



Resident handbook: your guide to the major works project

**Chalcots Estate - Bray, Burnham,
Dorney and Taplow**

The Council's commitment to making your home safer

Camden Council has committed to a gold standard of safety at the Chalcots Estate.

The major works project to replace the cladding, windows and curtain wall will bring your estate to the highest standard of safety, improve the wellbeing of residents and futureproof the buildings – helping to create an attractive, sustainable and vibrant neighbourhood for everyone who lives there now and in the future.

The project will deliver:

- A **cladding system** that is fully fire tested, meets the most up to date safety regulations and its components are A1 rated – the highest possible fire safety rating
- **Windows** that are safe, provide better ventilation and reduce overheating
- A **building maintenance rail system**, also known as building maintenance unit (BMU), on the roof of each block so that windows can be safely cleaned and the outside of the buildings can be safely maintained
- **New roofs and replaced brickwork** at ground and first floor levels
- **Insulation in the basement areas** to prevent damp in ground floor flats.

You can find an overview of the works on **page 4 and 5**.

Our commitment to you

The works will be disruptive and we thank you for your patience. Our commitment to you during the works is to make sure you are involved, listened to and considered in all decisions throughout.

We will:

- Minimise disruption to you as much as possible
- Complete the works to a high standard and carry them out as quickly and smoothly as possible
- Make sure McLaren staff work respectfully and considerately in your home, in communal areas and on the estate, and keep the construction site clean and tidy
- Minimise the impact of the works on the local community and the environment
- Work with the community to help create social value projects with the hope to create a lasting positive impact on your estate.

These works will be very disruptive and intrusive. We have a resident support package available to you to help with this – find out more on **page 30**.

Contents

How we will monitor the works:

Our contract provisions enable the Chalcots project team to robustly manage quality, performance, compliance with specifications, as well as Health & Safety delivered by McLaren and its subcontractors, suppliers, etc. throughout the works.

This will be achieved through set processes and in conjunction with Camden's commercial and technical consultants.

We also have a performance and monitoring panel to track the progress of the works and how they are delivered – the panel includes residents from the estate.

The residents on the panel will help us to monitor McLaren's resident engagement, behaviour on site and delivery of its commitments which you can find on **page 12 and 13**.

To find out more about the panel, please see **page 33** about resident engagement.

The Council's commitment to making your home safer	2
Contents	3
Making your home safer – what's new?	4
Programme overview	6
The major works team.	8
Keeping in touch with you.	9
What to expect before the works start in your home	10
Home visits	11
McLaren's commitments to you	12
The works inside your home	14
The window replacement	15
Replacing the windows with the lowered windowsill	16
Replacing the windows without the lowered windowsill.	18
The new radiator choices	20
Choosing your curtains or blinds	22
Home away from home.	24
The works outside your home.	26
The construction site	27
Keeping safe while the scaffolding is up.	28
Insurance while the scaffolding is up	29
The resident support package	30
Involving all Chalcots residents	32
Social value – giving back to your community	34
Disturbance payments	36
How to make a complaint about the major works	37
Important dates and notes	38
Useful contacts	42

Making your home safer – what's new?

The major works will make your home safer and more comfortable to live in.

We will be making lots of changes to your building to bring it to the highest standard of safety.

Roof:

- Made from materials that cannot catch fire and improve the insulation to the top floor flats
- A building maintenance unit on the edges of the roof to help us look after the outside of the building, including cleaning the windows.

Cladding:

- A1 rated – the highest possible safety rating
- Pure aluminium with a smooth, matte finish with a champagne-coloured sheen.

Find more details about the cladding on **page 26**.





Windows:

- Safe windows for residential high-rise buildings
- Improved glass to better insulate homes and reduce overheating
- Improved ventilation in homes
- Dark brown / bronze colour window frames outside
- White window frames inside.

Find more details about the windows on **page 14**.

Brickwork:

- Meets current fire safety requirements
- All materials are non-flammable
- Watertight to prevent damp in ground floor homes and in the basements.

Firestopping

There will be **fire barriers** across the whole of the outside of the building which will include firestopping inside the cladding system at each floor and around each window.

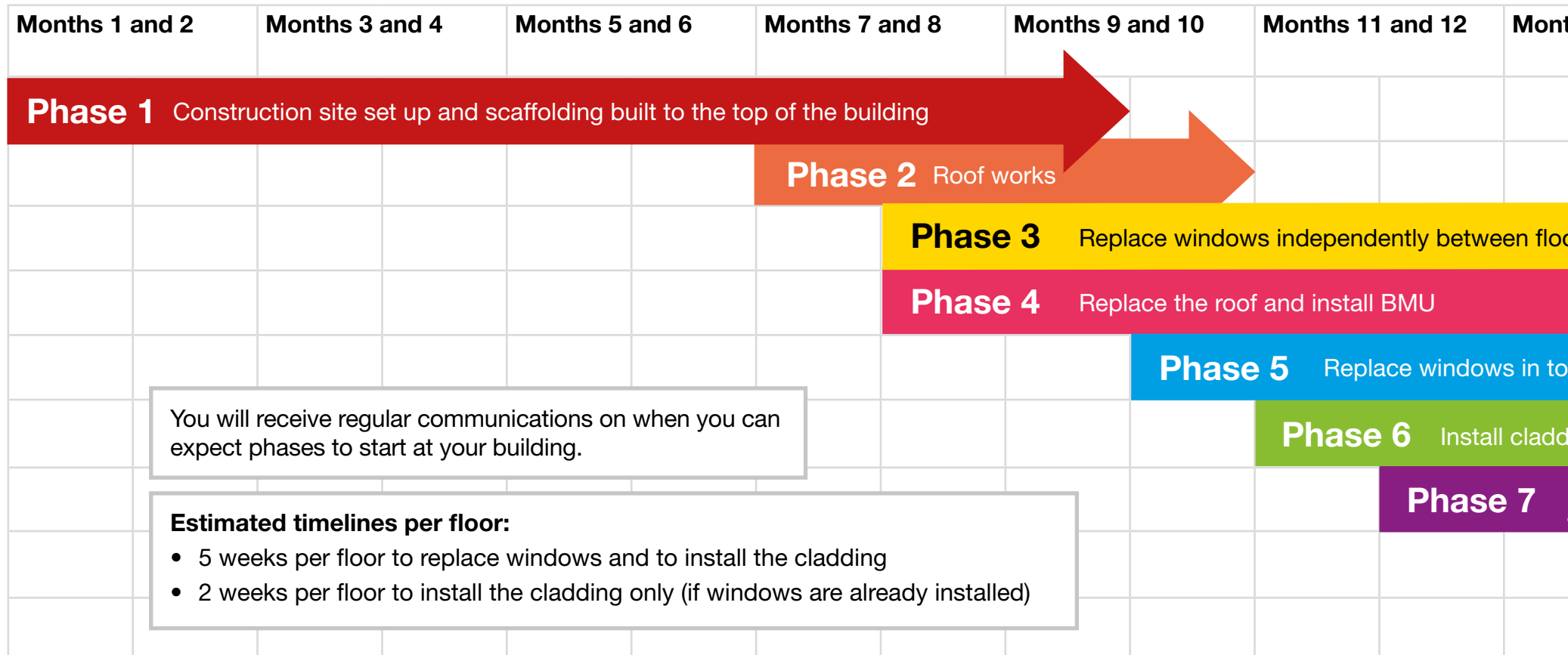
In the event of a fire, this will prevent fire from spreading across the building.

Programme overview

We expect the major works will take around two years* to complete which includes building and removing the scaffolding and the construction site at Bray, Burnham, Dorney and Taplow. The works will be carried out and completed two towers at a time, starting at Bray and Taplow and then Burnham and Dorney.

There are nine phases in the works programme.

Major works project timeline



*The time it takes to complete each phase may vary if there are any unexpected delays – this includes problems accessing residents' homes.

The major works team

The Chalcots project team

As the Chalcots project team, our role is to make sure the major works are delivered to the highest standard and to always put your safety at the centre of every decision we make.

We will be with you every step of the way during the project. If you have questions or are worried about anything, you can speak to us on site or contact us on **020 7974 4444** or **chalcotsproject@camden.gov.uk**

You can also contact us using the details below:

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Project Director

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 **020 7974 4948**

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Tim Lowe

Quality Inspector for Taplow and Dorney

 **020 7974 5125**

 **Tim.Lowe@camden.gov.uk**

If you need to make a complaint at any time during the major works project, we can help. Turn to **page 37** to find out more.

McLaren Construction

McLaren Construction is the contractor that will be carrying out the major works at your tower block. McLaren has made a set of commitments to residents which you can read on **page 12**.

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McLaren Project Team

📞 Out of hours: 020 3514 3392

@ chalcotsresidents@mclarengroup.com

For anything urgent during out of hours, call **020 3514 3392** or ring **999** in an emergency.

Keeping in touch with you

The McLaren team will need to visit your home to prepare for the works and to replace the windows. To help them keep in touch with you and to book appointments, we have shared the contact details we currently have for the named adults on each tenancy and leasehold with them.

It is the Council's duty under the **Landlord and Tenant Act 1985** to keep your estate safe and in good repair. Sharing your contact details complies with **Article 6(1)(e)** of the **GDPR/ Data Protection Act 2018**.

The McLaren team will share updates with you as the works are being carried out in your home. Once the works are finished, McLaren will ask you to complete a survey to tell us if you are happy with the quality of the works.

McLaren will destroy all personal data from their systems after the major works are finished at your tower block and won't contact you or visit your home again.



What to expect before the works start in your home

It's important that you know what the works will look like when they are finished in your home, how they will be carried out and how we can best support you while the works are taking place - this is why we have invited you to view the show flats.

Show flat viewings

Your household will be able to see the show flats in person or by video more than once before the works start. At your viewing, you can expect to:

- see what the finished works will look like and the quality
- find out how the works will be carried out in your home
- see how the new windows open at each setting
- see the radiator, curtains and blinds choices



How to book your viewing

[camden.gov.uk/fourtowers-show-flat](https://www.camden.gov.uk/fourtowers-show-flat)

chalcotsproject@camden.gov.uk

07811 318 674

Each viewing will take up to 40 minutes and McLaren will book your home visit during the viewing. The viewings are arranged for each individual household.



Home visits

The McLaren team will visit you at your home twice before the works start in your flat – you can see what will happen during each visit below. The first home visit will be booked with you at your show flat viewing and you will receive a letter to confirm the date and time of your first home visit.

The date and time of the second home visit will be agreed with you at the first home visit and a reminder letter will be sent closer to the time of your appointment. If you need to change the date or time of your appointment, please contact the McLaren project team on **07469 291 477** or at **chalcotsresidents@mclarengroup.com**

Home visit 1

When

6 to 8 weeks before the works start in your home

McLaren will:

- Discuss your needs and requirements while the works in your home take place
- Survey your home to find out how best to carry out the works inside
- Provide an approximate start date of the window replacement in your home (to be confirmed after your visit) and how they will be carried out
- Agree the date and time of the second home visit with you
- Talk to you about ways we can support you during the works – see **page 30** for more details.
- Take photos of your home to evidence the condition of walls, furniture, belongings and decoration to protect you and the contractor should there be damage caused by the contractor when carrying out the work in your home.

Home visit 2

When

At least 24 hours before the construction works start in your home

McLaren will:

- Introduce you to the team that will be carrying out the works in your home
- Talk through any final queries or concerns you may have
- Ask if you need the team to help move items away from the windows if you have any mobility issues
- Confirm your *home away from home* arrangements if you choose to move out while the works are happening in your home – see more details on **page 24**.

McLaren's commitments to you

McLaren's commitments to residents set out the standard they expect all staff to follow while working on the estate.

McLaren will always:

- respect you and your home
- keep you and staff safe at all times
- work with you to make sure they deliver quality customer service
- keep appointments and let you know in advance if they have to be changed
- clearly explain what they are going to do and when
- keep you updated on the progress of the works
- be accountable if things don't go as they should and always put things right
- work carefully, reliably and never neglect their duty
- be positive and always happy to help with questions you may have
- store tools and materials safely while the works are happening
- clear up all mess they are responsible for and make sure they safely dispose of any waste
- be considerate and polite to you, members of the public and all staff
- be appropriately dressed, clean and well presented
- wear face coverings when in communal areas
- clean the windows four times a year when the scaffolding is in place and can be accessed by authorised staff
- keep communal areas clean and have a dedicated cleaning service on site to clear additional mess
- limit noisy work to Monday to Friday, from 9am to 4pm, and only carry out noisy works outside of these hours in exceptional circumstances*



*Noisy works include drilling into concrete, cutting metal, etc. There will be some general noise from works activities on site Monday to Friday, 8am to 5pm.

When working in your home, McLaren will always aim to:

- behave respectfully and do the right thing at all times
- do their very best to get the works right first time
- wear uniform that identifies them as a McLaren staff member
- complete the works quickly and to a high standard during the scheduled visits
- provide a contact number for you to call if you are worried someone isn't a McLaren staff member
- wear appropriate PPE at all times
- use shoe coverings to protect your flooring
- use dust sheets to protect your belongings
- pack away tools and construction materials at the end of each day
- have clear DBS certificates if entering your home on their own
- treat you and your home with respect and be respectful of any cultural differences
- keep your home secure at all times
- avoid using the lifts, especially during busy times

McLaren will aim to never:

- play radios or smoke or vape inside or near your home
- use offensive language or display poor behaviour inside homes, buildings or on the estate
- use your electricity
- leave your home without you knowing the next steps of the works
- leave your home and belongings unattended

The project has funded a sweeping machine to help clear extra dust and dirt caused by the construction works. This will help your caretaking staff to keep your tower block clean.

McLaren will carry out a thorough clean in your home once the internal works are complete.

The works inside your home

Your new windows

The new windows are safe for residential high-rise buildings. They meet current purge ventilation regulations, reduce overheating and have improved insulation to keep your home warm and comfortable in the colder months.



Large lounge and bedroom windows – *tilt and turn* windows

- Open inwards in three positions – 10cm (in the tilt position at the top), 30cm (in the turn position) and 90 degrees (in the turn position) to meet the needs of most residents
- Separate safety keys are needed to open to 30cm and 90 degrees depending on your choice
- Lowered windowsills to improve safety by increasing the guarding height. The windowsill does not need to be lowered for the ground floor flats as it is safe to keep at the existing height
- Larger windows, based on residents' preference for better views
- Better ventilation in the turn 30cm position than the same opening of your current windows.



Kitchen, bathroom and side lounge windows – *tilt only* windows

- Open the windows inwards at any angle you choose, up to the maximum opening
- The side lounge and bathroom windows open to a maximum of 20 degrees
- The kitchen window is split into two openings. The smaller opening can open to 10cm and can be used when extra ventilation is needed - for example, when cooking
- The larger top kitchen window opens to 32 degrees and a separate safety key is needed to open the larger window to this angle.

The tilt only windows can be opened with different mechanisms and you can choose an opening mechanism that works best for you and your family. To find out more about the mechanism options, please refer to the factsheet provided or you can view the factsheet at [camden.gov.uk/chalcots-factsheets](https://www.camden.gov.uk/chalcots-factsheets)

The window replacement

You can choose to stay in your home while the works are happening in your flat or to move to a *home away from home* flat which you can read more about on **page 24**.

Excluding the preparation work and the work once the new window is fitted, the actual installation of a new window will take one day and McLaren can replace up to four windows on the same day.

If you choose to stay in your home, you can choose to have your windows replaced in one visit or two. One visit takes about 7 working days on average.

You can see how the works will be carried out in your home at **[camden.gov.uk/chalcots-latest-news](https://www.camden.gov.uk/chalcots-latest-news)**

How the windows will be replaced

Each window can be replaced independently from other windows, which means McLaren can replace windows anywhere on the building where scaffolding is in place to work around your availability.

We will need to work inside your home to replace your windows. McLaren will complete the window installation in three stages – you can see what will happen in your home during each stage on the next pages.

Option A. Replacing all of your windows in one visit

The works will be completed more quickly but will be more disruptive than Option B. If you choose this option, we will encourage you to move to one of our '*home away from home*' flats to get away from the disruption.

Read more about the *home away from home* flats on **page 24**.

Option B. Replacing your windows in two separate visits, with a maximum of one week between both visits

This option will keep some rooms in your flat free for you to use while windows are being replaced in other rooms. There can be a maximum of one week between both visits and the works will take longer to complete than Option A.

You will need to move furniture around if you choose this option – the McLaren team can help if you have difficulties with mobility.

Replacing the windows with the lowered windowsill

Completion time:
5 to 8 working days

- ✓ Large lounge window
- ✓ Bedroom window

Stage 1 – preparing to replace the windows

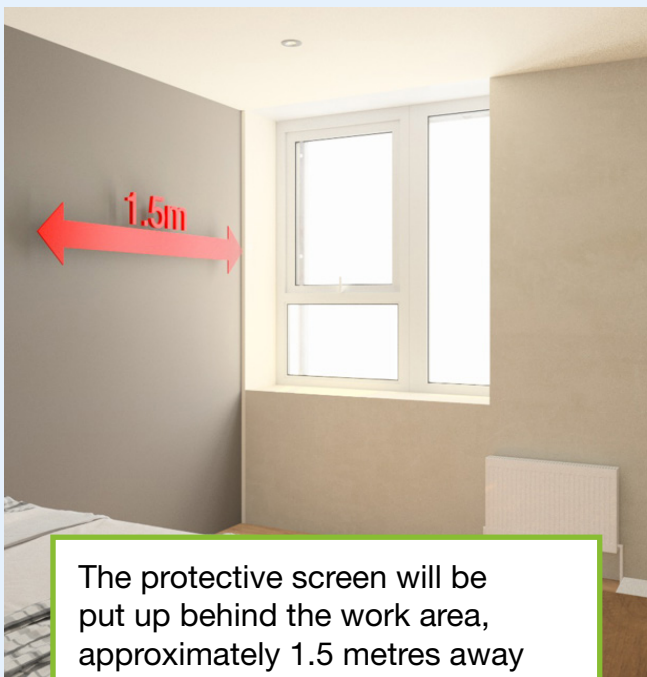
What will happen in my home?

The McLaren team will:

- protect your flooring and belongings
- move furniture for residents who have mobility issues
- remove the current radiator under the window and install the protective screen
- remove the wall underneath the current windowsill
- remove original crittal window where it's still in place

How long will it take?

2 to 3 days*



The protective screen will be put up behind the work area, approximately 1.5 metres away from the window, to protect your home from dust.

Portable heaters will be provided if needed when the radiators are temporarily removed.

A specialist dust Hoover will be used in the work space behind the screen to minimise dust in your home during the works.

Stage 2 – replacing the windows

What will happen in my home?

The McLaren team will:

- remove the glass from the current windows and the window frame
- check the concrete around window and repair if needed
- install the new window frame
- fit the new glass into the frame

How long will it take?

1 to 2 days*

Your home will always be kept safe and watertight throughout each stage.

Stage 3 – finishing the works

What will happen in my home?

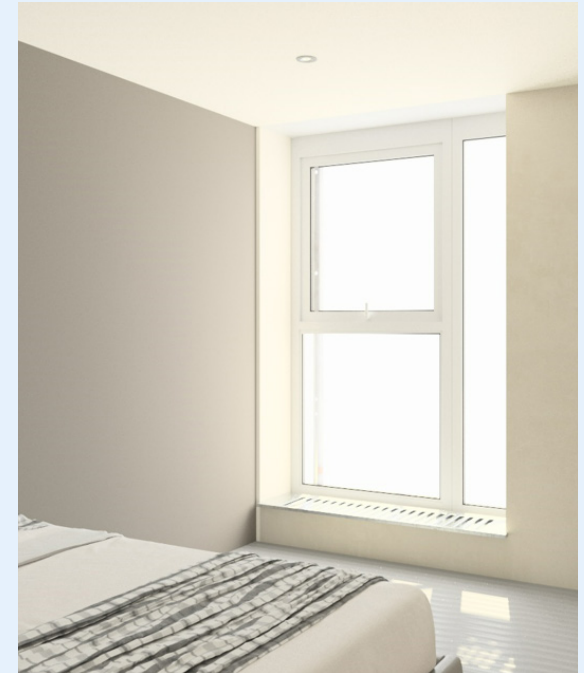
The McLaren team will:

- install your new windowsill and radiators
- make sure all firestopping is in place
- redecorate areas affected by the window replacement in your chosen colours
- fit your choice of blinds or curtains
- check the finished works meet the required safety and quality standards
- tidy and clean the flat
- help residents who have mobility issues put their furniture back in place
- make sure you are happy with the quality of the works

How long will it take?

2 to 3 days*

✓ Once these works are complete, the McLaren team and Camden Council quality inspectors will look at the works with you and make sure they are to the correct standard and that you are happy with them.



*The amount of time it takes to carry out these works may vary depending on the size of each flat, any issues accessing flats and if any problems arise when the works are taking place.

Replacing the windows without the lowered windowsill

Completion time:
3 to 6 working days

- ✓ Side lounge window
- ✓ Bathroom window
- ✓ Kitchen window

Stage 1 – preparing to replace the windows

What will happen in my home?

The McLaren team will:

- move furniture for residents who have mobility issues
- protect your flooring and belongings
- remove the external wall under the window from the outside
- remove original crittal window where it's still in place

How long will it take?

1 to 2 days*

*The amount of time it takes to carry out these works may vary depending on the size of each flat, any issues accessing flats and if any problems arise when the works are taking place.



Stage 2 – replacing the windows

What will happen in my home?

The McLaren team will:

- remove the glass from the current windows and the window frame
- check the concrete wall around the window and repair if needed
- place the new window frame into the building
- fit the window glass

How long will it take?

1 to 2 days*

Your home will always be kept safe and watertight throughout each stage.



Stage 3 – finishing the works

What will happen in my home?

The McLaren team will:

- make sure all fire stopping is in place
- fit the inside panels around the window frame
- replace any tiling in the bathroom if necessary
- reset any worktops / kitchen furniture as agreed with residents
- install the new windowsills in the same position as the current ones
- redecorate areas affected by the window replacement in your chosen colours
- fit your choice of blinds or curtains
- tidy and clean the flat and for residents with mobility issues, put their furniture and belongings back in place
- check the finished works meet the required safety and quality standards
- make sure you are happy with the quality of the works

How long will it take?

1 to 2 days*



✓ Once these works are complete, the McLaren team and our quality inspector will look at the works with you and make sure you are happy with them.

The new radiator choices

We will need to replace the radiators near your large lounge and bedroom windows because we are lowering the windowsills. There are two radiator options to choose from. You can choose to have the same style in your lounge and bedrooms or different styles in each room.

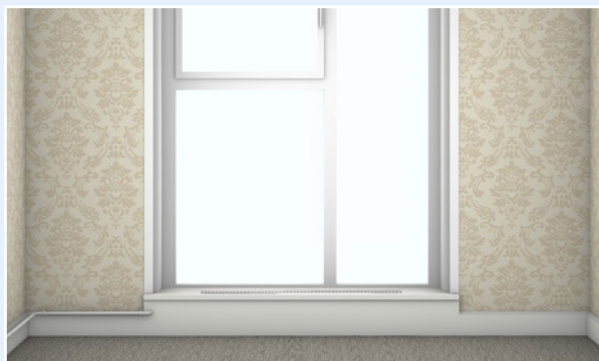
Option 1 – radiator inside the windowsill

Lounge



Approximate size:
120cm x
11.2cm x 19cm
Power: 750W

Bedroom



Approximate size:
100cm x
11.2cm x 19cm
Power: 400W

This radiator is installed inside the windowsill and the heat comes through a vent at the top of the windowsill – the windowsill is safe to touch when the heating is on.

Pros

- ✓ Fire safe
- ✓ Easy accessibility for cleaning and repairs
- ✓ Quick to install
- ✓ Minimal redecorating needed after installation
- ✓ More energy efficient than your current radiator
- ✓ No wall space is taken up
- ✓ Little room space is taken up
- ✓ Suitable for future heating system upgrades
- ✓ Helps to prevent condensation on windows

Cons

- ✗ Windowsill in bedroom cannot be used for storage (no books, plants or other items can be placed on the grill and the grill will take up a large part of the sill)
- ✗ Heavier full-length curtains fixed in front of the window reveal could block out the heat when the curtains are closed (similar to how your current radiator works with heavier full-length curtains)

Radiators in homes on the ground floor do not need to be replaced because the windowsill in the lounge and bedroom are not being lowered.

How to choose your radiators

You can see the radiator options and how they work in person at the show flat. Book your show flat viewing at camden.gov.uk/fourtowers-show-flat or call Danielle (resident engagement lead) on **07811 318 674** or email chalcotsproject@camden.gov.uk. Once you have seen the radiators, McLaren will ask which one(s) you would like in your flat during your first home visit.

Option 2 – wall mounted radiator

Lounge



Approximate size:
90cm x 60cm
x 17.8cm
Power: 750W

Bedroom



Approximate size:
70cm x 40cm
x 17.8cm
Power: 450W

This radiator is similar to your current one but fixed on the wall to the side of the window.

Pros

- ✓ Fire safe
- ✓ Easy accessibility for cleaning and repairs
- ✓ Quick to install
- ✓ Minimal redecorating needed after installation
- ✓ More energy efficient than your current radiator
- ✓ Windowsill can be used for storage
- ✓ Heat will not be affected by curtains
- ✓ Suitable for future heating system upgrades

Cons

- ✗ Takes up wall space
- ✗ Sticks out from wall, taking up room space

With this option, you can choose to:

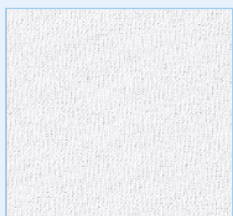
1. Reposition the existing radiator to either side of the window
2. Install a horizontal radiator (as shown in the illustration) either side of the window
3. Install a vertical radiator either side of the window

Choosing your curtains or blinds for lounge, bedrooms and kitchen

You will see the curtain and blind options available to you during your show flat viewing - each option is available in three popular colours according to interior specialists. You can mix and match the curtains and blinds throughout your flat depending on the decoration in your home and which you like best. There will be no charge for the curtain and blinds you choose.

Blackout roller blinds

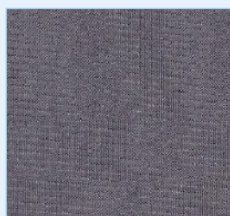
This option works well for the lounge, bedroom and kitchen windows. The blinds will block out all light and can be installed in all rooms.



White



Mid-grey

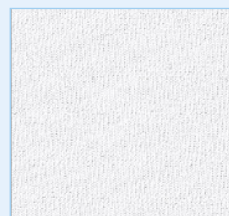


Dark grey

Vertical blinds

This option is available for the large lounge and bedroom windows. They are not blackout blinds so some light will come through to your home.

This option is not available in the kitchen.



White



Mid-grey



Dark grey

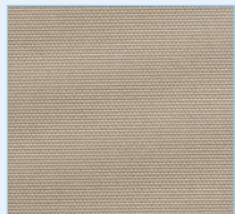
If you don't like the styles or colours

We will make a contribution of £90 per window (excluding bathroom) and £200 for the large lounge window to help you buy your own curtains or blinds. The contribution will be a voucher from a range of specialist suppliers such as Ikea, Habitat and John Lewis.

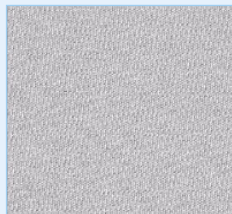
Curtain package

Blackout curtains

The blackout curtains will be installed outside of the window reveal (outside of the frame) and are available for the lounge and bedroom windows.



Beige



Mid-grey



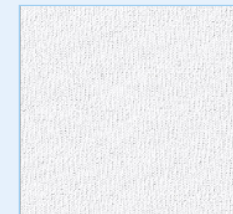
Dark grey

Net curtains

The net curtains will be installed inside the window reveal (the inside of the frame) and are available for the lounge and bedrooms windows.



Beige



White



Dark grey

Home away from home

The works to replace the windows inside your home will be very disruptive. To help you get away from the disruption, you will have the option to move to one of our *home away from home* flats on the estate or locally on Adelaide Road while the works are taking place in your home.

Wheelchair accessible flats are available.



The *home away from home* flat will have everything you need to live your life as normal while you are staying there. It will include:

- Furniture
- Lights and blinds
- Fridge, freezer, oven and hob, toaster and kettle
- Plates, bowls, cups and cutlery
- Duvets, pillows and covers
- Towels
- Wi-Fi connection
- Washing machine



What you need to take:

- Clothes and shoes
- Medication
- Laptops, tablets and chargers
- Toothbrush and toiletries
- Pets and pet food
- Any other items you want to take.



If you are worried about moving into another flat, speak to the Chalcots project team and we will work with you to find a solution that you feel happy with.

Other options while the works are happening in your home

If you'd prefer not to move into a *home away from home* flat but would like to move out while the works are happening in your home, there are other options.

We can make a payment of £200 per household which you can use to go on holiday or to stay with family or friends. The Chalcots project team will work with you to find what option works best for you.

The McLaren team will discuss these options with you during your first home visit.

If you choose to move out, McLaren will send you progress updates and photos of your home while the works are happening so that you are kept up to date and know that your home is being kept safe and secure.

The works outside your home

The new cladding

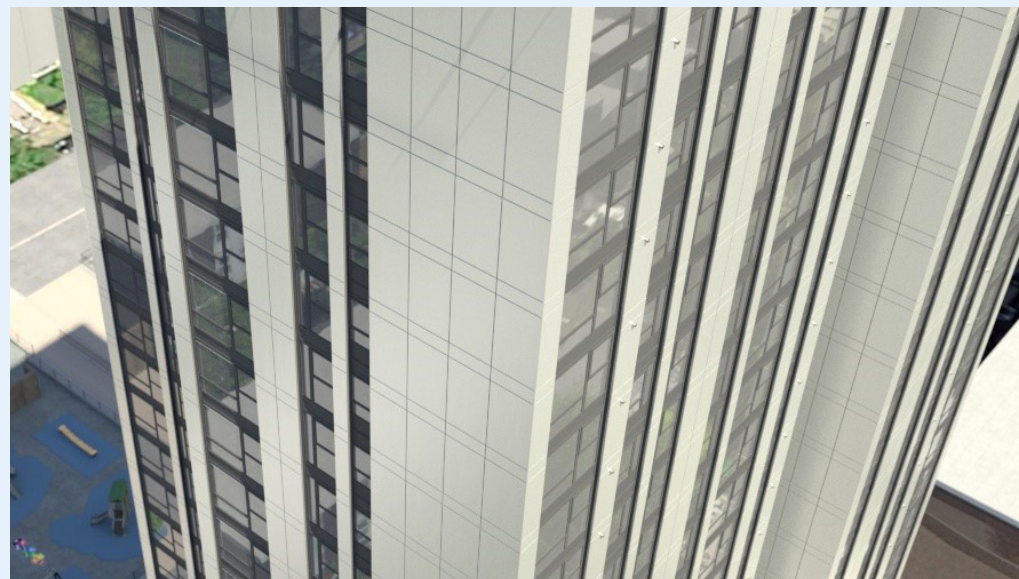
The new cladding system is fire tested, exceeds current building regulations and its components are A1 rated, which is the highest possible safety rating.

Unlike the previous cladding, the new cladding panels are solid aluminium and 4mm thick which exceeds compliance standards – this means they are more robust and will need less maintenance. There will also be insulation between the panels and the concrete outside walls which will keep your homes warm in the colder months and help to prevent damp.

How the cladding will be installed

- drilling and fixing rails to the façade (outside of the building). This part of the cladding installation will be noisy
- installing new insulation and making sure firestopping is in place
- attaching the new cladding panels to the rails

We will not need access to your home while the cladding is being installed. However, the cladding can only be installed from the top down once the windows have been replaced on each floor level.



The construction site

How McLaren use scaffolding

We will be using scaffolding to carry out the works, and expect it will take around 18* months to install, complete the works, and remove it from each tower block. Scaffolding allows more flexibility so that work can be carried out at different parts of the building at the same time, reducing the time it takes to complete the works from a logistics point of view.

The scaffolding and the method of works to replace windows individually makes it possible to replace windows sooner further down the building (between floors 12 and 3). When the scaffolding has been built to the top, McLaren will continue replacing windows from the top floor down and in line with residents' preferences in terms of timing of the works.

Once all the windows have been replaced on each floor at the top of the building, McLaren will install the new cladding starting from the top of the building travelling downwards. They will remove the scaffolding from each floor as they complete the cladding and window replacements.

As the bottom half of the building will have a number of windows already replaced, the progress to install the cladding and remove the scaffolding down the building will accelerate.



Never throw anything out of your windows

Throwing items out of windows is dangerous and could cause serious harm to someone below. If you are caught throwing anything out of the window, we will not hesitate to take action against your tenancy or lease. If the object thrown from your window causes injury, the matter will be referred to the police.



Please be aware that building and taking the scaffolding

down, installing the cladding and replacing the existing windows will be very noisy. Find out how we can support you to get away from the disruption on **page 30**.

*The total time the scaffolding is up for will depend on how smoothly the programme runs. Letting McLaren into your home to carry out the works will help the programme to run on time, avoiding costly delays and continued disruption at your tower block.

Keeping safe while the scaffolding is up

Your safety is our priority so please:



Never climb on the scaffolding



Keep children away from the scaffolding at all times



Do not throw rubbish on to the scaffolding – this is a fire risk and could also attract rats



Never hang washing out to dry from the scaffolding

It's important to keep everyone safe while the works are happening. Scaffolding can be very dangerous and only the McLaren team is allowed to use it.

If you have any concerns or see anyone on the scaffolding who shouldn't be there, contact the McLaren project team immediately on **0800 389 2837** from **Monday to Friday, 8am to 6pm**, or outside working hours on **020 3514 3392** and we will respond immediately.

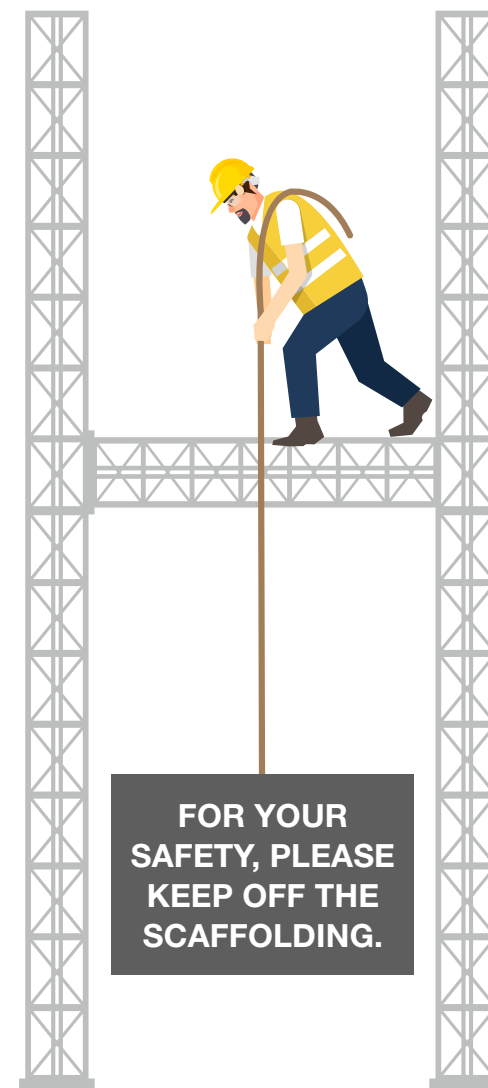
Always call **999** in an emergency

The scaffolding will be monitored by CCTV and by site security patrol out of working hours. The CCTV is motion censored and any suspicious behaviour will alert the on-call team.

We understand the level of disruption, not just in terms of noise, but also the impact on privacy and daylight.

How we can help:

1. We can install your choice of curtains or blinds now and reinstall them once the new windows are installed in your home.
2. McLaren can install daylight simulating lights on timers where the scaffolding structure is wider and affects daylight coming into your home.



Insurance while the scaffolding is up

We have let our building insurers know that the major works are taking place and we are also taking out additional contract works cover to make sure the building is insured against any damage during the construction works.



If you already have contents insurance...

Please let your insurer know about the upcoming works. Your insurance cover might not be valid if you need to make a claim and you haven't told your insurer about the scaffolding on your building.

If you don't have contents insurance...

If you don't have insurance already, we encourage you to take some out to protect your home. McLaren staff will always be extra careful when putting up the scaffolding and when working in your home, but contents insurance will give you peace of mind that everything in your home is protected.

There are a wide range of insurance options available, and you can also insure your home through our partner scheme and pay for your insurance through your rent account.

To find out more about insuring your home through the Council's partner scheme, please contact your neighbourhood housing officer (NHO):

Dele Adewumi

NHO for Bray and Dorney

☎ 020 7974 6766

@ Dele.Adewumi@camden.gov.uk

Kairone Eugene-Charlery

NHO for Taplow and Burnham

☎ 020 7974 4085

@ Kairone.Eugene-Charlery@camden.gov.uk

The resident support package

The major works will be very disruptive and it's important to us that you have lots of opportunities to get away from the noisy works. There will be a resident support package available to everyone living on the estate when the works are taking place in their buildings. This will include:

Getting away from the disruption

- The option to move to a *home away from home* while the works are happening in your flat – these flats are fully equipped like a holiday home. Find more information on **page 24**.
- Respite lounges when the works take place in your building as a quiet space for home working or for relaxing – offering privacy, WiFi and tea / coffee facility which can be booked in advance.
- Noise cancelling headsets to use at home or other support such as noise shielding headsets or ear plugs.
- Social events such as coffee mornings and movie sessions.
- Quiet spaces at Swiss Cottage Library for studying or working.
- Accommodation away from the noise will be available during the day for night shift workers.
- Children's activities at half term to help young residents to get away from the noise.

Your health and wellbeing

- Access to local parks, playgrounds, jogging pathways etc. Find out more at camden.gov.uk/chalcots-community-engagement
- Access to mental health support networks – find more information on **page 41**.
- Resident initiatives such as walking clubs, healthy cooking workshops, etc. – find out more on **page 33**.



Improving your community

- Opportunities to start community projects as part of Camden Giving's We Make Chalcots project - find out more at camdengiving.org.uk
- Employment and career development opportunities with McLaren.
- Working with McLaren to bring residents' ideas to life to improve the local community – this will be a part of McLaren's social value initiative. Find out more on **page 34**.



Payments and compensation

- You will be eligible for a disturbance payment of £500 or £330 if you consent to let McLaren carry out the works in your home within 7 working days ahead of the start date for the works to begin in your flat. Find more details on **page 36**.
- If any of your belongings are damaged and there is evidence it was caused by McLaren, the belongings will be repaired, replaced or you will be given a compensation payment.
- If you are unhappy about the quality of the works or if the works took longer than agreed with you, please follow the complaints process set out on **page 37**.
- Residents who want to find out about compensation for works carried out that are not part of the current major works project and relate to previous works or repairs, please visit camden.gov.uk/complaints or call **020 7974 4444** for more information.
- You will continue to receive the Winter Fuel Allowance until the cladding is installed at your building.

Please look out for regular updates on what to do or contact the Camden project team - see page 8. To find out more about the support available, please contact the project team on **07811 318 674** or email chalcotsproject@camden.gov.uk

Involving all Chalcots residents

We are keen to work with you and to hear your ideas and thoughts throughout the major works project. We have a number of ways you can get involved and keep up to date.

Monthly meetings with the TRA

The project team meets monthly with the Tenants' and Residents' Association (TRA) of your tower block to talk through any queries or concerns residents may have raised with their TRA.

Drop-in surgeries

We hold surgeries every two weeks where you can drop into the show flats to ask any questions or raise concerns you may have. These surgeries will be advertised in the Chalcots newsletter, on the digital screens and at camden.gov.uk/chalcots-latest-updates



Major works meet-ups

Join our monthly virtual meetings to keep up to date with the latest works progress at your tower block. The meetings are held on Zoom and are an opportunity for you to learn more about the works and also give your feedback and ask questions.

The meet-ups are advertised in the Chalcots newsletter and residents who are signed up to our eNewsletter receive a reminder invitation the day before each meeting.

Sign up to the eNewsletter at camden.gov.uk/chalcots-signup



Regular events

We hope to hold two estate-wide engagement events a year, where you can spend a day with your neighbours while learning more about the major works project.

Resident-led groups

Residents are leading initiatives that are important to them such as communication, estate improvement and more. If you would like to join or start a resident-led group, call Danielle Dallenger on **07811 318674** or email **danielle.dallenger@camden.gov.uk**

Camden Clean Air (CCA)

You can also work in collaboration with CCA to make the Chalcots an environmentally friendly estate. This could include installing electric car points in the car parks, setting up walking clubs and fitting new bike sheds – any ideas you have that will improve air quality.

Contractor Performance and Monitoring Panel

The panel will help to monitor the contractors' performance throughout the project to make sure the works are carried out in a resident centred way, working considerately in residents' homes, communal areas and on site. Contact the Chalcots project team to find out more or to get involved - see **page 8** for contact details.

You said we did...

We will keep you updated on how we're responding to your feedback in the newsletter four times a year.

Keeping you updated

Chalcots newsletter

We will continue to keep you updated about the works happening on site each month in the Chalcots newsletter. If you would like your copy to be sent by email instead of a printed copy, sign up at **camden.gov.uk/chalcots-signup** – this saves the Council money and helps the environment.

Digital screens

We will be using the digital screens in your ground floor lobby area to share tower block-specific updates in real-time. Please look out for updates as we will be displaying key information.

Recorded updates

You can find out what works are happening at your tower block each week by calling **020 3343 6600**.

Chalcots webpages

You can find the latest updates for your tower block at **camden.gov.uk/chalcots-latest-news**

Social value – giving back to your community

Under the Social Value Act 2013, when councils enter into a contract they need to make sure there are added social, economic and environmental benefits for the community. The social values achieved through the major works project will help make your estate an attractive, vibrant and sustainable neighbourhood that the community is proud to call home.

McLaren's social value aims

The McLaren team want to work with you and the local community, to have a positive impact. Throughout the major works project, they will be getting involved where they can.

Tell the team what your community needs

McLaren wants Chalcots residents of all ages to help the team make sure the social value projects meet the needs of the local community. They would love to hear your ideas.

Some examples of projects could include:

- work placements
- vocational training
- homework clubs
- regeneration of green spaces
- community events



Local business and employment

McLaren will engage and promote local businesses where possible and are aiming to employ up to 20% of staff locally during the works, for example, food providers, marshals, cleaning staff etc.

Apprenticeships

McLaren will be hiring apprentices from the local area to join the major works project. All apprentices will be paid the London Living Wage and the apprenticeships will last for approximately 18 months and you will gain a qualification at the end.

Check [construction.camden.gov.uk](https://www.construction.camden.gov.uk) for current opportunities.



Supporting charities

McLaren staff will volunteer for local causes and raise money for local charities. If you have any charities or causes that are important to you, please let us know – we would love to hear your suggestions.



Speak to the McLaren team

If you have ideas you'd like to bring to life or if you have any questions, speak to the team. Visit the McLaren cabin at your tower block, call Maisie on **07435 325 166** or email maisie.newman@mclarengroup.com

Disturbance payments

You will receive a letter after your first show flat viewing asking for you to consent to allowing the McLaren team into your home to carry out the works. If you consent well before the date we carry out the works in your home, you will be eligible for a disturbance payment.

Payments and conditions:

- You will receive an **enhanced disturbance payment of £500** if you confirm your consent within 10 working days from receiving your letter.
- You will receive a **disturbance payment of £330** if you confirm your consent within 7 working days before the works are due to start in your home.

Please note, this payment will be made once works are completed at your home.

If you are worried about the works in your home, please speak to us.

We understand that these works are intrusive, and we want to make sure that you know what will happen inside your flat and how we can support you. If you are worried, please contact the Chalcots project team using the details on **page 8**.

Unexpected events that delay the major works in your home

We know life can be complex and unexpected things happen – for example, someone in your household catches COVID-19 or there is a family emergency.

If something unavoidable happens which means you are temporarily unable to let the works take place in your home on the agreed dates, speak to the Chalcots project team or McLaren as soon as possible and we will work with you to find another suitable date.

You will still receive an enhanced disturbance payment providing that you have not rescheduled more than once.

If you do not consent to let McLaren into your home to carry out the major works

As the landlord and freeholder for your tower block, the Council is legally responsible for carrying out these vital safety works.

If you do not consent to let McLaren into your home for these works, it is highly likely that this will disrupt the works programme completion date, cost the Council more money and cause additional disruption to everyone living in your building. The Council will also have to consider taking legal action to make sure that access is granted.

How to make a complaint about the major works

Your feedback is important to us. If you are unhappy with our service or McLaren's during the major works or if something goes wrong and affects you while the works are being carried out, we want to know straight away so that we can put things right.

We want to assure you that we will deal with all complaints considerately and as quickly as possible, and to make sure you are happy with how your complaint is resolved.

We promise to:

- listen and understand
- look at every complaint individually
- investigate each complaint fairly and transparently
- keep you up to date throughout the progress of your complaint



Making a complaint

We would like to resolve your complaint or concerns quickly. The best way to do this is to complain to the Chalcots project team directly.

☎ **020 7974 4444** from **Monday to Friday, 9am to 5pm**

@ **chalcotsproject@camden.gov.uk**

📍 **Visit our office in front of Bray**

If you don't feel we have met our promise or have resolved your complaint, we'll talk to you about how to take your complaint forward.

Important dates and notes

You can use these pages to keep track of McLaren's visits to your home and make notes about the major works.

Thank you for your patience as we complete these works to make your home safer.

My show flat appointment		My home visit appointments	
Date	Time	Date	Time
Start date for the works in my home			
Date	Time		

Notes

Notes

Notes

Notes

Useful contacts

Chalcots Neighbourhood Housing Officers

Your Neighbourhood Housing Officer (NHO) is here to help you with anything related to your council tenancy and if you need any support from the Council.

Dele Adewumi

NHO for Bray and Dorney

 **020 7974 6766**

 **Dele.Adewumi@camden.gov.uk**


Kairone Eugene-Charlery

NHO for Taplow and Burnham

 **020 7974 4085**

 **Kairone.Eugene-Charlery@camden.gov.uk**


Security


Camden's Responsive Security Patrol is available 24 hours a day, seven days a week. You can report any worries about security on the estate at any time (for example, antisocial behaviour).  **020 7974 4444**


Housing repairs

The housing repairs team is here to help if you need a repair in your home or in communal areas that is not related to the major works.


Reporting non-emergency repairs

 Log into your Camden Account at **camden.gov.uk/camdenaccount** at any time. Click on '**Housing**' then '**Request a repair**' to report and book your appointment.

 Speak to us on webchat Monday to Friday, from 8am to 6pm (excluding bank holidays) – visit **camden.gov.uk/housing-repairs**

 Text us on **07360 277 909** and the team will get back to you Monday to Friday, from 8am to 6pm (excluding bank holidays).

Webchat and text conversations can be translated into over 100 different languages.

 Call **07974 4444** to report emergency repairs at any time – 24 hours, seven days a week.

On-street and estate parking:

The Council's parking teams can help you with any questions you have about parking on the estate or on the surrounding roads.

Chalcots Estate parking

- ☎ 020 7974 4444 (option 7)
- @ estateparking@camden.gov.uk

General parking enquiries

- ☎ 020 7974 4444 (option 5 and then option 1)

Find more information on our website:

On-street parking permits

- 👉 camden.gov.uk/resident-parking-permits

On-street controlled parking zones

- 👉 camden.gov.uk/controlled-parking-zones

On-street parking for disabled badge holders

- 👉 camden.gov.uk/parking-disabled-drivers

Mental health services

It's okay not to feel okay. If you're feeling down, anxious or worried, mental health support is available.

💬 Speak to your GP

👉 Visit icope.nhs.uk

☎ Call iCope on **020 3317 6670**

👉 Find out more at camden.gov.uk/mentalhealth

If you are experiencing a mental health crisis, call the 24-hour mental health crisis helpline on **020 3317 6333** to access specialist support.

Always call **999** in an emergency.

Domestic abuse support

If you are experiencing domestic abuse or are worried about a friend or family member, we are here to help. You can speak to our domestic abuse service, Camden Safety Net, confidentially if it is safe for you to do so.

☎ **020 7974 2526** (Monday to Friday, 9am to 5pm)

@ camdensafetynet@camden.gov.uk

👉 Visit camden.gov.uk/domestic-violence for more domestic abuse support available.

🔄 Call the free National Domestic Abuse Helpline on **0808 2000 247** when Camden Safety Net is closed.

⚠ Always call **999** in an emergency.

Thank you for your patience and cooperation as we bring your home and building to the highest standard of safety.