Golden Lane Estate
Crescent House Residents' Liaison Group (RLG) Meeting

Date: Thursday 24 September 2026, 6:00pm – 7:30pm

Venue: Sir Ralph Perring Centre, Golden Lane Estate

Attendees:

Oliver Lewis (OL)	Kanda (Chair)
Dan Bewley (DB)	Kanda
Greg Wade (GW)	CoL Head of Major Works
Kat Azar (KA)	CoL Senior Project Manager
Ikenna Nwimo (IN)	CoL Project Manager, Great Arthur House
Gaby Robertshaw (GR)	Cripplegate Ward Member
Dawn Frampton (DF)	Cripplegate Ward Member
Sue Pearson (SP)	GLERA
Matthew Carter (MC)	Resident, Crescent House

Agenda:

1. Welcome and housekeeping
2. Project Dashboard update
3. Communication and engagement update
4. Questions
5. Any Other Business
6. Date of next Crescent House RLG meeting

Executive Summary

Project progress and programme

The Crescent House Major Works Programme continues through design and approvals, with planning permission in place and the principal contractor tender process under way. Tenderers have carried out site visits and walk rounds, and the City has responded firmly to their queries and reminded them to use the official channels only. A services mock-up will be installed in Crescent House in November, showing three options, with the most suitable used to discharge a planning condition.

Resident Decant Officers

Offers have been sent to two new Resident Decant Officers (RDOs), who are due to start in October. The more experienced will be weighted towards Crescent House, supported by the other, who will also work on Cuthbert Harrowing House. They will be introduced to residents through the RLGs from November. Members asked about RDO costs, support for isolated residents, and the use of charities, and the City set out how RDOs will work with third parties and hold household information as data controller.

Design and technical development

Substation capacity is being confirmed with the electricity network operator, with a potential location in one and a half basement garages and up to 100 amps allocated per flat. Members asked that flood risk in the basement is looked at. Fire doors are required where needed for fire safety, and repairs and maintenance are considering installing door closers ahead of the major works. A combi-boiler feasibility trial is planned in a Crescent House home.

Communications and engagement

The Harvest Fun Day to be held on Saturday 26 September, 9:00am to 1:00pm, with FAQ sheets, information boards, block-by-block letters and a meet the team element. Members raised concerns about publicity for the event and about the number of residents who are not yet aware that works are happening. This has been addressed through digital communication platforms including email and WhatsApp, as well as through door knocking on the estate.

Resident concerns

Members stressed the importance of the City's construction requirements, including working hours, noise and deliveries, being applied from day one. Other concerns included receipt of Section 20 notices by all leaseholders, flood risk to basement garages, disruption from services works, and the condition of the window frame at 108.

Key takeaway

Crescent House is moving through tender and design, with the principal contractor tender under way and the services mock-up due in November. The immediate priorities are introducing the new RDOs to residents, agreeing construction management expectations with tenderers, resolving substation location and flood risk, ensuring every leaseholder receives their Section 20 notice, and raising awareness among residents that works are now being planned and delivered.

Minutes

1. Welcome and Housekeeping

DB explained that OL will chair the meetings going forward, but that he will remain involved in the project. The aim is for both to be fully briefed across the project so that either can cover for the other.

OL and attendees introduced themselves.

2. Project Dashboard Update

Resident Decant Officer appointments

- Offers have been sent to two new team members, who are due to start in October as originally planned.
- The more experienced of the two is expected to be weighted towards Crescent House, supported by the other, who will also start work on Cuthbert Harrowing House. Both can work across both blocks.
- The new RDOs will be introduced to residents, likely through the RLGs and written communication, from November.
- Members asked whether leaseholders would pay for the RDOs, as they are focused specifically on resident decanting. GW responded that their salaries would not be re-charged, this had already been confirmed previously in writing by Director of Housing Peta Caine to all Leaseholders. City staff time is recorded against capital projects through timesheets, so the costs can be identified.
- The contractor will also have its own RDO team, which is set out in the tender documents.
- GR noted that some residents have not left their homes in 30 years and suggested support with decluttering, such as regular clearance or recycling days.
- DF suggested working with charities that are experienced in supporting vulnerable residents, ideally with a charity giving dedicated time each week.
- The City responded that the RDO role includes working with third party organisations such as charities, care providers, social services, schools and GPs where needed, and that one of the new RDOs has experience of working with marginalised residents. Members noted that signposting alone may not be enough for residents who cannot seek help themselves, and the City agreed that RDOs are expected to give full support.
- The RDOs' first task will be to get to know every household and build a profile covering, for example, children, vulnerabilities, social services support and medical needs, so that the contractor can be briefed when appointed. Moving electric meters into homes is expected to be an early test of this.
- In response to a question on GDPR, the City confirmed that it is the data controller. The information is held on the City's resident database and the contractor's contract includes data protection provisions.

Post-contract professional services tender

- Section 20 notices have been issued to all leaseholders, including at Crescent House. A corrected notice with amended dates was issued a couple of days ago, which restarts the 35-day consultation period.
- Appointment was expected in mid-October and is now likely to be in early November as a result.

- Members raised concern that some leaseholders, including at Stanley Cohen House, had not received the first notice, and that this was being discussed on WhatsApp. It was asked whether some form of receipt could be requested, as leaseholders may not be liable to pay if they have not received proper notice.
- The City said the notices were sent this week and should arrive over the next couple of days. Home Ownership Services took particular care with the second notice following the issues with the first.

Action: Check that all leaseholders, including those who do not live on the estate, have been sent the second notice. (City)

Trial combi-boiler

- A feasibility trial is planned at Crescent House and Great Arthur House (1 each) resident, ahead of the planned replacement of gas with all-electric systems. The trial is due to start towards the end of the year and information will be gathered for a year.
- Members asked what type of flat the trial will be in, including whether it would work in flats with limited storage.
- It was noted that such units could work in the larger flats and studios and would remove the need for hot water tanks.

Action: Confirm the type of flat for the trial and issue as a post-meeting note. (City)

Principal contractor tenders

- Tenderers have carried out site visits and walk rounds across Crescent House, including the basement electric meter room and the pilot flat (347).
- They have raised queries on site set up, contractual matters, working hours and noise. The City has responded firmly, reminded tenderers to use the official channels only, and confirmed that tenders should be priced as specified, with any alternative ideas priced separately and reviewed case by case. These queries are not considered red flags.
- SP said it was very clear from the Leisure Centre meeting that tenderers may not be aware of the City's requirements for construction and asked whether these will all be followed. This includes working hours, noisy working and deliveries before 8am. SP stressed that in a lived-in community it is important to get day one right, given the length of the works.
- Members asked whether Barbican working hours will apply.
- Two contractors have contacted GLERA about social value and will meet them next week. Feedback from GLERA to this group on the meetings would be helpful.

Action: Share feedback from the meetings with the two contractors with this group. (GLERA)

Ceiling trial installations

- A pilot of how the services will look is required by the planning conditions. Mock-up installations will be installed in November, showing three options, with the most suitable being used to discharge the planning condition.
- Two contractors are interested in the works. A notice will be issued to residents once a contractor is appointed, with locations, signage and the number of people working.
- The mock-up will be done around the lobby area, not in the corridor.
- SP noted that the design should be flexible so that the size reduces along the run, and that panel systems may not be the best option. Members asked whether it would be worth doing a mock-up in the corridor to show the size.

- An attendee shared examples of slotted carrier trays of different widths used for aesthetic reasons in another building.

Substation capacity

- The increased electrical load from the electric boilers means the City is working with the electricity network operator to confirm the substation requirements, capacity and size.
- The potential location is one and a half garages in the basement, close to the electric meter room. Members noted a history of flooding and that the sewage pumps need regular maintenance, so potential flooding needs to be looked at.
- The City is allocating up to 100 amps per flat. Larger flats may need more, which the M&E consultants will check.
- The substation is in an enabling works package ahead of the main works contract. There are 12 months available once the principal contractor is in contract, though network operator lead times can be long.
- A concern was raised about the disruption caused by repeated digging up of roads and services. The City will make a note, and the timescales will be included in RDO messaging when electric meters are moved.
- The sequence for removing gas is being worked on by the M&E consultants, and the contractor will be responsible for the final methodology.

Fire doors

- New doors are required where needed for fire safety. Flats on the internal corridors at first and second floor are expected to receive new doors, with other flats receiving door closers.
- Repairs and maintenance are looking at the potential of installing door closers ahead of the major works, as the specialist door subcontractor would not normally work on existing doors.
- Door measurements were taken this week by the specialist door manufacturer. The Barbican door sets were raised as an example, and an attendee offered to share the design and access statement.

Design coordination and decanting

- Both are being managed closely, including through the boiler trial. Decanting is recognised as very sensitive.
- Members asked whether more flats could be decanted at once to shorten the programme, as decanting is the critical constraint. The City explained that six at a time was chosen after considering specialist labour, coordination of works, the safe movement of people and storage, and that the programme is accelerated by working on two blocks at a time.

Cost uncertainty

- The QS will be making sure the best value is achieved. Tenders may come back higher than expected, and every element will be scrutinised, with the focus on value rather than simply reducing cost.
- Quality is critical because of the listed building requirements. A clerk of works and inspection regime will be in place, with contractors not paid until work has been inspected and signed off.
- GR raised concern that the 108-window frame looks patchy, particularly when seen from the plaza.

Harvest Fun Day

- The Harvest Fun Day will be held on Saturday 26 September, 9:00am to 1:00pm, at the community centre, with information for residents and a meet the team element. The key message is that things are happening now.
- Materials will include FAQ sheets on resident decanting, leaseholder queries, the general GLE Major Works Programme and the post-contract professional services tender, alongside the 'Proposed Scope of Works' sheets for each block / tender package, information boards, and a plain English block-by-block letter.
- Senior City officers and members are expected to attend for an hour or two.
- Sign-in sheets will be available but not mandatory. It was requested that attendance be counted by household rather than individuals.
- Members raised concerns that the event was not yet on the website, that there were no posters in the poster boxes, and that the poster gave limited detail. OL explained that notice boards are cluttered, so larger posters have been placed elsewhere, including the estate office, and leaflets have been delivered to all flats.
- Members noted that many residents may not realise the works are happening, and that when told a year, some assume it means ten. Trust and historic impressions remain a factor. OL confirmed that this risk was raised at the project board and is why a different kind of event is being held. Site cabins and visible work at Cuthbert Harrowing House may change perceptions.

Technical meeting

- A technical meeting is to be scheduled, alongside the services mock-up, which will be discussed there.

Planning conditions

- Agreement of the services mock-up is a planning condition for Crescent House, so the technical meeting should take place beforehand.

3. Communication and Engagement Update

Website

- The new website built by Kanda's designers will be available to view on QR codes will be available at the Harvest Fun Day. The Leisure Centre will have its own section to make clear it is separate from the Major Works Programme.

WhatsApp

- The residents' WhatsApp group has 126 members. A reminder about the Harvest Fun Day will be posted. DB noted that people often say at events that they saw it on WhatsApp rather than on the flyer.

Programme

- There is no change to the programme. Design and approvals are continuing, planning permission is in place and the tender process is under way.
- It was suggested that the programme graphic show the full span of each stage rather than a single point.

Action: Review the design of the programme graphic in the project dashboard. (Kanda)

Minutes process

- Minutes are drafted following the meeting, shared with the project team, issued to the RLG group next week, and published on the project website the following week.

4. Questions

- OL invited questions from MC, who needed to leave early. The team then confirmed that the Harvest Fun Day is designed for residents to engage who have not done so previously, therefore all questions are welcome.
- Members asked when leaseholders will receive cost information. The City advised that reports go to committee in November and that timings depend on committee decisions and the Section 20 process.

5. Any Other Business

Actions from previous meetings

- It was suggested that a standing item be added to confirm that actions from the previous meeting have been completed. OL agreed, and this will be shown in the dashboard.

Action: Include an update on actions from the previous meeting in the dashboard. (Kanda)

Next meeting preparation

- By the next meeting, the trial mock-up in Crescent House should be scheduled or under way, the planning consultation event should be scheduled, and an update on the Crescent House tender process will be available. The new RDOs are expected to attend.

6. Date of Next Crescent House RLG Meeting

The next Crescent House RLG meeting is confirmed for:

- Thursday 26 November 2026, 6:00pm, Sir Ralph Perring Centre

The RLG continues to welcome further resident members. Residents interested in joining should contact the project team.

Ends.