



Crescent House Residents' Liaison Group (RLG) Meeting 24 November 2022

- Date:** Thursday 24 November 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 |
| Nick Condon | The City of London Corporation |
| Richard Partington | Studio Partington |
- 3 Residents attended the meeting in person
- Apologies:** 3 Residents sent their apologies

This is the seventh 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 condition of the windows assessed to date
 - b. Update on contractor engagement
3. Discussion with Studio Partington representative
4. Update on costs
5. Feedback on the Winter Measures Campaign
 - a. Feedback on the fieldwork exercise
6. Update on the recruitment of new members
7. Suggestions for items for discussion at future meetings
8. Site visit to the Pilot Flat
 - a. Reminder of the health and safety protocol when visiting a work site
9. Confirm the date of the December 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 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. Introduction of representatives from the Project Team and new member

- The chair introduced representatives from the Project Team to members of the Residents' Liaison Group.
- The chair reiterated the rules and protocol of the RLG to the new member.
- The project manager provided the new member with a quick summary of the progress of the pilot project.

3. Resident Comments

- Residents enquired about the progress of the proposed scaffolding for the pilot flat.
 - Owing to the proposed design extending to the ground floor, they were asked about the design of the site hoardings.
 - Residents suggested that the design of the hoarding should reflect the ground floor retail units.
- The residents commented that the scaffolding application and planning application process has been a major source of delay to the progress of the pilot project.
- They enquired about how long the proposed testing on the new window will take.
- Residents enquired about the different heating options the pilot project will explore.
 - They also commented on the current heat loss of the building and wanted to know more about how the City of London Corporation will retrofit Crescent House with modern insulation.
- The residents also noted that the local Alderwomen is supportive of the City's effort to insulate Golden Lane Estate.
- They also enquired about the ventilation options explored by the project team.
 - They then asked about the cost implication of each of the ventilation options.
 - A question was also raised about how the Project Team will make the final decision of which ventilation system to be installed.

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- The residents asked why there are no pilot projects on the first and second floor flats.
- Residents enquired on whether the Project Team has undertaken the EWS1 survey.
- They also provided feedback on The City's Winter Measure Campaign survey and asked about the use of the water cylinder.
- Residents commented on the City's figures on the windows' condition, suggesting there are inaccuracies to the figures.
- They also suggested that the Project Team should explore using hydrogen as an alternative source of fuel for heating.
- The residents enquired on whether the Project Team will undergo another of window condition survey.
- The residents also asked about the results of the acoustic testing.
- They requested updates on cost calculation from the project team.
- They sought reassurance from the Project Team in making sure that specialist contractors invited to tender have a proven track record in refurbishing listed buildings.
- The residents then agreed that the next RLG meeting (originally scheduled for December 2022) would be postponed to the middle of January 2023.

4. The City of London Corporation Responses

- The Project Manager provided updates about the pilot project.
 - The Project Team have engaged with four specialist contractors.
 - The Works are being tendered by four specialist contractors, with the bids expected back in December.
 - Scaffolding will be installed in the New Year.
 - Once the scaffolding is installed, the window suppliers can proceed with precise measurements for the glazing.
 - The glazing can only be ordered after precise measurements.
 - The Project Manager noted significant concern on the lead-in times for the glazing.
- The Project Manager asked residents to comment on what to do with the scaffolding hoardings.
- The Project Manager provided further clarification on how the tender process works.
- The Project Manager noted that ventilation within the flat must be explored as well as investigating how to better heat the flat.
 - The pilot project is an excellent opportunity to explore different ventilation and heating options.

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- Improving ventilation is as important as improving the energy efficiency of the windows.
 - The Project Team is also exploring the installation of environmental sensor in the pilot flat.
- Damp air must be effectively ventilated before the flat can be heated efficiently.
- The Project Manager reiterated that the current cost calculation only applies to the cost of the whole building.
 - Cost of the individual flats will be calculated in the latter stages of the project.
 - Further cost reports are due in early December.
- The Project Manager reiterated that the pilot flat can showcase how different options in retrofitting Crescent House for the future.
- The Project Manager responded to questions on why no pilot projects are done to the first and second floor flats.
 - Third floor flats are perceived to be the most challenging due to the design of the window frames.
- Responding to whether Crescent House needs to undergo EWS1 survey, the Project Manager responded that Crescent House does not fall into the category for EWS1 survey.
- The Project Manager updated residents on the Winter Measures.
 - The Project Manager hopes that the measures taken can be extended beyond the windows' life and lower the cost of the energy in the long term.
 - The Project Manager confirmed that the door-knocking campaign collected valuable information regarding vulnerable residents.
 - The report will be shared with City of London Corporation members.
- Regarding the future heating system for Crescent House.
 - The Project Manager re-affirmed an electric heating system will be reviewed for the pilot flat.
 - Data loggers have been installed to test whether the electrical system in Crescent House can handle electrical heating.
- The Project Manager confirmed that a glazing mock has been placed in the pilot flat to provide a comparison.
- The Project Manager provided an update to the acoustic testing results.
 - An overview of the results has been provided.
 - Comparison among different parts of the building are essential in getting a holistic result.

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- The Project Manager confirmed that the specialist contractors engaged have a proven track record of retrofitting windows for listed buildings.

5. Studio Partington Responses

- The architect described the trajectory of the project, reiterating that there is a lot to be achieved out of retrofitting the windows of Crescent House.
 - Additional works might include retrofitting the ventilation and heating system, as well as extra insulation to the roof to prevent further heat loss.
 - The architect hoped to find a holistic solution to solve all the issues that Crescent House is currently facing.
- The architect explained what cold bridging is.
 - The architect also reiterated that the ultimate goal of the project is to let residents heat their home economically and comfortably.
 - A more holistic view of the project will allow the project team to find a solution that fixes the glazing problems with no unintended consequences.
- The architect confirmed that an extra budget was allocated for installing roof insulation
- The architect confirmed that the Project Team is looking at using existing space within the building to improve ventilation.
 - Two options are currently being explored:
 - Demand controlled system.
 - Mechanical ventilation with heat recovery (MVHR) units.
 - Explained the cost implication of both options.
 - MVHR units are projected to cost more for installation but will produce a larger saving in operational costs (energy bills) .
 - Addition of the ventilation systems are yet to be included in the project cost.
 - Decision will be made based on the level of disruption caused and the implication on cost, once design work has been commissioned.
 - The architect will provide some background information to the demand-controlled ventilation system.
- The architect updated residents on the fire safety aspect of the building.
 - Due to the height of Crescent House (less than 18m), the building is considered lower risk.
 - The Project Team is currently assessing the combustibility of the building materials.
- In response to the comments about the condition survey:

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- It was suggested that a thorough internal conditions survey would be needed before the scope of the main project works could be defined.

6. Your Shout Response

- Your Shout noted the comments and suggestions from members of the Residents' Liaison Group.
- Your Shout will continue to advertise for the vacant positions on the Residents' Liaison Group on the dedicated project website.
- Your Shout noted that the December Residents' Liaison Group will be postponed to a later date in January 2023.

7. Final Remarks

- The next Residents' Liaison Group Meeting – 19 January 2023
- Since there were no new developments regarding the pilot flat, the Project Team and residents decided not to proceed with the site visit.

Meeting closed at 7:30 pm

November 2022
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