

Chloe Court and Thalia Court FAQs - March 2024

1. Can you please tell us more about the scaffold and ensure that the scaffold is secure, as we have had some incidents of people climbing on previous scaffold?

The building will be fully scaffolded, we will install debris netting to protect people below from debris/ tools falling etc, which will be translucent, so you can see through it. There will be some limitations regarding access to balconies, whilst contractors are working there, but not for the whole period. There will be some noise and disruption.

Works generally start from the top downwards. Access will be restricted, but mainly when working in that local vicinity, e.g. around windows/ balcony doors. Otherwise, access should be available, unless unsafe but you will be kept informed via the dedicated Resident Liaison Officer. We will arrange a 'Meet the Contractor Event' where we will introduce key members of the contractor's team and residents will be able to ask questions.

As part of tender, we will ask for enhanced scaffold security which includes CCTV monitoring from the contractor, which detects any unauthorised access, they will then review, contact the Police or Wandle. The interactive system can give commands over speakers that Police have been called. Such systems have been very successful and are a good deterrent.

2. Will works be undertaken to Chloe and Thalia Court at the same or different times?

Works to both blocks will run concurrently, which will mean that the project and works are complete quicker, so a benefit to residents. Martin Arnold has experience of successfully running multiple projects at the same time on a site.

3. We have had incidents of people trespassing and walking on the roof, and this is a safety concern both for tenants living in the block and those trespassing. Is it possible to build a barrier between the Wandle and L&Q blocks?

This is not within the scope of the remediation projects, which is focused on fire safety, but we will raise this issue to the relevant team and report back.

4. Wandle asked was there any additional ways to communicate with Chloe and Thalia Court residents regarding building safety works, so we have a bespoke communication plan for Chloe and Thalia Court. Currently the Chloe and Thalia Court communication plan is:

- Regular virtual resident meetings, such as 21 March 2024
- Email updates
- Letter updates
- Dedicated Chloe and Thalia buildings safety website

Web address and login details are as follows:

<https://wandle-buildingsafety.com/chloe-and-thalia-login/>

Username: Chloe and Thalia

Password: CTEWSRP2023

Residents suggested that the following could be added to the communication plan once works were about to start:

- Set up WhatsApp group.
- Issue QR code

