



## Crescent House Residents' Liaison Group (RLG) 28 July 2022 Meeting Summary

Date: Thursday 28 July 2022 from 6:00 pm – 7:18 pm

Venue: Golden Lane Estate Community Centre and Microsoft Teams

Attendees	John Muldoon	Your Shout (Chair)
	Justin Chow	Your Shout
	Shane Howat	The City of London Corporation (via Teams)
	Jason Hayes	The City of London Corporation (via Teams)

5 Residents attended the meeting in-person

Apologies: 1 Residents sent their apologies

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

1. Feedback from the 19 July Planning and Transportation Committee meeting.
2. Update Pilot Project.
3. Feedback on the acoustic survey report.
4. Update on costs.
5. Consultation strategy.
6. Suggestions for items for discussion at future meetings.
7. Date of next meeting – 25 August.

### 1. Residents Comments

- Residents are not satisfied with how the planning permission for the Pilot Project went through the Planning and Transportation Committee.
- Residents want clarification from The City of London Corporation (The City) on what comments have been heeded.
- Residents want to know what will happen at each stage of the Pilot Project.
- Residents want to know what kind of narrative The City is going to bring forward in promoting and executing the Pilot Project.
- Residents want a programme.
- Residents commented on the aesthetic element of the refurbishment option, and how will The City ensure consistency between the old and new wood.
- Residents want to know whether a mock-up of the different window options will be available.

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- Residents note the lack of trust with The City. They asked for assurance from the representatives that they will be “going to do it as you say it”.
- Residents believe that advancements in technology could form part of the solution.
- Residents asked whether the aluminium inserts in the window frames will be replaced with the installation of the vacuum glazing.
- Residents ask whether it is possible to have pivoted windows instead of hinged windows.
- Residents commented that the original window design did not take into consideration energy efficiency; the design was purely intended to be aesthetically pleasing and in line with the building design.
- Residents commented on the scientific methodology of comparing the effectiveness of the different windows in different stages.
  - They believe that it will be hard to conduct like-for-like comparison of the different window options due to changes in season and weather.
  - They commented on the lack of scientific experts in the project team.
  - They questioned why The City did not utilise the Guest Flats within the building.
  - They commented on the lack of a statistical benchmark for The City to determine what will be the most effective approach.
- Residents want to know how the metrics for the different window options will be obtained and processed, and whether there will be independent experts to conduct the tests.
  - They also want to know whether the team of experts at The City’s disposal will help address the issues.
- Residents want to make sure there is someone in the project team to make sure the project programme is well executed.
- Residents commented on the air-tightness (the lack of it) in the existing window design and would like to know what approach the project team will take when modernising the existing design elements.
  - They want to know more about how the project team will balance between respecting the original design and modernising the building.
- Residents suggested a “Joint Working Group” between the residents and The City.
- Residents commented that time is not on their side. They commented that the project has been dragging on for some time.
- Residents would like to know whether the cost calculation would be shared online on the project website.
- Residents commented that the cost calculation needs to reflect the different window options.
- Residents commented on how the cost is being calculated.

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- Residents understand that The City is under a lot of pressure to execute the project amid rising costs.
- Residents commented on whether the main contractor preliminaries will include scaffolding costs.
- Residents want to know how the leaseholder apportionment will be calculated; they seek greater clarity in the process.
- Residents suggested that in the meantime, plans could be drawn up in anticipation of the execution of the main project. They believe that this will speed up the project.
- Residents would like to know who is running the project since the departure of the previous project manager.
- Residents offer to review the document before they are published on the project website.
- Residents would like a quicker turnaround for the meeting summaries.
- Residents would like to discuss issues on ventilation and insulation in next month's meeting.

## 2. The City of London Corporation's response

- The project manager believes that planning approval of the Pilot Project is a positive sign that the project is making progress.
- The project manager summarises the different stages of the Pilot Project:
  - Stage 1: Full survey of the window conditions. This is the stage where baseline measurements could be obtained.
  - Stage 2: Refurbishment of the window frames and installation of the vacuum glazing. The measurements obtained at this stage will be compared with the baseline measurements. Relevant stakeholders will be consulted.
  - Stage 3: Refurbishment of the window frames and installation of the conventional double glazing. Relevant tests will be conducted and compared with the baseline figures. Relevant stakeholders will again be consulted at this stage.
  - Stage 4: Removal and storing of the original window frame and installation of new window frames and triple glazing will commence. Further measurements will be conducted and compared with the baseline figures. Relevant stakeholders will be consulted again at this stage.
  - Stage 5: The pilot flat will be restored to its original condition.
- Results will be published and shared with the residents at each stage of the Pilot Project

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- A mock-up of each window option will be made available for the residents to compare in due course.
- The project manager agrees that technological advances can form part of the solution.
- The project manager noted that the wood used in the refurbishment options needs to be consistent with the original frames.
- The project manager confirms that selected glazing option will be applied across all the windows. If unreplaced it will not reap the full benefits of the window glazing.
- The project manager stresses the fact that there must be a balance between respecting the original design and modernising the building.
- The project manager noted that the design of the windows will need to consider the most up-to-date building standards.
- The project manager reiterated that one of the key objectives for the pilot project is to obtain benchmark figures.
- The project manager reiterated that third-party independent experts will be used to conduct testing on the windows at all stages.
- The project manager reiterated the fact that information will be shared at all stages of the project and The City aims to be as transparent as possible.
- The City has been engaging with manufacturers and contractors in preparation for the commencement of the Pilot Project.
- There has been an ongoing discussion between the Project Team and the contractors on how to best deliver the project.
  - Further details will be shared in due course.
- The project manager suggested that The City would like to use lessons learned to continually improve how they deliver their project.
- The project manager noted that there is no point in proceeding with the project if problems such as air-tightness and insulation are not being tackled in this project.
  - In achieving this, there may need to be compromises to the design.
  - Feedback is welcomed to better formulate the window designs.
- The project manager reiterated:
  - They will continue working with the residents.
  - The Residents' Liaison Group is an effective platform for continued engagement and feedback.
  - The City is satisfied with the contribution that Studio Partington has made so far.

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- The project manager confirmed that the cost calculation will be made available on the project website in due course.
  - The cost calculation will be refined and modified to make it more accessible to the general public.
- The project manager explained that the risk cost of the refurbishment option is higher due to greater uncertainty about the existing window conditions.
- The project manager reiterated that one of the main objectives of the Pilot Project is to refine the project cost.
  - The cost is yet to be finalised.
  - Tenders are yet to be issued.
- The project manager welcomed questions about the costs, and re-affirmed that the project team aims to:
  - Repair the window frame “like-for-like” (if the refurbishment option was adopted)
  - Take account of all the problems and limitations.
- The project manager confirmed that the scaffolding cost will be included in the preliminary cost.
- Representatives from the Home Ownership Team have confirmed that any leaseholder apportionment will be divided according to percentages in the original lease.
  - The project manager added that there will be engagement between The City and the leaseholders about any cost in due course.
- The project manager noted the residents’ offer to review the documents before general circulation and is more than happy to let the residents review them.
- The project manager consulted the residents on how to improve the consultation and engagement process.
- The project manager has been in contact with the project team in the Smithfield Market to get more details on how the vacuum glazing is being applied in practice.
- The project manager noted that some preparation work could be done before the commencement of the main project.
  - The experience gained from the Pilot Project will be duplicated and applied to the main project.
  - The project manager is mindful of the situation of some of the residents in Crescent House.
- A project timetable will be distributed in due course.
- The project manager confirmed that:

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- The project manager is supported by a team of experts.
- An interim replacement for the previous manager will be appointed very soon.
- The project manager believes that the window project forms part of a larger jigsaw for The City to deliver a sustainable future.

### 3. Your Shout Response

- Your Shout noted resident comments.
- Your Shout will expedite the process of circulating the notes to the residents and on the website.
- Your Shout and The City will continue to update the project website and FAQ at all stages of the project.

### 4. Final Remarks from The City of London Corporation

- The next RLG meeting will be held on 25 August.
- Window ventilation and insulation will be discussed in the next meeting.

The meeting closed at 7.18 pm

9 August 2022  
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