Crescent House Residents' Liaison Group (RLG) Meeting

Date: Thursday 2 July 2026, 6:00 - 7:30pm
Venue: Sir Ralph Perring Centre

Expected Attendees:

Dan Bewley	Kanda Communications
Millie Kelleher	Kanda Communications
Greg Wade	CoL Head of Major Works
Ikenna Nwimo	CoL Project Manager (Great Arthur House, supporting wider GLE Major Works Renewal Programme)
Bunmi Ali	CoL Project Manager
Pavels S	Crescent House Resident
Maliya P	Crescent House Resident
Gaby R	Crescent House Resident and Councillor

Apologies: Received from three members

Agenda

1. **Welcome**
2. **Dashboard update**
3. **Communications and engagement**
4. **Questions and AOB**
5. **Date of next meeting**

Executive Summary

Project Progress and Programme

The Crescent House Major Works Programme continues to advance, with planning permission now granted, subject to a number of conditions, primarily relating to the electrical design. The main works tender is scheduled for issue in July 2026, with contractor returns due in September, while Stage 1 Section 20 consultation has concluded and responses are currently being reviewed.

The project team has strengthened in preparation for the next phase of delivery, with the appointment of a new Senior Principal Project Manager and continued progress towards recruiting two dedicated Resident Decant Officers. Procurement of key consultancy services, which will include Contract Administration, Quantity Surveying and Clerk of Works roles, is also nearing completion, with appointments expected later this year.

While contract award remains targeted for March/April 2027, the project is subject to the requirements of the Building Safety Act. As Crescent House is classified as a Higher-Risk Building, approval from the Building Safety Regulator (BSR) will be required before construction can begin. Due to anticipated BSR review times, substantive works are not expected to start until spring 2028.

Design Development

The electrical design remains a major focus of the project, with a dedicated technical workshop arranged between the project consultants and GLERA representatives to review proposals in detail. Alongside this, discussions continue on external paint colour selections and the preferred domestic heating and hot water strategy.

Three primary heating options will be included within the contractor tender, all based on electric systems, with a fourth emerging option involving battery-supported electric boilers also under consideration. The project team confirmed that the proposed removal of gas infrastructure remains necessary to facilitate the electrical upgrade works and comply with current safety regulations. While some residents objected to the loss of gas cooking facilities, the team advised that alternative solutions had been extensively explored and no viable alternative had been identified.

Studio Partington is continuing to develop both the project risk register and Building Regulations Compliance Tracker, ensuring design risks, mitigation measures and

regulatory requirements are properly documented ahead of submission to the Building Safety Regulator.

Programme and Delivery

- The development programme outlined the key milestones leading to delivery:
- Design and approvals: February 2025 – July 2026
- Tender process and Section 20 consultation: July 2026 – January 2027
- Building Regulations approval (Gateway 2): January – December 2027
- Contractor mobilisation: January – March 2028
- Main construction works: April 2028 – October 2031
- Resident decants commence: July 2028

Ahead of main works, the team will undertake enabling activities including the construction of a new electrical substation enclosure and the relocation of electrical meters from the basement into approximately 150 individual properties.

Discussions are ongoing regarding detailed construction sequencing, including how electrical works, window replacement and communal upgrades will be phased. Site logistics planning is also progressing, with options being considered for contractor compounds and welfare facilities, particularly given the potential overlap with other major projects across the Golden Lane Estate.

Resident Engagement and Communications

Resident engagement remains a central focus of the project. Following a successful trial of coffee morning drop-in sessions, the programme will continue after the summer with evening sessions designed to improve accessibility for working residents. Feedback from these sessions has helped identify issues and concerns that may not otherwise have come to the project team's attention.

The project team confirmed that a dedicated Stage 2 Section 20 consultation event will be arranged once tender costs have been received, enabling residents and leaseholders to review detailed financial information and ask questions. Home Ownership Services are expected to participate to support discussions around billing and payment options.

Improvements have also been made to the project website, including enhanced navigation, individual block pages, dedicated information on resident drop-in sessions and easier access to meeting records.

Key Resident Issues Raised

Several resident concerns were discussed during the meeting. These included continued objections to the removal of gas supplies, requests for greater clarity on programme progress and timescales, and concerns regarding communal entrance security.

The project team committed to identifying and demonstrating a non-app-based door entry solution for residents who do not use smartphones, ensuring all residents can safely screen visitors before granting access. The team also agreed to provide written responses to outstanding resident queries and investigate whether recordings from previous consultation meetings are available.

Key Takeaway

The Crescent House project is entering an important procurement and regulatory phase, with planning permission secured and contractor tendering about to begin. Significant preparatory work remains required before construction can commence, particularly due to Building Safety Regulator approvals. Current priorities include advancing the electrical and heating design, progressing statutory consultation and procurement activities, preparing for future resident decants, and maintaining regular engagement with residents as the programme moves towards delivery.

Meeting Notes

1. Welcome & introductions

Dan Bewley (DB) welcomed attendees and thanked residents for making time for the meeting.

Ikenna Nwimo (IN) introduced himself to the group, having joined the project team in April as Project Manager, primarily focused on Great Arthur House but also supporting Crescent House and the wider estate.

DB confirmed that Concilio, which has supported the project since November 2025, has since merged with another company, Kanda Consulting, and now operates under the Kanda brand. DB confirmed there is no change to the service provided or the team supporting Crescent House, and that a new team member, Millie, has also joined Kanda to support the account.

2. Project/programme update

Planning permission

- Planning permission has been granted via the Planning Committee, subject to a number of conditions to be addressed over the coming months, particularly around electrical design.

Works tender

- The tender for the main works contract is being prepared for issue on 6 July, with a provisional return date of 15 September. This may end up being extended if considered necessary.

Section 20

- Stage 1 Notices have been issued; the consultation period closed on 26 June. GW is working through responses, which will go to legal for review before being issued to the Home Ownership Services team and then out to all Leaseholders. GW confirmed that there are around 170 individual queries/responses to work through.

Coffee morning drop-ins

- The third and final trial drop-in session was held on 19 June at the Golden Lane Estate Community Centre, with around 10 attendees; a previous session attracted around 12. Sessions have been trialled at different times of day to test which format works best for residents.

- The next session, after the summer, will move to an evening slot (6:00-8:00pm), which the team expects to be the most popular as it allows residents to attend after work. Date to be confirmed.
- IN noted the sessions have been useful in surfacing issues and questions the team was not otherwise aware of, and confirmed they will continue after the summer across the whole estate.

New starters

- Katiana (Kat) Azar joins the team on 15 July as Senior Principal Project Manager, overseeing the full GLE Major Works Renewal Programme.
- The committee paper seeking approval for two new Resident Decant Officer (RDO) posts has been signed off at CCS Committee and was scheduled for presentation at Corporate Services Committee on 1 July. Recruitment remains on target for September; the team is aiming to advertise the roles from mid-July with interviews expected around early August.

Consultancy services

- A walk-round of the estate took place with seven tendering consultants for Contract Administration, Quantity Surveying and Clerk of Works services. Bids were returned and interviews held on 15 and 16 June, followed by scoring moderation with Procurement.
- IN noted that of the seven, around four submissions were strong (two of which were considered outstanding), with the remaining two assessed as good but requiring some development.
- Stage 2 Section 20 notices are to be issued in relation to the post-contract professional services appointment. This will be followed by consultant contract award in September/October 2026, in time for the newly appointed consultant to embed with the existing design team, in preparation for the Crescent House tender returns to be evaluated.

Design questions

Electrical design

- Electrical design continues to be scrutinised and developed through a series of technical workshops. A technical consultation event bringing together the GLERA technical team and the consultant design team (including Studio Partington, the M&E consultant David Miles and Partners and fire engineers BB7) is confirmed for 16 July, covering Great Arthur House and Cuthbert Harrowing House.

Paint colour choices

- Discussion on choice of colour finishes is ongoing.

Domestic heating and hot water

- Three options will be listed in the tender: storage heaters with a hot water cylinder; panel heaters with a hot water cylinder; and an electric boiler.
- A fourth option is being explored involving an electric boiler with a rechargeable battery, a newer technology.

Gas removal

A resident raised strong concerns about the proposed removal of the gas supply, noting they currently have and want to keep a gas cooker. GW explained that the requirement to remove gas from Crescent House arises from the electrical upgrade: new electrical cabling cannot be safely run alongside the existing gas pipework under current gas safety regulations. GW confirmed the design team explored alternative options over several months, and that the Corporation would not be pursuing this route if a viable alternative existed. The resident maintained their objection to the proposal.

Risk register and building regulations compliance

- Studio Partington, in its role as Principal Designer and Construction Design Manager (CDM), is producing a risk register to highlight design risks and mitigation strategies.
- Studio Partington is also collating a Building Regulations Compliance Tracker, to be included as part of the submission to the Building Safety Regulator (BSR), demonstrating how design issues are being addressed.

Programme and Building Safety Act implications

GW explained that although the intention is to be in contract for the main works by March/April 2027, Crescent House's classification as a Higher-Risk Building under the Building Safety Act means an application must be made to the Building Safety Regulator for building control approval before works can start on site. Given the current backlog at the BSR, substantive works are not anticipated to begin until spring 2028.

- During the intervening period, key activity will include construction of an enclosure for a new electrical substation, and preparation of the Gateway application to the regulator.
- The team will also be assisting residents in the relocation of individual electrical meters from the Crescent House basement into individual properties, ahead of the main works. GW estimated this exercise, covering around 150 properties, will take 12-15 months.

A resident asked why, from a resident's perspective, so little appears to be happening despite the length of time involved. GW acknowledged this and confirmed that a future in-person presentation would set out clearly, block by block and tenure by tenure, what is and is not happening at each stage.

Section 20 process

A resident queried whether the Stage 1 Section 20 notice constituted proper consultation, noting it did not include costs or distinguish between repairs, improvements and regulatory works.
GW clarified that Stage 1 of a Section 20 notice is a statutory notice of intention to carry out works and is not required to be accompanied by detailed specifications, drawings or costs; this is standard practice across local authorities and housing associations. Stage 2, issued once tenders have been returned and analysed, includes the financial information and evidence of market testing, and leaseholders have the opportunity to view the relevant technical and pricing documents under supervised conditions.
GW confirmed that an in-person consultation event will be considered as part of the Stage 2 Section 20 consultation, once the financial information is available, as this is considered the most useful point to hold a public forum. Based on the current programme, the Stage 2 notice is now expected to be issued early in the new year (having previously been expected in autumn), to avoid the process falling over the Christmas period; this still allows the programme to remain on track for contract award by March/April 2027.
GW noted that Home Ownership Services would be expected to attend any Section 20 public consultation event to support on billing and payment arrangements, though as an administrative team they would not be expected to lead or formally present.
Action: Pavel's outstanding written questions to be collated and answered in writing, in line with the approach taken at the March RLG. (DB/Project team)

Crescent House development programme

IN talked through the development programme published on the project website:

- Feb 2025 - Jul 2026: Design and approvals (planning and listed building consent)
- Jul 2026 - Jan 2027: Tender process, including statutory consultation with leaseholders about costs
- Jan 2027 - Dec 2027: Design and approvals - Building Regulations sign-off (Gateway 2)
- Jan 2028 - Mar 2028: Contractor prepares to start on site
- Apr 2028 - Oct 2031: Construction works on site
- Jul 2028: Residents begin moving to temporary accommodation

A resident queried whether electrical and communal works would follow a separate sequence to the window works. GW confirmed that while the original proposal was for window works to proceed vertically by stack, further discussion with the M&E consultant suggests it may make more sense for electrical works to be sequenced laterally, floor by floor. GW noted this remains to be resolved and will form part of the appointed contractor's detailed sequencing and phasing plan.

Contractor site logistics

A resident asked whether contractor welfare facilities/compounds had been identified, noting a previous compound location (used, among other things, by a chemotherapy support service) is no longer available following redevelopment.
GW confirmed the team is considering the space between Great Arthur House and Cuthbert Harrowing House. With Crescent House, Great Arthur House and the Golden Lane Leisure Centre (starting spring 2027) all potentially on site concurrently, and a number of third-party developments also under way in the immediate vicinity (including sites on Long Lane and off Aldersgate), shared or co-located compound arrangements may be required. Preliminaries for the works contract already require the successful contractor to accommodate a shared compound if needed.
GW confirmed that any contractor access, egress and welfare proposals will be brought forward as a full phasing/logistics plan once appointed, and will be reviewed by Studio Partington in its role as Principal Designer.

3. Communications and engagement

- Draft minutes of this meeting will be circulated to the project team by 6 July and issued to RLG attendees by 9 July, before being published on the Golden Lane Estate website on 16 July.
- A GLERA Technical Group meeting (not Crescent House-specific) is confirmed for 16 July.
- Coffee drop-in sessions restart after the summer as an evening session (6:00-8:00pm); date to be confirmed.
- The next Crescent House RLG meeting will be held on Thursday 24 September, 6:00-7:30pm, at the Sir Ralph Perring Centre.
- DB encouraged up to two further residents, particularly leaseholders, to join the Crescent House RLG to strengthen attendance. Residents interested in joining should email info@goldenlaneprojects.co.uk.

Website update

- A search bar and drop-down navigation have been added, each estate block is now individually clickable, a coffee drop-ins section has been added, and RLG minutes are now presented as individual clickable cards by group.

A resident asked whether the recording of the last in-person Crescent House meeting (April 2025) was available online; DB confirmed only a screenshot is currently available, not the recording, and agreed to check what information exists and report back.
Action: DB to check what information/recording exists from the April 2025 Crescent House meeting and confirm to the resident who raised it. (DB)

4. Questions and AOB

Nick Condon retirement

IN informed the group that Nick Condon has taken early retirement due to ongoing health challenges, and that Greg Wade has notified all relevant parties. The group noted their thanks for Nick's contribution to the project since its earliest stages, and their good wishes for his retirement.

Communal door entry

A resident raised a significant concern that the communal front door is not secure, noting they had been able to enter unchallenged the previous evening. The resident explained this is causing anxiety among neighbours, particularly those without smartphones who are unable to use an app-based entry system, and who want to be able to see who is at the door before letting them in given the area's proximity to rough sleeping. The resident said this issue had first been raised four to five months ago and that no update or sample device had been provided since.

DB acknowledged the concern and asked to establish specifically what physical (non-smartphone) device or system could be provided so that this could be demonstrated to residents, including how it would work in practice.

Action: Project team to identify a physical, non-app-based door entry solution that allows residents without smartphones to see and screen visitors before opening the communal door, and to provide details/a demonstration to the resident who raised this. (Project team)

Post-meeting note

Further to discussion with the proposed door entry system manufacturer (IP Guard), GW has since been able to confirm that residents will need some form of smart device to interact with it effectively, in order to screen visitors and activate the door release remotely from within their homes. Tablets or smartphones with pay as you go simcards may need to be provided to residents in isolated cases, which CoFL may be able to purchase from IP Guard directly or by using their own supply chain. This cost has not yet been factored into any long-term planning and will need further interrogation, once a realistic assessment can be made as to how many may be needed.

5. Date of next meeting

The next Crescent House RLG meeting will take place on Thursday 24 September 2026, 6:00-7:30pm, at the Sir Ralph Perring Centre.