

Shared Owner Question Time – Action Plan – June 2025

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

ACTION	Description	Team/ Person responsible	Current Status
01.	Full survey required on Wendover House	Asset and Sustainability Team	Stock Condition Survey currently being undertaken across the estate (last completed in 2020) Decoration programme is out to tender (section 20 process started)
02.	Communication when there are delays with communal repairs/improvement works	Asset and Sustainability Team / Customer Relations Team	This has been improved with closer collaboration with CRT and using CX Feedback
03.	Ensure the communication/ reporting process is robust where management agencies are involved and ensure customers are aware of who to contact	Aftersales Team	All information provided in Home User Guides at point of sale. The team will ensure this is clearly communicated.
04.	Assess the communal boiler at Hemingford Court as bills are extortionate which indicates a fault	Repairs Team	Remus Management Limited are responsible for the day-to-day repairs.
05.	Make contact with residents at Hemingford Court in relation to ongoing ASB with staff at the HYDE office building	Elizabeth Balmer / Housing Team	24/10 Emma Stone passed to EB/ Housing Team
06.	Check Hemingford Court main door which was reported as broken/ remains open	Repairs Team	Remus Management Limited are responsible for the day-to-day repairs.
07.	Ensure Leaseholders and Shared Owners are included on The Big Door Knock	Communities	All Leasehold & SO properties have been included in the BDK visit list
08.	To provide up to date information on the website about staircasing and selling a Shared Ownership Property	Home Ownership / Communications	This has been added to website under the Shared Ownership page

09.	To communicate to Leaseholders and Shared Owners who their point of contact is and text/email should that person change	Home Ownership/ Communications	This has been added to website and the Leaseholder & Shared Owner page has been updated
10.	Housing to look into the reoccurring ASB at Farriers Way and update the complainant.	EB/ Housing	24/10 ES passed to EB/Housing 7/11 email sent to HO for progress ion ASB and any actions and for updates to be shared with complainant
11.	Look at the training and induction for staff to improve knowledge of systems and communication.	HR	HR are regularly reviewing training and have a comprehensive induction plan for all new starters as well as ongoing training
12.	Survey carpets at Willow Lodge – always look dirty, have never been updated and are held down with tape	WB/ Assets	This will form part of estate survey. Decoration programme currently out to tender. Dates for programme TBC. (Section 20 notices served)
13.	To provide clear details on what it included in the GM & Cleaning contract within each block and on our website	NT / JN Estates	GM and cleaning SLA are now in all blocks
14.	Create information/contact sheets in communal block areas	Comms / Estates	Website has been updated with relevant contact details
15.	A representative from Home Ownership to be present as future meetings	Home Ownership	After sale is complete, the Home Ownership team pass property management to the Housing Department. Rep now attending meetings
16.	Provide a clear plan on how communication will improve going forward	AWS/ES	Website pages have been updated and this action tracker will be added and updated regularly. We aim to send messages through CX Feedback with block updates.

17.	What are the steps/procedure to buy the remaining % of my home or for selling my Shared Ownership Property? Is there a step-by-step guide or procedure clear on the website? Do we have a direct contact?	Commercial and Sales Team commercialandsales@wcht.org.uk	Your lease will provide you with the increments in which you can purchase further shares of your home, and your handbook explains the process in more detail. You can then put in your request to purchase more shares in writing (signed) and send this for the attention of: The Commercial and Sales team Gateway House 59 Clarendon Road Watford WD17 1LA
18.	What department in WCH deals with the sale of Shared Ownership and can WCH give us a direct line/email to an employee who looks after Shared Owners as we can never actually speak to anyone	Commercial and Sales Team commercialandsales@wcht.org.uk	The Commercial and Sales team Gateway House 59 Clarendon Road Watford WD17 1LA
19.	How much notice do we need to give WCH before we put our property up for sale on the general housing market?	Commercial and Sales Team	Your lease will provide you with the full information and your handbook online at Leaseholders and shared owners Watford Community Housing explains the process in more detail.
20.	Chenies Way - When is the decoration of communal areas being completed? Is there a schedule for these (including replacement of doormat at Chalfont House)	Asset and Compliance Team	Stock Condition Surveys currently being undertaken across the estate (last completed in 2020) Decoration programme is out to tender (section 20 process started)

21.	Chenies Way - Can you give us an update on what is happening with the inside and outside communal areas and the ground rent?	Asset and Compliance Team	Stock Condition Survey currently being undertaken across the estate (last completed in 2020) Decoration programme is out to tender (section 20 process started)
22.	In the occurrence of my death, what happens to my property (own 40%)? Can I leave it to my daughter in my will?	Commercial and Sales Team	Your lease will provide you with the full information and your handbook online at Leaseholders and shared owners Watford Community Housing explains the process in more detail.
23.	Farriers Way - On the previous call, there was an action for Emma to contact myself about Anti-Social Behaviour, this hasn't happened yet, can I ask why?	ES	This issue was delegated to a Housing manager – understand this issue to be resolved.
24	Farriers Way - Car Parking on Farriers Way is allocated parking. We have previously sent information to the housing officer about the parking and football being played in car parks etc. How do WCH manage the car parks and ensure tenants and Shared Owners are using the correct spaces?	ES	Please continue to work with the Housing Officer for your area and provide any evidence of these management issues, such as photos etc. so that we can please take enforcement action.
25	Farriers Way - Following one of my complaints, I suggested the team be given extra training following many contradictions and miscommunications (email to HO inbox on 10th November 2023). Have any of the team had extra training or briefings etc. to help mitigate issues and avoid such situations with other customers?	All teams	Yes, we do have regular training sessions where teams share information about new projects and also how to manage areas such as defects. Our Customer Services Team had training in early October 2024. We also hold a weekly meeting with teams such as Repairs and Housing to share learning from complaints with them.
26.	Farriers Way - On the previous call, it was mentioned about the cover Shared Owners (SO) get with repairs and emergencies. I had a suspected water leak in upstairs bathroom and had no support from WCH. (It was in the minutes from Willows Lodge that an SO is also	AWS and ES	We are prepared to support SO in emergencies, if this will damage the common fabric of the building and areas adjoining other buildings that we own. However our call handlers will advise that if issues that are attended, do not

	stuck in a loop between WCH and contractors on the same matter). Whilst we signed into agreements and fully understand the situation, it was suggested by someone at WCH (not in the minutes) that they would look to support SO's as we are still paying customers. Where does this currently sit?		sit as WCH responsibility (in terms of the lease) that charges may be incurred as per the lease terms.
27.	On the previous call, there was no representative from the Homeowners team, this was in the minutes as well, and I was vocal in my disappointment. If there happens to be no one present again, how can we be assured that actions that may be taken from the call are shared with them and actioned accordingly?	Commercial and Sales Team	Members of this team have attended these meetings since. They will be in attendance from now on.
28.	<p>Chess Court - Would it be possible to change the cleaning day to a Thursday? Currently it's Monday or Tuesday and by Friday the place is a tip again and this is when people have friends and family round. It's quite embarrassing the state it gets in by Friday.</p> <p>The fire doors are being wedged open for convenience. The lower first window is also broken as if someone tried to break in. This worries me, what can be done?</p> <p>I'm sure you've had complaints about the smell of weed? It's everywhere, what can you do about it?</p>	Estates and Housing Team	<p>It is not possible to move the cleaning day because geographically and operationally our teams are located in this area on a Monday.</p> <p>In terms of the fire doors we wrote to customers to ask them to refrain from leaving them open.</p> <p>With regard to the smoking of cannabis. There is little action that the Police or WCH can take in enforcing the use of it in a domestic setting.</p>
29.	Chalfont House - Which department is responsible for "Repairs" - and what are the names and contact details of the Director and Assistant-Director of that department, please?	Repairs	All repairs should be directed through the customer services centre
30.	Chalfont House - Can there be an update, please, on Repair Job Number HSG9407270 which is about the partial collapse of the communal ceiling of Chalfont House, reported to WCHT on 18th December 2023?	Repairs	Repair now complete

31.	Chalfont House - Communal entrance mat replacement and decoration of communal areas - when is this scheduled for?	Asset and Compliance	Complete
32.	Farriers Way - We are still unable to find the tracker on the website. The latest version is the one sent to us on 23/02/24 following the last SO QT. Item 16 on this tracker shows as complete but we are still struggling. Can this be shared or made easier please?	All	Updated on 02/06/2025
33.	Farriers Way - Item 11 on the tracker is also closed (previous concern was within the SO Team), but can I ask just how comprehensive the training is in terms of internal communications between other and all departments? We recently had a latent defect in our home and every person I spoke with on the phone, in person or via email didn't appear to know what was going on, I had to tell the full story numerous times. Maybe another SO grey area but when people were calling or visiting I expected them to at least know some of the info relating to the issue.	AWS and ES	As always this will be a work in progress. We will continue to train staff and learn from our complaints. We are creating a knowledge bank to support us with this issue. Leases can be complex and are always the first place we should all start when resolving issues.
34.	Farriers Way - In addition to this, after a near 1 month wait with a chaser, we were informed our home was outside the defect period (which we know) and we must deal with it ourselves. Another example of being palmed off and it just being accepted (I will add this wasn't a fault of WCH as the middleman but it was quickly accepted without being challenged by WCH). So when training is talked about there are often some things that will be raised that aren't 'the norm' and a FAQ page with answers for staff on the end of a call/email will not help. How can we be assured that when we raise things they are being investigated in detail to ensure full understanding and correct actions are taken?	AWS and ES	<p>We have changed the structure of this team as we acknowledge more resource and expertise were required in this area. We now have a Quality Manager and Aftercare Manager and they will soon be joined by a new Assistant Director role who will be focussed more on the aftercare and defects process.</p> <p>Anyone concerned about full investigation can go through our feedback procedure.</p>

35.	Farriers Way - Why has our rent increased by 9% but non shared owners were increased by 7% in 2024? This seems unfair given we pay a lot already with no current support as a paying customer.	Finance	This is as per the terms of the lease. Our financial inclusion team can offer support and advice to customers struggling with their finances.
36.	Farriers Way - On the previous QT (13/02/24) a question was raised about cover/support SO's receive; it was mentioned this was being looked into. On the tracker we have, I cannot see this action, only one for an approved contractor list (item 25). Can we ask where we are at with any level of support?	Asset and Compliance	We are unable to provide a list of approved contractors or a service that shared owners can pay for at present, we would suggest using a local trusted trader scheme.
37.	Flackwell House - I have lived at the property for 10 years. We have never had any interior decoration work done on the hallways and communal spaces as specified in the terms of our agreement with Watford Community Housing Trust on purchasing the property. I can assure you, no work was completed before entering the property either. In fact it appears as though the property has not been redecorated since being built which fails the terms of your part of the agreement to maintain and redecorate every 5 years. What are the service charges paying for?	Asset and Compliance	We have recently undertaken some communal works in other blocks on this estate. We have had some changes to our asset and compliance team and the new Head of Service replacing Warren will look into this in 2025/26.
38.	Flackwell House - Secondly the windows. We notified yourselves about the windows being worn and the latch being broken particularly on the 1st floor. Instead of fixing the window and replacing it a representative came from WCHT and sealed the window almost 5 years ago. This is a fire risk as now there is no escape route on the 1st floor in the communal area. We have had several aggressive letters about objects being removed in communal spaces due to 'fire risk' yet this one seems to be a massive oversight. In fact three sets of windows need replacing.	Asset and Compliance	We have attended to complete immediate repairs. We have recently undertaken some communal works in other blocks on this estate. We have had some changes to our asset and compliance team and the new Head of Service replacing Warren will look into this in 2025/26.

39	Flackwell House - The bin store. This is being used as a communal toilet and marijuana smoking stop by several passers by. I have called the WCHT asking for either; a security camera to be fitted to the bin store, or a doorway with a key code to be placed in front. This has been ignored being described as hazardous with the stone steps. There have also been spates of youngsters setting fire to the bin stores of various flats over the years. I would say having young children the possibility of them walking through raw sewage when putting rubbish in the bin is equally hazardous. How will you address this?	Estates team	Bin locks are now in place. If there are any concerns – people should call 101 for ASB issues and inform Herts Police as this can build up a picture of hot spots and allow them to deploy patrols. If cleaning of these stores is more regularly required this will incur extra charges that we will need to consult with other residents on.
40.	Chenies Way - Who is the person to contact for issues	All	Its always best to contact Customer Services in the first instance. They will be able to signpost you and log a contact against your account which can be tracked.
41.	Chenies Way - Raised last zoom about large commercial vans parked in our street blocking it up and no spaces left for visitors	Estates	Currently we do not have a parking permit system in place. If this is something residents want to put in place we would need to consult and get support for this.
42.	Chenies Way - The above two questions I asked last zoom meeting I was informed it would be looked into, I emailed several times and got one response which then the email disappeared I tried several emails and did not get one reply	All	Apologies – we are sorry, not sure what happened with the emails – these issues are now resolved.
43	Chenies Way - I had to wait three months for handbook just received why	Commercial and Sales Team	We apologise that this took a while to get across to you. The team managing this query had failed to pick this query up within our usual timescales.

44.	Park Road Bushey - I queried my rent hike in March. I wanted to know how you can justify a £600 per year rent increase on my shared Ownership flat. £600? There is a cost-of-living crisis which obviously wasn't taken into consideration.	ES	Rents are applied as per the terms of the lease. We do provide information and advice to all customers through our Financial Inclusion team and they are happy to support Shared Owners if they are struggling.
45.	Hemingford Court - What is being done to keep down costs for shared owners?	ES	We work with customers to ensure that services are tendered to be cost effective but of a reasonable standard. Customers can be engaged with any tender through the section 20 process.
45.	Hemingford Court - How do the service charges and rent compare to rates in comparable local blocks?	ES	This is not a piece of work that we have done – suggest using a local tool like Rightmove or Zoopla for comparison.
46.	Hemmingford Court - Has WCHT conducted a survey or review of its relationship with Remus as the building services provider? Have alternative options been investigated	ES	We are a leaseholder in the building so are in the same position as our customers. We cannot investigate another option for the service.
47.	Hemmingford Court - On more than one occasion in 2023, administrative errors led to arrears letters being issued to WCHT tenants. What steps are WCHT taking to ensure these mistakes aren't repeated?	ES and AWS	We have undertaken a review of our rent processes to minimise the risk of any future errors.
48.	Farriers Way - We still cannot find the action tracker online; can this be shared please. The leaseholder and Shared Owners page online states the tracker will be updated but no link to it. Are there any further updates to previous questions that were taken away, we have not heard anything and with no sight on the tracker not sure what's been done between last session and this one.	ES and AWS	This has been continually updated and the latest version was placed online on 2 June 2025 in advance of the meeting and with the latest updates.

49.	Farriers Way - In addition to this, after a near 1 month wait with a chaser, we were informed our home was outside the defect period (which we know) and we must deal with it ourselves. Another example of being palmed off and it just being accepted (I will add this wasn't a fault of WCH as the middle man but it was quickly accepted without being challenged by WCH). So when training is talked about there are often some things that will be raised that aren't 'the norm' and a FAQ page with answers for staff on the end of a call/email will not help. How can we be assured that when we raise things they are being investigated in detail to ensure full understanding and correct actions are taken?	VH	<p>We have changed the structure of this team as we acknowledge more resource and expertise were required in this area. We now have a Quality Manager and Aftercare Manager and they will soon be joined by a new Assistant Director role who will be focussed more on the aftercare and defects process.</p> <p>Anyone concerned about full investigation can go through our feedback procedure.</p>
50.	Farriers Way - Is there an update to Rent charge calculations that Emma took away at the last session? (we have had no correspondence on this).	Maxine	This was provided to the customer individually.
51.	Farriers Way - How many times do Police need to turn up on the estate before tenants are reprimanded? This is becoming a theme of the street. I will Caveat this by saying we do not know what the issues are, and are not responsible for the call outs, but it always appears to be the same houses that are visited. We even had a knock at our door from an officer asking for information.	ES	<p>We are unable to share this information with you directly. It takes a lot to get someone evicted, so there may be lots of Police visits but we don't always get to have all the full information.</p> <p>It could also relate to a matter not related to a tenancy, as a tenant could be visited as they have been a victim of crime etc.</p>
52.	Farriers Way - Is there any incentive to install Electric Car charging points? Or can tenants and shared owners have them installed? Bearing in mind there is public footpaths between homes and spaces on our street. I could not find anything on this subject in any WCH policy or guidance but do note how you are working towards a more sustainable future; I assume this would fall into that.	Asset and Compliance Team	We have got a policy which refers to the EV chargers but we will be discussing this in more detail with our customers as part of our Scrutiny events in July 2025.

53.	<p>Farriers Way - Is there a reason we (and maybe others) have had to ask for an invite, last time an email came with information and more time to submit questions. Only by luck are we aware of this session from a Social Media post 6 days ago, it appears your Service Standards have failed here in remaining consistent as Communication on this session has not been consistent from previous sessions and I cannot see anything that suggests there are changes to the way WCH communicates with Shared Owners, happy to retract if there is something. Also noting the Shared Owners page has dates for sessions on there but again only by looking at the site today I have come across it. Could an automation or prompt when posting to social media be set up for Shared Owners to receive the updates when sessions are planned in, I am sure we will not be alone in pencilling it in to attend and submit questions (should we have them).</p>	<p>Communities and Communications</p>	<p>We have had the dates scheduled online for the year and send a reminder at the start of the week for the meeting.</p> <p>We are happy for you to send queries or questions any time – please do not feel you have to wait for these meetings.</p>
54.	<p>Chalfont House - Two-thirds of Chalfont House guttering has grass growing in it. When is clearing of the guttering scheduled for? On a telephone call on 5th June '24 with Charles Kelly, Repairs Manager, Charles said that clearance of Chalfont House guttering would definitely be happening.</p>	<p>Repairs</p>	<p>We have undertaken a drone survey and a lot of clearance at these buildings to clear the gutters.</p>
55.	<p>Chalfont House - Re-decoration of internal communal areas and main entrance mat replacement for Chalfont House (and other Houses):</p> <p>a) Has this work been financially approved now? (In May/June, WCHT Assets Dept were saying that financial approval was the next step.)</p> <p>b) Which year-quarter has the work been allocated to for carrying it out?</p>	<p>Asset and Compliance Team</p>	<p>We have recently undertaken some communal works in other blocks on this estate. We have had some changes to our asset and compliance team and the new Head of Service replacing Warren will look into this in 2025/26.</p>

56.	Chalfont House - 'Chalfont House' house-sign is very faded and barely visible for visitors and deliveries. Can the sign be re-painted/replaced, and when?	Communications Team	We have passed this to our Comms team so they can look to replace in the next financial year
57.	Chalfont House - Redecoration of external areas of Chalfont House e.g. juliet balcony railings, window frames etc. This work is overdue to been carried out many years ago. When is this work going to be approved and scheduled?	Asset and Compliance Team	We have recently undertaken some communal works in other blocks on this estate. We have had some changes to our asset and compliance team and the new Head of Service replacing Warren will look into this in 2025/26.
58.	Park Avenue Bushey - One of my queries is how come the car park is not swept. Leaves and debris have been lying and flying all over the car park for weeks now. So much so, when one parks at the right side of the car park driving in is full of dry leaves.	Estates	Our team visited to rectify this issue.
59.	Park Avenue Bushey - The other query is why you send estimated bill and actual bills separately. It never used to be like that. Residents plan their bills over the year and being sent another Bill for same Service charges beggars belief, as one has not budgeted for this. Please, I would like a professional response on that day.	Service charges team	<p>We have always sent actual and estimated bills. We estimate the individual parts of the charge for the coming year based on what was charged in the previous year. We also take into account whether any particular areas are likely to need more or less money spending on them.</p> <p>If, at the end of the year there's a difference between the amount we charged you and the amount we actually spent on your property, we'll either credit your account with the surplus, or you'll be asked to pay for any deficit.</p>
60.	Majorie Banks Close – Bushey - My question is how can we buy the rest of the shared ownership property on a mortgage?	Commercial and Sales Team	Your lease will provide you with the full information and your handbook online at Leaseholders and shared owners Watford Community Housing explains the process in more detail.

61.	Willow Lodge, Riverwell Close - I want to ask what the procedure is for installing the EV charger in my parking space.	Customer Relations	Make an application through our process online. Making changes to your home Watford Community Housing
62.	Flackwell House - Update on the situation of the cockroach infestation in Flackwell House.	Estates	This customer was contacted individually.
63.	Flackwell House - Update on the progress of new fireproof front doors and details of the certificate required.	Asset and Compliance	This customer was contacted individually.
64.	Flackwell House - Update on the renovation of the communal hallways and stairways in Flackwell House.	Asset and Compliance	We have recently undertaken some communal works in other blocks on this estate. We have had some changes to our asset and compliance team and the new Head of Service replacing Warren will look into this in 2025/26.
65.	Flackwell House - Information on who I need to speak to re: obtaining a copy of my lease.	Commercial and Sales	commercialandsales@wcht.org.uk
66.	Flackwell House - Discussion of how WCHT contact residents when work is being carried out eg. spraying flats and communal areas to stop the cockroach infestation.	Estates	Residents were contacted by CX feedback and also individually by the manager leading on the works.
67.	Willow Lodge - Complaints and queries are not being responded to and often have to repeat things. Compounded by changes in personnel e.g. Kelvin owning the no heating and hot water issue - Destiny now dealing but would be good to have a time frame First Port never come back to us or you what is happening with this? Impact boiler issue and my front door	Repairs and Maintenance	These items were largely dealt with at the recent Tenants Question Time but Destiny updated the questioner via a personal call. Destiny went back to First Port – they accepted liability and are currently preparing a comprehensive communication to go out to all residents at Willow Lodge. They accepted full

	<p>Service costs increasing but actions not being dealt with examples as above and also the cleaning and maintenance of communal areas</p> <p>Also the lights come on when it's light - have you altered the automated options? Do the lights need to be on all the time?</p> <p>You sending letters out is a very archaic process dated 2 weeks before receipt example recent door inspection Telling a date when won't work but I'm yet to get the details of the replacement door which happened in January last year i still not had confirmation when this will be</p>	<p>Repairs</p> <p>Customers & Communities</p>	<p>responsibility for both communal heating unit and boiler – they will reimburse WCHT for work we undertook.</p> <p>Destiny said that it is not a requirement for communal lights to be on all the time, but the green emergency ones do need to be on. Destiny will take this back to the Asset & Compliance team. Another person on the call is in the same block and said she felt they need the lighting on all the time. LED lighting should be economical.</p> <p>Re the front door issue – Amy Wilcox-Smith will ensure that the Asset and Compliance Team come back to them individually.</p>
68	<p>Farriers Way - My question is related to the rent value on the property. Initially the rent is supposed to be on the value of the outstanding share and this is supposed to increase depending on inflation but when comparing to the price of the property and how much we being charged on, there is a big difference. For eg, currently valuation is 320k and we are being charged on £420k which is a big difference and quite unfair.</p>	<p>Finance</p>	<p>Ishmail Saccoh confirmed that rent is charged on the unpurchased element of the property and this rises annually by 3.2%. WCHT do not get another property valuation. Ishmail will go back individually to this customer.</p>
69	<p>Yeatman Court - I generally enjoy the block and its community; however, I would like to suggest that we stop smoking directly outside the front door and lobby area.</p> <p>Cigarettes are being stubbed out on the walls, which is ruining the white paint, and they are often thrown on the floor. As a result, the front entrance is becoming dirty and unrepresentable. I believe it would be beneficial to provide a designated smoking area, as it is not welcoming to see people loitering around the entrance at all hours.</p>	<p>Housing</p>	<p>Emma Stone admitted that this is a difficult problem. The Housing Officer will write to all residents to remind them of where they should be smoking and not to not to stub out on walls as ultimately will reflect on their service charge. If we provided a designated smoking area, there is no way we could police it. We do provide boxes for cigarette butts but if they are not</p>

			emptied regularly, they can be a fire hazard.
70	<p>Little Hays Borehamwood - Last year I was told I was in arrears for service charge and rent, if am paying by direct debit of which the amount was set by you why is that, we are living on tight budgets so to spring up and be told you are £130 in arrears is not ok. so I want to know why, and how it can be sorted. Also why is service charge going up every year and sometimes twice a year.</p> <p>Also I have a problem with the balcony where the wood is bending when I complained they send someone who painted over it and said it's safe, I don't feel it's safe.</p>	<p>Finance</p> <p>Repairs</p>	<p>Ishmail Saccoh explained that every year we estimate what we think costs will be for the year and use this estimate to set the service charge. At the end of the year, we review actual costs and charges are adjusted up or down. If customers find themselves in financial difficulty their first port of call should be their Housing Officer. We also have a financial inclusion team who might be able to help. Rent is fixed – RPI plus 0.5% on the percentage you don't own.</p> <p>Balcony – Destiny will investigate the balcony. It may be a defect due to this being a relatively new property</p>

71	<p>Farriers Way - There still isn't an action tracker for shared owners, just the questions from previous session. Can we get an action tracker please.</p> <p>What was the update from previous session about police in the area? There are still a lot of visits at all hours of the day.</p> <p>Car parking can something be done about residents using their allocated parking and/or visitors parking instead of parking across their spaces. It makes it difficult to manoeuvre around and get in/out of our spaces (as well as other residents). Also, for deliveries that all residents have, it's an accident waiting to happen, especially in summer when kids will be running around more.</p> <p>There are more than enough visitor spaces on the estate.</p>	<p>Customers & Communities</p> <p>Housing</p>	<p>The Action Tracker is now on website and will be updated after today's meeting.</p> <p>Re the police query – Emma said that WCH are part of the Community Safety Partnership, and as part of this we are privy to information that we cannot share. If you are concerned, please ring the police on 101 for an update. She can say that the police are not aware of anything specific happening in the area.</p> <p>Emma will contact the managing agent who police the parking – there is no formal parking enforcement, but they could write to everyone to ask them to park in their own bays. Customers who purchased parking within their deeds have allocated spaces, those that don't have allocated parking it is first come first served basis. We can't tell people how to park in their allocated spaces.</p>
72	<p>Wendover House - About the prioritisation of scheduled maintenance. The windows in my block are nearly falling out of their frames, and the front door really needs to be replaced, yet the housing trust has prioritised re-decoration of the stairwell and installing plastic shielding (to protect the walls from damage). I wonder what the team looked at during the survey that I presume they carried out? Meanwhile, I presume the windows and door will have to wait another 10 years. Add to this that the work was started in January and the decorators are experiencing problems in getting the paint to dry in a timely manner!</p> <p>The same old problem of getting repairs progressed in a timely manner. For example: In Jan 2024, a storm caused a nearby tree to damage the gutter. I requested the gutter be</p>	<p>Asset and Compliance Team</p> <p>Repairs</p>	<p>We have recently undertaken some communal works in other blocks on this estate. We have had some changes to our asset and compliance team and the new Head of Service replacing Warren will look into this in 2025/26.</p> <p>Destiny admitted that maintenance hasn't always been well planned in the past but she is taking steps to rectify this. She has appointed an external contracts manager who will aim to improve performance for outsourced works.</p>

	<p>repaired to prevent water from soaking the wall, and that the tree be trimmed to prevent any further damage. It took nearly 5 months for scaffolding to be erected. The gutter was repaired the next day, but nothing else done; and a month later, the scaffolding was taken down. Why was the tree not trimmed, especially while you had the scaffolding there to facilitate access for someone with a chainsaw? The tree has still not been trimmed!</p>		<p>Destiny will contact James about the tree. We are currently undertaking a tree survey of all our estates.</p>
73	<p>Yeatman Court - Water bill. I received my first bill from Affinity Water, and they estimate that I use 400 litres of water daily, which is too high as I live alone. Please let me know how I could get a water meter reading.</p> <p>Car park. I have an allocated slot, but someone's car is parked there and looks abandoned. I raised my concern with WCHT, but this car is still there. I know an app has been introduced to control parking, but I doubt it will help remove this car from my parking slot.</p>	Housing	<p>Emma said that there is a water meter that can be accessed, and we can provide a key to the cupboard. A letter went out to all tenants as people moved in but as a newer customer, you may have missed the letter.</p> <p>Controlled parking starts on 25 Feb so if the car is still there, it will be ticketed. We can check the car registration and if necessary, can remove it.</p>
74	<p>Chalfont House - There is a very large wild plant that has grown up on one corner of Chalfont House building - it's now 30 feet (10 metres) high and has almost reached the roof. We would request that the wild plant be cut down. We have consulted with our neighbour in the ground floor flat (2 Chalfont House) and he would like it cut down too. There's possibly dampness where the plant is and it may be damaging the brickwork. The tree surgeons did a good job of pruning the tree & bushes to the far right of Chalfont House (see photo) on Mon 3rd Feb but, unfortunately forgot - or ran out of time - to take down the large wild plant as well. Could the tree surgeons or garden landscapers attend to this as soon as possible, please?</p> <p>Customer services don't always know who to contact about things at assistant director level. Possible to have a list of who to contact?</p>	Housing	<p>Emma will look into the plant situation, ideally before nesting starts.</p> <p>Re Juliet balconies, communal woodwork and fencing – Warren is not on call so we will get back on this one. Once new Head of Assets joins there will be a review and this could include proactive painting. We will also look at resourcing.</p> <p>We don't offer a list of senior manager contact details and it may not be practical to have everyone directly contacting assistant directors. We are too large with too many properties to make this a viable option.</p> <p>Customer Services don't know everything when you contact them, but</p>

			we are now tracking calls more closely so we can build up a picture for us about which departments aren't feeding back properly.
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