



Barbican Residential Committee

Date: MONDAY, 16 MARCH 2015
Time: 11.30 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:	Gareth Moore (Chairman)	Professor John Lumley
	Randall Anderson	Jeremy Mayhew
	Alex Bain-Stewart	Deputy Joyce Nash
	Christopher Boden	Graham Packham
	David Bradshaw	Chris Punter
	Deputy Billy Dove	Stephen Quilter
	Deputy Stanley Ginsburg	Angela Starling
	Ann Holmes	Deputy John Tomlinson
	Michael Hudson	Philip Woodhouse
	Vivienne Littlechild	Vacancy

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

Lunch will be served in Guildhall Club at 1pm
NB: Part of this meeting could be the subject of audio or video recording

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES OF THE PREVIOUS MEETING**
To approve the public minutes and non-public summary of the meeting held on 8th December 2014.
For Decision
(Pages 1 - 8)
4. **ISSUE REPORT: WATER SYSTEM MONITORING AND TESTING, RISK ASSESSMENTS AND ASSOCIATED SAFETY WORKS AT THE BARBICAN RESIDENTIAL ESTATE**
Report of the Director of Community and Children's Services.
For Decision
(Pages 9 - 12)
5. **PROVISION OF BICYCLE STORAGE FACILITIES**
Report of the Director of Community and Children's Services.
For Decision
(Pages 13 - 22)
6. **UPDATE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 23 - 34)
7. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**
Report of the Director of Community and Children's Services.
For Information
(Pages 35 - 48)
8. **PROGRESS OF SALES AND LETTINGS**
Report of the Director of Community and Children's Services.
For Information
(Pages 49 - 52)
9. **MINUTES OF THE BARBICAN ESTATE RESIDENTS' CONSULTATION COMMITTEE (RCC)**
To receive the minutes of the meeting of the RCC held on 2nd March 2015 and the questions submitted in advance of the meeting.
For information
(Pages 53 - 62)

10. **MEMBERSHIP OF THE CULTURAL HUB WORKING PARTY (OF THE POLICY AND RESOURCES COMMITTEE)**
The Chairman to be heard in respect of the appointment of his representative (from the Barbican Residential Committee) to the Cultural Hub Working Party, following the Policy and Resources Committee's approval of the Working Party's composition and terms of reference.
11. **DECISION TAKEN UNDER URGENCY PROVISION (STANDING ORDER 41 A)**
Town Clerk to be heard.
12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
14. **EXCLUSION OF THE PUBLIC**
MOTION – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.

Item	Paragraph	
14-19	3	For Decision
15. **NON-PUBLIC MINUTES**
To approve the non-public minutes of the meeting held on 8th December 2014.

For Decision
(Pages 63 - 64)
16. **ARREARS UPDATE**
Report of the Director of Community and Children's Services.

For Decision
(Pages 65 - 68)
17. **RESIDENTIAL RENT REVIEW**
Report of the Director of Community and Children's Services.

For Decision
(Pages 69 - 74)
18. **COMMERCIAL LETTING REVIEW**
Report of the Director of Community and Children's Services.

For Decision
(Pages 75 - 78)
19. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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BARBICAN RESIDENTIAL COMMITTEE

Monday, 8 December 2014

Minutes of the meeting of the Barbican Residential Committee held at Guildhall on
Monday, 8 December 2014 at 12.00 pm

Present

Members:

Gareth Moore (Chairman)
Randall Anderson
Christopher Boden
David Bradshaw
Ann Holmes
Michael Hudson
Vivienne Littlechild
Professor John Lumley

Jeremy Mayhew
Deputy Joyce Nash
Stephen Quilter
Angela Starling
Deputy John Tomlinson

In Attendance

Officers:

Ade Adetosoye	Director of Community and Children's Services
Michael Bennett	Community and Children's Services
Karen Tarbox	Community and Children's Services
Anne Mason	Community and Children's Services
Mike Saunders	Community and Children's Services
Alan Bennetts	City Solicitor's Department
Mark Jarvis	Chamberlain's Department
Clive Cornwell	Department of the Built Environment
Julie Mayer	Town Clerks

1. APOLOGIES

Apologies were received from Henrika Priest, Alex Bain-Stewart, Deputy Billy Dove, Deputy Stanley Ginsburg, Graham Packham, Chris Punter and Philip Woodhouse.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

Mr David Bradshaw declared an interest in respect of items 6 (Service Charge Expenditure and Income Account) and 7 (Revenue and Capital Budgets). Mr Bradshaw also declared an interest in respect of item 11 (Car Park and Baggage Stores Charging Policy) as he has a baggage store on the Barbican Estate. Mr Bradshaw remained in the room for these items but did not participate in the vote.

3. **MINUTES OF THE PREVIOUS MEETING**

RESOLVED, that - the minutes and non-public summary of the meeting held on 15th September 2014 be approved.

4. **TERMS OF REFERENCE AND FREQUENCY OF MEETINGS OF THE BARBICAN RESIDENTIAL COMMITTEE**

The Committee considered a report of the Town Clerk in respect of the Committee's Terms of Reference and frequency of meetings.

RESOLVED, that:

1. The Terms of Reference of the Barbican Residential Committee be approved for submission to the Court.
2. The frequency of the meetings of the Barbican Residential remain quarterly, with 4 meetings a year taking place in March, June, September and December.

5. **BARBICAN LISTED BUILDINGS MANAGEMENT GUIDELINES - VOLUME IV - LANDSCAPE STATUTORY PLANNING GUIDANCE**

The Committee considered a report of the Director of the Built Environment in respect of the Barbican Listed Building Management Guidelines. Members noted the addendum to the report, which addressed queries raised at the Barbican Residential Committee on 24 November 2014.

RESOLVED, that:

1. The amendments to the Barbican Listed Building Management Guidelines Volume 4, Landscaping SPD, with Part 2 (Good Practice) and Part 3 (Green Infrastructure), as listed in Appendix C to the report, be agreed.
2. The amended Barbican Listed Building Management Guidelines Volume 4, Landscaping, be adopted as a Supplementary Planning Document.
3. Part 2 (Good Practice) and Part 3 (Green Infrastructure) be noted as standard documents for use by officers and stakeholders on the Barbican Estate.

6. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2014/15 AND ORIGINAL BUDGET 2015/16**

The Committee considered a joint report of the Chamberlain and the Director of Community and Children's Services in respect of the Service Charge Expenditure and Income Account.

Following queries at the RCC meeting on 24th November, the Chamberlain had circulated additional information on the manpower statement. Members noted that more staff were being recruited to the concierge service and the officer agreed to provide further clarity, once this information was available.

In response to a request for all budget reports being presented on a 'like-for-like' and showing the changes between the original and latest approved budget, the officer agreed to pass this suggestion to the Chamberlain. In the interim, the officer agreed to provide Members of the Barbican Residential Committee with a reconciliation statement.

RESOLVED, that:

1. The provisional 2015/16 revenue budget be approved for submission to the Finance Committee.
2. The Chamberlain be authorised to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, corporate projects and changes to the Additional Works Programme.

7. REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2014/15 AND ORIGINAL BUDGET 2015/16 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE

The Committee considered a joint report of the Chamberlain and the Director of Community and Children's Services in respect of the Revenue and Capital Budgets. In response to questions, the officer agreed to provide a breakdown of the maintenance for car parking. Members also suggested that it would be helpful if central and local risk income budgets could be shown separately in future reports. The officer agreed to take this suggestion back to the Chamberlain and would provide members with a breakdown in the interim.

RESOLVED, that:

1. The provisional 2015/16 revenue budget be approved for submission to the Finance Committee.
2. The draft capital budget be approved.
3. The Chamberlain be authorised to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, corporate projects and changes to the Additional Works Programme.

8. SERVICE BASED REVIEW PROPOSALS

The Committee received a report of the Director of Community and Children's Services in respect of the City of London Corporation's Service Based Review Proposals, which aimed to deliver sustainable savings and /or increased income in order to balance City Fund and City's Cash over the medium term. Members noted that the savings approved by the Policy and Resources Committee for the Community and Children's Services Department amounted to £844,000, as set out in the report.

RESOLVED, that:

The savings proposals for the Community and Children's Services Department be approved.

9. COMMUNAL REPAIRS AND REDECORATIONS PROGRAMME FOR THE BARBICAN ESTATE

The Committee considered a report of the Director of Community and Children's Services in respect of the communal repairs and redecorations programme for the Barbican Estate. Members noted that the project was currently at 'Gateway 3-4' of the City of London's Projects procedure and a flowchart, explaining the Gateway process, was appended to this report. A further addendum had been added and this addressed questions raised at the Barbican Residents Consultation Committee (RCC) on 24th November 2014.

During the discussion of this report, the following matters were raised/noted and would be taken into account, as part of the procurement process, as the project progresses to Gateway 5 (Authority to Start Work):

- It was accepted that longer term agreements offered more value for money and the current estimates would be revised to give further certainty as work to the next Gateway progressed.
- The indices to be used as part of the procurement process and contract will be confirmed.
- Once the Gateway 3-4 report had been approved, statutory consultation with leaseholders would commence, in accordance with Section 20 of the Landlord and Tenant Act 1985.
- A number of Condition Surveys have already been carried out and the intended programme would be discussed with the House Groups.
- It was suggested that it might be prudent to consider the low rise blocks on a floor by floor basis, as some areas deteriorated quicker than others.
- It will be a requirement of the contract that an apprenticeship scheme forms part of the Corporate Social Responsibility (CSR) element.

RESOLVED, that:

1. Approval be given to go out to tender in order to seek a contractor to undertake the redecoration work, including enabling repairs, for a 3-5 year programme.
2. An estimated budget of up to £1,687,500 be approved.

10. WATER SYSTEM TESTING AND ASSOCIATED SAFETY WORKS AT THE BARBICAN AND HRA ESTATES

The Committee considered a report of the Director of Community and Children's Services in respect of Water System Testing and Associated Safety Works at the Barbican and HR Estates. A further addendum had been added to the report, which addressed questions raised at the RCC meeting on 24th November 2014.

During the discussion on this report, the following matters were raised/noted:

- Once the Gateway 3-4 report had been approved, consultation with leaseholders would commence, in accordance with Section 20 of the Landlord and Tenant Act 1985.
- Despite it being standard construction industry practice, Members were concerned that there might be a conflict of interest if contractors carried out both testing and minor works.
- Officers advised that a list of standard minor works would be included in the contract and the contractor would provide a schedule of rates as part of the procurement process, in order to ensure best value.
- Based on the concerns expressed above, Members were minded to adopt a version of Option 1 in the report, for testing only rather than Option 2, for 3-5 year testing and major works. (This Motion was put by Mr Hudson, Agreed by David Bradshaw and subsequently agreed).
- Officers advised that, as the contract was not a matter of urgency, they could bring a further report to the next meeting, once further consultation had taken place. Members were assured that, in the interim, the statutory water system testing and associated safety works would not be compromised.

RESOLVED, that:

A decision on the water system testing and associated safety works contractor be deferred to the next meeting of the Barbican Residential Committee on 16th March 2015.

11. CAR PARK AND BAGGAGE STORES CHARGING POLICY

The Committee considered a report of the Director of Community and Children's Services in respect of the Car Parking and Baggage Store Charging Policy. Members challenged whether a three year review was sufficient for Car Park Charging and it was proposed by Mr Boden, Seconded by Ms Holmes and agreed that the Car Park charging be reviewed on an annual basis. Members asked if the next report could include a full market test and officers agreed to provide clarity on commercial and residential rates.

RESOLVED, that:

1. All car parking and baggage store licence fees be subject to review from 25 March 2015 for the following year.
2. The current charging policy for the car parking on the Estate be reviewed on an annual basis. The current three year charging policy for Baggage Stores on the Estate be reviewed in three years' time.

12. UPDATE REPORT

The Committee received a report of the Director of Community and Children's Services in respect of issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in September 2014. The report also provided updates on other issues on the estate.

RESOLVED, that - the update report be noted.

13. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW

The Committee received a report of the Director of Community and Children's Services in respect of the implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter July to September 2014.

RESOLVED, that - the SLA Quarterly Review (July to September 2014) be noted.

14. PROGRESS OF SALES AND LETTINGS

The Committee received a report of the Director of Community and Children's Services in respect of sales and lettings which had been approved, under delegated authority and in accordance with standing orders, since the last meeting of the Committee.

RESOLVED, that - the sales and lettings report be noted.

15. ANNUAL REVIEW OF RECOGNISED TENANTS' ASSOCIATIONS (RTAS) 2014

The Committee received a report of the Town Clerk in respect of the Annual Audit of the Recognised Tenant Associations (RTA). Members were pleased to note that all those house groups, which had applied, had achieved their RTA status. The Chairman of the RCC was encouraging those house groups currently without RTA status to apply next year and the Town Clerk would be able to offer support in respect of process and drafting constitutions etc.

RESOLVED, that - the Annual RTA Audit of the Barbican Estate (2014) be noted.

16. MINUTES OF THE BARBICAN RESIDENTS CONSULTATION COMMITTEE

RESOLVED, that - the draft minutes of the RCC meeting and the questions in advance of the meeting (At Appendix 1 to the minutes) be noted.

17. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

18. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

19. **EXCLUSION OF THE PUBLIC**

RESOLVED, that – under section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Part 1 of Schedule 12 (A) of the Local Government Act.

Item No (s)

20 – 22

23 - 24

Para No (s)

1, 2 & 3

-

20. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**

RESOLVED, that - the non-public minutes of the meeting held on 15th September 2014 be approved.

21. **PHYSIOTHERAPIST - 1, THE POSTERN - LEASE SURRENDER AND NEW LETTING**

The Committee considered and approved a report of the Director of Community and Children's Services in respect of the lease surrender and new letting at 1, The Postern.

22. **ARREARS REPORT**

The Committee received a report of the Director of Community and Children's Services in respect of current arrears in respect of tenants and leaseholders on the Barbican Estate and the recovery action being taken with these arrears.

RESOLVED, that – the arrears update report be noted.

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

There were no questions.

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

There were no items of urgent business.

The meeting ended at 1.30 pm

Chairman

Contact Officer: Julie Mayer
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Committees:	Dates:
Residents Consultation Committee Barbican Residential Committee	02 March 2015 16 March 2015
Subject: Issue Report: Water System Monitoring and Testing, Risk Assessments and Associated Safety Works at the Barbican Residential Estate	Public
Report of: Director of Community & Children's Services	For Information at RCC For Decision at BRC

Summary

Project Status	Amber
Time Line	Overall programme: 2 years – 2015/16 – 2017/18 Key dates: June 2015 – new monitoring & testing contract in place. Winter 2015 – risk assessments completed, works programme developed and options brought to RCC & BRC for approval. Works Programme - to be confirmed, dependent upon Option approved.
Programme status	Between Gateway 1/2 (Project Proposal) and Gateway 3/4 (Options Appraisal)
Latest estimated costs	Monitoring & Testing - £60,000 per year Risk Assessment Costs - £20,000 (one-off cost for all blocks. Ongoing revenue requirements for future risk assessments will be determined based upon the frequency required.) Estimate of Works Cost – up to £1,500,000
Expenditure to date	N/A

Gateway Reports to Date:

The Gateway 1/2 report outlined a project approach to address both the statutory requirement of monitoring & testing, and the completion of remedial/minor and major works that are identified and recommended for completion.

The Gateway 3/4 report represented the same approach and was presented at the Residents Consultation Committee (RCC) and Barbican Residential Committee (BRC) in November and December 2014 respectively. There was some discussion about whether a combined contract for both monitoring & testing and remedial/minor works, would offer best value for money and furthermore, whether a contractor would be incentivised by the combined contract, to recommend works in order to generate income.

The department were asked to return to the Committees with further information about the intended approach.

Following further discussions and options appraisal, this report outlines the intended approach. It sets out 4 options for delivery of the required aspects, and there is some variation from the approaches outlined in the Gateway 3/4 report at the last committee. There are three strands that need to be procured and delivered as part of this project:

Monitoring & Testing

Monitoring involves monthly visits to and inspections of all communal water systems. Testing involves removing samples of the water and submitting them for assessment for contaminants or bacteria. The testing is only carried out where the need is identified as part of the monitoring. Monitoring is required by statute to be undertaken monthly and cannot be halted. The current contract arrangements for monitoring & testing expire in May 2015, and the department is required to undertake a procurement process to have a compliant contract in place in order to continue monitoring & testing the water tanks and associated systems.

Risk Assessments

Risk assessments are carried out to examine existing tanks and pipe layouts to determine if they pose low, medium or high risks. Such assessments used to be required every 2 years, the legislation has now changed, and the requirement is now to risk assess equipment on a risk-based approach. Where existing tanks and layouts pose medium or high risk, more frequent risk assessments are required (recommended frequency will be confirmed at the point of assessment) and the assessor will make a recommendation for how the risk could be reduced. For example, by undertaking works such as cleaning/descaling the tank, replacing the tank or altering the pipework layout.

Works

Works can be identified three ways. The monitoring will identify necessary remedial/minor works such as filter replacements or tank lid fittings. Risk Assessment reports will identify and recommend major works, such as full tank replacement. Both remedial/minor and major works may also be identified and be required to be completed reactively, for example, if a leak occurs or a health and safety risk is identified. For clarity, works are not proposed to be included in either the monitoring & testing contract or the risk assessment contract. Where works are identified, they will be reported back to the Barbican Estate Office for action, and they will be procured and completed independently.

Risks/Issues:

There is a risk of the monitoring & testing contract expiring without a new contract being in place. It is not possible to suspend the monitoring & testing at any point.

For this reason, the first stage Section 20 consultation has been issued, however, this does not commit the City to any approach and it is noted in the letter that the procurement is subject to BRC approval of the intended approach.

Recommendations

- Procurement proceeds for a 2 year monitoring & testing contract for the Barbican Residential Estate (independently of the Housing Revenue Account) to ensure safety and statutory compliance.
- Procurement proceeds for the Risk Assessments to both meet statutory requirements and confirm the works that need to be carried out.
- The department returns to both RCC and BRC, following completion of the risk assessments, with a works programme, seeking approval of the programme and budget prior to procurement for a contractor to complete these works.

Main Report

1. Issue description	<p>The previous report recommended amalgamating monitoring & testing and remedial works requirements into one contract. This approach was not approved.</p> <p>Following the concerns raised at the last Committee regarding the options not being directly comparable, the department propose to separate out the requirements in accordance with the Options outlined below.</p> <p>A further matter has come to light since the last report was brought to Committee. In 2017, the City-wide contract for water monitoring & testing will be reviewed. As such, the department propose to procure a 2 year contract for water monitoring & testing services to ensure safety and statutory compliance, as this cannot cease. The department will then consider the option of joining the City-wide contract in 2017; however, there is no obligation to join this contract if it does not offer both better value for money and an equivalent or improved service for residents. Furthermore, the initial 2 year contract will include provision to terminate or extend, should the City-wide review not offer the best option for the department or proceed to the planned schedule.</p>
2. Last approved limit	N/A.
3. Options	<p>The procurement of a monitoring & testing contract is a fixed part of all options, as it is a non-optional safety and statutory requirement.</p> <p>1. Procure a monitoring & testing-only contract. Carry out remedial/minor and major works reactively as items fail, or pose too high a risk for continued use. Undertake risk assessments independently of this project and act upon the recommendations separately and individually.</p> <p>2. Procure a monitoring & testing contract which includes a schedule of rates for remedial/minor works. Remedial/minor works may be completed at the point of testing. Carry out major works reactively as items fail, or pose too high a risk for</p>

	<p>continued use. Undertake risk assessments independently of this project and act upon the recommendations separately and individually by block.</p> <p>3. Procure a monitoring & testing contract which includes a schedule of rates for remedial/minor works. Remedial/minor works may be completed at the point of testing. Carry out major works reactively as items fail, or pose too high a risk for continued use. Procure a risk assessment contract to both comply with statutory requirements and to generate a list of recommendations to inform a works programme. Return to committee with the works programme to seek approval to proceed, once the extent of the works is identified.</p> <p>4. Procure a monitoring & testing-only contract. Carry out remedial/minor and major works reactively as items fail, or pose too high a risk for continued use. Procure a risk assessment contract to both comply with statutory requirement and to generate a list of recommendations to inform a works programme. Return to committee with the works programme to seek approval to proceed, once the extent of the works is identified.</p> <p>N.B. – procurement processes and contracts will be separate for each aspect.</p>
4. Recommendation	Option 4 is the recommended option.

Contact

Report Author	Amy Carter, Asset Programme Manager
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Committee:	Date:
Residents' Consultation Committee Barbican Residential Committee	2 March 2015 16 March 2015
Subject: Provision of Bicycle Storage Facilities	Public
Report of: Director of Community and Children's Services	For Decision by Barbican Residential Committee

Summary

1. This report, which is for decision, updates members on the provision of Bicycle Storage facilities on the Barbican Estate and also for the approval of the charging for the new Bicycle Pods as provided by Transport for London.
2. A review of the Car Parking Charging Policy was presented to the December 2014 Committee and these new Bicycle Storage facilities will be incorporated into the annual review in December 2015.
3. This report also includes an analysis of demand, utilisation, and income generation.

Recommendation

4. That the following charge is introduced with immediate effect for Bicycle Pod Storage:-
 - Bicycle Pod (semi cylinder in shape) - annual residential licence £30.
5. That these new Bicycle Storage Pods are incorporated into the car parking charging policy and reviewed in December 2015 in relation to RPI.
6. That a key deposit of £25 is introduced immediately for all bicycles' to be housed within the communal Bicycle Cage Storage Areas, which will be reviewed annually from December 2015.

Main Report

Background

7. There are a number of different Bicycle Storage facilities available for Barbican Estate Residents including:-
 - Bicycle 'Sheffield Stands'
 - Communal Bicycle cages containing Bicycle 'Sheffield Stands'

- Bicycle Lockers
 - Bicycle Pods
8. Individually charged Bicycle Lockers have been onsite since 2006 following demand from a resident's survey. The current annual residential licence fee is £85, which was approved at the Barbican Residential Committee in December 2014.
 9. Following this the Barbican Estate Office reviewed the possibility of further Bicycle Lockers as well as alternative options, but unfortunately Chamberlains confirmed that the payback period for these facilities was too long (over five years).
 10. This financial year the Barbican Estate Office in conjunction with Transport for London obtained £70,000 of funding for the provision of new communal bicycle storage facilities including Bicycle 'Sheffield Stands', Communal Bicycle cages containing Bicycle 'Sheffield Stands', Bicycle Pods. The allocations of these facilities are displayed within Appendix 1.
 11. A review was carried out by the Barbican Estate Office, the Department of the Built Environment, the Planning Department, the Access Team and Transport for London officers regarding the locations and the type of facilities.
 12. Key Deposits are already in place for the following Barbican Estate facilities:-
 - Bicycle Lockers - £40
 - Baggage Stores - £150

Current Position

13. **Communal Bicycle Cages** -There are currently three Communal Bicycle Cages already installed across the Estate:-

Car Park	Number of Bicycles within cages	Proposed Key Deposit fee	Annual fee
Bunyan Court	50	£25	£0
Defoe House	61	£25	£0
Thomas More House	20	£25	£0

14. **Bicycle Lockers** – There are currently 100 Bicycle Lockers installed across the Estate:-

Car Park	Number of Lockers	Key Deposit fee	Annual fee
Andrewes House	14	£40	£85
Breton House	12	£40	£85
Bunyan Court	4	£40	£85
Cromwell Tower	2	£40	£85
Defoe House	21	£40	£85
Speed House	4	£40	£85
Thomas More House	32	£40	£85
Willoughby House	11	£40	£85

15. There are currently 53 residents on the waiting list for a Bicycle Locker.

16. **Bicycle Pods** – These are semi cylinder in shape and contain six secure cycle spaces. They have successfully been installed in the other London boroughs and the proposed rates for Barbican Estate residents are a direct comparison to these. The new Bicycle Pod locations and proposed charges are as follows:-

	Number of Individual Spaces	Key deposit	Annual fee
Andrewes	18	£25	£30
Defoe	24	£25	£30

17. **Bicycle ‘Sheffield’ Stands** – No Annual fee or Key deposit required. Current usage of Bicycle facilities:-

Car Park	Number of Bicycles	Number of Stands
Andrewes House	60	23
Breton House	74	10
Bunyan Court	57	16
Cromwell Tower	63	36
Defoe House	119	57
Speed House	12	32
Thomas More House	118	41
Willoughby House	118	57
Total	624	244

18. Due to the high demand for Bicycle facilities the Barbican Estate Office monitors the number of possible abandoned bicycles in the Car Parks and conducts clearances when necessary.

Proposals

19. That a £30 fee is introduced with immediate effect for Barbican Estate Residents use within a Bicycle Storage Pod.
20. A key deposit of £25 is introduced with immediate effect for all communal bicycle storage facilities with the exception of Bicycle Lockers. Residents that already use these facilities will not be pursued for a key deposit, however future issuing of keys will require a deposit.
21. The new facilities for Defoe House Car Park have been installed with Andrewes, Bunyan and Willoughby Car Parks to be completed in March 2015.
22. A resident's survey was sent out in January 2015 regarding Bicycle Storage on the estate. The results of this survey can be found in Appendix 2. The key results from the survey was that:-
 - 48% would consider renting a secure Bicycle facility.
 - 59% would like more Bicycle facilities within their Car Park.
23. There is a possibility of receiving further money from Transport for London in the next financial year and the resident's survey will assist this and provide information regarding the demand – Appendix 1.

Financial Implications

24. The City of London Corporation's policy is to balance the objectives of providing well managed and secure facilities on the one hand whilst seeking to fulfil its continuing obligation to obtain value for money in the use of City Fund resources.

Consultees

25. The Chamberlain has been consulted in the preparation of this report.
26. The design had been chosen following consultation with Planning Officers. The Listed Building Consent Officer had advised that, as the Bicycle Pods were not a permanent structure and also taking into account that they were not visible to the public, they were outside of the Listed Building Guidelines.

Conclusion

27. The City has a duty to achieve a reasonable return from its assets having regard to market levels and any net surplus generated benefits the City Fund. I feel that the introduction of these fees is reasonable and that it is sensible to review it as part of the larger Car Park Charges review in December 2015.

Background Papers:

Car Park Strategy Stage One report 2009

Barbican Estate Car Park Efficiency Strategy Working Party report 2011

Car Parking and Baggage Store Charging Policy report 2014

Revenue and Capital Budgets – Latest Approved Budget 2013/14 and Original Budget 2014/15.

Ade Adetosoye

Director of Community & Children's Services

Contact:

Barry Ashton – Car Park and Security Manager

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APPENDIX 1

The Barbican Estate Office in conjunction with Transport for London obtained £70,000 of funding for the provision of new communal bicycle storage facilities, this has been distributed as follows:-

Car Park	Bicycle Pods (Additional Spaces)	Bicycle Cage Area (Additional Spaces)	Additional Spaces in General Car Park Areas
Andrewes	3 (18)	-	58 Spaces replacing 44 Spaces - To improve accessibility
Bunyan	-	2 (20+10) & 56 Spaces replacing 30 Spaces in existing cage	-
Defoe	4 (24)	-	-
Willoughby	-	1 (-)	-

APPENDIX 2

The following survey regarding Secure Bicycle Storage was sent to all residents in January 2015, with 149 responses received:-

1. Do you own a Bicycle?

- | | | |
|--------|---|-----|
| a. Yes | - | 64% |
| b. No | - | 35% |

2. How many Bicycles do you currently own?

- | | | |
|--------------|---|-----|
| a. 0 | - | 30% |
| b. 1 | - | 31% |
| c. 2 | - | 24% |
| d. 3 or more | - | 13% |

3. What is the value of your Bicycle?

- | | | |
|------------------|---|-----|
| a. £0 - £500 | - | 22% |
| b. £501 - £1000 | - | 11% |
| c. £1001 - £2000 | - | 5% |
| d. £2001 - £6000 | - | 10% |

4. Where do you secure your Bicycle?

- | | | |
|-------------------|---|-----|
| a. Bicycle Stand | - | 42% |
| b. Bicycle Cage | - | 11% |
| c. Bicycle Locker | - | 12% |
| d. Other | - | 35% |

5. What block do you live in?

Andrewes (Gilbert, Postern, Wallside)	-	22	
Breton (Ben Jonson)	-	22	
Bunyan (Bryer, John Trundle)	-	13	
Cromwell	-	8	
Defoe (Shakespeare)	-	28	
Speed	-		9
Thomas More (Mountjoy, Lambert, Seddon, Lauderdale)	-	26	
Willoughby (Brandon Mews)	-	7	

6. In the City of London, what would you consider to be a reasonable fee to pay for secure Bicycle storage?

- | | | |
|---------|---|-----|
| a. £30 | - | 28% |
| b. £50 | - | 44% |
| c. £100 | - | 26% |

7. Would you consider renting a secure Bicycle facility?

- | | | |
|----------|---|-----|
| a. Yes | - | 48% |
| b. No | - | 38% |
| c. Maybe | - | 12% |

8. What facility would you prefer for your Bicycle?

- | | | |
|-------------------|---|-----|
| a. Bicycle Locker | - | 60% |
| b. Bicycle Pod | - | 7% |
| c. Bicycle Cage | - | 31% |

9. Would you like more Bicycle facilities within your Car Park?

- | | | |
|----------|---|-----|
| a. Yes | - | 59% |
| b. No | - | 18% |
| c. Maybe | - | 22% |

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Committee:	Date(s):
Residents' Consultation Committee	02 March 2015
Barbican Residential Committee	16 March 2015
Subject: Update Report	Public For Information
Report of: Director of Community and Children's Services	
<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. Agenda Plan <p>Property Services – see appendix 2</p> <ol style="list-style-type: none"> 3. Redecorations 4. Roof apportionments 5. Beech Gardens Podium Works 6. Asset Maintenance Plan 7. Public lift availability 8. Upgrade of the Barbican Television Network 9. Concrete Works 10. Background Underfloor Heating <p>City Surveyors Department – see appendix 3</p> <ol style="list-style-type: none"> 11. St Alphage House – renamed London Wall Place 12. Frobisher Crescent 13. Bastion 13, 12, 11A and adjacent Wall – Conservation Works 	

14. City of London School for Girls – Gymnasium Extension

London Film School

Recommendations that the contents of this report are noted.

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in November/December 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 November/December and other outstanding issues.

2. Agenda Plan

The table below includes a list of pending committee reports:

Residents' Consultation Committee & Barbican Residential Committee - Agenda Plan 2015

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report: <ul style="list-style-type: none">• Agenda Plan 2015• "You Said; We Did"• Property Services Update• City Surveyors Update	Michael Bennett	18 May	1 June
SLA Review	Michael Bennett		
Background Underfloor Heating	Mike Saunders		
Working Party Review – Minutes of Background Underfloor Heating Working Party	Mike Saunders		

Roof Apportionments for Breton & Ben Jonson House	Mike Saunders		
Garchey 5 Year Review	Mike Saunders		
Asset Maintenance Plan	Mike Saunders		
Parcel Tracking System Review	Barry Ashton		
Working Party Review – Minutes of Beech Gardens Future Landscaping Working Party	Karen Tarbox		
Working Party Review – Minutes of Beech Gardens Project Board	Karen Tarbox		
Working Party Review – Minutes of Gardens Advisory Group	Helen Davinson		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Update Report: <ul style="list-style-type: none"> • Agenda Plan 2015 • “You Said; We Did” • Property Services Update • City Surveyors Update 	Michael Bennett	7 Sept	14 Sept
SLA Review	Michael Bennett		
Automated Payment System for Temporary Car Parking Annual Review	Barry Ashton		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Annual Review of RTAs	Town Clerks		
2014/15 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2014/15 Revenue Outturn for the Residential Service Charge Account including Reconciliation between the closed accounts and amount to be charged to long	Chamberlains		

leaseholders			
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Update Report: <ul style="list-style-type: none"> • Agenda Plan 2015 • “You Said; We Did” • Property Services Update • City Surveyors Update 	Michael Bennett	30 Nov	14 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 2015/16 & Original Budget 2016/17	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2015/16 and Original 2016/17 - Excluding dwellings service charge income & expenditure	Chamberlains		
Working Party Review – Minutes of Asset Maintenance Working Party	Mike Saunders		
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 24 November 2014.
Minutes of Residents’ Consultation Committee 08 December 2014.

Contact Name Michael Bennett, Barbican Estate Manager
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Appendix 1

“You Said; We Did” - Action List – February 2015

Actions from November/December 2014 RCC/BRC & other outstanding issues (service related issues transferred to SLA action plans which are reviewed by SLA Working Party & RCC/BRC).

Issue	Source	Officer	Action Escalation
Customer Care, Supervision & Management			
<p>Service Charge Expenditure & Income Account – Latest Approved Budget 2014/15 & Original Budget 2015/16 Report - Queries on staffing costs were raised in respect of the staffing costs in the Service Charge Budget Manpower Statement and recharges:</p> <p>Q1. On the Manpower statement (Table 2) in the Service Charge Budget, 3 FTE's for House Officers are shown at a total cost of £27k? Seems a very low per person salary?</p> <ul style="list-style-type: none"> <i>House Officer posts and costs were moved from being a direct budget cost to being a Supervision & Management recharge in earlier years. However, the 3 House Officers NI & Pension costs (total £27k) were left in the direct manpower costs and were not moved with the main salary cost. Note this will be amended going forward.</i> <p>Q2. On the same Manpower statement, the average cost of each FTE for Cleaners, Garchey Operatives and Estate Concierge appears to fall slightly between 2014/15 and 2015/16?</p> <ul style="list-style-type: none"> <i>Regarding Cleaners and Garchey Operatives, there was a total £44k reduction in 2015/16 cost of agency staff (so not matched by fall in FTE) compared to the 2014/15 cost. Excluding agency costs, Basic Pay per FTE therefore rose slightly.</i> <i>Regarding Estate Concierges, in the Table the FTE has been switched in error with the number of Lobby Porters in the row below. To be clear, there were 12 Estate Concierge in both years and the number of Lobby Porters rose from 7 to 9. Please accept my apologies for this transposition.</i> <p>Q3. There is a difference on the Service Charge Budget of £166k in Table 1 (Analysis of Service Expenditure) between the Supervision and Management actual charge in 2013/14 of £493k and the 2014/15 budget charge of £659k?</p> <ul style="list-style-type: none"> <i>There was a movement in the allocation of staff between direct costs and Supervision and</i> 	November 2014 RCC	Mark Jarvis	Complete

Management recharged staff costs between 2013-14 and 2014-15. If you look at the Employee cost line in Table 1 there is a broadly matching reduction in direct Employee costs of £155k (2013-14 Actual £2,295k compared to 2014-15 Budget of £1,940k). Note the movement of the Housing Officers posts referred to in the answer to Q1 above was part of this reallocation.

Q4. There was a further query on Recharges in the 2013/14 Non-Service Charge Outturn accounts regarding the £101k lower than expected charge. (Please see page 40 of BRC papers of 15 September 2014). A more detailed reconciliation is set out below :-

	Budget	Actual	Variance
<i>Housing S&M recharges to Barbican</i>	53	54	1
<i>Technical Services Recharges to Barbican</i>	35	35	0
<i>S&M recharged to HRA</i>	0	-102	-102
<i>Corporate & Democratic Core</i>	-50	-50	0
TOTAL	38	-63	-101

S&M recharge to HRA was not budgeted for.

Contact: Michael Bennett, Barbican Estate Manager – 020 7029 3923 –
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3. Redecorations**2014/15 Programme**

Ben Jonson House and Breton House redecorations are now complete. Final account is to be agreed by the end of February 2015.

Post-tender consultation is about to be carried out for Cromwell Tower and discussions are taking place with Frobisher Crescent House Group to determine the level of redecorations required to the block.

2015/16-2019/20 Programme

During the discussion regarding the Options Appraisal Report at Barbican Residential Committee on the 8th December 2014, the department was asked to consult with House Groups regarding the intention to procure a longer term contract and the intended programme prior to Section 20 consultation.

Two responses were received, one querying why a block was excluded from the future programme, it was confirmed that this is because the works to that block are included in 2014/15 programme.

The second response was seeking more detail regarding the condition surveys and contract advertising, this information has been provided.

The next step, subject to any further responses, is to formally consult with all long leaseholders on the intention to enter into a longer term contract

4. Roof Apportionments

BLOCK	CURRENT STATUS	Estimated Final Account Verification	Estimated Final Apportionments
Breton House	Draft final apportionment being completed before passing to Working Party (anticipated completion 2 nd March 2015)	N/A	June 2015
Ben Jonson House	Draft final apportionment being completed before passing to Working Party (anticipated completion 2 nd March 2015)	N/A	June 2015

5. Beech Gardens Podium Works

- **Work in progress**

The main contractor, VolkerLaser Ltd is continuing with the works. As previously reported completion will now be the end of March 2015 and a formal extension has been agreed. This is due to a number of previously reported issues, such as the change in bonding adhesive, removal of smoke vents and other changes to the works or technical specification. The majority of works throughout March will be tiling. An application for variation of the listed building consent has been submitted in respect of omitting the serpentine wall in the central raised bed, as reinstating this feature would mean reducing the number of trees that could be planted in this area. Resident members of the Project Board played an active role in this decision. Following agreement on its design, casting of the concrete slabs and supports has been carried out for the replacement bridge for the pond. VolkerLaser Ltd have completed the majority of the waterproofing and significant areas of tiling within the project site boundary, in order to reopen various sections of the podium to the public.

- **Soft Landscaping**

The appointed consultant, Professor Nigel Dunnett working in association with the Landscape Agency, has prepared the final landscaping design, although the number of trees has been reduced in accordance with the structural engineer's advice that they are best positioned over loadbearing columns. Open Spaces has been instructed to proceed with the planting works. The installation of the manual watering system by Fountaineers has also been instructed and work has commenced on this. Reinstatement of the planting medium within the raised beds is well under way in readiness for the planting, which has been scheduled for the last two weeks in March 2015.

- **Bryer Court Pond**

The Soft Landscaping Working Party have agreed outline plans for the reinstatement of the pond and this work will follow on from the planting of the beds, after the Easter break.

- **Leaks into Car Parks**

Officers have been surveying car park areas to determine an order of priority.

6. Asset Maintenance Plan

A meeting with the Asset Management Working Party is due to take place in February/March 2015 to go through the 20 year programme and focus on the detailed 5 year programme.

7. Public Lift Availability

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

Lift	From April 2013 to March 2014	From April 2014 to December 2014
Turret (Thomas More)	99.16%	99.58%
Gilbert House	99.70%	99.92%

8. Upgrade of the Barbican Television Network

Fibre installation work is progressing well. Over 100 installations have taken place in the Tower blocks and works to the terrace has now commenced. Free installation has now been extended to the end of April 2015. Regular updates will continue to be sent via the email broadcast and on notice boards.

9. Concrete Works

The intended programme for concrete testing and immediate repairs has been revised and all blocks, not previously tested, will be carried out during the financial year 2015/16

10. Background Underfloor Heating

A draft consultant's brief has been produced and has been reviewed by resident members of the Working Party. The brief is currently being revised with a view to seek fee tenders during February 2015. An approved budget currently exists for the review of the heating system.

City Surveyors Update

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

11. St Alphage House – Renamed London Wall Place

Brookfield Multiplex are making good progress with basement construction for the new buildings estimated to be complete in the spring of 2015. Completion of the new buildings anticipated in March 2017. More information is contained in Brookfield Multiplex monthly newsletter sent out to adjacent Barbican residents including planned temporary closure of Wood Street 10-13th March and on the project website www.londonwallplace.com.

12. Frobisher Crescent

The heating system suffered an outage in January 2015 and the problem was traced to an individual flat. The developer, United House, are not attending to repairs within individual flats as they believe this to be the owner's responsibility. CSD department have yet to be offered the heating system for handover by United House.

13. Bastion 13, 12, 11A and adjacent Wall – Conservation Works

Bastion 13

The replacement garden lights are currently being designed by the City's Street Lighting team (DBE) in consultation with Barber Surgeons and the City Surveyor; the old lights on the mound were found to be unsafe and removed as part of the recent conservation works.

Bastions 12 & 11A

The conservation work was completed and the site cleared with the keys to the site returned to BEO offices as planned by Friday 7 November 2014.

Some post completion recording by the conservators was carried out later in November and early December (two separate visits) to monitor mortar curing on Bastion 11A.

14. City of London School for Girls – Gymnasium Extension

- Swimming pool cladding completed 8 January 2015 – Pool has been handed back to the School and is in use.
- Gymnasium, including plant works due for completion 13 February 2015.
- Site welfare accommodation and offices are due to be removed by the end of January 2015.

- The remaining work involves installing the external doors to the gymnasium and the plant enclosure, louvres to the plant enclosure and the steps and handrail to the emergency escape route.
- Project completion is anticipated to take place by end of February 2015, some delays were incurred due to the need to seek Listed Building Consent to increase the size of the plant enclosure to accommodate enlarged dampers to achieve the level of attenuation required by the planning consent.

15. London Film School

Negotiations are at an advanced stage to grant a long lease of part of Exhibition Hall 1 to The London Film School. When the lease to the School is completed the Corporation will begin removing the plant and machinery within the space. This is expected to be completed in the summer of 2016. Following this the premises will be handed over to the School who will commence their fit with a view to opening the school for students at the beginning of the September 2017 academic year.

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 02 March 2015 16 March 2014
Subject: Service Level Agreements Quarterly Review October – December 2014	
Report of: Director of Community and Children's Services	Public For information
<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 October to December 2014. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the 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 October to December following 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 October to December.
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.
4. A review of the presentation of the SLA action plans has been carried out by the BEO and the Working Party and these changes are highlighted below.
5. New comments from the residents Working Party (Tim Macer, Randall Anderson, Jane Smith, David Graves, Robert Barker, Gianetta Corley), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the October to December

comments – the source of the comments have been included into the action plans.

6. Any new comments are presented at the beginning of the actions plans in order for them to be highlighted.
7. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 6. Appendix 6 has been set up to show those landlord common areas of the Estate that are not funded via service charges.
8. The KPIs are included in Appendix 7. 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.
9. All of the unresolved issues from the previous quarterly reviews to September 2014 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.
10. All of the resolved issues to September 2014 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

11. 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.
12. The review of the SLAs and KPIs for the quarter January to March 2015 will take place in April 2015 and details of this review will be presented at the May/June committees.

Conclusion

13. 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**

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
186	Oct - Dec 14	RCC	Are there any possible terms of the lease that could be used against flats left empty for a number of years that are causing issues to neighbouring flats?	There are and the BEO has in the past, worked with the City Solicitor to ensure essential maintenance work is carried out.	
185	Oct - Dec 14	WP	Alterations. Car Park Concierge to have access to all known alterations projects so they are able to inform BEO of any extra projects.		
184	Oct - Dec 14	RC	BE staff to be available evenings and weekends when residents are here. Inspections at weekends? To be considered by WP	More evidence needed that there is a genuine need or desire for this. To be discussed at upcoming AGMs	
183	Oct - Dec 2014	RCC	Formal Q&A Annual Residents' meeting - BEO reviewing	To be given further thought, possibly in conjunction with 184 above?	
182	Oct - Dec 2014	HO	SLA Handbook and Residents Information Pack are due for review. Does the SLA WP have any views on how best to accomplish this?	To also include Welcome Pack and Alterations. BEO to draft suggested changes to SLA handbook & RIP & arrange extra separate meetings with SLA WP for 2015. To also use Email Broadcast for comments prior to publishing. Loose leaf essential so that updates and amendments can be easily done.	
181	Oct-Dec 2014	HO	Trial of a "Mailchimp" email broadcast with information on services over Christmas	No negative feedback received!	✓
180	Oct-Dec 2014	HO	Information on registering sub-tenants to be added to the website	This task will be handed over to the Apprentice, but further training may be required.	
179	Jul-Sept 2014	HO	How will the change on format of service charge bills be communicated to residents?	Short talk on new format given by Service Charge team during previous SLA WP meeting. Still a work in progress.	
175	Apr-June 2014	HO	Change of management structure for Housing will begin on Eddie Stevens retirement.	Senior management from PS team to attend next WP meeting in New Year.	✓
166	Oct-Dec 2013	HO	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. The introduction of Oracle in 2015 may help with this.	
156	April - June 2012	HO	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. Processes being reviewed by PS and complaints procedure being reviewed.	
			Quarter - at the end of each quarter issues raised 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	
			GAG Gardens Advisory Group	PS Property Services	
				LL/SC Landlord/Service Charge cost	
			Source of comments:		
			WP SLA Working Party		
			HO House Officers		
			RCC Residents Consultation Committee		
			RC Residents General Comments		
			COM Complaint		
			SURV Survey		
			HGM House Group Meeting		

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2014

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
171	Oct - Dec 14	HGM	Grading during inspections. Should cleaning reflect current circumstances eg redecorations works? For discussion at next SLA WP	SLA WP consider that external factors should be considered.	
170	Oct - Dec 2014	HGM	Could an online survey be produced and sent out to Residents to gauge the demand for Baggage Stores across the Estate?	Currently being reviewed	
169	Oct - Dec 2014	HO	Two New Cleaning Supervisors have been successfully employed and started work in January 2015.	For comment only	
163	Jul - Sep 14	HO	Electrical Vehicle Charging Points	BEO is liaising with TfL as they plan to install 25,000 charging points across London. The BEO has also liaised with the Dept. Built Environment, neighbouring developments and main car dealers regarding these charging points. A residents survey has been carried out to ascertain demand in various parts of the Estate. The results are currently being analysed.	
Page 38 162	Jul - Sep 14	HO	Can more Bicycle Racks be provided?	TfL providing BEO with £75k's worth of new bicycle storage facilities (bicycles hangers/ bespoke secure enclosures) for 192 bicycles to be completed by the end of the financial year). A survey was completed across all the CP's for potential projects to provide additional stands, replace stands in difficult to access areas and to also improve general storage in the form of secure enclosures. Also a bicycle amnesty has been initiated within the Andrewes and Bunyan CP's to remove old abandoned bicycles to make spaces available for others. A survey is being carried out with residents. A report on the provision of bicycle storage & charging policy will be presented to March committee.	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2014

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
182	Oct - Dec 2014	WP	Regarding the generators. Could Citigen be considered as a suitable backup? (Comment 180)		
181	Oct - Dec 2014	HO	Condition surveys - mastic	Condition surveys on the mastic around windows now included as part of external redecoration survey.	✓
180	July- Sept 2014	WP	Generators for power failures in the Towers - how often tested?	Towers each have two diesels, one for fire pump, the other emergency lights. Following a power failure, diesel generator will start up one fire fighting lift, and emergency stair lights. A diesel pump will take over from the electrical pump to supply water to the dry risers. General maintenance is carried out by REs on a bi monthly basis which involves checking items such as belts, fuel, oil, battery levels, etc. and running the equipment up to temperature. A company has been contracted to attend annual detailed examination of the diesel engines and generators	
179	July- Sept 2014	SURV	Communication and follow up information to repairs and investigations could be improved.	Comments fed back to relevant team	✓
178	July- Sept 2014	HO	Out of hours Duty Managers liaising more effectively with Repairs Call Centre regarding leaks, so residents are informed about insurance details etc.	Comments fed back to relevant team	✓
174	Jan-Mar 14	HGM	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.	Currently working well during the external/internal Breton/Ben Jonson House redecoration project. Redecoration work 95% complete and system worked well	✓
145	Oct-Dec 2011	HO	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. This appears to have slipped again. PS to be reminded. Ongoing monitoring by HOs.	

APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2014

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
124	Oct-Dec 2014	HO	Fire exit routes Ben Jonson House (from top floors)	Fire exit routes have been clarified and the relevant signage has been installed in Ben Jonson House	
123	Oct-Dec 2014	HO	External redecoration work for Breton/Ben Jonson House completed.	Satisfaction survey regarding external redecoration to be sent to Breton House/Ben Jonson House residents	
122	July -Sept 2014	SURV	Repainted surfaces on balcony rails started blistering quite quickly,suggesting they were not well prepared.	Comments fed back to Property Services. PS regularly review the painting process with manufacturers, taking into account weather conditions, to ensure the finish is consistent and durable.	✓
121	July -Sept 2014	WP	External/Internal redecoration work Frobisher Crescent - first stage consultation with residents completed. Painting specification being reviewed to incorporate 'non-standard' items, e.g. window shutters. Why are window shutters being decorated so soon after completion of building works.	Internal to commence approx Feb 2015. External redecoration to commence March/April 2015. House Group requested works to window shutters at their AGM. Internal SLA between BEO & Barbican Arts Centre requires both parties to liaise with each other when any works are to be carried out.	
120	July -Sept 2014	HO	External redecoration for Breton, Ben Jonson commenced and going well.No major issues have been escalated to Project Board	Work almost complete and feedback on resident walkabouts was positive	✓

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2014

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Drainage engineer to review the areas.	
149	Oct-Dec 2014	RC	Positive comments received about the bulb planting in the private gardens. BEO to assist facilitating future events with Open Spaces	For comment only.	✓
147	July-Sept 14	HO	Weeds on steps leading up from above waterfall	Passed on to OS. (Update) this area is now being spot checked and maintained by a specially trained member of Barbican Cleaning Team.	✓
145	July-Sept 14	SURV	Comments from 2014 resident survey (common themes/trends) - would like much greater reduction in the size of trees in Thomas More Garden.	Passed to Open Spaces.	
Page 41 144	July-Sept 14	HO	Ivy removed from garden bed at the east end of Ben Jonson Place. This was due to ivy damaging fabric of the building. Ivy also on Seddon Highwalk.	Open Spaces confirm there are plans for replanting. Plants from planters in St Giles's Terrace to be moved there and more plants will be ordered if need be. Root shrubs from original shrubs were maintained in the bed and these should regenerate. (Update) Seddon Highwalk - before Christmas this area was professionally cleared using a cherry picker.	✓
127	Jul - Sep 12	HO	Various difficult to access areas (eg Thomas More Hanging Gardens, The Postern, Sculpture Court) - problems with safety equipment currently being reviewed.	Thomas More Hanging Gardens - quote from contractor. Listed Building Consent application rejected by Planning Department currently being reviewed again. (Update) following the previous application being rejected by Planning a new application is being put in.	

APPENDIX 6

SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
9	Oct - Dec 2014	RCC	Stair edging alternatives have now been agreed by Planning. To rollout across the Estate following on from Beech Gardens project.	Tiles for the rest of the estate have now been ordered.	
8	Oct - Dec 2014	RCC	COL insignia removed by Heron. BEO liaising with City Surveyors regarding replacement of the sign.	Heron have now agreed to pay for a replacement sign. Order placed awaiting confirmation of installation date.	
7	Oct - Dec 2014	RC	Inspection regime for podium is not adequate. Issues such as items left out on podium for long periods of time, pooling of water/blocked drains, broken tiles should be inspected more frequently.		
6	Oct- Dec 2014	HO	Benches (in the same style as the old ones) have now been installed at Ben Jonson Highwalk & St Giles Terrace by Open Spaces/Dept of the Built Environment. The BEO will maintain & manage these going forward.	For comment only	
5	Apr -June 2014	WP	PS to update on revised drain clearance programme for the estate. Will this programme include more frequent checks of the expansion joints?	3 x blocks scheduled - balcony & roof drain clearance programme commenced. Other blocks to follow on a planned maintenance programme. Remaining blocks programmed and will include checks on expansion joints. ALSO MAJOR WORKS	
4	Apr-June 2014	HO	Work to plinths/gravestones on St Giles' Terrace.	Specialist contractor to complete conservation clean. BEO to fund - future ongoing maintenance to be agreed. Works commenced on 9 January 2015.	
3	July- Sept 2014	WP	Ben Jonson House Podium drains - update to be provided by PS	Works to the podium drains in front of Ben Jonson House (south side) commenced in October. This involves new drainage channels to divert water to new downpipes & guide water to new gullies which exit via the car park. Car park drains also being checked. Outcome of this work will be monitored. Works completed with no issues identified. PS continues to monitor.	
2	July-Sept 14	SURV	Timber planters with struggling laurel are not acceptable.	Planters reviewed annually and replaced subject to funding.	✓

APPENDIX 6

SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS

1	Jan-Mar 14	HO	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. Can broken tiles be removed from around the plinths.	Specification has been agreed. Delays due to manufacturing of specialised tiles. Latest scheduled timelines for works - end of February/March. HOs to monitor broken tiles left around the plinths & arrange for them to be removed.	
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Appendix 7. Barbican KPIs 2014-15

Title of Indicator	Actual 2013/14	TARGET 2014/15	OCT - DEC 2103	JAN - MAR 2014		APR- JUN 2014	JULY- SEPT 2014	OCT - DEC 2104	JAN - MAR 2015	PROGRES S AGAINST TARGET	SUMMARY
Customer Care											
Answer all letters satisfactorily with a full reply within 10 working days	83%	100%	96%	96%		98%	98%	94%		☹	3 letters out of 52 were over the time period.
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	96%	100%	89%	96%		100%	97%	94%		☹	2 emails out of 31 were over the time period.
To resolve written complaints satisfactorily within 14 days	92%	100%	100%	100%		100%	100%	100%		☺	0 complaints
Repairs & Maintenance											
% 'Urgent' repairs (complete within 24 hours)	98%	95%	98%	98%		96%	100%	97%		☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	98%	97%		98%	100%	98%		☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	98%	94%		95%	100%	99%		☺	

% 'Low priority' repairs (complete within 20 working days)	95%	95%	96%	92%		95%	100%	100%		😊	
Availability % of Barbican lifts	n/a	99%	Tower lifts 97.08%	Tower lifts 99.21%		Tower lifts 99.57%	Tower lifts 99.84%	Tower lifts 98.98%	Tower lifts %	😞	0.02% under target
			Terrace lifts 99.42%	Terrace lifts 99.06%		Terrace lifts 99.74%	Terrace lifts 97.53%	Terrace lifts 97.96%	Terrace lifts %	😞	A number of lifts (5) were the main contributors to the drop in performance for Q3 compared to the target. An issue has also been discovered with the contractor putting the lift out of service when service maintenance is being carried out
Percentage of communal light bulbs - percentage meeting 5 working days target	85%	90%	96%	100%		93%	94%	96%		😊	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 74% Partial 92%	Total 90% Partial 90%	Total 85% Partial 100%	Total 100% Partial 100%		n/a	n/a	Total 95% Partial 100%	Total % Partial %	😊	
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%		😊	

Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	83%	100%		96%	100%	100%		😊	
Estate Management											
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	94%	90%	82%	97%		86%	98%	92%		😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	91%	80%	79%	95%		79%	88%	87%		😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	94%	80%	96%	90%		84%	93%	91%		😊	

House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	94%	80%	84%	97%		69%	97%	100%		😊	
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%		😊	
Major Works											
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	95%	n/a		n/a	n/a	n/a		😊	

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Agenda Item 8

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 2 March 2015 16 March 2015
Subject: Progress of Sales & Lettings	
Report of: Director of Community and Children's Services	Public For information
<p style="text-align: center;"><u>Executive Summary</u></p> <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.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	20	5	£20,450	25/03/2013 24/03/2016	Tenant deceased	25/11/2014
2	20	4	£21,650	07/02/2014 06/02/2017	Moving away from the estate	11/01/2015
3	91	5	£20,250	29/09/2013 28/09/2016	Moving away from the estate	31/03/2015

RIGHT TO BUY SALES

3.

	10 February 2015	16 October 2014
Sales Completed	1079	1077
Total Market Value	£94,546,908.01	£92,676,908.01
Total Discount	£29,539,064.26	£29,333,664.26
NET PRICE	£65,007,843.75	£63,343,243.75

OPEN MARKET SALES

4.

	10 February 2015	16 October 2014
Sales Completed	835	835
Market Value	£133,122,271.97	£133,122,271.97

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 10 February 2015
1	Shakespeare Tower	18	8A 3 bed	£1,876,000	Proceeding
2	Breton House	1	F1A Studio	£395,000	Proceeding

APPROVED LETTINGS

9. No lettings approved since your last committee

10. 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	87	11,046,452.50	98.86
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)	1579 (1577)	127,715,073.33 (126,050,473.33)	95.99 (95.87)
CROMWELL TOWER	112	100	21,700,801.00	89.29
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	108	23,349,415.76	93.10
TOWER BLOCK TOTAL	345 (345)	321 (321)	67,753,996.39 (67,753,996.39)	93.04 (93.04)
ESTATE TOTAL	1990 (1990)	1900 (1898)	195,469,069.72 (193,804,469.72)	95.48 (95.38)

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
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Telephone Number: 020 7029 3912

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 2 March 2015

Minutes of the meeting of the Barbican Estate Residents Consultation Committee
held at Guildhall on Monday, 2 March 2015 at 7.30 pm

Present

Members:

Tim Macer (Chairman)	Gillian Laidlaw - Mountjoy House
Robert Barker (Deputy Chairman)	Fiona Lean - Ben Jonson House
Randall Anderson - Shakespeare Tower	Jane Smith - Barbican Association
Averil Baldwin - Thomas More House	Michael Swash - Willoughby House
Mark Bostock - Frobisher Crescent	John Taysum - Bryer Court
Dr Gianetta Corley - Gilbert House	Graham Wallace - Andrewes House
Robin Gough - Defoe House	Janet Wells - John Trundle Court
Gordon Griffiths - Bunyan Court	Helen Wilkinson – Speed House Group

In Attendance

Gareth Moore	Chairman, Barbican Residential Committee (BRC)
Prof. John Lumley	Barbican Residential Committee

Officers:

Helen Davinson	Community and Children's Services
Anne Mason	Community and Children's Services
Karen Tarbox	Community and Children's Services
Barry Ashton	Community and Children's Services
Mike Saunders	Community and Children's Services
Amy Carter	Community and Children's Services
Julie Mayer	Town Clerk's

1. APOLOGIES

Apologies were received from John Tomlinson (Cromwell Tower) and David Graves (Seddon House).

The Chairman welcomed John Whitehead, the new representative for Breton House. Mr Whitehead had submitted apologies for this evening.

The Chairman then welcomed Trevor Kavanagh, who is replacing Helen Wilkinson, representing Speed House. The Chairman and Members thanked Ms Wilkinson for her service to the RCC.

2. DECLARATIONS BY MEMBERS IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. **MINUTES**

- The Minutes of the Barbican Residents' Consultation Committee (RCC) held on 24th November 2014 were approved.
- The Minutes of the RCC's Annual General Meeting held on 9th February 2015 were approved.

4. **SERVICE LEVEL AGREEMENT REVIEW**

The Committee received a report of the Director of Community and Children's Services which updated Members on the review of the Estate Wide implementation of Service Level Agreements (SLA's) and Key Performance Indicators (KPI's) for the quarter October to December 2014.

A Member noted the recent work to the gravestone plinths in St Giles' Terrace and asked if there would be an on-going maintenance plan. It was noted that advice would be sought as to what maintenance should be carried out and at what frequency.

RESOLVED, that: the Service Level Agreement Review be noted.

5. **PROVISION OF BICYCLE STORAGE**

The Committee considered a report of the Director of Community and Children's Services in respect of the provision of Bicycle Storage. During the discussion on this item the following matters were raised/noted:

- Officers advised that there had been consultation with Planning from the outset of the project.
- Generally there was a preference for individual storage facilities, rather than pods but it was accepted that the pods had been gifted and it had not been possible to finance individual lockers.
- The key deposit charges were comparable with other neighbouring London boroughs
- There were currently no charging facilities for electric vehicles but there might be more funding available.
- The pods were only visible from the podium through a grille.
- Notice would be given prior to installation and this had been delayed to ensure adequate consultation with residents.

RESOLVED, that:

The Barbican Residential Committee be recommended to:

1. Introduce an annual residential licence of £30.00, with a key deposit of £25.00, to be introduced with immediate effect (for all bicycles housed

within the communal Bicycle Cage Storage Areas), to be reviewed annually from December 2015.

2. Incorporate the bicycle storage pods into the car parking charging policy, to be reviewed in December 2015 in relation to RPI.

6. **WATER TESTING AND ASSOCIATED SAFETY WORKS**

The Committee received a report of the Director of Community and Children's Services in respect of Water Testing and Associated Safety Works, which sought to address questions raised at the last meeting about the structure of the contract. Members were informed that the specific concern raised at the previous meeting regarding a potential conflict of interest if it is the same contractor both recommending remedial work and performing that remedial work would be addressed by a working protocol that will be defined in which the BEO will review any recommendation received from a contractor. The works will be allocated to our repairs and maintenance contractor if appropriate, or where specialist works are required, these will be commissioned as required. Members also noted that the Section 20 Notices had been sent out before the Meeting of the BRC on 16th March 2015, owing to the timescale required to procure a new contract by June 2015. The results of the recent water tests were also available from the Barbican Estate Office.

RESOLVED, that:

1. Procurement proceeds for a 2 year testing contract, in order for the Barbican Residential Estate to ensure statutory compliance.
2. Procurement proceeds for a risk assessment contract to meet requirements and confirm any major works that need to be carried out.
3. The RCC and BRC receive further reports and a works programme, following completion of the risk assessments, in order to seek approval prior to procurement for a contractor to complete the works.

7. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services in respect of the sales and lettings which had been approved by officers since the last meeting.

RESOLVED, that: the sales and lettings report be noted.

8. **UPDATE REPORT**

The Committee receive the regular update report of the Director of Community and Children's Services. During the discussion, the following matters were raised/noted:

- Advice had been sought from the Landscape Agency in respect of the paths flooding through Thomas More Garden, where there is no drainage.
- The spreadsheets in respect of the roof apportionments had been circulated today and the Chairman and Secretary of the Barbican Association would be meeting shortly to review them. Officers expected any adjustments to show in the September service charge accounts.
- In respect of the TV installation, the problem with conduit at Andrewes House had now been resolved and the solution would be replicated in the other tenant blocks. Members noted that cable boxes could be installed in other rooms, with the arrangement of the lease holder. Members asked for an estate-wide update in respect of the delay following the Andrewes House installation and the deadline date for applying for the free upgrade. Officers advised that the engineers were likely to be on site for 2 months after the installation.
- The Beech Gardens Project Board was due to meet on 4th March.
- Frobisher Crescent - planning for the redecoration project is progressing.
- In respect of the podium re-tiling, workers would still be on site in April on account of the delays caused by poor weather. Any residual works would not affect the soft landscaping.
- Mountjoy residents were frustrated at having to park at Thomas Moore House, as it had leaks and the Barbican Association Chairman offered to raise this with the City Surveyor.
- The Barbican Association also offered to chase a completion date for the Girls' school
- The new church light was extremely bright and the Assistant Director offered to raise this with the City Surveyor.

RESOLVED: that, the Update report and comments, as set out above, be noted:

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

Following the suggestion at the AGM that a later start time might be more convenient for working/commuting residents, residents had found the start time of this meeting more convenient and asked if a later start time could be trialled until the end of the year, with the aim of being able to attract Members that otherwise would not be able to attend.

10. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

- The residents of Bunyan House asked how long their car washing bay would be unavailable. Whilst noting that they could use Breton House's area, using this location would fall within the congestion charging zone. Officers explained that the area was required for storage during the Beach Gardens project and was the safest option. A representative from Bunyan House was invited to join officers on a site survey to consider alternatives.
- Members noted that all tiling to all the staircases would be replaced over the next year and the contrasting edging would be made high-visibility.
- The residents of Bunyan Court and John Trundle Court advised that the noise problem from Virgin Active had intensified. Environmental Health had visited the blocks to carry out noise testing. Whilst emphasising that this issue fell within the remit of the Environmental Health Team, the Assistant Director was concerned that residents had not been given monitoring equipment and offered to investigate this. The Member for Bunyan Court agreed to provide the email correspondence trail.
- Red and White banners had been installed near the Girls' School, following a recent school inspection, in order to mitigate the water hazard. Residents were concerned about the visual impact this had on the listed terraces and gardens. The Assistant Director offered to investigate whether this would be permanent.
- Residents were reminded that they were not permitted to install permanent screens or trellises on their balconies but there was nothing to prevent them from using tall plants to achieve additional privacy.
- Officers advised that there had recently been a spate of sign thefts from the Estate and new signage was on order. Members noted that wayfinding and signage on the Estate was now being considered as a part of the Barbican Area Strategy.

The meeting ended at 8.45pm

Chairman

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Pre RCC Member QUESTIONS

For 2 March 2015 RCC

ITEM 4

1. In The Appendix 6 of The latest RCC papers the latest comment is : “ Stair edging alternatives have now been sourced and agreed by Planning. To Rollout across the Estate following The Beech Street Gardens Project” -

This statement is very vague and considering that Defoe RTA has been asking that the poor and dangerous condition of the risers be rectified for over 12 months now we would like a more specific update. Currently the risers constitute a hazard.

The edging tiles have now been successfully installed within the Beech Gardens Project area and tiles have been ordered for the rest of the Estate. Where tiles edges are currently missing, they have been concreted temporarily and painted white.

ITEM 5

2. Bicycle facilities – On p45, question 8 seems to show that people don't want pods. But p43 says that we're going to spend some of the funding on pods. Why is that? Are we assuming that people didn't choose pods in question 8 because they didn't know what they were?

The survey was to assist in preparation for the allocation of monies for next for financial year – if successful in receiving further funding from TfL.

3. Why not select a colour that matches one on the "approved palette"? Why not have the galvanised-iron ends (of poor quality galvanising) painted to match as above? Ditto for main frame of BIKEHANGAR?

The facilities we have received are a gift from funding via TfL and the products discussed with Planning.

4. When the Listed Building Consent Officer was consulted, was he or she informed that these rack are permanently bolted down?

Yes

5. Was the officer, referred to above, told that the installed racks are visible from above, from Defoe Place?

Yes as it was an onsite meeting.

6. At what stage in the process did BEO officers consult the guidelines?

BEO officers reviewed the guidelines and decided to involve Planning Officers.

ITEM 8 (APPENDIX 2)

7. With reference to Beech Gardens Project updates, the location of the reservoir tank, which is to replace the previous intensive irrigation system, has not been reported.

I understand that it is currently being installed at 03 level at the southeast corner of Bryer Court within the residential lift and stairs structure. I understand that whereas the previous irrigation system drew water from mains supplies locally all over the northwest Barbican podium, the replacement nine cubic metre tank concentrates its replenishment by tapping into the mains supply to Bryer Court only, and then pumping this on demand to hosepipes in the raised beds all over the northwest Barbican podium. I understand that a tank of this size full of water weighs at least nine tonnes. Apparently this does not require planning consent.

Would the Estate Officers, City Surveyors and Building Control responsible for this installation confirm the situation to us because there has been no written statement?

The above is correct. The draw from the supply can be set at the same rate (or less) as the original tank –therefore water pressure will not be affected.

8. Would they assure Bryer Court residents that their residential water supplies are not to be adversely affected and in particular their priority to the mains supply, water pressure requirement and safeguards against back contamination from the new reservoir tank and its pipe runs?

WRAS regs will be met in regard to the risk of back contamination. Bryer Court supply is also shared with John Trundle Court and Bunyan Court and would have supplied the original irrigation system and tank underneath Bunyan Court

9. Would the officers also assure Bryer Court residents that the installation, its pipe runs, pumps, valves and associated machinery are specified so as not to transmit noise or vibration to their dwellings, nor add to the pre-existing noise levels in the adjacent residential common parts and the 03 level vicinity?

Yes

10. Would the officers assure us that the adjacent structures and services are able to bear the weight of this installation and that it conforms to building regulations for residential locations and the listed building management guidelines for these parts?

Building Control and a Structural Engineer have deemed it to be a suitable location.

11. It is unclear how the ongoing water service charges and maintenance costs associated with this installation are to be accounted for and whether other areas of the podium are intended to be added to its load. It is also unclear whether the proximity of the installation to Bryer Court poses a new risk requiring increased water testing service charges for the residents' supply. Would officers be able to clarify these points?

This would have been the same as the original Bunyan Court tank

12. The Beech Gardens Project is a pilot for waterproofing all podium areas and the new planting has been designed to support this objective without the previous intensive irrigation system. The success of this replacement and the planting it sustains can only be meaningfully assessed if the amount of water being used is reported over the coming years and weather conditions. Would the officers confirm that the supply to the tank is going to be metered from the start and the readings reported periodically to RCC/BRC?

Supply to the tank will be metered.

ITEM 8 (APPENDIX 2)

13. Benjo/Breton roof apportionment. If the Consultants practice has been able to supply you with the costs of the small number of contract instructions, which are needed before a decision on the final apportionment can be made? If not, what actions are being taken/can be taken to acquire full details of the difference between the original tender figure and the final account figure?

Officers are working towards a satisfactory conclusion on the outstanding contract instructions. These have been entered onto the agreed standard apportionment template for review by the BA's Roof Sub-Committee. Only after the outcome of the review by the Sub-Committee will we be in a position to confirm the final breakdown of the percentages between the City and Long Leaseholders

14. Could you also please let me have the original tender figure and the final account figure. It is a fair assumption that the related sum has been sitting in an account for the last 10/11 years. In view of this, it is reasonable to expect that any amount owed to the residents be repaid with interest, say 5% pa.

It is not envisaged that interest would be paid.

ITEM 8 (APPENDIX 3)

15. Given the installed communal heating system for the 69 Frobisher Crescent flats, why has the CSD allowed the developer, United House, to forgo attending 'to repairs within individual flats' before they have been offered the heating system by the developer? The system remains unreliable. There have been at least two outages in the first two months of 2015.

The outages have occurred as a result of faults within individual flats not from the primary system. Until recently UH's contractor (part of the UH Group) were attending repairs under the defects liability period they had through their works contract

16. As the BEO has just started the procurement process for appointing an appropriate maintenance contractor, can we be assured by the CSD Department that the handover of the heating system will not be accepted by them until after this contractor is in place?

Yes

17. We have previously requested that the annual heating/hot water health checks now due be undertaken before CSD accepts the system. Can the CSD Department advise the progress on this issue?

UH carried out a health check on each flat completed last year offered free of charge. Any subsequent annual checks would not be free and would have to be commissioned by BE/Residents.

GENERAL

18. We appreciate that much thought and care has gone into planning how to restore the Thomas More north beds to being once again a handsome feature of that garden. We can see that new plantings are in place but we ask if there is an overall Landscape Vision for those beds which residents could know about, and possibly see, together with an estimate of when the new plantings are likely to restore beauty to those beds.

Whilst a great deal of work has gone into the northern bed of Thomas More House, the Gardens Advisory Group, BEO and Open Spaces Officers are conscious that the borders of both gardens (Thomas More lawn and Speed Garden) have not had significant investment or wholesale replanting for many years, rather more of a piecemeal exercise. This is something the GAG will be considering over the next few months and will report back with proposals

GENERAL

19. An additional question is to ask if the Directional signage at this end of the Estate could be improved particularly close to staircase 2 as on a number of occasions people looking for an exit from the podium have tried to access the car park from staircase 2 and in frustration

Signage is reviewed annually across the estate. The BEO checks that signage is current and in good condition. Where funds allow, old and tattered signs are replaced. A more comprehensive signage project would be the responsibility of the Department of the Built Environment (DBE). The stairs leading down from the podium by Defoe House (and also by Speed House) have small signs indicating that there is no access to street level. The BEO is aware that the map box by Staircase 1 of Defoe House is still missing and has been chasing this with colleagues in DBE.

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of the Local Government Act 1972.

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