

## Leaseholder Question Time – Action Plan – October 2025

More information can be found at : [Leaseholders and shared owners | Watford Community Housing \(wch.org.uk\)](https://www.wch.org.uk/leaseholders-and-shared-owners)

ACTION	Description	Team/ Person responsible	Current Status
01.	<u>Munden View</u> All leaseholders to be added to the information list.	<b>Community</b> <b>AWS</b>	AWS confirmed this is now possible and will be actioned from next month.
02.	<u>Munden View</u> Recently I was caught not be able to get into Reception area, as they were replacing both lifts doors. I have mobility problems and have lived here 58 yrs.	<b>Community</b> <b>AWS</b>	AWS will contact the enquirer.
03.	<u>Munden View</u> Results of the meeting to be placed on the Action Tracker. Still awaiting last meeting results.	<b>Community</b> <b>AWS</b>	Action Tracker is available at <a href="#"><u>Leaseholder-Action-Tracker-October-2024.pdf</u></a> Future TQTs to be hybrid so attendees can come to Gateway House if they prefer.
04.	<u>Gandhi Court</u> When will stair rails and Juliet balcony be painted?	<b>Asset Management</b> <b>AWS</b>	There is no programme of works scheduled for Ghandi Court. AWS will contact Asset Management to find out when the other items can be scheduled. She will then notify the customer of their response.
05.	<u>Gandhi Court</u> When will white lines be painted in the car park and the road in the car park resurfaced?	<b>Asset Management</b> <b>AWS</b>	There is no programme of works scheduled for Ghandi Court so AWS will contact our Asset Management team to find out when the other items can be scheduled. She will then notify the customer of their response.
06.	<u>Gandhi Court</u> New guttering needed above 16 Gandhi Court which runs down my kitchen window	<b>Repairs</b>	AWS confirmed that the guttering is logged as a repair with our external contractor but it needs scaffolding so it will take longer.

07.	<u>Redding House, Tolpits Lane</u> <p>New door system installed 3-4 months ago at the building entrance, 1-8 Redding House.</p> <p>I live on the top (3rd) floor, and the intercom system in my flat hasn't been updated or connected to the new setup. As a result, when someone rings the bell—such as a delivery person—I'm unable to hear it or buzz them in.</p>	<b>Repairs</b>	AWS confirmed that the repair has been reported, and the customer has been informed of this.
08.	<u>Cholesbury House</u> <p>Why were minutes and action points (with completion dates and not traffic lights indicators) not circulated?</p>	<b>Community</b>	Action Tracker is available at <a href="#"><u>Leaseholder-Action-Tracker-October-2024.pdf</u></a> Future TQTs to be hybrid so attendees can come to Gateway House if they prefer.
05.	<u>Cholesbury House</u> <p>Big Door Knock - we waited all day, no one knocked on our door.</p>	<b>Community</b>	AWS will contact enquirer to arrange to visit them
06.	<u>Cholesbury House</u> <p>Consultation regarding parking permits and fly tipping: why should I pay additional charges when we don't have a fly tipping problem for our block? Surely fly tipping should be a matter between the WCHT and the Council. We already pay high charges for the Council tax.</p>	<b>Housing</b>	<p>ES to chase up results of the consultations.</p> <p>ES explained that if fly tipping is on our land WCH have to pay to clear it; if owned by Watford Council, they pay. Action group currently looking at ways to tackle fly tipping.</p>
07.	<u>Brush Rise</u> <p>Fly tipping is getting extreme in my block ( 1 3 5 7 9 11)</p>	<b>Housing</b>  <b>ES</b>	<p>ES will investigate fly tipping. Potential to install CCTV if a hot spot. Items there now are a fire risk so she will contact the team to remove them.</p>
08.	<u>Brush Rise</u> <p>The bin cupboard still pours water in the rain and tiles seem to be falling off the roof onto number 3 kitchen roof.</p>	<b>Repairs</b>	AWS to report to Repairs

09.	<u>Long View</u>  We still seem to be having window cleaning charge although we said we didn't want it.	<b>Finance</b>	CS to investigate and revert
10.	<u>Long View</u>  There has been mould in communal area from top floor skylight for a year and nothing has been done	<b>Repairs</b>	AWS to report problem to Repairs
11.	<u>Salisbury Square</u>  There is a problem with somebody renting a ground floor flat at Lodge View. There is a fridge sitting outside and an ongoing problem with cannabis smoking.	<b>Housing</b>	ES said that we will aim to have tenant removed but this isn't always straightforward. We will try to persuade her to move voluntarily and if not look at taking court action, but that is a lengthy process.
	<u>Salisbury Square</u>  The garden is just weeds. The contractor is not doing a good job and doesn't come until we complain.	<b>Housing</b>	ES will check the terms of the gardening contract to see what is covered.
	<u>Salisbury Square</u>  Who is our mobile estates officer? The bin store is dirty. Could we have an urgent meeting with him?	<b>Housing</b>	ES will check when the bin store was last deep cleaned. She confirmed that the mobile estates officer is Luke Brooker, and he deals with litter picking and bin stores.
	<u>Munden View</u>  Why were we not involved in the meeting following the fire in a different block?	<b>Community</b>	AWS explained that we have now checked that we can use CX feedback to communicate issues like lift failures, meetings etc to leaseholders and going forward leaseholders will receive same information as other tenants. ES – will check tomorrow