

Bray Burnham Dorney and Taplow Major Works Meet Up

23 September 2025 at 7pm



Key Themes



Major Works Projects – **Where we are**

Progress Overview

Way Forward and Estimated Timelines

Other Works Up-Dates

Resident Feedback

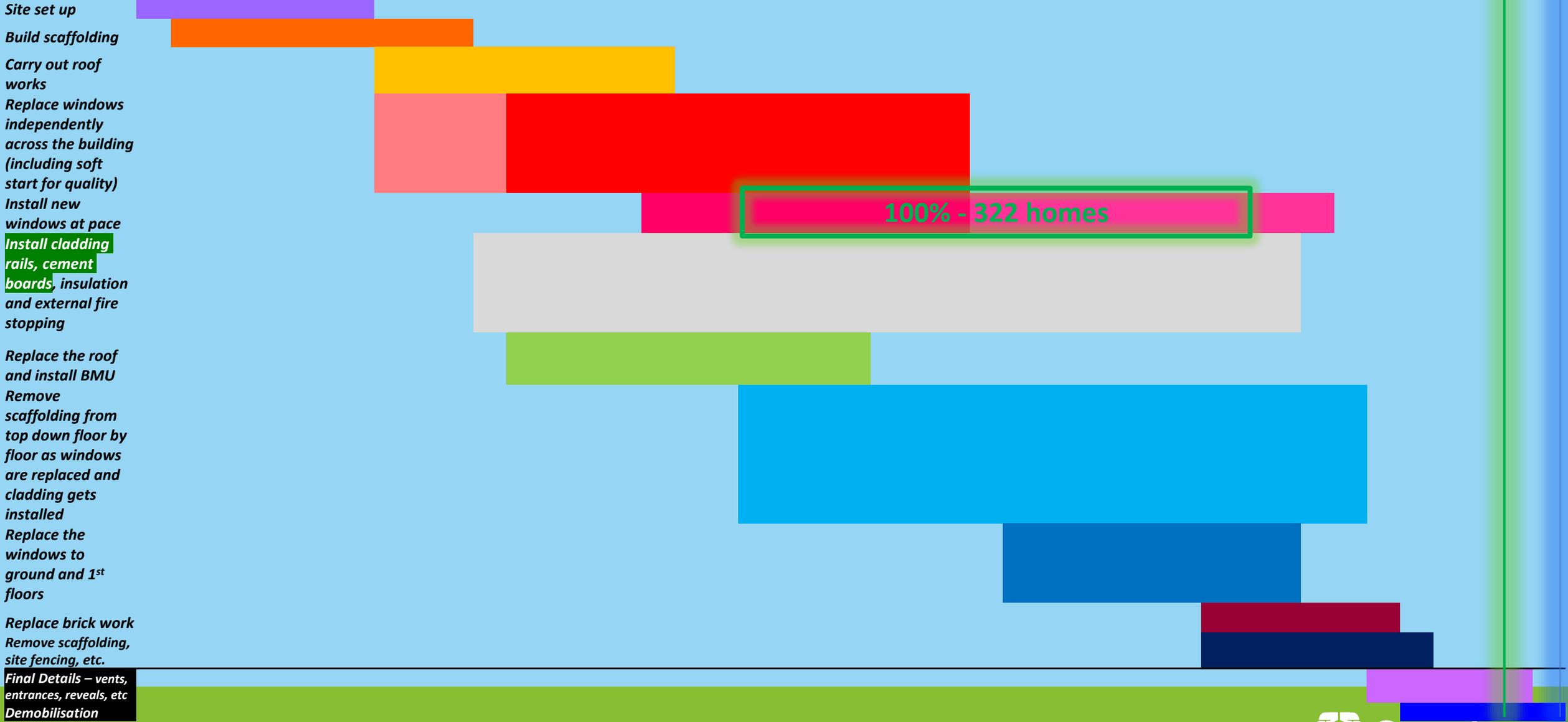
Resident Engagement and Events

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 Apr-25 May-25 Jun-25 Jul-25 Aug-25 Sep-25



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

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 Apr-25 May-25 Jun-25 Jul-25 Aug-25 Sep-25 Oct-25 Nov-25 Dec-25 Jan-26 Feb-26 Mar-26

Site Set Up
Carry out Roof surveys and works

Build scaffolding (starting below ground)

Install cladding rails, cement boards, insulation and external fire stopping

Replace windows independently, incl. ground and 1st floor (at pace)

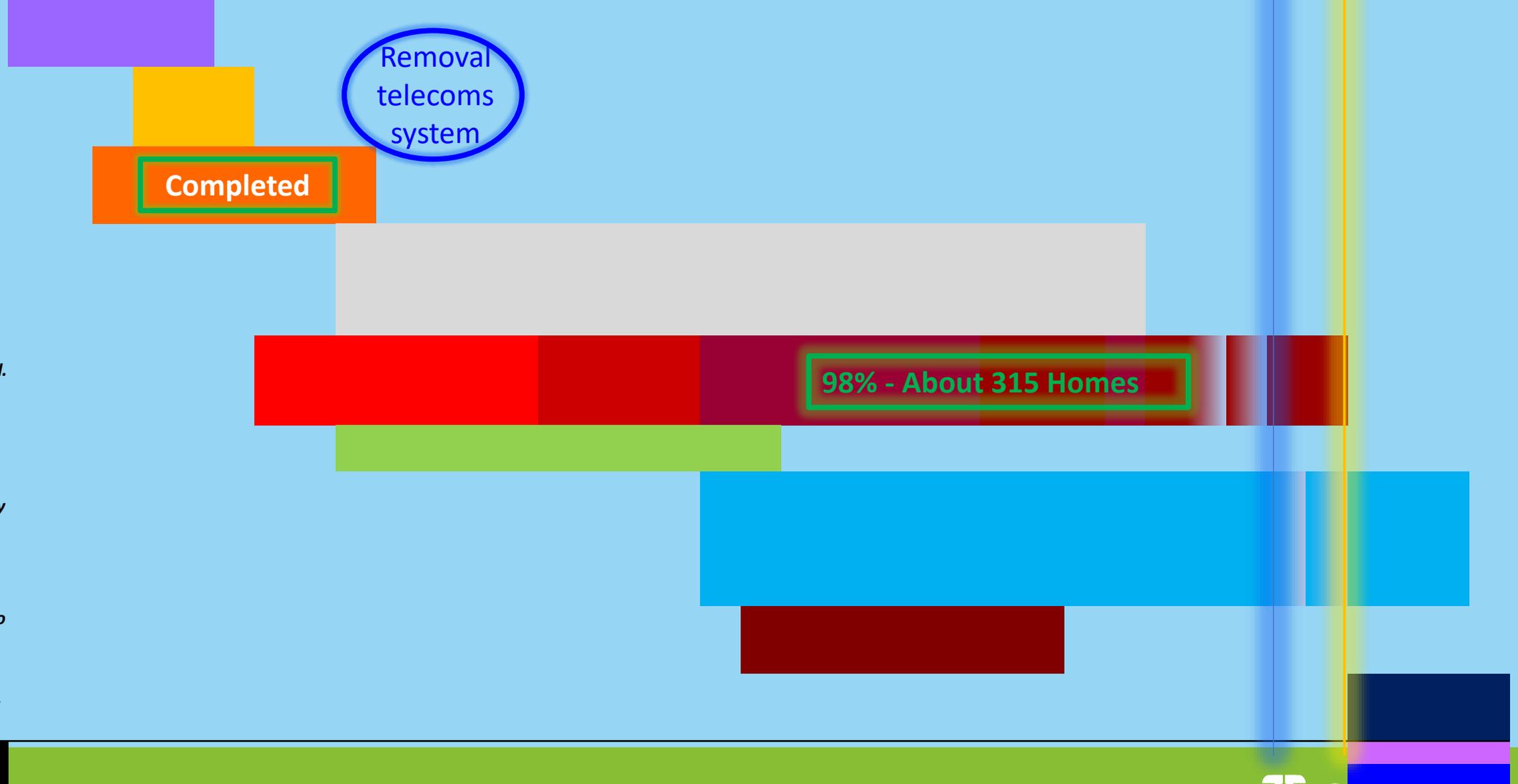
Replace roof and install BMU

Remove scaffolding floor by floor top down as windows are replaced and cladding installed

Install brickwork to ground floor and 1st floor

Remove scaffolding GF and site fencing etc.

Final Details
Demobilisation



Where we are as at 23 September 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	Actual and Estimated Completion for windows and cladding, subject to access and quality
Blashford	Completed	October 2025	73 (100%) (Since 23 July 2025)	Floors 1 to 18 (100%)	October 2025	September 2025
Bray	Completed	Completed	161 (100%) (since 5 December 2024)	Floors 1 to 22 (100%)	March 2025	December 2024
Burnham	Completed	Completed	158 of 161 (98%)	2/3 of floors 19 and 22 1/3 of floors 6 to 22 (38%)	March 2025	February 2026
Dorney	Completed	Completed	157 of 159 (99%)	1/3 Floors 17 to 22 2/3 Floors 11 to 22 (40%)	March 2025	December 2025
Taplow	Completed	Completed	161 (100%) (since 19 February 2025)	Floors 1 to 22 all elevations (100%)	April 2025	February 2025



Bray and Taplow Towers - Facade Installation PROGRESS as at 23 September 2025



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

Taplow						
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		Bricked area
	In progress		Brickwork completed		Insulation installed
	Planned				
	Scaffold structure				

Other Works Up-dates

Glazing
Remediation Work
at Bray and Dorney

Completion of
Details

Completion of
Entrances

Courtesy /
Aftercare Visits

Final Activities

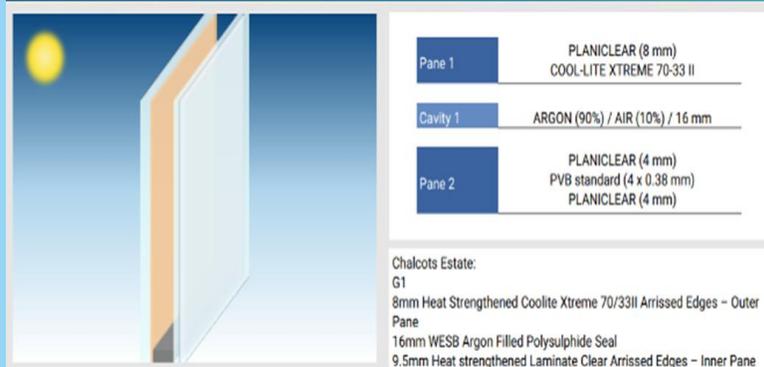
Home Away from
Home flats

Other Resident
Queries

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.

Glazing Remediation Work at Bray and Dorney



Some 226 Homes with Remediation works completed – 83%

Initial Feedback and Improvements – Standards are met at single visit of about 2 hours

Compensation of £300 – Vouchers or Payment within 10 working days upon completion

Positive Engagement

Anticipated Completion – Final few homes completed in October

Completion of Details

Air bricks and louvers

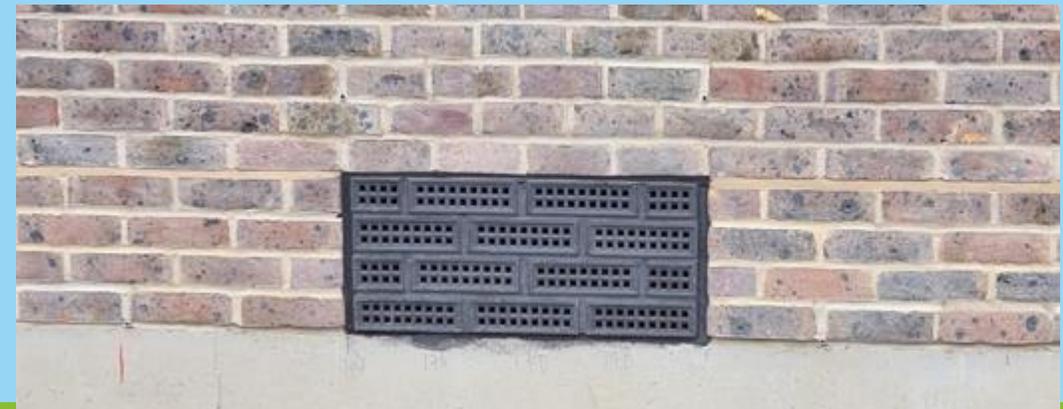
Ledge to Top of brickwork

External window reveals in bricked area

Estates Lights

CCTV

Gates & Fencing



Completion of Entrances

Brickwork

Ramps /Steps

Temporary Handrails

Additional door

Lighting

Key safe boxes



Final Activities

Approximate Period	Activities
Final Activities and Initiatives	<ul style="list-style-type: none">• Reinstatement of lobby area on each floor starting at the top floor• Reinstating access to basement car park in phases• Reinstating paving and lawn as applicable to podium level of buildings• Addressing any Defects
Final Finishes once all five towers are completed to ensure consistency	<ul style="list-style-type: none">• Canopies will be installed• Emergency lighting will be fitted to the entrance areas• Building entrance door refurbishment, including internal door mats in ground floor lobby area• Removal of information screen and making good fixing holes on the floor• Handrails refurbishment• Building signage will be installed

Home Away from Home (HAFH) Flats

50
HAFH
Flats



Need to return flats to Housing Management

Phased approach to return as works complete in homes with works that started in July 2025

Ensure Local Lettings Plan is in place

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

Courtesy Visit

with Glass remedial work as required

(under way at Bray and followed by Taplow)

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 all 4 Towers – all residents were contacted)

Meeting expectations about the works

What worked well / where can we do better

Survey upon completion by tower

with final survey to residents not previously contacted

Courtesy Visit Checklist for Residents

issued when appointment is confirmed

MAJOR WORKS PROJECT – COURTESY VISIT

CHECKLIST – GUIDANCE FOR RESIDENTS - The purpose of this list is to ensure all items installed as part of the major works project work as intended and that any related issues or queries are resolved.

Name: _____, Flat: _____

Item	Specifics	Consideration	Yes ✓	No ✗	Not applicable	Comment
Eligible Payments relating to the major works	Disturbance allowance	Received or explanation given why not				
	In Situ / Holiday allowance if applicable	Received?				
	Home Away from Home downsize allowance if applicable	Received?				
	Payment for blinds / curtains instead of voucher as agreed if applicable	Received?				
	Compensation payment for damage as agreed if applicable	Received?				
Window Operation	Lounge and bedroom windows	Do the windows fall shut in the tilt position?				
	Side lounge, Bath and kitchen windows	Are the winders working easily?				
	All window types	Is the handle working well?				
		Are the trickle vents working / giving background ventilation?				
Window glass		Are there marks, glue or scratches?				
Blinds and curtains		Are blinds / curtains easy to use?				
		Has any part become loose or came off?				
New window boxes and window surrounds		Is the mastic coming off?				
		Is the <u>window sill</u> in one part?				
Decorating finishes of areas within scope of the major works		Completed to expected standard? E.g. plaster, paint finish, mastic, tiling				
Window opening options		30cm key received?				
		Request for <u>90 degree</u> key				
Heating	<i>Vertical radiator</i>	Are lounge and bedrooms heating up well?				
	<i>Horizontal new radiator</i>					
	<i>Trench heater</i>					
	<i>Electric trench heater</i>					
Electrics		All is working as normal?				
Damp & Mould		Any new condensation, damp or mould not related to leaks?				
Fair resolution	Damage to belongings	Resolved?				
	Damage to home	Resolved?				
	Damage to front door	Resolved?				
	Complaint	Resolved?				
Any other feedback?						

Please Turn Over

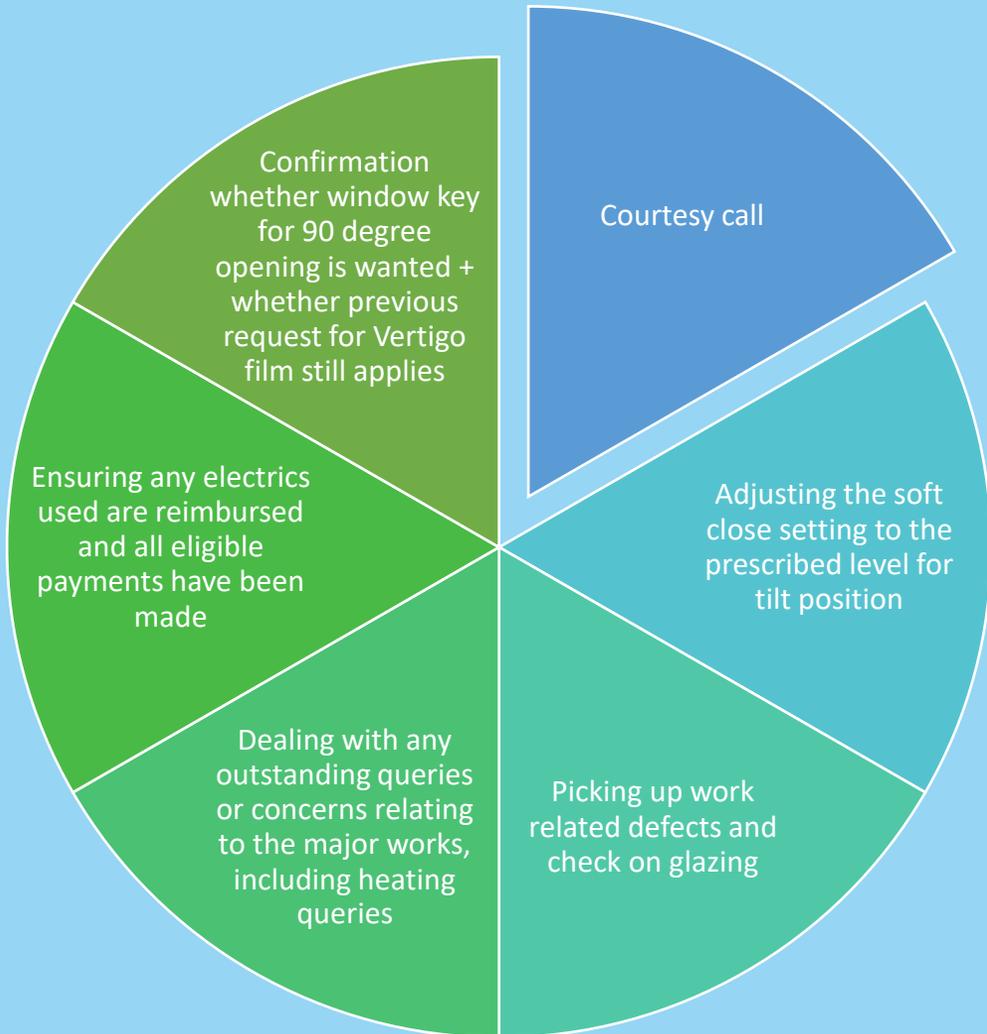
Thank You

Your Feedback relating to the major works project:

Thank You

After Care / Courtesy Visit Initiative

Approach – Meeting with each resident in home or with non resident Leaseholder via Video WhatsApp



Revised Programme – Realisation – Need for dedicated Team



After Care / Courtesy Visit - Process

After Care /
Courtesy
Visit with
Residents

Practical
completion
and
certification

Handover
to Camden
Teams

100 visits
completed / 20
visits booked in

Welcome to
contact us

We will reach
out to all

Final Timelines

Tower	Construction Completion (Funding eligible elements are installed)	Construction site removal	Remedial work completed as applicable and Construction fully complete incl. ancillary items around entrances, such as canopy brackets, hand rails, lights, etc.	Practical Completion with Building Controle certification	Full Site de-mobilisation	Final Accounts
Bray*	31 Mar 25	31 May 25	31 Aug 25	31 Aug 25		
Taplow	30 Apr 25	30 June 25	31 Jul 25	31 Jul 25		
Dorney	31 Oct 25	30 Nov 25	30 Nov 25	30 Nov 25		
Burnham	30 Nov 25	31 Dec 25	31 Dec 25	31 Dec 25		
Four Towers					31 Jan 26	31 Mar 26
Blashford	30 Sep 25	31 Oct 25	31 Oct 25	30 Nov 25	31 Dec 25	31 Dec 25

* Bray is the main project site – every effort will be made to remove the construction site around the tower, but some site presence will remain to the completion of all four towers.

Other Recent Resident Queries

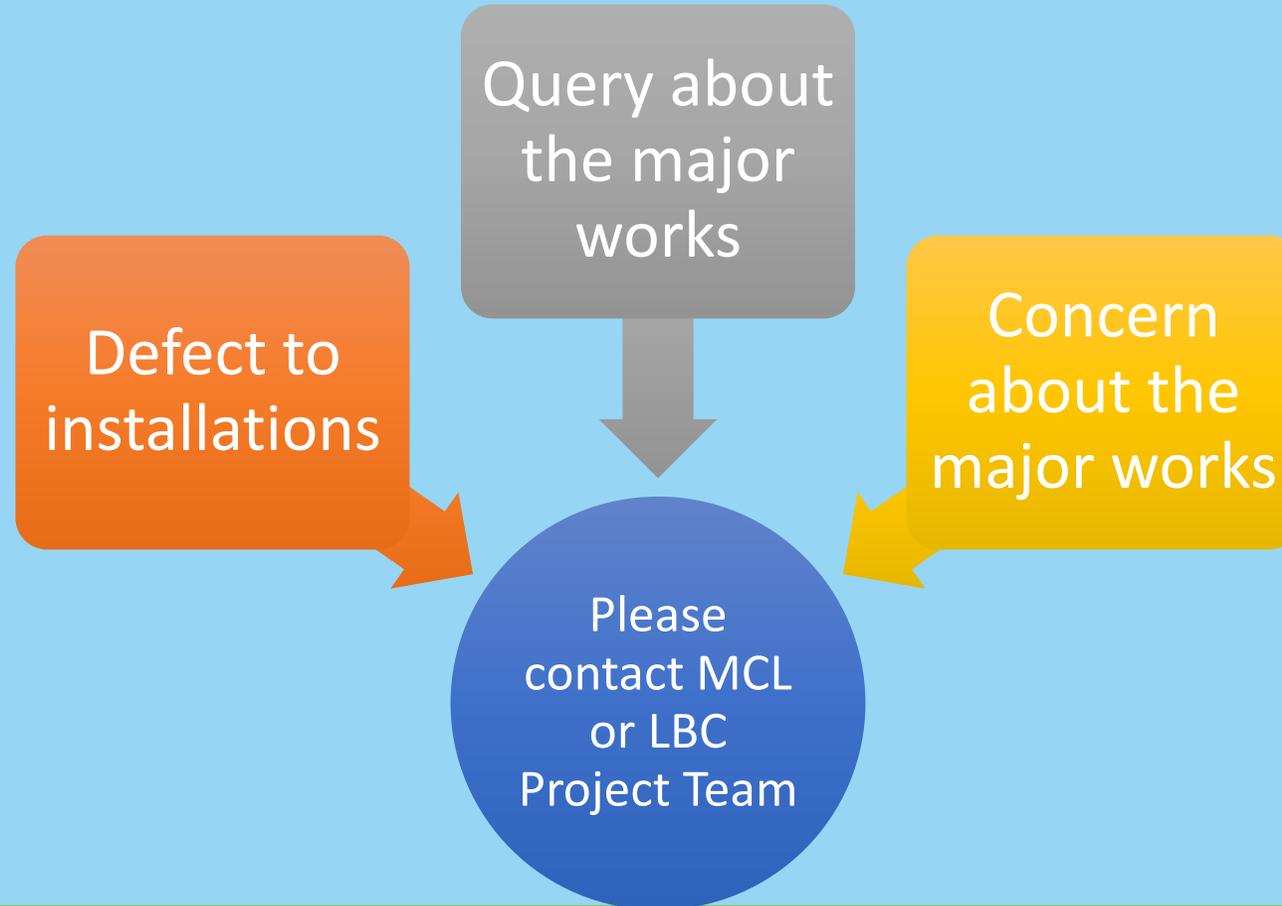
Repeat visits
to resolve an
issue

Complaints
resolution

Windows
closing in
draughts

Continued Engagement

If you / you know someone



Chalcots Major Works – Getting in touch

Bray, Burnham, Dorney and Taplow Major Works

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 **07971745995** or Iliuta.Musala@camden.gov.uk

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

**Camden
Project Team**

**McLaren
Construction
Resident
Liaison**

Maisie Newman, Senior Community Liaison Manager on **Maisie.Newman@mclarengroup.com**
Lidia Pinto, Community Liaison Manager (Aftercare Visits) – Lidia.Pinto@McLarenGroup.com

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

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

ENDED AS NO LONGER ATTENDED AND WE ARE HAPPY TO ARRANGE INDIVIDUAL MEETINGS



OPEN DAYS

ENDED AS ALL HOME VISITS ARE COMPLETED WITH CHOICES, BUT WE WELCOME SUGGESTIONS FOR ANY FINAL EVENT



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



EVENTS SUCH AS SEASONAL EVENT, RESIDENT ACTIVITIES, MONTHLY VIRTUAL MEETINGS
30 OCTOBER HALLOWEEN EVENT
CHALCOTS – THE JOURNEY EXHIBITION TBC



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



ANY QUERIES / CONCERNS - GET IN TOUCH

Next Major Works Meet Ups

Proposed Future Meetings

Further meeting in October and November 2025



Thank you