



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

<b>Date:</b>	Thursday 23 February 2023 from 6:00 pm – 7:30 pm	
<b>Venue:</b>	Golden Lane Estate Community Centre and Microsoft Teams	
<b>Attendees:</b>	John Muldoon Justin Chow Jason Hayes	Your Shout (Chair) Your Shout The City of London Corporation
	Cllr Ceri Wilkins	Cripplegate Ward Common Councillor
	6 Residents attended the meeting	
<b>Apologies:</b>	Nick Condon Richard Partington	The City of London Corporation Studio Partington

This is the ninth official meeting of 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. Update on the survey results.
  - b. Update on windows procurements.
3. Update on costs.
4. Feedback on the Winter Measures Campaign take up.
5. Update on the recruitment of new members.
6. Revised website
7. Newsletter
8. Discussion on the future of the Residents' Liaison Group
  - a. Provisional date for April RLG
9. Suggestions for items for discussion at future meetings.
10. Confirm the date of the March meeting.

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## 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 of the Residents' Liaison Group were asked what they thought was going well about the group and whether communications could be improved. Members were happy with the functioning of the RLG and suggested no improvements to its operation.

## 2. Residents Comments

- Residents provided feedback on the progress of the pilot project.
  - Residents enquired whether window measurements has been taken for the pilot flat.
- Residents commented on the limited information about the Pilot Project and suggested that the City of London should provide more information.
  - The limited information causes anxiety among residents.
- Residents suggested that the project team should provide both the full version and the annotated version of the report.
- Residents enquired about the changes to the appearance after the pilot project.
- Residents enquired about details on the ventilation system that are currently being considered by the project team.
  - Will the project team consider remote-controlled ventilation?
  - Residents discussed the possibility of using the redundant water tank spaces to install a communal ventilation system.
  - Residents reminded the project team that they should be mindful of the limited size of some Crescent House flats.
  - Residents suggested that the project team should explore using empty storage units across Crescent House to install Air Source Heat Pumps or ventilation systems.
  - Residents suggested installing a mechanical ventilation system without the ability to adjust the temperature will have discounted effectiveness.
- Residents commented on the City's plan to replace the gas heating system in Crescent House.
  - Residents enquired whether there is a specific deadline for all the gas heaters to be replaced.
  - Residents also enquired about the extra cost involved in replacing the gas heating system.
  - Residents suggested the project to explore the possibility of using Electric Combi-Heater.

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- Residents also suggested that the project team should investigate alternative heating systems such as ground heating, storage heater and underfloor electric heating.
- Residents commented that providing potential alternative heating sources is a positive development.
- Further questions were asked on the possibility of Crescent House implementing a communal heating system.
- Residents commented on the technical details of the insulation of the building.
  - Questions were asked about the specific measures implemented to improve insulation as part of the window project.
  - Residents commented that heat loss will be a main issue with implementing an effective insulation strategy.
  - Residents suggested that heat loss through the first-floor fabric will be a major issue.
  - Residents suggested that the project team should explore the usage of aerogel as a way to effectively insulate the building.
- Residents commented on the City's whole-building approach to the window project and suggested providing options to the leaseholders will offer greater flexibility.
- Residents, in anticipation of the commencement of the wider project, offered assistance to ensure the next round of window conditions survey is conducted as smoothly as possible.
  - Residents seek further clarification on how the window slabs will be surveyed.
- Residents provided feedback on possible options for the implementation of the window works on Crescent House:
  - Residents reminded the project team that the construction work needs to be mindful of vulnerable residents.
- Residents provided feedback most up to date cost calculations:
  - Further clarification was sought over the cost of the pilot project.
  - Wood type and supply chain issues will have a major impact on the cost.
- Residents provided feedback on the engagement strategy.
  - Residents commented that non-resident leaseholders need to be made aware of the newsletter.
- Regarding the future of the Crescent House Residents' Liaison Group:
  - Residents suggested that instead of the monthly meeting, the meeting should be bi-monthly.
- Residents suggested a site visit on the pilot flat on the next meeting's agenda.

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### 3. The City of London Corporation's Responses

- The project manager provided updates to the pilot project:
  - Scaffolding and hoarding are in place, with the site hoarding being painted in navy blue.
  - The project team are making good progress with the survey:
    - Thermo and Air-Tightness Testing are done.
    - The archaeological survey has been completed by the Museum of London Archaeological Department.
    - A water tightness test will be done next.
  - More information will be available once the relevant reports have been reviewed by the project team.
  - Test reports will be summarised and annotated for residents.
- The project manager provided updates to the procurements process:
  - The project manager is aware of the Freedom of Information Request on the cost of the pilot project.
  - The time duration of the report is inaccurate and misinterpreted.
- The project manager updated that the project team is writing a new report on Crescent House:
  - The report will be released to the residents once it has been reviewed by the project team.
- The project manager, who referenced experiences of similar projects done by the City in the past, insisted that a whole-house approach is the most effective approach.
- The project manager provided updates on the design of the new ventilation system.
  - The project manager noted the challenges presented in installing the ventilation system in the flats on the first and second floor.
  - The project manager notes the challenges presented in controlling the ventilation while reducing heat loss.
  - The project manager noted that the City is working with other London councils in sharing experiences in retrofitting older buildings with modern ventilation.
  - The project manager explained the technical details of a communal ventilation system and why it might not be the best solution for Crescent House.
  - Furthermore, the project manager explained that there are five major considerations when deciding on the most effective ventilation strategy. They are:
    - Moisture
    - Control
    - Cost
    - Temperature

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- Noise
  - When designing the ventilation system, the project team is avoiding the excessive use of filters.
  - The project team is also trying to avoid running ducts below the floor as it will overcomplicate maintenance in the future.
- Heating strategy for the new windows has also been discussed.
  - The project team is exploring an alternative heating strategy, as existing building regulation does not allow flues to exhaust onto Goswell Road.
    - The limited options with the electrical heating system are duly noted by the project team and a solution that works for all the flats must be found.
    - The gas boilers affected will need to be replaced.
    - The replacement will work in conjunction with the windows project.
- The project manager responded to feedback on the communication strategy.
  - Reminded the group that the project team intended to use the project website as the main outlet for information.
  - Noted comments from residents that good communication will reduce a lot of anxiety.
- The project manager reiterated that the window options are subject to a decision from elected members.
- The project manager noted the resident suggestion of using aerogel to reduce heat loss on the external walls.
- The project manager when provided with the technical details of the pilot project reiterated that the project will:
  - Help to figure out how the windows will be fitted into the building.
  - Mitigate most technical challenges.
- The project manager provided further technical details and reiterated that:
  - Residents need to be mindful that the pilot project is a long exploratory process.
  - The repair option will take longer than the replacement work.
  - Noted that disruption is a key source of anxiety.
  - The project team has been exploring methods to limit disruption, this includes installing a temporary wall.
  - The project will inform the member's decision.
- The project manager responded to feedback on the project cost:
  - Reiterated that the current cost only covers the pilot project, which is a one-off cost for a single property.
  - The cost of the pilot project is part of a soft market testing process.
  - The cost for the actual project could be cheaper, taking advantage of the economies of scale.



- Reiterated that the cost will be apportioned according to the terms of the lease.
- The project manager provided the report on the winter measures.
  - The winter measures are reasonably successful, 40 to 50 residents across the Golden Lane Estate have taken up the improvements.
- The project manager noted the resident comments on the future of the Crescent House Residents' Liaison Group but reminded the residents that:
  - Resource management is a key concern.

#### 4. Remarks from Your Shout

- The updated website is now live.
- The next edition of the newsletter and a poster will be distributed across Golden Lane Estate in due course.

#### 5. Final Remarks

- Visiting the pilot flat is a possibility, especially as the evenings are getting lighter.
- It was agreed that there would be discussion between Your Shout and COL about the viability of holding the RLG meeting in March in view of train strikes.
- **The outcome is that the March in-person meeting be cancelled, instead it will be held online on Microsoft Teams on Thursday March 30.** The project team remains available for contact by email, via the website and by phone.

Meeting Closed at 7:32 PM

March 2023  
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