

Bray Burnham Dorney and Taplow Major Works Meet Up

29 October 2024 at 7pm



Key Themes for Tonight

Major Works Projects – **Where we are**

Progress Overview

Way Forward and Estimated Timelines

Queries and Concerns

Resident Feedback

Resident Engagement and Events

Questions & Answers



Where are we? - High Level Programme for Bray and Taplow Towers (subject to change)

Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22 Sep-22 Oct-22 Nov-22 Dec-22 Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 Feb-24 Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24

Site set up



Build scaffolding



Carry out roof works



Replace windows independently across the building (including soft start for quality)

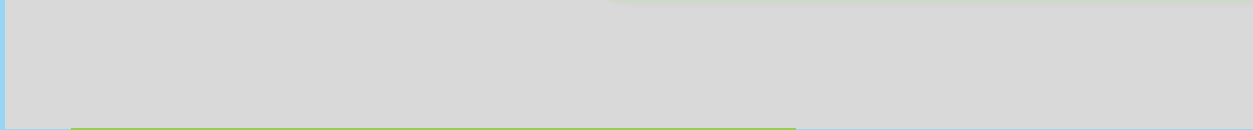


Install new windows at pace



96% - About 307 homes

Install cladding rails, cement boards, insulation and external fire stopping



Replace the roof and install BMU



Remove scaffolding from top down floor by floor as windows are replaced and cladding gets installed



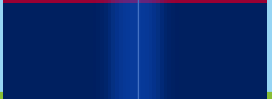
Replace the windows to ground and 1st floors



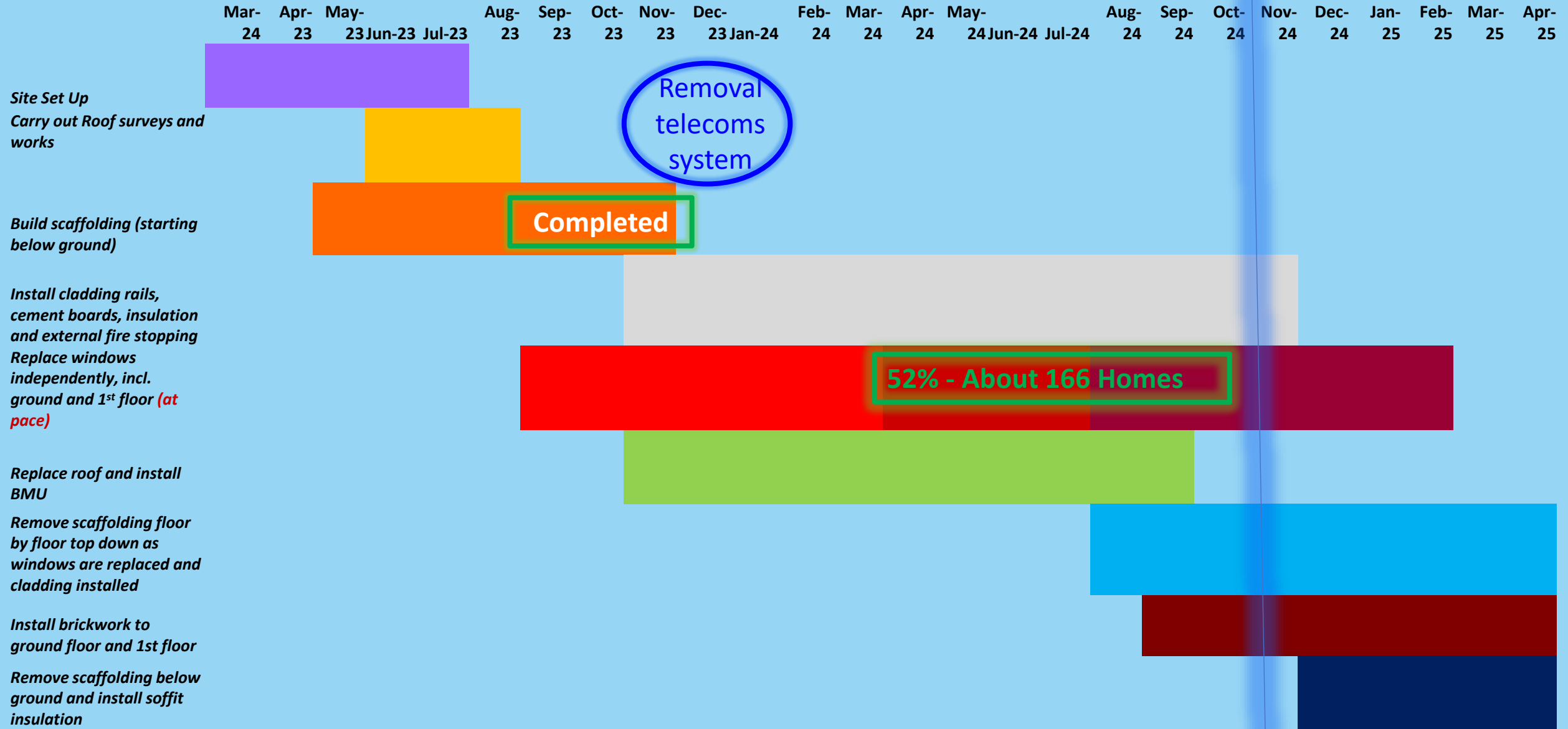
Replace brick work



Remove scaffolding below ground and install insulation



Where are we? - High Level Programme for Dorney & Burnham Towers (subject to change)



Bray and Taplow Towers - Facade Installation **PROGRESS** as at 25 October



Bray						
Floor						
22	Completed	Completed	Completed	Completed	Completed	Completed
21	Completed	Completed	Completed	Completed	Completed	Completed
20	Completed	Completed	Completed	Completed	Completed	Completed
19	Completed	Completed	Completed	Completed	Completed	Completed
18	Completed	Completed	Completed	Completed	Completed	Completed
17	Completed	Completed	Completed	Completed	Completed	Completed
16	Completed	Completed	Completed	Completed	Completed	Completed
15	Completed	Completed	Completed	Completed	Completed	Completed
14	Completed	Completed	Completed	Completed	Completed	Completed
13	Completed	Completed	Completed	Completed	Completed	Completed
12	Completed	Completed	Completed	Completed	Completed	Completed
11	Completed	Completed	Completed	Completed	Completed	Completed
10	Completed	Completed	Completed	Completed	Completed	Completed
9	Completed	Completed	Completed	Completed	Completed	Completed
8	Completed	Completed	Completed	Completed	Completed	Completed
7	Completed	Completed	Completed	Completed	Completed	Completed
6	Completed	Completed	Completed	Completed	Completed	Completed
5	Completed	Completed	Completed	Completed	Completed	Completed
4	Completed	Completed	Completed	Completed	Completed	Completed
3	Completed	Completed	Completed	Completed	Completed	Completed
2	Completed	Completed	Completed	Completed	Completed	Completed
1	Completed	In progress	In progress	In progress	In progress	Planned
G	Completed	In progress	Planned	Planned	Planned	Planned

Taplow						
Floor						
22	Completed	Completed	Completed	Completed	Completed	Completed
21	Completed	Completed	Completed	Completed	Completed	Completed
20	Completed	Completed	Completed	Completed	Completed	Completed
19	Completed	Completed	Completed	Completed	Completed	Completed
18	Completed	Completed	Completed	Completed	Completed	Completed
17	Completed	Completed	Completed	Completed	Completed	Completed
16	Completed	Completed	Completed	Completed	Completed	Completed
15	Completed	Completed	Completed	Completed	In progress	In progress
14	Completed	Completed	Completed	Completed	In progress	In progress
13	Completed	Completed	Completed	Completed	Completed	Completed
12	Completed	Completed	Completed	Completed	Completed	Completed
11	Completed	Completed	Completed	Completed	Completed	Completed
10	Completed	Completed	Completed	Completed	Completed	Planned
9	Completed	Completed	Completed	Completed	Completed	Completed
8	Completed	Completed	Completed	Completed	Completed	Completed
7	Completed	Completed	Completed	Completed	Completed	Completed
6	Completed	Completed	Completed	Completed	Completed	Completed
5	Completed	Completed	Completed	Completed	Completed	Planned
4	Completed	Completed	Completed	Completed	Completed	Planned
3	Completed	Completed	Completed	Completed	Completed	Completed
2	Completed	Completed	Completed	Completed	Completed	Planned
1	Completed	Completed	Completed	Completed	Completed	Planned
G	Completed	Completed	Completed	Completed	Completed	Planned



	Completed		Cladding Installed
	In progress		Planned
	Subject to scaffold removal and access		

Subject to Access into Homes



Bray and Taplow Towers' Scaffold Removal – Estimated Timelines

Cladding Installation

Subject to Hoist Access, Weather and Quality Acceptance

Bray		Roof	Taplow	
25 September to 30 November		Floor 22	13 Nov to Dec 23	
28 November to 22 December (Part of Tower) From 8 January to 29 February (Remaining Part)		Floor 21	January to March 24	
		Floor 20		
		Floor 19	April 2024	
		Floor 18 – Part 1		
March 2024		Floor 18 – Part 2	May 2024	
		Floor 17	May 2024	June 2024
		Floor 16		
April 2024		Floor 15	July 2024	
		Floor 14		
May 2024	Aug 24	Floor 13		
May 2024	Aug 24	Floor 12	August 2024	
June 2024	Aug 24	Floor 11	August 2024	
June 2024	Sept. 24	Floor 10	September 2024	
		Floor 9	Sep 24	Oct 24
June 2024	Sept. 24	Floor 8	Oct 24	Oct 24
July 2024	Oct. 24	Floor 7	Oct 24	Nov 24
July 2024	Oct	Floor 6	Oct 24	Nov 24
July 2024	Oct	Floor 5	Oct 24	Nov 24
August 2024	Oct 24	Floor 4	Oct 24	Nov 24
August 2024	Oct 24	Floor 3	Nov 24	
Aug - 2024	November 2024	Floor 2	Dec 24	
November 2024		Floor 1	December 2024	
October 2024		Ground Floor	November 2024	
October 2024		Basement -1	December 2024	
N/A		Basement -2	November 2024	

New Windows must be installed for scaffold removal

Subject To Access

Residents' Queries & Concerns and Brief Up-Dates

THANK YOU

for Patience throughout the very disruptive major works at your tower block and across the Estate. Our priority is to complete the construction work as swiftly as possible without compromising quality.

Difference with
Blashford major
Works Project

Windows
closing in
draughts

Fire Safety on
the estate

Ombudsman
Review

Heating

Other Queries,
e.g. door
closures

Home Away
from Home
Process

Timely
Disturbance
Payments

Canopy Design

View Factsheets, Videos, Questions & Answers Up-date by visiting camden.gov.uk/the-latest-chalcots-major-works-updates

Home Away From Home Process

Preparing for the works - Home Visit

- Whether HAFH required
- If so, what type of HAFH is required
- A typical HAFH flat can be viewed

Ahead of the Works

- Confirm HAFH flat allocated to best meet requirements
- Where possible, viewings are arranged
- Preferences will be allocated as possible but are not a right
- Crates can be made available

Upon the Relocation

- HAFH flat may not be available due to works overrunning in home of resident in HAFH flat – either different HAFH, own arrangements or change of dates
- HAFH flat is deep cleaned
- HAFH flat is checked
- Inventory is recorded
- Barrel for door lock is changed
- Agreement is signed by incoming resident who moves in
- Keys to HAFH is provided

During the stay

- Required repairs done by repairs team either through direct repair request or via project team
- Raise concerns with project team
- Contractor advises on progress of works in home
- Ability to visit home
- Project team advises of works end date leading up to end of stay

Upon completion of the works

- Move back with timing as agreed
- Longer stay is not justified for duration of own decorating works with own contractor or DIY
- Leave HAFH clean and cleared
- Inventory is checked and recorded
- Outgoing resident is advised of any issues with reference to agreement

It must be noted that Home Away from Home flats can not be made available to tenants of Leaseholders.

Process for Disturbance Payment

Sum Eligible for Payment for each household residing at the Chalcots

- + Provision of access as agreed (£500)
- + In situ or own arrangement – not using Home Away from Home flat (£200)
- + Down size into smaller Home Away from Home flat (£25 per room less per week)
- + Confirmed and agreed compensation for works related issue in home based on evidence
- - Cost of damage caused to Home Away from Home flat
- - Cost caused by extending the stay without authorisation
- - Cost for removing items from Home Away from Home flat, e.g. TV, microwave, cutlery
- - Cost of agreed installation outside scope of major works
- - Cost of subsequent legal action or other remedial or enforcement action required

Independent of arrears

Payment Process to Camden Tenant or Leaseholder

Works are completed – assess applicable payment items

Based on works scope, date of works (start and finish dates), inventory of HAFH flat (records) – work out eligible payment

Advise resident of amount for payment / deducted and request bank details for payment process and advise it takes about 5 working days for transfer once processed at the end of the week

Issue payment request to central payment team weekly by Fridays for payments where the information is complete

Check weekly at end of subsequent week with central payment team on payment confirmation and up-date payment register, check against works completed over past 2 weeks and take action as required to process missing payments

Independent of satisfaction survey and feedback process

Canopy Design



3D VISUAL - TYPICAL CANOPY ARRANGEMENT

Resident Feedback

Prior to the Major Works

(completed)

Survey on expectations and concerns about the major works

November 2019

During the Major Works

(ongoing)

Survey for feedback about the works in each home

Upon works completion and sign off in each home

Complaints reviews for resolution and prevention

Aftercare Visit

(From October 2024)

Checking whether any works defects occur to address and prevent

Feedback about the works experience and finished works

As at least 65% of the works are completed by tower

Once the Major Works are completing

(From October 2024)

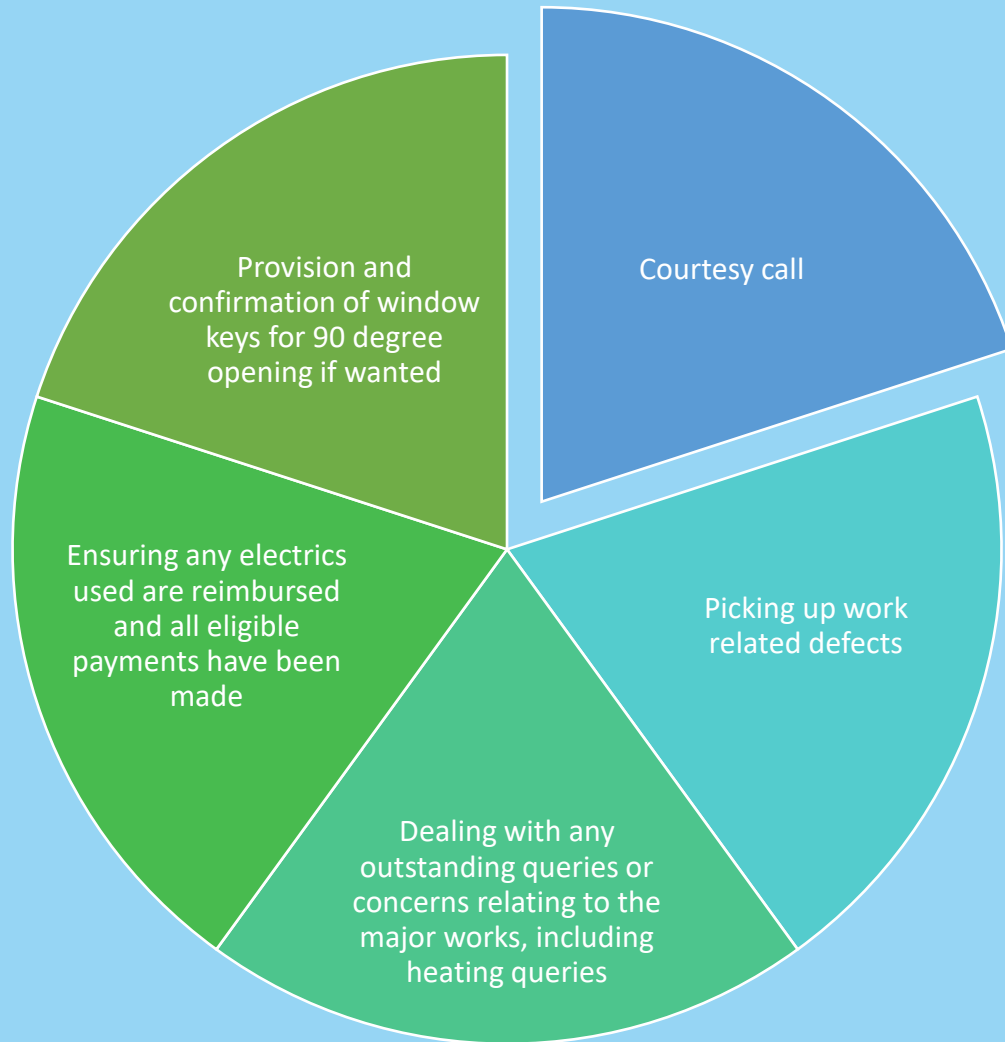
Meeting expectations about the works

What worked well / where can we do better

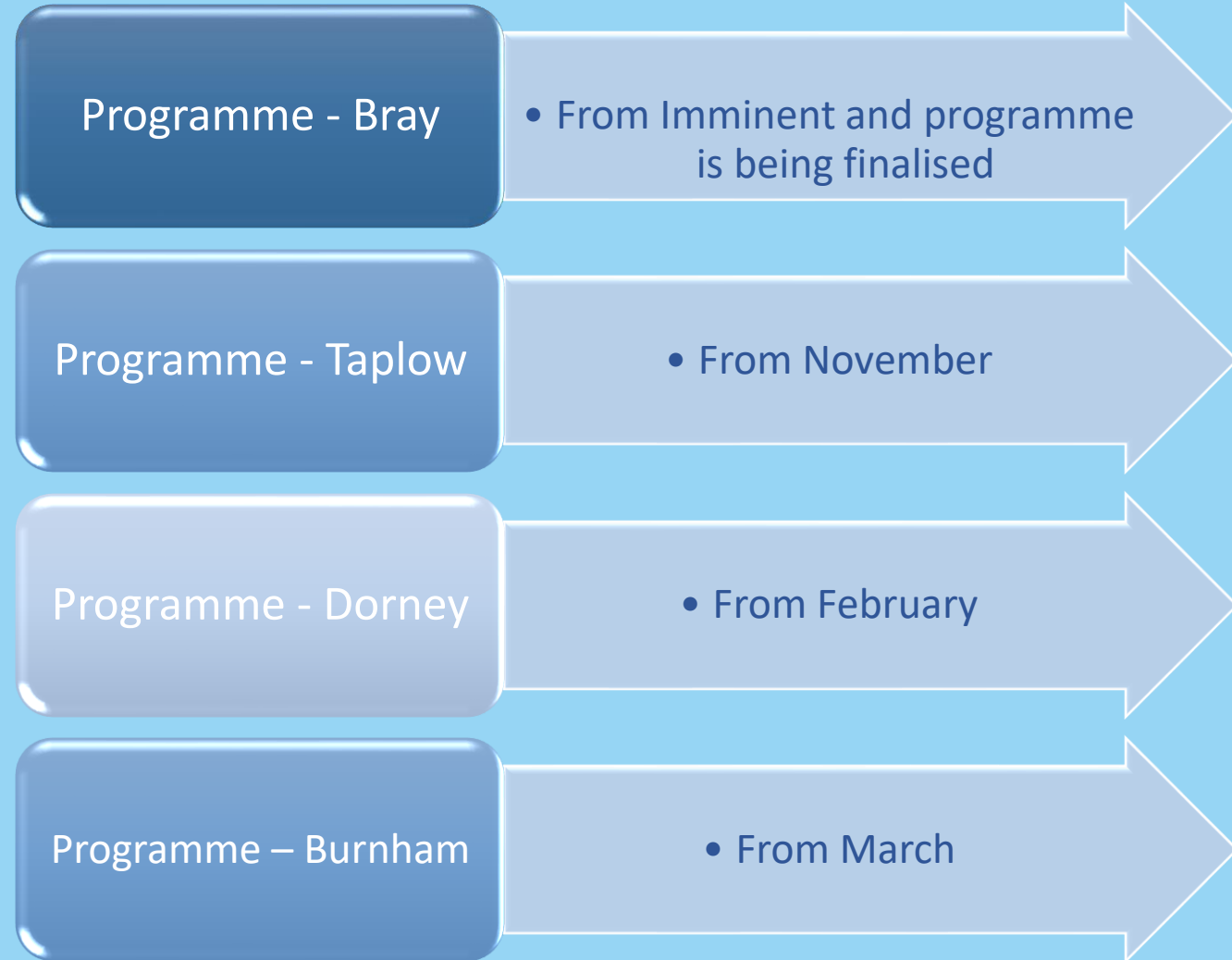
Survey upon completion by tower

After Care Initiative

Approach – Meeting with each resident



Revised Programme – colder months



Support and Social Value Initiatives, including events and Activities

Up and running

Respite Lounges in basement of Bray, Burnham and Dorney

Resident Hall converted to a lounge at Bray, Burnham and Dorney

Designated library area

Free swimming passes extended

Noise cancelling headsets and ear defenders

Kids den for toddlers and primary school children
Parents are welcome to contact the project team to use the den

Long cabin for Young People for homework clubs, etc

Development Opportunity for young people on estate

In Development

Halloween Event
30 October 2024

Festive Event
December 2024

Planned

Legacy - Project Completion

Leaving site and leaving behind welcoming spaces, e.g. green spaces, play areas, basements, bike sheds, ...

Chalcots Major Works – Resident Engagement



SHOW FLAT VIEWINGS



HOME VISITS



TRA MEMBERS CASEWORK, FEEDBACK AND SIGN POST TO PROJECT TEAM



CONTRACTOR PERFORMANCE & MONITORING PANEL – MONITOR PERFORMANCE, LESSONS LEARNT AND IMPROVEMENTS



RESIDENT HANDBOOK ABOUT THE MAJOR WORKS PROJECT



FORTNIGHTLY DROP INS – NEXT
26 NOVEMBER 2024
FROM 4PM TILL 7PM



OPEN DAYS
– NEXT OPEN DAY – **SATURDAY**
16 NOVEMBER
FROM 9AM TILL 3PM



MEET THE TEAMS – SHOW FLAT & HOME VISITS
BRAY & TAPLOW
DORNEY AND BURNHAM



EVENTS SUCH AS SEASONAL EVENT, RESIDENT ACTIVITIES, MONTHLY VIRTUAL MEETINGS
HALLOWEEN EVENT
30 OCTOBER FROM 4 TO 6PM



OTHER ENGAGEMENT ACTIVITIES – MONTHLY NEWSLETTER, SCREEN, Q&AS, WEBPAGE, UPDATE LETTER



ANY QUERIES / CONCERNS - GET IN TOUCH

Chalcots Major Works – Getting in touch

Bray, Burnham, Dorney and Taplow Major Works

Camden Project Team

Astrid Kjellberg-Obst, Project Director
Abdul Khalique, Project Manager
Mohammad Rickaby, Programme Manager
Barry Jackson, Quality Inspector (Blashford)
Florin Cornea, Quality Inspector (Windows and Firestopping)
Ionut Marolicaru, Quality Inspector (Cladding System)
Sarah Rotowa, Quality Inspector (Bray, Dorney)
Tim Lowe, Quality Inspector (Taplow, Burnham)

Maybel Houston, Resident Liaison Lead on **07814 194 254** or Maybel.Houston@camden.gov.uk
Iliuta Musala, Operations Manager on Iliuta.Musala@camden.gov.uk

chalcotsproject@camden.gov.uk or **020 7974 4444**

McLaren Construction Resident Liaison

Maisie Newman, Senior Community Liaison Manager on Maisie.Newman@mclarengroup.com

Michela Williams, Resident Liaison Officer
(Burnham) on **07425 420 492** or
Michela.Williams@mclarengroup.com

Angela Clark, Resident Liaison Officer
(Bray and Dorney) on **07827 056 696** or
Angela.Clark@mclarengroup.com

Francine Mboglen, Resident Liaison
Officer (Taplow) on **07469 291 477** or
Francine.Mboglen@mclarengroup.com

Next Major Works Meet Ups

Bray, Burnham, Dorney and Taplow Towers Major Works Up-Dates
Next Meeting – Thursday 28 November 2024 at 7pm

Future meetings in 2025 at 7pm: Dates shared at next meeting



Thank you