

Friday 6 September 2019 – The latest news and updates from the Chalcots Estate

Keeping everyone safe

We want all residents to feel safe but unfortunately this week we received reports from TRA reps about attempted burglaries and other community safety incidents at the Chalcots. The police have been informed and we continue to work with them. To help keep yourself and your neighbours safe:

- Ensure that you always lock your door when you go out.
- Don't leave valuables or packaging from valuables on display.
- Don't let people you don't know into your home. Officers from the council and utility companies always carry ID, so ask to see it – and if you don't feel comfortable, ask them to come back later when someone you trust can be with you.

We take resident safety extremely seriously and Camden provides a number of services to help keep you safe:

Responsive Security Patrol: 020 7974 4444

If you are worried about unusual or antisocial behaviour you can call the Responsive Security Patrol. They are in operation between the hours of 4pm to 4am, seven days a week.

Police: 999

In an emergency always call the police on 999. To report a crime or for a non-emergency police response call 101 or visit [met.police.uk/report](https://www.met.police.uk/report)

Community safety hub: 020 7974 2915

Reports of non-emergency antisocial behaviour can be made to the Community Safety Hub over the phone or at communitysafety@camden.gov.uk The hub can also offer safety advice and help.

Works design and programme will be finalised this month

- As mentioned in a previous newsletter, the works design and programme will be finalised in September and we will then submit the proposals for planning in October.
- We appreciate residents are keen to understand the next steps and we will share more details as soon as the programme schedule is complete.

Taplow and Burnham – register for your getting to know you and your home appointment

Appointments will be starting soon at Taplow and Burnham, so Taplow and Burnham residents please register for your 'getting to know you and your home' appointments by calling Wates on **0800 389 2837**.

Throwing litter out of windows

- We know that the vast majority of residents dispose of litter properly but unfortunately we are aware of some residents throwing litter out of their windows which leaves a mess outside, on the scaffolding and on other people's windows.
- The council takes this unacceptable behaviour very seriously and all reports will be thoroughly investigated and acted upon. If you see anything like this please report it to the onsite security team 24 hours a day on **07903 232 592** so that we can take action.

New quality inspectors

- We're pleased to let you know that two quality inspectors joined the Chalcots team on 22 August.
- Five quality inspectors will be onsite ensuring the upcoming works are completed to the correct standards.
- We are recruiting a further three quality inspectors and will write to you in more detail to update you on the whole Chalcots team in the coming weeks.

We want to speak to all residents

- We told you in previous newsletters that the housing research company Acuity would be getting in touch with all residents for your feedback on the works that have been done so far and the design of the replacement cladding and windows. We are using an independent company so residents feel they can speak freely and openly and give honest feedback.
- Your feedback will help us ensure we address any unresolved issues from the previous works and inform how the next phase of works are carried out as well as how Camden works with you and your neighbours.
- Acuity have been contacting residents to talk through a short survey. Researchers will speak with Bray, Burnham, Dorney and Taplow residents, and once the window design for Blashford has been finalised the researchers will speak with Blashford residents. There will be a final report which we will share with all Chalcots residents.
- If you would like to find out more information about Acuity visit arap.co.uk or call **01273 287 114**.

Code of conduct for Wates operatives

- If you'd like to, you still have time to feed back on the draft Wates 'resident promise' which is available for you to read at camden.gov.uk/chalcotsestate
- The resident promise sets out the conduct and behaviour that all residents will be able to expect from Wates staff. All of your feedback is important so please send your comments and anything else that you would like added to the resident promise to Donna Peters at donna.peters@camden.gov.uk or on **020 7974 3889**.

Learn English in Camden and Islington

- English for Speakers of Other Languages (ESOL) courses are for adults who would like to improve their English speaking, listening, reading and writing skills, and/or gain qualifications.
- The Camden ESOL Advice Service is completely free to learners and we offer a one-stop service so learners can find and attend a suitable course, taking into account their level, free times, childcare needs etc.
- The service offers a weekly drop-in advice session at Swiss Cottage Library between 10.30am to 11.30am on Thursdays during term-time – their next advice session at Swiss Cottage will be on Thursday 19 September.
- They also offer bespoke sessions. If you are a group of eight or more interested tenants, the team can come to you. Bespoke sessions can be arranged during both term-time and school holidays.
- For further information or to book free sessions, please contact the ESOL Advice Service on **020 7974 1618** or email esol@camden.gov.uk

The Chalcots Works Group is held at the estate with TRA reps, councillors and council officers in attendance and is chaired by a TRA rep. They meet regularly to discuss works matters on the estate. You can read notes from the Chalcots Works group meeting at camden.gov.uk/chalcotsestate

You can request a copy of this newsletter in large print, audio format or in another language by calling **020 7974 5717**.

If you have questions about this newsletter please contact chalcotsestate@camden.gov.uk