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

1.	Aftercare visit (defects and window keys)	As the completion of the window replacement programme and associated internal works at Bray and Taplow are coming to an end, the McLaren team will start to arrange aftercare visits with residents where the works are completed. We anticipate this programme to start at Bray in May and at Taplow in June. A similar programme will be devised for residents in Burnham and Dorney from early autumn. This will also provide residents with the opportunity to ask questions related to the major works completed in their homes and address any potential defects. Residents requiring the 90-degree opening key will receive it during this visit.
2.	Pace and approach of cladding installation	The cladding is installed from the top down across the four towers following the completion of the window installation. For Bray and Taplow, these works are well underway, and for Burnham and Dorney, the removal of the scaffolding with cladding installation is planned to commence from June 2024. As the installation of the cladding at Bray and Taplow is well underway, the pace of installing the cladding and removal of the scaffolding has therefore increased. At present, we anticipate the installation of the cladding, and the removal of the scaffolding will take around 7-10 working days per floor. This is of course dependent on the progress of the window installations, as any lack of access or unforeseen issues may affect progress. Please note that the preparation works for the installation of the cladding panels are noisy. This is due to the installation of the fire barrier at the bottom of each floor (drilling longer fixings into the concrete), as well as the fixing of the stainless-steel pins to hold the rock wool insulation in place (shorter, more shallow drilling into concrete, but requiring a higher number of points on the walls across each floor). The process of the actual panel installation is fairly quiet.

		Please note each layer of the installation is quality checked prior to works progressing to the next stage. We will try and update the noise map as accurately as possible to give you indication of noise concentration as we move down the building. We should also note that the noisiest part of the cladding installation is the cladding rails, which are being installed alongside the window installation. These are completed at Taplow and Bray and are underway at Dorney and Burnham.
3.	Roof works – construction phases explained	The roof works are carried out in phases. Most of these do not generate a high level of noise. The phases are as follows: 1. Removal of existing surface, whilst always keeping the building weather tight (noisy) 2. Carry out any necessary repairs (depending on the nature of the repairs, some elements of the works may be noisy) 3. Building the new roof insulation (minimal noise) 4. Installing the top layer of the new roof (minimal noise) 5. Connecting all vents and services (minimal noise) 6. Setting the steel works for the BMU (noisy) The new roof will be tested and signed off upon completion.
4.	Lobby window installation and commissioning	The lobby window replacement is similar to that carried out in homes. The sequence of works is as follows: 1. Existing window removed 2. Concrete repairs carried out (if necessary) 3. New window installed 4. Automated ventilation system is commissioned by a specialist contractor. This may take 2 working days, and until then the window will remain open in line with fire safety advice

		5. The new window reveal will be installed with final decoration 6. Balustrade is installed The works will be carried out one window at a time on each floor to allow safe access to lifts and stairs.
5.	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 was issued to ground floor residents with details on the windows, their operations, options, and choices, as well as dates and times to see the new windows.
6.	Holes in the cladding systems – BMU restraints	On Level 16 at Bray, you will notice pre-perforated holes in the cladding around the building. These are to position the Building Maintenace Unit (BMU) restraints, which are designed to prevent the cradle from hitting the façade. Similar restraints will be installed further down the building at regular intervals. The same applies to the other towers.
7.	Heating Assessment	We received reports from a few residents concerned about heating in their properties. We have commissioned an independent engineer to survey some of the affected flats to find out if there are any potential issues and whether any remedial actions are required. If any remedial works are found to be required, these will be carried out before the project concludes. We will share the findings and any actions in due course.

8.	Compensation for electricity use	Any use of electricity associated with the works in your home will be reimbursed. This will be carried out by McLaren, using the meter readings taken at the start and end of the works in homes. To ensure each household has their reimbursement processed (if applicable), this will be checked during the aftercare visit (for more on this, please see point 1 above).
9.	Cracks around windows	We have had a few instances where small cracks near the new side lounge window have been reported. These have now been addressed. If there are any issues or concerns about the works, we encourage residents to reach out directly to McLaren. We would also like to reassure residents that matters such as these will be picked up at the aftercare visit (if not before).
10.	Concerns about the quality of the paint being used	The paints used in this project are from a well-known quality brand. Furthermore, the type of paint used reflects the type of room (e.g. specific paint for bathroom). Where residents choose to purchase their own paint, we will have no control over quality.
11.	Window closure: queries around banging of windows in moderate winds. There appears to be no mechanism to hold the windows fixed at opening positions.	The tilt and turn windows have a soft close mechanism which in high winds could result in the window shutting itself. There is no soft close mechanism for the tilt only window with handle (such as the small lounge window) as the opening is only 10cm. We are exploring further solutions whereby a small device can be installed to resolve the issue. We will provide further updates in due course.
12.	There is no minimal night setting, as designed with the previous frames.	With the previous windows, residents were accustomed to closing the window outside the frame and having the latch resting outside the frame, providing some background ventilation. The new windows provide similar background ventilation through high performing trickle vents

		when in the fully open position. The tilt-only windows on winders (electrical or manual) can be opened to any angle to further improve background ventilation throughout the home.
13.	Reports of increased noise transmission since the new windows were installed	It's not uncommon to notice changes in sound perception after upgrading windows, especially if the new ones are more effective in reducing outside noise. Here are a few reasons why you might be hearing more internal noises: 1. Higher quality windows with improved thermal and acoustic performance are designed to reduce external sounds more effectively. This can create a quieter environment inside your home, making internal noises more noticeable by comparison. 2. Once external noises are reduced, you may become more aware of internal sounds that were always present but were masked by outside disturbances. This heightened sensitivity can make noises seem louder or more noticeable than before. 3. Better quality windows often come with tighter seals to prevent air leakage. While this is great for energy efficiency and soundproofing, it can also trap internal noises within the space, making them more audible. 4. Finally, it may be that noise is being perceived differently because of various reasons, such as the furniture being laid out differently now in homes around yours, or residents may have changed their floor coverings. We have commissioned acoustic surveys to test noise levels with: 1- Existing windows 2- New windows 3- New windows and new insulation The results of these surveys will be available later on in the year.
14.	Time scales for the removal of the scaffolding	Please see response above under point 2.

15.	Fumes/smells from redecorating works in the lobby area	All materials used have been checked for their safety. In response to a recent concern relating to the mastic sealant used for the finishes of the window surrounds / reveals, we can confirm the sealants used are safe and fit for purpose for internal use. The technical data sheet is available upon request.