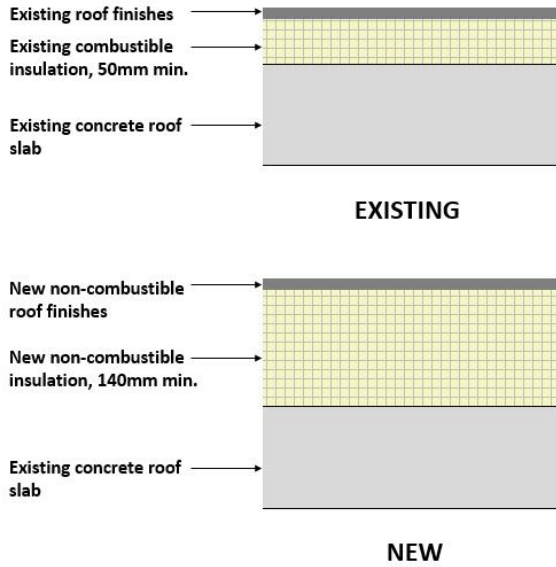
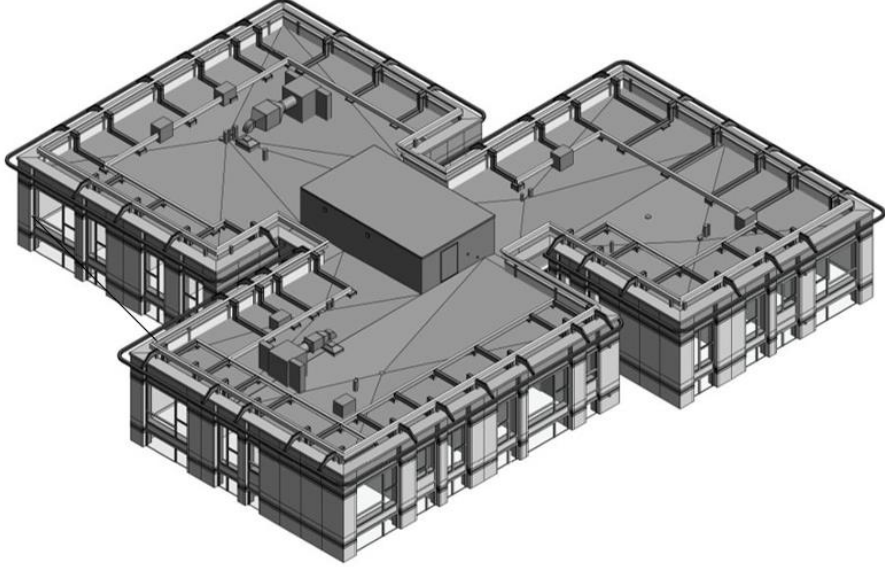


Chalcots Major Works - Answers to recent Questions (January 2024)

1.	Queries around the new lowered window upstands and fire safety	The fire protection line and compliance with fire safety is confirmed, and this is included in the relevant factsheet on the webpage.
2.	Concerns about heating – some residents experience that their new radiators or trench heaters are not working, or not working as expected.	<p>In terms of expectations, residents are getting used to the new radiators as they perform differently due to their shape or operation. The trench heater will warm up the room as expected but will not feel warm to the touch like a conventional radiator. The vertical radiators will project the heat differently into the room compared to the conventional horizontal radiators. Moreover, the radiators are specified to perform with the new cladding system and insulation, as well as with alternative systems such as a heat pump system, which may be installed in future.</p> <p>Some residents have reported heating issues and the possible causes are dependent on whether it is a trench heater or a vertical radiator:</p> <ol style="list-style-type: none"> 1- Trench Heaters - perception of not warming up the room, and the possible causes include: <ul style="list-style-type: none"> ○ Installation issue ○ Air trapped in the system ○ Values inadvertently switched off ○ Boiler issues ○ User error 2- Vertical radiator – the feedback is that the radiator is warm but does not warm up the room, and the possible causes include: <ul style="list-style-type: none"> ○ Air trapped in the system ○ Installation issue ○ Boiler issue ○ Defective radiator or radiator part ○ User error <p>Whilst only a small proportion of residents with completed works report a problem with their heating, we encourage residents to raise any concerns so we can capture and resolve any issues as promptly as possible.</p> <p>The project team is collecting data to identify any other possible cause to ensure any concern relating to the heating is resolved.</p>

3.	Queries and concerns around the state of the external concrete wall of each building	The external concrete wall to each building has been surveyed, assessed, repaired, and final repairs are completed before the new cladding system is installed. This is explained in the video posted on our webpage.
4.	Issues of condensation	<p>Condensation, damp, and mould are issues where the external concrete wall does not yet have the new cladding system with insulation installed. Issues are raised with the damp and mould team as necessary. Recent inspections of properties affected also highlights the following which have contributed to condensation:</p> <ul style="list-style-type: none"> - Lack of ventilation due to closed windows and trickle vents, particularly whilst drying clothes indoors - Lack of external insulation to the walls and around the windows, particularly during the cold weather (North and East facing flats (or rooms) may be particularly affected) - The external walls have been exposed to the elements for several years, so it may take a while for the walls to adjust once insulation and cladding are installed - The new external window frames have a protective film applied to them, which can only be removed once the cladding has been installed to prevent damage/scratches. This means the protective caps to the ventilation perforations can only be installed once the protective film is removed - There is a very small chance that moisture could be trapped in the perforations during the winter months. - Lifestyle considerations that contribute to condensation include keeping windows and trickle vents shut. Combined with hanging up wet laundry and/or cooking without adequate ventilation, these factors can all contribute to severe condensation. <p>The recent cold weather with freezing conditions has made matters worse.</p> <p>There have been multiple reports of immediate improvements following the installation of the insulation on the external walls and around the windows. The issues have also considerably improved when the communal ventilation systems at Bray and Taplow have been upgraded.</p> <p>To avoid experiencing issues with condensation, damp and mould, residents are reminded to ensure their properties are adequately ventilated and to ensure the trickle vents are left open. Some simple lifestyle changes will help make a significant difference in improving the situation.</p> <p>The Project Team continues to monitor and identify any causes for effective resolution.</p>

5.	Home Away from Home (HAFH) allocation	<p>HAFHs are only designated for London Borough of Camden tenants and resident leaseholders.</p> <p>It is the leaseholder’s responsibility to provide alternative accommodation for their tenant.</p> <p>We help the leaseholder, with whom we have a contractual agreement (not with their tenant), through the disturbance allowance, to find a solution suitable for their tenant.</p>
6.	Construction noise	<p>Now that works have started on Burnham and Dorney, residents are getting used to the construction. Where concerns are raised around noise levels, we have a range of support available:</p> <ul style="list-style-type: none"> - Residents can access the respite lounge during the project works. You can view the respite lounge video at camden.gov.uk/chalcots-latest-news. To use the lounge, please book a room at camden.gov.uk/chalcots-respice-lounge or email chalcotsproject@camden.gov.uk - Residents can request noise cancelling headphones or ear defenders which block out sound only, please email the project team at chalcotsproject@camden.gov.uk - Free access to the local swimming pool at the Swiss Cottage Leisure Centre has been arranged for the Chalcots residents. You should have received your free pass by now. If not, please email the project team at chalcotsproject@camden.gov.uk <p>Home Away from Home flats are available to help eligible residents when the work takes place in their home.</p>
7.	Technical queries around the new roof	<p>Roof works include the upgrading of insulation for improved safety and thermal performance. Existing combustible insulation is being removed and replaced with new, non-combustible insulation and finishes. This careful process will result in achieving a high performing insulation rating of 0.35 W/m²K U-Value, in line with current British Standards and Building Regulations. The new roof drainage is designed to perform for a 1-in-100-year storm event. A new and improved BMU (Building Maintenance Unit) will be installed to ensure maintenance of the full building envelope can be achieved with minimal disturbance to residents. The focus on upgrading insulation underscores the project's commitment to both energy efficiency and improved fire resistance.</p>

			
8.	Concerns over the communal ventilation system at Burnham and Dorney – reports of smell and lack of ventilation	<p>The communal ventilation system at Burnham and Dorney has been temporarily decommissioned to enable the roof works to progress. The communal ventilation system has to be turned off whilst the roof works are taking place as the Air Handling Unit (AHU) which sits on the roof needs to be removed. The AHU is currently installed on the existing roof and needs to be removed for the contractor to fully strip the current roof. In addition, the upstand that the AHU sits on needs to be rebuilt to work with the new roof.</p> <p>The ventilation at Burnham and Dorney was turned off and AHU removed the first week of January and it will be turned back on once the roof works are completed. Residents are encouraged to ensure there is enough air circulation in the property by opening windows, as well as keeping trickle vents open and avoiding drying their laundry on radiators.</p> <p>To facilitate some ventilation, we have made the necessary adjustments to the cover to the ventilation system on the roof, which improve natural ventilation in the affected properties. The communal ventilation system at Burnham and Dorney will be fully re-instated once the roof works are completed, which is estimated by mid-March 2024.</p> <p>Any properties where mould is developing, we encourage residents to report this as soon as possible.</p>	
9.	Increased insurance costs		The costs of all insurance products have increased across the country due to inflation, and contents insurance is no exception with a typical increase of between 25% and 70% over the past year, depending on insurance product and provider.

10. Cladding panel pattern

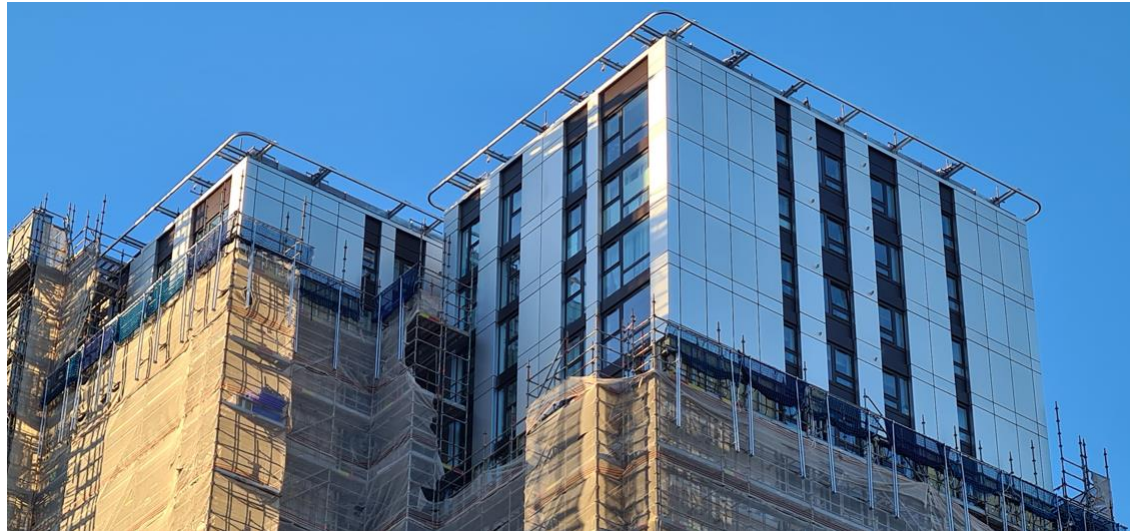
London Borough of Camden selected anodised aluminium cladding panels as part of the new cladding system as they are fully compliant with A1 fire rating and are non-combustible. The patterned appearance is normal for this type of material and finish, and the reflections change depending on light levels. The cladding panels are 4mm solid aluminium panels that are anodised to comply with the highest fire safety standards. Please also refer to the planning leaflet issued in November 2020 ([here online](#)), particularly on pages 4 and 5, and to the major works handbook issued in November 2022 ([here online](#)) on pages 2, 4, and 26. Further technical information, planning details, and appearance are outlined below.

Technical Overview

Anodising is an electrochemical process resulting in a thin, protective oxide layer on aluminium. This layer is integral to the aluminium substrate, not a separate coating. This is the reason for its Euroclass A1 fire rating. Anodising also enhances the corrosion resistance, surface hardness, and overall appearance of the aluminium. Natural shade variations may occur.

Light refraction in anodising refers to how light interacts with the aluminium surface. The refractive index of the aluminium oxide layer differs from the underlying substrate, leading to various optical effects. The appearance changes with different daylight levels.

Below is a photo of the new cladding at Bray in sunlight.



Awareness

To ensure awareness of the cladding's appearance several initiatives were implemented as part of the planning application:

- A set of three panels were displayed at Bray tower near floor 3 towards Fellows Road from October 2019 to May 2023 to show residents the finish and to test weathering and aging
- A project overview leaflet including details about the panel finish was issued in early November 2020
- Two dedicated virtual meeting sessions about the works and the planning application were arranged for the 25 and 26 November 2020
- In the planning statement we described the cladding as *achieving an A1 fire safety classification, having a smooth finish that is more robust and less prone to weathering. It was also noted that it would require less maintenance than the previously consented panels. The description also included mention of an anodised matt and warm coloured finish, ensuring sunlight will not reflect from the panels but will give the building a light and warm colour. The proposed colour is "an anodised warm silvery colour with a matt finish"*.

The illustrations presented for planning relating to the cladding finish for all five towers includes relevant digitally prepared images, including photos of the test panels that were displayed with explanation as follows:





Appearance and Quality Assurance

- An approval form for the project, specifying upper and lower limits of reflection deviation, was signed off in December 2022 by the Council's technical advisors
- Each section of cladding installation is inspected, captured with photographic evidence, and signed off by Quality Inspectors if standards are met
- If anomalies to the pattern are detected after the scaffolding is fully removed, this can be rectified by swapping panels through access via the Building Maintenance unit to make the colour variation more gradual. Please note that some weathering needs to take place before the review, as with time, the panels become less reflective and the colour variations may blend in more.

Similar reflection patterns can be seen in other projects with anodised panels such as the one below:



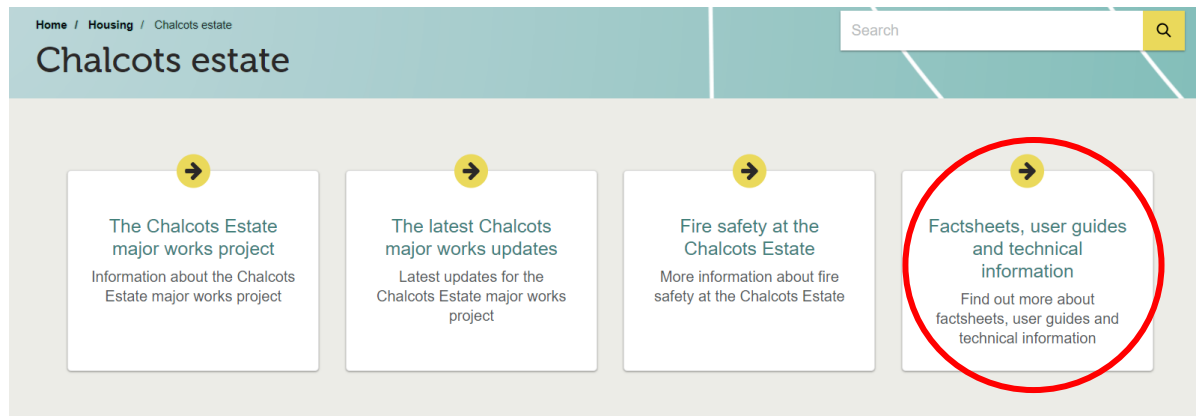
11. Various window manufacturing, delivery and warranty queries

- What is the name of the company that manufactured the windows currently being fitted? *Schueco*
- When was the order placed for these windows? *Orders are placed since September 2022*
- When were these windows delivered? *Windows are delivered in batches since November 2022*
- What is the warranty duration on these windows?
 - ✓ Assembled Windows: 12 Years under warranty against defects.
 - ✓ Double Glazed Windows: 10 Years under warranty
 - ✓ Gaskets: 12 Years under warranty

The link to the webpage is <https://www.camden.gov.uk/chalcots-estate>

A fourth box has been created (as shows below) with factsheets, user guides and technical information and here you will find:

- i. The window up-stand factsheet
- ii. Heater / radiator user guide with checklist
- iii. The window installation video
- iv. The roof and cladding system visit video.



Please note that the project team is always happy to answer queries or address concerns. The team is happy to meet with residents to talk through any aspects of the works.

Some of the responses take longer to provide, as other teams and third parties provide or contribute to responses.

We will continue to provide regular Question and Answer up-dates.