Thank you to those who attended our recent building safety sessions – it helped us to understand some of the key issues residents are most concerned about.

We have put together a document with some of the key themes brought up in the sessions. These include:

- How we engage with you
- The new bin stores
- How we use CCTV
- Cleaning
- Car parking
- Dealing with damp and mould
- Photography during surveys
- Filming at the blocks



You can read the full document, including our answers to these concerns, by scanning the QR code or visiting:

www.wcht.org.uk/AbbeyMundenWorks

Shed keys

Some residents still haven't requested keys to the shed area after the locks were changed. If you need a key, please email housing@wcht.org.uk.

Key contacts

For general queries:

Sinead Collins – Housing Officer

Sinead.Collins@wcht.org.uk

Steve McAlinden – Building Safety Manager

Steve.McAlinden@wcht.org.uk

Questions about bins or fire safety:

BuildingSafety@wcht.org.uk

Estates queries:

Andrew Procter – Mobile Estates Officer

Andrew.Procter@wcht.org.uk

Customer Services: 0800 218 2247

Wall surveys

Surveyors from Warm Dynamo (ARP Energy Services) will be carrying out cavity wall insulation surveys at both Abbey View and Munden View between **15 and 18 September 2026**.

There is more information about this in the letter we hand-delivered to you last week.

Talk to the team behind the improvement programme!

We want to hear from you.

Join us at our resident engagement session to meet members of the new project team and ask any questions you may have.

- Tuesday 27 October 2026
- Session 1: 10am to 12pm
- Session 2: 5pm to 7pm
- Meriden Community Centre, Garsmouth Way, WD25 9ET

Your views matter and will help shape the future of the programme.

We look forward to seeing you there.