



Crescent House Residents' Liaison Group (RLG) Meeting 30 March 2023

Date:	Thursday 30 March 2023 from 6:00 pm – 7:00 pm	
Venue:	Microsoft Teams	
Attendees:	John Muldoon Justin Chow Jason Hayes Colin Davis	Your Shout (Chair) Your Shout The City of London Corporation Studio Partington
	Ceri Wilkins	Common Councillor
	Three residents attended.	
Apologies:	Nick Condon	The City of London Corporation Three residents sent their apologies.

This is the tenth official meeting for the Crescent House Residents' Liaison Group. The meeting's agenda was:

1. Reminder of role of the RLG and its protocols.
2. Update on Pilot Project.
 - a. Update on the survey results.
 - b. Update on windows procurements.
3. Discussion with Studio Partington representative.
4. Update on costs.
5. Newsletter.
6. Discussion on the new format of the Crescent House Residents' Liaison Group.
7. Discussion for the April Residents Drop-In.
8. Suggestions for items for discussion at future meetings.
9. Confirm the date of the May meeting.

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1. The role of the RLG

- This was restated and the protocols for meetings repeated. Essentially, that everyone treats each other with courtesy and respect, and that matters discussed are regarded as confidential until advised that they are in the public domain. Members of the Residents' Liaison Group were asked what they thought was going well about the group and whether communications could be improved.
- The chair reiterated that meetings of the RLG is not a public meeting nor it is a meeting in public. The Crescent House Resident Liaison Group is a small engagement forum with members having to sign a terms of reference. The meeting invite should not be distributed to members outside of the group.

2. Residents' Comments

- Residents commented on the latest edition of the newsletter.
 - They commented that some of the information is out of date.
 - They believed that the City has missed the opportunity in informing residents on the latest development on the windows project.
 - They also provided valuable feedback on what to do in the next stages of resident engagement.
- The residents sought clarity on the Members' decision to refurbish and retrofit windows of Crescent House.
 - They enquired whether there will be further changes to the members' decision to refurbish and retrofit the windows.
 - The residents enquired about whether the pilot project will continue after the Members' decision.
 - Residents sought clarity over the scale of the Crescent House windows project.
 - They sought clarity on how the City will determine what parts of the window frames could be refurbished and what parts of the windows require replacing.
 - The residents enquired about how the City will inform the wider Crescent House community on the members' decision.
- The residents asked about how the 2018 Hallas survey informs the delivery of the project and whether a new condition survey would be required.
- They were pleased to see that additional funding is secured to retrofit Crescent House.
- The residents sought clarity on the technical specification of the Crescent House Project:
 - Regarding the whole house approach, will the soffits need redesigning.
 - What option is the project team exploring in terms of the ventilation strategy.
- The residents looked for clarity on the technical specification on the vacuum glazing:
 - Whether the order has been placed for the vacuum glazing panels;
 - And will the vacuum glazing panels arrive once ordered and, in the meantime, will the project team be working on other elements of the windows?

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- How will the project team ensure that the vacuum glazing manufacturer produces glass panels that meet the technical specification of Crescent House.
- How will the extended lead time affect the project's progress.
- How will the City ensure an adequate supply of glass panels for maintenance in the future.
- Will there be a fallback plan if the vacuum glazing panels are not up to the technical standards required for Crescent House.
- Apart from Landvac and Fineo, has the City's project team engaged with other suppliers such as Pilkington.
- The residents sought clarity on why the glass panels need to be removed from the window frames to take exact measurements.
- They provided feedback on the progress of the Pilot Project:
 - They looked for clarity over the scope of the Pilot Project and how will the findings of the Pilot Project be implemented to the rest of Crescent House.
- The residents sought clarity on the role of each member of the project team.
- They also sought clarity on the cost:
 - When will the City provide details on leaseholder apportionment?
 - When will the City provide the latest figure for the major works?
 - What is the breakdown of cost over individual items such as new glazing, insulation and ventilation?
 - The residents reiterated that providing the project costs as soon as possible will bring certainty to the residents.
 - They also noted that the alleged cost document that was being circulated on the Golden Lane Estate Resident Forum did not originate from the City Corporation.
- The residents sought clarity on the future of the Crescent House RLG and the establishment of the Rest of the Estate RLG:
 - Has the recruitment for the Rest of the Estate RLG started?
 - And when will the Crescent House RLG start meeting in alternating months.
- In anticipation of the Crescent House residents' drop-in on 27 April, the residents offered to assist the project team on planning the residents meeting.
- In anticipation of the May Crescent House RLG meeting, the residents suggested beginning the meeting with a visit to the pilot flat.
- On the issue of project disruption, residents requested more information on what plans are in place to minimise disruptions:
 - Is decanting of the affected properties being explored by the project team?
- The residents highlighted that most of the more vulnerable residents lived on the first floor of Crescent House.

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3. The City of London Corporation's Responses

- The project manager duly noted the feedback on the newsletter and consultation strategy and they will continue to learn from the experience to improve communication in the future.
 - The project manager offered to work closely with members of the RLG and GLERA.
- The project manager informed members of the RLG that the members have taken the decision to refurbish and retrofit Crescent House's windows with vacuum glazing as well as associated improvements to insulation, heating and ventilation.
- The project manager provided an update on the progress of the Pilot Project:
 - The pilot project will now focus on the refurbishment and retrofitting of the windows with vacuum glazing.
 - Further tests were conducted on the air tightness and water tightness of the windows.
 - The test results will be available in due course.
 - The project team is currently discharging planning conditions with the City's planning officers.
 - Once the planning conditions are discharged, the original glass panels will be taken out of the window frames and measured in anticipation of the ordering of the vacuum glazing.
- The project manager explained the next step of the pilot project:
 - Planning documents are being finalised.
 - Planning condition is expected to be discharged by May.
 - Internal conditions survey will be conducted at Crescent House, the project team hopes to cover as many flats as possible.
- In response to residents' concerns on how the members' decision will be notified, a further letter will be distributed to residents of Crescent House.
- In response to why the information on the newsletter predates the members' decision, the project manager responded that the members' decision came sooner than expected.
- Responding to the enquiry on how it will be fair that the cost is split evenly between flat that have windows of good internal condition and windows of bad conditions.
 - The project manager explained that the window conditions might differ internally and externally.
 - The project manager reiterated that some parts of the window frames will need to be replaced with new sections.
 - The project manager reiterated that the cost will vary according to the window conditions of each flats but that the cost to leaseholders is apportioned and not varied in accordance to the amount of work in that specific flat
 - The project manager reiterated that the supply chain will be a major factor in deciding the timescale of the project.



- A fallback option has been confirmed by the project manager, if the vacuum glazing does not meet the standards, heritage or traditional double glazing will be considered.
- The project manager explained that the members' decision provided greater certainty to how the project will be progressing, as well as confirming that this is a firm decision.
- The project manager noted that despite the replacement proposal might provide better-defined cost, the members' decision is set and stoned.
- The project manager explained that a more up to date window condition survey is required.
- The project manager clarified that the members' decision is a decision for the project team to proceed to with the Listed Building Consent and to finalise with the tender, it is not a planning decision.
- In response to the enquiry on costs, the project manager assured residents that it has been working closely with the City's Home Ownership Team to provide leaseholders with the latest estimates.
- Details were provided about the rest of the Estate Residents' Liaison Group.
 - The project manager confirmed that the alternate month meeting format will go ahead.
 - From May onwards, the Crescent House RLG will meet every other month.
 - There will a drop-in session for the whole estate on 20 April.
- There will be a drop-in session for Crescent House residents on the 27 April.
 - The project manager confirmed the 27 April residents' meeting will be going ahead.
 - The project manager will work with members of the RLG on the details of the residents' meeting.
- Responding to questions about project disruptions, the project manager confirms that the project teams has been exploring different mitigation strategy such as decanting, using the refurbished pilot flat.

4. Comments from representatives of Studio Partington

- Responding to questions on the members decision, Studio Partington confirmed that the contracts for the specialist contractors for the main Crescent House project will be a completely new tender in compliance of the City's procurement rules.
- The representative from Studio Partington explained that there are number of challenges in compiling tender information, including:
 - Obtaining as much detailed internal condition survey information on the existing frames as this will vary greatly from home to home.
 - Uncertainty over the conditions of the window frames will remain until glass can be removed and full intrusive inspections can be carried out.

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- The representative from Studio Partington also responded to questions surrounding the proposed ventilation system:
 - A specialist in whole house ventilation has been work on new mechanical ventilation proposals.
 - As with the windows, the level of new installation needs to be balanced with impacts on the listed fabric.
 - The project team is currently exploring the option to reuse the existing air ducts within the building. This design will be influenced by the size of the existing duct and the fire safety requirements of using common ductwork between homes.
 - As an alternative to re-suing the existing ducts the installation of small communal ducts to ventilate the single-aspect units is also being explored.
 - The option to install communal fans in roof top water tank rooms is being explored.
 - All proposals, regardless of the ductwork route, will include continually running fans, the use of intermittently running fans is not appropriate.
 - The integration of an air inlet through the bookshelves has been investigated and rejected.
 - A ventilation system that incorporates heat recovery has been rejected at this stage as the amount of ductwork and usefulness of recovering heat is secondary to the need for controlling moisture.
- Representative from Studio Partington provided further clarity over the progress of the pilot project.
 - Reiterated that the pilot project is important to test all available glazing options on retrofitting Crescent House
 - The design of the different options are intended to influence the design for the whole block.
 - At an earlier stage of the project, Studio Partington engaged with Pilkington to review their *Spacia* vacuum glazing product which does not offer its vacuum glazing product outside of Japan.
 - Studio Partington confirmed that a meeting is scheduled with LandVac's representatives to obtain more technical information for the suppliers.
 - Post meeting note: The distributors of Fineo have now confirmed they have valid certification to be able to produce curved glass and toughened glass and so are being re-considered as supply on the Pilot Project. This means both LandVac and Fineo will be pursued during the Pilot Project.

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5. Remarks from Your Shout

- Your Shout noted the feedback on the communication strategy.
- The next Crescent House Resident Liaison Group Meeting will be on 25 May.
- The Crescent House Residents Drop-In will be held on 27 April.

Meeting Closed 7:30 PM

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April 2023

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