

## Leaseholder Question Time - Action Plan - February 2026

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

ACTION	Description	Team responsible	Current Status
1	How much is it to extend our leases?	Commercial and Sales team	Each customer will have a different answer dependent on type of lease, terms and conditions. Our Commercial and Sales team will be able to advise you on an individual basis.
2	What are our rights to locks being put on our outside bin sheds and how can we obtain a key for it if one has been put on by you, but no key given?	Estates team	If we have placed a lock on external cupboards to reduce fly-tipping, customers will usually be offered a key. Our Estates services team are dealing with this issue and this repair has been booked and replacement keys requested. This is not yet fully resolved for this customer.
3	If we wished to rent out our flat who and how do we contact you regarding this topic?	Commercial and Sales team	Each customer will have a different answer dependent on type of lease, terms and conditions. Our Commercial and Sales team will be able to advise you on an individual basis.
4	I would like to ask when the balconies will be fixed and renovated.	Asset and Compliance team	There are still 3 blocks to be completed and we are working with our colleagues at SPS to decant the remaining garages. This has been delayed due to staff changes at SPS but escalated with their management team. Notice periods should be less than one month. Once this has been completed this

			will enable us to erect the scaffolding and finish the works. We thank everyone for their patience while we complete this.
5	When will the bin cupboards for number 1 to 11 block on Brush Rise Road will be fixed, as both leak water and are very unsanitary.	Estates team	We sent our team to clean and sanitise the cupboards and assess the bins (if leaking) to see if a replacement bin was required.
6	Also the new doors that were installed have such a large letter box fitment that you can't open the door fully.	Asset and Compliance team	The letterbox is intumescent and part of the sealed unit (a fire safe letter box) and an integrated part of the door. It cannot be modified now it is in situ. We have taken this feedback on board for when we order new fire doors.
7	The properties in Epsom Road have very bad sound proofing issues. People downstairs can hear even a small kid walking upstairs in the kitchen/ living room. I can hear my downstairs neighbour playing news on TV. It is clear that the sound proofing document did not check any kitchen/living room, for any of upstairs and downstairs flats. How are you planning to resolve this sound issue?	Aftercare team	This was an individual issue raised by one customer. A review of the sound testing was offered to the resident and followed up.
8	Is the sound proofing document valid, since it excludes a specific sample unit (up and down kitchen/living room) purposefully?	Aftercare team	The sound documents are valid. Additional review of sound testing was also offered to this customer.

9	<p>Unfortunately work commitments prevent me from being able to attend however I would like to ask if you have a timeline for when we can expect the ventilation system to be repaired in the Abbey View block?</p>	<p>Asset and Compliance team</p>	<p>We have applied to the Building Safety Regulator for Gateway 2, which is the design and planning stage for major improvement works. This means that we have asked permission to do further works to improve the energy efficiency of the whole building, including the ventilation.</p> <p>At present, the Building Safety Regulator has a backlog of Gateway 2 submissions for high-rise residential projects, so applicants across the country are experiencing delays.</p> <p>Because of this, we do not expect to hear back from the Building Safety Regulator for another few months. We will provide more information as soon as we can.</p>
10	<p>I am a leaseholder. I am unable to take part in the meeting. I would appreciate if I could have some information on what happens and is discussed at the meetings.</p>	<p>Communities team</p>	<p>We will send out the notes from each meeting with the meeting invite and place this action tracker on the website.</p>
11	<p>Will they be replacing the fascia on the front of building. This is what is causing the dampness, mould in my lounge.</p>	<p>Asset and Compliance team</p>	<p>On Monday 2 March, we carried out a drone survey at Munden View to assess the performance of the building. This survey involved capturing thermal imaging of the side of the building, which helps us identify any areas where moisture or water</p>

			penetration may be occurring. The findings will support future maintenance, and improvement works aimed at protecting the building and the homes within it.
12	<p><b>Gandhi Court</b></p> <p>When are they going to paint the rail rails on the balconies and the rails at the back of the flat. Where is the estate inspection paperwork to be sent to my email address? There is usually one in February, also all the pavements are green and slippery and you can slip on it.</p>	Estates	Watford Community Housing is going to go back directly to the LH about the rails. There was an estate inspection the previous week but nobody turned up. The slippery pavements had been reported and have been sorted.
13	<p><b>Carcactacus Cottage View</b></p> <p>The service for cleaning the building is a disaster and we are paying for nothing. If is possible, please let me know if I can choose to change my front door with a different company and different model, because I am paying for my own pocket without any help or benefit. Can I have please a catalogue with model doors from the company that have the right to collaborate with you.</p> <p>Can you help me with some details and guide me a little bit what steps I must to follow to extend my leasehold years.</p> <p>Thank you for your support and please send me your answers by email. I really appreciate and apologise for any inconvenience caused but me and my husband. We work in</p>		<p>The quality of the cleaning has been checked and it is not an issue as we do regular checks on the cleaning, we would need more details about this to give a more definitive answer.</p> <p>The front door will need to have the correct compliance – Watford Community Housing will get some details from the team and make sure that this is passed over so that the correct door can be purchased.</p> <p>If you look on page 21 of the leaseholder handbook there is a section about extending the lease. You need a Section 42 from a solicitor and there are</p>

	<p>the health services and we are not able to use mobile phones in duty.</p>		<p>costs of £750 + VAT for valuations and £1500 + VAT for solicitor fees.</p>
<p>14</p>	<p><b>Peartree Court</b></p> <p>You may be familiar with this question, unfortunately, I have still not had any response from anyone, including the repairs and maintenance department, who I have emailed several times.</p> <p>My question deals with Watford Community Housing's corporate policy in relation to communication and consistency. It would be impossible to ask a question without conveying an element of personal experience.</p> <p>Background to my question:</p> <p>I am a private leaseholder – on 22 January 2025 my flat was damaged by an upstairs flat (owned by WCH). The leak was fixed however, Watford Community Housing refused to repair the damage to my walls and ceiling stating it was my responsibility and to go through my insurance, however the insurance is held and purchased by WCH. Also, in 2023 we had exactly the same situation, the leak lasting for a week with extensive damage, WCH repaired all the damage on that occasion.</p> <p>Question:</p> <p>Why have WCH adopted this contradictory Policy/approach? Why hasn't this policy been communicated? I have phoned asking to speak to a</p>		<p>A claim form needs to be sent to the Insurance mailbox. A form was sent out on Friday 14 February and a complaint will be raised.</p>

	<p>supervisor, asking to register a complaint, I have also emailed on two occasions. I have not heard a word from WCH with regards to this matter.</p> <p>By any logic, there is a simple solution, the damage was caused by a WCH flat leak which damaged my flat, WCH hold the insurance, surely WCH should remedy this. The damage caused is less than £500.</p> <p>Surely, I won't need to resort to the Small Claims Court? CAN SOMEONE PLEASE SPEAK TO ME, I DON'T BITE.</p>		
15	<p><b>Maxwell Court</b></p> <p>I would like to bring up the continuing problem with the guttering and down pipes. The outside walls of my flat and others have always been soaked and slowly but surely seeping through the walls. Eventually it's going to cause damp and mould – we've seen many guys with clipboards taking notes but nothing ever seems to happen. WHAT YOU GOING TO DO ABOUT IT? Also there are extractor fans attached to nothing so smells just go into the cupboard. WHAT YOU GOING TO DO ABOUT IT? We've been waiting over three years for these problems to be sorted.</p>		<p>We will escalate to the Repairs team to look at the downpipes. We are using drones to look at our gutters – we will be starting a programme and then we will get the contractors to complete.</p>
16	<p><b>Brush Rise</b></p> <p>We have a problem with fly-tipping at the 1 to 11 Brush Rise block. Two big screens and a small fan have been dumped.</p>		<p>The items have been removed. Fly-tipping needs to be reported straight away – Watford Community Housing is hot with dealing with fly-tipping, but it</p>

	<p>One has been in bin cupboard for over six months, taking up space where the wheelie bin is meant to go.</p>		<p>needs to be reported. We do have mobile CCTV that can be used in some instances, but please report it if you see it happening.</p>
17	<p><b>Watford Heath</b></p> <p>Follow-up to the question from the prior Leaseholder meeting:</p> <p>Last time we spoke, I mentioned that every year since we've moved into our property in 2021, we have been paying a significant amount of money through our Service Charge for the testing of a water tank annually.</p> <p>On speaking to an engineer two years ago that was testing for Legionella's in the tank (the maintenance cost), he believed that we were solely using mains and not the water tank.</p> <p>Could you kindly arrange for someone to visit our flat to resolve this please when mutually beneficial? To basically understand if we are/aren't using the tank?</p>		<p>If a customer's raises an inquiry about their service charges, we will investigate this service charge cost with the relevant team. On their guidance, we may adjust the charge, and we will communicate the outcome with the customer. But for the moment the charge is on hold, for the whole period, once we have more information we can get a conclusion to this. We will aim to do this in a beneficial time.</p>
18	<p><b>Dapple Court</b></p> <p>1) What date/month can we expect to receive a refund on our electricity bill as we have had to pay out so much extra due to the cold conditions of our flats. I am now even shorter on money and struggling.</p>		<p>There are ongoing communications and separate meetings about this matter, and we will address these separately. We are aware of the issues.</p>



	communal gardens possibly supporting the fence, but this poses a safety issue. There is a lot of wood and other items leading from the gate to the communal gardens along with a motorbike blocking access to the communal gardens		
20	<p><b>Flaunden House, Chenies Way</b></p> <p>1) I would like to know a little bit more about the situation with the lease agreement and what is going to happen. It seems that soon it will become very difficult to get a mortgage for the entire estate. The new lease will be for 999 years as per all new properties. How much will be paid for the 100% owners and can be done in one go for sheared property and full ownership?</p> <p>2) Lights in shed area not working</p> <p>3) Main door is rotten</p>	<p>Home Ownership team</p> <p>Repairs</p> <p>Asset Management</p>	<p>1) Advised to send in full details to the Home Ownership team</p> <p>2) Someone will be out to look at the lights</p> <p>3) There is not a programme to replace it, but we are doing stock condition surveys to all our blocks of flats. There will be a programme, but no timescales yet.</p>
21	<p><b>Gandhi Court</b></p> <p>1) When are they going to paint the rails on the balcony and on the Juliet balcony at the back?</p> <p>2) Also painting WHITE lines in the car park as people are double parking.</p>	<p>Asset Management</p> <p>Housing</p> <p>Repairs</p>	<p>1) Do not currently have a defined programme, but we are working on getting something done.</p> <p>2) We recently did a TQT about parking – the summary is on our website.</p>

	3) The guttering above 16 Gandhi Court – there is a hole in the guttering that has still not been done since I reported it two or three years ago		We will send someone out 13/02/2026 to take a look and feedback.
22	<p><b>Haines Way</b></p> <p>1) What is the procedure for lease extension and how long will it usually take?</p> <p>2) Issue with a cat flap in door that was there when bought the flat</p>	<p>Home Ownership</p> <p>Asset Management</p>	<p>The deadline is three months, and a valuation needed. In the leaseholder handbook there is an explanation of the process of lease extensions</p> <p>This has been raised by the Housing Officer at a FRA</p>
23	<p><b>Cholesbury House</b></p> <p>How often is the canopy over the main entrance door cleaned?</p>	Estates	Not on cyclical programme so would need Estates to look, but there would be a charge and the rest of the block would need to know before the work takes place
24	<p><b>Flaunden House</b></p> <p>Old and rotten canopy in communal garden – potential health and safety risk</p>	Repairs	We will get someone to take a look and report back.
25	<p><b>Abbey and Munden View</b></p> <p>Still rats around the high-rises</p>	Housing	Pest control have been out and the new bin area will hopefully make things better. There is now a dedicated Estates Officer for the high rises who is reporting any incidents.

26	<b>Flaunden House</b>  The fence between flats, who is responsible for replacing them?	Housing	You would need to look at the lease.
27	<b>Brush Rise/Foxhill</b>  Fly-tipping by the communal bins by one tenant	Housing	If you know who it is, let us know. We are looking at getting a dedicated officer in next six-eight weeks.