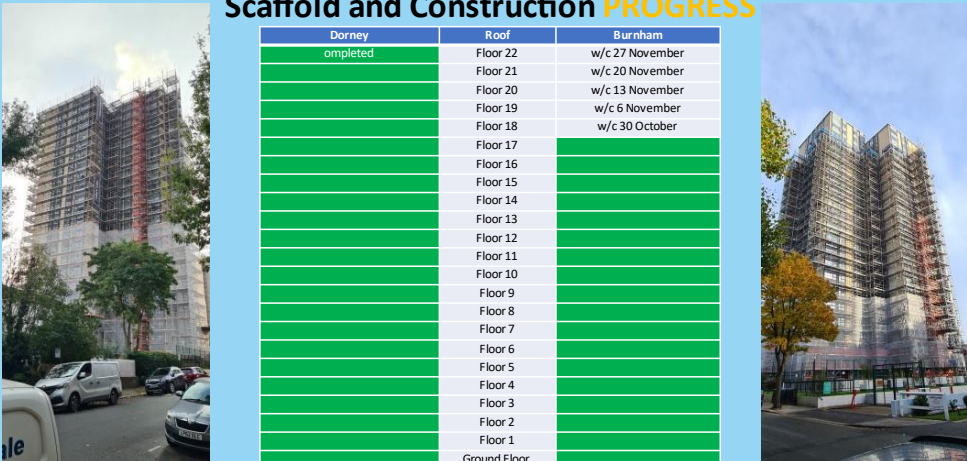



CHALCOTS Major Works – Monthly Contractor Performance Monitoring Overview – October 2023 (as at 3 November 2023)

Site Set Up against Programme

Major Works Project– Burnham and Dorney Towers
Scaffold and Construction PROGRESS



Dorney	Roof	Burnham
completed	Floor 22	w/c 27 November
	Floor 21	w/c 20 November
	Floor 20	w/c 13 November
	Floor 19	w/c 6 November
	Floor 18	w/c 30 October
	Floor 17	
	Floor 16	
	Floor 15	
	Floor 14	
	Floor 13	
	Floor 12	
	Floor 11	
	Floor 10	
	Floor 9	
	Floor 8	
	Floor 7	
	Floor 6	
	Floor 5	
	Floor 4	
	Floor 3	
	Floor 2	
	Floor 1	
	Ground Floor	
	Basement	



	May 2023 Plan – complete back propping in undercroft and scaffold to groundfloor (level 1) and floor 2			June 2023 Plan – scaffold reaches floor 4			July 2023 Plan – scaffold reached floors 5 and 8			August 2023 Plan – scaffold to reach floors 9 and 12			September 2023 Plan – scaffold to reach floors 13 and 16			October 2023 Plan – scaffold to reach floor 18		
	Burnham	Dorney	Both Towers	Burnham	Dorney	Both Towers	Burnham	Dorney	Both Towers	Burnham	Dorney	Both Towers	Burnham	Dorney	Both Towers	Burnham	Dorney	Both Towers
Progress compared to weekly progress plan (Not yet on all elevations for hoist installation)	Slightly behind programme At floor 1	Ahead of programme At floor 2	Mixed	Slightly behind programme At floor 3	Ahead of programme At floor 4 to 5	Mixed	Up to floor 5	Up to floor 8	On programme	Up to floors 8 and 11	Up to floor 14 Ahead of programme	On schedule	Up to floor 14	Up to floor 20	Ahead of schedule	Up to floor 20	Completed	Ahead of schedule

Installation Progress against Programme

Indicators	Total To Date as at 3 November 2023						Total To Date as at 2 October 2023						Total To Date as at 31 August 2023				Month - 31 July 2023		
	Bray	Tapl.	2 T	Burnh	Dorn	4 T	Bray	Tapl.	2 T	Burnh	Dorn.	4 T	Bray	Taplow	2 Towers	All Towers	Bray	Taplow	All Towers
Number of homes with works in progress in month	24	19	43	8	8	59	23	17	40	2	1	43	18	20	38	38	18	25	43
Number of homes with practical completions (all stages of the works are completed and some snags are outstanding)	92	84	176	5	4	185	81	73	154	0	0	154	70	62	132	132			
Number of homes with works signed off	77	73	150 (out of 176 PC)	1	1	152 (out of 185 PC)	60	61	121 (out of 154 PC)	0	0	121 (out of 154 PC)	47	48	95 (out of 132 practical completions)	95 (out of 132 practical completions)	16	18	34
Number of new windows installed out of <ul style="list-style-type: none"> • 700 new windows per 1st 2 towers by end of year (subject to access) • 3,220 new windows for 4 towers 	101 Homes 72%	92 Homes 66%	193 Homes 69%	9 Homes 6%	9 Homes 6%	211 Homes 38%	85 Homes 61%	78 Homes 425 new windows 56%	163 Homes 815 new windows 58%	2 Homes	1 Homes	166 Homes 830 new windows 30%	77 Homes	70 Homes	147 Homes	147 Homes			

Progress Overview on windows installed – October 2023

This overview includes all flats where all windows are installed and the external façade is prepared for the cladding panel installation.

PROGRESS CHART		Window Installation	31-Oct-23							
Taplow										
Floor										
22										
21										
20										
19										
18										
17										
16								Nov-23		
15										
14								Nov-23		
13								Nov-23		
12								Nov-23		
11								Nov-23		
10								Nov-23		
9								Nov-23		
8								Nov-23		
7								Dec-23		
6								Dec-23		
5								Dec-23		
4								Dec-23		
3								Dec-23		
2										
1										
G										
Bray										
Floor										
22										
21										
20										
19										
18										Nov-23
17										
16										Nov-23
15										
14										Nov-23
13										Nov-23
12										Nov-23
11										Nov-23
10										
9										Nov-23
8										Nov-23
7										Nov-23
6										Nov-23
5										Dec-23
4										Dec-23
3										Dec-23
2										
1										
G										

Estimated Scaffold Removal and Cladding Installation progress

Bray	Roof	Taplow
25 September to 24 November	Floor 22	w/c 13 November (8 weeks)
20 November to 22 December	Floor 21	w/c 15 January 2024 (4 weeks)
	Floor 20	
	Floor 19	
	Floor 18	
3 January to 23 February 2024	Floor 17	w/c 12 February 2024 (8 weeks)
	Floor 16	
	Floor 15	
	Floor 14	
	Floor 13	
	Floor 12	
	Floor 11	
19 February 2024 to 30 April 2024	Floor 10	w/c 8 April 2024 (8 weeks)
	Floor 9	
	Floor 8	
	Floor 7	
	Floor 6	
	Floor 5	
	Floor 4	
	Floor 3	
	Floor 2	
May 2024	Floor 1	June 2024
May 2024	Ground Floor	June 2024
May 2024	Basement -1	June 2024
N/A	Basement -2	July 2024

Satisfaction Levels - UPDATE

Informal feedback (at sign off or just after)	
146 households asked out of 150 homes signed off (4 flats with works completed were empty / HAFH) 134 households said they are happy with the finished works 12 residents were less happy about aspects of the process	
<ul style="list-style-type: none"> Happy with new windows 	92%
<ul style="list-style-type: none"> Feedback on new windows 	<ul style="list-style-type: none"> The new windows improve views Residents are surprised how well the new windows are insulated and deflect solar glare <ul style="list-style-type: none"> Ventilation is improved Improved noise insulation
<ul style="list-style-type: none"> Feedback on process 	<ul style="list-style-type: none"> Operatives are respectful Good quality workmanship Sometimes lack of coordination / focus to complete swiftly <ul style="list-style-type: none"> Sometimes lack of consistency in cleaning standards <ul style="list-style-type: none"> Need for clarity of 'sign off' and 'handover' Managing expectations when works are in progress, including items outside the scope of works
Satisfaction Survey forms completed and returned	
37 (7x Bray and 30 x Taplow) out of forms sent out	
Satisfaction Survey – happy with communication before and during the works	Excellent – 20, Good - 13 Average - 2 Poor - 2
Satisfaction Survey – happy with cleanliness during and upon completion of works	Excellent – 12, Good – 17 Average - 6 Poor - 2
Satisfaction Survey – happy with works completed	Excellent – 18, Good - 16 Average - 3 Poor - 0
Satisfaction Survey – happy with attitude	Excellent – 21, Good - 14 Average - 1 Poor - 1
Satisfaction Survey – happy with overall experience	Excellent – 19, Good - 15 Average - 2 Poor - 1
Other comments	<ul style="list-style-type: none"> 2 New ITEMS: Swift completion, good protection, 1 Repeat ITEM: Respectful, professional and caring 1 New ITEM: Thicker protection to wooden flooring 2 Repeat ITEMS: Not leaving heaters on, lack of communication prior to works

Quality of Installations (as per completion in the month)

	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	October 2023	Trend (based on past 3 months)
Average number of working days to complete works	25 days	23 days	18 days	15 days	15 days	15 days	15 days	15 days	
Average time to complete the snags or defects in working days	30 days	25 days	17 days	11 days	7 days	5 days	3 days	4 days	
Average number of visits to complete the snags	5	5	2	2	2	2	2	2	
Completed works signed off within number of working days from practical completion	31 days	24 days	16 days	7 days	5 days	5 days	2 days	2 days Majority is done in less days, but there are 2 outliers	
Average number of snags per home	10 to 20	10 to 20	10 to 20 (shift to more minor items)	10 or fewer (more minor items such as cleaning standard)	7 or fewer (more minor items such as cleaning standard)	7 or fewer (Recently there have been a few obvious snags at both towers)	7 or fewer	7 or fewer	
Zero defect Ethos • Bray • Taplow • TOTAL				3 4 7/15 (46%)	6 7 13/27 (48%)	10 11 21/88 (24%)	21 23 44/114 (39%)	28 33 61/145 (42%)	

Perception of Site Management

	October 2023				May 2023				June 2023				July 2023				August 2023				September 2023							
	Br	Ta	Bu	Do	Br	Br	Ta	Bu	Do	Ta	Bu	Do	Br	Ta	Bu	Do	Br	Ta	Bu	Do	Br	Ta	Bu	Do				
The site is tidy - No Litter across construction site																												
Lifts are cleaned well at the end of each working day																												
The signs are clear and well kept																												
The scaffold is clear and tidy																												
Construction site bins do not overflow																												
Construction waste is recycled where possible																												
Homes kept secure – 0 cases of unattended home	No reports	No reports	No reports	No reports	No evidence	1 report	No reports	No reports	No reports	No evidence	N/A	N/A	No reports	No reports	N/A	N/A	No reports	No reports	N/A	N/A	No reports	No reports	N/A	N/A	No reports	No reports	N/A	N/A

<i>No issues identified</i>	<i>Minor issues identified and raised</i>	<i>More substantial issues or previously flagged issue not addressed</i>	<i>Same issue remaining despite repeated reports</i>
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Health & Safety – independent monthly assessment – 32 points

Unannounced Visit to Site	Greens	Amber	Red	Non Applicable
9 January 2023 (2 towers)	25	2		5
7 March 2023 (2 towers)	23	4	1	4
11 April (2 towers)	24	4		4
23 May (4 towers)	26	2		4
7 June (4 towers)	28	2		3
23 June (4 towers)	24	4		4
11 July (4 Towers)	23	4		5
26 July (4 Towers)	27	3		2
8 August (4 Towers)	23	4	1	4
29 August (4 Towers)	25	4		3
14 September (4 Towers)	25	2		5
27 September (4 Towers)	26	4		2
11 October (4 Towers)	24	6		2
23 October (4 Towers)	25	5		2

The 6 amber ratings in October relate to the six items below and all were addressed immediately as they were raised:

1. Site stair access rail at ground floor required stabilising
2. Fire point signage obstructed and item was removed
3. An operative was found drilling without goggles
4. Avoidable tripping hazard where a cable was moved out of the way
5. Edge protection to scaffold area was improved
6. Battery charger requires label showing it was PAT tested

The two red ratings relate to 1) poor traffic management and 2) no hot works permit on person when disc cutting.

Audit

Question	Response	Details
RAG Ratings		
RED - Significant omission of documents or controls resulting in breach of legal requirement or imminent danger - Immediate Rectification Required		
AMBER - Omission or Concern - Rectification required within 7 days		
GREEN - Acceptable		