

Bray Burnham Dorney and Taplow Major Works Meet Up

28 January 2025 at 7pm



Key Themes for Tonight

Major Works Projects – **Where we are**

Progress Overview

Way Forward and Estimated Timelines

Queries and Concerns

Resident Feedback

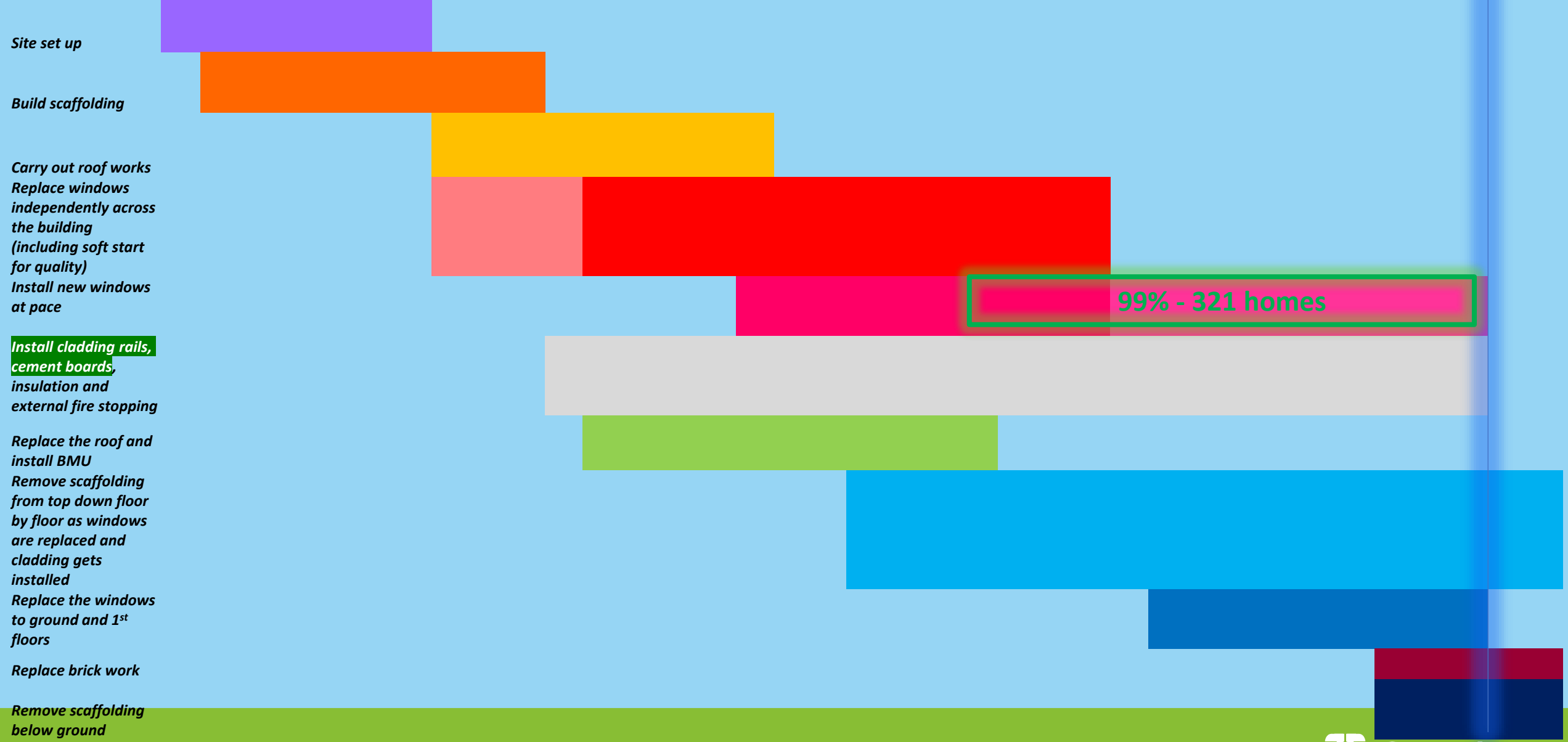
Resident Engagement and Events

Questions & Answers



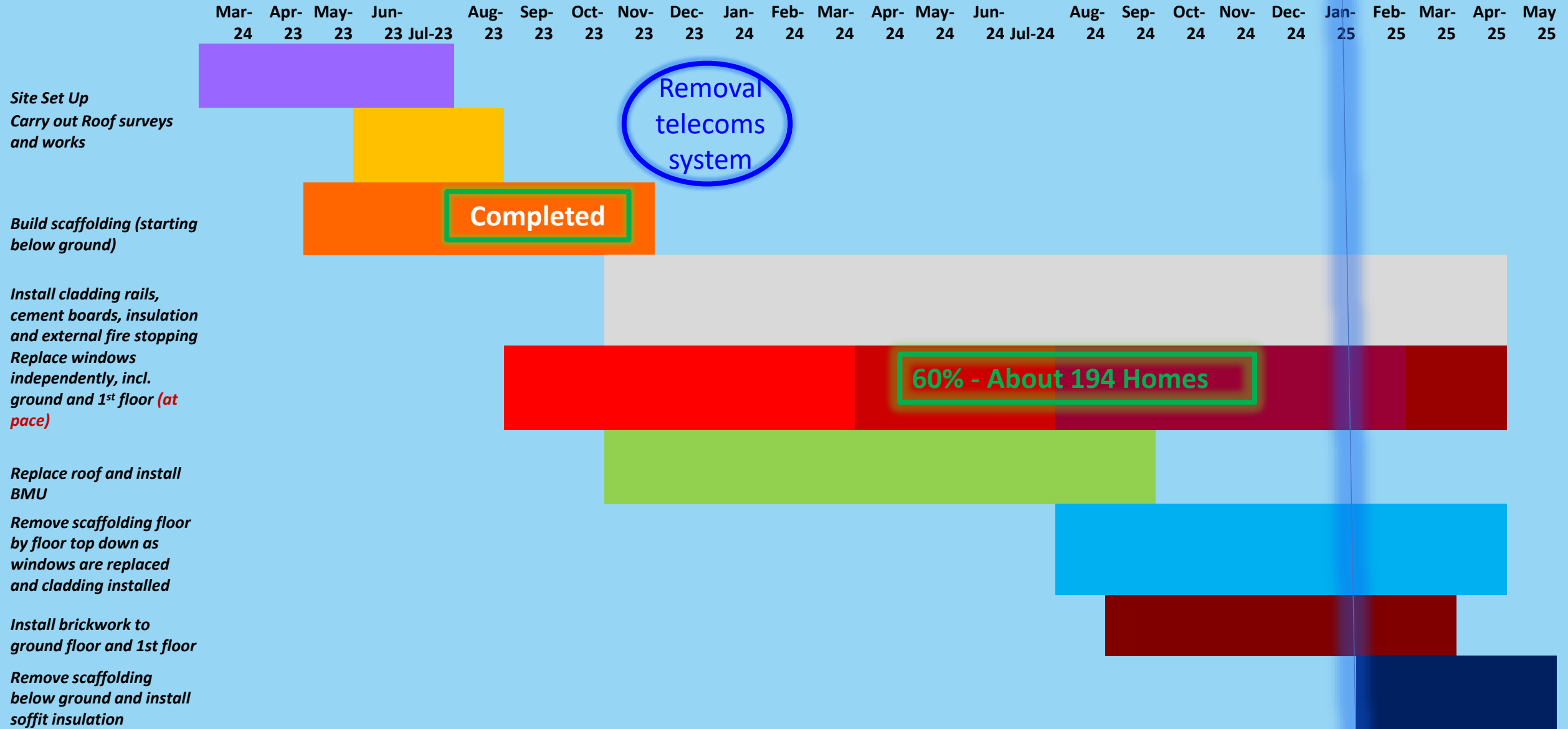
Where are we? - High Level Programme for Bray and Taplow Towers (subject to change)

Mar-22 Apr-22 May-22 Jun-22 Jul-22 Aug-22 Sep-22 Oct-22 Nov-22 Dec-22 Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23 Jan-24 Feb-24 Mar-24 Apr-24 May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25



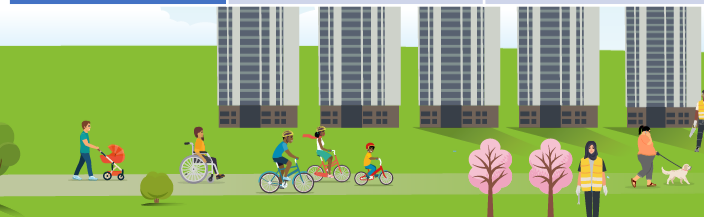
99% - 321 homes

Where are we? - High Level Programme for Dorney & Burnham Towers (subject to change)



Where we are as at 28 January 2025

Tower	New Roof installation	Metal structure for new Building Maintenance Unit	Homes with new windows and firestopping installed	New Cladding system with firestopping Installed	New Brickwork	Estimated Completion for windows and cladding, subject to access
Blashford	Completed	April 2025	41 (56%)	Floors 1 to 8 (42%)	July 2025	September 2025
Bray	Completed	Completed	161 homes (100%)	Floors 2 to 22 (95%)	March 2025	December 2024
Burnham	Completed	Completed	96 (60%)	Floor 22 2/3 of floors 20 and 21 1/3 of floor 19 (13%)	March 2025	May 2025
Dorney	Completed	Completed	98 (62%)	Floor 20 to 22 1/3 of floor 19 (16%)	March 2025	May 2025
Taplow	Completed	Completed	160 (99%)	Floors 12 to 22 all elevations Floors 7 to 12 (2/3) Floors 4 to 12 (1/3) (80%)	March 2025	February 2025










Bray and Taplow Towers - Facade Installation **PROGRESS** as at 28 January



Bray					
Floor					
22	Completed	Completed	Completed	Completed	Completed
21	Completed	Completed	Completed	Completed	Completed
20	Completed	Completed	Completed	Completed	Completed
19	Completed	Completed	Completed	Completed	Completed
18	Completed	Completed	Completed	Completed	Completed
17	Completed	Completed	Completed	Completed	Completed
16	Completed	Completed	Completed	Completed	Completed
15	Completed	Completed	Completed	Completed	Completed
14	Completed	Completed	Completed	Completed	Completed
13	Completed	Completed	Completed	Completed	Completed
12	Completed	Completed	Completed	Completed	Completed
11	Completed	Completed	Completed	Completed	Completed
10	Completed	Completed	Completed	Completed	Completed
9	Completed	Completed	Completed	Completed	Completed
8	Completed	Completed	Completed	Completed	Completed
7	Completed	Completed	Completed	Completed	Completed
6	Completed	Completed	Completed	Completed	Completed
5	Completed	Completed	Completed	Completed	Completed
4	Completed	Completed	Completed	Completed	Completed
3	Completed	Completed	Completed	Completed	Completed
2	Completed	Completed	Completed	Completed	Completed
1	Completed	Completed	Completed	Completed	Completed
G	Completed	Completed	Completed	Completed	Completed

Taplow					
Floor					
22	Completed	Completed	Completed	Completed	Completed
21	Completed	Completed	Completed	Completed	Completed
20	Completed	Completed	Completed	Completed	Completed
19	Completed	Completed	Completed	Completed	Completed
18	Completed	Completed	Completed	Completed	Completed
17	Completed	Completed	Completed	Completed	Completed
16	Completed	Completed	Completed	Completed	Completed
15	Completed	Completed	Completed	Completed	Completed
14	Completed	Completed	Completed	Completed	Completed
13	Completed	Completed	Completed	Completed	Completed
12	Completed	Completed	Completed	Completed	Completed
11	Completed	Completed	Completed	Completed	Completed
10	Completed	Completed	Completed	Completed	Completed
9	Completed	Completed	Completed	Completed	Completed
8	Completed	Completed	Completed	Completed	Completed
7	Completed	Completed	Completed	Completed	Completed
6	Completed	Completed	Completed	Completed	Completed
5	Completed	Completed	Completed	Completed	Completed
4	Completed	Completed	Completed	Completed	Completed
3	Completed	Completed	Completed	Completed	Completed
2	Completed	Completed	Completed	Completed	Completed
1	Completed	Completed	Completed	Completed	Completed
G	Completed	Completed	Completed	Completed	Completed

	Completed		Cladding Installed
	In progress		Brickwork completed
	Planned		Bricked area
	Scaffold structure		



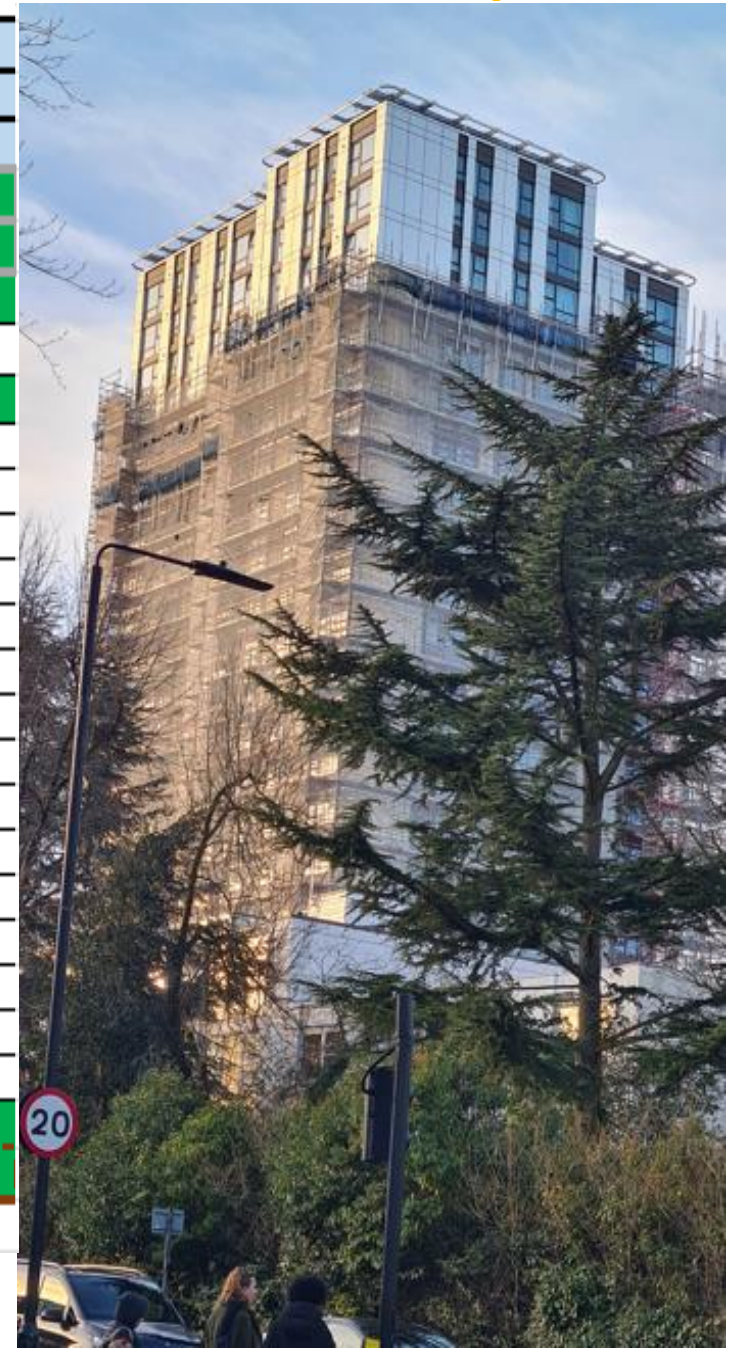
Progress – Construction at Burnham & Dorney Towers Progress as at 28 January



Burnham						
Floor						
22	█	█	█	█	█	█
21	█	█	█	█	█	█
20	█	█	█	█	█	█
19	█	█	█	█	█	█
18	█	█	█	█	█	█
17	█	█	█	█	█	█
16	█	█	█	█	█	█
15	█	█	█	█	█	█
14	█	█	█	█	█	█
13	█	█	█	█	█	█
12	█	█	█	█	█	█
11	█	█	█	█	█	█
10	█	█	█	█	█	█
9	█	█	█	█	█	█
8	█	█	█	█	█	█
7	█	█	█	█	█	█
6	█	█	█	█	█	█
5	█	█	█	█	█	█
4	█	█	█	█	█	█
3	█	█	█	█	█	█
2	█	█	█	█	█	█
1	█	█	█	█	█	█
G	█	█	█	█	█	█

Dorney						
Floor						
22	█	█	█	█	█	█
21	█	█	█	█	█	█
20	█	█	█	█	█	█
19	█	█	█	█	█	█
18	█	█	█	█	█	█
17	█	█	█	█	█	█
16	█	█	█	█	█	█
15	█	█	█	█	█	█
14	█	█	█	█	█	█
13	█	█	█	█	█	█
12	█	█	█	█	█	█
11	█	█	█	█	█	█
10	█	█	█	█	█	█
9	█	█	█	█	█	█
8	█	█	█	█	█	█
7	█	█	█	█	█	█
6	█	█	█	█	█	█
5	█	█	█	█	█	█
4	█	█	█	█	█	█
3	█	█	█	█	█	█
2	█	█	█	█	█	█
1	█	█	█	█	█	█
G	█	█	█	█	█	█

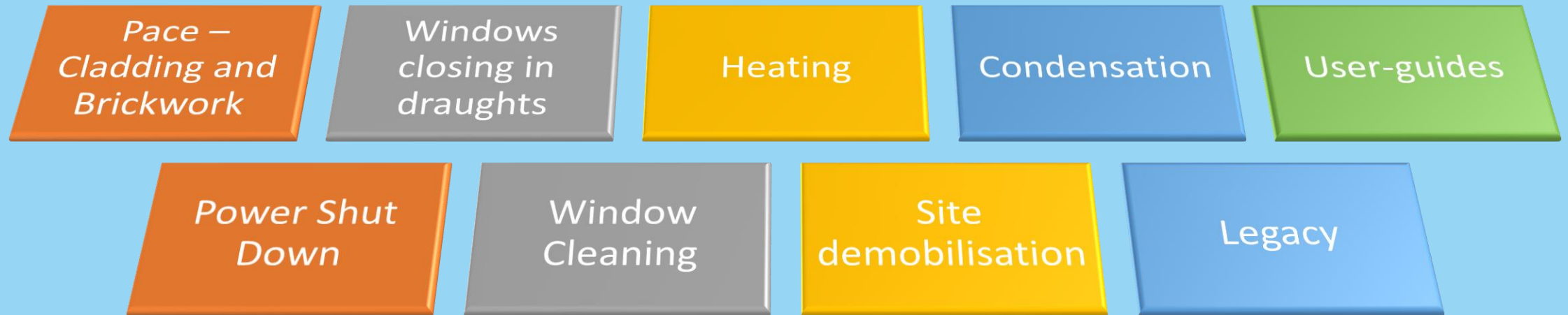
 Completed	 Cladding Installed
 In progress	 Brickwork completed
 Planned	 Bricked area
 Scaffold structure	



Residents' Queries & Concerns and Brief Up-Dates

THANK YOU

for Patience throughout the very disruptive major works at your tower block and across the Estate. Our priority is to complete the construction work as swiftly as possible without compromising quality.



View Factsheets, Videos, Questions & Answers Up-date by visiting camden.gov.uk/the-latest-chalcots-major-works-updates

Resident Feedback

Prior to the Major Works

(completed)

Survey on expectations and concerns about the major works

November 2019

During the Major Works

(ongoing)

Survey for feedback about the works in each home

Upon works completion and sign off in each home

Complaints reviews for resolution and prevention

Aftercare Visit

(under way at Bray)

Checking whether any works defects occur to address and prevent

Feedback about the works experience and finished works

As at least 65% of the works are completed by tower

Independent Survey

Once the Major Works are completing

(Completed at Bray and Taplow)

Meeting expectations about the works

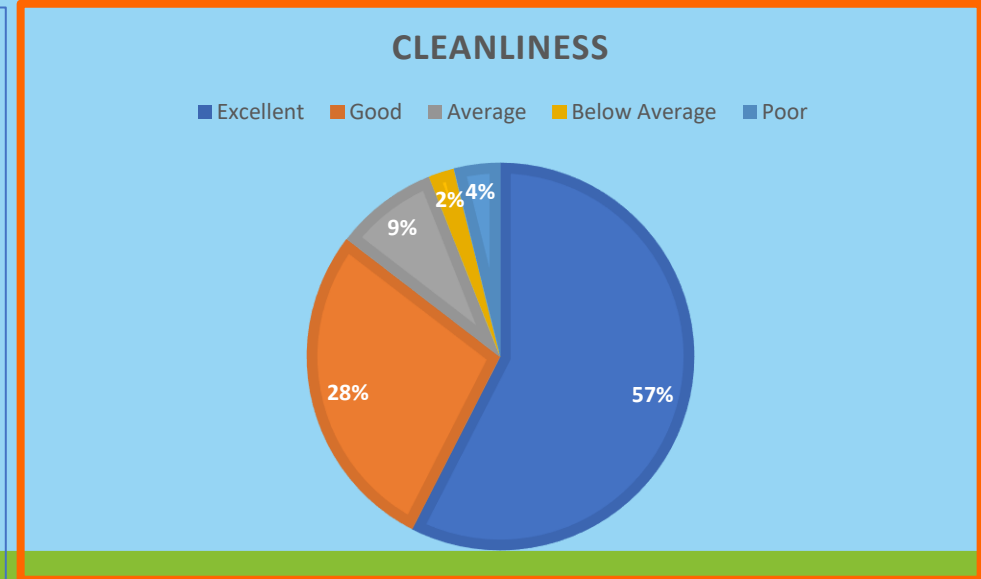
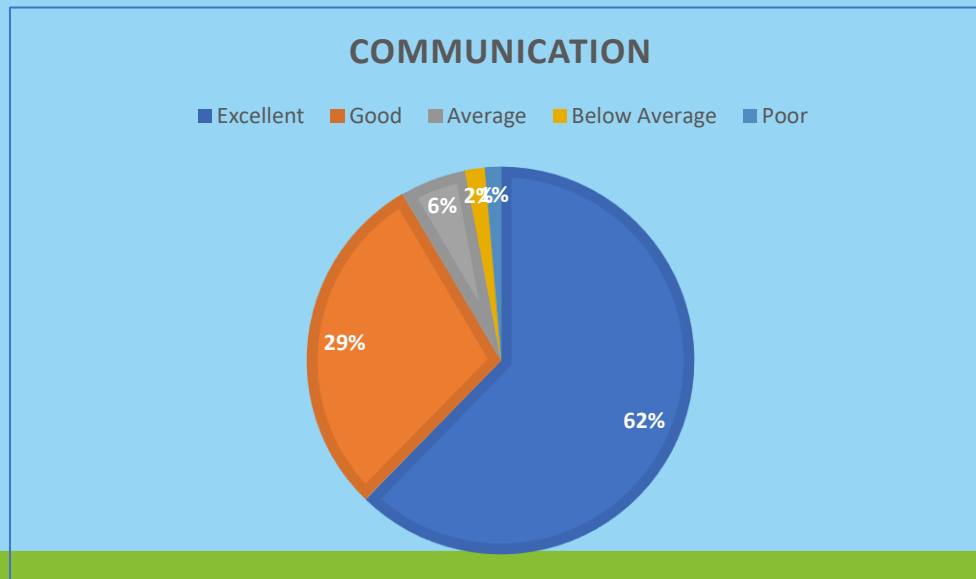
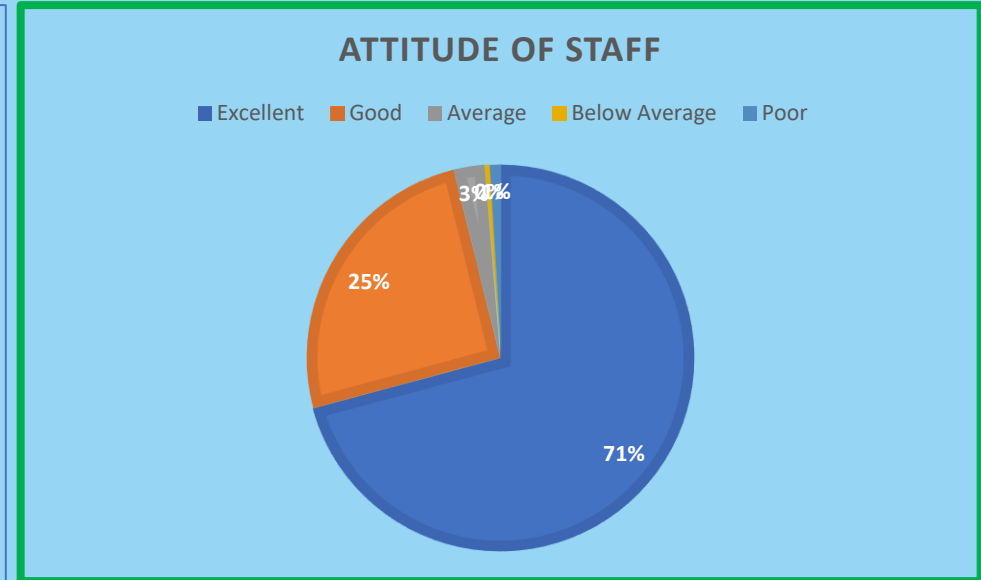
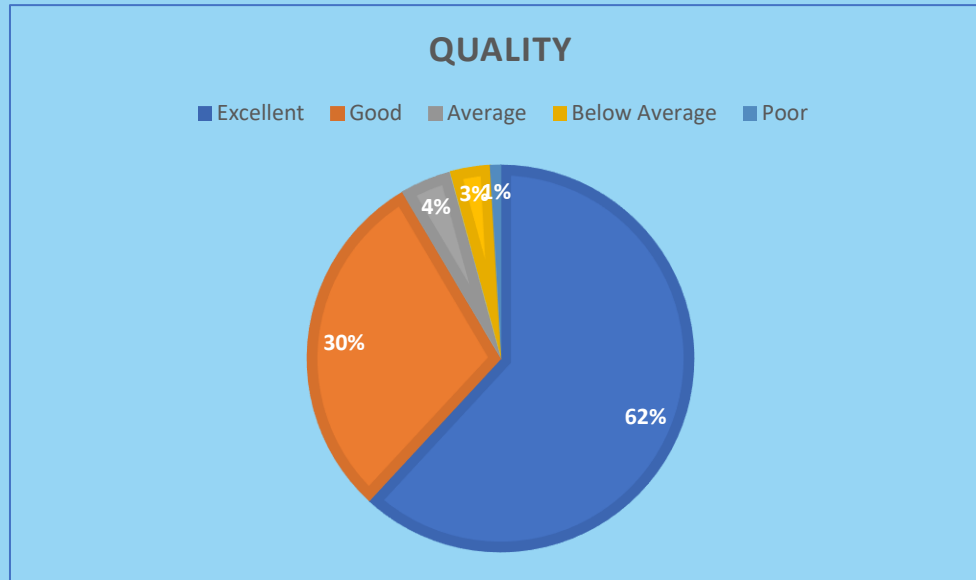
What worked well / where can we do better

Survey upon completion by tower

Satisfaction Levels – Surveys upon completion of works in individual homes

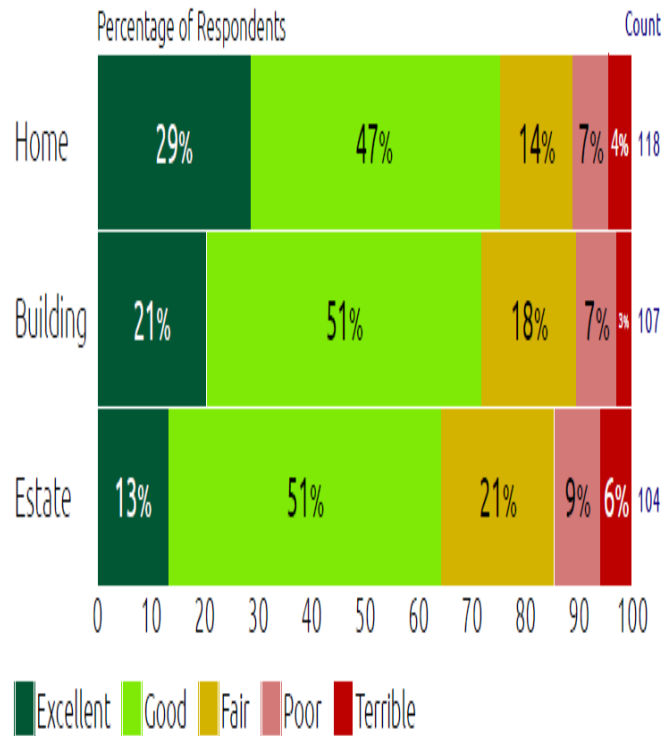
Four towers

- Total no. of completed surveys: 237 (453 completed homes with 33 void flats)
 - Bray – 41
 - Taplow – 98
 - Burnham – 47
 - Dorney - 49
- 56% return rate of completed survey (excluding void properties)



Resident Feedback - Independent Survey leading up to completion of each tower block

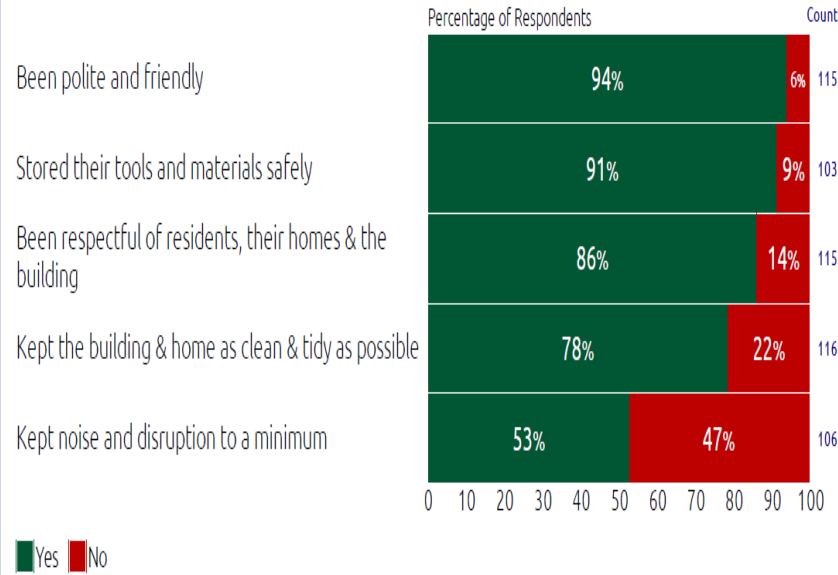
Rating Quality Of Home, Building & Estate Now Work Mostly Completed



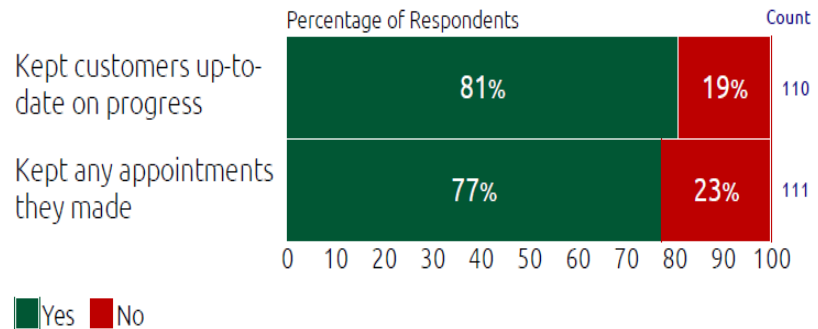
Bray and Taplow
123 responses

MaLaren

Views Of Contractors Working In/Around Building

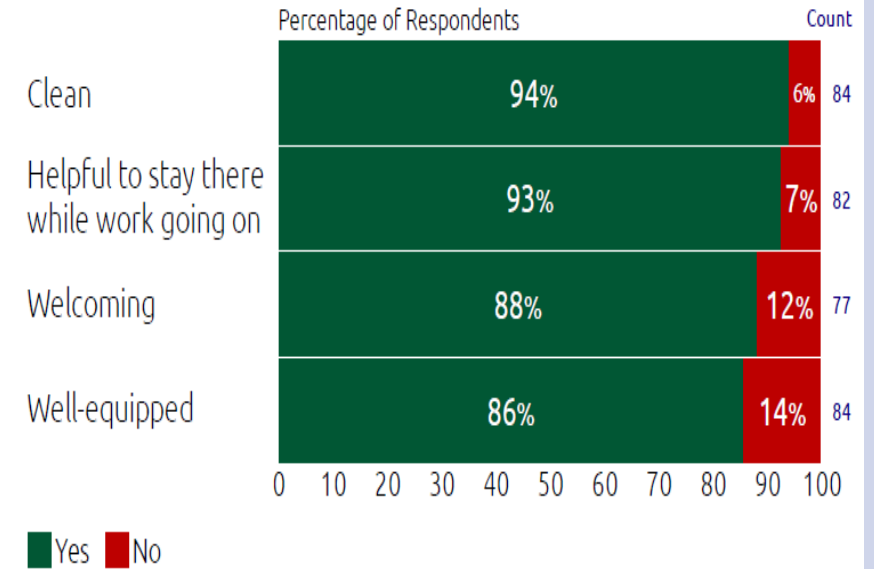


Views On Contractors Working In Or Near Customer's Home

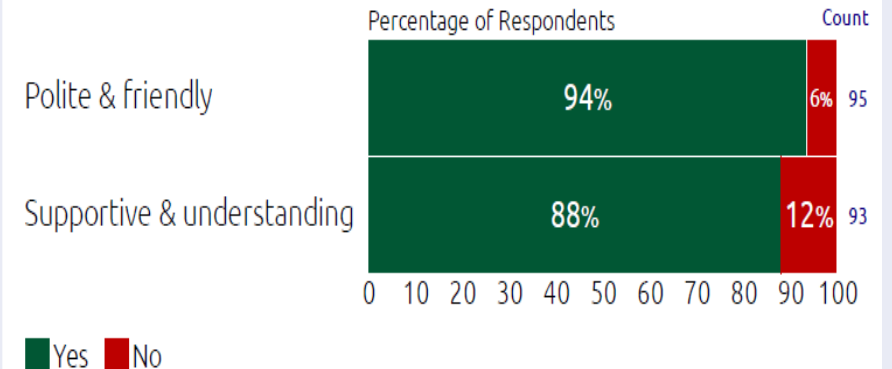


Camden Project Team

Views On The Home Away From Home Flat



Attitude Of Project Team



Resident Feedback – Concerns Raised



Clear and timely communication ahead of and during the works in the home



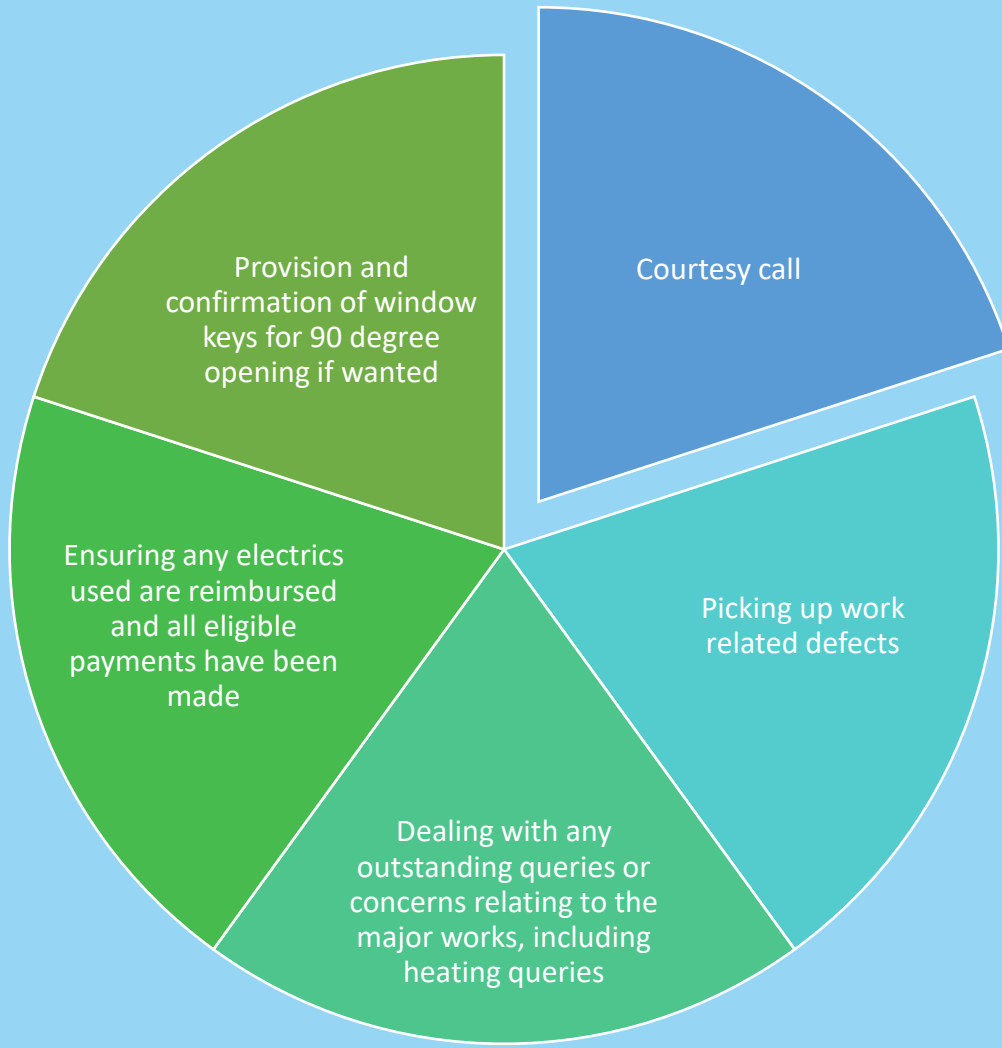
Reliable and Consistent Cleaning Standard



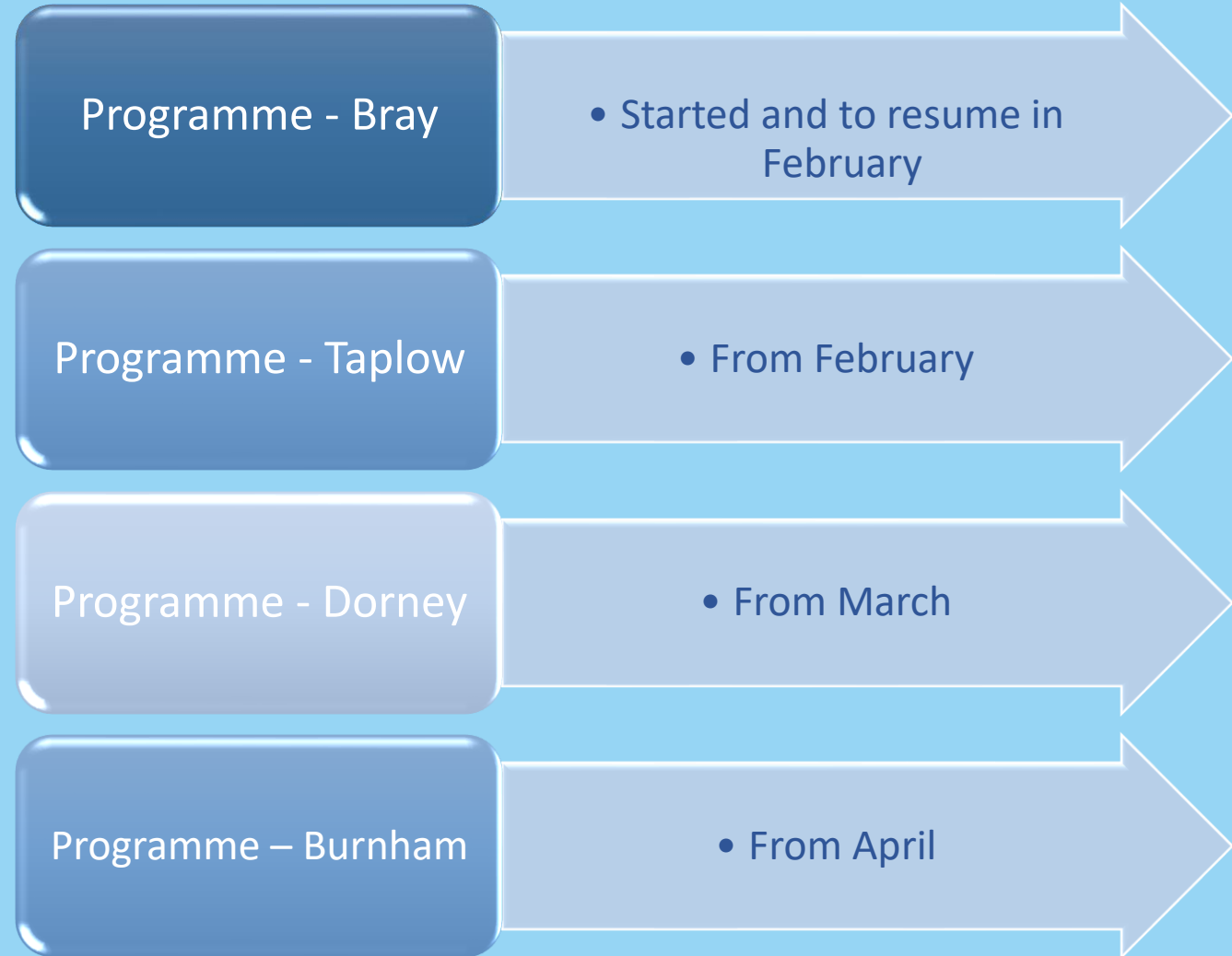
Where issues arise, time for successful resolution

After Care Initiative

Approach – Meeting with each resident

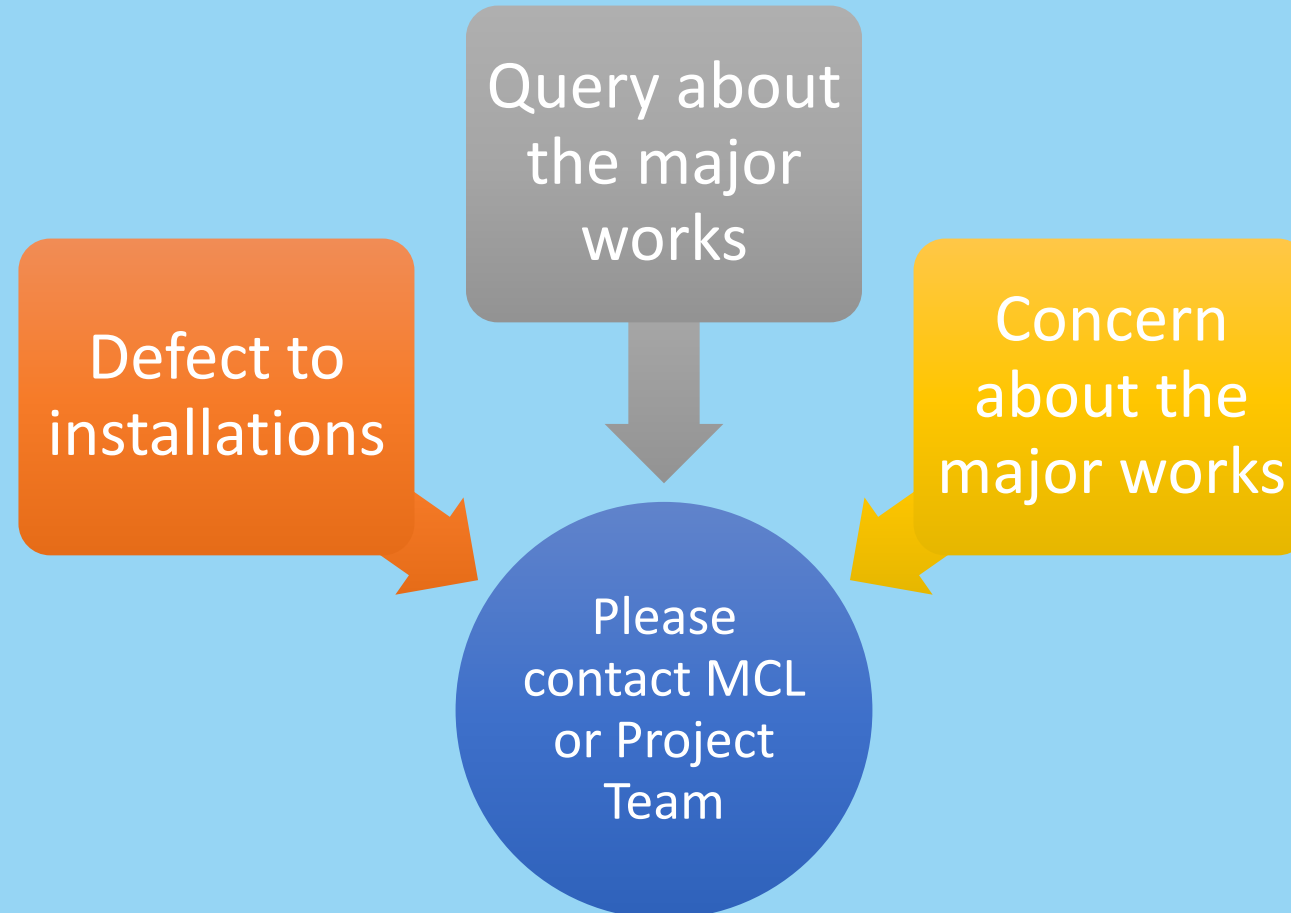


Revised Programme – Realisation – Need for dedicated Team



Continued Engagement

If you / you know someone



Chalcots Major Works – Getting in touch

Bray, Burnham, Dorney and Taplow Major Works

**Camden
Project Team**

Astrid Kjellberg-Obst, Project Director
 Abdul Khalique, Project Manager
 Mohammad Rickaby, Programme Manager
 Barry Jackson, Quality Inspector (Blashford)
 Florin Cornea, Quality Inspector (Windows and Firestopping)
 Oliver Marolicaru, Quality Inspector (Cladding System)
 Sarah Rotowa, Quality Inspector (Bray, Dorney)
 Tim Lowe, Quality Inspector (Taplow, Burnham)

Maybel Houston, Resident Liaison Lead on **07814 194 254** or Maybel.Houston@camden.gov.uk
 Iliuta Musala, Operations Manager on Iliuta.Musala@camden.gov.uk

chalcotsproject@camden.gov.uk or **020 7974 4444**

**McLaren
Construction
Resident
Liaison**

Maisie Newman, Senior Community Liaison Manager on Maisie.Newman@mclarengroup.com

Michela Williams, Resident Liaison Officer
 (Burnham) on **07425 420 492** or
Michela.Williams@mclarengroup.com

David Williams, Resident Liaison Officer
 (Bray and Dorney) on **07827056696** or
David.Williams@McLarenGroup.com

Francine Mboglen, Resident Liaison
 Officer (Taplow) on **07469 291 477** or
Francine.Mboglen@mclarengroup.com

Chalcots Major Works – Resident Engagement



SHOW FLAT VIEWINGS



HOME VISITS



TRA MEMBERS CASEWORK, FEEDBACK AND SIGN POST TO PROJECT TEAM



CONTRACTOR PERFORMANCE & MONITORING PANEL – MONITOR PERFORMANCE, LESSONS LEARNT AND IMPROVEMENTS



RESIDENT HANDBOOK ABOUT THE MAJOR WORKS PROJECT



FORTNIGHTLY DROP INS – NEXT

11TH FEBRUARY 2025

FROM 4PM TILL 7PM



OPEN DAYS
– NEXT OPEN DAY – **SATURDAY**

22 FEBRUARY 2025

FROM 9AM TILL 3PM



MEET THE TEAMS – SHOW FLAT & HOME VISITS
BRAY & TAPLOW
DORNEY AND BURNHAM



EVENTS SUCH AS SEASONAL EVENT, RESIDENT ACTIVITIES, MONTHLY VIRTUAL MEETINGS
SUMMER CELEBRATION EVENT

TBC



OTHER ENGAGEMENT ACTIVITIES – MONTHLY NEWSLETTER, SCREEN, Q&AS, WEBPAGE, UPDATE LETTER



ANY QUERIES / CONCERNS - GET IN TOUCH

Next Major Works Meet Ups

Bray, Burnham, Dorney and Taplow Towers Major Works Up-Dates

Next Meeting – Thursday 27 February 2025 at 7pm

Future meetings in 2025 at 7pm:

Tuesday 25 March

Tuesday 22 April

Tuesday 20 May

Tuesday 24 June



Thank you