



Crescent House Residents' Liaison Group (RLG) Meeting 22 September 2022

- Date:** Thursday 22 September 2022 from 6:00 pm – 7:30 pm
- Venue:** Golden Lane Estate Community Centre and Microsoft Teams
- Attendees:** John Muldoon Your Shout (Chair)
Justin Chow Your Shout
Jason Hayes The City of London Corporation
- 4 Residents attended the meeting in person
- Apologies:** 2 Residents sent their apologies

This is the fifth 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. Appointment of a project manager for the Pilot Project
 - b. Update on the condition of the windows assessed to date.
 - c. Update on contractor engagement
3. Update on costs.
 - a. Comments on the revised cost calculation
4. Site visit to the Pilot Flat
 - a. Reminder of the health and safety protocol when visiting a work site.
5. Suggestions for items for discussion at future meetings.
6. Date of next meeting – Thursday 27 October.

Meeting adjourned at the Community Centre at 7.00 pm and proceeded to a site visit at the pilot flat.

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 were asked what they thought was going well about the group and whether communications through it

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could be improved. Members expressed contentment with the functioning of the RLG and suggested no improvements to its operation.

2. Residents' Comments

- Residents reiterated that their main concern for the project will be the amount of disruption that it is going to cause.
- Residents suggested that providing actual samples of the windows options will help ease the concerns of the residents.
- Residents commented on the fact-finding mission that the Project Manager has been undertaking in tracing the repairs done to the Crescent House windows.
 - They suggested that the project manager needs to be mindful of the spreadsheet, as the different kinds of repairs that are being logged can be misleading.
- Residents commented that the trickle vent of the existing window will be an issue since its design severely limits the airflow.
- Residents commented that noise and cold will be an issue, suggesting the windows need to achieve a balance between heat retention and soundproofing.
- Residents believe that the information currently possessed on the windows by The City of London Corporation (The City) should aid planning for a future maintenance regime:
 - They suggested that after the completion of the project, there needs to be a regular maintenance regime to prevent the window from falling into disrepair once again.
 - They hope that the data and figures collected by The City will help formulate a technological solution for the windows.
 - They hope that The City will be smart with implementing the window finishes.
 - They hope that information that The City possess will help improve the windows.
- Residents noted that the window beading, which as an addition from the 1980s onwards, has been keeping all the moisture in the window frames and causes rotting in the wood.
 - They noted that it is important to understand what elements of the additions made in the 1980s are not working.
- Residents commented on the cost spreadsheet:
 - They are confused with how the spreadsheet is presented.

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- They commented that it is hard to follow through with what was mentioned in the cost spreadsheet.
- They suggested that The City should clarify to the leaseholder that the total cost of the windows does not reflect what the leaseholders are going to pay.
- Residents ask about the omission of the design cost.
- Residents are concerned about the rising project cost due to inflation.
- Residents agreed that the Pilot Project is an opportunity to assess the windows closely.
- Residents want to know more information on how the scaffolding will be carried out.
- Residents want further details on the next stage of consultation:
 - They believe that having an event within the pilot flat will be useful to demonstrate progress.
 - They believe having a side-by-side comparison on the window mock-ups will be useful in addressing many of their concerns.
- Residents suggested revisiting the initial report produced by Hallas.
- Residents want more information on the timescale of the different tests that will be conducted in the pilot flat.

3. The City of London Corporation responses:

- The project manager asks the residents for ways to further improve the communication strategy:
 - He wonders whether a newsletter and website update are sufficient in communicating the message throughout Crescent House.
 - The City hopes to do another round of door-knocking exercises.
- The project manager updated the group on the status of the authorisation letter from the planning department.
 - Since the planning notice is finally being issued by the planning department, the project manager updated the group they will be able to begin discharging planning conditions.
- The project manager understands that safeguarding will be a major issue when delivering the project.
- The project manager believes that it is time to publish another newsletter.
- The project manager noted that an up-to-date FAQ sheet will be useful for answering the residents' concerns.

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- Contractors are being engaged, these are the contractors being engaged at the moment:
 - Scaffolding
 - Archaeological survey
 - The project manager noticed that due to the limited scale of the project, there is a lack of interest in bidding from some contractors
- With the planning notice issued, a start day can finally be secured and an updated programme is soon to be released.
- In terms of the next stages of public consultation, the project manager stated that:
 - There will be a review after each stage of the project.
 - Once the repairs are complete and vacuum glazing is installed, there will be a period of consultation.
 - The project manager wants the next stage of the consultation to be held in person.
 - The project manager hopes to hold the next stage of consultation in the pilot flat, with a mix between an exhibition and scheduled site visit.
 - Mock-up of the windows will be brought to the pilot flat during the site visit, allowing a side by side comparison of the different options.
- The project manager states that the scale of scaffolding in the pilot project will depend on the window designs.
 - The project manager reassures that the scaffolding will be mindful of the residents.
- The project manager updated on the progress of the fact finding mission of what repair has happened since the last major refurbishment in the 1980s.
- Once again, the project manager wishes to know more about the hurdles that need to be overcome with the repair options.
- The project manager noted that heat retention and ventilation will be a key issues to overcome with the new windows.
 - There needs to be a compromise with the repair options.
- The project manager understands that the maintenance regime of the finished windows will be a major point of consideration.
- In terms of the window finishings, the project manager hopes to:

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- Get the windows protection and finishings right.
- Avoid partial repairs of the woods.
 - Whole sections of the window frames will be replaced instead of partial repairs of the woods.
 - Partial repairs are ineffective and in some cases make the wood condition and appearance worse.
- The project manager clarifies the cost document:
 - Project design cost has been paid, therefore it has been removed from the cost spreadsheet.
 - The quantity surveyor are working on updating the cost.
 - This is a soft market testing.
 - The project manager noted the residents concern on the rising project cost.
 - Contractor will not provide updated glazing quotes unless they have access to the exterior of the windows.
 - If the repair options is chosen, cost will differ from flat to flat (depending on the window condition).
- The project manager reiterates that the pilot project is instrumental in understanding the challenges that the wider project will face.
 - It will allow the project team to understand what improvement needs to be made to the window design.
 - How the project will affect residents and what disruption to expect.
 - Timescale of the testing depends on the nature of the test that will be undertaken.
- The project manager reiterates that the window frames should be the main concern.
- The project manager once again welcome comments from members of the RLG.

4. Your Shout Response

- Your Shout noted the comments and suggestion from the RLG members.

5. Final Remarks

- Next Residents' Liaison Group Meeting – 27 October 2022

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The meeting closed at 7:00 pm and proceeded to the site visit.

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