

Friday 21 February 2020 – The latest news and updates from the Chalcots Estate

‘Getting to know you and your home’ survey – weeknight and Saturday appointments available

- Wates are offering weeknight and Saturday appointments to complete your ‘getting to know you and your home’ surveys. The dates available are:
 - **Tuesday 10 March, 5pm to 8pm**
 - **Wednesday 18 March, 5pm to 8pm**
 - **Saturday 14 March, 9am to 1pm**
 - **Saturday 28 March, 9am to 1pm.**
- Wates will be able to offer you another suitable date if these slots become fully booked. To book your appointment, call **0800 3892 837** or email:
 - **taplow@wates.co.uk**
 - **burnham@wates.co.uk**
 - **bray@wates.co.uk**
 - **dorney@wates.co.uk**
 - **blashford@wates.co.uk**

Window designs and detailed major works programme

- We are finalising the window designs to include your feedback about taking out the lower transom beam (lower horizontal frame) in the new tilt and turn windows where possible, and finalising the kitchen window design – a tilt only window to improve ventilation. We will share these designs with you soon.
- Your responses to the ‘getting to know you and your home’ surveys have helped us to develop the detailed major works programme, which we will be sharing with you soon. We will be putting posters up in communal areas in the coming weeks and will be running information drop in sessions at each block from early April to talk you through the planned works, listen to your queries, feedback and suggestions, and answer any questions you have about the works.

Fire safety

- The London Fire Brigade visited the estate on **Thursday 13 January** to complete routine fire safety checks. The visit went well and their feedback was positive. They have asked us to remind residents to keep communal areas clear – this includes removing shoe racks, bikes, rubbish and furniture etc.
- Wates are carrying out fire safety checks of the construction sites at each block to make sure access routes, internally and externally, continue to meet fire safety regulations.
- We will share the cladding systems fire test report together with the by the end of this month.

Power and water switch off at Burnham and Dorney

- We are upgrading the electrical power system at Burnham and Dorney to meet health and safety regulations. To do this, we need to temporarily switch off the communal electrics and this will mean that the lift, door entry system and water supply will be interrupted. We hope to keep disruption to a minimum.
- Wates staff will be on hand all morning and will be delivering water to residents before the power and water is switched off. Wates have sent a letter to all residents at Dorney and Burnham listing ways to prepare for the switch off.
- If you have any questions about the switch off, contact your resident liaison officer. Switch off dates and times:
 - **Burnham on Wednesday 26 February at 10am to 12pm**
 - **Dorney on Thursday 27 February at 10am to 12pm.**

Thank you for your patience as Wates work on your entrances

- Over the coming weeks Wates will be working around the entrances across the estate. Between **8am** and **5pm** on **Monday to Friday**, Wates staff will be on hand at certain entrances to manage access and help people coming in and out. Occasionally they might ask you to wait while they make sure it's safe for you to use the entrances. Outside of these hours, you can use entrances as normal.
- We understand that communication about entrance access hasn't been clear and we are working with Wates to improve this. Works around entrances will be ongoing so thank you in advance for your patience if you are asked to wait before using an entrance or advised to use another – your safety is our main priority.

Hoarding and scaffolding

- We are currently installing temporary lighting where hoarding is now in place at each block.
- CCTV has now been installed around the hoarding. This CCTV is motion sensed and will alert the security team if any residents or members of public use the hoarding or scaffolding in any way.
- At **Taplow** and **Bray**, Wates are installing three hoists (a tool used for lifting materials up to each floor) up to floor six – this work will be ongoing. They will begin installing the three hoists up to floor six at **Burnham** and **Dorney** the week starting **Monday 24 February**.

Contacting the council

- If you have questions about the major works, comments or complaints, or need to report a repair, contact the Chalcots project team on **020 7974 4444** (option 7) or email chalcotsestate@camden.gov.uk
- If you have any queries about parking permits, meters or tickets, contact the parking team on **0207 974 4444** (option 5).

Wates' commitment to putting residents first

- Each week Wates hold talks with their staff to discuss the works planned for the week. In these talks, staff are reminded of Wates' resident promise, to make sure staff are putting residents first when they are on site, including all aspects of work from customer service to health and safety considerations.

Chalcots community events

- North Camden Zone is holding a tea, chat and cake morning on **Wednesday 26 February** at **10am to 11.30am** in the **Blashford TRA Hall** and a bingo night on **Friday 28 February** at **8pm to 10pm** in the **Bray TRA Hall**. If you have any questions about the events or would like to know more, email Nassima at nassima@northcamdenzone.org

In block-by-block and estate-wide meetings we're talking about...

How the works are happening

We have been collecting residents' frequently asked questions about the major works and will be sharing the answers soon.

The Chalcots Works Group (CWG) is held at the estate with TRA reps, councillors and council officers in attendance. The CWG meet regularly to discuss works matters on the estate. This newsletter includes feedback from discussions held on **Wednesday 12 February**. The next meeting is expected to be held on **Wednesday 26 February**.

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