

Shared Owner Question Time – Action Plan - October 2024

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 Commerical 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 Commerical and Sales team Gateway House 59 Clarendon Road Watford WD17 1LA |
| 19. | How much notice do we need to give WCHT 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 stuck in a loop between WCH and contractors on the same matter). Whilst we signed into agreements and fully understand the situation, | 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 sit as WCH responsibility (in terms of |

| | | | |
|-----|--|----------------------------------|--|
| | 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? | | 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 | |

| | | | |
|-----|---|-------------------|--|
| 31. | Chalfont House - Communal entrance mat replacement and decoration of communal areas - when is this scheduled for? | | |
| 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? | | |
| 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 |
| 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 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? | | |

| | | | |
|-----|--|--|--|
| 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. | | |
| 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? | | |
| 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? | | |
| 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. | | |

| | | | |
|-----|---|-----------|--|
| 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? | | |
| 40. | Chenies Way - Who is the person to contact for issues | | |
| 41. | Chenies Way - Raised last zoom about large commercial vans parked in our street blocking it up and no spaces left for visitors | | |
| 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 dissapeard I tried several emails and did not get one reply | | |
| 43 | Chenies Way - I had to wait three months for handbook just received why | | |
| 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 | 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 |

| | | | |
|-----|--|-------------------|--|
| | crisis which obviously wasn't taken into consideration. | | happy to support SOs 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 |
| 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 right move 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 |
| 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 | |
| 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 | |
| 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 | VH | |

| | | | |
|-----|--|--|--|
| | <p>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?</p> | | |
| 50. | <p>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).</p> | <p>Maxine</p> | <p>Please can these be provided to the next session?</p> |
| 51. | <p>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.</p> | <p>ES</p> | |
| 52. | <p>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.</p> | <p>Asset and Compliance Team</p> | |
| 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</p> | <p>Communities and Communications</p> | |

| | | | |
|-----|---|----------------------------------|--|
| | <p>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> | | |
| 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> | | |
| 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> | | |
| 56. | <p>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?</p> | Asset and Compliance Team | |

| | | | |
|-----|---|-----------------------------|--|
| 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? | | |
| 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. | | |
| 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 | |
| 60. | Majorie Banks Close – Bushey - My question is how can we buy the rest of the shared ownership property on a mortgage? | | |
| 61. | Willow Lodge, Riverwell Close - I want to ask what the procedure is for installing the EV charger in my parking space. | | |
| 62. | Flackwell House - Update on the situation of the cockroach infestation in Flackwell House. | | |
| 63. | Flackwell House - Update on the progress of new fireproof front doors and details of the certificate required. | | |

| | | | |
|-----|---|--|--|
| 64. | Flackwell House - Update on the renovation of the communal hallways and stairways in Flackwell House. | | |
| 65. | Flackwell House - Information on who I need to speak to re: obtaining a copy of my lease. | | |
| 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. | | |
| 67. | | | |