

Dear resident

Does your window have a broken handle, hinge or lock? Book your repair today

Repairs to windows at the Chalcots Estate were put on hold due to the COVID-19 pandemic but following Government guidance and advice from our public health team, we are now ready to restart the window repair works.

You can book an appointment if your window(s) has a broken hinge, lock or handle.

If you have already reported your window repair, we will call you this week to make your appointment. If you haven't reported your repair, please contact the Chalcots team on **020 7974 4444 option 7** to make an appointment.

Window repair dates by block

Taplow	Tuesday 16 June to Monday 6 July
Burnham	Tuesday 16 June to Wednesday 1 July
Bray	Monday 6 July to Wednesday 15 July
Dorney	Monday 29 June to Thursday 9 July
Blashford	Friday 10 July to Wednesday 22 July

You might hear noise from other repairs in your block during these times between **9am** and **4.30pm**.

Keeping you and contractors safe

We might need to access your flat depending on the type of repair you need. We are working closely with our contractors Rail Ltd to keep residents and staff safe at all times during these works.

Your safety is our first priority and I reassure you that any Rail Ltd staff member inside your home will be following strict guidance from the Government and our public health team to keep you and them safe, including wearing any protective clothing needed, washing their hands regularly and staying 2m away from you and anyone in your home. Please help to keep our staff safe by staying 2m away from them too, or by staying in a separate room if possible.

Before coming into your home, the contractor will ask if you or anyone you live with has COVID-19 symptoms (high temperature, a new continuous dry cough, or a loss or change to your sense of taste or smell) or has had them in the last 14 days. If you develop symptoms within 14 days before your appointment, please contact the Chalcots team to let us know – we will rearrange your appointment if you have to self-isolate.

If you are shielding (you are in the high-risk category and received a letter from the Government) we won't be able to repair your window from the inside until the initial shielding period is over on **30 June 2020**. After this, we are expecting Government to issue new guidance and we will take this into account before offering window repairs that involve entering homes of shielding residents.

If you have any questions about this letter or the works at the Chalcots Estate, please get in touch – contact us on **020 7974 4444 option 7** or at **chalcotsestate@camden.gov.uk**

Yours faithfully

Aaron Shaw
Contact Centre Team Manager (Chalcots)