



Barbican Estate Residents Consultation Committee

Date: MONDAY, 2 JUNE 2014

Time: 6.30 pm

Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

Tim Macer - Willoughby House (Chairman)	John Tomlinson - Cromwell Tower
Prof Chris Mounsey - Breton House (Deputy Chairman)	Gillian Laidlaw - Mountjoy House
Randall Anderson - Shakespeare Tower	Fiona Lean - Ben Jonson House
Averil Baldwin - Thomas More House	Natalie Robinson - Andrewes House
Robert Barker - Lauderdale Tower	Jane Smith - Barbican Association
Mary Bonar - Wallside	Prof Michael Swash - Willoughby House
Mark Bostock - Frobisher Crescent	John Taysum - Bryer Court
Dr Gianetta Corley - Gilbert House	Janet Wells - John Trundle House
Robin Gough - Defoe House	
David Graves - Seddon House	
Gordon Griffiths - Bunyan Court	
Helen Wilkinson - Speed House	

Enquiries: Julie Mayer - tel.no.: 020 7332 1410
Julie.Mayer@cityoflondon.gov.uk

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

2. **DECLARATIONS OF INTEREST**

3. **MINUTES**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 3 March 2014.

For Decision
(Pages 1 - 8)

4. **BARBICAN LISTED BUILDING MANAGEMENT GUIDELINES- VOLUME IV - LANDSCAPE SPD (PROGRESS REPORT)**

Report of the Director of the Built Environment

For Information
(Pages 9 - 12)

5. **SLA REVIEW**

Report of the Director of Community and Children's Services

For Information
(Pages 13 - 24)

6. **WORKING PARTY REVIEW - MINUTES OF THE GARDENS ADVISORY GROUP**

Minutes of Gardens Advisory Group

For Information
(Pages 25 - 34)

7. **PROGRESS OF SALES & LETTINGS**

Report of the Director of Community and Children's Services

For Information
(Pages 35 - 38)

8. **3 WHITE LYON COURT (LETTING APPROVAL)**

Report of the Director of Community and Children's Services.

For Information
(Pages 39 - 42)

9. **UPDATE REPORT**

Report of the Director of Community and Children's Services

- Agenda Plan 2014
- "You Said; We Did"
- Property Services Update
- City Surveyors Update

For Information
(Pages 43 - 56)

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

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Agenda Item 3

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 3 March 2014

Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at Guildhall on Monday, 3 March 2014 at 6.30pm

Present

Members:

Tim Macer - Willoughby House (Chairman)	John Tomlinson - Cromwell Tower
Professor Chris Mounsey - Breton House (Deputy Chairman)	Monique Long - Mountjoy House
Randall Anderson - Shakespeare Tower	Fiona Lean - Ben Jonson House
Averil Baldwin - Thomas More House	Tim Macer - Willoughby House (Chairman)
Robert Barker - Lauderdale Tower	Natalie Robinson - Andrewes House
Gordon Griffiths - Bunyan Court	Jane Smith - Barbican Association
Helen Wilkinson - Speed House	Professor Michael Swash - Willoughby
Robin Gough – Defoe House	John Taysum - Bryer Court
	John Tomlinson - Cromwell Tower
	Janet Wells - John Trundle House

In Attendance:

Professor John Lumley – Member for Aldersgate
Gareth Moore – Chairman of the Barbican Residential Committee

Officers:

Eddie Stevens	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Mike Saunders	- Community and Children's Services
Anne Mason	- Community and Children's Services
Karen Tarbox	- Community and Children's Services
Julie Mayer	- Town Clerk's

1. APOLOGIES

Apologies were received from Gillian Laidlaw, who was represented by Monique Long (Mountjoy House), Gianetta Corley (Gilbert House), John Taysum (Bryer Court), David Graves (Seddon House) and Mark Bostock (Frobisher Crescent).

2. DECLARATIONS OF INTERESTS

There were no declarations

3. **MINUTES**

The minutes of the Barbican RCC Meeting on 25 November 2011 and the Barbican RCC AGM on 3 March 2014 were approved as a correct record.

An amendment to 25th November was noted in that Gordon Griffiths had given his apologies for this meeting.

4. **UPDATE REPORT**

The Committee received a report of the Director of Community and Children's Services which set out the Agenda Plan for 2014; "*You Said: We Did*"; Property Services Update and City Surveyors Update.

During the discussion of this item, the follow matters were discussed:

- 270 residents had attended the TV Services Upgrade meeting and a further meeting would be arranged shortly. Members noted that the working party would meet again once the detailed design for each block had been finalised; expected at the end of this week.
- An advance question had been submitted in respect of guttering on the podium, which had not been cleared prior to the recent painting works. The officers advised that the works had been time limited due to budget restraints but the gutters would be cleared in due course. Members thanked officers for using some of last years' Community and Children's Services underspend for non-service chargeable works on the estate. The Chairman suggested, and members agreed, that residents should start to formalise a list of projects, should a similar opportunity arise in the future.
- Members noted that, given the majority of the questions had been received on Thursday evening (27th February), some responses had been marked 'to follow'.
- In respect of the alternative stair edging, members noted that this had been approved by the Disability Team and officers agreed to arrange a viewing for the Chairman and Deputy Chairman.
- In response to a question about what was meant by 'compartmentation', officers agreed to investigate and advise members.

RESOLVED, that – the update report be noted

5. **SLA REVIEW**

The Committee received the regular review on service level agreements for October to December 2013. Members noted that the Service Level Agreement Working Party considered the Key Performance Indicators (KPI's) in detail and suggested whether they were fit for purpose.

Members noted that the Residents' Information Pack on security was available on the website. In order to ease the discovery of this and similar items on the website, the Chairman offered to approach the IS Team about adding an additional search facility to the RCC's questions and answers.

RESOLVED: - that the SLA update report be noted.

6. **BACKGROUND UNDERFLOOR HEATING**

The Committee received a report of the Director of Community and Children's Services in respect of the Barbican Estate's background underfloor heating system.

The officer presented the report and the following matters were discussed:

- Members noted that the Working Party had been established for 5 months and was making very good progress, as evidenced from the Minutes at item 7 on the agenda. The Chairman advised that he was a member of the group and it had demonstrated exemplary partnership working between officers and residents.
- The tariff with EDF had been renegotiated until May and was cheaper than expected.
- The Working Party was looking in detail at the tendering process, the various packages available and the best time to go to market. Members noted that this might be a complex process, with some options better suited to the heating system's energy usage profile than others.
- Once the tariff had been negotiated, other phases of the work, such as insulation, would be done.
- A sub group of the Working Party was looking at environmental improvement and controls.
- A resident (Professor in Urban Climatology) had lent the group some sophisticated monitoring equipment and her university would be seeking post-graduate students to analyse the data. Residents noted that monitoring equipment had been installed in a column of flats in Defoe House and around two floors of Shakespeare Tower, to give a broad sample of measurements and that there were three external temperature monitoring stations across the estate.

Members thanked the members of both the Working Party and also the Advisory Group for their excellent work on this issue.

RESOLVED, that – the contents of the report and the progress of the Background Underfloor Heating Working Party be noted.

7. **WORKING PARTY REVIEW - MINUTES OF THE BACKGROUND UNDERFLOOR HEATING WORKING PARTY**

The minutes of the Background Underfloor Heating Working Party were received.

8. **PROGRESS ON SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services, which advised members of the sales and lettings which had been approved since the last meeting.

RESOLVED, that –the Sales and Lettings report be noted.

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

In response to a question about the poor drainage in Thomas More House Gardens, officers advised that this had been discussed at the Gardens Advisory Group and technical officers were working on a solution. Members noted that the minutes of the Gardens Advisory Group would be presented to the next meeting of the RCC and any update would be included in the next edition of "*You Said; We Did*".

10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

The Chairman agreed to the submission of an item of urgent business in respect of the Department of Communities and Local Government's '*Review of Property Conditions in the Private Rented Sector*', which sought to scrap current legislation whereby Londoners need to seek planning permission if they wanted to rent out their homes for any period less than three months.

Members noted that the matter was open for consultation until the 28 March 2014. The Director had sought legal advice and reminded members that Barbican Leases were silent on short term lets (i.e. 1 -2 weeks, holiday style lets) but the Greater London Powers Act 1973 prohibited them without planning permission.

A member started the debate by arguing that that such a change might lead to an increase in noise nuisance and a fall in the level of security on the Barbican Residential Estate.

The Chairman sought views from other members and an alternative view was expressed in that short term lets might not cause such a nuisance and it might be preferable for properties to be occupied, rather than empty for long periods.

Given that there could be strong differences of opinion, members agreed that the best way forward would be to canvass residents via an email broadcast. The BEO would then analyse responses. In the interim, officers agreed to investigate whether there was a London-wide consultation. The BRC Chairman was also in attendance and concurred with this approach.

It was therefore RESOLVED and agreed, unanimously that the Chairman of the BA, the chairman and vice-chairman of the RCC and the representative for Lauderdale House Group would meet, as soon as possible, to formulate a question for residents, to be circulated via an email broadcast.

The meeting ended at 7.50 pm

Chairman

Contact Officer: Julie Mayer
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RCC QUESTIONS – 3 March 2014

1. Pages 7 & 27 – I understand that the Barbican Centre is not involved in the negotiation of the lease with the London Film School. Can you tell us who in City Surveyor's is responsible for negotiating the lease?

Answer to follow – will be covered under 'You Said: We Did'

2. Page 20 – paragraph 3 – I see that the podium “covered walkway ceilings” have been repainted. Were the gutters and drains of the curved roofs cleared before the repainting, and if not, why not?

This gutters and roofs were not cleared prior to painting works. The project had to be completed within a very strict timescale. There was neither the time nor the funds to complete the extra work.

3. Page 26 – Beech Gardens – I now see new roofs over the “turrets”. Have these received Listed Building Consent?

The glazed roofs of the trade centre fire exits (in Beech Gardens) are a like for like replacement agreed under the Listed Building Management Guidelines with the Planning Department. The black grilles were approved on site in October 2013.

4. Barbican Estate Background Underfloor Heating System, pages 41 et seq. I have received a notice from the LVT re “long term agreements for electricity and gas supplies for common areas and services ...” These agreements will cover all the City's housing estates and the Barbican Residential Estate. Queries – (a) will be Barbican's underfloor heating electricity requirement be part of these agreements? (b) Will the Barbican's underfloor heating form a separate tender within these agreements? (c) If “no” to (b) above, how can Barbican long lessees be assured that if the underfloor heating is part of a larger tender, then the price for this heating will be the best available whether or not the price for the overall package was the best?

In addition to the answer already given by Working Party members, the consultation letter sent on 12 December specifically mentioned underfloor heating. The packaging of the tenders is not yet decided.

5. There may be proposals to place additional communications antennae and associated cabinets on the roofs of one or more of the tower blocks. If this happens, all the net rental goes to the landlord and (typically) the residents and long lessees gain no benefits. Queries: (a) Will the City of London as landlord indemnify the long lessees' service charge account from the costs of making good any damage to the structure or fabric of the residential blocks that may be caused by such installations now or into the future? (b) Will the City of London as landlord guarantee the residents and long lessees that there will be no diminution of services, particularly the availability of the tower block lifts, if such antennae and / or communications equipment and / or cabinets were to be installed?

Answer to follow – will be covered under ‘You Said; We Did’

6. What conversations has the BEO had with Redrow et al., the redevelopers of the former YMCA building at 2 Fann Street, with respect to the provision of cycle parking within or without the building, including within the Barbican Residential estate car parks?

Answer to follow – will be covered under ‘You Said; We Did’

7. Proposed Tenant - LFS - *Can we please have it written into the lease terms that the public/visitors will not be allowed on the premises after 23.00 etc* Has the Barbican Centre responded?

Answer to follow - Will be covered under ‘You Said; We Did’

Agenda Item 4

Committee(s):	Date(s):
Barbican Residents Consultation Committee - For Information	2 nd June 2014
Barbican Residential Committee - For Information	16 th June 2014
Subject: Barbican Listed Building Management Guidelines – Volume IV – Landscape SPD – Progress report	Public
Report of: Annie Hampson	For Information
Summary	
<p>In May 2005, the Barbican Estate Listed Building Management Guidelines Volumes I and II were adopted. Following a planned review, revised Volumes I and II were adopted as a Supplementary Planning Document on 9th October 2012.</p> <p>Volume IV – Landscape of the Barbican Estate Listed Building Management Guidelines is now in preparation. A working party has been convened to represent all stakeholders (internal and external) on the estate and 5 meetings have been held to provide a forum for comment on a range of issues affecting the Landscape of the Barbican Estate. The draft text is being finalised and will be presented to Planning and Transportation Committee on 17th July 2014, requesting approval to carry out a Public Consultation. The Public Consultation would take place during July/August/September. Once this has been completed and all the comments collated, the final document will be presented to your Committee for consideration, prior to approval and adoption as an SPD by the Planning and Transportation Committee.</p> <p>Members are asked to:</p> <ul style="list-style-type: none">• Note the report	

Main Report

Background

1. In May 2005, the Barbican Estate Listed Building Management Guidelines Volumes I & II Supplementary Planning Guidance were adopted by Planning and Transportation Committee.
2. A five year review of the document began in 2010 with the reconvention of the original Working Party. In accordance with the review procedure set out in Volume I, Section 12. Avanti Architects, the consultants for the Barbican Listed Building Management Guidelines, were retained to assist the process. The revised document was adopted as an SPD in 2012 following public consultation. This is a material consideration in the consideration of applications for planning and listed building consent on the residential part of the Barbican Estate.
3. The introduction to Volume II identified two further Volumes to complete the suite of documents. Volume III (Arts Centre, Schools and other buildings), and Volume IV (Landscaping).
4. In 2013 the opportunity arose to fund Volume IV – Landscaping. It was an optimum time to assess this aspect of the estate and provide formal guidance for the Landscaping in order to inform future projects and proposals.
5. A working party was formed made up of a wide variety of stakeholders on the Barbican Estate. Avanti Architects were retained as consultants to develop the draft text. 5 meetings of the working party have been held since January 2014.
6. Volume IV – Landscaping of the Barbican Estate Listed Building Management Guidelines comprises of three parts.
7. Part One – Management Guidelines SPD. This relates to the landscape and open space elements of the Estate, considers their architectural significance, and provides Management Guidelines relating to specific elements of the landscape, and guiding how change to these elements should be managed. This includes guidance in the form of the same ‘Traffic Light’ system as Volume II.
8. Part Two – Landscape, including soft landscaping and the potential for the development of a Landscape Management Plan for the Barbican Estate. This part of the document will be concerned with elements of the landscape which are not a part of the statutory designated heritage asset, but which contribute to the significance of the landscaping.
9. Part Three – Best Practice – this guide sets out best practice for a wide range of works. The document will be added to over time, as best practice is agreed between the Department of the Built Environment and stakeholders.

Current Position

10. Following 5 working party meetings the draft document is in the final stages of preparation.
11. Part one of the document is proposed as a Supplementary Planning Document (SPD) to the City of London Development Plan. (Please note: The Core Strategy will form part of the City's Development Plan once the Plan is adopted). SPDs must be prepared in accordance with procedures set out in relevant regulations and public consultation must be carried out in accordance with the City's Statement of Community Involvement, adopted in 2012.
12. It is proposed that the Barbican Listed Building Management Guidelines Volume IV - Landscape Draft SPD, and Part Two, Best Practice Guide, should be the subject of formal public consultation in July/August/September 2014. The draft text will be presented to Planning and Transportation Committee on 17th July requesting approval to proceed to the public consultation stage.
13. At the end of the formal consultation period I will report on the responses received and on any proposed amendments to the SPD as a result, to your Committee, prior to consideration and formal approval by to the Planning and Transportation Committee.

Options

14. There are no financial or risk implications arising from the proposed consultation process.

Corporate & Strategic Implications

15. The draft SPD supports Policy CS12 of the City's Core Strategy and emerging Local Plan, which seeks to safeguard 'the City's listed buildings and their settings, while allowing appropriate adaptation and new uses.'
16. The Community Strategy: The City Together Strategy contains five key themes. The theme relevant to the Barbican Estate is to 'protect, promote and enhance our environment', including the built environment of the City and its public realm.
17. The Barbican Listed Building Management Guidelines Draft SPD, Volume IV supports the Strategic aims of the Departmental Business Plan, relating to the sustainable design of the streets and spaces and the protection and enhancement of the City's built environment. These aims are met by promoting the protection and enhancement of the Barbican Estate.
18. An Equality Impact Assessment will be carried out once the draft text is complete.
19. A Sustainability Appraisal Screening will be carried out once the draft text is complete.

Implications

20. There are no financial implications or key risks associated with the proposal.

Conclusion

21. Members are recommended to note this report and the information contained within it.

Appendices

None

Petra Sprowson

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Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 02 June 2014 16 June 2014	Item no.
Subject: Service Level Agreements Quarterly Review January – March 2014		
Report of: Director of Community and Children's Services	Public	
<p>Executive Summary</p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter January to March 2014. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the five SLAs.</p> <p>Recommendation</p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of SLAs and KPIs estate-wide and to identify and implement actions where appropriate, to improve services.</p>		

Background

1. This report covers the review of the quarter for January to March of the eighth year of the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter January to March.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in January to review the SLAs and KPIs. Any new comments from the residents Working Party (Tim Macer, Chris Mounsey, Randall Anderson,

Jane Smith, David Graves, Robert Barker, Gianetta Corley), House Officers, surveys, House Group meetings and complaints are incorporated into the January to March comments.

4. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1, 2, 3, 4 and 5. The KPIs are included in Appendix 6. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party. All of the unresolved issues from the previous quarterly reviews to December 2013 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
5. All of the resolved issues to December 2013 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

6. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces SLAs.
7. The review of the SLAs and KPIs for the quarter April to June 2014 will take place in July and details of this review will be presented at the September committees.

Conclusion

8. The reviews will continue on a quarterly basis with the Resident SLA working party and actions will be identified and implemented where appropriate, to improve services.

Background Papers: Quarterly reports to committee from 2005.

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APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
156	April - June 2012	SC	House Officers sporadically receiving copies of complaint letters to PS.	BEO Manager attending PS weekly meetings which should improve communications but as the issue remains, further work needs to be done. PS responses to copy in the relevant HO.	
164	Apr - Jun 2013	SC	To review communication with off site long lessees (in terms of blockwide notices).	Currently being reviewed as part of the BEO Communications Strategy. Email address could also be used once this information has been gathered.	
168	Oct-Dec 2013	SC	PS are looking to use all the resident data to improve the service eg. sending water penetration letters to absentee landlords	Work is progressing with the data processing.	
170	Oct-Dec 2013	LL	Beech Gardens Project Communication Plan has been discussed and approved with the Project Board and is currently in operation.	Weekly bulletins going out, and Resident Meetings now quarterly due to lack of demand.	✓
171	Jan- Mar 2014	n/a	Extra column added to SLA action plans to clarify where these comments sit - is it a Landlords area or the Service Charge?	For comment only.	✓
172	Jan- Mar 2014	LL & SC	Changes to Barbican Estate Services team to include responsibility for commercial portfolio and common areas of the Estate.	For comment only.	
173	Jan- Mar 2014	LL & SC	HO role to also incorporate the Leasehold Services role eg lease enforcement, neighbour disputes, noise issues.	For comment only.	
Page 15					
			Quarter - at the end of each quarter issues are raised by the House Officers and SLA Working Party which are then presented to service providers		
			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			SLA Service Level Agreement	LS Leasehold Services	
			CPA Car Park Attendant	DCCS Department of Children and Community Services	
			LP Lobby Porter	COG Core Operational Group	
			ES Estate Services	BOG Barbican Operational Group	
			BAC Barbican Arts Centre	ESM Estate Service Management	
			OS Open Spaces	DMT Departmental Management Team	
			WP Working Party	PS Property Services	
			GAG Gardens Advisory Group	LL/SC Landlord/Service Charge cost	
			HO House Officers		

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
139	Oct - Dec 12	LL	Cromwell railings - to monitor if bicycles being locked on, is now more of an issue with the cinemas open.	BAC currently looking for funding for new bicycle railings outside the cinemas.	
144	Apr - Jun 13	LL	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	Supervisors are carrying out weekend inspections at the moment and staffing levels and cleaning frequencies will be altered accordingly.	
150	Apr - Jun 13	SC	Following Resident Survey. Handover to temporary concierge can be problematic.	BEO use a pool of regular agency staff who have all worked here before. Manual is available which covers all issues, but improvement is needed.	
152	Jul - Sep 13	SC	Cleaning Supervisors to pick up and action cleaning issues as outlined in inspection reports.	This has improved as each area is reviewed and issues highlighted	✓
154	Oct - Dec 13	SC/LL	Cleaning KPIs have dropped this quarter. Cleaning Manager to ensure action plans are followed.	KPIs for this quarter show that things are improving.	
155	Jan-Mar14	SC	Recruitment currently underway for 4 Estate Concierge and Tower Lobby Porters.	Completed May 2014	✓
156	Jan-Mar14	SC	League Table of cleaning results in Cleaners Mess Room has had a positive effect on the standards of cleaning.	For comment only	✓
157	Jan-Mar14	SC	Good feedback received from a number of AGMs about members of the cleaning team	For comment only	✓
158	Jan-Mar14	BAC	Lakeside Terrace - standard of cleanliness - especially BAC staff areas. Also outside Cote & Cinema café	BEO to speak with Street Enforcement Team plus organise meeting with BAC. Residents to mention at next BAC meeting	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145	Oct-Dec 2011	SC	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.	Reviewed and letters updated. Further monitoring following changes. A note is now added to the repairs system once a letter has been sent to a resident. Letters are being sent out more promptly.	
163	Jan - Mar 13	SC	Asset Maintenance WP - more detail about the actual assets and current cyclical programmes to be forthcoming	Draft Asset Management Strategy was discussed at the Jan 2014 WP meeting. Next WP meetings scheduled for June and rest of year.	
165	Apr - Jun 2013	SC	From Resident Survey. Communication and follow up from Repairs can be patchy.	Fed back to PS team. The raising of follow on orders following water penetration has improved and it easier to track these orders on the repairs system as further detailed information is being included on the leak investigation order.	
168	July - Sept 2013	LL	Podium tiling (Landlords items) are being reviewed and prioritised by BEO.	Priorities are Lauderdale Place, Defoe Place, Ben Jonson Highwalk, St Giles Terrace - scheduled works to most of these areas is nearing completion.	✓
170	Oct-Dec 2013	SC	Repairs Call Centre - issues with raising orders and updating feedback following leak investigations.	See point 165.	✓
171	Oct-Dec 2013	SC	Accuracy of water penetration letters can cause problems when incorrect information is sent out regarding the cause of a leak or what remedial work is planned to cure a leak.	See point 145 and 165.	✓
172	Oct-Dec 2013	SC	PS short staffed at moment. New Surveyor starting soon.	Surveyor for housing started March14.	✓
173	Jan - Mar 14	SC	Scaffolding - concerns have been raised with the method and construction of scaffolding on the estate. Are proper H/S practices being adhered to, is scaffolding being checked by PS?	Been reviewed by PS.	
174	Jan-Mar 14	SC	Scaffolding - when contractors identify that scaffolding may be required to resolve a leak communication on this needs to be improved as it can often be a period of a number of months before the scaffolding is actually constructed for the work.	Been reviewed by PS.	
175	Jan-Mar 14	LL	Electromagnetic survey was completed (for the aerial installations) in March14 to be circulated to House Group chairs of the tower blocks upon receipt of the report.	For comment only.	✓

APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
94	Jan-March 2012		Concrete survey - are other blocks to be tested?	The concrete consultants in their report on the Towers recommended that a programme of checks and tests be carried out on the low rise blocks. The initial investigation and making safe has been completed to Breton/Mountjoy. The report has been reviewed by the specialist consultant, John Broomfield, who has produced a specification and recommendations for remedial works. The specialist contractor is to provide a quotation for undertaking the necessary remedial works.	
113	Oct-Dec 2013	SC	2014/15 redecorations project is a large project with a number of blocks included - work is on-going with tendering. Condition surveys are complete.	Statutory consultation April 14.	
114	Oct-Dec 2013	SC	Scaffolding arrangements for redecoration projects are being reviewed. The scaffolding is going to be more precisely specified to prevent the issues encountered in 2013/14	Included in the tender documents is a precise specification for scaffolding.	
115	Oct-Dec 2013	SC	Redecoration project - where scaffolding is being used for inaccessible areas of a block - all other repairs in that area should also be covered.	PS project manager to prioritise repair works off the scaffolding and there is a contingency for additional works.	
116	Jan-Mar 14	SC	Pre start meeting for redecorations will be scheduled after the statutory consultation has been sent out.	Resident Meeting April 2014	
111	Jan-Mar 14	LL	Podium plinths Ben Jonson Place - the Dept. of the Built Environment, BEO and Planning Dept. are carrying out a joint exercise looking at a method for re-tiling these plinths so that the tiles remain stuck on which may involve a different design or shaped tile.	Discussions ongoing	

Page 18

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
127	Jul - Sep 12	SC&LL	Various difficult to access areas - problems with safety equipment currently being reviewed.	Thomas More Hanging Gardens - quote from contractor. PS completing a Listed Building Consent application.	
				Frobisher Buttresses - a satisfactory method now found. Contractors will abseil in Spring 2014. One (possibly 2) visits per year.	
134	Oct - Dec 13	LL	Allotment project to be extended in the Spring	Now complete	✓
135	Oct - Dec 13	SC	Issues with OS contractors using loud machinery at weekends. OS Officers will monitor more carefully in future.	Now complete	✓
137	Jan- Mar 14	LL	Positive comments received about spring planting	For comment only.	✓
138	Jan- Mar 14	LL	Policy regarding squirrels has been confirmed and reiterated to residents (letters).	For comment only.	✓
139	Jan- Mar 14	SC	Reseeding and returning of areas of lawn discussed with OS. To be actioned in Spring.		

Barbican KPIs 2013-14

Title of Indicator	Actual 2012/13	TARGET 2013/14	OCT- DEC 2012	JAN- MAR 2013		APR- JUN 2013	JULY- SEPT 2013	OCT- DEC 2103	JAN- MAR 2014	PROGRES S AGAINST TARGET	SUMMARY
Customer Care											
Answer all letters satisfactorily with a full reply within 10 working days	83%	100%	91%	98%		93%	92%	96%	96%	☹	2 letters were responded past the 10 day deadline
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	96%	100%	97%	100%		95%	100%	89%	96%	☹	1 email was responded to past the 10 day deadline
To resolve written complaints satisfactorily within 14 days	92%	100%	100%	100%		96%	97%	100%	100%	☺	
Repairs & Maintenance											
% 'Urgent' repairs (complete within 24 hours)	98%	95%	97%	99%		97%	96%	98%	98%	☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	95%	98%		96%	98%	98%	97%	☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	97%	97%		96%	97%	98%	94%	☹	Missed target by only 1% (16 out of 2026 orders)

% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98%		98%	97%	96%	92%	☹️	The period Jan to Mar 2014 has seen very bad weather, and despite contracting in additional roofing and drainage contractors, bad weather inhibited some works and affected overall performance for this quarter. It is not a general reflection on the overall repairs service
Availability % of Barbican lifts	N/A	New Target				Tower lifts 99.78%	Tower lifts 98.47%	Tower lifts 97.08%	Tower lifts 99.21%	☺️	
						Terrace lifts 99.52%	Terrace lifts 99.27%	Terrace lifts 99.42%	Terrace lifts 99.06%		
Percentage of communal light bulbs - percentage meeting 5 working days target	85%	90%	87%	85%		83%	98%	96%	100%	☺️	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 74% Partial 92%	Total 90% Partial 90%	Total 62% Partial 95%	Total 86% Partial 89%		n/a	n/a	Total 85% Partial 100%	Total 100% Partial 100%	☺️	

Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	Will 0% Ben J 0% Sed 0%	0%	0%	0%		0%	0%	0%	0%	😊	
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	94%	87%		85%	95%	83%	100%	😊	
Estate Management											
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	94%	90%	100%	82%		92%	87%	82%	97%	😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	91%	80%	95%	97%		80%	94%	79%	95%	😊	

House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	94%	80%	97%	95%		92%	87%	96%	90%	😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	94%	80%	100%	90%		97%	94%	84%	97%	😊	
Open Spaces											
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	94%	80%	100%	100%		100%	100%	100%	100%	😊	
Major Works											
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	n/a	n/a		n/a	n/a	95%	n/a	😊	

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Annual Working Party Review – Minutes of Gardens Advisory Group (GAG) – July 2013 – May 2014

Gardens Advisory Group 1 July 2013

Present	Helen Davinson Michael Bennett Rosie Hardicker Louisa Allen Berthe Wallis Anne Napthine Nancy Chessum Gillian Laidlaw Sarah Hudson Paula Tomlinson	BEO BEO Open Spaces Open Spaces Resident Resident Resident Resident Resident Resident	HD MB RH LA BW AN NC GL SH PT
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	<p>Remit The group seemed happy with the remit as laid out previously. The different areas of garden and planting and how they are charged for was explained. This then helps to dictate the priorities for the future. The GAG will help to choose the priorities on the Estate.</p>	
	<p>Fann Street Garden</p> <ul style="list-style-type: none"> • Rosie to carry out some basic Health and Safety training with group. To be held in September – more of a “toolbox talk” • Accessibility path. To review if funding is available for this year and possible options to include a viewing area. • Risk Assessments – Rosie to check format – can they be shortened /modified so they don’t run to so many pages. Complete • Wildlife Group to meet with BEO in September as scheduled 	RH HD/BEO
	<p>Allotments</p> <ul style="list-style-type: none"> • Defoe Place – large planters to south of Shakespeare not considered suitable (may well fall apart when ivy is removed). BEO now looking to replace these with concrete rings (waiting on price) • Could possibly use ones to north of Tower? Reviewing • Possible amendment of agreement for future planters to highlight that they are for produce. “edible gardens” Some planters an issue during winter in terms of how they look. • Litter behind planters. Less of an issue but cleaners to check more regularly • Some planters removed because of their condition. • Inspection to be held with prior notice given to holders. 	HD HD
	<p>Walkaround Thomas More Lawn Defoe bed being watered in addition to irrigation. Some of the new planting is dying back – gardeners to monitor. Tree that will be going in the Autumn (on advice from Open Spaces) was agreed upon. Overall new Defoe bed planting is doing well. Some self-seeded grasses are to be left. If extra planting is required. To consider herbs such as marjoram, thyme and sage. Some areas that require weeding were point out.</p>	LA LA

	<p>Some paving slabs that require replacement were noted.</p> <p>Speed Lawn Looking well maintained. One border of bedding was commented on as being particularly pretty.</p> <p>St Giles Terrace New planters now in-situ. GAG approved of planting in place. Having to be frequently watered as they are metal.</p> <p>Past Walkaround - update Thomas More Lawn – possible site for compost bin by Girls Schools. Area to be cordoned off. Open Spaces to provide costings etc. Not feasible Thomas More Lawn – removal of 3 trees. Open Spaces to check re TPOs etc. BEO to double check listing issues. Notice needed for neighbouring blocks. 1 tree decided on following advice. To be removed in autumn. Open Spaces seeking further advice re. extra bird and bat boxes.</p>	
	<p>AOB</p> <ul style="list-style-type: none"> • Irrigation system beneath Breton/Ben Jonson This is currently still off. Large shrubs beginning to look distressed. Open Spaces will monitor and water if needed. Ongoing. • Difficult to access areas Including Frobisher Crescent Buttresses, Thomas More Hanging Gardens – BEO has spoken with Planning and putting together an application. Quotes will follow. No work can be carried out until new measures are in place. <ul style="list-style-type: none"> • London in Bloom. July Inspections (11th and 30th) • Open Squares Garden a great success with nearly 500 visitors to Fann St Gdn • BHS and OS 11 May event in Speed Lawn. As advertised across the estate. Gardening demonstrations and children’s activities. Successful poor numbers due to weather. • Autumn bulb planting event for residents. 26.10.13 to be advertised. Open Spaces to order snowdrops, crocuses and daffodils. As this is the first time, will keep the event to Thomas More Lawn. • Barbican Estate Management Plan Open Spaces and BEO to think about this ahead of next mtg. 	HD
	<p>Next meeting dates – 30 September at 2pm Geoff to accompany walkaround</p>	

Gardens Advisory Group

30.09.13

Helen Davinson	BEO	HD
Michael Bennett	BEO	MB
Rosie Hardicker	Open Spaces	RH
Louisa Allen	Open Spaces	LA
Geoff Rogers	Open Spaces	GR
Berthe Wallis	Resident	BW
Anne Naphthine	Resident	AN
Nancy Chessum	Resident	NC
Gillian Laidlaw	Resident	GL
Sarah Hudson	Resident	SH
Paula Tomlinson	Resident	PT

	<p>Remit The group seemed happy with the remit as laid out previously. The different areas of garden and planting and how they are charged for was explained. This then helps to dictate the priorities for the future. The GAG will help to choose the priorities on the Estate.</p>	
	<p>Fann Street Garden</p> <ul style="list-style-type: none"> Rosie to carry out some basic Health and Safety training with group. To be held in 27.11.13 – more of a “toolbox talk” Accessibility path. To review if funding is available for this year and possible options to include a viewing area. Orders for clematis and bird seed to be processed. 	RH
	<p>Allotments</p> <ul style="list-style-type: none"> Planters to the north of Shakespeare Tower to be converted. BEO to handover to group (incl w/list) All plot holders and w/list to be notified prior. Litter behind planters still an issue. HD to reiterate to cleaners 	HD HD/AN HD HD
	<p>Walkaround</p> <p>Defoe Place, Sculpture Court and Ben Jonson/Cromwell Highwalk FC sculpture court – trees to come out (not suitable) Shrubs to be pruned. Buttresses – access method established. First visit in the early spring. Breton – (some tiling issues) shrubs to be pruned. Ben Jonson Highwalk planters. Bulbs and then seeded in April Residents generally very happy with the work of the gardeners.</p> <p>Past Walkaround – update Thomas More Lawn – 1 tree to go in Autumn. Larger logs to be kept for insects. Thomas More Lawn – dying new plants will be replaced by OS</p>	OS HD HD OS

	<p>AOB</p> <ul style="list-style-type: none"> Irrigation system beneath Breton/Ben Jonson <p>This is currently still off. Large shrubs beginning to look distressed. Open Spaces will monitor and water if needed. Next fin year if there is an issue Barbican Centre will be recharged.</p> <ul style="list-style-type: none"> Difficult to access areas <p>Including Frobisher Crescent Buttresses, Thomas More Hanging Gardens – BEO has spoken with Planning and putting together an application. Quotes will follow. No work can be carried out until new measures are in place.</p> <ul style="list-style-type: none"> Autumn bulb planting event for residents – possibly 09.11.13. Open Spaces to order snowdrops, crocuses and daffodils. As this is the first time, will keep the event to Thomas More Lawn. Skanska want to do a volunteer day. To plant bulbs in Ben Jonson Highwalk. Barbican Estate Management Plan BEO and OS to review Feeding the ducks Still an issue. New signage? New notices? 	<p>BEO</p> <p>HD</p> <p>OS and res RH BEO & OS</p> <p>HD</p>
	<p>Next meeting dates. Tuesday 25.02.14 at 10.00am Monday 12.05.14 at 10.00am Monday 01.09.14 at 10.00am Friday 28.11.14 at 10.00am Walk-arounds to be first – Geoff to accompany</p>	

Gardens Advisory Group

25.02.14

Helen Davinson	BEO	HD
Michael Bennett	BEO	MB
Louisa Allen	Open Spaces	LA
Geoff Rogers	Open Spaces	GR
Anne Napthine	Resident	AN
Sarah Hudson	Resident	SH
Paula Tomlinson	Resident	PT

Apologies	Gillian Laidlaw	Resident
	Berthe Wallis	Resident
	Nancy Chessum	Resident

	<p>Remit The group seemed happy with the remit as laid out previously. The different areas of garden and planting and how they are charged for was explained. This then helps to dictate the priorities for the future. The GAG will help to choose the priorities on the Estate.</p>	
	<p>Fann Street Garden</p> <ul style="list-style-type: none"> Health and Safety training was very good. Basic Risk Assessments now in place (and reviewed) for all activities Group looking into courses. Pathway. PT looking into appropriate surfaces and to report back. Double yellow line to be redone. 	PT PT HD
	<p>Allotments</p> <ul style="list-style-type: none"> Planters to the north of Shakespeare Tower converted and handed to allotment group. Details of planter holders and waiting list handed over. Allotment Group meeting this week to discuss. BEO to handover to group (incl w/list) All plot holders and w/list to be notified prior. Litter behind planters still an issue. HD to reiterate to cleaners 	
	<p>Actions from Walkaround</p> <p>Thomas More Lawn</p> <ul style="list-style-type: none"> Drainage has been the biggest problem recently esp. south east corner. Technical Services to advise if anything can be done to stop paths flooding. Bradley Viljoen to join September meeting with his proposals for North bed of Thomas More Lawn. To look at whole bed holistically. Hibiscus potentially wrong plant. BV to bear in mind that area is dry and full sun; the Defoe House overhang; and to lift and divide where possible. (BV to also come and present his ideas for igloos). OS to remove sawdust and reseed area in Spring. Resident throwing books out of windows. Stag Beetle – AN and PT to investigate what can be done to attract them to new log piles. London wildlife Trust may help. <p>Speed Lawn</p> <ul style="list-style-type: none"> Seasonal bed (on south side) has suffered with the damp weather. To stop seasonal bedding here also. Bulb planting next year? 	Property Services BV OS AN/PT LA

	<p>AOB</p> <ul style="list-style-type: none"> • Resident bulb planting. Very successful last Autumn – 3 planting days 65 volunteers in total. To do again (Thomas Moore Lawn and possibly Speed as well) in late October, possibly half term. 2 sessions across a weekend. Same mix (tete a tete, pheasants eye and snow drops) • Tree Survey specialist to come back with advice for the Andrewes Fore Street trees. Do they need to be pruned? <p>Next walkaround. Ben Jonson and Breton Highwalks plus new planters.</p> <p>June RCC/BRC GAG minutes to be presented. To review ways of communication (such as those used by UFH working party – dropbox)</p>	<p>SH</p> <p>LA</p>
	<p>Next meeting dates. Monday 12.05.14 at 10.00am Monday 01.09.14 at 10.00am (Bradley Viljoen to join) Friday 28.11.14 at 10.00am Walk-arounds to be first – Geoff to accompany</p>	

Gardens Advisory Group

12.05.14

Helen Davinson	BEO	HD
Michael Bennett	BEO	MB
Louisa Allen	Open Spaces	LA
Geoff Rogers	Open Spaces	GR
Anne Naphine	Resident	AN
Sarah Hudson	Resident	SH
Paula Tomlinson	Resident	PT
Gillian Laidlaw	Resident	GL
Berthe Wallis	Resident	BW

Apologies	Judith Serota	Resident
	Nancy Chessum	Resident
	Natalie Robinson	Resident

	<p>Remit for Gardens Advisory Group</p> <p>The Barbican gardens which include the private areas at Speed House, Thomas More and Fann Street as well as the planted podium raised beds and planters are managed on behalf of residents by the Barbican Estate Office in accordance with a Service Level Agreement, the actual work is carried out by the City Gardens team of the City of London's Open Spaces Department.</p> <p>Firstly the Residents' Consultation Committee (RCC) has approved the establishment of a Gardens Advisory Group dealing with "soft" issues to provide input to the technical aspects of garden maintenance process and introduce the knowledge and experience of residents who have an interest in gardening issues.</p> <p>Key remit areas:</p> <ul style="list-style-type: none"> • Quarterly Joint Inspections with House Officers and Open Spaces Officers • To comment upon plants being used. To help prioritise new and trial planting schemes for new planters such as those being installed outside Shakespeare Tower - all schemes subject to funding • To comment upon levels of maintenance being undertaken by Open Spaces such as pruning • To provide a steer for the RCC and BRC for new projects and trials eg. Providing allotment spaces - subject to funding 	
	<p>Fann Street Garden</p> <ul style="list-style-type: none"> • Basic Risk Assessments now in place (and reviewed) for all activities • Group looking into 1st Aid courses (Red Cross or St John 's Ambulance). • Pathway. Chipping decided upon. Open Spaces to come back with a quote for review. • Tools. Tools required for the volunteers can be purchased, but there is nowhere suitable for their storage with Bunyan Car Park. Group to look for a suitable storage space in the garden and report back 	<p>PT OS</p> <p>PT</p>
	<p>Allotments</p> <ul style="list-style-type: none"> • Cluster on Defoe Place looking really good. Works well to have a central area (aesthetically and for the group). • If there were to be more allotment planters it would make sense to put them here. • BEO to provide a box for a hose. • Waiting List broadcast to be sent out. 	<p>BEO AN BEO</p>

	<p>Actions from Walkaround</p> <ul style="list-style-type: none"> • New Planters and Breton, Ben Jonson Highwalk • New planters looking really good. Watering needed for some (daisy ones in Lauderdale Place and Cromwell Tower) • No funding likely this year for extra smaller size planters for either Cromwell or Lauderdale Tower. • Defoe Place – weed spraying required. • Defoe Place - Allotment Planters looking really good at the moment. • Wild flower planters on Ben Jonson highwalk. Daffodils have all died back. Wild flowers looking lovely already. • Ben Jonson highwalk – balustrade planters that have been moved out of the way for the Beech Gardens project – will they be going back? Post Meeting. These 4 planters are actually damaged and unsafe; the side concrete panels are not safely secured. To investigate further if they can be repaired. • Dancing Dolphins fountain – requires maintenance. It was suggested that this would be a good opportunity to change the colour (currently swimming pool blue). Post meeting. Speaking with Planners, they would be supportive of a change of colour to something more sympathetic (very dark green as sited at Claremont). BEO to investigate further. • Back of Ben Jonson and Breton – to keep a close eye on these beds during the summer months in case extra watering is required (last year some of the larger specimens became quite distressed in hotter months but have all recovered now). OS to just go ahead if required. • To mulch the larger trees in the autumn. • Breton underplanting looks good (plants taken from St Alphage) • Ben Jonson (SC64) a planter with severe overhang onto Beech St below. Pruning Required. Post Meeting. Rineys will be carrying out works in Beech Street from a cherry picker during the road closure. They'll liaise with our gardening team to carry out the pruning as well. • Cromwell podium bed. Ivy has been removed form half of the bed. Surviving plants are doing well. To remove the rest of the ivy AFTER the nesting season to reveal what is underneath. Bradley Viljoen can then visit and take a view as to what planting required for the whole bed. This planting should take into account the biodiversity elements of the ivy i.e. higher shrubs for nesting birds. BV to report back in September <p>Thomas More Lawn</p> <ul style="list-style-type: none"> • Drainage has been the biggest problem recently esp. south east corner. Property Services to advise if anything can be done to stop paths flooding. Property Services monitoring • OS to remove sawdust and reseed area in spring. W/C 19.05.14 • Stag Beetle – AN and PT to investigate what can be done to attract them to new log piles. London wildlife Trust may help. Nothing more can be done. <p>Speed Lawn</p> <ul style="list-style-type: none"> • Seasonal bed (on south side) has suffered with the damp weather. To stop seasonal bedding here also. Some disquiet about losing the colour. Would this be good for a herbaceous border? BV in September 	<p>OS</p> <p>OS</p> <p>Property Services</p> <p>BEO</p> <p>OS</p> <p>OS</p> <p>OS</p> <p>OS</p> <p>OS</p> <p>Property Services</p> <p>OS</p> <p>OS</p>
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	<p>AOB</p> <ul style="list-style-type: none"> • Tree Survey specialist has come back with advice for the Andrewes Fore Street. No works required • 500 primroses to be planted out. By our gardeners rather than volunteers. Thomas More Lawn and Speed. GAG to let LA know if any other locations would be suitable. • Bulb planting. Resident volunteer dates to plant out bulbs in the Autumn. To plant – Speed Lawn, Thomas More lawn, Cromwell planters and Defoe new planters. Would be good to do one weekend and one weekday (preferably half term 23.10. to 31.10). OS to order 10,000 bulbs <p>Next meeting Bradley Viljoen to come with proposals for:-</p> <ul style="list-style-type: none"> • Thomas More lawn north bed • Igloos • Speed lawn herbaceous border • Cromwell podium bed <p>Next walkaround. Thomas More Garden (specifically north bed), Igloos in Lake and Cromwell Tower podium bed</p> <p>June RCC/BRC GAG minutes to be presented. To review ways of communication (such as those used by UFH working party – dropbox)</p>	<p>all OS BEO SH</p>
	<p>Next meeting dates. Monday 01.09.14 at 10.00am (Bradley Viljoen to join) Friday 28.11.14 at 10.00am Walk-arounds to be first – Geoff Rogers to accompany</p>	

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Agenda Item 7

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 2 June 2014 16 June 2014	Item no.
Subject: Progress of Sales & Lettings		
Report of: Director of Community and Children's Services	Public	
<u>Executive Summary</u>		
<p>This report, which is for information, is to advise members of the sales and lettings that have been approved by officers since your last meeting. Approval is under delegated authority and in accordance with Standing Orders. The report also provides information on surrenders of tenancies received and the number of flat sales to date.</p>		
<p>Recommendation: That the report be noted.</p>		

Main Report

BACKGROUND

1. The acceptance of surrenders of tenancies and the sale and letting of flats are dealt with under delegated authority and in accordance with Standing Orders 77a and 77b.

SURRENDERS

2. There have been no surrenders since your last meeting.

RIGHT TO BUY SALES

- 3.

	12 May 2014	06 February 2014
Sales Completed	1076	1075
Total Market Value	£91,536,908.01	£90,761,908.01
Total Discount	£29,230,964.26	£29,130,964.26
NET PRICE	£62,305,943.75	£61,630,943.75

OPEN MARKET SALES

4.

	12 May 2014	06 February 2014
Sales Completed	834	833
Market Value	£131,395,262.97	£130,944,262.97

5. Fifteen exchanges of sold flats have taken place with the sum of £720,254 being paid to the City of London.
6. The freeholds of 14 flats in Wallside have been sold with the sum of £35,000 being paid to the City of London.
7. A 999 year lease has been completed with the sum of £43,200 being paid to the City of London.

APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 12 May 2014
1	Shakespeare Tower	18	4 bed	£1,727,009.00	Proceeding

APPROVED LETTINGS

9. There have been no lettings approved since your last committee

11. SALES PER BLOCK

BLOCK	TOTAL NO. OF FLATS IN EACH BLOCK	TOTAL NO. SOLD IN EACH BLOCK	NET PRICE £	% NO. OF FLATS SOLD IN EACH BLOCK
ANDREWES HOUSE	192	182	14,913,260.00	94.79
BEN JONSON HOUSE	204	195	14,132,454.83	95.59
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	105	6,806,712.50	94.59
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	170	14,644,782.50	95.51
GILBERT HOUSE	88	85	9,381,852.50	96.59
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	104	8,933,148.50	91.23
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	145	13,542,670.50	97.97
TERRACE BLOCK TOTAL	1645 (1645)	1577 (1575)	126,050,473.33 (124,924,473.33)	95.87 (95.74)
CROMWELL TOWER	112	99	20,663,501.00	88.39
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	107	21,622,406.76	92.24
TOWER BLOCK TOTAL	345 (345)	319 (319)	64,989,687.39 (64,989,687.39)	92.46 (92.46)
ESTATE TOTAL	1990 (1990)	1896 (1894)	191,040,160.72 (189,914,160.72)	95.28 (95.18)

The freeholds of 14 Flats in Wallside have been sold. The net price achieved for the purchase of the original leasehold interest and the subsequent freehold interest is £3,459,500. The figures in brackets are as stated at your last meeting.

Contact: Anne Mason
anne.mason@cityoflondon.gov.uk
Telephone Number: 020 7029 3912

Agenda Item 8

Committee(s): Residents Consultation	Date(s): 02 June 2014	Item no.
Subject: 3 White Lyon Court, EC2 – Letting to XXXXXX		
Report of: Director of Community and Children’s Services		For Info
<u>Summary</u>		
<ol style="list-style-type: none">1. The property at 3 White Lyon Court has remained vacant since October 2013 when the previous tenant, BUPA Occupational Health Limited (BUPA), determined the lease by exercise of a break option. XXXXXXXX is proposing development of the neighbouring building at 2 Fann Street (the former YMCA building) and has expressed an interest in leasing the premises for use during the redevelopment.2. This report, which is for decision, is to approve a letting to XXXXXXXX at an exclusive annual rental of XXXXXX per annum from the 1st September 2014 for 24 months with a rent deposit of XXXXXX as collateral security and an initial 3 month rent free period to reflect the premises being taken on in its current state without the need for refurbishment by the City. The lease will be contracted out of S24-28 Landlord & Tenant Act 1954 thus denying the tenant security of tenure. Each party to bear their own legal fees.		
Recommendation		
Members are asked to;		
<ul style="list-style-type: none">• Approve the grant of a lease to XXXXXXXX at a rent of XXXXXX per annum exclusive for a period of 2 years starting from 1 September 2014 subject to an initial 3 months’ rent free period plus payment of XXXXXX to be held as a rent deposit and with each party to bear its costs.• Instruct the Comptroller and City Solicitor to undertake any necessary documentation.		

Main Report

Background

1. The premises at 3 White Lyon Court, EC2 comprise a self-contained office with an approximate net area of 376 sq. m (4,048 sq. ft.) which forms part of the Barbican Trade Centre. The premises has one entrance on White

Lyon Court and the windows (which serve less than 50% of the office accommodation) face 2 Fann Street which is soon to be redeveloped.

2. The premises were previously let to BUPA since October 1987. In 2012 BUPA exercised the lease break option of the lease and consequently the property was handed back to the City after the 12 month notice period with vacant possession in October 2013. The passing rent paid by BUPA for the premises was XXXXXX per annum at the expiry of the lease.

Current Position

3. Matthews & Goodman, Property Advisors, were retained to negotiate the terms of the new lease at a fixed fee of XXXX.
4. After negotiations an exclusive annual rent of XXXXX was agreed with XXXXXX Matthews & Goodman recommended the acceptance of the offer which equates to a rental of XXXXX per square foot and compares favourably with the open market office lettings and other rentals within the Barbican Trade Centre, namely, Launderette (XXXXper sq. ft.) , GSMD (XXXXper sq. ft.), Virgin (XXXXper sq. ft.), and Crèche (XXXXper sq. ft.).
5. XXXXXX is proposing to undertake refurbishment of 2 Fann Street and wish to use the premises as office space and for marketing purposes for the intended development.
6. The premises are currently vacant and the offer from XXXXX is for occupation from September 2014 for a period of 2 years subject to an initial 3 months' rent free period. This rent free period is based on XXXXX taking occupation of the premises 'as seen' rather than shell and core. The City is now responsible for rates on the premises of £45,125.00 pa following expiry of the relief period in January 2014. Early letting will relieve the City from the rates liability.

Options

7. There are two options for the premises; firstly to approve the proposed lease to XXXXX. Advantages of this option include:
 - Receipt of rental income from September 2014 which is beneficial to the City since it will receive an income on premises that are extremely difficult to market at this time, due to the Beech Gardens waterproofing project which commenced in November 2013 for a period of 62 weeks.
 - Avoidance of the difficulties in marketing of the premises with the probable disruption from the Beech Gardens waterproofing project,

and possible disruption from the Fann Street development which XXXXX is hoping to be able to start by the end of 2014.

- The location of the main entrance into the premises is located on White Lyon Court and access to this will be affected by dust, vibration and noise during the waterproofing project referred to above.
- The premises currently leaks and will continue to do so until the waterproofing works are completed for this area, which is at a later stage in the current Beech Street water proofing project. XXXXX are aware of this. This could have an impact on any letting especially during removal of the existing covering.
- XXXXX taking occupation of the premises 'as seen' rather than shell and core.
- Secondly engage a consultant to market the premises which, for the reasons above, would prove difficult for the property in it's current condition. The waterproofing works and the impact of the refurbishment of 2 Fann Street will have a negative impact on finding and securing commercial tenants at a full market rent. Additional costs could arise from the offices needing to be refurbished and an incentive package agreed.

Corporate & Strategic Implications

8. The proposed lease and the negotiations have been reviewed and are in line with commercial lettings and the market on the terms offered.

Implications

9. If the premises remain unoccupied then the City will continue to be liable for the rates at £45,125.00 per annum.

Consultees

10. The Chamberlain, Comptroller & City Solicitor and City Surveyor have been consulted in the preparation of this report and their comments have been incorporated.

Conclusion

11. The rental of XXXXX per annum exclusive represents a good open market rent for the premises, particularly bearing in mind that there will be local disruption from the City's Beech Gardens waterproofing project and possibly thereafter from the refurbishment of 2 Fann Street, both of which could hinder letting in the short term.

Background Papers:

BUPA Occupational Health

Report of: Director of Community & Children's Services (September 2007)

Contact:

michael.bennett@cityoflondon.gov.uk

telephone number: 020 7029 3923

Committee:	Date(s):	Item no.
Residents' Consultation Committee	02 June 2014	
Barbican Residential Committee	16 June 2014	
Subject: Update Report		
Report of: Director of Community and Children's Services		Public
<p><u>Executive Summary</u></p> <p>Barbican Estate Office</p> <ol style="list-style-type: none"> 1. "You Said; We Did" Action List – see appendix 1 2. Podium/Car Park Works 3. Agenda Plan <p>Property Services – see appendix 2</p> <ol style="list-style-type: none"> 4. Redecorations 5. Roof apportionments 6. Beech Gardens Podium Works 7. Asset Maintenance Plan 8. Public lift availability 9. Upgrade of the Barbican Television Network 10. Concrete Works <p>City Surveyors Department – see appendix 3</p> <ol style="list-style-type: none"> 11. St Alphage House 12. Public Lifts 13. Frobisher Crescent <p>Recommendations that the contents of this report are noted.</p>		

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in March 2014. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

1. "You Said; We Did" Action List

Appendix 1 includes issues raised by the RCC and BRC at their meetings in March and other outstanding issues.

2. Podium/Car Park Works

The following works have been completed across the Podium and in the Car Parks:

- Treat/re-stain and repairing all the benches across the podium
- Repainting all the covered walkway ceilings
- Repainting the following car parks - Andrewes, Speed, Defoe, Thomas More, Willoughby
- Replacement tiling works on Lauderdale Place, Defoe Place - Ben Jonson Highwalk, St Giles Terrace (still ongoing)

3. Agenda Plan

The table below includes a list of pending committee reports:

Residents' Consultation Committee & Barbican Residential Committee - Agenda Plan 2014

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report <ul style="list-style-type: none"> • Agenda Plan 2014 • "You Said; We Did" • Property Services Update • City Surveyors Update 	Michael Bennett	8 Sept	22 Sept
SLA Review	Michael Bennett		
Automated Payment System for Temporary Car Parking Review	Barry Ashton		
Background Underfloor Heating Update	Mike Saunders		
Roof Apportionments for Shakespeare Tower, Breton & Ben Jonson House	Mike Saunders		
Garchey 5 Year Review	Mike Saunders		
Working Party Review – Minutes of Beech Gardens Future Landscaping Working Party	Karen Tarbox		
Working Party Review – Minutes of Beech Gardens Project Board	Karen Tarbox		
Annual Residents Survey	Helen Davinson		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Annual Review of RTAs	Town Clerks		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		

Revenue Outturn	Anne Mason		
Update Report <ul style="list-style-type: none"> • Agenda Plan 2014 • “You Said; We Did” • Property Services Update • City Surveyors Update 	Michael Bennett	24 Nov	8 Dec
SLA Review	Michael Bennett		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Service Charge Expenditure & Income Account - Latest Approved Budget 2014/15 & Original Budget 2015/16	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2014/15 and Original 2015/16 - Excluding dwellings service charge income & expenditure	Chamberlains		
Working Party Review – Minutes of Asset Maintenance Working Party	Karen Tarbox		
Working Party Review – Minutes of Parcel Tracking System Working Party	Barry Ashton		
Car Park & Baggage Stores Charging Policy	Barry Ashton		

Background Papers:

Minutes of the Barbican Residential Committee 03 March 2014.
Minutes of Residents’ Consultation Committee 17 March 2014.

Contact Name Michael Bennett, Barbican Estate Manager
Tel: 020 7029 3923
E:mail: barbican.estate@cityoflondon.gov.uk

Appendix 1

“You Said; We Did” - Action List – June 2014

Actions from March 2014 RCC/BRC & other outstanding issues

Issue	Officer	Action Date
Customer Care		
Communications		
<ul style="list-style-type: none"> Minutes of Working Parties to be available on website - Working Party page set up - minutes loaded (Barbican Occupiers User Group TBC by City Surveyors) 	Helen Davinson	Ongoing
<ul style="list-style-type: none"> Formal Q&A Annual Residents meeting – BEO reviewing 	Michael Bennett	Ongoing
Revenue & Capital Budgets and Service Charge & Income Account Reports		
<ul style="list-style-type: none"> Costs – ‘City widened Line’ underground tunnel – additional electricity costs – for ongoing costs for changes made to the underground line – verbal update next BRC 	Mark Jarvis	Ongoing
Residents Survey		
<ul style="list-style-type: none"> BEO to consider annual survey due to success of online survey & show comparative data in next survey 	Helen Davinson	May/June 2014
Estate Services		
Services		
<ul style="list-style-type: none"> Podium litter - outside Gilbert House particularly at weekends – Cleaning Supervisors carried out spot podium inspections across the Estate March/April – few issues – to continue spot inspections through Spring/summer & review 	Michael Bennett	June
Major Works		
Beech Gardens		
<ul style="list-style-type: none"> Landscaping – pre-condition/types of planting – consultation process to include images of previous planting & proposed 	Karen Tarbox	Ongoing
Open Spaces		
SLA Review		
<ul style="list-style-type: none"> Wooden planters at Cromwell, Lauderdale Place & Defoe Place in disrepair to be replaced with concrete Drainage in Thomas Moore Garden – being reviewed by Property Services 	Helen Davinson	Completed Ongoing
Commercial		
Possible future additional communications antennae on Tower blocks		
<ul style="list-style-type: none"> If any damage to fabric of building from installations – would service charges be indemnified – if any 	Michael Bennett	Completed

<p>damage were to be caused to the blocks during installation of equipment on the roof, the likelihood is that the cost of remedial works would be the subject of an insurance claim, either against the block policy or against cover taken out by the service provider, not a charge on the service charge account</p> <ul style="list-style-type: none"> • Possible loss of services (availability of lifts) during installations – there has been little loss of services re current antennae installations 		Completed
Department of Built Environment (DBE)		
Podium Tiling		
<ul style="list-style-type: none"> • An alternative stair edging is being developed using a grooved tile, matching what appears to be the original design that incorporates yellow finish material into the grooves – we are liaising with Planning • Tiling review required for walkways on the Estate - priorities are Lauderdale Place (complete), Defoe Place (complete), Ben Jonson Highwalk (ongoing), St Giles Terrace (ongoing) • The plinths along Ben Jonson Highwalk will now be repaired by the Barbican Estate Office alongside our colleagues in the Department of the Built Environment. Our Technical officers are liaising with Planning officers to find a permanent solution to the tiles continually falling off & we have earmarked funds for this in financial year 2014/15. 	Helen Davinson	Ongoing
	Helen Davinson	Ongoing
	Michael Bennett/Helen Davinson	Ongoing
City Surveyors		
Frobisher Crescent		
<ul style="list-style-type: none"> • Compartmentation between flats – referred to Fire integrity of each flat 	Michael Bennett	
2 Fann Street - Redrow Development		
<ul style="list-style-type: none"> • Provision of cycle parking – no discussions so far with BEO 	Michael Bennett	
Barbican Arts Centre		
Barbican Exhibition Hall 1 – Proposed Tenant - London Film School (LFS)		
<ul style="list-style-type: none"> • Negotiation of the lease – contact officer: Alexandra Bentley – City Surveyors • Lease terms – opening hours: it has been agreed that LFS will have to draft & agree a Visitor’s Management Plan similar to that drafted by the Barbican Cinemas. It has been agreed that this Visitor’s Management Plan will prevent members of the public from being in the building after 23.00 	Michael Bennett	Ongoing Completed
<p>Contact: Michael Bennett, Barbican Estate Manager – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk</p>		

4. Redecorations

2014/15 Programme

The 2014/15 programme includes the following blocks:

- Cromwell Tower (External)
- Ben Jonson House (External)
- Breton House (External)
- Bunyan Court (Internal)
- Frobisher Crescent (Internal & External)

Tenders for Ben Jonson House and Breton House are due to be returned on 16 May 2014.

Bunyan Court residents opted to defer the internal redecorations

The remaining blocks are due to be tendered in June 2014.

5. Roof Apportionments.

BLOCK	CURRENT STATUS	Estimated Final Account Verification	Estimated Final Apportionments
Breton House	Draft final apportionment being completed before passing to Working Party	N/A	September 2014
Ben Jonson House	Draft final apportionment being completed before passing to Working Party	N/A	September 2014
Shakespeare Tower	Final Apportionment to be carried out. Passed to Working Party Dec 2009	N/A	September 2014

6. Beech Gardens Podium Works (As at 13 May 2014)

Work in progress

The main contractor, VolkerLaser Ltd is continuing with the works that commenced in November 2013 and completion is still envisaged by January 2014. Planning approval is currently being applied for in relation to the finished colour of the pond lining and resident members of the Project Board are playing an active role in this process.

VolkerLaser Ltd are presently working in most areas of the project site boundary and will shortly be reopening sections of the podium to the public, where both waterproofing and tiling have been completed.

Soft Landscaping

Following development of initial designs by J & L Gibbons, an alternative consultant has been commissioned on the advice of officers from Open Spaces. This consultant has submitted a concept design and is due to present this to the Landscaping Working Party May/June. A resident consultation exercise will take place before concluding the final landscaping design.

7. Asset Maintenance Plan

The Asset Management software (Keystone) went live on 12 May 2014. Although the system has been populated with known asset data there are areas that will require surveys to determine the age, condition and replacement costs. Meetings with the Barbican Asset Management Working Party have been set for the remainder of the year with the next meeting taking place in June. A demonstration of the live system will take place at that meeting.

8. Public Lift Availability

Availability of the public lifts under the control of Property Services is detailed below:

Lift	From April 2012 to March 2013	From April 2013 to March 2014
Turret (Thomas More)	99.9%	99.16%
Gilbert House	100%	99.70%

9. Upgrade of the Barbican Television Network

VFM are about to start work installing the new fibre back-bone within the subway. They will then begin to contact those residents who have expressed an interest in their services in order to commence installation within flats.

There has been a great deal of effort put into this project not least by members of the Television Working Party who have worked with officers to produce an SLA, review the license with VFM and review the detailed design of the network.

A very successful open day took place on 26 February 2014 which saw a large number of residents throughout the day and into the evening.

Updates have also been sent out via the email broadcast and these will increase as the project gets underway. VFM are also producing a comparison sheet detailing the costs of their services compared to services from other major suppliers.

10. Concrete Works

The initial investigation and making safe has been completed to Breton and Mountjoy Houses. The report has been reviewed by the specialist consultant, John Broomfield, who has produced a specification and recommendations for remedial works. Quotations are to be sought for undertaking remedial works.

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City Surveyors Update

Officers from the City Surveyors Department have provided the following updates:

11. St Alphage House

Demolition underway. Building due to start in July 2014 leading to completion of the buildings by March 2017. More information will be provided by Brookfield Multiplex in the news letter sent to Barbican residents and further consultation meetings are due to take place in May/June. Schrodgers a global asset management company have signed a legal agreement to occupy 1 London Wall Place (Eastern building) as their new HQ from late summer 2017.

12. Six Public Lifts serving the Barbican Estate

Public Lift report for the period 01/02/2014 to 30/04/2014

Location And Age	Status	% of time in service between 1/02/2014 And 30/04/2014	Period of time Not in Use Between 01/02/2014 To 30/04/2014	Comments Where the service is 95% or less or by exception
Little Britain Modernised 2007	IN SERVICE	100%	0 Hours	
London Wall (No.1) Lift Eastern Pavilion 2003	IN SERVICE	100%	0 Hours	
London Wall (No.1) Lift Western Pavilion 2003	IN SERVICE	98.9%	24 Hours	

Location And Age	Status	% of time in service between 1/02/2014 And 30/04/2014	Period of time Not in Use Between 01/02/2014 To 30/04/2014	Comments Where the service is 95% or less or by exception
London Wall (No.1) Western Pavilion Escalator (DOWN) 2003	IN SERVICE	95.6%	94.5 Hours	A number insurance defects items were identified in the month of April 2014 which resulted in a loss in service which in turn had a detrimental effect on the percentages being reported. These defects were corrected.
London Wall (No.1) Western Pavilion Escalator (UP) 2003	IN SERVICE	98.9%	24 Hours	
Moor House 2005	IN SERVICE	99.1%	19 Hours	
Moorgate Escalator (UP) 1973	NOT IN SERVICE	70.8%%	624 hours	March 2014 Allianz Insurance inspector had carried out a review of this unit and reported number of A and B defects which has recognised the need for the unit to be taken out of service, further concerns surrounding the age of the asset which has now reached the end of its natural lifecycle. It has also been identified that many of the parts/materials for this unit are now obsolete creating further challenges in bringing this unit back into service.
Wood Street Public Lift (Royex House) 2008	IN SERVICE	99.9%	2 Hours	

Location And Age	Status	% of time in service between 1/02/2014 And 30/04/2014	Period of time Not in Use Between 01/02/2014 To 30/04/2014	Comments Where the service is 95% or less or by exception
Speed House	IN SERVICE	100%	0 Hours	

13.Frobisher Crescent

The Heating System suffered from an outage on 27 February 2014. UHL have yet to respond in full regarding this incident. However, this has compromised the City Surveyor accepting handover of the system which was predicated on a defect free winter period. A meeting will take place with UHL to discuss the implications.

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