



Crescent House planning application update for residents

Friday 16th January 2026

Dear Resident,

Thank you to everyone who took the time to attend the consultation events and complete the survey about the proposed works to Crescent House. Your feedback has been extremely valuable in helping us refine the plans.

We received a wide range of comments, including concerns about fire safety, building services, disruption during construction, the needs of older and vulnerable residents, and how information is shared. We have carefully reviewed all feedback and used it to shape the proposals and the way the project will be delivered.

Below is a summary of the main points you raised and how the Golden Lane Estate Project Team has responded.

Decanting

You said:

Residents asked for further information about decanting during the works.

Our response:

Decanting is not expected to take place before January 2028 at the earliest. Although the intention is to appoint a contractor in 2026, there will still be a significant period of regulatory approval required before any works start on site.

A dedicated programme of engagement on decanting will take place well in advance, led by the City of London Corporation's communications team. Additional Resident Liaison and Temporary Relocation Officers will also be appointed to provide direct support and to ensure residents' interests are represented throughout the process. The contractor will have their own resident liaison team, and detailed requirements for managing decant sensitively are already being built into the tender documentation.

Programme clarity and sequencing

You said:

Residents understand that some details will have to be confirmed later, but there was a clear desire for transparency around programme sequencing.

Our response:

The project team is still working to the programme, which was shared with residents during the consultation events of 8 April and 1 May, which were held at the community centre on the estate. This information is available via the Golden Lane Projects website (along with recordings of those



meetings), which is managed by the Corporation's appointed Communications Consultant, Concilio.

Fire safety between flats

You said:

Residents were concerned about smoke and fire spreading between flats, gaps around pipes and risers, and whether new fire doors would affect visibility in corridors. Some residents also wanted to see how the new fire alarm system would work in practice.

Our response:

We have carried out a full fire safety and compartmentation review. All gaps around services will be sealed, redundant pipes removed where possible, and fire-stopping upgraded to prevent the spread of smoke and fire. New corridor fire doors will meet safety standards and will include glazing where appropriate to maintain visibility. We are also exploring testing the new fire alarm system in a test flat so residents can see how it will operate.

New heating and electrical systems

You said:

Residents asked about the move away from gas, whether the new electrical system will be reliable, and whether information about running costs needs updating.

Our response:

The building will be upgraded with new electrical infrastructure designed to support modern, efficient electric heating. We have committed to updating the comparison between gas and electric running costs using the latest energy price information and will share this with residents so everyone has clear, current information.

Lighting in corridors and shared areas

You said:

Residents wanted shared areas to feel safe, well-lit and easy to maintain.

Our response:

New communal lighting will be energy-efficient, brighter and more reliable, improving visibility and safety while reducing long-term maintenance and running costs.

Waste and recycling

You said:

Residents were concerned that new refuse chute hoppers could be too small or difficult to use, and that fire safety should not make day-to-day waste disposal harder.

**Our response:**

The new hoppers have been designed to match the size of the existing chutes, reducing the risk of blockages while also meeting modern fire safety standards. Ease of use and safety have both been built into the design.

Keeping water out of the building**You said:**

Residents highlighted past problems with drainage and rainwater in the lightwells and wanted reassurance that new systems will work properly.

Our response:

New gutters, downpipes and drainage layouts have been designed to improve water flow and reliability. Traditional spouts will be considered where they offer better long-term performance, and all systems will remain accessible for maintenance.

Front doors and entry systems**You said:**

Residents asked how a new wireless door entry system would work, including access for tenants and landlords, use of phones as well as fobs, and how older residents or those without smartphones would manage.

Our response:

The proposed system will work with both fobs and mobile phones. Landlords will be able to retain access alongside tenants. No one will be forced to rely solely on a smartphone, traditional access methods will remain available. Clear guidance and training will be provided before the system is introduced.

Support for older and vulnerable residents**You said:**

Residents stressed that the impact of the works on older people and those with additional needs must be carefully considered, especially during construction and when new systems are introduced.

Our response:

We will work with the landlord to identify residents who may need extra support. This will include tailored communication, help with understanding new systems, and additional assistance during disruptive stages of the works.

What the works will be like**You said:**

Residents wanted to know which parts of the building would be worked on first, how long the works



would last, and how disruption would be managed.

Our response:

Once the contractor is appointed, we will provide a clear construction programme showing the sequence of works, which side of the building will be tackled first, and how long each stage is expected to take. A construction management plan will also set out working hours, access arrangements, noise control and how residents will be kept informed.

Clear and accessible information

You said:

Some residents felt consultation materials were too technical and that simpler, more accessible formats would be helpful, including for people with learning difficulties or visual impairments.

Our response:

Future information will be provided in clearer, simpler language, and we will look at offering large-print, easy-read and audio versions where needed so that everyone can access and understand the proposals.

We will be submitting the planning application to the City of London Corporation on Friday 23rd January. Following this, the application will go through the City's validation process for a few weeks and will then be available on the planning portal to view in detail.

Costs question for the City of London Corporation

You said:

The reassurance given to date around non-chargeable works (such as replacement of flat entrance fire doors) is welcome, but leaseholders want clarity on future major works bills, once the information is available.

Our response:

This will be addressed through further formal written communication, once the position has been clarified internally and at Committee level. We currently anticipate this will be by May 2026.

Kind regards,

The Golden Lane Project Team