



Crescent House Residents' Liaison Group (RLG) 23 November 2023 Meeting Summary

Date:	Thursday 23 November 2023 from 6:00 pm – 7:00 pm	
Venue:	Golden Lane Estate Community Centre and Microsoft Teams	
Attendees	John Muldoon Amaar Lone Jason Hayes Nick Condon Cllr Dawn Frampton Gaby Robertshaw Jacqueline Swanson Ognjen Ristic Pavels Smacko	Your Shout (Chair) Your Shout City of London Corporation Independent Consultant Elected Member Leaseholder Leaseholder Leaseholder Tenant
Apologies	2 Residents sent their apologies Cllr Ceri Wilkins	

This was the fourteenth official meeting of the Residents' Liaison Group. The meeting's agenda was:

1. Review the outcome of the Pilot Project.
2. Discussion with Project Manager.
3. Future Works.
4. Suggestions for items for discussion at future meetings.

Matters Discussed:

- 1. Review of Pilot Project**
 - a. Overall, the Crescent House Pilot Project received positive reviews.
 - b. People were pleased with noise cancellation in general.
 - c. Acknowledged that it was impossible to get rid of the noise all together.
 - d. Pilot flat open days gave residents an opportunity to see what the decant flats will look like.
 - e. Pilot Flat open day surveys will be emailed to RLG members once all results are received.
 - f. Less than 20 survey responses.
 - g. Approximately between 50 – 70 visitors on open days.
 - h. The fact a lot of people haven't seen the pilot flat needs to be addressed.



- i. Some people needed invitations rather than just newsletters.
- j. Leaseholders (particularly those living externally) need to be better informed.
- k. Useful to discover why more people didn't attend the open days.
- l. Lot of repeat visits.
- m. Pilot Project of a very high quality so the more people who see it will have a lot of anxieties quelled.

2. Discussion With Project Manager

- a. Need to work on providing more details on cyclical maintenance (in conjunction with specialist contractors).
- b. Re-application of osmo oil every 4 years?
- c. Building is very exposed, is 2 coats of osmo oil enough?
- d. Manufacturer advises 2 coats, but some areas may need more coats.
- e. Some leaseholders are concerned about paying service charges way in advance of their windows being fixed
- f. No point doing all these works if no one is going to maintain it properly.
- g. Need to let leaseholders know service charges will rise proportionally.
- h. Leaseholders may want to appoint an independent quantity surveyor.

3. Future Works

- a. Need to review outcome of the aluminium pivot windows in Pilot Project (this will be done as part of monitoring in Jan-March (see e. below).
- b. Lots of condensation and often black mould on metal windows. No point in retaining the metal window given the quality of the rest of the façade.
- c. If replaced need to produce something that looks as close to the existing aluminium window as possible.
- d. Will work on aluminium windows be refurbishment or betterment?
- e. Currently planning on having an architecturally qualified volunteer in the pilot flat during January, February, and March as a data logger to accurately monitor performance.
- f. Window handles not yet ordered – to get a sensible price from the manufacturer, 300 units need to be ordered. Going to wait till planning permission is granted prior to ordering.
- g. Louvre windows in the bathrooms of third floor flats are an original feature – maybe leaseholders should have the option to retain those?
- h. Compromises will probably need to be made by residents, but an explanation needs to be given by the City of London Corporation as to why – maybe a detailed response in FAQs?
- i. The reasoning behind decisions needs to be explained to residents.
- j. Tests still need to be carried out, but most tests so far have been very successful (Thermographic test to be conducted next).
- k. Air flow ventilation tests will be conducted.
- l. General feeling that people will move a lot of their stuff out – City of London Corporation should help people move all their stuff.
- m. Concrete cleaning – will it happen before or after the commencement of works?
- n. What if residents want to have the option to opt out of decanting (removals and storage) and not have to pay that proportion of the service charge?



- o. Windows supposedly get cleaned twice a year. The window panels above the oriel are not accessible using a pole system and so an alternative approach is needed that can access all windows on an ad-hoc basis. Need to clarify maintenance schedule.
- p. A more formal timeline needs to be put in place.

The meeting closed at 7:00 pm

November 2023
Your Shout