

**CHALCOTS WORKS GROUP (CWG) NOTES AND ACTIONS 31.10.2019****Attendees**

Matt Jenkins (MJ) Hasan Shah (HS) Paul Urquhart (PU) Paula Schofield (PS) Roger Evans (RE)  
 Cllr Luisa Porritt (LP) Lawrence Nicholson (LN) Kalice Cooke (KC) Donna Peters (DP) Astrid  
 Kjellberg-Obst (AK) Sally Kikaya (SK)

Notes	Action	Due by
<p><b>Announcements.</b></p> <ul style="list-style-type: none"> <li>It was noted that there needs to be an agreed date to present and discuss the Terms of Reference. The TRA are on schedule to get input from all of the reps.</li> <li>It was also suggested that the formal complaints process should be utilised when issues arise.</li> </ul>		
<p><b>Update/Discussion on BRE results and Telephone Survey (if these are ready)</b></p> <ul style="list-style-type: none"> <li>The BRE report has not yet been finalised.</li> <li>The TRA commented on the experience of receiving the call for the independent telephone survey, LBC to investigate issues raised by one of the reps who took a call.</li> <li>Camden will ask the research lead to listen to the conversation and read the report sent to see if it correlates</li> </ul>		
<p><b>Phase 3 works discussion</b></p> <ul style="list-style-type: none"> <li>Wates will come to the meeting with the design of the empty flats. The presented design would reflect an empty flat – residents furnish differently so will have different issues to consider. A future meeting can be dedicated to discussing the design with technical staff.</li> <li>The TRA asked whether residents will be able to decide which way the window will open and can that information be shared in writing. Camden confirmed that the position of the opening part of the window will be the same but the side that the turn opens can be discussed with residents.</li> <li>Will Blashford have a show flat? Camden confirmed that flat 36 Blashford will show the approach to the works.</li> <li>The group asked for a breakdown of findings after approaching the first floor about the glass/solid panel preference.</li> <li>The meeting asked about the kitchen window proposal. Camden explained that optimal ventilation would be tilt &amp; turn with a dropped sill but with work tops, other options need to be offered to make we offer the same design on all the windows. Design are looking options that are safe with optimal ventilation such as the tilt only with a purge. Another option is to consider having an opening where the lower glass panel would be a tilt opening.</li> <li>The TRA gave comments and asked if there will be a mock-up of this and whether this is an option or is this what everyone will have. Camden confirmed that design are looking to do a mock-up but the option is still in the ideas phase. LBC will update at a future meeting.</li> </ul> <p>Resident offer during works</p>		

<ul style="list-style-type: none"> <li>LBC clarified that there has not been a decision on this. We will finalise a proposal and this will be shared with the group before being shared in the resident handbook</li> </ul> <p>Update on drop-ins to see show flat and window mock-up</p> <ul style="list-style-type: none"> <li>24 properties attended in the first three days of the drop-ins with a mix of tenants and leaseholders</li> <li>At a number of TRA meetings it was commented that there is a need to have a leaseholder voice and enquired how leaseholders are communicated with. There was a suggestion that there be a representative of leaseholders attending CWG meetings. LBC confirmed that is something that is being looked into to make sure leaseholder concerns are being taken into account.</li> <li>The meeting asked how long the drop-ins will be on for. Camden confirmed that they will be on for 3 weeks and that people are encouraged to book that their Wates 'getting to know you and your home' appointments too.</li> <li>Residents who don't make contact will also be approached for a conversation so that we can see how we can support them.</li> <li>There will be a video showing the approach to the works in case people can't make it to the flat.</li> </ul>		
<p><b>Phase 1 and 2 works update.</b></p> <ul style="list-style-type: none"> <li>Camden updated that the number of outstanding works has gone down and there are 44 flats where works are required.</li> <li>Letters have been sent by to residents who still have outstanding works</li> <li>QI have put a process in place to get a real overview of the works</li> </ul>	Camden will share outstanding works numbers at the next meeting.	
<p><b>Any other works and related issues</b></p> <ul style="list-style-type: none"> <li>RLO for Blashford and 2 Quality Inspectors are being recruited for.</li> <li>The TRA asked if they have looked at communal heating system and the ingress of the boiler exhaust. Camden spoke to building control and gas maintenance. The stainless steel flue will comply with new regulation. Communal heating was considered, but from experience it reduced individual temperature controls in flats:-</li> <li>Camden confirmed that there are 22 empty flats which are kept to help with rest space options as well as potential Local Lettings Plan.</li> <li>Camden is looking into keeping the community gardens accessible.</li> </ul>		
<p><b>Newsletter (still not resolved)</b></p> <ul style="list-style-type: none"> <li>LBC and CWG agreed that the newsletter will include a section highlighting resident engagement activity</li> </ul>		
<p><b>Next meeting</b></p> <ul style="list-style-type: none"> <li>TRA draft ToR will be shared in email on Monday 11 November then the next CWG meeting should finalise ToR.</li> <li>The second half of the meeting can discuss the cladding render image and the radiators</li> </ul>	TRA to share draft ToR in email	11/11

