

## Friday 4 October 2019 – The latest news and updates from the Chalcots Estate

### Estate parking

- In preparation for the next phase of works, we need to close the underground car parks at Taplow and Bray. The underground car parks at Burnham, Dorney and Blashford are already closed and will remain shut for all of the replacement cladding, curtain wall and window works.
- This means from **Monday 4 November 2019**, Taplow and Bray car parks will be closed. From this time, Wates will be doing preparation works for scaffolding, and it will be unsafe for cars to be in the underground car parks. All cars need to be moved and parked in the on-street parking before **Friday 25 October**.
- We will be contacting residents affected to explain the arrangements for moving onto on-street car parking. We apologise for any inconvenience caused and thank you for your continued patience as we progress preparations to start on site.
- For more information about on-street parking visit [camden.gov.uk/controlled-parking-zones](https://camden.gov.uk/controlled-parking-zones) or if you have any questions about changes to parking on the estate, email [estateparking@camden.gov.uk](mailto:estateparking@camden.gov.uk) or call **020 7974 4444** and choose option 7.
- If you are **not** a current estate permit holder you can get an on-street parking permit by following the instructions at [camden.gov.uk/controlled-parking-zones](https://camden.gov.uk/controlled-parking-zones) Please make sure that you adhere to the parking restrictions in place.
- Please note, we will be taking steps to remove abandoned vehicles and vehicles without a permit, as well as any other unclaimed items. We will remove anything that poses a fire risk immediately. If any of these vehicles or items are yours, email [estateparking@camden.gov.uk](mailto:estateparking@camden.gov.uk) or call **020 7974 4444** and choose option 7.

### Removal of existing scaffolding

- In advance of the new scaffolding going up, Wates will be removing the existing scaffolding that is currently on the main entrance doorways to all of the blocks.
- Removal is due to start from **Monday 7 October** at Taplow and Bray, and we will update you with the removal dates for Burnham, Dorney and Blashford. We plan for all scaffolding preparation works to be complete by the end of the year so we can put up the new scaffolding in January.
- We are arranging meetings next week with Taplow and Bray resident groups to share the scaffolding site maps for their blocks and talk about the scaffolding timelines. We will meet with the other blocks in about a month's time.
- Access to playgrounds will be restricted during this time. We thank you in advance for your patience.

### Are your asbestos survey and fire stopping works completed?

- Please get in touch with us if you think you have any outstanding fire stopping works or you need an asbestos survey.
- Speak to your neighbourhood housing officer or contact Donna Peters at [donna.peters@camden.gov.uk](mailto:donna.peters@camden.gov.uk) or on **0207 974 3889** to arrange a meeting or to talk about any issues that may have previously prevented you booking the works in.

### Design of the works in your home – come and see the show flat

- We will be sharing the design and approach to the works in your homes in the coming weeks. We want to speak to every household and we will arrange drop ins for you to come and look at a show flat, where you can see exactly what the works will look like in your home, as well as a sample window.
- We will make sure that there are evening and weekend appointments available so that there are times that fit in with your schedule.
- These appointments are different to the 'getting to know you and your home' appointments – please continue to book these appointments because this is your opportunity to let us know about your own circumstances and needs during the works.

- Resident groups across the estate are being invited to see the sample windows and show flat to see the approach to the works in each flat. Some resident groups have already visited and shared their valuable feedback, and we will include their frequently asked questions in the next newsletter.

## Giving every block a voice

- We are currently in discussion with your TRAs about the impact of the works on your block including parking, playgrounds, scaffolding, the Wates code of conduct and creating block by block resident works groups.
- The plans for Blashford have developed and we will soon be meeting with the TRA to share the initial proposed approach and listen to resident feedback.

## Burnham lifts repairs

- We apologise for the problems with the lifts at Burnham recently and for any inconvenience this has caused you. We thank all Burnham residents for their patience while the lift was repaired.
- Engineers have been looking at the lift and have identified the part that has been causing the problem – that part has now been replaced. Our lift engineers will continue to monitor the lift to make sure the issue is resolved.

## Wates staff update

Lynne Mitchell, Wates' customer services manager, will be off until the new year. Her role will be covered on a temporary basis by Doina Caniparu who you can reach on **0800 3892837**.

## Tea, cake and chat

- Get to know your neighbours at this informal drop in organised by North Camden Zone and Chalcots residents – no need to book in advance.
- **Thursday 31 October**, 10am to 11.30am at the Dorney TRA room.
- For questions or more information email [madalina@northcamdenzone.org](mailto:madalina@northcamdenzone.org) or call **020 7586 8731**.

## Independent telephone survey

- Thank you everyone who has shared their feedback with Acuity for the ongoing telephone surveys.
- Acuity are currently contacting residents in Bray, Burnham, Dorney and Taplow residents before speaking to Blashford residents in the coming weeks.
- Your feedback will help us ensure we address any unresolved issues from the previous works and inform how the next phase of works are carried out, as well as how Camden works with you and your neighbours. Please speak freely and openly and give honest feedback to the independent researchers.
- If you would like to find out more information about Acuity visit [arap.co.uk](http://arap.co.uk) or call **01273 287 114**. The researchers' final report will be shared with all residents.

## Graham Airey, Wates

*We are sad to announce the passing of Wates' site manager Graham Airey. He was an exceptional team member who will be sadly missed by all.*

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 25 September**. The next meeting is expected to be held on **Wednesday 10 October**. You can read notes from the Chalcots Works group meeting at [camden.gov.uk/chalcotsestate](http://camden.gov.uk/chalcotsestate)

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](mailto:chalcotsestate@camden.gov.uk)