

Friday 1 November 2019 – The latest news and updates from the Chalcots Estate

Tours, getting to know you appointments and telephone survey

- From this week we have been taking residents on tours of the show flat to talk you through the nearly finalised designs and the way we do the works in your home. If you would like to sign up or find out more, call **020 7974 4444** and select option 7.
- Wates 'getting to know you and your home' appointments have also started – please continue to book these appointments on **0800 389 2837**.
- These individual sessions are the way we can tailor the works to your needs as much as possible, for example, the radiator options or whether all the internal works happen at once or in stages.
- The telephone survey is continuing for the next few weeks. Some residents have asked what number they call you on – they will call from a number starting with **01273 894** or **01273 059**.

Helping you with this winter's additional heating consumption

- We committed that you will not pay any more for increased heating usage while the cladding is off the blocks. We can confirm that you will not be charged for increased heating consumption as a result of the cladding works. This will cover the winter months of October 2019 to the end of April 2020.
- If you live in Bray, Burnham, Dorney or Taplow, your gas is supplied by the council. To make sure you are not being charged more to heat your home as a result of the cladding works, your weekly charge is calculated based on the gas you used before cladding was removed.
- As Blashford is not on the council's gas supply, we will again make direct payments to Blashford residents of £35 per month to cover the cost of additional heating use. Please call **020 7974 4444** and option 7 to set up your payment. You will need your council tax reference number to confirm your eligibility as a Blashford resident.
- If you do not have gas heating but have increased electricity use as a result of the cladding being removed, this will need to be calculated in arrears. You will need to provide evidence to your housing officer by sending your electricity bills for the period October 2016 to April 2017 (when the cladding was still on the building), along with your electricity bills for the period October 2019 to April 2020 when you receive them.

Managing damp

- As the weather gets colder, we remind you of the ways you can control the balance between temperature, humidity and ventilation to prevent damp in your home.
- Maintain a comfortable temperature as increased humidity can cause damp. It's better to have a low even temperature in all rooms than a high temperature in some.
- Keep your home ventilated by opening your windows now and again. You can reduce moisture by closing your bathroom door when bathing and closing your kitchen door when cooking. Use saucepan lids while you cook.
- Try to create spaces between your furniture and walls. Furniture pushed up against walls can trap moisture and increase damp. In the event that you do get mould, try to clean it as soon as possible.

Parking updates

- A reminder that from **Monday 4 November 2019**, Taplow and Bray underground car parks will be closed and all cars should be parked elsewhere.
- Cars previously parked in the underground car parks should now be on the street with on-street parking permits. Please note these are electronic so will not be displayed in your car.
- If you have not received an email or letter confirming your on-street permit has been issued please contact us urgently **020 7974 4444** and choose option 7.

- Parking bay suspension outside Burnham and Dorney will take effect from **18 November 2019**.

Work to convert basement spaces

Wates will be working in the basement of Bray to create office and work spaces, with further work in other basement areas. This will help to free up properties Wates and Camden have been using as office space and bring them back into housing use.

Cladding and brickwork samples at Bray

- As per previous updates the cladding samples have now been put up at Bray – please go and look at them while they are up. The samples will be labelled shortly.
- Installation of the brickwork sample was delayed because of wet weather but has now been put up at Bray.

Playground disruption

The Taplow playground is now out of use until the works finish – but the other play areas are open for all families to use throughout the works.

Roof surveys

- In the next two weeks Wates will be carrying out roof surveys to measure water drainage on the roofs. These works are not noisy and should not disturb residents.
- We apologise for not giving advance notice of works that happened on the roof of Bray on **24 October**. This was a separate contractor and we are reviewing where the instruction came from to make sure it doesn't happen again.

In block-by-block and estate-wide meetings we're talking to you about...

Scaffolding

- We will be talking to Bray and Taplow residents about scaffolding from **Monday 4 November**. We will show residents examples of the materials and how we plan to make sure that as much light as possible still comes into homes.
- We aim to start scaffolding works at Bray and Taplow from **Monday 11 November 2019**.
- To prepare, this week Wates have been cutting the paving around the outside of Taplow and Bray. Once we have engaged with Burnham and Dorney residents about scaffolding, we plan to start similar works from **Monday 4 December 2019**. This is noisy work – we apologise for the inconvenience and thank you for your patience as this work takes place.

Feedback on concern and complaints process

- We are currently developing a complaints, concerns and compliments policy which we shared for feedback at the CWG meeting.

Wall mounted screens

- We plan to fit a wall mounted screen to each communal lobby area.
- Please share any feedback or questions with your works progress group/TRA of your block.

The Chalcots Works Group (CWG) is held at the estate with TRA reps, councillors and council officers in attendance and is chaired by a TRA rep. The CWG meet regularly to discuss works matters on the estate. This newsletter includes feedback from the Chalcots Works Group on **Wednesday 23 October**. The next meeting is expected to be held on **Thursday 7 November**.

You can request a copy of this newsletter in large print, audio format or in another language by calling **020 7974 5717**. If you have questions about this newsletter please contact chalcotsestate@camden.gov.uk