



## Barbican Residential Committee

**Date:** MONDAY, 14 SEPTEMBER 2015  
**Time:** \*\*\* 11.00 am \*\*\* PLEASE NOTE START TIME \*\*\*  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

**Members:**

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

**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 minutes and non-public summary of the meeting held on 1<sup>st</sup> June 2015.  

**For Decision**  
(Pages 1 - 6)
4. **"YOU SAID, WE DID" : ACTIONS AUGUST 2015**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 7 - 8)
5. **UPDATE REPORT**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 9 - 14)
6. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW - APRIL - JUNE 2015**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 15 - 28)
7. **RESIDENTS SURVEY RESULTS - SEPTEMBER 2015**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 29 - 50)
8. **LEASE ENFORCEMENT ISSUES - SHORT TERM HOLIDAY LETS**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 51 - 64)
9. **INSURANCE ARRANGEMENTS FOR THE BARBICAN ESTATE**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 65 - 74)
10. **2014/15 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)**  
Director of Community and Children's Services.  

**For Information**  
(Pages 75 - 80)

11. **2014/15 REVENUE OUTTURN FOR RESIDENTIAL SERVICE CHARGE ACCOUNT (INCLUDING RECONCILIATION BETWEEN THE CLOSED ACCOUNTS AND AMOUNT TO BE CHARGED TO LONG LEASEHOLDERS)**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 81 - 110)
12. **PROGRESS OF SALES AND LETTINGS**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 111 - 114)
13. **MINUTES OF THE BARBICAN RESIDENTS' CONSULTATION COMMITTEE (RCC) - TO FOLLOW**  
To receive the draft minutes of the RCC meeting held on 7 September 2015.  
*Please note: This agenda will be published before the above meeting has taken place, therefore the minutes will follow.*
14. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
15. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
16. **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.  

**For Decision**
17. **NON-PUBLIC MINUTES**  
To approve the non-public minutes of the meeting held on 1<sup>st</sup> June 2015.  

**For Decision**  
(Pages 115 - 116)
18. **GATEWAY 3 - 4 OPTIONS APPRAISAL: THE CONTRACTOR OFFICE - 02 LEVEL ANDREWES HOUSE**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 117 - 126)
19. **GATEWAY 3 - 4 OPTIONS APPRAISAL: BARBICAN TURRET JOHN WESLEY HIGH WALK**  
Report of the Director of Community and Children's Services.  

**For Information**  
(Pages 127 - 140)

20. **RESIDENTIAL RENT REVIEW**  
Report of the Director of Community and Children's Services.  
**For Information**  
(Pages 141 - 148)
21. **ARREARS REPORT**  
Report of the Director of Community and Children's Services.  
**For Information**  
(Pages 149 - 156)
22. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
23. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

## BARBICAN RESIDENTIAL COMMITTEE

Monday, 1 June 2015

Minutes of the meeting of the Barbican Residential Committee held at Guildhall  
on Monday, 1 June 2015 at 11.30 am

### Present

#### Members:

Randall Anderson	Jeremy Mayhew
Deputy John Barker (in the Chair)	Gareth Moore
Christopher Boden	Deputy Joyce Nash
David Bradshaw	Graham Packham
Deputy Billy Dove	Stephen Quilter
Deputy Stanley Ginsburg	Angela Starling
Ann Holmes	Deputy John Tomlinson
Michael Hudson	Philip Woodhouse
Vivienne Littlechild	
Professor John Lumley	

### In Attendance

#### Officers:

Michael Bennett	Community and Children's Services
Alan Bennetts	Comptroller and City Solicitor's Department
Mark Jarvis	Chamberlain's Department
Julie Mayer	Town Clerks
Mike Saunders	Community and Children's Services
Karen Tarbox	Community and Children's Services
Doug Wilkinson	Department of the Built Environment

#### 1. **APOLOGIES**

Apologies were received from Alex Bain-Stewart, Chris Punter and Philip Woodhouse.

It was proposed and moved that Deputy John Barker take the Chair.

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

There were no declarations.

#### 3. **ORDER OF THE COURT**

The Committee received the Order of the Court of Common Council, dated 23 April 2015.

4. **ELECTION OF CHAIRMAN**

The Committee proceeded to elect a Chairman, from the non-resident Members of the Committee, in accordance with Standing Order No. 29. A list of Members eligible to stand was read and Mr Gary Moore, being the only Member expressing a willingness to serve, was duly elected Chairman for the ensuing year and took the Chair.

5. **ELECTION OF DEPUTY CHAIRMAN**

The Committee proceeded to elect a Deputy Chairman, from the non-resident Members of the Committee, in accordance with Standing Order No. 30. Two Members expressed a willingness to serve and statements in support of their nominations had been circulated to Members prior to the meeting.

There was therefore a Ballot and the result was:

- **Ann Holmes 8**
- **Michael Hudson - 5**

Ann Holmes was therefore declared as Deputy Chairman for the ensuing year.

6. **MINUTES OF THE PREVIOUS MEETING**

**RESOLVED, that:**

The public minutes and non-public summary of the meeting held on 16 March 2015 be approved.

Matters arising

- In respect of Bicycle storage, the Chamberlain had offered to investigate whether different terms could be made available, in order to reduce the payback period. This information was not available and Members asked if it could be followed up promptly.
- The Chairman agreed to add an outstanding actions list, as is the practice with some other Committees, in order to track outstanding references from the Minutes.

7. **UPDATE REPORT**

The Committee received a report of the Director of Community and Children's Services, which updated Members on issues raised by the Barbican Estate Residents' Consultation Committee (RCC) and Barbican Residential Committee (BRC) at their meetings in March 2015. It also provided updates on other issues on the estate.

During questions, the following matters were raised/noted:

- The public lift (Moor Lane). Members noted that this fell within the remit of the City Surveyors' Department and was often raised by the Planning and Transportation Committee as a result of communication from the Barbican Association.

- Current take up from the new pay-by-phone car parking system was just over 50%.
- Residents would receive an update on the TV installation; free installation would be available until the end of June.

**RESOLVED, that:**

The Update Report be noted.

**8. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

The Committee received a report of the Director of Community and Children's Services, which provided Members with an update on the review of the estate wide implementation of Service Level Agreements (SLA's) and Key Performance Measures (KPI's) for the quarter January to March 2015.

Members noted that the Estate Office was working with the RCC's SLA Working Party to review the SLA booklet, including the use of terminology.

**RESOLVED, that:**

The SLA quarterly review be noted.

**9. BARBICAN AREA CCTV**

The Committee received a report of the Assistant Director, Street Scene, Strategy and Community Safety, in respect of the installation of an additional 24 cameras to improve CCTV coverage of the public walkways and the area around the Barbican Estate, including the Golden Lane Estate area. The report had been presented to the Police and Community and Children's Services Committees and would be presented to the Safer City Partnership.

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

- A decision on the Proceeds of Crime Act funding (POCA) was expected later this week and Members would be notified as soon as possible. Members were assured that there would be no liability on service charges and the running costs would then be absorbed into the City's 'Ring of Steel' project.
- The questions raised following the consultation process had been circulated to all Members of the BRC and RCC, with the RCC's draft minutes.
- Planning had been engaged early on the Listed Building Status.
- The City was generally very safe and the Police favoured CCTV in the prevention and detection of crime. When the coverage across the City was reviewed, it showed that there was scope for improvement especially in the area identified; ie on and around the Barbican Estate. Due to the Estate's design, Police were concerned that the Barbican could potentially be used as an 'escape route' for criminal activity elsewhere in the City.

- Whilst crime rates were low in the City, there had been one serious assault on the estate and two incidents near the school. Furthermore, the City could always be considered a target for a terrorist attack.
- In order to protect privacy, the cameras have the technology to automatically pixelated private dwellings.
- The Police, following consultation with the Barbican Security Committee, had suggested the positioning of the cameras and this would be ongoing, up to installation. Members were reassured that this project would have no direct impact on the Policing levels in the square mile; police resourcing levels being the responsibility of the Commissioner.
- The procurement process would specify that the equipment should be as safe from hacking as current technology permitted.

**RESOLVED, that:**

1. The proposed installation of additional CCTV, as set out in this report, be approved - on the basis that it can be funded by a successful POCA bid.
2. The project be delivered through the City of London Corporation's Project Gateway process.
3. The project will become part of the Ring of Steel upgrade project, to ensure it is integrated into the City of London Police CCTV system and can be accessed by the City Corporation.

**10. ROOF APPORTIONMENTS FOR BEN JONSON AND BRETON HOUSES**

The Committee considered a report of the Director of Community and Children's Services in respect of the final apportionment of cost between qualifying Leaseholders and the City of London Corporation, in relation to the roof repairs at Breton and Ben Jonson Houses. Members noted an update to the report, whereby the refunds would apply to the September 2015 service charges, not March 2015.

**RESOLVED, that:**

1. The final apportionment of costs for roofing repairs at Breton House be approved; i.e. 76.93% to the City and 23.07% to qualifying Long Leaseholders.
2. The final apportionment of costs for roofing repairs at Ben Jonson House be approved; i.e. 72.74% to the City and 27.26% to qualifying Long Leaseholders

**11. GARCHEY FIVE YEAR REVIEW**

The Committee received a progress report of the Director of Community and Children's Services in respect of the Garchey Waste Disposal System.



Members were reminded that a Working Party of Officers and Residents had been set up in October 2011 to carry out a review of the Garchey System.

**RESOLVED, that:**

1. Subject to any change on the legal position (with regard to access into properties) or a change in the financial position or in parts availability, the removal of the Garchey System be deferred and a further review be carried out in 5 years.
2. The Barbican Estate Office develop a methodology to record Garcheys that have been removed but not on records held by the Estate Office and the Barbican Estate Residents Consultation Committee and the Barbican Residential Committee receive a further update in 2 years.

**12. PROGRESS OF SALES AND LETTINGS**

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

**RESOLVED, that:**

The progress of sales and lettings be noted.

**13. MINUTES OF THE BARBICAN ESTATE RESIDENTS' CONSULTATION COMMITTEE (RCC)**

The draft minutes of the Meeting of the RCC on 18<sup>th</sup> May were received.

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

In response to a question about a letter which some residents had received from Riverside Environmental Services, the Assistant Director advised that this company had approached Property Services at the City of London Corporation. The company would be conducting a water assessment, mainly for tanks and plant rooms but were also seeking to survey 10% of flats on the Estate. The Chairman asked that residents be made aware of this via the usual communication channels.

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

A Member raised a query on behalf of a resident, who'se flat had been subjected to water damage and had been advised to make an insurance claim for subsequent redecorations. Members were concerned that the onus should fall on the resident, if the damage had been as a result of a defect and therefore the responsibility of the City of London Corporation.

The Assistant Director advised that there was a process in place for claiming under Royal Sun Alliance. If a claim was the responsibility of the City of London Corporation, then the Insurance Team within the Chamberlain's Department would process it.

Members felt that residents should not be unduly inconvenienced when making claims and, whilst accepting that the estate office would provide assistance, the process needed some clarity.

Officers advised that they had been working with the Chairman of the RCC on a number of insurance matters and would provide an update report to Committee.

**16. EXCLUSION OF THE PUBLIC**

**RESOLVED, that:** Under Section 100(a) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information, as defined in Part 1 of Schedule 12A of the Local Government Act.

**Item no**  
**17 – 20**

**Para no**  
**3**

**17. NON-PUBLIC MINUTES**

**RESOLVED, that:**

The non-public minutes of the meeting held on 16 March 2015 be approved.

**18. ARREARS UPDATE**

The Committee received a report of the Director of Community and Children's Services.

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

There were no questions.

**20. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT, WHILE THE PUBLIC ARE EXCLUDED**

There was one item of urgent business.

**The meeting ended at 13:10 pm**

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Chairman

**Contact : Julie Mayer**  
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**Julie.mayer@cityoflondon.gov.uk**

# Agenda Item 4

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

### Actions from June 2015 BRC & other outstanding issues (updates appear in italics)

Issue	Source	Officer	Action Escalation
<b>Bicycle storage</b>			
<p>Investigation of payback terms for bicycle stores.</p> <p><i>Previously the BEO could not purchase any further bicycle lockers as the payback period was over 5 years. The Chamberlains Department have reviewed this and if the payback is under 10 years with a strong case for delivering a better service then this is something that could be considered. The BEO are currently drafting a case to be presented to the Chamberlains Department.</i></p>	<p>June 2015 BRC</p>	<p>Mark Jarvis</p> <p>Barry Ashton</p>	
<b>TV installation update</b>			
<p>Could an update be distributed to residents.</p> <p><i>Monthly updates being provided by VFM.</i></p>	<p>June 2015 BRC</p>	<p>Mike Saunders</p>	<p>Completed</p>
<b>Barbican Area CCTV</b>			
<p>Further report to RCC/BRC pending funding &amp; detailed design agreed.</p> <p><i>The update from Officers in Street Scene, Strategy &amp; Safer City Partnership is that funding has been received from the Proceeds of Crime Act and the procurement process has begun, which is anticipated to take at least three months. Further updates will be provided as the project proceeds.</i></p>	<p>June 2015 BRC</p>	<p>Doug Wilkinson</p>	
<b>Garchey Five Year Review</b>			
<p>Methodology to record Garcheys that have been removed - update to be provided on number in use in 2 years' time.</p> <p><i>Agenda Plan for 2017.</i></p>	<p>June 2015 BRC</p>	<p>Mike Saunders</p>	<p>Completed</p>
<b>Water System risk assessments</b>			
<p><i>Communication via email broadcast that Riverside are entering all tank rooms in communal areas as well as a randomly selected 10% of properties in each block to carry out a general inspection of pipe runs, hot water cylinders and any cold water storage tanks.</i></p>	<p>June 2015 BRC</p>	<p>Michael Bennett</p>	<p>Completed</p>
<b>Insurance – protocol &amp; processes</b>			
<p>Report to next September committee.</p>	<p>June 2015 BRC</p>	<p>Helen Davinson</p>	<p>Completed</p>
<b>Arrears Report</b>			
<p>More detail required for next report (possibly using Markets Committee template)</p>	<p>June 2015 BRC</p>	<p>Anne Mason</p>	<p>Completed</p>

<b>Lease enforcement Issues</b>			
<p><b>Short-term holiday lettings</b>  Legal advice regarding short-term holiday lettings to be provided to members &amp; update report to next committee.</p> <p><b>Keeping Pets</b>  <i>Letters sent to all residents/leaseholders in June and the same three stage protocol that has been set up for short-term holiday lets and included in that report has been applied.</i></p>	June 2015 BRC	Michael Bennett	Completed
<b>Birdlife</b>			
<p>Concerns regarding pigeons and seagulls.</p> <p><i>In order to reduce the nuisance from pigeons and seagulls, the Barbican Estate uses our own pest controller Van Vynck to fly a Harris Hawk. They attend the Barbican Estate, twice per week from March-July which is the nesting time for seagulls. Then only once per week from August-February.</i></p> <p><i>We undertake preventive works on problem areas on the estate such as car park entrances, refuge areas, and potential roosting spots such as pillars on the podium walkways or the roofs of the blocks. This will normally take the form of spikes or netting where appropriate.</i></p>	June 2015 BRC	Michael Bennett	Completed
<b>Contact:</b> Michael Bennett, Barbican Estate Manager – 020 7029 3923 – <a href="mailto:barbican.estate@cityoflondon.gov.uk">barbican.estate@cityoflondon.gov.uk</a>			

# Agenda Item 5

<b>Committee:</b>	<b>Date(s):</b>
Barbican Residential Committee	14 September 2015
<b>Subject:</b> Update Report	
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>
<p><b><u>Executive Summary</u></b></p> <p><b>Barbican Estate Office</b></p> <p><b>Agenda Plan – appendix 1</b></p> <p><b>Property Services – appendix 2</b></p> <ol style="list-style-type: none"><li>3. Redecorations</li><li>4. Beech Gardens Podium Works</li><li>5. Asset Maintenance Plan</li><li>6. Public lift availability</li><li>7. Upgrade of the Barbican Television Network</li><li>8. Concrete Works</li><li>9. Background Underfloor Heating</li></ol> <p>Recommendations that the contents of this report are noted.</p>	

## **Background**

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in May/June 2015. This report also provides updates on other issues on the estate.

**Agenda Plan**

The table below includes a list of pending committee reports:

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

<b>Report Title</b>	<b>Officer</b>	<b>RCC Meeting Date</b>	<b>BRC Meeting Date</b>
		30 Nov	14 Dec
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett		
SLA Review	Michael Bennett		
Progress of Sales & Lettings	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		
Annual Review of RTAs	Town Clerks		
Water System Monitoring & Testing Programme	Amy Carter		
Car Park Charging	Barry Ashton		
Parcel Tracking System Review	Barry Ashton		
Update Report: <ul style="list-style-type: none"> <li>• Agenda Plan 2015</li> <li>• Property Services Update</li> <li>• City Surveyors Update (RCC Only)</li> </ul>	Michael Bennett		

RCC Draft Minutes November <b>(BRC Only)</b>	Town Clerks		
Arrears Report <b>(BRC Only)</b>	Anne Mason		

**Background Papers:**

Minutes of the Barbican Residential Committee 18 May 2015.  
Minutes of Residents' Consultation Committee 1 June 2015.

**Contact:** Michael Bennett, Barbican Estate Manager  
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**3. Redecorations**

2015/16 Programme

- Cromwell Tower – complete with the exception of balcony windows. A method statement for access to these windows is currently being agreed with the City.
- Frobisher Crescent – Works are approx. 20% complete.

2016/17-2019/20 Programme

Tenders are currently being sought and are due back on 14<sup>th</sup> September.

**4. Beech Gardens Podium Works**

A ‘lessons learnt’ review has taken place with officers, residents and the contractor. An Outcome Report is to be prepared for Project Sub Committee and will be presented to the RCC for information and comment.

**5. Asset Maintenance Plan**

A meeting took place with the Chair of the RCC to determine the direction of the Asset Maintenance Working party. A report will be submitted to your next committee detailing the Terms of Reference going forward.

**6. Public Lift Availability**

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

Lift	From April 2014 to March 2015	From April 2015 to June 2015
Turret (Thomas More)	98.72%	99.25%
Gilbert House	99.68%	99.65%

## **7. Upgrade of the Barbican Television Network**

Installations continue to progress well. There have been some cable access issues recently which have now been resolved. Free installation has now been extended to September. 2015

## **8. Concrete Works**

- Post tender consultation is now complete and contracts are now being drawn up by the City Solicitor.
- Residents will be informed of the programme once this has been agreed with the successful contractor.

## **9. Background Underfloor Heating**

The appointed consultant is continuing to work on the agreed brief on options for replacing the existing control system for underfloor heating. The return date is early September after which a meeting with the Working Party will be organised for the consultant to present their findings.

<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee Barbican Residential Committee	7 September 2015 14 September 2015
<b>Subject:</b> Service Level Agreements Quarterly Review April – June 2015	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>

## Summary

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 April to June 2015. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

1. This report covers the review of the quarter for April to June 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 April to June.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in July to review the SLAs and KPIs.
4. New comments from the residents Working Party (Tim Macer, Randall Anderson, Jane Smith, David Graves, Robert Barker, Gianetta Corley, Graham Wallace, Fiona Talbot), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the April to June comments.

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 6.
6. 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.
7. All of the unresolved issues from the previous quarterly reviews to March 2015 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.
8. All of the resolved issues to March 2015 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**

9. 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.
10. The review of the SLAs and KPIs for the quarter July to September 2015 will take place in October 2015 and details of this review will be presented at the November/December committees.

### **Conclusion**

11. 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.

### **Appendices**

- Appendices 1- 6 - SLA Action plans
- Appendix 7 – Key Performance Indicators

### **Background Papers**

Quarterly reports to committee from 2005

**Michael Bennett**  
**Barbican Estate Manager**

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**APPENDIX 1  
SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2015**

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETE</u>
193	Apr-June 2015	WP	Surveys. Must ensure that the results of surveys are fed back in a timely manner to respondents.		
192	Apr-June 2015	WP	Invoicing (such as Service Charge bills) As there are now multiple bills does this mean the Chamberlains recharge increase?		
191	Apr-June 2015	HO	Better communications to residents needed by PS about planned work such as scaffolding and balcony work		
190	Apr-June 2015	ESM	2015 Resident Survey out in July. Deadline for responses by 26 July and RCC report to follow.		
189	Jan - Mar 15	RCC	BEO review of communications – following RCC comments at their AGM - BEO are prioritising the following areas of communications for 2015/16 – quarterly bulletins via the email broadcast, SLA & RIP handbooks & welcome packs, increasing resident awareness/usage of email broadcasts, car park offices/lobby desks as sources of information for residents, quarterly messages/updates via leaseholder letters, website.	Ongoing - part of the Comms Plan. In addition, the results from all surveys sent out must be communicated to residents.	
188	Jan - Mar 15	RC	Lots of positive feedback received about the new BEO Reception area from staff and residents. The additional space and better meeting rooms will improve the service.	Comment only	✓
187	Jan - Mar 15	AGM	It was requested that BEO send a letter out to all absentee landlords to arrange emergency key access for their properties. This is very useful with cases of water penetration investigations.	This is to be reviewed as part of the Comms Plan, and letters sent out by the BEO.	
183	Oct - Dec 2014	RCC	Formal Q&A Annual Residents' meeting - BEO reviewing	To be given further thought - part of the Comms Plan	
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 liaise with SLA Working Party. To also use Email Broadcast for comments prior to publishing. Loose leaf essential so that updates and amendments can be easily done. To be part of the Comms Plan.	✓
177	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. With the new Oracle, this is probably best to be put on hold until the Service Charge Team are happy with it. The multiple billing is causing confusion, an explanation will be contained in the service charge actual letters for 2014/15 which are being distributed in September.	
168	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.	
			<b>Quarter - at the end of each quarter issues raised are then presented to service providers</b>		
			<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
			SLA Service Level Agreement	LS Leasehold Services	
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			ES Estate Services	<b>COG Core Operational Group</b>	
			BAC Barbican Centre	BOG Barbican Operational Group	
			OS Open Spaces	ESM Estate Service Management	
				DMT Departmental Management Team	
			<b>Source of comments</b>		
			WP SLA Working Party		

**APPENDIX 1**  
**SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2015**

		HO House Officers		
		RCC Residents Consultation Committee		
		RC Residents General Comments		
		COM Complaint		
		SURV Survey		
		HGM House Group Meeting		
		AGM House Group Annual General Meeting		

**APPENDIX 2**  
**SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2015**

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
177	Apr - Jun 15	HO	Permanent Concierge Team in now in place	For comment only	✓
176	Apr - Jun 15	HO	New Bike racks and pods have been installed in Andrewes, Bunyan & Defoe car parks	For comment only	✓
175	Jan-Mar 15	RCC	Car wash bay facilities in Bunyan car park.	Car wash bay reinstated. Residents informed via email broadcast in June.	✓
174	Jan-Mar 15	HO	New Cleaning Supervisor (for Landlord areas) has taken on wider range of duties/responsibilities - this is to include reporting on issues in Gardens, walkways & other areas of BEO responsibility as lead on common areas of the Estate.	For comment only	✓
173	Jan-Mar 15	AGM <sup>TM</sup>	Thomas More Garden Path flooding	Cleaners to sweep away water from pathway until further solution becomes available. <b>Awaiting update from independent drainage.</b>	
172	Jan-Mar 15	HO	Cover staff working in Lobbies or non regular block cleaners	House Officers should be informed in both instances to be aware of any issues arising	
163	Jul - Sep 14	HO	Electrical Vehicle Charging Points	COL are working with TfL on a project to renew charging points across the City – the Barbican Estate will be part of this project and will use the residents survey to ascertain demand in future equipment locations.	
161	Jul - Sep 14	Res	Staff visiting the roofs (whether block or tower) should notify the relevant concierge first.	Notification sent to all staff - including Property ServicesTeam along with the Contractors	✓

Page 19

## APPENDIX 3

### SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2015

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
188	April - Jun 2015	HO	Water testing - where is the data stored regarding water testing outcomes. Who owns this data, the City of London, or the contractor?	The data is owned by the City of London's Property Services Department. It is stored on Keystone, the Asset Maintenance database at the BEO.	
187	April-Jun 2015	Res	BEO is reviewing the necessity of using standard "repairs" response sheets for meter readings.	Resident Engineers are happy to accompany residents with appointments for meter readings if requested. Response sheets to continue.	
186	April - Jun 2015	HO	A few logistical problems with water testing and tank replacement work.	House Officer assisting with communication and access issues. Lessons learned will inform on future protocol	
185	Jan - Mar 2015	HO	With regard to planned maintenance on the tower tanks, an inspection of the internal drains under the tanks to be added to maintenance, as these can get blocked.	Request to be fed back to Property Services Team to review feasibility .	
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 2015**

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
131	April - June 2015	WP	Redecoration projects. Procedure of condition survey and then letter to HG Chair prior to consultation seems to not be happening.	To confirm with PS the correct procedure for redecs.	
130	April - June 2015	HO	Frobisher Crescent external redecoration work has commenced (20 July)	For comment only	✓
129	April - June 2015	HO	New surveyor started at Property Services. Will be involved in concrete work	For comment only	✓
128	April - June 2015	HO	Cromwell Tower external redecoration nearing final stages.	Resident walkabout being arranged and satisfaction survey out next month	
127	Jan - Mar 2015	HO	External redecoration for Frobisher Crescent, 2nd stage consultation ongoing. Agreed scope of works with Barbican Centre. BC agreed to redecorate their external shutters and inaccessible areas, utilising shared access costs/resources with the Barbican Centre	Ongoing	✓
125	Jan - Mar 2015	AGM	Positive feedback on the site clear up following external redecoration of Breton/Ben Jonson Houses	Comments fed back to Property Services	✓
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	✓

Page 21

**APPENDIX 5**  
**SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2015**

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
155	Apr- Jun 15	HO	New "NO BALL GAMES" signs installed in gardens	For comment only.	✓
154	Apr- Jun 15	HO	Bloomin' Balconies, Gardener's Question Time and Royal Visit all a great success	Successful with all the hard work and from residents and staff - positive for the future of more such events	✓
153	Apr- Jun 15	HO/RES	Poor state of communal lawns Speed House & Thomas More	Following up with Open Spaces team. Issues with irrigation in both gardens currently being worked on.	
152	Jan-Mar 15	HO	Overhanging branches in the Speed Gardens	Reported to Open Spaces and rectified.	✓
151	Jan-Mar 15	HO	Bloomin Balconies was very successful - Open Spaces, Fann St Open Garden Weekends - All very popular & Well attended	For comment only.	✓
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Drainage engineer to review the areas. Awaiting update from independant drainage specialist.	
Page 22 12	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>D</u>
17	Apr-June 2015	HO	Following funding from TFL, two new Bicycle Cages have been installed in Bunyan Car Park and these will provide residents with a further 30 individual stands for secure bicycle storage.	for comment	✓
16	Apr-June 2015	HO	Additional window clean clean offered to blocks adjacent to Beech Gardens. Work being completed during July, and is being charged to Landlords' account	for comment	✓
13	Jan - Mar 2015	RCC	A spate of sign thefts from the estate	Reported to the police and new signage completed.	✓
12	Jan - Mar 2015	RCC	Red and white tape being used by CLSG at lake edge	Temporary whilst application for fencing is being approved.	✓
11	Jan - Mar 2015	HO	BEO to try to get Transport for London to clean the stairs at the Babrican station to the podium on a more regular basis.	Cleaning Manager contacted TfL - standards appeared to have improved. But TFL have confirmed that they are not doing any additional cleaning to the stairs.	✓
10	Jan - Mar 2015	HO	BEO to work closer with CoL Cleansing Dept to ensure the entrance points to the Barbican are cleaned properly.	The Cleansing Dept have confirmed that they will continue to work to their specification. No additional cleaning will be done.	✓
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 and work has commenced.	✓
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. Installation completed.	✓
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.	The new Supervisor for the podium areas will be able to complete podium repair inspections.	✓

## APPENDIX 6

### SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS

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. <b>ALSO MAJOR WORKS</b>	✓
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.	✓
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.	Work has commenced.	✓

## Appendix 7. Barbican KPIs 2015-16

Title of Indicator	TARGET 2014/15	TARGET 2015/16	OCT - DEC 2104	JAN - MAR 2015	APR - JUN 2015	JULY - SEPT 2015	OCT - DEC 2105	JAN - MAR 2016	PROGRES S AGAINST TARGET	SUMMARY	Actual 2015/16
<b>Customer Care</b>											
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	94%	97%	100%				☺	93 out of 93	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	94%	100%	100%				☺	46 out of 46	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%	100%				☺	1 complaint received re Beech Gdns	
<b>Repairs &amp; Maintenance</b>											
% 'Urgent' repairs (complete within 24 hours)	95%	95%	97%	97%	99%				☺		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	98%	99%	99%				☺		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	99%	99%	99%				☺		



House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	<b>90%</b>	<b>90%</b>	92%	89%	93%					😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	<b>80%</b>	<b>80%</b>	87%	76%	87%					😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	<b>80%</b>	<b>80%</b>	91%	95%	73%					☹️	11 out of 40 inspections resulted in satisfactory rating - this is due to a lot of dust and dirt from various fringe building works across the Estate. Cleaning schedules are being reviewed.

House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	80%	100%	81%		80%					😊	
<b>Open Spaces</b>												
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	80%	80%	100%	100%		100%					😊	
<b>Major Works</b>												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	n/a	Breton 66% Ben Jonson 86%		NA					😊	no projects completed this quarter.



<b>Committee(s)</b>	<b>Dated:</b>
Residents Consultation Committee – For Information Barbican Residential Committee – For Information	7 September 2015 14 September 2015
<b>Subject:</b> Residents' Survey results – September 2015	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>

## Summary

This report informs the committee of the results of the Residents' Satisfaction Survey which was undertaken in July 2015.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

1. In July 2015 a residents' satisfaction survey was undertaken to gauge current satisfaction levels with the services provided or managed by the Barbican Estate Office. A copy of the survey is attached as Appendix 1.
2. This was the third time that an online survey was used, with paper copies advertised as being available on request.
3. The survey asked residents to rate services against one of five criteria: very satisfied, satisfied, neither, dissatisfied and very dissatisfied.
4. An additional field at the end of the survey enabled residents to add their comments. A selection of these comments both positive and negative is detailed in the relevant sections. As with previous surveys, all comments received were circulated to staff and service providers. This was very motivational to them as they felt their efforts were valued and highlighted behaviours which residents appreciated as well as common themes and trends that needed to be addressed.
5. The response rate of 465 is made up of 460 online entries and 5 in paper format. This was a slight decrease from the 500 responses received in 2014 and 471 in 2013.

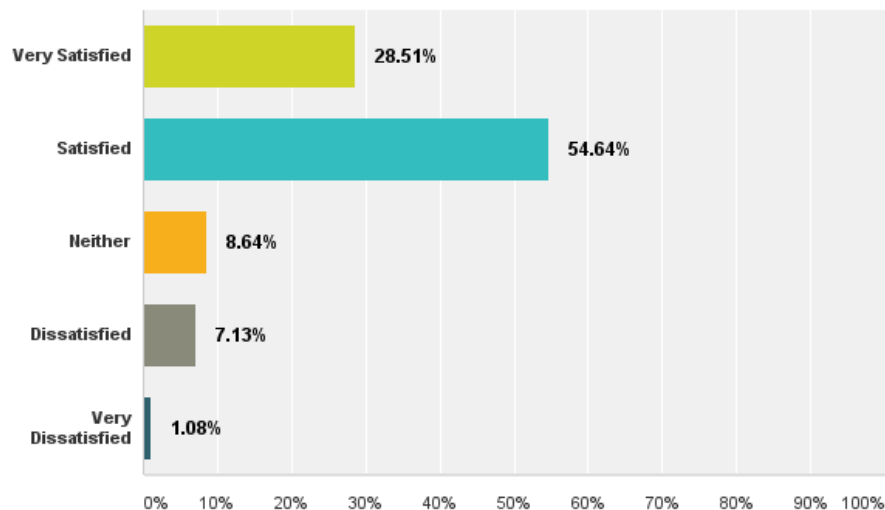
6. The results of the survey will be published via email broadcast in September 2015.
7. This year an additional question was posed concerning satisfaction levels with resident involvement in the management of the Barbican Estate. Residents were also asked if they would like to see any changes in how they are consulted with over the management of the Barbican Estate.

### Current Position

8. **Customer Care.** A result of 83% was achieved in the “satisfied” and “very satisfied” categories. An increase of 2% on 2014.

**Q1 Overall, how satisfied or dissatisfied are you with the services provided by the Barbican Estate Office in managing the Barbican Estate?**

Answered: 463 Skipped: 2



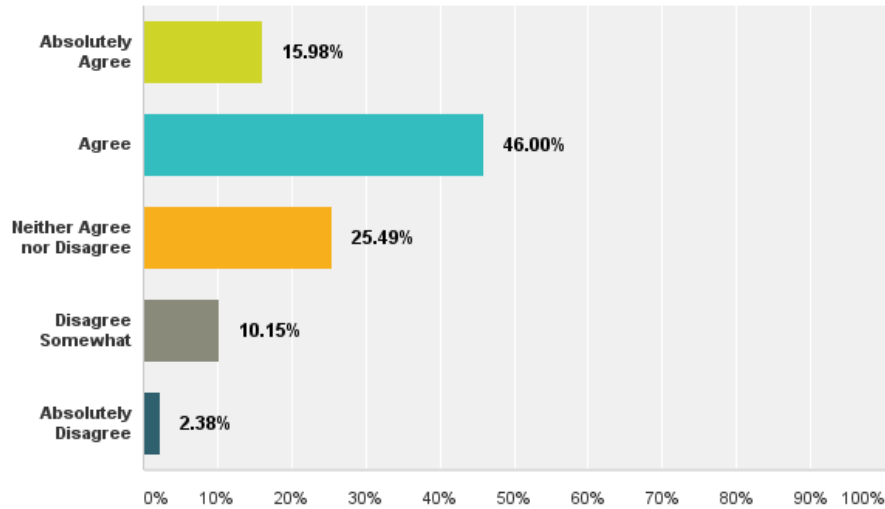
9. **Value for Money.** 62% of responses “absolutely agreed” and “agreed” with the statement that “*the Barbican Estate Office provides good value for money in managing the Barbican Estate*”. An increase of 2% on 2014.

**“The Barbican is an exceptionally well managed estate and this is in marked contrast with the way many blocks are managed.”**

**“Overall I think the standards are excellent. There are occasional times when the bureaucracy to get something done feels cumbersome, and sometimes things seem to take a lot longer than feels necessary to get done. But when they are eventually done, they are well done.”**

**Q2 Overall, to what extent do you agree with the statement that "the Barbican Estate Office provides good value for money in managing the Barbican Estate"?**

Answered: 463 Skipped: 2



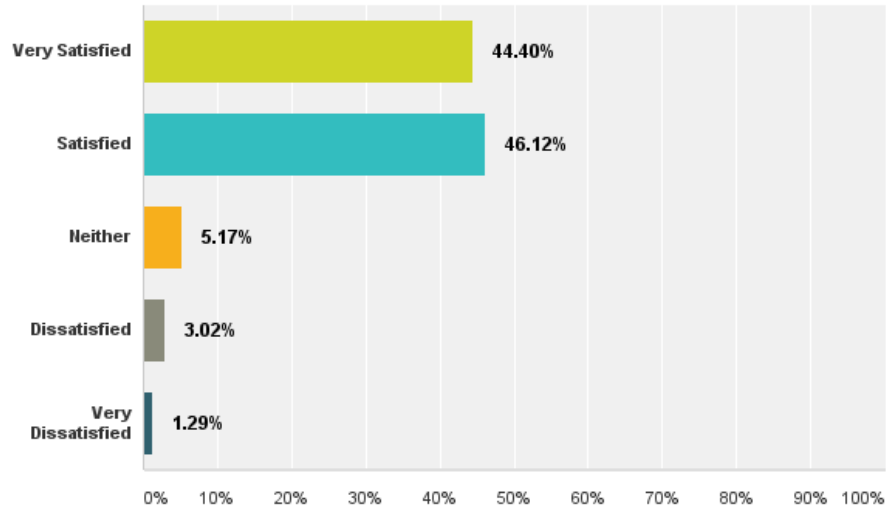
10. **Communications.** 91% was achieved in the “satisfied” and “very satisfied” categories in the way the Barbican Estate Office keeps residents informed of issues. This has remained the same as last year.

**“It would be helpful to know where to find the list of services that we can have which are included in our service charge.”**

**“The e-mail contact list is a good step forward and very welcome.”**

**Q3 How satisfied or dissatisfied are you with the way the Barbican Estate Office keeps you informed about issues that may affect you e.g email broadcasts/notice boards/ website etc?**

Answered: 464 Skipped: 1

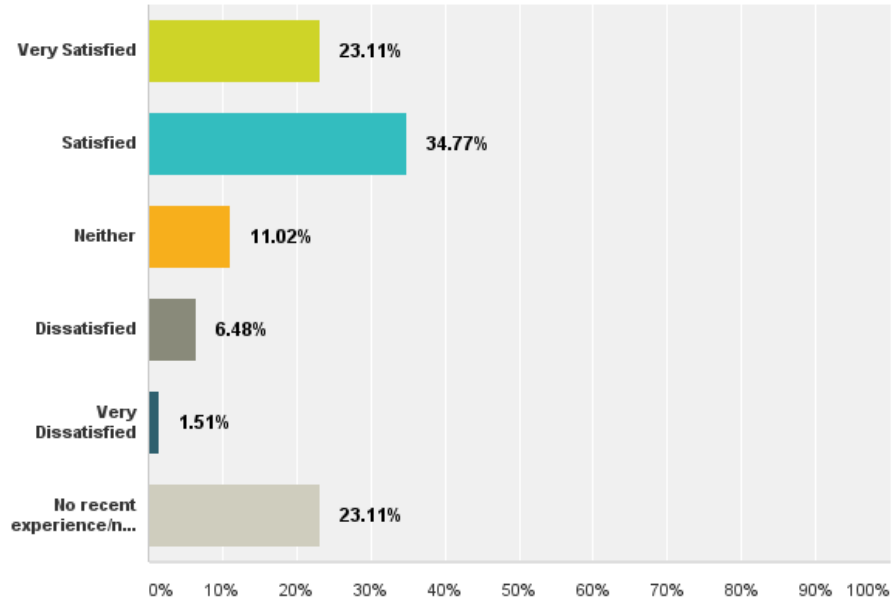


11. **House Officers.** Taking into account the 23% with “no recent experience of this service/not applicable”; 75% satisfaction was achieved. This is a 2% increase on 2014.

**“Our House Officer responds promptly and helpfully to initial requests and enquiries.”**

**Q4 How satisfied or dissatisfied are you with the way your House Officer deals with your general enquiries?**

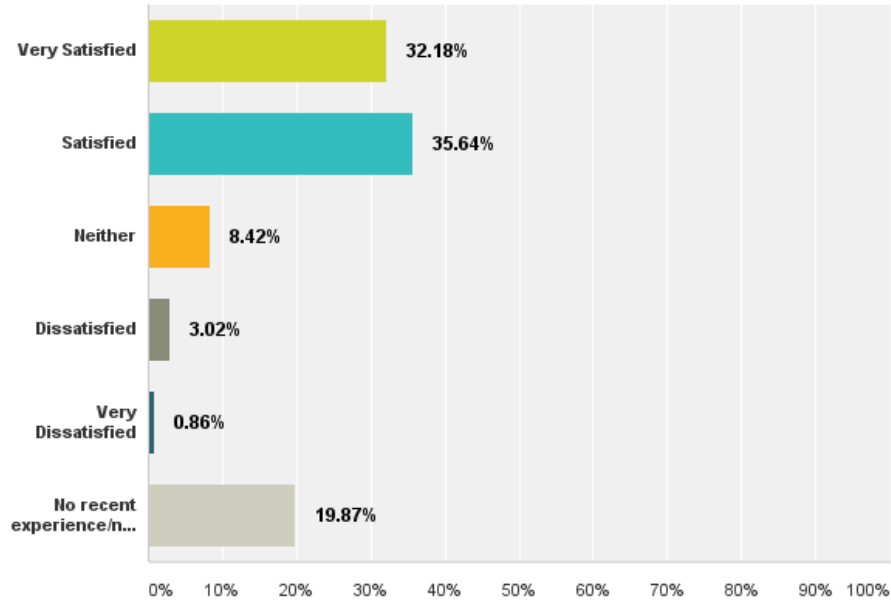
Answered: 463 Skipped: 2



12. **Barbican Estate Office Reception.** Taking into account the 20% with “no recent experience of this service/not applicable”; 85% satisfaction was achieved in the way Reception deals with general enquiries. This has remained the same as last year.

**Q5 How satisfied or dissatisfied are you with the way Reception deals with your general enquiries?**

Answered: 463 Skipped: 2



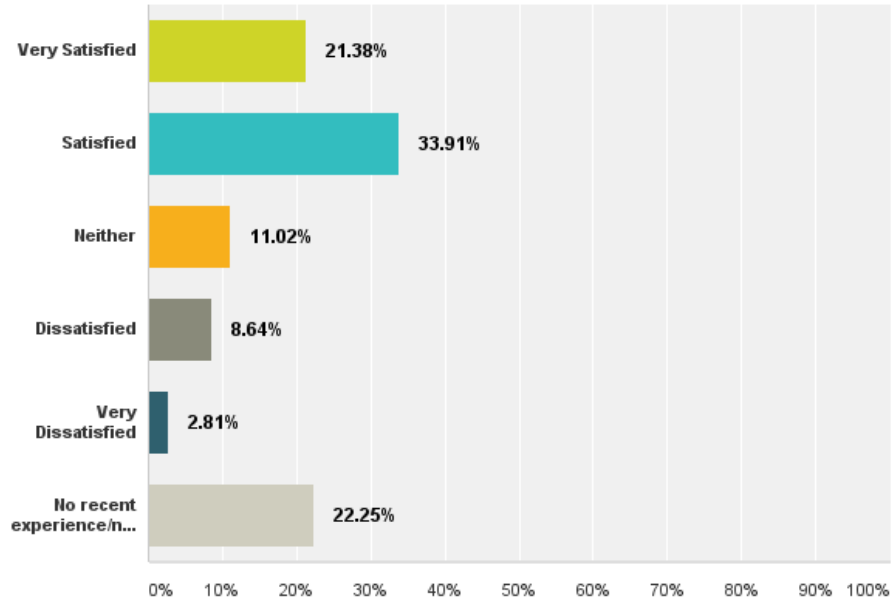
**13. Property Maintenance.** 22% of residents had “no recent experience of this service/not applicable”. Of the remaining 71% were either “satisfied” or “very satisfied”. This is a 2% improvement on 2014.

**“I think that communications with the repairs team are the big weakness.”**

**“The Garchey team are amazingly responsive and helpful.”**

**Q6 How satisfied or dissatisfied are you with the way the Repairs Contact Centre deals with your repairs and maintenance?**

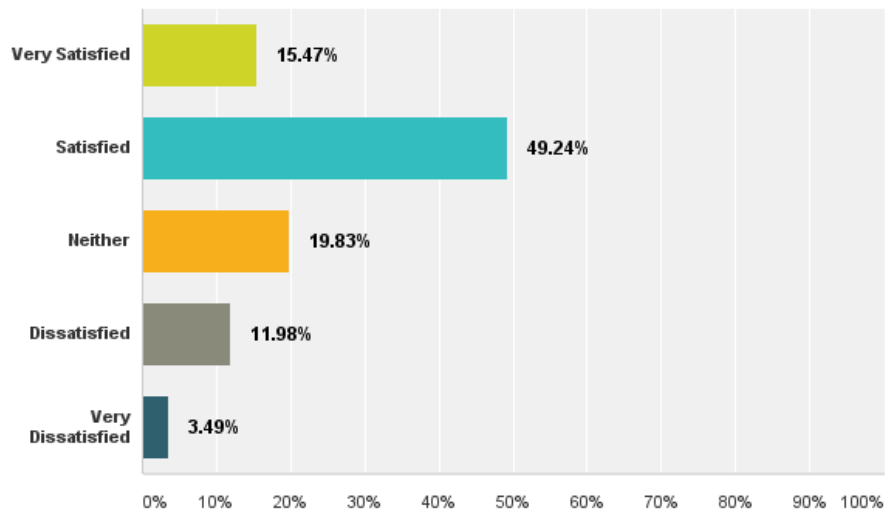
Answered: 463 Skipped: 2



14. **Property Maintenance in communal areas.** 65% satisfaction levels were achieved. This is a 6% decrease on last year and will be an area of focus with our colleagues in Property Services.

**Q7 How satisfied or dissatisfied are you with the repairs to the communal areas of your block?**

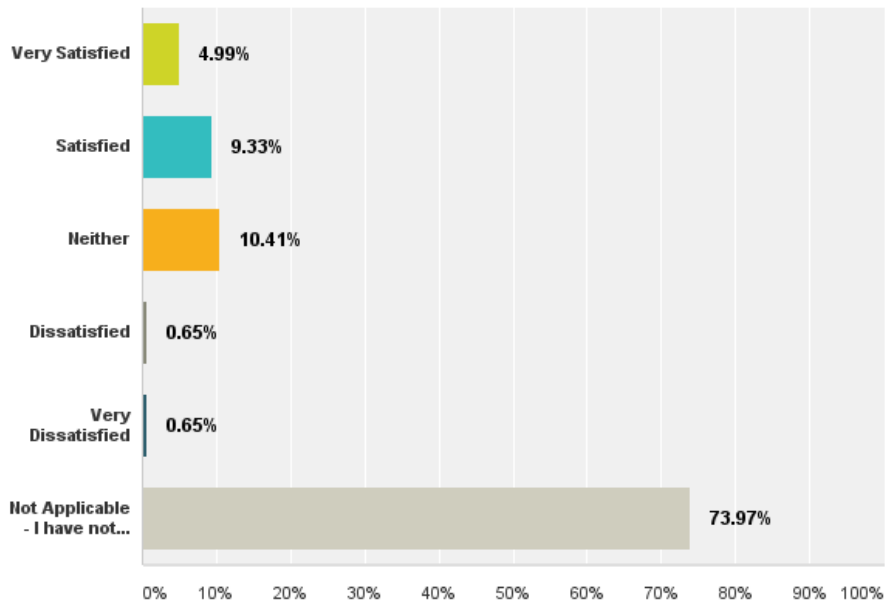
Answered: 459 Skipped: 6



15. **Out of Hours Emergency Service.** Taking into account the 74% who have “no recent use of this service/not applicable”, of the remaining respondents 55% satisfaction levels were achieved. This is the same satisfaction level as last year.

**Q8 How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?**

Answered: 461 Skipped: 4

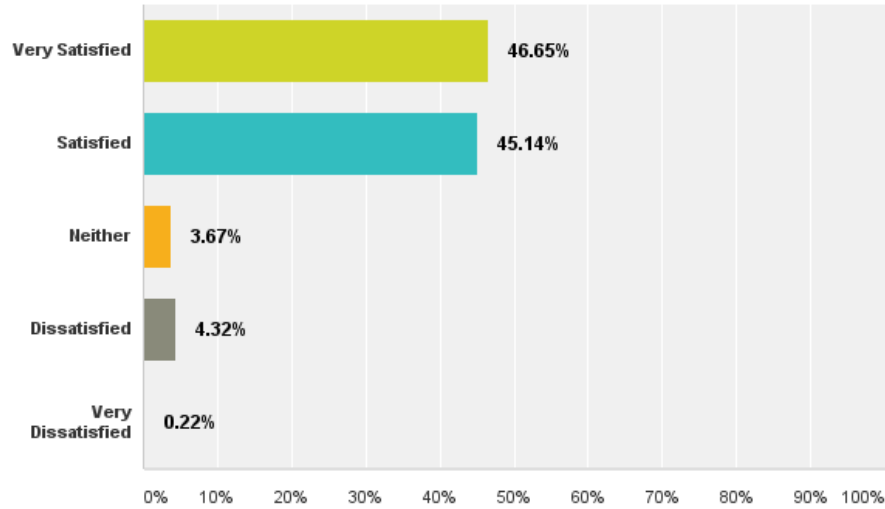


16. **Communal Area Cleaning.** 92% was achieved in the “very satisfied” and “satisfied” categories. This is up from 89% in 2014.



**Q9 How satisfied or dissatisfied are you with the communal area cleaning services provided by your cleaners?**

Answered: 463 Skipped: 2

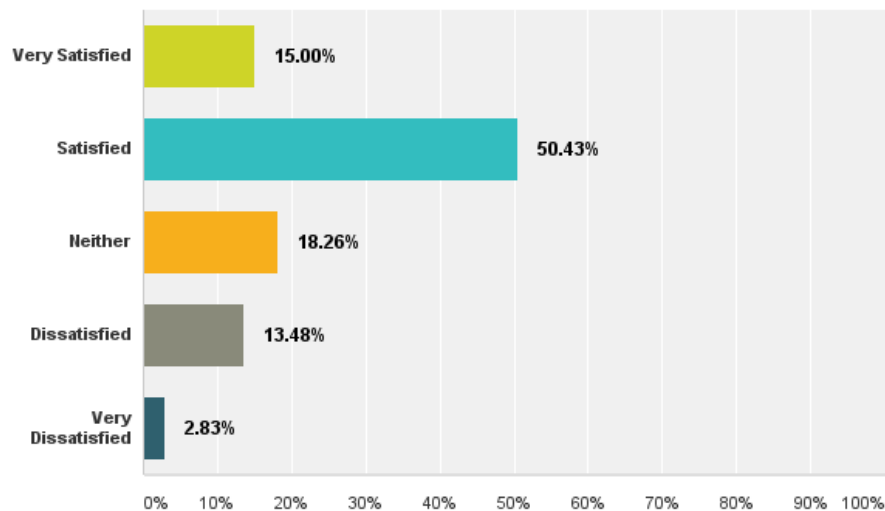


17. **Window Cleaning.** A result of 65% was achieved in the “very satisfied” and “satisfied” categories. This is down by 1% on last year.

**“Window cleaners miss a bit here and there and come at it with a thud leaving scratches.”**

**Q10 How satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?**

Answered: 460 Skipped: 5



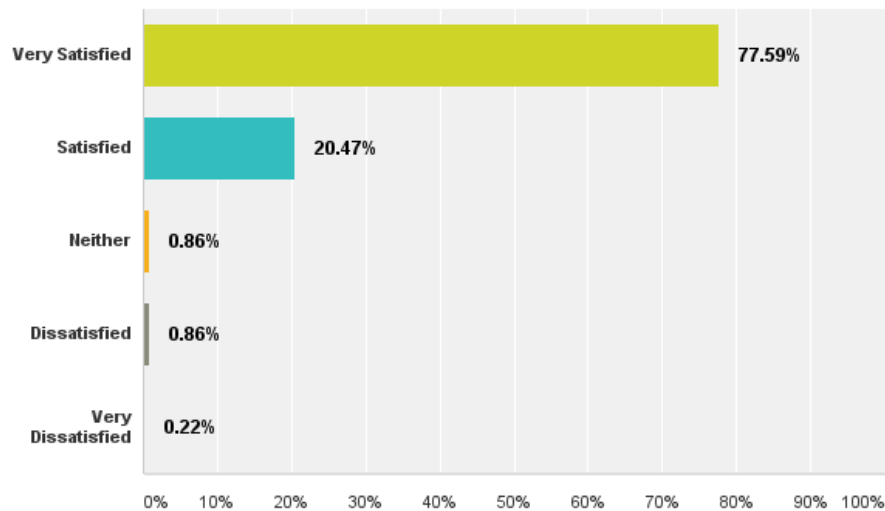
18. **Estate Concierge team.** A tremendous result of 98% was achieved in the “very satisfied” and “satisfied”. This is slightly higher than the 96% achieved last year. This is especially gratifying as the BEO has employed 10 new Estate Concierge and Lobby Porters this last year.

**“The car park attendants are excellent and an invaluable asset. They do so much more than their title suggest and are so helpful.”**

**“I would like to express my gratitude to, and admiration for, the Car Park Attendants, who do so much for us all, and are such wonderful people. They are an essential and invaluable part of the Barbican Estate.”**

**Q11 How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)**

Answered: 464 Skipped: 1

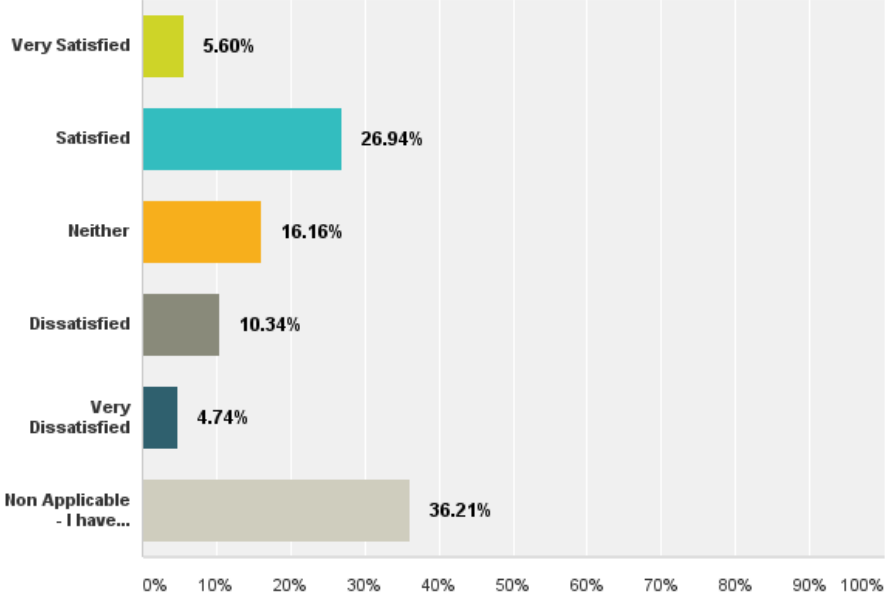


19. **Major Works.** Taking into account the 36% who had “no recent experience of projects”; 51% satisfaction with projects such as external redecorations was achieved. This is a drop of 10% on 2014. Dissatisfaction levels have risen to 23%. This is cause for concern and officers have been asked to use the comments received to come up with a plan for improvement. Although some of the comments do suggest that this figure may have been skewed by the podium waterproofing projects.

**“The block painting/redecorating costs were expensive, taking into account the two coats of paint applied to ironwork and woodwork.”**

**Q12 How satisfied or dissatisfied are you with project works on your block (not including projects in the public areas of the Estate which are managed and funded by the City of London)?**

Answered: 464 Skipped: 1



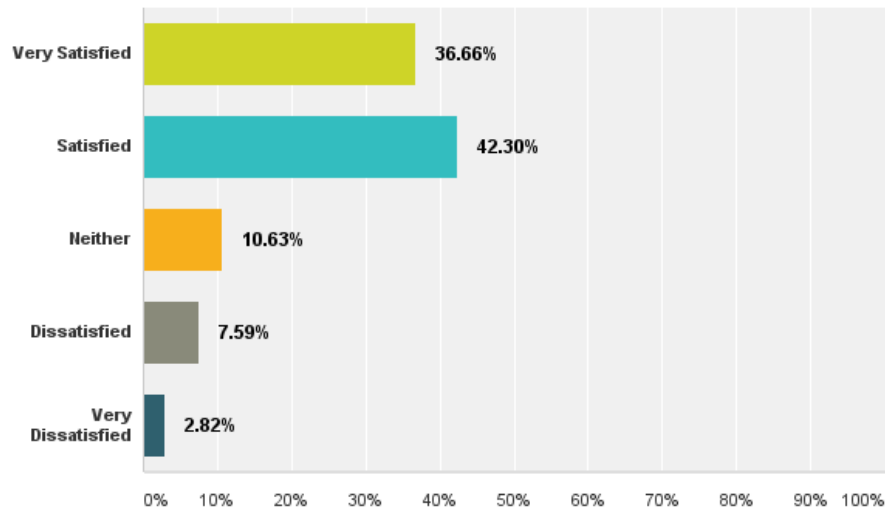
20. **Open Spaces.** 79% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This represents a 6% decrease on 2014.

**“The gardens and lake area look really shabby at the moment and need attention.”**

**“New gardening approach is lovely – wilder planting and letting the reeds go through winter. Thank you for making the gardens a lovely place to be.”**

**Q13 How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?**

Answered: 461 Skipped: 4



21. Additional comments were sought when the survey asked: ***“If there is one thing that the Barbican Estate Office or Estate Staff could do to give you better service, what would it be?”*** 193 residents responded to this question. Whilst responses were varied 2 common themes emerged: Communications at 27% of comments and Maintenance at 19%.

**22. Communications**

**“Improve communication with the car park attendants and give them more input into discussions that they can contribute to. There is a lot of knowledge and skill not being taken advantage of.”**

**“Answer emails quicker.”**

**“More information could be disseminated by the email service or in some cases through letters.”**

**23. Maintenance**

**“Follow up on the subcontractors: check they have actually done the work.”**

**“Shift the muck from the drains on tiled podium levels, so they flow freely. Attend to the drainpipes on the ramp to Whitecross St.**

**“Quicker service/repairs for faulty doors on the podium level in the block.”**

## 24. Other Comments

**“Help with small maintenance jobs. It’s very difficult to find high quality workmen for plumbing, electrical, decorating work and repairs.”**

**“Longer opening hours of estate office, maybe one late evening, to allow people working in the daytime to visit.”**

**“Clarify rights and responsibilities regarding storage areas including value of storage rooms.”**

**“Offer a service for cleaning the inside of flat windows for those residents who cannot manage to do their own.”**

25. Some of the comments received covered areas not under Barbican Estate control. Where appropriate, these comments will be passed onto the departments responsible.

26. The House Officers have reviewed all the comments. Where necessary they have also followed up if action is required.

27. **Additional Question.** A question regarding representation was also posed. ***“How satisfied or dissatisfied are you with the involvement of residents in the management of the Barbican Estate and consultation over decision or new initiatives eg. through the Residents’ Consultation Committee, your house group or direct consultation with residents?”***. 62% satisfaction was achieved.

28. Comments received about consultation are being reviewed by the Barbican Estate Office in conjunction with the RCC Chair.

**“I would like to feel that consultation is earlier and more demonstrably seeking views and feedback rather than just wanting approval for a decision already de-facto made – eg. unwanted bike pods in Defoe car park.”**

**“There is very full consultation through the House Groups and BA Association.”**

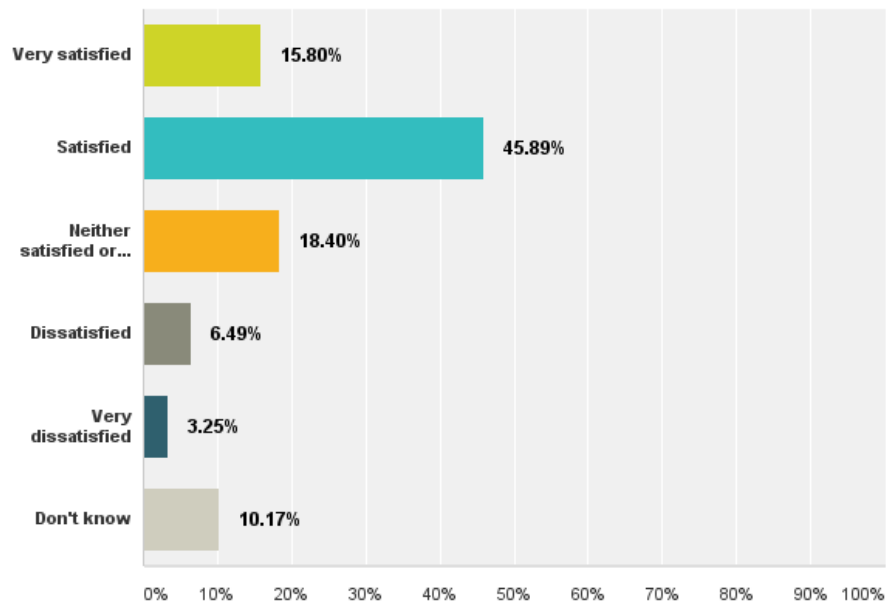
**“Residents views to have greater weight on decisions that impact the living environment against the CoL’s continual desire to commercialise the immediately surrounding area.”**

**“A lot of residents are renting – are they encouraged to be involved?”**

**“I would actually prefer LESS consultation as all this costs money and presumably ends up on our service charges.”**

**Q16 How satisfied or dissatisfied are you with the involvement of residents in the management of the Barbican Estate and consultation over decisions or new initiatives eg. through the Residents' Consultation Committee, your house group or direct consultation with residents?**

Answered: 462 Skipped: 3



29. Some of the comments received covered areas not under Barbican Estate control. Where appropriate, these comments will be passed onto the departments responsible.

## Conclusion

30. Where residents have made specific comments or queries on the survey form, the House Officers are addressing these on an individual basis. Although as the BEO does not know who made the comments, we have not responded individually.

31. An email broadcast will shortly be sent out listing all the general queries and questions that were raised in the comments section in the form of a Q&A.

32. General comments and common themes have been fed back to the individual service providers and will be included within the Service level Agreement Action Plans.

33. Satisfaction levels remain high but we will aim to improve services where the results have identified areas of concern.

34. The survey will be reviewed again prior to sending out in 2016.

## **Appendices**

Appendix 1: Resident Survey July 2015

### **Background Papers**

October 2004 Residents Satisfaction Survey  
October 2005 Residents Satisfaction Survey  
March 2007 Residents Satisfaction Survey  
May 2009 Residents Satisfaction Survey  
March 2011 Residents Satisfaction Survey  
September 2013 Residents Satisfaction Survey  
September 2014 Residents Satisfaction Survey

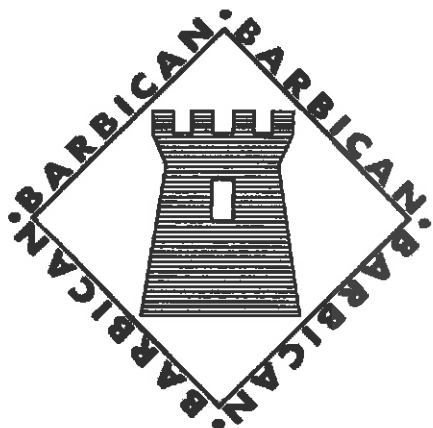
**Helen Davinson**  
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Resident Survey July 2015

**1. Overall, how satisfied or dissatisfied are you with the services provided by the Barbican Estate Office in managing the Barbican Estate?**

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

**2. Overall, to what extent do you agree with the statement that "the Barbican Estate Office provides good value for money in managing the Barbican Estate"?**

- Absolutely Agree
- Agree
- Neither Agree nor Disagree
- Disagree Somewhat
- Absolutely Disagree

**3. How satisfied or dissatisfied are you with the way the Barbican Estate Office keeps you informed about issues that may affect you e.g email broadcasts/notice boards/ website etc?**

- Very Satisfied
- Satisfied

- Neither
- Dissatisfied
- Very Dissatisfied

**4. How satisfied or dissatisfied are you with the way your House Officer deals with your general enquiries?**

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- No recent experience/not applicable

**5. How satisfied or dissatisfied are you with the way Reception deals with your general enquiries?**

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- No recent experience/not applicable

**6. How satisfied or dissatisfied are you with the way the Repairs Contact Centre deals with your repairs and maintenance?**

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- No recent experience/not applicable

**7. How satisfied or dissatisfied are you with the repairs to the communal areas of your block?**

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

**8. How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?**

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- Not Applicable - I have not made use of the Out of Hours team this year.

**9. How satisfied or dissatisfied are you with the communal area cleaning services provided by your cleaners?**

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

**10. How satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?**

- Very Satisfied
- Satisfied

- Neither
- Dissatisfied
- Very Dissatisfied

**11. How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)**

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

**12. How satisfied or dissatisfied are you with project works on your block (not including projects in the public areas of the Estate which are managed and funded by the City of London)?**

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- Non Applicable - I have experienced no projects this year.

**13. How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?**

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

**14. Do you have any further comments/queries/suggestions regarding the services provided to you?**

**15. If there is one thing that the Barbican Estate Office or Estate Staff could do to give you better service, what would it be?**

**16. How satisfied or dissatisfied are you with the involvement of residents in the management of the Barbican Estate and consultation over decisions or new initiatives eg. through the Residents' Consultation Committee, your house group or direct consultation with residents?**

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

**17. Are there any changes you would like to see in how residents are consulted over the management of the Barbican Estate?**

Done



See how easy it is to create a survey.

<b>Committee(s)</b>	<b>Dated:</b>
Residents Consultation Committee – For Information Barbican Residential Committee – For Information	7 September 2015 14 September 2015
<b>Subject:</b> Lease Enforcement Issues – short-term holiday lets	<b>Public</b>
<b>Report of:</b> Director of Community and Children’s Services	<b>For Information</b>

## Summary

At its meeting in June the Barbican Residential Committee asked that an update be provided setting out the position in respect of short-term letting following changes in legislation. This report sets out the actions to date including communications with leaseholders, advice from the Comptroller and City Solicitor, a joint workshop between the Barbican Estate Office (BEO) and the Residents Consultation Committee (RCC) and recommendations for proposals that Officers will be taking forward.

## Recommendation

Officers will be taking forward the proposals as outlined in paragraph 15 of this report.

Members are asked to:

- Note the report and endorse the approach and proposals as set out in paragraph 15 of this report.

## Main Report

### Background

1. Previously if leaseholders wanted to short let flats in the Barbican for periods of less than 90 days, planning permission would be required. The reason for this was that the use as temporary sleeping accommodation of any residential premises in Greater London required a material change of use of the premises.
2. This was a London wide Planning stipulation rather than a lease issue. When the BEO became aware that a leaseholder was letting their flat out for a period of less than 90 days, they would make contact and advise them that they were in breach of the City of London’s Planning Policy.
3. In 2014 the Department of Communities and Local Government’s ‘*Review of Property Conditions in the Private Rented Sector*’, sought to scrap current

legislation whereby Londoners need to seek planning permission if they wanted to rent out their homes for any period less than three months. This matter was open for consultation and the City responded to the Government consultation.

4. The City objected to the proposed loss of local planning control in London over change of use from permanent housing to short-term lets (temporary sleeping accommodation). This was consistent with the City's policy position in the City Local Plan, where it states that; '*such changes would not normally be permitted within residential areas where it could result in poor residential amenity including excessive noise or disturbance*'. The results of a Barbican residents' survey and their clear majority against the proposed change, formed part of the response.

### **Current Position**

5. In May 2015 S. 44 of the Deregulation Act 2015 inserted a new section into the Greater London Council (General Powers) Act 1973. This provided that use as temporary sleeping accommodation of residential premises in Greater London does not constitute change of use (for which planning consent is required) as long as (1) the number of nights use and (2) the number of nights of any previous use of the same premises as temporary sleeping accommodation in the same calendar year doesn't exceed 90 nights. Also that the person who provided the accommodation is liable to pay Council tax.
6. The City as local planning authority can ask the Secretary of State to agree to localised exemptions from the right to sublet short-term, in order to protect the amenity of the locality. The City's position is as follows:
  - *"Government statements have made it clear that such exemptions would only be allowed where there is a history of amenity issues and would not be appropriate in anticipation of such issues. It has also been stated that local exemptions might be relevant to particular problem dwellings and would not normally be applicable to whole estates or larger areas. There does not currently seem to be historic evidence that short-term lets have led to amenity issues in the Barbican and there seems to be no reason to suppose that the Barbican is sufficiently different to justify a local exemption. Therefore there is no intention at this stage for the local planning authority to seek a local exemption for any parts of the Barbican."*
7. Therefore, provided the criteria at paragraph 5 are met, and in the absence of the (unlikely) consent of the Secretary of State, the City as local planning authority lacks the power to prevent the use of residential flats at the Barbican for short lets.
8. The City's powers as landlord is included in Clause 4(8) of the standard Barbican long lease which requires tenants to observe the covenants and restrictions in the Sixth Schedule to the lease. The following Sixth Schedule restrictions are relevant to short-term subletting:



- *The tenant will not do or allow to be done in or on the premises anything whereby any insurance by the Corporation of the premises or the Building or any part thereof (or any property for the time being owned by the Corporation) may be vitiated or prejudiced nor without the consent of the Corporation do or allow to be done anything whereby any additional premium may become payable for the insurance of the premises or the Building or any such other property*
  - *The tenant will not do or permit or suffer to be done in or upon the premises or any part thereof anything of an illegal or immoral nature or any act matter or thing which in the opinion of the Corporation may be or grow to be or become a danger nuisance or an annoyance to or to the prejudice of the Corporation its tenants or lessees or to the owners lessees or occupiers for the time being of any premises in the neighbourhood*
  - *The tenant will not carry on or suffer to be carried on upon the premises any manufacture trade or business whatsoever but will use the premises as a private dwelling in the occupation of one individual only and his or her immediate family. (The City would argue that the use of short-term holiday letting websites is a clear breach of the letter and spirit of this clause. In the event that a court disagreed, the City would look to enforce other Schedule 6 restrictions).*
9. Following the legal advice above the BEO have set up a three stage enforcement process in dealing with short-term lettings:
- Stage 1 - writing to all leaseholders (including absentee landlords) in June 2015 to make them aware of a number of lease provisions including those related to short-term lettings
  - Stage 2 - writing to the leaseholder advising them that, subject to the detail of any evidence, they are in breach of the covenants set out above and asking that the breaches are remedied within 7 days
  - Stage 3 - if the breaches are not remedied to the satisfaction of the BEO then the Comptroller & City Solicitor be instructed to serve a Section 146 forfeiture notice on the leaseholder whereby they will be required to remedy the breaches or face forfeiture proceedings. This stage will occur where further instances of subletting are identified, subject to the detail of the evidence.
10. The BEO and the RCC presented a workshop in July 2015 for RCC members or their representatives. A representative from each block was encouraged to attend and there were 13 attendees.
11. The notes of the workshop were circulated to RCC members for comment in July and are included in Appendix 1.
12. Some of the general comments from the workshop about defining the problems were that :

- many of the problems already exist when standard sublets are badly managed or problematic, but that short-term lets could intensify these kinds of issues
- there were very few specific examples that residents were aware of where short-term letting had caused problems or that short-term letting was taking place
- in practice it would be difficult for any resident to differentiate between a normal subletting and a short-term holiday let, or even residents lending their flats, and short-term holiday lets. It was felt that any interventions must respect resident's rights to sublet normally, or to allow friends and relatives to borrow their flats
- some of the concerns raised over short-term lets, such as unintended disturbance to residents through lack of familiarity, security (especially tailgating) could also arise from both standard sublets and friends borrowing flats

## Options

13. Some of the general comments from the workshop concerning resolving the issues were that:

- residents talking to visitors could promote two useful objectives – it could ensure visitors were familiar with the Barbican, block security etc. and less likely to cause disturbance or annoyance inadvertently, and second, it could provide evidence that a flat was being sublet repeatedly
- there were differing views on whether the policy and guidance from the BEO should be zero tolerance on all short-term lets, or to focus on avoiding nuisance from problems arising from excess – either flats given over to continual year-round short-term lets, or where there was a poor record of problems from a particular flat
- landlords who decide to let their flats year-round on short-term lets were considered the most serious problem, and it may also be easier to enforce against them as continuous short-term letting was not allowed in the recent legislative change either
- a long-leaseholder who has sublet their flat may not be aware that their tenants are subletting for weekends etc through holiday websites – the BEO could make landlords aware of this and suggest landlords specifically prohibit this
- House Groups could provide a useful point of contact for House Officers to approach if problems had been reported, but there was not enough information to act

14. Based on the comments in paragraph 13 and from the workshop there are a number of options for the BEO which include:

- further regular letters to leaseholders (as some may not be aware that tenants are subletting to short-term holiday let sites)
- regular email broadcasts to residents asking them to share evidence with the BEO
- regular contact with House Groups to share information and if necessary help to share evidence with the BEO
- produce '10 reasons to not rent your flat out for the weekend' document for residents including invalidating their insurance (both private contents and landlord buildings), fire safety (increasing risks associated with people using appliances in an unfamiliar environment, risks of possible flooding flats below not being covered by insurance, security of the building)
- briefing sessions with the front line staff eg Estate Concierge/Lobby Porters with guidance on dealing with potential issues from residents and visitors (security, keys) and sharing information with the BEO
- monitoring websites for potential regular reported repeat offenders
- more intensive monitoring of websites with investigations to attempt to identify flats (websites do not identify flats until members have made payment and the arrangements for keys. Therefore this is not an option)
- patrolling of resident balconies to attempt to identify flats from website photograph information (resource intensive and an invasion of residents privacy. Therefore this is not an option)
- patrolling the Estate and making investigations to attempt to identify visitors who may be staying on a short-term holiday let (resource intensive and difficult to differentiate between a normal subletting or even between residents lending their flats to friends and a short-term holiday let. Any interventions must respect residents' rights to sub-let normally or allow friends and relatives to 'borrow' their flats. Therefore this is not an option)

## **Proposals**

15. Officers have started to progress the following measures (see appendix 2) :

- regular letters to leaseholders outlined as stage 1 of the 3 stage enforcement process in paragraph 9 (as some may not be aware that their tenants are subletting to short-term holiday let sites). This is followed by stages 2 and 3 as appropriate as detailed in paragraph 9.

- regular email broadcasts to residents asking them to share evidence with the BEO (there may be resource implications for the BEO)
- regular contact with House Groups to share information and if necessary help to share evidence with the BEO
- produce '10 reasons to not rent your flat out for the weekend' document for residents
- briefing sessions and guidance for frontline staff
- monitoring websites for potential regular reported repeat offenders

## **Implications**

16. The City as local planning authority lacks the power to prevent the use of residential flats at the Barbican for short lets. However, the City retains powers as landlord under the terms of the standard lease to forfeit the lease for specified breaches, subject to the available evidence.

## **Conclusion**

17. The recent changes in legislation have resulted in a number of issues and concerns surrounding short-term letting. Officers recognise the real concerns put forward by residents and have been robust in seeking to address this issue.

18. A number of measures have already been progressed following legal advice and the RCC workshop (see appendix 2) but Officers can only take legal action where lease provisions have been breached. However when any leaseholder is found to be in breach of these conditions action has and will be pursued rigorously.

19. In conclusion the workshop commented that were very few specific examples that residents were aware of where short-term letting had caused problems or that short-term letting was taking place.

## **Appendices**

- Appendix 1 – RCC Workshop for dealing with short-term holiday lets – Notes
- Appendix 2 – Lease enforcement short-term holiday lets action update

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## APPENDIX 1

### BARBICAN RESIDENTS' CONSULTATION COMMITTEE

#### WORKSHOP FOR DEALING WITH SHORT TERM HOLIDAY LETS

Tuesday 7 July 2015

##### PART 1 – DEFINING THE PROBLEM

###### A WHAT ARE YOUR WORRIES OR CONCERNS AROUND SHORT TERM SUB LETTING?

1. How frequently is this happening / likely to happen?
2. Risk of hotel-style operations; i.e. engaging laundry and cleaning services.
3. Increased insurance premiums for change of use.
4. Potential damage and increased wear-and-tear to common areas including the lifts and the impact on service charge payers for increased repairs. Would service charge payers be subsidising business use?
5. Likely to be more use in some blocks than others - if 2 or 3 were to be very active, it could would cause a concentration of the above problems and impact on service charge payers.
6. Increased anti-social behaviour; drunkenness, noise and health and safety/fire risks resulting from intoxication or drug use.
7. Use of the flats for immoral purposes.
8. Erosion of community spirit.
9. Letting sites are removed from the Estate Office and unlikely to raise awareness of bye-laws and expected standards of behaviour.
10. Increased expectations on porters and car park attendants.

In discussion it was acknowledged that many of these problems already exist when standard sublets are badly managed or problematic, but that short-term lets could intensify these kinds of issues

###### B HAVE YOU SEEN OR HEARD OF ANY PROBLEMS?

1. A 'stag party' in Frobisher Crescent.
2. Flats in Seddon and Andrewes have been advertised on short-term holiday letting websites and there have been alleged problems with garden use.
3. Balcony parties at Bunyan Court.
4. Increased rubbish.
5. Washing hung on balconies.
6. Car park doors jammed open and increased frequency of access.
7. Increased key access and risk of loss and security implications.

Subsequent discussion revealed there were very few specific examples that residents were aware of where short term letting had caused problems or that short-term letting was taking place.

C WHAT MAKES THIS KIND OF LETTING DIFFERENT FROM:

1. **Normal Sublets on a typical 6-month tenancy agreement,**

- a) Potentially, no single standard of expected behaviours or buy-in; no relationship with neighbours or the BEO or respect for the local environment and amenity.
- b) Lack of knowledge as to who to contact in the event of difficulties or queries.
- c) Unlikely to report faults, with could impact on other residents' i.e. leaks.
- d) No registration, identification or traceability of guests.
- e) Different requirements re car parking and portering services.
- f) Difficulties for the BEO if holiday lets operate to disparate standards and expectations.
- g) Would there be fewer potential concerns if rooms were let out and the owner/tenant remained on the premises?
- h) Would there be similar problems with corporate lets?

2. **Residents lending their flats to friends/relatives or flat sitters while they are away?**

- a) Likely to have more respect for the property and environment and likely to engage with neighbours and preserve relationships.
- b) Difficult to take action against a friend or relative without it involving the lessee/tenant directly.

In discussion it was acknowledged that in practice it would be difficult for any resident to differentiate between a normal sub-letting and a short-term holiday let, or even residents lending their flats, and short-term holiday lets. It was felt that any interventions must respect resident's rights to sub-let normally, or to allow friends and relatives to borrow their flats.

It was also noted that some of the concerns raised over short-term lets, such as unintended disturbance to residents through lack of familiarity, security (especially tailgating) could also arise from both standard sublets and friends borrowing flats.

## **PART 2 – RESOLVING THE ISSUES**

### **A. WHAT COULD RESIDENTS DO TO REDUCE THE RISKS FROM SHORT TERM SUB LETTING?**

1. Talk to each other and to the guests in a helpful and non-confrontational manner; politely offering advice. If appropriate, ask if they are a friend or relative.
2. Talk to the Barbican Estate Office, gather evidence if possible – obviously easier if it's a direct neighbour. Try to engage the assistance of other neighbours who might be affected.
3. If very serious, make a formal complaint to the BEO or call Environmental Health (noise disturbance) or the Police (antisocial behaviour, criminal activity), if necessary.

In discussion it was considered that talking to visitors could promote two useful objectives – it could ensure visitors were familiar with the Barbican, block security etc. and less likely to cause disturbance or annoyance inadvertently, and second, it could provide evidence that a flat was being sublet repeatedly.

### **B. WHAT COULD THE BEO DO TO REDUCE THE RISKS FROM SHORT TERM SUB LETTING?**

1. Offer 'light touch' assistance and guidance but be prepared to enforce if necessary.
2. Write to all Leaseholders (being mindful that some may not be aware, if tenants are sub-letting to short term holiday let sites)
3. Email broadcasts to encourage residents to share any concerns and collate information from house groups. Encourage the provision of evidence rather than anecdotal and prompt reporting.
4. Note the good relationships and sharing information with car park attendants but with realistic expectations.
5. Use an intern or work experience student to actively monitor the letting sites but accepting that this could be quite resource intensive
6. Routine, planned maintenance inspections could provide intelligence.

In subsequent discussion there were differing views on whether the policy and guidance the BEO should be zero tolerance on all short term lets, or to focus on avoiding nuisance from problems arising from excess – either flats given over to continual year-round short-term lets, or where there was a poor record of problems from a particular flat.

Landlords who decide to let their flats year-round on short term lets were considered the most serious problem, and it may also be easier to enforce against them as continuous short-term letting was not allowed in the recent legislative change either.

A concern was noted that a long-leaseholder who has sublet flat their flat may not be aware that their tenants are subletting for weekends etc. through holiday websites – the BEO could make landlords aware of this and suggest landlords specifically prohibit this.

C. WHAT COULD HOUSE GROUPS, THE BA OR THE RCC DO TO REDUCE THE RISKS FROM SHORT TERM SUB LETTING?

1. Reinforce messages from the BEO over encouraging good behaviour and not subletting your flat to
2. Could further protection be offered via House Groups' RTA status?

In subsequent discussion, it was noted House groups could provide a useful point of contact for House Officers to approach if problems had been reported, but there was not enough information to act.

**NEXT STEPS**

1. Circulate notes from the flip charts
2. Target resources to what might be a minority
3. Establish the definition of business use and whether this might breach the lease (noting that breaches might not actually be illegal).
4. If permitted, encourage hosts to let to couples, rather than all male/female parties
5. Report to the RCC Chair/RCC Members – including recommendation as to which of the resolutions could be reasonably actioned by the end of July.
6. Report to RCC/BRC - September 2015



## APPENDIX 2

### Barbican Estate – Lease Enforcement short-term holiday lets Action Update – August 2015

Action	Audience	Frequency	Dates	Content	Comments
Stage 1 Leaseholder Enforcement Letter	All leaseholders (including absentee landlords)	Quarterly	June 2015	Registering subtenants, short-term lets, pets, wooden flooring	
Stage 2 Leaseholder Enforcement Letter	Leaseholder	As required subject to detail of any evidence	July 2015 (1)	Short-lets (relevant 3 restrictions in the lease): <ul style="list-style-type: none"> <li>• possible invalidation of COL's buildings insurance</li> <li>• nuisance to other occupiers</li> <li>• using the property to carry out a business rather than a private dwelling</li> </ul>	
Stage 3 Leaseholder Enforcement Letter	Leaseholder	As required subject to detail of any evidence			
Workshop	RCC members	As required	July 2015	<ul style="list-style-type: none"> <li>• presentation (legislation changes, legal advice, how short-term lettings work)</li> </ul>	

				<ul style="list-style-type: none"> <li>defining the problem (worries, concerns, evidence, differences to normal 6 monthly subletting, VFR)</li> <li>resolving the issue (what residents, BEO, House Groups, BA, RCC can do)</li> </ul>	
Email broadcasts Email bulletins	Resident database of 1,400	As required	August 2015 (update)	Updates Sharing evidence	
Liaise with House Groups	21 House Groups	As required		Updates Sharing evidence	
'10 reasons to not' document	Leaseholders			<p>Examples:</p> <ul style="list-style-type: none"> <li>invalidating their insurance (both private contents and landlord buildings)</li> <li>fire safety (increasing risks associated with people using appliances in an unfamiliar environment)</li> <li>risks of possible flooding flats below not being covered by insurance</li> <li>security of the building</li> </ul>	

Staff briefings	Estate Concierge Lobby Porters	As required	August 2015	<ul style="list-style-type: none"> <li>• RCC Workshop Presentation</li> <li>• Defining the problem</li> <li>• RCC members thoughts on resolving the issue</li> <li>• Feedback from Estate Concierge, Lobby Porters as to 'what could BEO do' to provide them with guidance document</li> </ul>	
Monitoring websites	Short-term holiday let websites	Weekly	Weekly	Researching for regular reported repeat offenders	

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<b>Committee(s)</b>	<b>Dated:</b>
Residents Consultation Committee Barbican Residential Committee	7 September 14 September
<b>Subject:</b> Insurance Arrangements for the Barbican Estate	<b>Public</b>
<b>Report of:</b> Director of Children and Community Services	<b>For Information</b>

## Summary

This report, which is for information, is to inform members of the current arrangements and procedures covering insurance for the Barbican Estate.

## Recommendation(s)

Members are asked to note the contents of the report.

## Main Report

### Background

1. Following questions at Barbican Residential Committee in June 2015, it was resolved that a report be bought to Committee covering the current insurance arrangements for the Barbican Estate.

### Current Position

2. Residents of the Barbican Estate pay for Buildings Insurance as part of their Service Charge. The policy, which covers the entire city of London property portfolio, is held with Royal Sun Alliance (RSA). This policy was tendered in 2012.
3. The City of London's residential buildings insurance policy covers material damage to the structure of the building and permanent fixtures and fittings which are the City's responsibility to insure.
4. It does not cover moveable contents such as furniture and carpets or personal items such as jewellery, and for this reason, residents may wish to take out their own Home Contents insurance policy.
5. When damage occurs that is covered by the buildings policy in a flat that is privately owned, the Long Lessee can make a claim directly to RSA. Full details of how to make a claim are available on the City's website:-  
<http://www.cityoflondon.gov.uk/services/housing-and-council-tax/barbican-estate/resident-information/Pages/Buildings-insurance.aspx> Alternatively, residents can contact their House Officer.

6. RSA will accept notifications of claims by telephone or email. The first step would be to log the claim with RSA on the telephone. Their claims handlers will explain the next steps; be it a visit by an RSA loss adjustor or the requirement to obtain quotes for the work.
7. A Frequently Asked Question sheet is available on the City website (see Appendix 1).
8. There are benefits for residents making their own claims which include:-
  - Resident choice of decorator/contractor
  - Resident choice of product used (paint brand etc.)
  - Timing of work to suit the resident
  - Resident has the opportunity to expand scope of works if they wish
  - This may result in a speedier resolution of the claim as it reduces layers of administration
9. Should a resident require assistance with making a claim, then both the House Officer team and the Property Services Customer Support team at the BEO are available to help.
10. Damage to the common parts is also covered by the buildings policy. The procedures to make a claim are covered in Appendix 2 and Appendix 3.
11. This procedure also covers properties that are rented from the City. City of London tenants are not expected to make individual claims.

## **Conclusion**

12. The current arrangements for insurance have been provided to long lessees by the BEO for approximately 5 years and have worked well. There are benefits for residents in making their own claims and for those residents that require assistance, officers in the BEO are readily available.

## **Appendices**

- Appendix 1 – Frequently Asked Questions – Insurance
- Appendix 2 – Buildings Insurance work flow procedure for common parts and tenanted property claims
- Appendix 3 – Email proforma for common parts and tenanted property claims

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**Barbican Estate Buildings Insurance - FAQs**

**Q. The building insurance states that it covers “landlord’s fixtures” what essentially does this cover.**

A. The fixtures and fittings which are integrated into the premises, such as doors and light fittings and sanitary ware which would not ordinarily be removed upon vacating the premises.

**Q. What are the principal elements that a tenant or leaseholder is responsible for, and would be advised to take out their own insurance to cover?**

A. Residents may choose to take out home contents insurance that includes floor covering.

**Q. How does the cover provided under the landlord’s Buildings Insurance policy change if I were to refit my flat to a higher standard than original, or introduce new fitted elements such as built in dishwasher, a new built in cupboard? Will the Buildings Insurance policy cover the full cost of reinstatement after a loss?**

A. Tenant’s improvements are included in the cover, where the fixture or fitting is a permanent feature. The cover provided does not change but if the improvement results in a significant increase in value, you should advise the Insurance Team, via your House Officer. The policy covers the full cost of reinstatement after a loss.

**Q. Does the cover provide for like for like replacement for items I have upgraded, or is it limited to the modern equivalent of the Barbican original fittings.**

A. It will cover like for like replacement with wear and tear taken into account, if applicable.

**Q. A pipe busts in my flat, and the water from this causes damage to the fittings and contents in the flat below. Do I claim against my contents or public liability insurance or is this covered by the landlord’s Buildings Insurance policy?**

A. Both flats are covered by the same Buildings Insurance policy, so repairs to the structure (e.g. redecoration) and permanent fixtures should be claimed against the buildings insurance. With regards to contents, including household or personal possessions, each resident should claim under their own contents insurance policy, if they have cover. The insurer of the downstairs flat (or resident, if uninsured) may try to counter claim from the party responsible for the leak (but that's for the insurance companies to worry about).

**Q. Who covers the cost of redecorating my flat, in the event of fire or flood?**

A. Buildings Insurance.

**Q. Who covers the cost of replacing carpets or flooring in my flat, in the event of fire or flood?**

A. The resident. Flooring is only covered where the City is responsible for it under the terms of the lease. The standard lease says that flooring is the responsibility of the leaseholder. Flooring can be included in a home contents insurance policy. .

**Q. Who covers the light fittings in my flat in the event of a fire or flood?**

A. Buildings insurance.

**Q. Who covers the cost of replacing wiring or pipework, in the event of a fire or flood?**

A. Buildings insurance.

**Q. Who covers the cost, if there is damage to property in my flat arising from a break-in?**

A. Damage to a door or window, which are part of the flat's fixtures are covered by the Buildings insurance. Damage to contents are the owner's responsibility.

**Q. If I attach shelving to the wall or install new built-in cupboards or wardrobes, do they become landlord's fixtures, or are they my responsibility to insure?**

A. Simple shelving may not be covered as it can easily be removed on vacating the premises. Built in wardrobes can be deemed to be covered under the



Buildings Insurance. The items on the shelf or in the cupboard are your responsibility.

**Q. We installed a false ceiling throughout our flat. Is it our responsibility to insure this, or is it covered by the landlord's Buildings Insurance policy?**

A. This would be covered by the Building Insurance.

**Q. We have secondary double glazing in our flat, installed with Landlord's permission. Is it our responsibility to insure this, or is this covered by the landlord's buildings insurance policy?**

A. Secondary glazing would be covered under the Buildings Insurance. However, if you fit new double glazing, that requires not only landlord's permission but also a deed of variation, which will make ownership and insurance responsibility clear.

**Q. We accidentally broke the bowl of our WC. Is that covered by the landlord's buildings insurance policy?**

A. This would be covered. It would be for you to prove the cause was accidental damage rather than wear and tear, which would not be covered by insurance.

**Q. We accidentally broke the glass in our window. Is that covered by the landlord's buildings insurance policy?**

A. Yes. Accidental Damage is covered under the policy.

**Q. some insurance companies ask policy holders to confirm that all windows are fitted with window locks. It isn't possible or desirable to fit window locks to the windows in most Barbican flats. How can we satisfy insurers when they ask for window locks.**

A. The majority of Barbican windows have a "*jacking handle with a locking mechanism*".

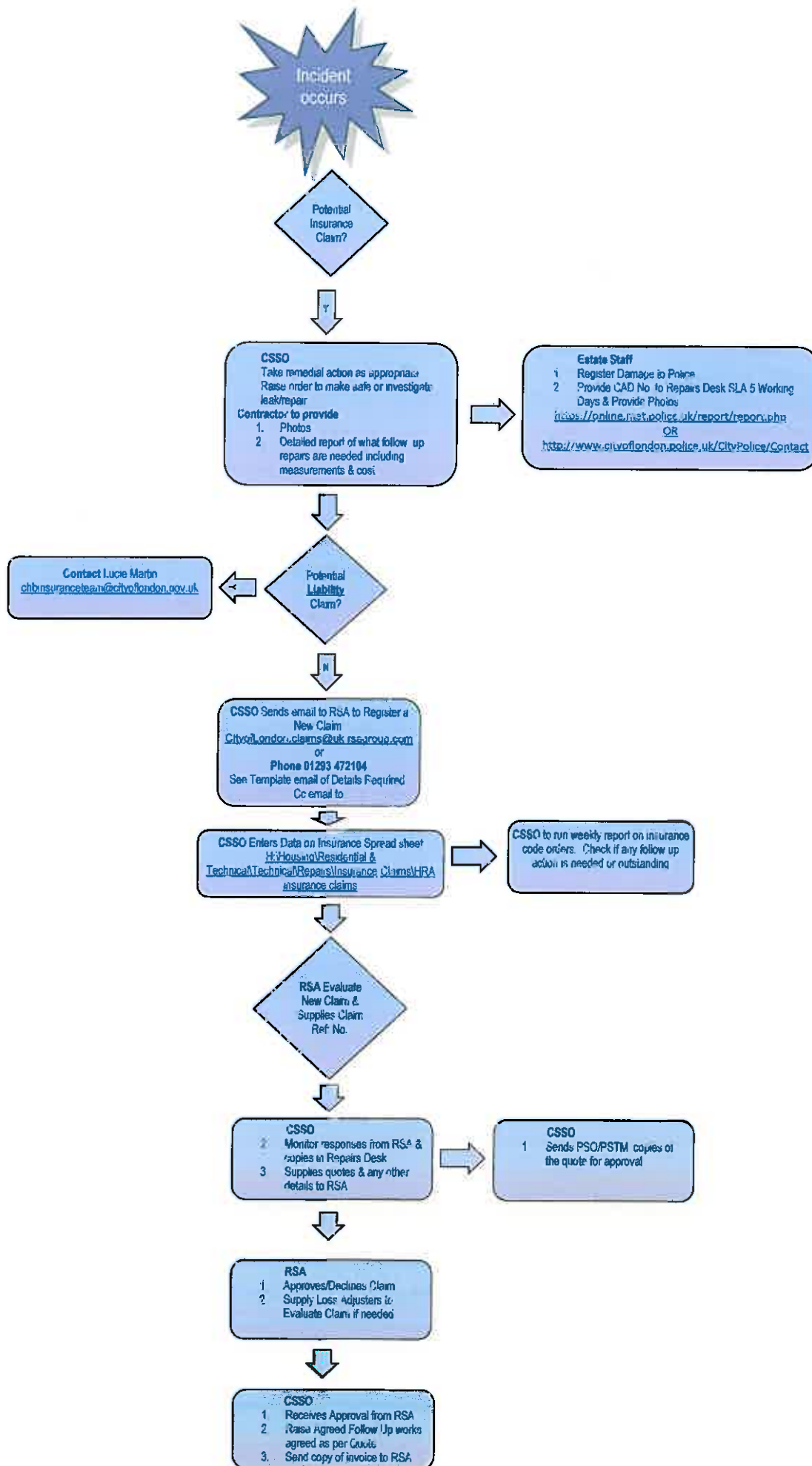
**Q. Can I obtain a copy of the landlord's buildings insurance policy wording or a summary of the cover provided.**

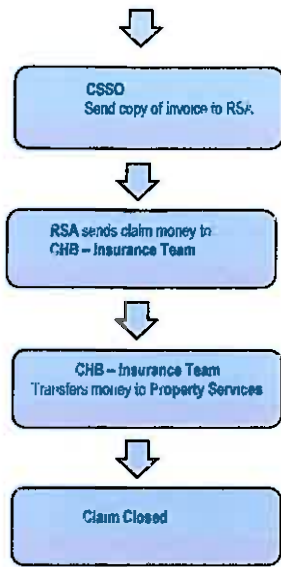
A. Yes, this is available on the website. From the home page click *Services*, then *Housing*, then *Barbican Estate*, then *Resident Information* then *Buildings Insurance*. Alternatively, you can follow this link:

<http://www.cityoflondon.gov.uk/services/housing-and-council-tax/barbican-estate/resident-information/Pages/Buildings-insurance.aspx>

**Q. I am having difficulty understanding what elements are covered by the Landlord's policy when I am trying to arrange my own insurance cover. Who should I contact to seek clarification?**

A. In the first instance, please contact your House Officer. If need be, we can pass you on to the relevant specialists within City of London's Insurance Team.





**Davinson, Helen**

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**From:** DCS - Barbicanrepairs  
**To:** CityofLondon.claims@uk.rsagroup.com  
**Cc:** DCCS - Property Services  
**Subject:** New Claim:

**Send To:** [CityofLondon.claims@uk.rsagroup.com](mailto:CityofLondon.claims@uk.rsagroup.com);  
**Cc:** [propertyservices@cityoflondon.gov.uk](mailto:propertyservices@cityoflondon.gov.uk)  
**Subject:** New Claim [Address]

<b>Site Address:</b>	
<b>Date of Loss:</b>	
<b>Area/Rooms Damaged?</b>	
<b>Tenancy Type :</b>	
<b>Photos Included Y / N:</b>	
<b>Crime No (if relevant):</b>	<b>CAD:</b>
<b>Quotes:</b>	
<b>Reported by Name:</b>	
<b>Caller's Contact:</b>	<b>Home</b> <b>Mobile Ph -</b> <b>Email -</b>
<b>Correspondence Address:</b>	
<b>Escape of Water Claims: Y / N</b>	
<b>When did you first notice the damage?</b>	
<b>Where did the leak originate?</b>	
<b>Is a third party responsible for the leak? Y / N</b>	
<b>If YES, contact details:</b>	
<b>Correspondence address</b>	
<b>Is the water still escaping?</b>	
<b>Is the property still habitable?</b>	
<b>Summary:</b>	
<b>Submitted by:</b>	
<b>RSA Claim Number:</b>	

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<b>Committee(s):</b>	<b>Date(s):</b>
Residents' Consultation Committee Barbican Residential Committee	7 September 2015 14 September 2015
<b>Subject:</b>	<b>Public</b>
2014/15 Revenue Outturn ( Excluding the Residential Service Charge Account)	
<b>Report of:</b>	<b>For Information</b>
The Chamberlain and the Director of Community and Children's Services	

### Summary

This report compares the revenue outturn for the services overseen by your Committee in 2014/15, with the final agreed budget for the year.

These accounts do not include income and expenditure in relation to dwellings service charges, which is the subject to a separate report before you today, but does include the following:-

- Landlord Services

This includes income and expenditure relating to short term lessee flats, void flats and commercial properties as well as grounds maintenance for public areas.

- Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which some 1,035 (68.6%) are currently occupied .

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,271 baggage stores.

- Trade Centre

This is a commercial area of some 117,000 square feet bounded broadly by Beech Street, Aldersgate Street, Fann Street and Bridgewater Square. Capital charges are the main item of expense, although some premises and supervision and management costs are incurred. Income comprises rent and charges for services in respect of Virgin Active, GSMD practice room, Laundrette, Vinci Parking and Creche.

1. Total net expenditure during the year was £312,000, whereas the total agreed budget was net expenditure of £818,000, representing an underspend of £506,000. Within this total was a net local risk underspend of £61,000. This is summarised in the table below:
- 2.

Summary Comparison of 2014/15 Revenue Outturn with Final Agreed Budget – Barbican Residential Committee			
	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)
	£000	£000	£000
Expenditure	2,561	2,659	98
Income	(5,025)	(5,183)	(158)
<b>Net Local Risk</b>	<b>(2,464)</b>	<b>(2,525)</b>	<b>(61)</b>
Central Risk	(47)	(211)	(164)
Recharges	3,329	3,048	(281)
Overall Totals	818	312	(506)

3. The Director of Community local risk Children’s Services proposed to carry forward £60,000 of his underspend. The carry forward related to the supply, installation and planting of large concrete ring planters. These proposals were considered by the Chamberlain in consultation with the Chairman and Deputy Chairman of the Resource Allocation Sub-Committee were agreed, they will be added to the Director’s budgets for 2015/16.

### **Recommendations**

4. It is recommended that this revenue outturn report for 2014/15 and the budgets carried forward to 2015/16 are noted.



## Main Report

### Revenue Outturn for 2014/15

5. This report compares the revenue outturn for the services overseen by your Committee in 2014/15, excluding the dwellings service charge account, which is the subject of a separate report, with the final agreed budget for the year.
6. Actual net revenue expenditure for your Committee's services during 2014/15 totalled £312,000. A summary comparison of this expenditure with the final agreed budget for the year of £818,000 is tabulated below. In the various tables, figures in brackets indicate income or in hand balances, increases in income or decreases in expenditure.

Comparison of 2014/15 Revenue Outturn with Latest Agreed Budget				
	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)	Para
	£000	£000	£000	
<u>Local Risk</u>				
Employees	1,454	1,529	75	
Repairs and Maintenance	672	668	(4)	
Other Property Related	330	313	(17)	
Supplies and Services	105	149	44	
Total Expenditure	2,561	2,659	98	
Total Income	(5,025)	(5,183)	(158)	8
<b>Net Local Risk</b>	<b>(2,464)</b>	<b>(2,525)</b>	<b>(61)</b>	
Central Risk	(47)	(211)	(164)	
Recharges	3,329	3,048	(281)	9
<b>Total</b>	<b>818</b>	<b>312</b>	<b>(506)</b>	

7. Annex A1 sets out an analysis of the £61,000 local risk underspend by service area.

Annex A2 shows the reconciliation of the original budget to the latest agreed budget.

8. The favourable variance on Income was mainly due to a number of sold bays which now attract service charges within landlord services.

9. The favourable variance on recharges relates to lower than expected capital charges and supervision and management costs.

### **Local Risk Carry Forward 2014/15**

10. Chief Officers can request underspends of up to 10% or £500,000 (whichever is the lesser) of the final agreed local risk budget to be carried forward, provided the underspending is not fortuitous and the resources are required for a planned purpose. Such requests are subject to the approval of the Chamberlain in consultation with the Chairman and Deputy Chairman of the Resource Allocation Sub Committee.

11. £60,000 of the £61,000 local risks underspend of this Committee has been agreed to be carried forward for the purpose of the supply, installation and planting of large concrete ring plants.

Dr P Kane

Chamberlain

Ade Adetosoye

Director of Community &  
Children's Services

#### **Contact:**

Chamberlain's Department – Senior Accountant (Housing)

020 7332 1078

[goshe.munir@cityoflondon.gov.uk](mailto:goshe.munir@cityoflondon.gov.uk)

Barbican Estate Office – Anne Mason, Budget and Service Charge Manager

020 7029 3912

[anne.mason@cityoflondon.gov.uk](mailto:anne.mason@cityoflondon.gov.uk)

**Barbican Residential Committee – Comparison of 2014/15 Revenue  
Outturn with Latest Agreed Budget by Service Areas**

Comparison of 2014/15 Revenue Outturn with Latest Agreed Budget				
	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)	Reasons
	£000	£000	£000	
<u>Local Risk - City Fund</u>				
Supervision and Management - General	761	763	2	
Landlords Services	(1,595)	(1,785)	(190)	
Car Parking	(233)	(156)	77	
Stores	(373)	(364)	9	
Trade Centre	(1,021)	(998)	23	
Other Non-Housing	(3)	15	18	
<b>Total Local Risk</b>	<b>(2,464)</b>	<b>(2,525)</b>	<b>(61)</b>	

**Barbican Residential Committee – Comparison of 2014/15 Original Budget  
with Latest Agreed Budget**

	<b>£'000</b>
<b>Original Budget</b>	<b>82</b>
Increase in capital charges – revaluation of flats and baggage stores	819
Increase in full year rental income estimate	(50)
Increased City Funding for Beech Gardens - replacement of soft landscaping	125
Correct the charge to the Housing Revenue Account	(160)
Other movements	2
<b>Latest Approved Budget</b>	<b>818</b>

<b>Committee(s):</b>	<b>Date(s):</b>
Residents' Consultation Committee	7 September 2015
Barbican Residential Committee	14 September 2015
<b>Subject:</b> 2014/15 Revenue Outturn for the Dwellings Service Charge Account including reconciliation between the closed accounts and the final service charge.	
<b>Report of:</b> The Chamberlain Director of Community & Children's Services	<b>Public</b> For Information

### Summary

This report provides a summary of service charge expenditure. It compares the revenue outturn (i.e. actual net costs) for the Barbican Estate's Residential service charges with the latest agreed budgets for the year ended 31st March 2015. A summary is provided in the table below :

<b>Table 1 - Summary Comparison of 2014/15 Revenue Outturn with Final Agreed Budget</b>			
	<b>Latest Agreed Budget</b>	<b>Revenue Outturn</b>	<b>Variations</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>
Expenditure	7,361	6,552	(809)
Income	(8,283)	(7,580)	703
Net Income	(922)	(1,028)	(106)
Net Recharges	922	1,028	106
<b>Overall Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>

A summary of the service charge reconciliation of the 2014/15 actuals as per the closed accounts above and the amount to be charged as a service charge is set out in the table below.

<b>Table 2 - Service Charge Reconciliation 2014/15</b>	£000
Actual Service Charge Expenditure Per Accounts	7,736
Less recharges and Barbican Estate Office adjustments.	(218)
<b>Final Service Charge Expenditure</b>	<b>7,518</b>

**Recommendations**

It is recommended that this revenue outturn report for 2014/15 and the service charge reconciliation are noted.

## **Main Report**

### **Revenue Outturn for 2014/15**

1. This report compares the revenue outturn for the dwellings service charge account overseen by your Committee in 2014/15, with the final agreed budget for the year.
2. A summary of the expenditure with the final agreed budget for the year is shown below in table 3. In the various tables, figures in brackets indicate income or in hand balances, increases in income or decreases in expenditure. Note a more detailed analysis of all service charge expenditure is attached at Appendix 2.

3. A reconciliation of the original budget to the latest approved budget is provided in Appendix 1.

<b>Actual 2013-14 £'000</b>	<b>TABLE 3 - Service Charge Account</b>	<b>Latest Approved Budget £'000</b>	<b>Actual 2014-15 £'000</b>	<b>Variiances £'000</b>	<b>Para</b>
	Expenditure				
2,087	Direct Employee Expenses	1,934	1,828	(106)	5
8	Indirect Employee Expenses	6	3	(3)	
2,095	Total Employees	1,940	1,831	(109)	
2,027	Repairs and Maintenance	2,557	2,014	(543)	4
2,137	Energy Costs	2,271	2,097	(174)	5
110	Rents	118	149	31	
13	Rates	14	15	1	
(1)	Water Services	3	2	(1)	
226	Cleaning and Domestic Supplies	233	263	30	
101	Grounds Maintenance Costs	120	116	(4)	
4,615	Total Premises Costs	5,316	4,656	(660)	
17	Equipment, Furniture & Materials	71	40	(31)	
0	Catering	1	0	(1)	
8	Clothes, Uniform & Laundry	12	10	(2)	
4	Printing & Stationery	5	1	(4)	
1	Fees and Services	2	1	(1)	
17	Communications & Computing	14	14	(0)	
47	Total Supplies and Services	105	66	(39)	
<b>6,757</b>	<b>Total Expenditure</b>	<b>7,361</b>	<b>6,552</b>	<b>(809)</b>	
(7,454)	Income	(8,283)	(7,580)	703	
<b>(697)</b>	<b>Net Income</b>	<b>(922)</b>	<b>(1,028)</b>	<b>(106)</b>	
	Recharges			0	
957	Expenditure	1,109	1,184	75	
(260)	Income	(187)	(156)	31	
697	Total Recharges	922	1,028	106	
(0)	Total Service Charge Account	0	0	0	

4. There was an underspend of £543,000 on repairs and maintenance costs. This is a demand-led service and lower costs are a reflection of reduced need for repairs, compared to the expected level. Similarly, the reduction in energy costs was due to mild weather during the winter months reflected in a 6% decrease in consumption of underfloor heating. The underspend on staffing was due to reduced expenditure on Lobby Porters. These savings resulted in a corresponding reduction in service charge income. Full details of variances and further explanations are given in the attached Appendix 2.
5. The variance in the direct employee costs is mainly due to the reduction costs for the lobby porters, costs were lower because of reduced agency costs and the appointment of several new staff on lower scale points. The energy cost variance is due to 2014/15 winter was relatively mild and has reflected in the charge.

#### **Service Charge Reconciliation 2014/15**

6. The table below sets out the service charge reconciliation of the 2014/15 Actuals as per the closed accounts and the amount charged to the lessees.

<b>Table 4 - Service Charge Reconciliation 2014/15</b>	<b>£000</b>
Actual Service Charge Expenditure Per Accounts (direct £6,552k + gross recharge £1,184k per Table 3)	7,736
Less Fees, charges and cleaning and lighting recharges.	(174)
Less Barbican Estate Office adjustments	(44)
<b>Final Service Charge Expenditure</b>	<b>7,518</b>

6. Time constraints imposed on the City Corporation to close the annual accounts do not allow adequate time for a full detailed examination of all the expenditure figures. Therefore during the following months up to September, a close examination of the figures is carried out as part of drawing up the schedule of items to be recharged to long leaseholders. This usually results in some adjustments which are noted as Barbican Estate Office adjustments in Table 4, full details are set out in Appendix 2.



• **Appendices**

Appendix 1: Reconciliation of the original budget to the latest approved budget.

Appendix 2: Relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules.

Contact: Mark Jarvis (1221)  
*Chamberlain's Department*

## **Appendix 1**

Reconciliation of Original Budget to Latest Approved Budget for Barbican Service Charge account.

	<b>£'000</b>
Original Budget	0
Increase in expected CCTV/Security costs	28
Increase in estimated repairs and maintenance costs	23
Reduction in expected employee costs – mainly car park attendant & cleaners costs	(95)
Balancing reduction in expected service charge income	44
<b>Latest Approved Budget</b>	<b>0</b>

<b>Committee</b>	<b>Dated:</b>
Barbican Residents' Consultation Committee	07092015
<b>Subject:</b> Relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules Residential Rent Review	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>

### Summary

This report seeks to clarify how the Service Charge division of service in the 2014/15 Revenue Outturn Report relates to the service charge schedules provided to long lessees.

### Recommendation

Members are asked to:

- Note the report.

### Main Report

#### Background

1. This report is presented annually to this Committee to demonstrate the relationship of the Corporate outturn report on the revenue expenditure and income for the Barbican Estate with the service charge made to residents.

#### The Outturn Report

2. The report comprises revenue expenditure and income that has been properly identified and coded to the Barbican Estate on the City of London's general ledger system (Oracle). The general ledger also records capital expenditure but this is generally not included in outturn reports to City of London Committees as such expenditure is the subject of separate control arrangements. The revenue and capital expenditure on the general ledger forms the basis for the calculation of individual long lessee service charges along with the inclusion of any subsequent adjustments as explained later in this report. However, no capital expenditure was incurred this year.

### Reconciliation Annexes

3. A number of annexes have been produced to demonstrate the linkages between the 2014/15 revenue outturn report and the service charge schedules. The important features of each annex are outlined below.

#### ANNEX 1 – Extract from the Barbican Residential Committee Revenue Outturn Report

4. Annex 1 is (Table C3) from the Service Charge Outturn report to the Barbican Residential Committee.
5. The general ledger records each expenditure and income transaction e.g. monthly salaries, bills paid, service charge invoices raised. Each transaction is coded in various ways including by activity (e.g. cleaners, hall porters, car park attendants), by type of expenditure (e.g. employees, repairs and maintenance, supplies and services), and by block or estate wide. These codings are summarised to produce the revenue outturn report to the Barbican Residential Committee and the initial service charge schedule.
6. Expenditure incurred in the financial year to 31 March relates to;
  - i) services and works for which an invoice/charge has been paid; and
  - ii) accruals for services and works provided but for which an invoice had not been paid before the year-end. Accruals are proper accounting practice and are made at the year end so that the accounts correctly reflect the expenditure and income for the year rather than just the payments and receipts.

#### ANNEXES 2 and 3 – General Ledger Service Charge Revenue Account in More Detail

7. Annex 2 expands each of the headings in Annex 1 (the staff groups under employees, the types of repairs and maintenance etc.) whilst Annex 3 converts the same information, through use of the cross reference key, to the headings used in the service charge schedules provided to long lessees (electricity, lift maintenance, resident engineers etc).

#### ANNEX 4 – Comparison of the General Ledger and Final Service Charge Schedule.

8. Annex 4 indicates the adjustments made by the Estate Office to the general ledger costs in order to produce the final service charge schedule. These adjustments are typically due to the fact that more accurate information relating to expenditure items is available at the time individual service charges are being prepared after the financial year end.

9. A total of £7,517,939.50 revenue expenditure was included on service charge schedules which, due to adjustments made by the BEO is £44,288.62 lower than the expenditure on the general ledger. The main reasons for this decrease are explained in paragraphs 11 and 12.

#### ANNEX 5 – Adjustments to General Ledger Expenditure by Barbican Estate Office.

10. The reasons for each of the adjustments are explained in this annex. As indicated above, the adjustments mainly result from a further examination of entries after the closure of the general ledger. The City Fund accounts must be approved by the City of London in accordance with statutory deadlines and, therefore, the general ledger is closed several weeks before the final service charge invoices are prepared for the September quarter day. Without such timing constraints it would be possible to alter the general ledger to exactly reflect the final service charges.
11. The various adjustments are mainly due to miscoding and adjustments to accruals. These include the reversal of an adjustment made in 2013/14 of £19,100.73 for lift maintenance and of £29,998 made for concrete works. Adjustments have also been made in respect of items which should not have been charged until 2015/16 these are rent for the resident engineers' flats, £28,687.50 and pest control £8,857.08.
12. Other adjustments include a reduction of £56,447.63 in the supervision and management charge which is in respect of re-allocation central recharges and a miscoding of staff time. The adjustment of £8,176.55 for technical services is in respect of the allocation of the repairs call centre costs. The £21,982.41 adjustment for car park attendants is to reflect the one third/ two third split of salary and associated costs between the car park account and the service charge account.

#### ANNEX 6 – Attribution of the 2014/15 Service Costs Across Blocks

13. This annex shows for each expenditure heading on the service charge schedule, the amount attributed to each block together with the main basis of attribution. The accompanying commentary provides more detail on the basis of attribution and the annex also includes a list of the estate wide and terrace block percentages and a comparison between the actual service charges for 2013/14 with the 2014/15 actual charges and the estimates for 2014/15.
14. The comparison with the 2013/14 actuals shows a marked variation for several service heads.
15. The decrease in resident engineers' costs reflects the allocation of staff time. More time was spent on projects and non-service charge areas of the estate than previously.
16. The expenditure on furniture and fittings is for carpet replacements in tower and some terrace blocks also in this year there was expenditure on art and lighting in

a tower lobby. The carpet replacement programme and other refurbishment work is agreed each year with housegroups and expenditure can vary considerably from year to year.

17. Expenditure on cleaning equipment increased in comparison with 2013/14 expenditure includes parts and replacements of small appliances such as vacuum cleaners and carpet cleaners. Expenditure on additional refuse cleaning is optional service and is demand led by housegroups.
18. Expenditure on gardening is higher due to purchase of bulbs, plants and access and safety equipment.
19. The decrease in lobby porters' costs is due to a reduction in expenditure on temporary staff. Several new staff were appointed during the year and the appointments would be on lower scale points than for retiring staff.
20. Most of the general maintenance expenditure is demand led and varies from year to year. The overall expenditure under these headings did not vary significantly from the previous year. However, there was a significant increase in exterior repairs which was mainly due to works to remedy water ingress, particularly in Andrewes House and Ben Jonson House.
21. The increase in garchey costs is mainly due to an increase in the purchase of parts and drainage clearances.
22. The House Officer, Supervision and Management recharge and Technical recharge are mainly based on timesheet information and reflects the time being spent on service charge issues.
23. Expenditure on the redecoration projects reflects the cost of the works, staff time spent on the project and consultant's fees. The programme of works can vary considerably from year to year. The programme for 2014/15 was more extensive than that for the previous year, although work for two blocks has been carried forward to 2015/16.
24. The reduced expenditure on safety and security reflects lower expenditure on asbestos removal and the majority of the expenditure was for eyebolt testing and replacement and asbestos testing.
25. Expenditure on water supply works was lower than usual. The water testing and associated remedial works to water tanks was put out to tender as a long term agreement in the latter part of the year.

#### ANNEX 7 Attribution to a Typical Flat

26. The information in Annex 6 for Andrewes House is analysed further to give the costs for a typical flat.

**Conclusion**

27. Overall the estate service charge for the annually recurring items (items 1-24 and 32) has increased by 2.02%.
28. The Actual Service Charge schedules and an explanatory letter of the various items included on the schedule will be sent to residents by early September.

**Appendix - Reconciliation Annexes**

Contact Officer: Anne Mason  
Telephone Number: 020 7029 3912  
Email [barbican.estate@corpoflondon.gov.uk](mailto:barbican.estate@corpoflondon.gov.uk)

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Actual 2013/14 £'000	TABLE 3 - Service Charge Account	Latest Approved Budget £'000	Actual 2014- 15 £'000	Variances £'000
	Local Risk Expenditure			
2,087	Direct Employee Expenses	1,934	1,828	(106)
8	Indirect Employee Expenses	6	3	(3)
2,095	Total Employees	1,940	1,831	(109)
2,027	Repairs and Maintenance	2,557	2,014	(543)
2,137	Energy Costs	2,271	2,097	(174)
110	Rents	118	149	31
13	Rates	14	15	1
(1)	Water Services	3	2	(1)
226	Cleaning and Domestic Supplies	233	263	30
101	Grounds Maintenance Costs	120	116	(4)
4,615	Total Premises Costs	5,316	4,656	(660)
17	Equipment, Furniture & Materials	71	40	(31)
0	Catering	1	0	(1)
8	Clothes, Uniform & Laundry	12	10	(2)
4	Printing & Stationery	5	0	(4)
1	Fees and Services	2	1	(1)
17	Communications & Computing	14	14	0
47	Total Supplies and Services	105	66	(39)
6,757	Total Expenditure	7,361	6,552	(809)
(7,454)	Income	(8,283)	(7,580)	703
(697)	Net Income	(922)	(1,028)	(106)
	Recharges			
957	Expenditure	1,109	1,184	75
(260)	Income	(187)	(156)	31
697	Total Recharges	922	1,028	106
(0)	Total Service Charge Account	0	0	0

## GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - OUTTURN REPORT ORDER

<b>Local Risk</b>		<b>CBIS Actual ANNEX 3</b>	<b>CBIS Actual ANNEX 1</b>
		<b>£</b>	<b>£</b>
<b>Employees</b>			
22	House Officer	-7,075.64	
3	Additional Pension (Resident Housekeeper)	240.78	
9	Estate Cleaners	847,339.12	
12	Car Park Attendants (one third)	402,612.08	
13	Hall Porters	473,995.03	
9	Recruitment expenses	78.00	
4 9 22	Training Expenses	1,609.00	
14	Medical/Counselling expenses	21.00	
9	Retirement provision	1,038.00	
14	Garchey Operatives	<u>110,766.87</u>	
			<b>1,830,624.24</b>
			<b>1,830,624.24</b>
<b>Premises Related Expenditure</b>			
<b>Repairs and Maintenance</b>			
2	Lifts General Maintenance	9,841.51	
2	Lifts Contract Servicing	277,100.05	
14	Garchey Repairs	79,835.72	
9	Cleaners	815.04	
16	General Maintenance Estate Wide	53,633.37	
17 29	Electrical Repairs Common Parts	110,341.42	
18	Electrical Repairs Exterior	3,384.36	
5 19 30	General Repairs Common Parts	102,596.46	
20 28 31	General Repairs Exterior	880,261.48	
20 25	Redecoration Programmes	393,852.97	
26	Special Works - Safety/Security	50,920.10	
19 27	Water Supply Works	7,002.68	
20 28	Concrete works	-5,804.72	
30	Refurbishment works	43,790.00	
17	Emergency Lighting	-28.00	
	<b>Total</b>		<b>2,007,542.44</b>
25 27 N/C	<b>Supplementary Revenue Projects</b>		
	<b>SRP - Contingency</b>	<u>6,001.00</u>	<b>6,001.00</b>
<b>Energy Costs</b>			
1	Electricity (Common Parts and Lifts)	396,391.27	
4	Electricity Resident Engineers	295.94	
9	Electricity Cleaners	715.81	
14	Electricity Garchey	5,783.59	
32	Electricity heating	1,677,666.03	
9 32	Gas Heating	15,918.50	
9	Carbon reduction credits	<u>143.94</u>	
	<b>Total</b>		<b>2,096,915.08</b>
<b>Rents</b>			
9	Cleaners	6,007.17	
4	Resident Engineers	<u>143,437.50</u>	
	<b>Total</b>		<b>149,444.67</b>
<b>Rates/Council tax</b>			
9	Cleaners	6,233.30	
4	Resident Engineers	<u>8,433.94</u>	
	<b>Total</b>		<b>14,667.24</b>
<b>Water</b>			
9	Cleaners	181.42	
14	Garchey	454.43	
4	Resident Engineers	<u>1,292.76</u>	
	<b>Total</b>		<b>1,928.61</b>
<b>Cleaning and Domestic Supplies</b>			
6 26	Window Cleaning	202,093.56	
9 12 26	Cleaning	6,751.00	
12 13	Hygiene services	2,781.48	
7 12 13	Cleaning Materials	31,163.06	
15	Pest Control	<u>20,278.05</u>	
	<b>Total</b>		<b>263,067.15</b>
<b>Garden Maintenance</b>			
11	Grounds maintenance costs	<u>115,513.10</u>	
			<b>115,513.10</b>
<b>Total Premises Related Expenses</b>			<b><u>4,655,079.29</u></b>

	<b>Travel expenses</b>		
12	Staff travelling expenses	<u>295.20</u>	295.20
	<b>Total Transport Related Expenses</b>		<u><b>295.20</b></u>
	<b>Supplies and Services</b>		
	<b>Equipment Furniture and Materials</b>		
5 14	Furniture and Fittings	26,727.82	
4 8 9 11 13 26	Equipment	12,251.13	
16 17 19 23	Materials	<u>682.54</u>	
	<b>Total</b>		39,661.49
	<b>Clothing Uniforms and Laundry</b>		
4 9 12 13 14	Resident engineers/Estate Cleaners/Hall Porters/Car Park Attendants/Garchey	<u>10,452.13</u>	
	<b>Total</b>		10,452.13
2 9 12 13 14 17 23 26	<b>Communications &amp; Computing</b>	<u>13,745.38</u>	13,745.38
23	<b>Expenses - Subsistence and Hospitality</b>	<u>445.59</u>	445.59
23	<b>Printing and stationery</b>	<u>662.52</u>	662.52
25	<b>Professional fees</b>	-34.63	
16	<b>Legal fees</b>	800.00	
12	<b>Medical fees</b>	<u>21.00</u>	
			786.37
	<b>Total Supplies and Services</b>		<b>65,753.48</b>
	<b>TOTAL DIRECT COSTS</b>		<b>6,551,752.21</b>
	<b>Recharges</b>		
N/C	Contributions to funds	(32,027.54)	
2	Lift Insurance	23,061.69	
14	Premises insurance	<u>2,602.93</u>	
	<b>Total Insurance</b>		(6,362.92)
9 12 13 22 23	Supervision and Management - Estate Wide	<u>789,394.95</u>	789,394.95
2, 4, 21, 25, 26, 27, 28, 33	Community Services Technical Division	<u>401,135.08</u>	401,135.08
	Total recharges		<b>1,184,167.11</b>
	Total expenditure		7,735,919.32
	<b>Income</b>		
	<b>Fees and Charges</b>		
23	Charges for Services (solicitor's enquiries)	(13,024.89)	
N/C	Other charges	<u>(1,831.57)</u>	
	<b>Total</b>		(14,856.46)
	<b>Service Charges</b>	(7,562,228.12)	
N/C	Transfer from reserve	<u>(2,500.00)</u>	
			(7,564,728.12)
	<b>Total Income</b>		<u><b>(7,579,584.58)</b></u>
	<b>RECHARGES</b>		
	<b>Recharges within fund</b>		
N/C	Supervision and management	(8,015.24)	
9	Estate Cleaners - Recharge to Car Parks /Stores/Landlord	(121,235.08)	
1	Electricity - Recharge to Car Parks	<u>(27,084.42)</u>	
			<u>(156,334.74)</u>
	<b>Total income</b>		<b>(7,735,919.32)</b>
	<b>TOTAL NET REVENUE EXPENDITURE</b>		<u><u>0.00</u></u>

## GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference  
Key to  
ANNEXES 2 & 4

2014/15

**Final CBIS  
Actual  
ANNEX 4  
£**

	£	£
<b>Electricity</b>		
1	Energy Costs - Electricity Common Parts and Lifts	396,391.27
1	Recharges to/from other divisions - Electricity Recharge to Car Parks	(27,084.42)
		<u>369,306.85</u>
<b>Lift Maintenance</b>		
2	Technical Division - Resident Engineers	2,239.11
2	Repairs & Maintenance - Lifts General Maintenance	9,841.51
2	Repairs & Maintenance - Lifts Contract Servicing	277,100.05
2	Communications and Computing	11,012.45
2	Central Recharges - Lift Insurance	23,061.69
		<u>323,254.81</u>
3	Employees - Resident Housekeeper - Additional Pension	240.78
		<u>240.78</u>
<b>Resident Engineers</b>		
4	Technical Division - Resident Engineers	204,541.28
4	Electricity	295.94
4	Rents - Resident Engineers	143,437.50
4	Rates - Resident Engineers Council Tax	8,433.94
4	Training	600.00
4	Uniforms	145.20
4	Equipment	106.50
4	Water - Residents Engineers Water Rates	1,292.76
		<u>358,853.12</u>
<b>Equipment Furniture and Materials - Furniture and Fittings</b>		
5	Furniture and fittings	26,531.47
5	General repairs common parts	4,220.76
		<u>30,752.23</u>
6	Cleaning and Domestic Supplies - Window Cleaning	192,625.26
		<u>192,625.26</u>
7	Cleaning and Domestic Supplies - Cleaning Materials	30,656.92
		<u>30,656.92</u>
<b>Equipment Furniture and Materials - Cleaning Equipment</b>		
8	Equipment Furniture and Materials - Cleaning Equipment	6,135.29
		<u>6,135.29</u>
<b>Cleaners</b>		
9	Employees - Estate Cleaners	847,339.12
9	Supervision & Management on costs	56,675.79
9	Clothing Uniforms and Laundry - Estate Cleaners	7,482.09
9	Rates for mess room	6,233.30
9	Rent for mess room	6,007.17
9	Equipment	130.30
9	Repairs	815.04
9	Training	769.00
9	Water rates	181.42
9	Electricity	715.81
9	Gas	313.43
9	Carbon reduction credits	143.94
9	Recruitment	78.00
9	Retirement provision	1,038.00
9	Cleaning	5,286.26
9	Communications and computing	744.36
9	Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc	(121,235.08)
9	Additional weekend cleaning	(18,463.58)
		<u>794,254.37</u>
10	<b>Additional Refuse Collection</b>	<u>18,463.58</u>

			18,463.58
	<b>Garden Maintenance</b>		
11	Repairs & Maintenance - Garden Maintenance	115,513.10	
11	Equipment	<u>489.55</u>	116,002.65
	<b>Car Park Attendants</b>		
12	Employees - Car Park Attendants (one third)	402,612.08	
12	Travelling expenses - CPA	295.20	
12	Hygiene services	1,860.24	
12	Medical Fees	21.00	
12	Cleaning materials	253.07	
12	communications and computing	132.00	
12	Cleaning	484.74	
12	Supervision & Management on costs	30,693.24	
12	Uniforms	<u>866.74</u>	437,218.31
	<b>Hall Porters</b>		
13	Employees - Hall Porters	473,995.03	
13	Uniforms	1,852.84	
13	Equipment	4,259.87	
13	Supervision & Management on costs	7,072.49	
13	Cleaning materials	253.07	
13	Communications and Computing	405.12	
13	Hygiene services	<u>921.24</u>	488,759.66
	<b>Garchey Maintenance</b>		
14	Employees - Garchey Operatives	110,766.87	
14	Repairs & Maintenance - Garchey Repairs	79,835.72	
14	Energy Costs	5,783.59	
14	Water rates	454.43	
14	Communications and computing	16.11	
14	Furniture and fittings	196.35	
14	Medical expenses	21.00	
14	Uniforms	105.26	
14	Central Recharges - Premises Insurance	<u>2,602.93</u>	199,782.26
	<b>Pest Control</b>		
15	Cleaning and Domestic Supplies - Pest Control	<u>20,278.05</u>	20,278.05
	<b>General Maintenance (Estate wide)</b>		
16	Repairs & Maintenance - General Maintenance	53,633.37	
16	Materials	88.80	
16	Legal Fees	800.00	54,522.17
	<b>Electrical Repairs Common Parts</b>		
17	Repairs & Maintenance - Electrical Repairs Common Parts	68,356.42	
17	Emergency lighting	-28.00	
17	Communications and computing	828.00	
17	Materials	48.00	69,204.42
	<b>Electrical Repairs Exterior</b>		
18	Repairs & Maintenance - Electrical Repairs Exterior	3,384.36	3,384.36
	<b>General Repairs Common Parts</b>		
19	Repairs & Maintenance - General Repairs Common Parts	95,975.70	
19	Materials	445.10	
19	Water supply works	5,500.00	101,920.80
	<b>General Repairs Exterior</b>		
20	Repairs & Maintenance - General Repairs Exterior	867,624.63	
20	Repairs & Maintenance - Redecoration Contracts	-770.63	

20	Repairs and Maintenance Concrete works	-54.46	866,799.54
21	<b>Technical Services Division</b>	170,544.14	170,544.14
	<b>House Officer</b>		
22	Employees	-7,075.64	
22	Supervision & Management on costs	227,342.00	
22	Training	240.00	220,506.36
23	<b>Supervision and Management Estate Wide</b>		
23	Supervision and Management Estate Wide	467,611.43	
23	Fees and Charges - Charges for Services (solicitor's enquiries )	(13,024.89)	
23	Printing and stationery	662.52	
23	Estate wide salary costs		
23	Materials	100.64	
23	Expenses - Subsistence and Hospitality	445.59	
23	Communications and computing	407.34	456,202.63
24	<b>Supervision and Management Blocks</b>		0.00
	<b>Redecorations Programmes</b>		
25	Repairs & Maintenance - Redecoration Contracts	394,623.60	
25	Professional fees	(34.63)	
25	SRP - Contingency	1,101.00	
25	Reallocation of Technical Division Projects Costs	9,244.87	404,934.84
	<b>Safety/Security - Repairs and Maintenance</b>		
26	Repairs and Maintenance - Safety/Security	50,920.10	
26	Communications and computing	200.00	
26	Window cleaning	9,468.30	
26	Equipment	1,129.62	
26	Cleaning	980.00	
26	Reallocation of Technical Division Projects Costs	3,910.55	66,608.57
	<b>Water Supply</b>		
27	Repairs and Maintenance - Special Works - Water testing and treatment of communal	1,502.68	
27	SRP - Contingency	2,400.00	
27	Reallocation of Technical Division Projects Costs	2,254.53	6,157.21
	<b>Concrete Works</b>		
28	Concrete works	(5,750.26)	
28	Repairs & Maintenance - General Repairs Exterior	(7,514.16)	
28	Reallocation of Technical Division Projects Costs	5,749.05	(7,515.37)
	<b>Emergency lighting</b>		
29	Repairs and Maintenance - emergency lighting	<u>41,985.00</u>	41,985.00
	<b>Lobby Refurbishment Works</b>		
30	Lobby refurbishment works	43,790.00	
30	General repairs common parts	2,400.00	46,190.00
	<b>Digital TV network</b>		
31	Repairs & Maintenance - General Repairs Exterior	20,151.01	
31	Reallocation of Technical Division Projects Costs	<u>2,651.55</u>	22,802.56
	<b>Heating</b>		
32	Energy Costs - Electricity	1,677,666.03	
32	Energy costs - gas	<u>15,605.07</u>	1,693,271.10
N/C	Contribution to funds	(32,027.54)	

N/C	SRP - Contingency	2,500.00	
N/C	Supervision and management	(8,015.24)	
N/C	Other charges	(1,831.57)	
N/C	Transfer from reserve	(2,500.00)	
		<hr/>	(41,874.35)
	<b>TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER</b>		<hr/> 7,562,228.12
	<b>Service Charges Long Lessees</b>	(7,562,228.12)	
	<b>Service Charges Short Term Tenants</b>		
	<b>TOTAL NET REVENUE EXPENDITURE</b>		<hr/> <hr/> 0.00

<u>Narration</u>	<u>Cross-Reference</u>	<u>CBIS Actual</u>	<u>BEO Adjustment</u>	<u>Service Charge Schedule</u>
		£	£	£
Electricity (Common Parts and Lifts)	1	369,306.85	0.00	369,306.85
Lift Maintenance	2	323,254.81	(15,017.77)	308,237.04
Resident Housekeepers (Additional Pension)	3	240.78	0.00	240.78
Resident Engineers	4	358,853.12	(28,687.50)	330,165.62
Furniture & Fittings	5	30,752.23	0.00	30,752.23
Window Cleaning	6	192,625.26	(9,035.72)	183,589.54
Cleaning Materials including refuse sacks	7	30,656.92	0.00	30,656.92
Cleaning Equipment	8	6,135.29	0.00	6,135.29
Estate Cleaners	9	794,254.37	(1,524.42)	792,729.95
Additional Refuse Collection	10	18,463.58	0.00	18,463.58
Garden Maintenance	11	116,002.65	0.00	116,002.65
Car Park Attendants	12	437,218.31	18,689.85	455,908.16
Hall Porters	13	488,759.66	0.00	488,759.66
Garchey Maintenance	14	199,782.26	(1,781.14)	198,001.12
Pest Control	15	20,278.05	(8,857.08)	11,420.97
General Maintenance (Estate)	16	54,522.17	0.00	54,522.17
Electrical Repairs (Common Parts)	17	69,204.42	0.00	69,204.42
Electrical Repairs (Exterior)	18	3,384.36	0.00	3,384.36
General Repairs (Common Parts)	19	101,920.80	0.00	101,920.80
General Repairs (Exterior)	20	866,799.54	(3,111.19)	863,688.35
Technical Services	21	170,544.14	(8,176.55)	162,367.59
House Officer	22	220,506.36	0.00	220,506.36
Estate-Wide proportion of Supervision & Management costs	23	456,202.63	(56,447.63)	399,755.00
Directly attributed Supervision & Management costs	24	0.00	0.00	
Redecorations	25	404,934.84	0.00	404,934.84
Safety/Security	26	66,608.57	(97.50)	66,511.07
Water Supply Works	27	6,157.21	0.00	6,157.21
Concrete Works	28	-7,515.37	29,998.00	22,482.63
Emergency lighting	29	41,985.00	0.00	41,985.00
Refurbishment works	30	46,190.00	0.00	46,190.00
Digital TV network	31	22,802.56	0.00	22,802.56
Heating	32	1,693,271.10	(2,114.33)	1,691,156.77
Other charges	N/C	(41,874.35)	41,874.35	0.00
<b>TOTAL</b>		<b>7,562,228.12</b>	<b>(44,288.62)</b>	<b>7,517,939.50</b>



## ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Reference	Item	£	Reasons for Adjustments
2	Lift Maintenance	(212.79) (19,100.73) 4,295.75 <u>(15,017.77)</u>	Reallocation to Landlords for non service charge account lifts Reversal of adjustment re non receipted invoices in 13/14 Reallocation in respect of Frobisher Crescent lift contracts
4	Resident engineers	<u>(28,687.50)</u> (28,687.50)	Adjustment in respect of rent paid in advance
6	Window Cleaning	285.13 <u>(9,320.85)</u> (9,035.72)	Reversal of manual adjustment in 13/14 re sold 999 year lease Miscoded - works should be charged to landlord
9	Cleaners	<u>(1,524.42)</u> (1,524.42)	Reallocation to landlords account
12	Car Park Attendants	21,982.41  (132.00) (972.00) <u>(2,188.56)</u> 18,689.85	Adjustment in respect of apportionment of salaries between car park account and service charge account Miscoded - should be for Housing Miscoded - should be for Landlords Adjustment in respect of apportionment of charges between car park account and service charge account
14	Garchey Maintenance	(1,781.14)	Reallocated to non residential users
15	Pest Control	(8,857.08)	Incorrectly receipted invoices
20	General Repairs Exterior	(1,105.76) <u>(2,005.43)</u> (3,111.19)	Reallocated to LL Miscoded to Service charge
21	Technical costs	<u>(8,176.55)</u> (8,176.55)	Adjustment in respect of reallocation of technical costs
23	Supervision and Management Estate wide costs	<u>(56,447.63)</u> (56,447.63)	Adjustment in respect of reallocation of S and M costs
26	Safety and security	(97.50)	Miscoded to safety equipment service charge
28	Concrete works	<u>29,998.00</u> 29,998.00	Reversal of over receipting 2013/14
32	Heating	<u>(2,114.33)</u> (2,114.33)	Reallocated for non service charge account properties
N/C	Other charges	41,874.35	Miscoded to SCA
	Total BEO Adjustment	<u><u>(44,288.62)</u></u>	

**ACTUAL COST OF SERVICES 1.4.14- 31.3.15 (LONG LESSEES)**

	ITEM	AMOUNT TO APPORTION	ANDREWES HOUSE	BEN JONSON HOUSE	BRANDON MEWS	BRETON HOUSE	
1	Electricity (Common Parts and Lifts)	Actual	369,307	29,603	34,163	50	17,397
2	Lift Maintenance	Actual	308,237	38,756	14,310	0	10,587
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	17	21	3	7
4	Resident Engineers	E. wide lease %	330,166	23,565	28,959	3,660	9,985
5	Furniture & Fittings	Actual	30,752	0	0	0	0
6	Window Cleaning	Contract base	183,590	14,899	18,431	3,072	6,604
7	Cleaning Materials including refuse sacks	No of cleaners	30,657	3,461	2,908	235	1,450
8	Cleaning Equipment	No of cleaners	6,135	693	582	47	290
9	Estate Cleaners	No. cleaners	792,730	89,496	75,205	6,081	37,501
10	Additional Refuse Collection	No. cleaners	18,464	0	0	0	0
11	Garden Maintenance	E. wide lease %	116,003	8,279	10,174	1,286	3,508
12	Car Park Attendants	Terrace lease %	455,908	46,981	57,773	7,326	19,941
13	Hall Porters	Towers one third each plus individual costs	488,760	0	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	198,001	14,528	17,973	2,271	6,198
15	Pest Control	E. wide lease % plus individual block costs	11,421	803	986	125	390
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54,522	3,891	4,782	604	1,649
17	Electrical Repairs (Common Parts) (N1041111)	Actual	69,204	6,465	3,725	155	3,563
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,384	0	0	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	101,921	13,254	6,037	1,041	3,396
20	General Repairs (Exterior) (N1061113)	Actual	863,688	75,822	219,095	810	27,294
22	House Officer	E. wide lease %	220,506	15,738	19,340	2,444	6,668
	<b>Sub-total of apportioned services</b>		<b>4,653,597</b>	<b>386,252</b>	<b>514,465</b>	<b>29,210</b>	<b>156,429</b>
21	S & M Technical	Actual Time and No of repairs orders	162,368	15,079	20,817	1,317	6,756
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	399,755	33,180	44,194	2,509	13,438
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0
25	Redecorations	Actual	404,935	0	325,517	0	76,005
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	66,511	5,116	3,577	2,117	5,193
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	6,157	537	731	169	288
28	Concrete works	Actual	22,483	1,214	1,390	176	9,934
29	Emergency Lighting	Actual	41,985	13,995	0	0	0
30	Refurbishment works	Actual	46,190	0	0	0	0
31	Digital TV network	Actual	22,803	2,049	2,309	281	1,155
32	Heating - Electricity/Gas	Actual	1,691,157	145,766	157,008	23,296	42,406
	<b>Total Services &amp; Heating</b>		<b>7,517,940</b>	<b>603,188</b>	<b>1,070,009</b>	<b>59,075</b>	<b>311,605</b>

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.14- 31.3.15 (LONG LESSEES)							
	ITEM		AMOUNT TO APPORTION	BRYER COURT	BUNYAN COURT	CROMWELL TOWER	DEFOE HOUSE
1	Electricity (Common Parts and Lifts)	Actual	<b>369,307</b>	11,750	10,957	33,925	30,504
2	Lift Maintenance	Actual	<b>308,237</b>	7,172	3,931	21,993	39,421
3	Resident Housekeepers (Additional Pension)	E. wide lease %	<b>241</b>	3	7	24	17
4	Resident Engineers	E. wide lease %	<b>330,166</b>	4,238	9,920	32,297	23,019
5	Furniture & Fittings	Actual	<b>30,752</b>	0	0	18,299	0
6	Window Cleaning	Contract base	<b>183,590</b>	5,951	7,756	15,097	12,365
7	Cleaning Materials including refuse sacks	No of cleaners	<b>30,657</b>	706	745	1,450	2,908
8	Cleaning Equipment	No of cleaners	<b>6,135</b>	141	149	290	582
9	Estate Cleaners	No. cleaners	<b>792,730</b>	18,244	19,257	37,501	75,205
10	Additional Refuse Collection	No. cleaners	<b>18,464</b>	0	300	5,894	0
11	Garden Maintenance	E. wide lease %	<b>116,003</b>	1,489	3,485	11,348	8,088
12	Car Park Attendants	Terrace lease %	<b>455,908</b>	8,439	19,782	0	45,878
13	Hall Porters	Towers one third each plus individual costs	<b>488,760</b>	0	0	163,037	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	<b>198,001</b>	2,630	6,156	20,044	14,286
15	Pest Control	E. wide lease % plus individual block costs	<b>11,421</b>	144	338	1,100	784
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	<b>54,522</b>	700	1,638	5,333	3,801
17	Electrical Repairs (Common Parts) (N1041111)	Actual	<b>69,204</b>	1,149	1,418	3,877	9,314
18	Electrical Repairs (Exterior) (N1061111)	Actual	<b>3,384</b>	29	794	167	0
19	General Repairs (Common Parts) (N1041113)	Actual	<b>101,921</b>	1,837	2,781	10,466	7,161
20	General Repairs (Exterior) (N1061113)	Actual	<b>863,688</b>	6,972	45,192	51,816	58,280
22	House Officer	E. wide lease %	<b>220,506</b>	2,830	6,625	21,570	15,374
	<b>Sub-total of apportioned services</b>		<b>4,653,597</b>	<b>74,424</b>	<b>141,233</b>	<b>455,530</b>	<b>346,987</b>
21	S & M Technical	Actual Time and No of repairs orders	<b>162,368</b>	2,895	7,257	11,651	13,627
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	<b>399,755</b>	6,393	12,132	39,131	29,807
24	Directly attributed Supervision & Management costs	Actual Time	<b>0</b>	0	0	0	0
25	Redecorations	Actual	<b>404,935</b>	642	1,068	496	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	<b>66,511</b>	836	8,295	11,148	456
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	<b>6,157</b>	85	250	303	566
28	Concrete works	Actual	<b>22,483</b>	286	442	-6,778	1,162
29	Emergency Lighting	Actual	<b>41,985</b>	0	0	0	13,995
30	Refurbishment works	Actual	<b>46,190</b>	0	0	0	0
31	Digital TV network	Actual	<b>22,803</b>	576	748	1,334	1,909
32	Heating - Electricity/Gas	Actual	<b>1,691,157</b>	25,956	42,811	148,009	152,436
	<b>Total Services &amp; Heating</b>		<b>7,517,940</b>	<b>112,094</b>	<b>214,236</b>	<b>660,824</b>	<b>560,946</b>

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

**ACTUAL COST OF SERVICES 1.4.14- 31.3.15 (LONG LESSEES)**

	ITEM		AMOUNT TO APPORTION	FROBISHER CRESCENT	GILBERT HOUSE	J.TRUNDLE COURT	L.JONES MEWS
1	Electricity (Common Parts and Lifts)	Actual	369,307	4,988	13,022	21,921	269
2	Lift Maintenance	Actual	308,237	4,296	9,912	14,062	0
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	8	10	9	1
4	Resident Engineers	E. wide lease %	330,166	10,819	13,709	12,136	1,894
5	Furniture & Fittings	Actual	30,752	0	0	0	0
6	Window Cleaning	Contract base	183,590	11,362	4,915	6,681	1,075
7	Cleaning Materials including refuse sacks	No of cleaners	30,657	588	1,293	1,450	118
8	Cleaning Equipment	No of cleaners	6,135	118	259	290	24
9	Estate Cleaners	No. cleaners	792,730	15,203	33,447	37,501	3,041
10	Additional Refuse Collection	No. cleaners	18,464	2,946	0	0	0
11	Garden Maintenance	E. wide lease %	116,003	3,801	4,817	4,264	666
12	Car Park Attendants	Terrace lease %	455,908	21,701	27,368	24,181	3,752
13	Hall Porters	Towers one third each plus individual costs	488,760	0	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	198,001	0	8,509	7,532	1,175
15	Pest Control	E. wide lease % plus individual block costs	11,421	369	467	463	65
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54,522	1,787	2,264	2,004	313
17	Electrical Repairs (Common Parts) (N1041111)	Actual	69,204	4,242	2,744	3,041	120
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,384	260	322	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	101,921	629	3,988	3,788	0
20	General Repairs (Exterior) (N1061113)	Actual	863,688	9,637	26,577	19,300	3,053
22	House Officer	E. wide lease %	220,506	7,226	9,156	8,105	1,265
	<b>Sub-total of apportioned services</b>		<b>4,653,597</b>	<b>99,979</b>	<b>162,777</b>	<b>166,728</b>	<b>16,829</b>
21	S & M Technical	Actual Time and No of repairs orders	162,368	3,947	6,882	6,165	973
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	399,755	8,588	13,983	14,322	1,446
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0
25	Redecorations	Actual	404,935	496	0	900	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	66,511	2,952	272	1,090	38
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	6,157	65	288	373	72
28	Concrete works	Actual	22,483	497	631	733	74
29	Emergency Lighting	Actual	41,985	0	0	0	0
30	Refurbishment works	Actual	46,190	0	0	0	0
31	Digital TV network	Actual	22,803	766	962	1,192	93
32	Heating - Electricity/Gas	Actual	1,691,157	14,233	69,644	64,336	14,862
	<b>Total Services &amp; Heating</b>		<b>7,517,940</b>	<b>131,522</b>	<b>255,439</b>	<b>255,841</b>	<b>34,387</b>

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

**ACTUAL COST OF SERVICES 1.4.14- 31.3.15 (LONG LESSEES)**

	ITEM	AMOUNT TO APPORTION	LAUDERDALE TOWER	MILTON COURT	MOUNTJOY HOUSE	SEDDON HOUSE
1	Electricity (Common Parts and Lifts)	Actual	32,443	0	9,653	10,370
2	Lift Maintenance	Actual	22,481	0	6,647	9,872
3	Resident Housekeepers (Additional Pension)	E. wide lease %	25	0	8	9
4	Resident Engineers	E. wide lease %	330,166	0	10,306	12,136
5	Furniture & Fittings	Actual	4,221	0	0	0
6	Window Cleaning	Contract base	13,090	0	4,915	4,915
7	Cleaning Materials including refuse sacks	No of cleaners	1,450	0	1,058	1,333
8	Cleaning Equipment	No of cleaners	290	0	212	267
9	Estate Cleaners	No. cleaners	37,501	0	27,366	34,460
10	Additional Refuse Collection	No. cleaners	7,592	0	0	0
11	Garden Maintenance	E. wide lease %	12,205	0	3,621	4,264
12	Car Park Attendants	Terrace lease %	0	0	20,571	24,181
13	Hall Porters	Towers one third each plus individual costs	163,368	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	21,558	0	6,396	7,532
15	Pest Control	E. wide lease % plus individual block costs	1,208	0	351	413
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	5,736	0	1,702	2,004
17	Electrical Repairs (Common Parts) (N1041111)	Actual	9,144	0	1,266	1,339
18	Electrical Repairs (Exterior) (N1061111)	Actual	0	0	719	0
19	General Repairs (Common Parts) (N1041113)	Actual	14,923	0	3,161	3,008
20	General Repairs (Exterior) (N1061113)	Actual	92,628	0	34,961	18,736
22	House Officer	E. wide lease %	23,200	0	6,883	8,105
	<b>Sub-total of apportioned services</b>		<b>497,800</b>	<b>0</b>	<b>139,793</b>	<b>142,944</b>
21	S & M Technical	Actual Time and No of repairs orders	13,637	0	5,570	5,413
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	42,762	0	12,009	12,279
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0
25	Redecorations	Actual	0	0	0	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	6,722	0	4,148	307
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	338	0	220	237
28	Concrete works	Actual	-966	0	11,245	549
29	Emergency Lighting	Actual	0	0	0	0
30	Refurbishment works	Actual	46,190	0	0	0
31	Digital TV network	Actual	1,412	0	906	824
32	Heating - Electricity/Gas	Actual	154,886	0	50,496	70,065
	<b>Total Services &amp; Heating</b>		<b>762,781</b>	<b>0</b>	<b>224,388</b>	<b>232,617</b>

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

**ACTUAL COST OF SERVICES 1.4.14- 31.3.15 (LONG LESSEES)**

	ITEM		AMOUNT TO APPORTION	SHAKESPEARE TOWER	SPEED HOUSE	THOMAS MORE HOUSE	3-16 WALLSIDE
1	Electricity (Common Parts and Lifts)	Actual	<b>369,307</b>	31,747	23,237	25,338	670
2	Lift Maintenance	Actual	<b>308,237</b>	21,316	32,897	33,868	0
3	Resident Housekeepers (Additional Pension)	E. wide lease %	<b>241</b>	25	11	14	3
4	Resident Engineers	E. wide lease %	<b>330,166</b>	34,577	14,511	19,391	4,502
5	Furniture & Fittings	Actual	<b>30,752</b>	8,232	0	0	0
6	Window Cleaning	Contract base	<b>183,590</b>	13,584	9,984	12,671	0
7	Cleaning Materials including refuse sacks	No of cleaners	<b>30,657</b>	1,450	2,362	2,912	0
8	Cleaning Equipment	No of cleaners	<b>6,135</b>	290	473	583	0
9	Estate Cleaners	No. cleaners	<b>792,730</b>	37,501	61,066	75,306	0
10	Additional Refuse Collection	No. cleaners	<b>18,464</b>	1,732	0	0	0
11	Garden Maintenance	E. wide lease %	<b>116,003</b>	12,148	5,099	6,813	1,582
12	Car Park Attendants	Terrace lease %	<b>455,908</b>	0	28,918	38,647	8,977
13	Hall Porters	Towers one third each plus individual costs	<b>488,760</b>	162,355	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	<b>198,001</b>	21,459	9,006	12,035	2,740
15	Pest Control	E. wide lease % plus individual block costs	<b>11,421</b>	1,228	494	660	153
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	<b>54,522</b>	5,710	2,396	3,202	743
17	Electrical Repairs (Common Parts) (N1041111)	Actual	<b>69,204</b>	3,137	3,539	5,114	90
18	Electrical Repairs (Exterior) (N1061111)	Actual	<b>3,384</b>	1,039	-21	76	0
19	General Repairs (Common Parts) (N1041113)	Actual	<b>101,921</b>	11,391	3,873	4,260	0
20	General Repairs (Exterior) (N1061113)	Actual	<b>863,688</b>	81,260	24,447	34,670	43
22	House Officer	E. wide lease %	<b>220,506</b>	23,093	9,692	12,951	3,006
	<b>Sub-total of apportioned services</b>		<b>4,653,597</b>	<b>473,274</b>	<b>231,982</b>	<b>288,513</b>	<b>22,510</b>
21	S & M Technical	Actual Time and No of repairs orders	<b>162,368</b>	11,313	9,343	10,805	76
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	<b>399,755</b>	40,655	19,928	24,784	1,934
24	Directly attributed Supervision & Management costs	Actual Time	<b>0</b>	0	0	0	0
25	Redecorations	Actual	<b>404,935</b>	-3,289	0	3,100	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	<b>66,511</b>	5,583	723	4,628	0
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	<b>6,157</b>	335	353	442	0
28	Concrete works	Actual	<b>22,483</b>	-1,026	734	1,021	0
29	Emergency Lighting	Actual	<b>41,985</b>	0	0	13,995	0
30	Refurbishment works	Actual	<b>46,190</b>	0	0	0	0
31	Digital TV network	Actual	<b>22,803</b>	1,401	1,221	1,754	165
32	Heating - Electricity/Gas	Actual	<b>1,691,157</b>	157,323	91,791	126,533	18,130
	<b>Total Services &amp; Heating</b>		<b>7,517,940</b>	<b>685,569</b>	<b>356,074</b>	<b>475,574</b>	<b>42,815</b>

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

**ACTUAL COST OF SERVICES 1.4.14- 31.3.15 (LONG LESSEES)**

	ITEM		AMOUNT TO APPORTION	1-2 WALLSIDE & THE POSTERN	WILLOUGHBY HOUSE	TOTALS CHARGED
1	Electricity (Common Parts and Lifts)	Actual	369,307	534	26,764	369,307
2	Lift Maintenance	Actual	308,237	0	16,716	308,237
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	3	16	241
4	Resident Engineers	E. wide lease %	330,166	3,589	22,217	330,166
5	Furniture & Fittings	Actual	30,752	0	0	30,752
6	Window Cleaning	Contract base	183,590	2,169	14,054	183,590
7	Cleaning Materials including refuse sacks	No of cleaners	30,657	103	2,675	30,657
8	Cleaning Equipment	No of cleaners	6,135	21	535	6,135
9	Estate Cleaners	No. cleaners	792,730	2,676	69,174	792,730
10	Additional Refuse Collection	No. cleaners	18,464	0	0	18,464
11	Garden Maintenance	E. wide lease %	116,003	1,261	7,806	116,003
12	Car Park Attendants	Terrace lease %	455,908	7,157	44,333	455,908
13	Hall Porters	Towers one third each plus individual costs	488,760	0	0	488,760
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	198,001	2,184	13,789	198,001
15	Pest Control	E. wide lease % plus individual block costs	11,421	122	757	11,421
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54,522	593	3,669	54,522
17	Electrical Repairs (Common Parts) (N1041111)	Actual	69,204	50	5,713	69,204
18	Electrical Repairs (Exterior) (N1061111)	Actual	3,384	0	0	3,384
19	General Repairs (Common Parts) (N1041113)	Actual	101,921	0	6,927	101,921
20	General Repairs (Exterior) (N1061113)	Actual	863,688	9,086	24,011	863,688
22	House Officer	E. wide lease %	220,506	2,397	14,838	220,506
	<b>Sub-total of apportioned services</b>		<b>4,653,597</b>	<b>31,945</b>	<b>273,992</b>	<b>4,653,597</b>
21	S & M Technical	Actual Time and No of repairs orders	162,368	1,566	7,277	162,368
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	399,755	2,744	23,537	399,755
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0
25	Redecorations	Actual	404,935	0	0	404,935
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	66,511	514	2,796	66,511
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	6,157	153	353	6,157
28	Concrete works	Actual	22,483	124	1,040	22,483
29	Emergency Lighting	Actual	41,985	0	0	41,985
30	Refurbishment works	Actual	46,190	0	0	46,190
31	Digital TV network	Actual	22,803	132	1,612	22,803
32	Heating - Electricity/Gas	Actual	1,691,157	9,988	111,182	1,691,157
	<b>Total Services &amp; Heating</b>		<b>7,517,940</b>	<b>47,166</b>	<b>421,789</b>	<b>7,517,940</b>

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

CROSS REF. KEY	ITEM	MAIN BASIS OF ATTRIBUTION (A)	ACTUAL 2013/14	ACTUAL 2014/15	Variance Last Year %	ESTIMATE 2014/15	ESTIMATE 2015/16
1	Electricity (Common Parts and Lifts)	Actual	381,275	369,307	(3.14%)	401,734	437,948
2	Lift Maintenance	Actual	307,200	308,237	0.34%	324,952	321,036
3	Resident Housekeepers (Additional Per	E. wide lease %	149	241	61.34%	0	0
4	Resident Engineers	E. wide lease %	394,432	330,166	(16.29%)	359,826	359,844
5	Furniture & Fittings	Actual	6,860	30,752	348.28%	28,800	0
6	Window Cleaning	Contract base	180,675	183,590	1.61%	180,169	186,663
7	Cleaning Materials including refuse sac	No. cleaners	30,412	30,657	0.81%	28,603	28,603
8	Cleaning Equipment	No. cleaners	5,581	6,135	9.93%	23,868	21,700
9	Estate Cleaners	No. cleaners	777,611	792,730	1.94%	790,334	826,535
10	Additional Refuse Collection	No. cleaners	17,257	18,464	6.99%	16,988	18,464
11	Garden Maintenance	E. wide lease %	106,820	116,003	8.60%	120,000	123,001
12	Car Park Attendants	Terrace lease %	439,458	455,908	3.74%	452,728	460,295
13	Hall Porters	Towers one third each plus individual costs	548,580	488,760	(10.90%)	589,731	592,800
14	Garchey Maintenance	E. wide lease %	169,130	198,001	17.07%	223,811	225,003
15	Pest Control	E. wide lease % + individual block costs	11,228	11,421	1.71%	12,001	12,001
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	54,522	(38.22%)	1,091,000	1,278,000
17	Electrical Repairs (Common Parts)	Actual	66,632	69,204	3.86%	included in above	included in above
18	Electrical Repairs (Exterior)	Actual	2,361	3,384	43.33%	included in above	included in above
19	General Repairs (Common Parts)	Actual	135,543	101,921	(24.81%)	included in above	included in above
20	General Repairs (Exterior)	Actual	670,797	863,688	28.76%	included in above	included in above
22	House Officer	E. wide lease %	200,478	220,506	9.99%	207,000	184,199
	Sub Total - Basis for apportionment of estate wide Supervision and Management Costs		4,540,731	4,653,597	2.49%	4,851,546	5,076,091
21	S&M technical	No of repairs orders	122,121	162,368	32.96%	148,583	143,000
23	Estate-Wide Supervision & Management	Ratio	384,314	399,755	4.02%	350,000	355,000
24	Directly attributed Supervision & Management	Actual time	0	0		inc above	inc above
25	Redecorations	Actual	206,706	404,935	95.90%	570,303	1,269,883
26	Safety/Security ( included in general rep	Actual/E. wide lease %	103,802	66,511	(35.93%)	inc in repairs	inc in repairs
27	Water Supply Works( included in general	Actual/E. wide lease %	46,869	6,157	(86.86%)	inc in repairs	inc in repairs
28	Concrete works	Actual	304,807	22,483		60,500	356,500
	RCD sockets	Actual	2,670	0		0	0
29	Emergency Lighting	Actual	41,980	41,985		35,000	44,000
	Fan and ductwork cleaning	Actual	-4,886	0		0	0
	Water tank replacements	Actual	63,069	0		0	0
30	Refurbishment works	Actual		46,190			
31	Digital TV network	Actual	26,115	22,803		0	0
	Gable end window design	Actual	4,450				
	Total Services		5,842,749	5,826,783		6,015,931	7,244,474
32	Heating - Electricity	Actual	1,709,424	1,677,666.03	(1.86%)	1,863,474	1,727,137
32	Heating - Gas	Actual	15,321	15,605.07	1.86%		
	Total Services & Heating		7,567,494	7,517,940		7,879,405	8,971,611



Cross ref key	ITEM	MAIN BASIS OF ATTRIBUTION (A)	AMOUNT TO APPORTION	ANDREWES HOUSE £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	369307	29603	160
2	Lift Maintenance	Actual	308237	38756	209
3	Resident Housekeepers (Additional Pension)	E. wide lease %	241	17	0
4	Resident Engineers	E. wide lease %	330166	23565	127
5	Furniture & Fittings	Actual	30752	0	0
6	Window Cleaning	Contract base	183590	14899	80
7	Cleaning Materials including refuse sacks	No of cleaners	30657	3461	19
8	Cleaning Equipment	No of cleaners	6135	693	4
9	Estate Cleaners	No. cleaners	792730	89496	483
10	Additional Refuse Collection	No. cleaners	18464	0	0
11	Garden Maintenance	E. wide lease %	116003	8279	45
12	Car Park Attendants	Terrace lease %	455908	46981	254
13	Hall Porters	Towers one third each plus individual costs	488760	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for charges elsewhere)	E. wide lease %	198001	14528	78
15	Pest Control	E. wide lease % plus individual block costs	11421	803	4
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	54522	3891	21
17	Electrical Repairs (Common Parts) (N1041111)	Actual	69204	6465	35
18	Electrical Repairs (Exterior) (N1061111)	Actual	3384	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	101921	13254	72
20	General Repairs (Exterior) (N1061113)	Actual	863688	75822	409
22	House Officer	E. wide lease %	220506	15738	85
	<b>Sub-total of apportioned services</b>		<b>4653597</b>	<b>386252</b>	<b>2086</b>
21	S & M Technical	Actual Time and No of repairs orders	162368	15079	81
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	399755	33180	179
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0
25	Redecorations	Actual	404935	0	0
26	Safety/Security (aggregated with Water Supply Works as Health/Safety/Security)	Actual/E.wide lease%	66511	5116	28
27	Water Supply Works (aggregated with Safety/Security as Health/Safety/Security)	Actual/Ewide lease %	6157	537	3
28	Concrete works	Actual	22483	1214	7
29	Emergency lighting	Actual	41985	13995	76
30	Refurbishment works	Actual	46190	0	0
31	Digital TV Network	Actual	22803	2049	11
32	Heating - Electricity	Actual	1691157	145766	787
32	Heating - Gas	Actual	0		
	<b>Total Services &amp; Heating</b>		<b>7517940</b>	<b>603188</b>	<b>3257</b>

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<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b> 07 September 2015 14 September 2015
<b>Subject:</b> Progress of Sales & Lettings	
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>
<b><u>Executive Summary</u></b>	
<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><b>Recommendation:</b> That the report be noted.</p>	

## **Main Report**

### **BACKGROUND**

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

### **SURRENDERS**

2. There are no new surrenders to report.

### **RIGHT TO BUY SALES**

- 3.

	<b>12 August 2015</b>	<b>21 April 2015</b>
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
<b>NET PRICE</b>	<b>£65,007,843.75</b>	<b>£65,007,843.75</b>

#### OPEN MARKET SALES

4.

	<b>12 August 2015</b>	<b>21 April 2015</b>
Sales Completed	837	836
Market Value	£135,393,271.97	£134,998,271.97

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.

<b>CASE</b>	Block	Floor	Type	Price	Remarks as at 11 August 2015
1	Andrewes House	4	20 1 bed	£895,500	Proceeding

#### APPROVED LETTINGS

9. No lettings have been approved since your last committee.

#### COMPLETED SALES

10. Since the last report one sale has completed in Breton House. The sale of 83 Breton House completed on 11 May 2015.

## SALES PER BLOCK

11.

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	106	7,201,712.50	95.50
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 POSTERNWALLSIDE	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
<b>TERRACE BLOCK TOTAL</b>	1645 (1645)	1580 (1579)	128,110,073.33 (127,715,073.33)	96.05 (95.99)
CROMWELL TOWER	112	100	21,700,801.00	89.29
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	109	25,225,415.76	93.97
<b>TOWER BLOCK TOTAL</b>	345 (345)	322 (322)	69,629,996.39 (69,629,996.39)	93.33 (93.33)
<b>ESTATE TOTAL</b>	1990 (1990)	1902 (1901)	197,740,069.72 (197,345,069.72)	95.58 (95.53)

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.

**Anne Mason**

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