

Bray Burnham Dorney and Taplow Major Works Meet Up

26 September 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

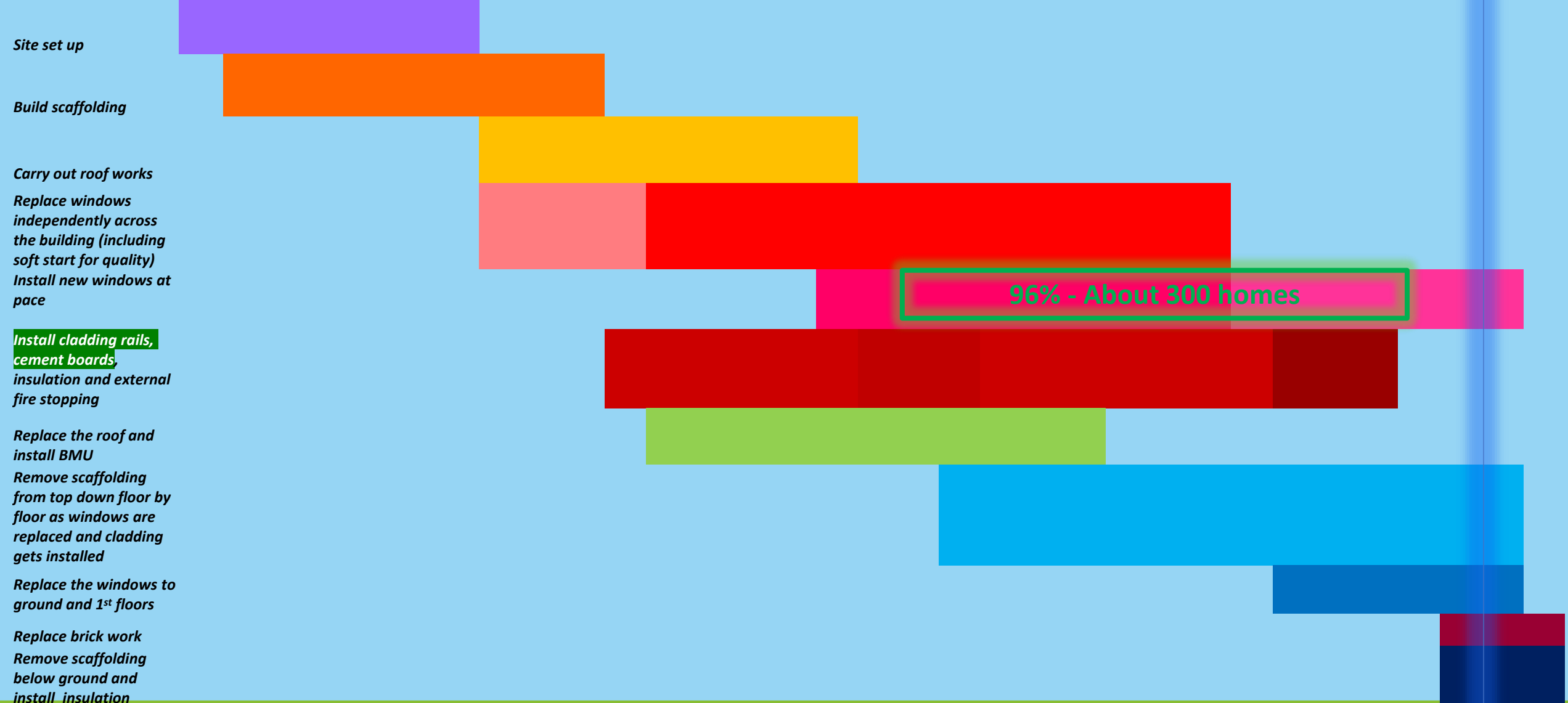
Resident Engagement and Events

Questions & Answers



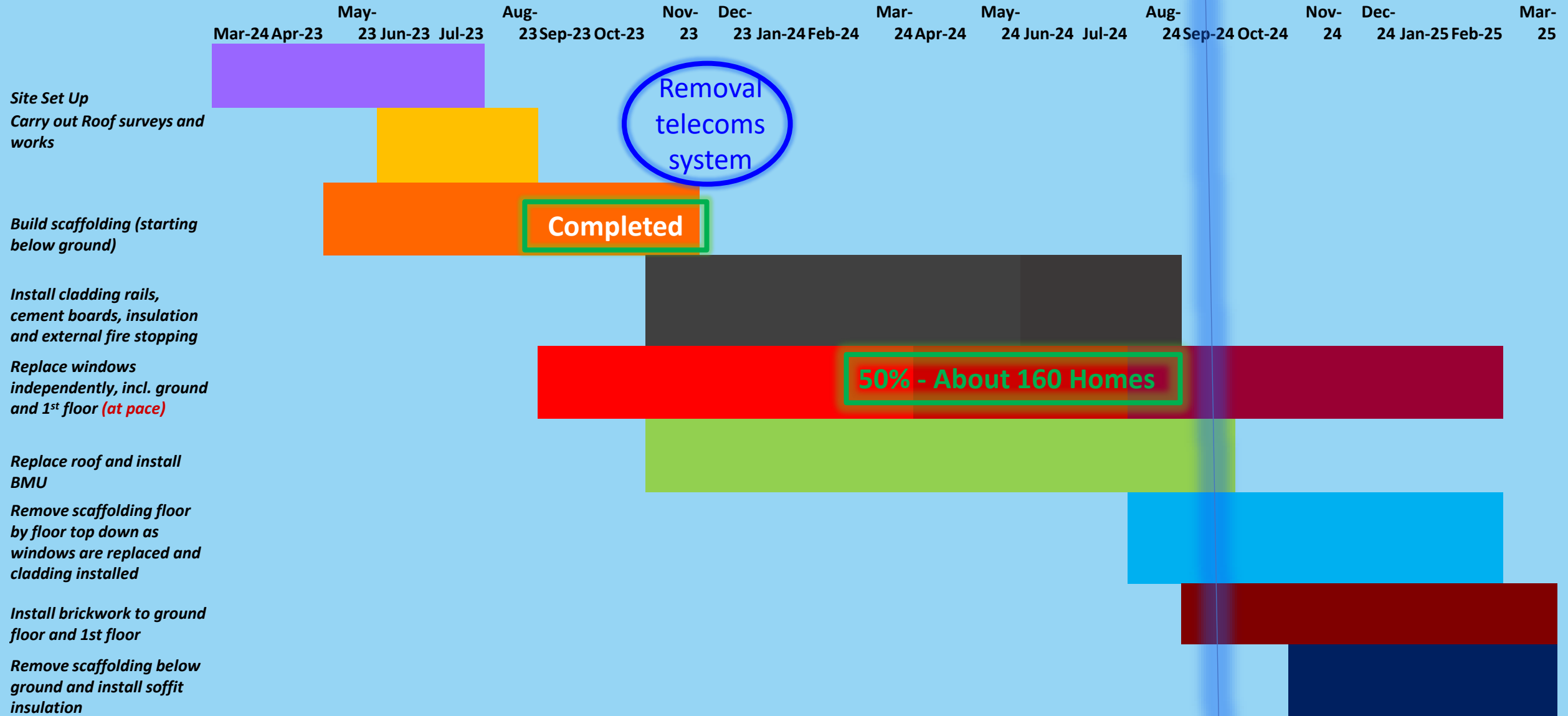
Where are we? - High Level Programme for Bray and Taplow Towers (subject to change)

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



96% - About 300 homes

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



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



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

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



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

Type of
construction
noise

Heating
Report

Windows
closing in
draughts

10 cm Tilt
opening –
overheating

Vertical Blinds

Timely
Disturbance
Payments

Home Away
from Home
Process

Planning
application

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

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 completed

(From October 2024)

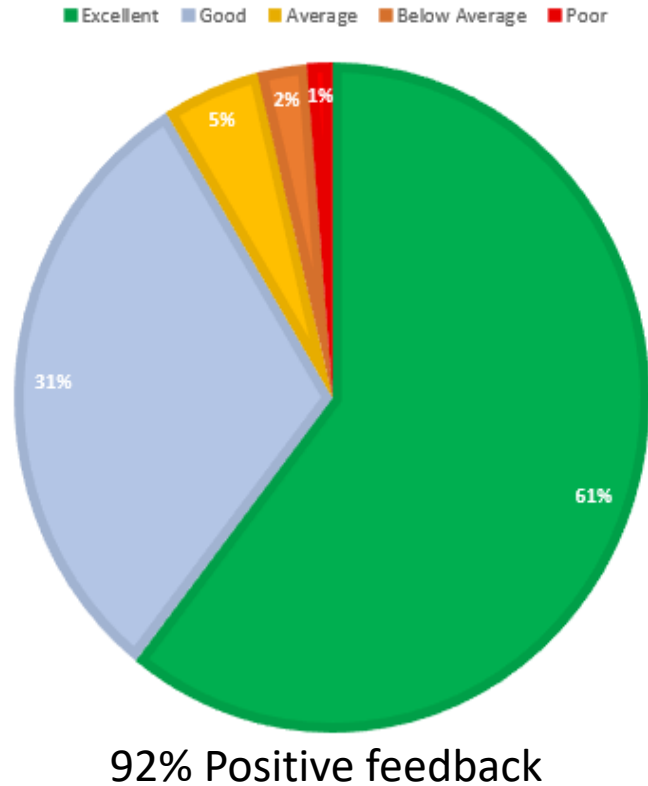
Meeting expectations about the works

What worked well / where can we do better

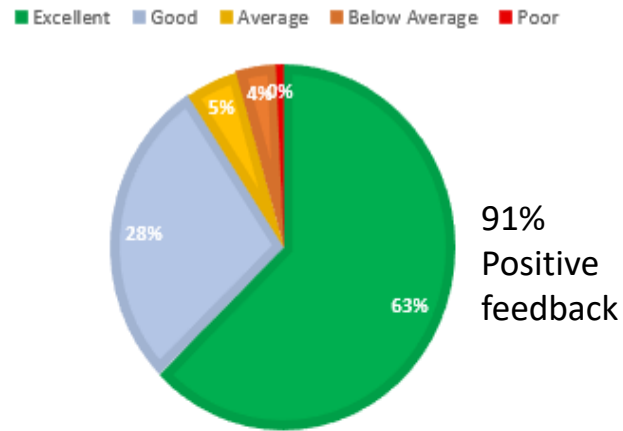
Survey upon completion by tower

Satisfaction Survey upon works completion – August 2024

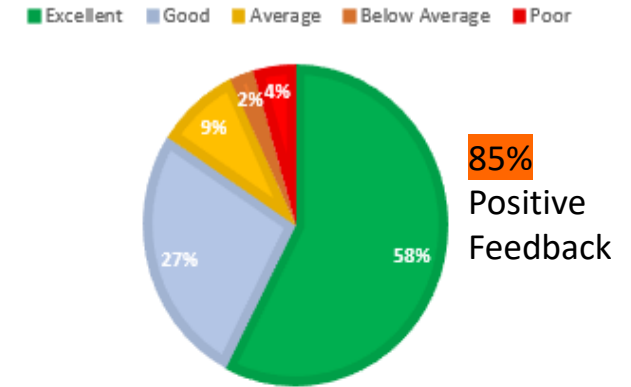
OVERALL EXPERIENCE WITH MAJOR WORKS



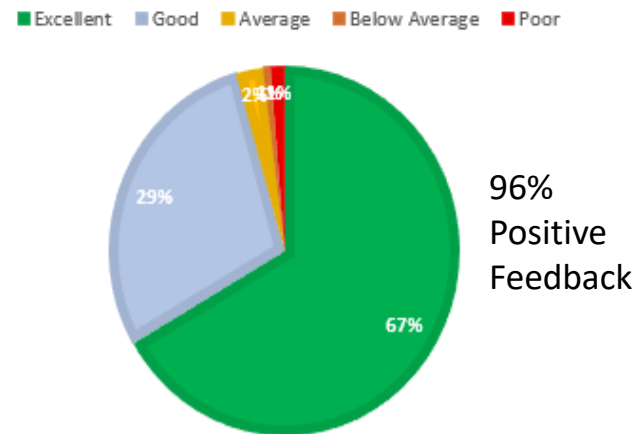
OVERALL QUALITY OF WORK



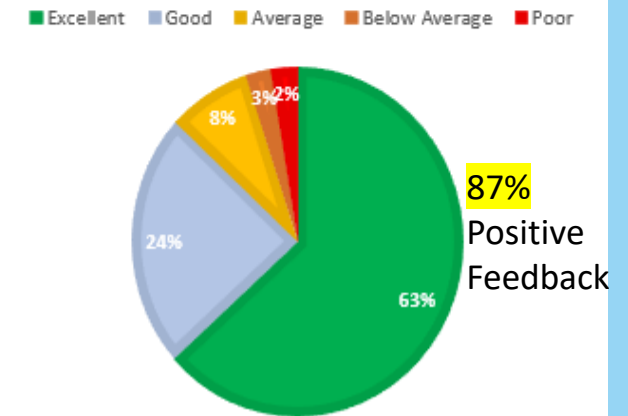
CLEANLINESS OF WORKING AREAS AFTER WORKS



ATTITUDE OF TEAM WORKING IN YOUR HOME



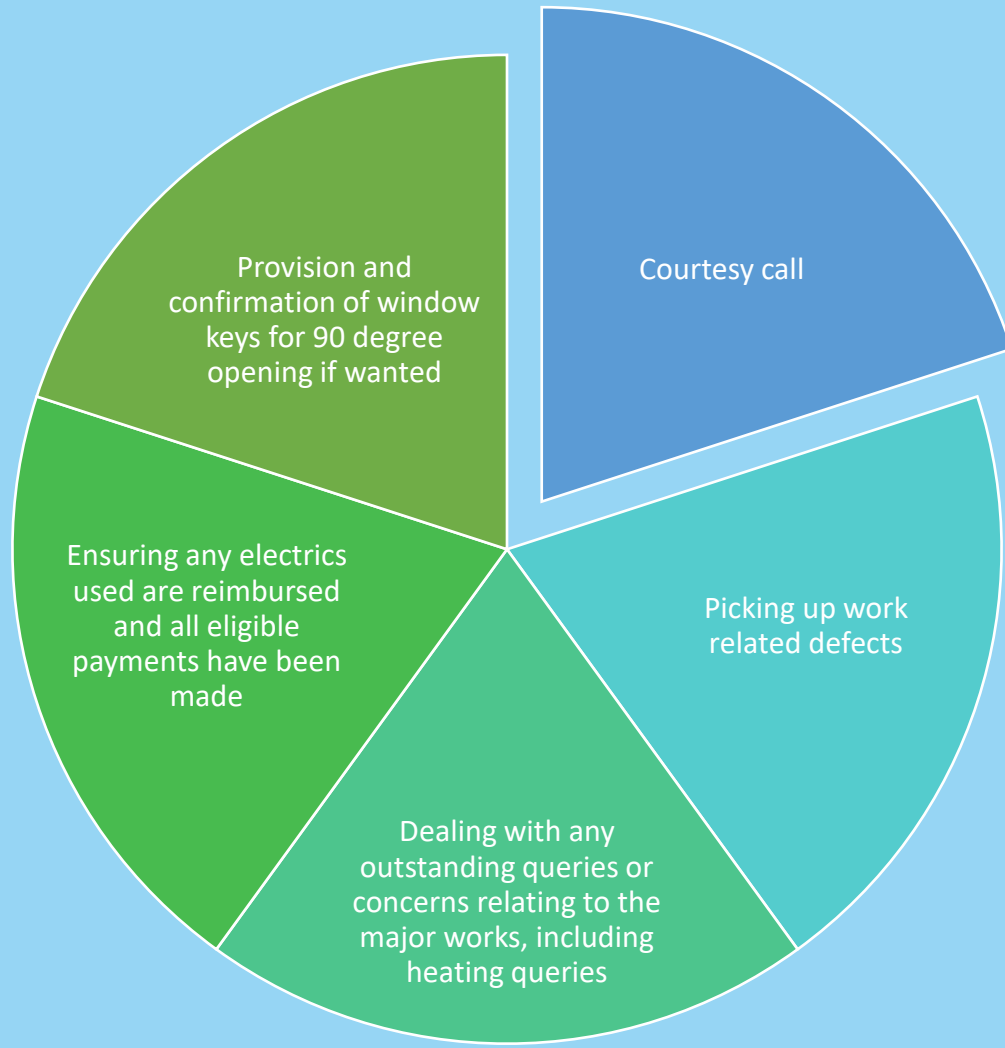
QUALITY OF COMMUNICATION DURING WORKS



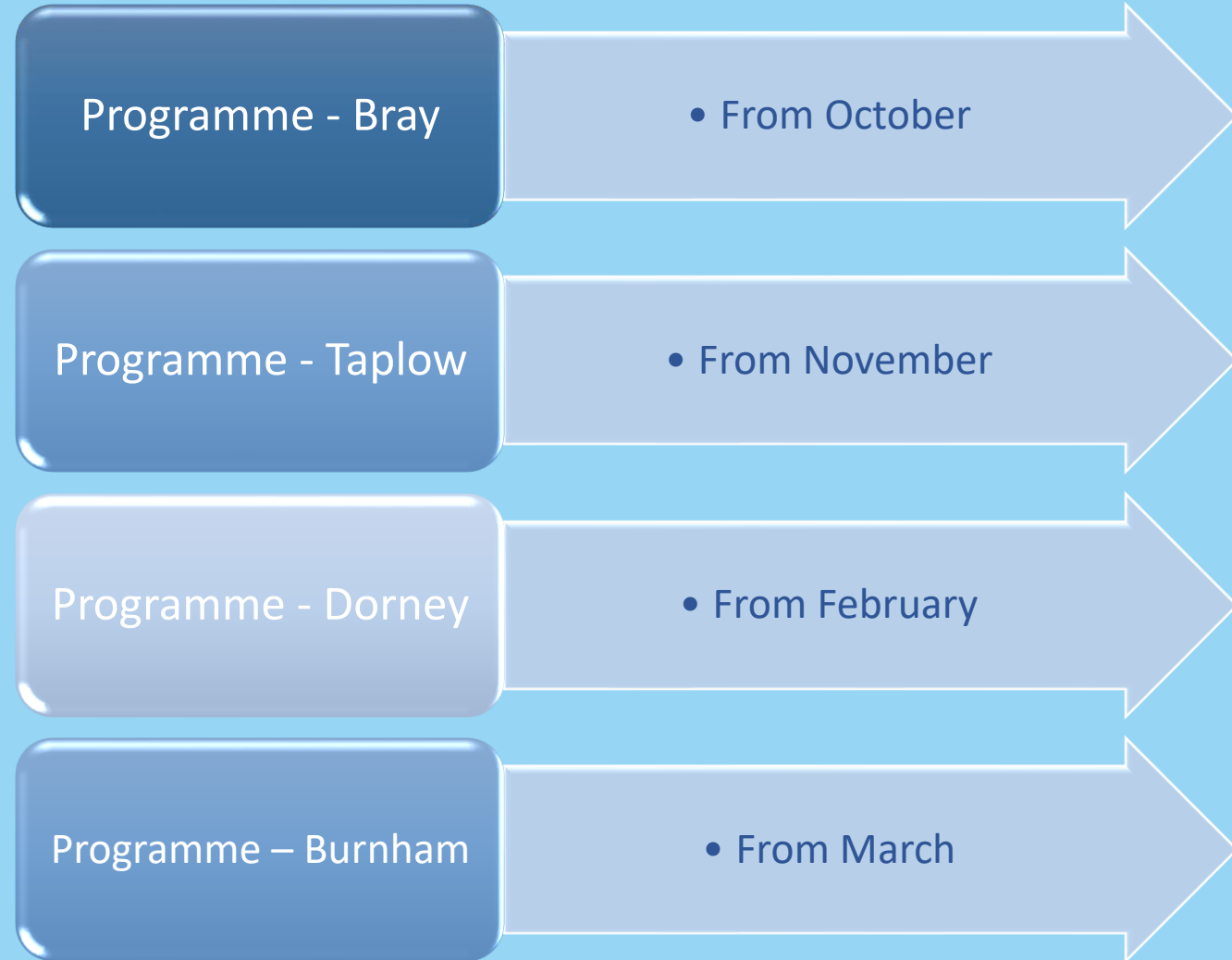
Total return rate of 38% (170 satisfaction returns based on 450 homes with completed works):
 Bray: 27; Taplow: 85; Burnham: 30 and Dorney: 26

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, ...

Social Value – Environmental considerations

Recycling Levels as at August 2024

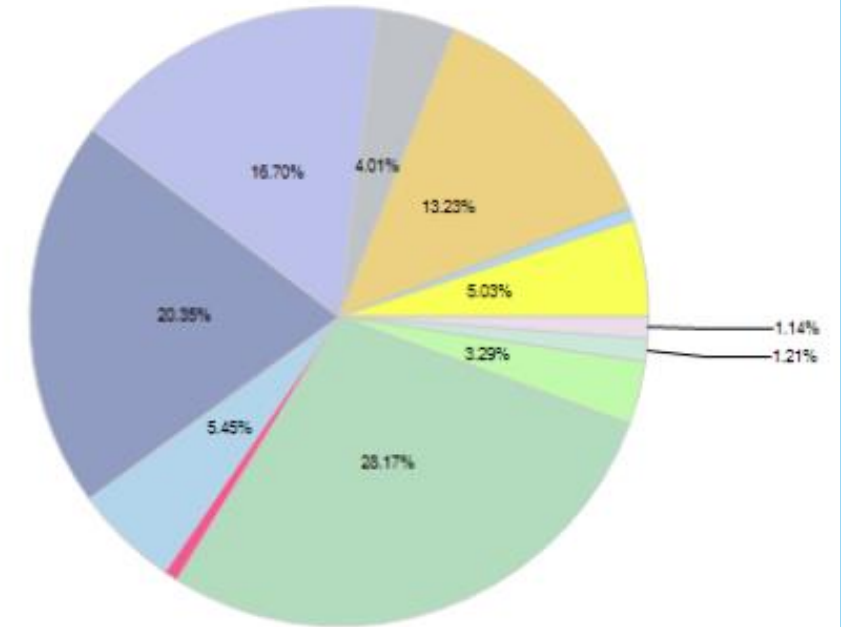
Waste Recycling Overview



Recycled	95.29 %
	101.29 tonnes
Energy Recovered	4.66 %
	4.96 tonnes
Landfilled	0.05 %
	0.05 tonnes

Total Tonnage 106.30 tonnes

Waste Diverted From Landfill



- BRICK
- CONCRETE
- GLASS
- HARDCORE/CONCRETE/CERAMICS
- INSULATION MATERIALS
- MIXED METALS
- MIXED WOOD
- PAPER & CARDBOARD
- PLASTERBOARD
- PLASTIC
- PLASTIC PACKAGING
- TILES & CERAMICS
- WOODEN PACKAGING

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

15 AND 29 OCTOBER 2024

FROM 4PM TILL 7PM



OPEN DAYS
– NEXT OPEN DAY – **SATURDAY 28 SEPTEMBER**
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
Florin Cornea, Quality Inspector
Mustafa Akkaya, Quality Inspector (Facades)
Tim Lowe, Quality Inspector (Taplow, Burnham)
Sarah Rotowa, Quality Inspector (Bray, Dorney)

Maybel Houston, Resident Liaison Lead on **07814 194 254** or **Maybel.Houston@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**

Vicky Hubbard, Resident and Community Liaison Officer on **07827 055 711** or
Vicky.Hubbard@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 – Tuesday 29 October 2024 at 7pm

Future meetings in 2024 at 7pm: 28 November



Thank you