



# Your replacement windows: tilt and turn inwards

**In March 2018 we committed to replacing the windows and curtain wall at the Chalcots Estate to ensure that the whole of the outside of each block is to the highest standard of safety.**

We have now decided that the window that will replace your current windows will be a tilt and turn inwards window with a lowered windowsill as it the safest option for people living inside the flats as well as those outside or working on the blocks. This window will increase your safety and your comfort by giving you more choice and control over the temperature and ventilation in your home.

We showed you four window options last year, asked what was important to you about your new windows and asked which window you like the best. You told us you preferred options 1 (push outward) and 3 (tilt and turn inwards) but that you were concerned about safety.

We've listened to you, and we have worked closely with experts and designers to make a decision about your replacement windows. We believe this is the only window option that meets all of our safety requirements and provides enough ventilation to all flats.

We told you that once a contractor was on board they would influence design details of the windows and since Wates joined our design team in January we have been working together to design a window to the highest standards of safety. Through this joint design work we found that the best and safest option for the Chalcots is a tilt and turn inwards window. We also plan to lower the windowsill to put a greater distance between the nearest ledge and the window opening.

We know that this will affect some of your radiators and may affect the way some of you use your living space. We don't have final designs yet for the windowsill or radiators and we will be working with our contractors as well as each individual household to find ways to make your new window unit work best in your home.

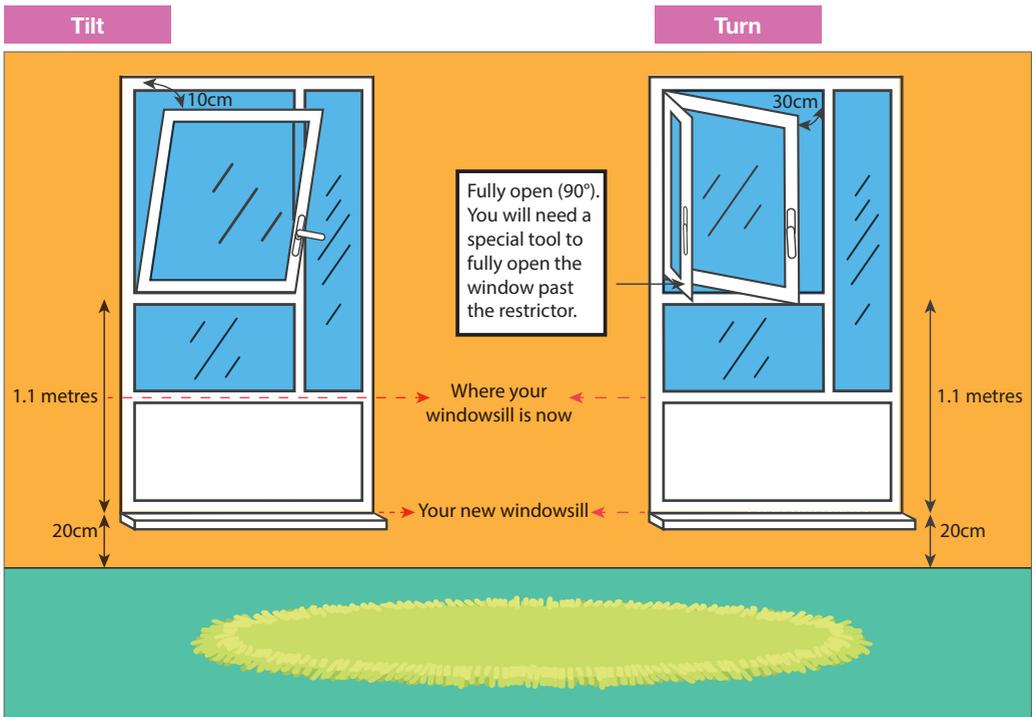
When we have more detail we will be holding an event for all residents to see full sized working window samples with the lowered sill as well as radiator options. This is also an opportunity for you to speak to council officers and technical experts and ask any questions you may have about your windows.

## Tilt and turn inwards window

Your bedroom and living room windows will be replaced by a tilt and turn inwards window. We called this option 3 in our windows engagement with you in the summer. Please note that these windows are for Bray, Burnham, Dorney and Taplow. Blashford windows will be slightly different (see back page).

The tilt and turn window can be opened in two different ways which gives you more choice as to how you open your windows. It is hinged at the side and/or bottom (depending on the handle position) and opens inwards. Turn the handle one way to open the window in the tilt position, which is restricted to 10cm. Turn the handle the other way to open to 30cm or open fully to 90° in the turn position – a special tool will be needed to open the window to 90°.

Following vigorous risk assessment and analysis of safety we recommend a lowered windowsill for any living room or bedroom window at the Chalcots. Kitchens without cabinets in front of the window will also have a lowered windowsill.



## Why are some of my windowsills being lowered?

Since Wates joined the team in January they have carried out extensive surveys and looked in detail at the options for your block. They created a design based on safety, what you've told us is important to you about your windows, and engineering options. We fully support this design which includes a lowered windowsill to ensure the safety of you, your family, your neighbours and the people who work on your block.

Your safety is our first priority. The design team is clear that whatever window was chosen, if it opens beyond 10cm it would need to have a lowered windowsill. Lowering the windowsill to 20cm above floor level puts a greater distance – 1.1 metres – between the window opening and nearest ledge which will help to prevent accidents.

## What will happen to my windowsill?

You will still have a windowsill of roughly the same size as you do now and you will still be able to store things on it, but it will be a lot lower than it is currently – at 20cm above the floor level. We know that this might mean a change to the way you use your living space and we will be working with our contractor and all households to find solutions for your home.

## What will happen to my radiator?

If your windowsill is lowered it will affect your radiator. We are still working on the final design for the windowsill and how it will work with your radiator. Wates are looking for different radiator options and we will share these with you at the planned engagement event.

## What windows will I have in my kitchen and bathroom?

You will have a tilt and turn window in your kitchen with a lowered windowsill unless your windows are over your kitchen units. If your windows are over your kitchen units you will have a tilt inwards only window (it will have no turn function) that opens in three positions up to 50° with a similar windowsill to your current one. A dropped windowsill is not needed. Your bathroom will also have this tilt inwards only window and a similar windowsill to the one you have now.

Kitchen



Bathroom



Bedroom/ living room



## I live in Blashford. What is happening to my windows?

If you live in Blashford your bathroom or kitchen windows will be the same as other blocks (as detailed on previous page). You will also have a tilt and turn window with a lowered windowsill in your bedroom and living room, but because Blashford has a different building structure to the other blocks, there will be an additional change to the large windows. These windows are very heavy which makes it difficult for some people to use them.

We propose making this window easier to use by splitting the large pane in two so that half of it will open and half will be fixed closed. This won't affect the overall size of your window.

## How did residents' views feed into this decision?

At events in June last year we showed you four proposed window options to replace your current windows, which through your feedback was narrowed down to option 1 which is the same as your current windows, and option 3, the tilt and turn inwards window.

We asked you what was most important to you about your replacement windows against 10 criteria and you told us that letting in fresh air, keeping people inside safe and keeping out noise was most important to you. Alongside safety as our number one priority, making sure that the window we chose met these criteria was a big part of our decision making process, and the tilt and turn inwards window met these criteria more than the other window options.

We listened to you and worked with our contractors throughout the design phase to make your window even safer with the additional safety measure of the lowered windowsill.

Thank you to all Chalcots residents who gave their feedback to help us make this important decision.

## What next?

We will work with our contractors and they will meet with you in your homes to finalise the design of the window unit and how it works best with your radiators. When we have a more detailed design for the full window unit including the location and style of the radiators we will be holding an event to talk to you about options that suit you and your home. We will let you know more about this event in the Chalcots newsletter.