

Department of Community and Children's Services

Clare Chamberlain

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Resident
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Email: Paul.murtagh@cityoflondon.gov.uk

Date: 31/03/23

Dear Resident

Major Works Refurbishment Programme – Golden Lane Estate

I am pleased to inform you that at its meeting on 13 March 2023, the City of London Corporation's (the Corporation) Community and Children's Services (C&CS) Committee approved a £29 million expedited Major Works Refurbishment Programme for the whole of the Golden Lane Estate (GLE).

This expedited Major Works Refurbishment Programme includes an agreed expanded option for the repair/refurbishment of existing window frames and the installation of new vacuum glazing. It also provides for associated roofing and ventilation works to all the blocks on the GLE.

As you will no doubt be aware, there has been some uncertainty around budgets, costs, options, and timelines for the overdue refurbishment works for the GLE and, understandably, residents have become increasingly frustrated with the condition of their homes and the time it has taken to get the works done. As a result of the decision taken by the C&CS Committee at its meeting on 13 March, we now have certainty in available funding and an agreed option for the repair/refurbishment of the existing windows across the Estate.

There are other significant benefits resulting from the decision taken by the C&CS Committee including:

- enabling the refurbishment programme across the whole of the GLE to be expedited.

- providing funding for all necessary building works (windows, roofing, ventilation, and redecorations) as part of one project, minimising disruption to residents and achieving efficiency in delivery and economies of scale.
- contributing at an early stage to the work we are doing to address issues and reduce future problems with damp and mould in our homes.
- more certainty in the timescales for delivering the works.
- wherever possible, retaining the original windows that are an integral feature of the GLE and its listed status but significantly enhancing their performance in terms of thermal efficiency, acoustics, and comfort.

It is widely recognised that Crescent House is in the worst condition of all the blocks on the GLE (particularly, the condition of the windows) and, the block is the most complex due to its listed status and design. Over the last two or three years, we have been doing a considerable amount of preparatory work on the refurbishment of the windows at Crescent House and, this specific project is relatively well advanced. There has also however, been a lot of work done on the remaining blocks on the GLE and, whilst we will continue to press ahead with Crescent House as a priority, we can now also progress at a greater pace with the works on the remaining blocks.

In order that residents can find out more about the proposed refurbishment works across the GLE, we have arranged for a 'Drop-In' Meeting to be held in the Golden Lane Community Centre on Thursday 20 April. More details of this meeting will be sent out in due course.

We have set up a website to provide residents with access to more information about the refurbishment works including surveys, reports, recent news and updates, frequently asked questions, and other relevant information. The website details are:

<https://www.goldenlanewindows.site>

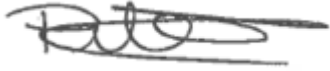
If you do not have access to the internet or emails, you can call us on 0800 955 1042 or write to Freepost RTXU-JGSR-KHLE, Your Shout, 28 China Works, SE1 7SJ to ask any questions that you may have or, request any information you wish to see.

Clearly, as would be expected for a project of this size and scope, there will be further regular communications and meetings with residents as the project progresses including, specific discussions with leaseholders on the costs and implications the project will have for them.

As you may be aware, for the works at Crescent House, we set up a Residents Liaison Group (RLG) some time ago, that comprises of residents, officers, and other members of the Project Team. The purpose of the RLG is to work collaboratively to take this project forward, ensuring that the interests of residents are given the highest priority. It is our intention to set up a further RLG for the works to the rest of the GLE and we will send out more information on this shortly.

I very much hope that my letter and the decision taken by the C&CS Committee on 13 March gives you some assurance that we are doing what we can to expedite the necessary refurbishment works to our homes on the GLE.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Paul Murtagh', with a long horizontal stroke extending to the right.

Paul Murtagh
Assistant Director Housing and Barbican