



The City of London Corporation is keenly aware of the need to maintain the important heritage asset that forms residents homes, as part of the Golden Lane Estate. A significant part of this is the quality of the windows throughout all the buildings that make up the Estate.

As part of the Department of Community and Children's Services, the Major Works Team are delivering the Windows & Common Parts Redecorations Programme. The team is lead by Jason Hayes, Head of Major Works. Dawn Harris is the Project Manager.

The Design Team currently consists of Architects, Studio Partington; Planning Consultants, Grade Planning; Sustainability Engineers, Etude; Structural Engineers, Stand; Cost Consultants, Keegans and Communication Consultants, Thorncliffe 'Your Shout'. Team details are available on the project website [GoldenLaneWindows.site](https://www.goldenlanewindows.site)

- **What is the purpose of the Pilot Project?**

Following feedback from our residents, in discussion with elected Members and the project team, we intend to run a pilot project in a vacant flat at Crescent House. The pilot in this flat will enable the team to remove a set of window frames from the building and establish the full condition of the timber, the original galvanised window fixings and the substructure they are fixed to.

As advised in our recent newsletter, there are several questions regarding the window replacement project, such as the condition of the window fixings, the condition of the walls and floor slabs, the logistics of installing new frames, the impact on our residents and the timescales involved in the work. The Pilot Project aims to:

- Establish, in detail, the condition of the existing window frames.
- Establish the condition of the existing building fabric (window surrounds).
- Establish the suitability of the building fabric to accommodate the new windows/fixings etc.
- Understand how the programme for the works can be rolled out across the remainder of Crescent House and the wider Golden Lane Estate.
- Improve cost certainty for the renovation/repair options as well as for the replacement option.

The pilot project will improve cost certainty for the renovation/repair option as well as for the replacement project option and, may uncover additional works or risks that need to be accommodated that would not otherwise be known. It will also better inform the project team, and consequently residents, of expected impact during delivery.

- **Why is the Pilot Project only looking at one of the proposed options, being window replacement with triple glazing?**

It is envisaged the pilot project will enable the team to remove a set of window frames from the building and establish the full condition of the timber, the original galvanised window fixings and the substructure they are fixed to. Replacement with triple glazing is the most complex of the options available, however it also allows us to investigate issues that may arise from other options, for example, refurbishment of the frames. These findings will answer questions across all possible options, informing the project team through stages as it develops. The pilot project is viewed as a learning outcome for the project team as well as for residents.

- **Has the City Corporation already decided on the option for Crescent House?**

The possible options for Crescent House, repair, refurbishment with installation of secondary glazing, or replacement of existing single-glazed windows with double-glazed or triple glazed units, are still under discussion and subject to Member approval. All feedback from residents and stakeholders, from our drop in and online events and submitted via our freephone or via the project specific website will be taken into consideration.

- **Will residents have the opportunity to view the pilot project?**

At all stages of the pilot project, we will continue to provide regular updates on findings. We will invite residents and stakeholders (planners, Historic England, 20th Century Society, Building Control) to view progress, review work at key stages and make comment. As previously advised, we will arrange for members of your Resident Liaison Group (RLG) and organised groups of residents to visit the pilot project flat and view the ongoing works, subject to Health and Safety requirements.

- **How long will the pilot project take to complete?**

Once we receive an approved planning application we will then commission a specialist window manufacturer to create the triple glazed option. The commission of the temporary replacement window cannot occur until Planning has been approved, in case there are any changes to be made to the design. A scaffold will be erected outside the flat and preparations undertaken to safely remove the existing window. Once the existing window has been removed, the temporary replacement will be installed. We expect this part of the process to take no longer than three months. There is a slightly longer lead in time for the windows and this is due to the special one-off tooling required to make the frame etc. and, in order to meet the exacting requirements of the design team drawings.

- **Once completed, will the pilot project unit be left with triple glazed windows?**

Once the works to the pilot project are completed the windows to the unit will be reinstated in line with the chosen option. The Planning Application is temporary which means that we intended to replace the existing unit including any necessary refurbishment, but this is dependant on the chosen outcome for the wider windows project for Crescent House.

- **What about other blocks across Golden Lane Estate?**

We have been concentrating design efforts on Crescent House due to the condition of the windows across the entire block. The wider group of blocks have similar window types and, now that Crescent House options have been drawn up, we are able to focus our efforts on the wider estate. We are tackling the many issues that this Grade II listed estate possesses and exploring the options to ensure that any design solution works well for many decades to come. We are now ramping up resources to ensure we are able to accelerate the project as much as is practically possible. We will keep residents informed of changes in the programme for the wider estate and are working to complete this project as efficiently as possible.

- **What is the purpose of the Resident Liaison Group?**

We have recently set up a Resident Liaison Group (RLG) for Crescent House, as a forum for discussion and communication between residents, non-resident leaseholders and the project team; the group will help achieve a joint aim of better-performing windows and more comfort for residents. Once we have Crescent House's group set up, we will form groups for other blocks across the estate.

- **How have residents been kept informed of progress?**

Members of the project team and the design team have taken part in drop in and online events, as well as visiting residents in their homes, to help inform residents and answer their queries. Documents supporting the project, for example the Hallas condition survey and the Etude survey, have been made available for residents. The project specific website, which is regularly updated, also holds previous FAQ documents, a video recording of the November Online Q & A, as well as further details of the pilot project, including a link to the relevant planning portal for comments. The recent project newsletter, delivered to all households on the Golden Lane Estate, is also available on the website, as well as in hard copy at the Golden Lane Estate community centre. The community centre also holds a display of information boards from the drop in exhibition, September 2021, as well as a mock up of a proposed window, for residents to view. Below is a summary of events to date: -

| Events/Actions   | Dates                      |
|--|----------------------------|
| Exhibition/Drop in event                               | 3 <sup>rd</sup> March 2020 |
| Video update on Architect website                      | March 2020                 |
| Online event   | 28 <sup>th</sup> June 2021 |
| Exhibition invitation letter sent                      | 12 September 2021          |
| In-Person Drop-In exhibition                           | 27 September 2021          |
| Online Q&A invitation                                  | 15 November 2021           |
| Project Website live                                   | October 2021               |
| Online Consultation Session                            | 24 November 2021           |
| Spring 2022 Newsletter Delivery                        | 1 and 4 April 2022         |
| RLG “Get to Know You” Meeting                          | 4 April 2022               |
| RLG meeting notes distributed and first version of TOR | 19 April 2022              |
| First RLG Official Meeting                             | Scheduled for the year     |

• **Ongoing Communications/Who can I contact about the Golden Lane Window Project?**

At this stage of the project, communications are directed through our appointed communication consultant, Thorncliffe ‘Your Shout’. This is in line with our communications protocol for the project and ensures that all enquiries and comments made recorded and considered and responses from the project team are sent out in a timely manner. Once the project develops further, we hope to appoint either a contractors Resident Liaison Officer or a Clerk of Works to provide an onsite point of contact for residents. As the project develops every block will be offered its own Resident Liaison Group (RLG) made up of residents from the block undergoing works. Your RLG will be able to discuss queries and concerns direct with the project team and respond to you accordingly. The project has a dedicated project team who attend meetings, drop in and online events and, RLG meetings when required.

Our project website [GoldenLaneWindows.site](https://GoldenLaneWindows.site) contains the very latest information and will be updated regularly as the project progresses.

This Frequently Asked Question (FAQ) document is the third in a series of communications you will receive. The FAQs are currently available on our project website. We will continue to communicate information regarding the project to all residents.

To contact Thorncliffe ‘Your Shout’ you can:

- Call for free on 0800 955 1042 where Thorncliffe will be able to take your call
- Visit [GoldenLaneWindows.site](https://GoldenLaneWindows.site)
- Email [GoldenLaneWindows@Yourshout.org](mailto:GoldenLaneWindows@Yourshout.org)
- Freepost RTXU-JGSR-KHLE (Golden Lane), Your Shout, 28 China Works, SE1 7SJ