




Chalcots Major Works - Answers to recent Questions (March 2024)

1.	Works relating to ground floor flats	The window installation on the ground floor is a straightforward window replacement and does not involve the removal of the internal wall under the windows. This means that the construction work is less intrusive, and no radiator replacement is required. All windows will operate with a handle for the tilt and turn opening positions and two keys will be provided to control the window opening. A letter is being prepared for ground floor residents with details on the windows, their operations, options, and choices as well as dates and times to see the new windows.
2.	Fire protection line – Façade (Cladding and Windows)	<p>FIRE SAFETY ILLUSTRATION</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> <p>1. EXISTING WINDOWS</p> <p>Windows and spandrel panel below windows are attached to the concrete structure of the building, bringing the façade further out.</p>  <p>Simple plaster board, inconsistent fire stopping and some non regulatory materials in places</p> </div> <div style="text-align: center;"> <p>2. STICK WINDOW SYSTEM</p> <p>Original design for new window installation with same curtain wall principle as existing windows</p>  <p>Consistent fire stopping and removal of non regulatory materials</p> </div> <div style="text-align: center;"> <p>3. NEW WINDOWS</p> <p>Revised Installation method applied following test where the new window is installed directly against the concrete of the building</p>  <p>Improvements beyond previous design as the window sits within the concrete structure, consistent and uncompromised fire stopping is applied as the original window frames can be accessed and removed</p> </div> </div>

3.	Heating & Condensation Data	The data shows that the new radiator achieve the minimum 21°C even in the flats without the external cladding and insulation. However, we have had a few reports of concern, and we are engaging an independent heating engineer to review two or three installations and rule out or address any potential issues.
4.	Window orders - Timelines	The order for the aluminium window profiles for all four towers was placed in May 2022. The first batch of actual windows (with glazing) was ordered in September 2022, following initial test windows installation in June 2022.
5.	Lobby Window installation - Approach	<p>The windows in the lobby areas are being replaced in a ‘one window at a time per floor’ approach to enable residents to use the lift lobby and the staircase. The work area is protected by a temporary screen for health and safety reasons.</p> <p>The typical approach involves removing the grill, taking out the window reveal, de-commission the Automated Opening Vent (AOV) system, taking out the existing window, checking the structural integrity around the window (and take appropriate action as needed), install new window as per specification, re-instate the grill, and commissioning the new AOV.</p> <p>The final window reveals, and decorating may be carried out slightly later as this is often carried out at a few levels at a time.</p>
6.	After Care	<p>As the completion of window replacement programme and associated internal works at Bray and Taplow is coming to an end, McLaren team will start to arrange after care visits with residents where the works are completed. We anticipate this programme to start at Bray in May and Taplow in June. A similar programme will be devised for resident in Burnham and Dorney from early Autumn.</p> <p>This will also provide residents with the opportunity to ask questions relating to the major works completed in their homes and address any potential defects. Residents requiring the 90-degree opening key will receive this at this visit.</p>
7.	Disturbance Payments	Disturbance payments are a single one-off payment, paid in full to all residents complying with agreements following the completion of the works in their home. The payment is issued to all residents independent of floor level or whether residents remain in situ during the works. This is an enhanced payment compared to Camden’s policy and it is a goodwill gesture for the disruption caused as a result of the major works. We thank you again for your patience and cooperation as we are progressing with the works.
8.	Checking Fuse box	<p>Some residents enquired about ‘cold callers’ wanting to check their electric fuse boxes. We encourage residents not to allow access if no prior appointment is made. Always check for ID and if in doubt contact the relevant Camden Team or the Project Team for advice.</p> <p>We are working closely with other teams in Camden to ensure all visits are kept to a minimum and will make every effort to notify residents of any planned visits.</p>