



## Crescent House Residents' Liaison Group (RLG) 23 June 2022 Meeting Summary

Date: Thursday 23 June 2022 from 6:00 pm – 7:00 pm

Venue: Golden Lane Estate Community Centre and Microsoft Teams

Attendees	John Muldoon	Your Shout (Chair)
	Justin Chow	Your Shout
	Ben Rogers	Grade Planning (via Teams)
	Jason Hayes	The City of London Corporation (via Teams)

5 Residents attended the meeting in person or via Microsoft Teams

Apologies: Dawn Harris                      The City of London Corporation  
1 Resident sent their apology

This is the second official meeting for the Crescent House Residents' Liaison Group. The meeting's agenda will be:

1. Update on the progress of the Pilot Project.
2. Pilot Project planning application update.
3. Acoustic testing update.
4. Update on the wider project.
5. Suggestions for items for discussion at future meetings.
6. Date of next meeting – 28 July 2022

### 1. Resident Comments

- Residents commented that they are surprised that The City of London Corporation (The City) has been pushing the pilot project to the planning committee so quickly.
- The speed of the planning application being put forward has been causing a lot of stress and concern among the residents, therefore damaging trust between the residents and The City
- Residents commented that the pace that the Pilot Project has been moving forward is unsettling and it is very hard for the residents to process the information as well as coordinate how they will respond to the application.
- More time and details should be given to the residents to process the information and form their opinion.

T 020 7587 3049 | [yourshout.com](https://yourshout.com)

28 China Works, Black Prince Road, London, SE1 7SJ





- Residents understand that The City wants to make progress on the project, but they must also consider the feelings and reactions of the residents.
- Residents raise issues with the planning system, as some of the documents cannot be downloaded.
- Residents believed that the Pilot Project needs everyone on board and in its current state and current form, the residents remain adamantly against what is being proposed in the planning project.
- Residents commented that there is a real problem of trust between The City and the residents, which will hinder the project's progress.
- Residents reaffirmed their position that they do not want triple-glazing windows, they recommend The City to consider alternative options such as vacuum glazing.
- Residents want to clarify the rumour that the leaseholder has been dominating the process. Instead, tenants have been using the leaseholders as the main point of contact with The City.
- Residents commented that due to the lack of trust between the residents and The City, it is very hard to motivate or encourage the tenants to reflect on their comments towards The City. Tenants are concerned that there will be repercussions if they reflect their comments to The City.
- Residents want to know how The City forms its benchmark on energy efficiency, this is to form a better view of what is needed.
- Residents understand that a major element of the project is to future-proof the building.
- Residents commented on Studio Partington's role in the project and would like to know more about The City's process of appointing third-party agents.
- Residents recognised that balancing heritage issues and environmental sustainability was a challenging aspect of the proposals but understood that the future sustainability of the building should be secured.
- Residents understand that tenants and leaseholders have different expectations towards the project.
- Residents raised the question on whether the new windows will be of the same standards as the old windows.
- Residents wish to have more clarity over the costing of the windows.
- Residents also raised the question on how will The City decide the apportionment of the leaseholder contribution.

T 020 7587 3049 | [yourshout.com](https://yourshout.com)

28 China Works, Black Prince Road, London, SE1 7SJ



Your Shout is a brand name of Thorncliffe Communications Ltd.  
Registered Office: 28 China Works, Black Prince Road, London, SE1 7SJ. Registered in England No 3870349. VAT Registered 749057701.  
Thorncliffe is registered with the Office of the Registrar of Consultant Lobbyists and complies with its own Code of Conduct.  
Thorncliffe was established in 1999.



## 2. The City of London Corporation Response

- Further drawings relating to the demolition and alteration of the existing windows were due to be submitted to the City. These drawings would be subject to a further 14 day re-consultation period
- The City planning department will not begin the statutory consultation before all documents are available for the public.
- The project manager has re-emphasised the fact that one of the main objectives of the Pilot Project, is to look at the full condition of the existing windows (Externally and Internally).
- In addition to that, the Pilot Project is an exploratory process that looks at which option will be suited for the future of Crescent House.
- The project manager has noted the residents' suggestion on exploring alternatives to triple glazing (such as vacuum glazing) and will pass the information on to the wider project team.
- The project manager believes that the project team could learn a lot from other major projects around The City of London.
- The project manager has reassured the residents that no decision has been made, the final decisions will be up to The City members.
- The project manager explained that it is a fine balance to build trust and to keep the project moving forward.
- The project manager explained the challenges that the project will face, and there are a multitude of factors to be considered by the project team when coming up with the window options.
- The project manager suggested that the meaning of this project is beyond the windows, it is more about the building's future.
- The project manager explained that Studio Partington is compliant with the technical assessment laid out by The City for hiring third-party agents, but suggested that the residents could provide further comments on what expertise they feel that the project team is lacking.
- The project manager noted that the residents will have known the windows intimately and would like to borrow the knowledge on the windows.
- Results of the acoustic testing will be available very soon, they will be shared on the dedicated project website. The result will reflect tests conducted in various parts of the building.
- An accelerated programme for the rest of the estate is being drafted and will be finalised shortly.

T 020 7587 3049 | [yourshout.com](https://yourshout.com)

28 China Works, Black Prince Road, London, SE1 7SJ





- Residents' Liaison Groups for other blocks across the Golden Lane Estate will begin when the accelerated programme has been agreed.
- The project manager noted that one of the major challenges that to be faced will be the different characteristics of the windows across different buildings.
- The project manager noted the comments on energy efficiency and will share the data.

### 3. Grade Planning (Planning Consultant) Response

- Reasons for the delay in the committee date is due to the officer's decision to extend the consultation period for another 14 days.
- Reaffirmed that consultation will not begin unless all necessary planning documents are available in the public domain.
- The planning consultant will follow up with The City planning officers to make sure the documents are available for download.

### 4. Your Shout Response

- Your Shout noted resident comments.
- The progress of the other blocks is only mentioned to provide a general overview of the progress of the project.
- A Residents' Liaison Group will be set up for each of the blocks.

### 5. Final Remarks from The City of London

- The next RLG meeting will be held on 28 July
- Update on cost and apportionment from the Quantity Surveyor will be provided when the time is appropriate.
- A post-planning committee update will be provided at the next meeting.
- Members of The City's Home Ownership team will be invited to the next meeting.
- Clarity on how the window project will affect the tenants' service charge will be provided at the meeting.
- A poll will be taken to decide whether the August RLG meeting will go ahead at the July meeting.

The meeting closed at 7 pm

June 2022  
Your Shout

T 020 7587 3049 | [yourshout.com](https://yourshout.com)

28 China Works, Black Prince Road, London, SE1 7SJ



Your Shout is a brand name of Thorncliffe Communications Ltd.  
Registered Office: 28 China Works, Black Prince Road, London, SE1 7SJ. Registered in England No 3870349. VAT Registered 749057701.  
Thorncliffe is registered with the Office of the Registrar of Consultant Lobbyists and complies with its own Code of Conduct.  
Thorncliffe was established in 1999.