

# The Chalcots Estate major works: your guide to the new windows



Bringing your estate to the highest standards of safety.

## The Council's commitment to safety

Camden Council has committed to a gold standard of safety at the Chalcots Estate. The major works project to replace the cladding, windows and curtain wall will bring the estate to the highest standards of safety.

We have worked with our technical experts, Arup, and safety officers to design replacement windows that meet current safety and ventilation regulations and reduce the risk of overheating. When designing the windows, we also took into consideration what you told us is most important to you: letting in fresh air, keeping people inside safe, keeping out noise, and keeping your home a comfortable temperature.

The Council found the *tilt only* and the *tilt and turn* windows to be the safest options and also the ones that give you the most comfort, choice and control over the temperature and ventilation in your home. The window designs formed part of the Council's planning application in April 2021 and will be installed in your home during the major works when we replace the cladding and curtain wall.

This guide will tell you more about the new windows, their safety features, how they work and what they might look like in your home.

If you have any questions about the windows, please contact us on **020 7974 4444 (option 7)** or at **chalcotsestate@camden.gov.uk**

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Director of Property, Camden Council

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### Who is Arup?

Arup is the world-renowned building design and engineering company working with us and the major works contractors to deliver safe homes for all residents at the Chalcots Estate. Learn more about Arup at **arup.com**

Arup has created the *Chalcots Estate technical window design information booklet* which includes detailed technical information about the windows. If you would like a paper or email copy, please contact us on the details above.

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Your questions answered

## Your priorities

When designing the windows, we asked you what was most important to you.

You told us your priorities for the new windows are:



### Keeping people inside safe

Improving your safety inside your home



### Letting in fresh air

Different opening options to let more fresh air into your home



### Keeping your home a comfortable temperature

Preventing your home from overheating on hot days



### Keeping out noise

Keeping outside noise out of your home when your windows are closed



## Your safety: inward openings, lowered windowsills and safety keys

Your safety has always been our highest priority when choosing replacement windows for your estate. The new *tilt only* and *tilt and turn* inward windows are the best options for your home and are safer than your current windows.

### Opening inwards

The windows have been designed to open inwards, into your home. This is so you don't have to reach outside to open and close your windows, keeping you safer inside.

Opening the windows inwards will also stop them from being blown out by the wind which has put residents inside and people below the tower blocks at risk in the past.



### Lowered windowsills in your lounge and bedroom

We are making your windows safer by lowering the bedroom and large lounge windowsills. This is to put a greater distance between the window ledge and the window opening to prevent accidental falls.

! Always keep furniture away from the opening of the window.

Your kitchen, bathroom and side lounge windows do not need the windowsill to be lowered because the windows are *tilt only*, which means the opening of the window is at the top – making them the safest design. Find out how the *tilt only* window opens on page 13.

### Safety keys

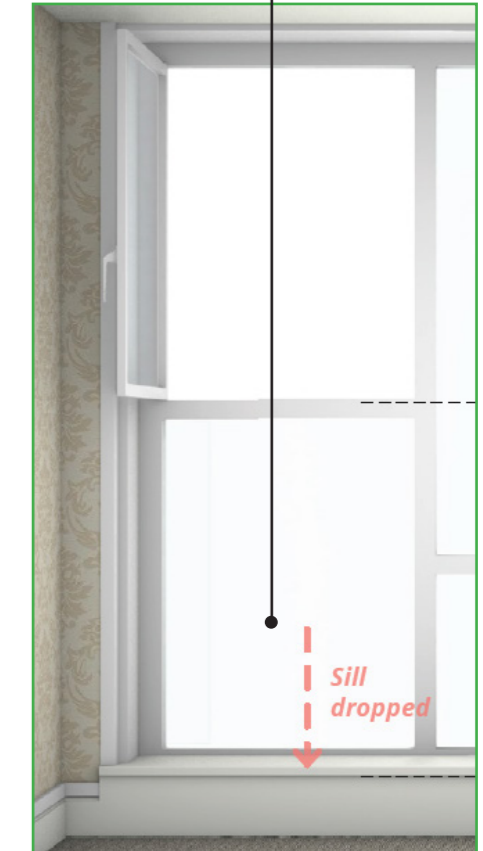
You will have control over which window opening positions you use. To help keep you and others safe, two safety keys will be needed to open the windows to the wider positions of 30cm, 40 degrees and 90 degrees.

Key 1 – you will need key 1 to open the *tilt and turn* bedroom and large lounge window to 30cm, and to open the *tilt only* bathroom, kitchen and side lounge window to 40 degrees.

Key 2 – you will need key 2 to open the *tilt and turn* bedroom and large lounge window to 90 degrees. This opening should only be used when maximum ventilation is needed (for example, on very hot days or when decorating).

The windows will automatically lock in the position you choose. For example, if you use key 1 to open the window to 30cm, the window will be locked in place at 30cm and will not open any further.

! Always keep safety keys away from children and remove keys from window handles when children are around. When children are unsupervised, keeping the window in the *tilt* 10cm position is recommended.



There will be a distance of 1.1 metre between the windowsill and the opening of the window.

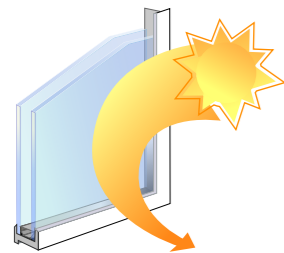


Keeping people inside safe

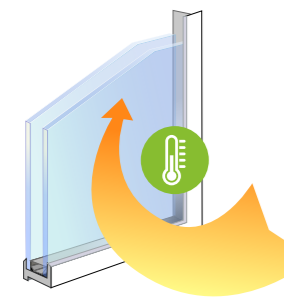
## Your wellbeing: overheating, ventilation and insulation

### Keeping your home cool in hot weather

Overheating can be dangerous and is a problem with the current windows in flats on your estate during the hotter months.



The glass in the new windows has a much lower G-Value than the glass in the current windows – this means less of the sun's heat will get through the glass and into your home, reducing the risk of your home overheating.



Although the new windows are larger than the current ones, you will feel more comfortable on hot days than you do at the moment.

The windows have been designed to reduce the impact from climate change and have been tested at higher temperatures to make sure they will continue to reduce the risk of overheating when the weather gets hotter.

### Letting in more fresh air

The new windows can safely open wider than the current windows, giving you more choice over how much fresh air you let into your home. Windows can be opened at 40 and 90 degrees when you need maximum ventilation.



Keeping your home a comfortable temperature

### Keeping your home warm in cold weather

The new window glass provides better insulation and, together with the new cladding system, will keep the warmth from your heating inside your home. This will prevent energy from escaping during the colder months which means you're likely to use less heating which could also reduce your heating bills.

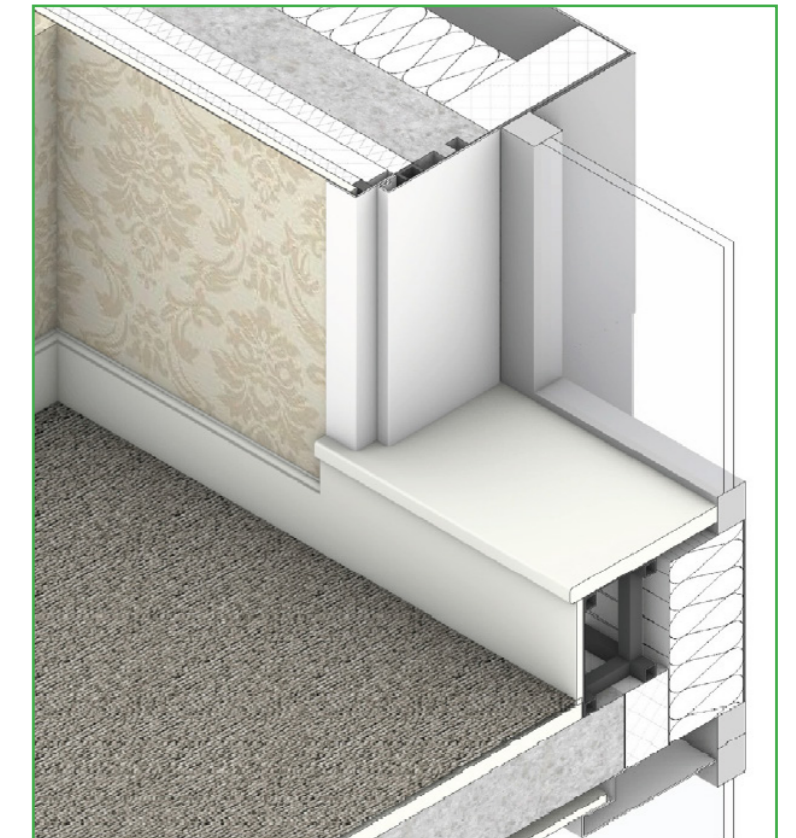


Better insulation helps the environment by reducing energy waste.

### Preventing condensation and mould

The new windows offer better protection against condensation and mould. Arup ran virtual tests of the windows in different temperatures and levels of humidity. The tests showed that, in normal circumstances, it's unlikely condensation will form on the insides of the windows.



The windows, curtain wall and cladding will also be thoroughly insulated and airtight so water will not get through – this will prevent damp and mould in your home.





## Bedroom and large lounge windows

### Features:

- Tilt and turn inward opening windows with three opening positions you can control
- Larger windows to allow more daylight in and improve views
- Better glass to reduce the risk of overheating
- Improved safety by lowering the windowsill to 20cm above the floor level – creating a greater distance between the windowsill and the opening of the window
- Safety keys 1 and 2   needed to open the window in the *turn* position to 30cm and 90 degrees.

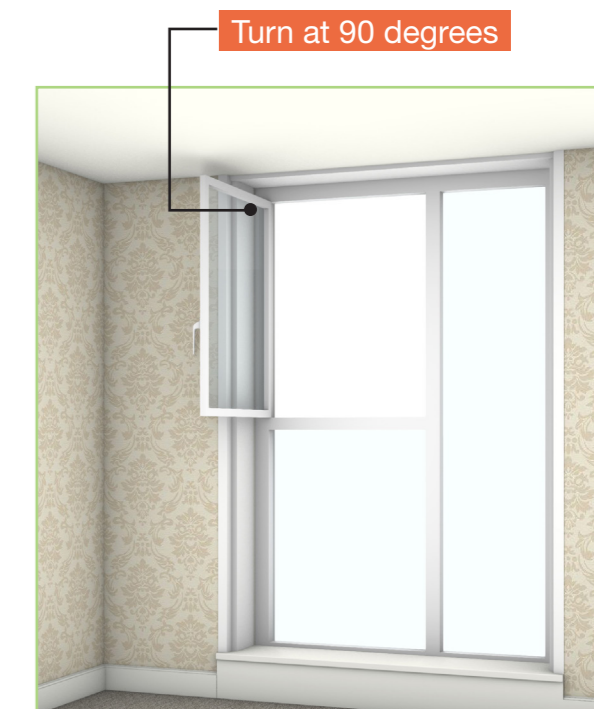
### Size of the new windows\*






\*The size of the windows in your home might be slightly different.

### Opening the window

The new bedroom and large lounge window has three opening positions.



 Safety key 1 is needed to open windows to 30cm

  Safety keys 1 & 2 are needed to open windows to 90 degrees



Letting in fresh air

Up to 60% better ventilation than your current windows.



## Your new large lounge window



10 The illustration above is an example of a lounge – furniture, wallpaper, radiators and curtains are different in each home.

## Your new bedroom window




The illustration above is an example of a bedroom – furniture, wallpaper, radiators and curtains are different in each home.


⚠ When children are unsupervised, keeping the window in the *tilt* 10cm position is recommended.



## Your kitchen, bathroom and side lounge windows

### Features:

- *Tilt only* inward opening window with two opening positions you can control
- Better glass to reduce the risk of overheating
- Windowsills do not need to be lowered for *tilt only* windows
- Frosted privacy glass in the bathroom
- Safety key 1  needed to open the window to 40cm.

 Your *tilt only* windows may have a close-assist system in some rooms where the windows are hard to reach (like the kitchen) – the system will help you close the windows more easily.

### Size of the new windows\*



\*The size of the windows in your home might be slightly different.

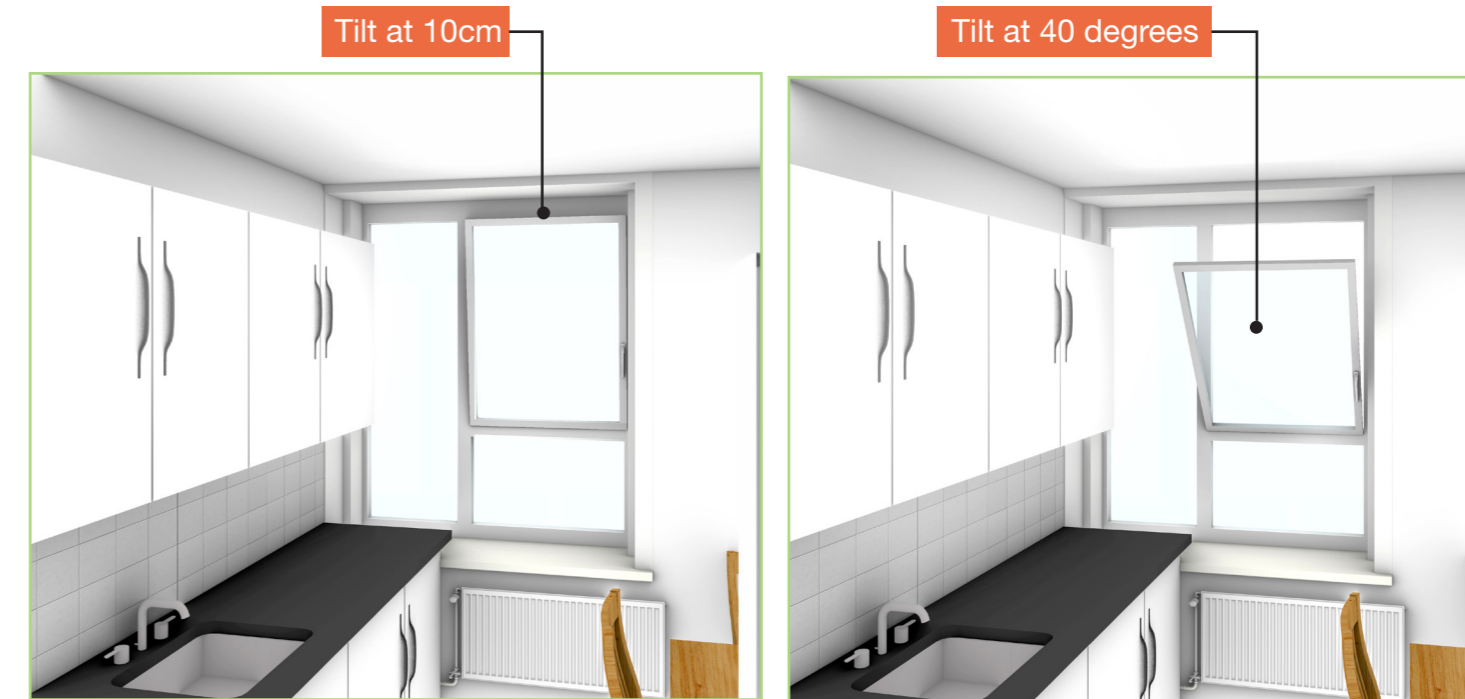



Letting in fresh air

Up to 50% better ventilation than your current windows.

### Opening the window

The new kitchen, bathroom and side lounge window has two opening positions.



 Safety key 1 is needed to open windows to 40 degrees



14 This illustration is an example of a kitchen – furniture, wallpaper, radiator and curtains are different in each home.



The illustration above is an example of a bathroom – decoration is different in each home. For information about privacy glass in bathroom windows, see **page 17**.



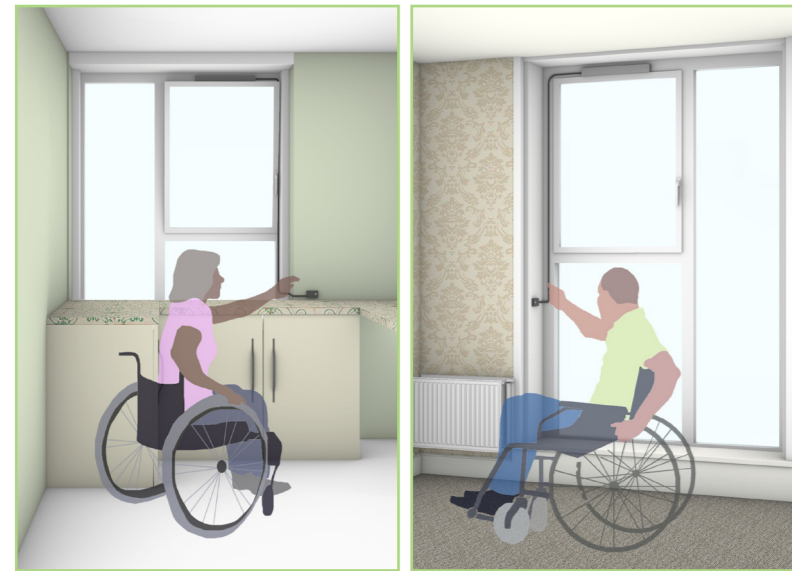
## Adaptations for residents with disabilities and limited mobility

If you have a physical disability or limited mobility, there are options to make sure you can use your windows. We will work with you to find the solution that will work best for you – the options you choose will then be installed when your windows are fitted.

Two possible options include:

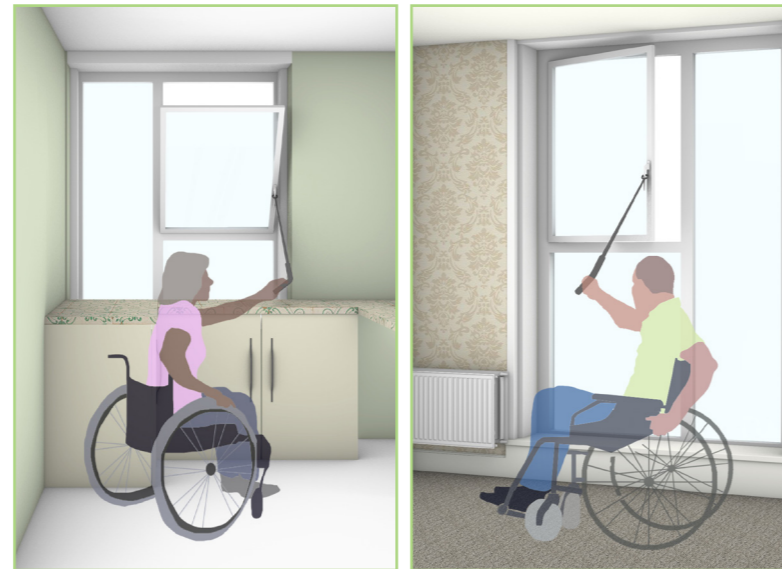
### Electric buttons

Buttons that control the windows can be installed at a lower height so they can be easily reached. The buttons can open the windows and you will have control over which positions you use.



### Handle extenders

Handle extenders can be used to open and close the windows – and you can choose for them to be attached to the window or as a separate tool.



If you have any questions or concerns about these options, please get in touch. Call us on **020 7974 4444 (option 7)** or email **chalcotsestate@camden.gov.uk**

## Privacy glass and frosted window film

### Privacy in your bathroom

The glass in your bathroom window will be frosted to make sure no one can see into your bathroom when it's open or closed. In the 40 degrees *tilt* position for maximum ventilation, the view into your bathroom will be blocked by the internal reveals (the inside frame of the window), stopping anyone from seeing in.

### Your bathroom window



### Frosted window film to ease vertigo

For residents who have vertigo or would prefer more privacy in their homes, we can fit frosted film over the lower glass panels in your lounge and bedroom. The frosted film will block views through the lower window panels but will still let daylight in.

You can choose where you want the film – below is an example of where the film could be positioned.





## Your questions answered

We've answered your frequently asked questions below.

If you can't find the answer you're looking for, you can find more questions and answers in Arup's technical booklet. Contact us on **020 7974 4444 (option 7)** or at **chalcotsestate@camden.gov.uk** for a paper or email copy.

### 1. When will I be able to see the windows in person?

We will be working with the contractors to prepare show flats where the windows will be installed. All residents will be invited to visit the show flats to see and test the windows. For residents with limited mobility, we can provide a video of the show flat to demonstrate how the windows can be opened and closed. We expect the show flat will be ready in Spring 2022 and we will keep you updated.

### 2. How long will it take to install the new windows in my home?

The installation time in each home will depend on the size of the flat. We will be working with the contractors to agree the major works programme for each tower block and will then know the estimated time it will take to install the new windows in your home. We will let you know once the timeframes are confirmed.

### 3. How much disruption will there be in my home to replace the windows?

There will be lots of information in the show flat about how long the installations are expected to take and how disruptive the works will be. We will also talk to you about opportunities to get away from the disruption while the works are taking place in your home.

### 4. How were residents involved in choosing the new windows?

We have been speaking and listening to residents about possible window designs since June 2018. Your feedback has helped the Council and Arup throughout the design phase. See all the ways we've engaged with residents at **camden.gov.uk/chalcots-resident-engagement**

### 5. Why can't the windows open outwards to save space and reduce the risk of banging your head?

You told us that letting more fresh air into your home was a priority. Outward opening windows can blow out in windy weather and fall off which would put residents in the flat and people below the tower block at risk. The inward opening windows give you more control over how much fresh air you let into your home and meet current ventilation and safety regulations.

### 6. Why does the kitchen, bathroom and side lounge window only have two opening positions?

It isn't possible to add a third opening position to this window design for technical reasons, but the two positions meet current ventilation requirements. If the second position was limited to an angle of less than 40 degrees, the window would no longer meet current ventilation regulations.

### 7. Are the windows sturdy enough to take strong forces, such as high wind or someone leaning on them?

Yes. The new windows are designed to take barrier loads and meet safety regulations – they are subject to the same minimum standards as a balustrade (balconies and staircase bannisters) and are strong enough to take the weight of people leaning against them and strong winds.

### 8. Is the new glass more reflective and will it create a glare for surrounding residents?

No, the new glass is not more reflective. There will always be a glare when the sun shines on window glass, and the glare from the new windows will be similar to your current windows.

### 9. Will the kitchen window be heavy to close because of where it is positioned in the room?

The kitchen window will have a close-assist system, helping you to close the window more easily.

### 10. Can noise travel through window sills to the flat above and below?

All gaps between floor levels will be filled in with firestopping materials and rock wool insulation which will prevent noise travelling between flats. Rock wool is a firestopping and insulation material that will be used behind the cladding too.



#### Keeping out noise

### 11. How are you making sure the new bedroom and large lounge windows are safe?

The *tilt and turn* window design makes sure there is a safe distance between the window opening and the nearest surface to prevent accidental falls.

You also have to use a safety key to open the window to *turn* 30cm, and a second key to open the window fully to *turn* 90 degrees – so residents have full control over how their windows operate.

These safety measures comply with current Building Regulations and we will talk through how the windows operate and the safety features with all residents as we deliver the works.



## Find out more

If you have any questions about the windows, please contact the Chalcots project team on **020 7974 4444 (option 7)** or at **[chalcotsestate@camden.gov.uk](mailto:chalcotsestate@camden.gov.uk)**

If you would like more technical details about the new windows you can read Arup's booklet, *Chalcots Estate technical window design information booklet*. Contact us on the details above for a paper or email copy.