

Tenant Question Time – lift management

The topic of lift management was decided by our Gateway Membership Team (GMT) in December 2025 following a significant rise in resident complaints and noise on social media.

The TQT itself was held on **14 January 2026** with around 11 residents and a few Watford Community Housing staff members in attendance.

Our staff answered pre-submitted questions and gave a really informative presentation which highlighted:

- key law and policy frameworks
- how we manage lifts – signage and communication
- historic issues, common issues, and new challenges and next steps
- key areas of planned improvement and new repair response times
- a breakdown of total investment of Abbey View and Munden View lifts
- our temporary contractor, Simi, and the recent procurement process for Rubax

Then residents in attendance were able to ask their own questions, this included:

- our maintenance schedule and insurance checks for lifts
- the possibility of an early warning system for lifts outages so they warn you that they will be down beforehand (we are not sure whether that technology exists)
- our fire door safety policies
- a resident felt we were blaming them for the frequency of the lifts going down – unfortunately there has been an increase in breakdowns due to residents restricting the lift doors
- the suitability of Rubax – we clarified how things will improve with a new contractor
- the possibility of replacing lifts compared to maintaining them

Feedback shows that this was a productive session, and residents appreciated that we are actively engaging with them around building safety.

Scrutiny Sprint – lift management

After most of our TQTs, we will hold a scrutiny session shortly after which involves a deeper dive into that topic.

Our session on **28 January 2026** had around 9 residents and Watford Community Housing staff members in attendance.

In this session we covered:

- lift management policies
- contractor performance
- a deep dive into three customer complaints

There was a lot of discussion about the impact of service failures and entrapments on our customers. Particular consideration was given to customers with disabilities and the consequences of resident damage.

Feedback suggests that the session was also very productive, with a good level of challenge and discussion, and there were great presentations from colleagues which residents found useful.

Here is a highlight from resident Samir, who attended the session: *“It’s helpful to know how complaints are reviewed – this reassures residents that issues affecting daily life and safety are being taken seriously. It’s reassuring to hear that safety measures are in place for residents who get trapped as it really helps people with mobility issues or anxiety feel more secure.”*

Next steps:

- A formal recommendation will go to Watford Community Housing’s Executive Management Team, Gateway Membership Team (GMT) and Board advising a change to the Goodwill Gesture policy
- A review of the Rubax contract after six months of the scrutiny report being published was also proposed and will be considered
- A formal update will go to both the upcoming Customer Experience Committee and GMT meetings.

We would like to thank everyone who attended the TQT and Scrutiny Sprint, giving up their time to contribute to improvements for all our customers.