



Barbican Estate Residents Consultation Committee

Date: MONDAY, 28 NOVEMBER 2016

Time: 6.30 pm

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

Members:

Graham Wallace - Chairman	Tim Macer - Deputy Chairman
Robert Barker - Deputy Chairman	Christopher Makin - Speed House
Averil Baldwin - Thomas More House	Ted Reilly - Shakespeare Tower
Mary Bonar - Wallside	Fred Rodgers - Breton House
Mark Bostock - Frobisher Crescent	Jane Smith - Barbican Association
Nancy Chessum - Andrewes House	Prof. Michael Swash - Willoughby House
Bethan Cobley - Mountjoy House	John Taysum - Bryer Court
Richard Dykes - Gilbert House	John Tomlinson - Cromwell Tower
David Graves - Seddon House	Janet Wells - John Trundle House
Gordon Griffiths - Bunyan Court	Sandy Wilson - Shakespeare Tower
David Kirkby - Defoe House	
Fiona Lean - Ben Jonson House	

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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**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 5th September 2016.

For Decision
(Pages 1 - 6)

4. **SERVICE LEVEL AGREEMENT (SLA) QUARTERLY REVIEW: JULY - SEPTEMBER 2016**

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

For Information
(Pages 7 - 22)

5. **RECOGNISED TENANT ASSOCIATIONS (RTAS) - ANNUAL REVIEW 2016**

Report of the Town Clerk.

For Information
(Pages 23 - 26)

6. **BARBICAN CHARGING POLICY**

Report of the Director of Community and Children's Services – **TO FOLLOW**

7. **REPAIRS AND MAINTENANCE TO ROOFS/BALCONIES FOLLOWING WATER PENETRATION**

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

For Information
(Pages 27 - 36)

8. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2016/17 AND ORIGINAL BUDGET 2017/18**

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

For Information
(Pages 37 - 44)

9. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2016/17 AND ORIGINAL 2017/18 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE**

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

For Information
(Pages 45 - 56)

10. **PROGRESS OF SALES AND LETTINGS**

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

For Information
(Pages 57 - 60)

11. **UPDATE REPORT**

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

For Information
(Pages 61 - 70)

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

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

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 5 September 2016

Minutes of the meeting of the Barbican Estate Residents Consultation Committee
held at Guildhall on Monday, 5 September 2016 at 6.30 pm

Present

Graham Wallace (Chairman)
Tim Macer (Deputy Chairman)
Robert Barker (Deputy Chairman)
Mark Bostock - Frobisher Crescent
Nancy Chessum - Andrewes House
Bethan Copley - Mountjoy House
Richard Dykes - Gilbert House
Robin Gough - Defoe House

Gordon Griffiths - Bunyan Court
Fiona Lean - Ben Jonson House
Christopher Makim - Speed House
Fred Rodgers - Breton House
Jane Smith - Barbican Association
John Tomlinson - Cromwell Tower
Janet Wells - John Trundle House
Ted Reilly - Shakespeare Tower

Barbican Residential Committee:

Ann Holmes (Chairman)
Deputy John Barker
Professor John Lumley

Officers:

Julie Mayer	-	Town Clerk's
Helen Davinson	-	Community and Children's Services
Michael Bennett	-	Community and Children's Services
Mike Saunders	-	Community and Children's Services
Anne Mason	-	Community and Children's Services
Paul Murtagh	-	Community & Children's Services Department
Jon Averbs	-	Markets & Consumer Protection Department
Mark Jarvis	-	Chamberlain's Department

1. APOLOGIES

Apologies were received from John Taysum, Averil Baldwin, David Graves and Sandy Wilson (who was represented by Ted Reilly).

Before commencing the business on the agenda, the Chairman thanked Robin Gough (Defoe House representative) who would be standing down from the Committee, following many years of service.

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

The Deputy Chairman, Mr Robert Barker, declared a non-pecuniary interest in respect of item 12 (update report) as he had recently been elected as the Chairman of the City of London Access Group.

3. MINUTES

The minutes of the meeting held on 6th June were approved.

4. **'YOU SAID: WE DID' - ACTIONS UPDATE**

Members received the actions update report of the Director of Community and Children's Services. Members noted that the list was up to date, with all items having been discharged either before or during this meeting.

RESOLVED, that – the report be noted.

5. **SLA REVIEW**

The Committee received a report of the Director of Community and Children's Services in respect of the quarterly SLA Review for April – June 2016.

RESOLVED, that – the report be noted.

6. **RESIDENTS' SURVEY**

The Committee received a report of the Director of Community and Children's Services in respect of the 2016 Residents' survey. In response to questions about the format of the survey, the Members noted that the Estate Office no longer had the resources to conduct a paper based, data-entry survey and the simplicity of the electronic survey enabled it to be completed annually.

Members noted that this survey response had been lower than for the previous 2 years but was not necessarily low for an exercise like this and had provided a good enough response rate to be meaningful. Finally, Members agreed keep with an annual survey as this enabled sufficient time to correct any issues, which might otherwise go unchecked for another year.

RESOLVED, that:

1. The results of the 2016 Residents Survey be noted.
2. The Residents' Survey continue to be conducted on an annual basis.

7. **REVENUE OUTTURN 2015/16- EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT**

The Committee received a joint report of the Chamberlain and the Director of Community and Children's Services in respect of the 2015/16 Revenue Outturn (excluding the Residential Service Charge Account). All Members had been invited to attend a briefing with finance officers from Community and Children's Services and the Chamberlain's Department, immediately prior to this meeting.

In response to a question about the £55,000 variance, Members noted that this had occurred as a result of the additional cost of tiling and drainage works and a shortfall in car park income. Officer reminded Members of on-going policy development to increase the revenue from car parking and storage.

RESOLVED, that – the Revenue Outturn Report for 2015/16 and the budgets carried forward to 2016/17 be noted.

8. **2015/16 REVENUE OUTTURN FOR THE DWELLINGS SERVICE CHARGE ACCOUNT INCLUDING RECONCILIATION BETWEEN THE CLOSED ACCOUNTS AND THE FINAL SERVICE CHARGE**

The Committee received a report of the Chamberlain in respect of the 2015/16 Revenue Account for the Dwellings Service Charge Account, including the reconciliation between the closed accounts and the final service charge.

Members noted that the tender process for the redecoration works had taken longer than expected and the cost had changed as a result, but the project had now caught up.

In respect of a query about the increase in the estimated repairs and maintenance costs, mainly related to Frobisher Crescent Balcony works and concrete testing, Members noted that the figure quoted in the report included staff costs.

RESOLVED, that – the revenue report for 2015/16 and the service charge reconciliation be noted.

9. **RELATIONSHIP OF BRC OUTTURN REPORT TO SERVICE CHARGE SCHEDULES**

The Committee received a report of the Director of Community and Children's Services in respect of the relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules provided to long lessees.

In response to a question about Frobisher Crescent, Members noted the charge to the Art Centre for the share of relevant repairs, as set out in Annexe 5 to the report.

RESOLVED, that – the report be noted.

10. **PROGRESS OF SALES AND LETTINGS**

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

RESOLVED, That – the report be noted.

11. **FUNDING FOR A LOW EMISSION NEIGHBOURHOOD**

Members received a report of the Director of Markets and Consumer Protection in respect of funding for a low emission neighbourhood, which would focus on the Barbican, Guildhall and St. Barts. The report was well received and Members congratulated the Director and his officers on their successful funding bid. Members noted that Markets and Consumer Protection officers would continue to work with colleagues in the Department of the Built Environment and with other local authorities and an update was expected in early 2017. A measurement of achievements was available in the full report, which had been emailed and tabled for Members.

Members were reminded that a future decision on Beech Street Tunnel would be part of a wider project and consultation exercise.

12. **UPDATE REPORT**

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

In respect of the pre-Committee questions, Members noted that due to a technical problem, it had not been possible to circulate these before the meeting but the Town Clerk would email them to Members the following morning.

In response to several questions about Crossrail and Willoughby House, the Assistant Director provided the following verbal update:

The Assistant Director, Barbican and Property Services advised that he was one of a group of senior officers of the City of London, who met regularly with Crossrail in relation to the City-wide impact of the new tunnel.

With specific regard to the Barbican residential areas, Members noted that an independent consultant, Campbell Reith, had been appointed to represent the City in negotiations with Crossrail in relation to the Barbican Estate's common areas. The Assistant Director confirmed that he was due to meet with Campbell Reith again next week.

Prior to starting the tunnelling works, Crossrail had undertaken a large number of surveys of common areas on the Barbican and internal surveys to a number of homes. The Assistant Director advised that he was in receipt of many of the pre-surveys, which Crossrail would use in determining and processing any subsequent claims. The monitoring period had ended at the end of July 2016, by which time Crossrail expected that any movement would have stabilised and any issues arising would have become evident. Members noted that Leaseholders should contact Crossrail directly in respect of minor non-structural issues within properties. The Assistant Director felt that Crossrail was being responsive but was happy to assist claimants, where necessary.

There was a supplementary question about whether the City's responsibility for common areas should be separate to its responsibility to leaseholders. Members noted that 2 flats had been substantially affected, which would warrant a further survey but, overall, the number of residents affected was fairly low. Crossrail had advised that the number of claims submitted was considerably lower than expected and Members asked for confirmation as to whether they would be time limited.

The Assistant Director agreed that severe cracking and movement would be picked up by Crossrail, whether to common parts or within the properties themselves. In all such cases, our consultant, Campbell Reith, would act on behalf of the City and negotiate with Crossrail in relation to any remedial works. Members were assured that the Barbican Estate Office was taking this matter very seriously and the Assistant Director had been in touch with a number of affected residents. In response to further questions about the expansion joint in

Willoughby House and damage to the podium, the Assistant Director agreed to investigate further and report back to residents.

In response to further questions, Members noted the following:

In respect of possible disturbance from the Consolidation Centre, officers advised that they were working with the Low Emission Neighbourhood Project Manager and potential provider and they would be conducting a mock scenario of possible disturbances. They would also consult with the Barbican Association and it was anticipated that there would be a short term pilot.

The Deputy Chairman (also Chairman of the City of London Access Group) advised that he would email the Assistant Director with his requirements in respect of the upper portion of the Aldersgate Turret (the turret containing a public lift). The Assistant Director assured Members that there would be no downgrade to any facilities already in place.

The remainder of the podium works; commencing with the areas to the east of the podium would be the subject of a report to the Projects Sub Committee in the autumn of 2016. Officers advised that the report would include a proposal to remove the “yellow shed”.

The first new set of baggage stores were expected to be let in Spring/Summer of 2017. Officers agreed to respond to a query about Planning Permission for storage space outside of the meeting.

Officers were waiting on the full consultant reports on the concrete works but initial findings were better than anticipated, with major repairs expected to be less than those required to the tower blocks.

RESOLVED, that – the update report be noted.

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

There were no questions.

14. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items.

The meeting ended at 7.35 pm

Chairman

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	28 November 2016 12 December 2016
Subject: Service Level Agreements Quarterly Review July – September 2016	Public
Report of: Director of Community and Children's Services Report author: Michael Bennett, Barbican Estate Manager	For Information

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 July – September 2016. 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 July – September 2016 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 July – September.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in October to review the SLAs and KPIs.
4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Robert Barker, Graham Wallace, Fiona Talbot, Fred Rogers), House Officers, surveys, House Group meetings, RCC and resident

general comments/complaints are incorporated into the July – September 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 June 2016 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 June 2016 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 October to December 2016 will take place in January 2017 and details of this review will be presented at the January/February 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

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
211	July-Sept 16	BEO	Committee Reports now have KPIs for Airbnb incidents	This will give a clear picture on the extent of the issue.	✓
210	July-Sept 16	BEO	Email broadcasts are now sent out on a Friday by House Officers. Emergency broadcasts will still be sent out when needed.	This is better for the team to manage and the feedback from the survey was that 1 weekly email was better.	✓
209	July-Sept 16	BEO	Paper survey is to be sent out to get feedback on the Information Point at Thomas More Car Park.	Paper survey for local blocks in December.	
208	Apr-June 16	BEO	On reviewing the Terms of Reference (TOR) for the new Leaseholder Service Charge Working Party it was noted that there was not a TOR for the SLA Working Party. A draft is to be enclosed for the SLA Working Party to review/provide comments.	SLA WP to review for October meeting.	
206	Apr-June 16	BEO	Large Baggage Store Survey has been sent out	Results were publicised.	✓
204	Jan - Mar 16	RCC	Frobisher Crescent leaseholders relationship with the Barbican Centre would be considered at the SLA WP meeting to find a way to improve the channel of communication between Frobisher Crescent and the Centre.	The RCC representative for Frobisher Crescent was invited to the SLA Working Party meeting in April to discuss how to improve communication with the Barbican Centre. Officers are progressing this with senior officers at the Arts Centre. Protocol has been agreed.	✓
203	Jan - Mar 16	Res	Underfloor Heating - procedure for switching on and off are different. Can this be discussed please and can it be formalised so switching on replicates switching off?	Reviewed at Autumn UFH working party meeting. Officers monitor weather forecasts, via sites (eg weather online and BBC), during the months of Sept/May with emphasis on overnight minimum temperatures in deciding whether to turn on/off the UFH.	
			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			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	
			BAC Barbican Centre	BOG Barbican Operational Group	
			Source of comments		

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2016

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

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
195	July - Sep 16	SLA	Additional Eyebolts. Please identify the "new H&S legislation" that requires extra eyebolts to be installed in Seddon House, starting on 26 October 2016. Was the need to do this work spotted by a member of the BEO team or was it brought to the BEO's attention by someone else, and if so who - eg the window cleaning contractor or City Surveyors? What was the approvals/scrutiny process within the Corporation for these works, ie does the Cleaning Manager have the authority to "commission" these works on her own, if not by what process was the expenditure, indeed the entire project, authorised and approved? On whose desk does the buck stop?	Some aspects of window cleaning are covered by Working at Height regulations. The background to the installation of extra eyebolts around the Estate is that in November 2015, a new contractor was appointed. It was this contractor's responsibility to provide Risk Assessments and Method Statements (RAMS) for all tasks. After some initial issues, the new contractor got in a third party to complete all RAMS. These identified some risks in cleaning the high level "eyebrow" windows and roof level windows and suggested additional eyebolts to minimise the risk. This was then reviewed by the Cleaning Manager alongside the Departmental H&S Manager and a further external contractor. All agreed that the additional eyebolts should be installed.	✓
194	July - Sep 16	SLA	Additional Eyebolts. Which Barbican blocks (in addition to Seddon House) are affected? Are only particular parts of the blocks affected - eg just the roof areas or more than that?	Defoe House, Thomas More House, Mountjoy, Gilbert, Andrewes and Willoughby House. The additional eyebolts are to allow safe access to the 7th floor "eyebrow" windows as well as rooftop kitchen and bathroom windows.	✓
193	July - Sep 16	SLA	Additional Eyebolts. How much will the work cost, estate-wide, and how much will the periodic inspection cost increase by following the installation of the additional eye bolts?	In total £34,000 for 621 additional eyebolts. Retesting will be an additional £10,000 per annum.	✓
192	July - Sep 16	SLA	Additional Eyebolts. Not asked at the meeting, but how long will the work take - ie half a day or maybe a whole day for large blocks? The Seddon letter refers to a start date but no end date - so I read this as a single day. If not, despite admiring brevity, the letter really should have said so.	It is envisaged that blocks such as Seddon will take 1 or 2 days whereas other blocks such as Willoughby House could take a week. This work is always weather dependent. The BEO does admit that not enough information was sent out about the nature and extent of this work and further information has now gone out.	✓
191	Jul-Sept 16	RCC Qs	Condition of Bunyan car park commented on.	Part of the car park is being used by Redrow. The area in question has since been cleared and the Supervisors will keep a closer eye on this area.	✓

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2016

190	Jul-Sept 16	HO	Cleaning team have been allocated new areas of responsibility	This has been done to ensure greater cohesion within the teams & for the Supervisors to have clearly defined areas.	✓
189	Jul-Sept 16	HO	Pest Control Via Newham	Responsive and efficient service is being provided by Newham - results so far have been positive	✓
188	Apr-June 16	BEO	Meeting to be arranged with Cleansing, Barbican Cleaning Manager and the relevant House Groups about use of Garchey Bay	Possible changes to the use of this area especially in relation to the bulky items being disposed of	
187	Apr-June 16	BEO	Window Cleaning Schedule to be sent out regularly	Issues not being reported by residents in a timely manner - (schedules to be re-posted on noticeboards now we are on the reverse side of schedule). Also update residents again about the protocol for reporting window cleaning issues as some residents wait until a House Group meeting.	✓
186	Jan - Mar 16	SLA	New powers of Fixed Penalty Notices for fly tipping. Will BEO be liaising with Cleansing about various problem areas around the Estate?	Cleaning Manager liaising with Cleansing Department about this. Cleansing have been chased up by Barbican Cleaning Manager for an update	
185	Jan - Mar 16	HO	Podium Cleaning - KPI very low this quarter. Cleaning Manager to put in place an action plan for improvement.	This is still being monitored by House Officers when carrying out block inspections There are a number of areas where tiles are dirty or have scale built up on them. New podium cleaning machine has been purchased - we will be looking for improvements in the results for the next July - September quarter Improvement can be seen in this quarters results Podium Cleaning has come in at 92%	✓
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. Continue to monitor with Security Manager & Cleaning Manager to ensure good communication. Uniform & ID being reviewed for all Lobby Concierge temporary staff cover. Still being monitored - Temp Cleaners are expected to maintain regular cleaning standards & understand the idiosyncrasies of each block	✓

APPENDIX 3

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APPENDIX 3
SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2016

APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
148	Jul-Sept 2016	BEO	Health checks on the heating and hot water system for Frobisher Crescent have been agreed with BEO and the HG/residents, w/c 17 October	For comment only	✓
146	Jul-Sept 2016	HO	Project to redecorate the daleks in Shakespeare Tower has been agreed with the House Group, due to commence on Monday 24 October. Project will take around four weeks to complete	For comment only	✓
145	Apr - Jun 2016	RCC Qs	Frobisher Crescent drainage project - slippage in completion date. Is the delay due to poor management?	Delays are due to the manufacture and installation of the balcony doors. Officers are pressing contractors to achieve their amended completion dates. All external work now completed	✓
144	Apr-Jun 2016	PS	Estatewide Concrete Surveys update	Surveys are now completed and being analysed. SLAWP wanted the costs involved to be made transparent to residents. Please see Property Services update report to committee.	
142	Apr - Jun 2016	HG/BEO	Frobisher Crescent, drainage project - update	A protocol has now been agreed with BEO and the three affected residents. They now receive a weekly update about the progress of the work. Work scheduled for completion in August. All the external work has now been completed and the outstanding work is all internal e.g. redecorations	✓
139	Jan - Mar 2016	RCC Qs	Frobisher Crescent heating/hot water - is there an update?	Officers are reviewing the final report from the consulting engineers on the Heating and Hot Water system with a view to presenting its findings and options at a Frobisher Crescent House Group meeting in the New Year.	
136	Oct - Dec 2015	RCC Qs	Redecoration costs for Frobisher. Query about when work was last carried out and condition survey at time of development.	City Surveyors do not have a copy of the condition survey. Raised at last BOUG - Barbican Centre have no knowledge of this document.	✓

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
164	Jul - Sept 16	RCC Qs	Beech Gardens new landscaping. Is there a budget for maintenance?	Yes. The BEO has a budget to maintain the public area Open Spaces. This work is carried out by Open Spaces. We also have a number of volunteers who assist.	✓
163	Jul - Sept 16	BEO	London In Bloom Awards for the City Gardens: Beech Gardens won Gold In the Small Park Category. Also the Discretionary Award went to Beech Gardens (Award criteria based on sustainability, choice of planting, quality and maintenance)	Comment Only	✓
162	Jul - Sept 16	BEO	The Barbican lake and waterfall	Currently only operating on one side at a reduced rate. Meeting Between Open Spaces, Barbican Centre Engineers, BEO and Contrator has taken place to ensure joined up approach. Awaiting costs.	
Page 16 164	Apr-June 16	OP	Potential changes to some flower beds on the podium to stop soil runoff.	There are some proposed improvements planned for some of the flower beds to prevent soil spilling off the beds and blocking up drains and soling tiles. BEO to meet with Open Spaces in the next few weeks to review what works can be carried out. It has now been agreed that work will be undertaken by Open Spaces to improve this	✓
158	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Initial survey carried out by new Housing Surveyor (July 16) - further survey with options pending. Cleaners to sweep away water from pathway until further solution becomes available.	

APPENDIX 6

SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

[illegible]

Appendix 7. Barbican KPIs 2016-17

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR - JUN 2016	JULY - SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
Customer Care												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	99%		100%	100%	%	%	😊	43/43	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	98%		100%	100%	%	%	😊	85/85	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%	%	%	😊	0 complaints	
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99%		100%	100%	%	%	😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99%		99%	99%	%	%	😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99%		99%	99%	%	%	😊		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98%		98%	98%	%	%	☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 98.5%		Tower lifts 97.94%	Tower Lifts 99.48%	Tower Lifts %	Tower lifts %	☺		
			Terrace 99lifts %	Terrace lifts 99%		Terrace lifts 99.37%	Terrace Lifts 99.06 %	Terrace Lifts %	Terrace lifts %	☺		
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	92%		99%	97%	%	%	☺		
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 90% Partial 90%	Total 90% Partial 90%	Total 100% Partial 99.5%		N/A	N/A	Total % Partial %	Total % Partial %	☺		
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%		0%	%	%	%	☺		
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	90%	98%		100%	100%	%	%	☺		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
Estate Management												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	90%	90%	90%	97%		89%	95%	%	%	😊		
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	80%	94%		97%	82%	%	%	😊		
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	80%	79%		66%	92%	%	%	😊		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	80%	80%	91%		86%	88%	%	%	☺		
Open Spaces												
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	80%	80%	80%	100%		100%	100%	%	%	☺		
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	75%		91%	n/a	%	%	☺	no surveys sent in this quarter	
Short Term Holiday Lets												
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA		0	0					

Actual 2016/17	SUMMARY	PROGRES S AGAINST TARGET	JAN - MAR 2017	OCT - DEC 2016	JULY- SEPT 2016	APR- JUN 2016		ACTUAL 2015/16	TARGET 2016/17	TARGET 2015/16	TARGET 2014/15	Title of Indicator
					7	8		NA	NA	NA	NA	STHL reported to BEO after being found on a website and being investigated
					0	0		NA	NA	NA	NA	STHL at Stage 1
					0	0		NA	NA	NA	NA	STHL at Stage 2

Committee(s):	Date(s):
Residents' Consultation Committee	28 November 2016
Barbican Residential Committee	12 December 2016
Subject: Recognised Tenants' Associations (RTAs)– Annual Review 2016	Public
Report of: Town Clerk Report author: Julie Mayer	For information

Summary

Having undertaken the Annual Review of the levels of membership and constitutional make-up of the various house groups, this report sets out those that have met the required qualification for Recognised Tenant Association (RTA) status.

A summary of the results of this audit are as follows:-

House Groups	
Achieved RTA recognition	Not achieved RTA recognition**
Andrewes House* Ben Jonson House* Bunyan Court* Cromwell Tower* Defoe House* Frobisher Crescent* Gilbert House* Lauderdale Tower* Mountjoy House* Seddon House* Shakespeare* Speed House* Thomas More House* Willoughby House* Barbican Association*	Brandon Mews (<i>did not apply</i>) Breton House (<i>did not apply</i>) Bryer Court (<i>did not apply</i>) John Trundle Court (<i>did not apply</i>) Lambert Jones Mews (<i>did not apply</i>) The Postern (<i>did not apply</i>)
* = Existing RTAs (achieved in 2015)	

Recommendations

1. The Barbican Estate Residents' Consultation Committee are asked to note the results of the RTA Audit 2016, as set out in paragraph 8 of the report, until the outcome of the next Annual Review in 2017.

2. The Barbican Residential Committee are asked to formally recognise the status of the House Groups and the Barbican Association as Recognised Tenants' Associations, as set out in paragraph 8 of the report, until the outcome of the next Annual Review in 2017.

Main Report

Background

1. Following the Annual Audit of House Groups, we are pleased to report that all house groups, which applied for Recognised Tenant Association (RTA) status, have been successful in meeting the requirements for recognition.
2. Members are also asked to note that the Barbican Estate's officers continue to encourage house groups to achieve this status and the Town Clerk's annual request for documents includes all those who have not previously applied.
3. The Landlord and Tenant Act 1985 (as amended), governs the process by which the City, as landlord, may grant Recognised Tenant Association status. Recognition demonstrates that an RTA has a degree of representation and that it operates in a fair and democratic manner. Such recognition also confers legal rights involving tenants in informal and formal consultation practices. It is, therefore, incredibly important that a landlord regularly reviews this information, as they engage with RTAs on many levels.
4. Furthermore, an RTA can, on behalf of its members :
 - Ask for a summary of costs incurred by their landlord in connection with matters for which they are being required to pay a service charge;
 - Inspect the relevant accounts and receipts;
 - Be sent a copy of estimates obtained by the landlord for intended work to their properties;
 - Propose names of contractors for inclusion in any tender list when the landlord wishes to carry out major works;
 - Ask for a written summary of the insurance cover and inspect the policy;
 - Be consulted about the appointment and re-appointment of the agent managing the services.
5. Prior to this year's Audit, the review period began at the end of July. House Groups were written to, requesting the submission of various documents by the end of August 2016.
6. The criteria which, at a minimum, a Residents' Association must meet in order to qualify for RTA status is as follows:-
 - ☐ The Tenants' Association must represent a minimum of **50%** of the long leaseholders in a block/tower who pay a variable service charge to the Landlord.
 - ☐ An annual general meeting must have taken place (*a copy of the minutes of the last AGM were requested*)

- ☐ Names and addresses of residents elected to the following posts must also be provided – Chair / Hon. Secretary / Hon. Treasurer
 - ☐ To conform with the provisions of SS18-30 of the Landlord and Tenant Act 1985 (as amended) there should be only one vote per dwelling.
 - ☐ A copy of the House Group's Constitution is required once every five years; a review of all Constitutions took place this year, with the next due in 2021.
 - ☐ The Constitution should cover the following points and House Groups are asked to advise the Town Clerk, in the intervening period, if any of the following details change.
 - ☐ Openness of Membership
 - ☐ Payment and amount of subscription
 - ☐ Election of Officers
 - ☐ Voting arrangements and quorum
 - ☐ Notice of meetings
 - ☐ Independence from the Corporation
7. Failure to meet the criteria of an RTA does not affect the status of representation on the Barbican Estate's Residents' Consultation Committee. It does however mean that, as landlord, the City may withdraw RTA recognition from an existing RTA if the minimum requirements have not been met. However, should this be necessary, the City would be required to give at least six months' notice of its intention. This would hopefully provide a house group with enough time to resubmit a successful application.

Current Position

8. Having now received the required information, for which the co-operation of all the House Group Chairmen and Secretaries is very much appreciated, this report now sets out which Groups have qualified for 2016 RTA status.

RTA Qualifying Membership

BOLD = Successful House Groups	<i>Total no. of Long Leaseholders</i>	<i>Number of Flats registered</i>	<i>Expressed as a percentage</i>
Andrewes House*	184	Opt-in membership	
Ben Jonson House*	195	<i>Final result pending the meeting of the House Group's AGM in early December</i>	
Brandon Mews	24	Not recognised under 1985 Landlord Act**	
Breton House	106	Not recognised **	
Bryer Court	55	Not recognised **	
Bunyan Court*	66	Opt-in membership	
Cromwell Tower*	100	Opt-in membership	
Defoe House*	170	Opt-in membership	
Gilbert House*	87	Opt in membership	

Frobisher Crescent*	69	Opt-in membership	
John Trundle Court	131	Not recognised **	
Lambert Jones Mews	8	Not recognised **	
Lauderdale Tower*	113	Opt-in membership	
Mountjoy House*	63	Opt-in membership	
Seddon House*	74	Opt-in membership	
Shakespeare Tower*	109	Opt-in membership	
Speed House*	104	Opt-in membership	
Thomas More*	162	Opt in membership	
The Postern	8	Not recognised **	
Willoughby House*	146	Opt-in membership	
Barbican Association*	1905	1229	64%

* = existing RTA (i.e. achieved RTA status in 2015).

9. This year, all of the House Groups have agreed to adopt an 'opt-in/out' membership, whereby all residents (leaseholders) will be members unless they choose not to be. Where there has been any dissent, it has only affected 1 or 2 households.

Legal Implications

10. It is important that the City regularly reviews levels of membership to ensure that RTAs, with which it consults and to which it supplies important and confidential information, properly represent long leaseholders in a block and that these procedures do not become flawed.

Strategic Implications

11. Through on-going engagement with the Recognised Tenants' Associations, the City of London Corporation achieves its objective of '*making a positive impact on the lives of all our service users by working together*'.

Conclusion

12. In light of the returns submitted by the various Residents' Associations, the Residents Consultation Committee (RCC) are asked to note the outcome of this years' RTA Audit. The Barbican Residential Committee (BRC) are asked to formally recognise those House Groups which have qualified as RTAs, as identified in paragraph 8 of the report.

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Committees:	Dates:
Residents' Consultation Committee	28 November 2016
Barbican Residential Committee	12 February 2016
Subject: Repairs and maintenance to roofs/balconies following water penetration	Public
Report of: Director of Community and Children's Services Report author: Paul Murtagh, Assistant Director, Barbican and Property Services	For Information

Summary

The purpose of this report is to update Members on the progress made by the Working Party in relation to the City of London's approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate.

Recommendations

The Committee is asked to note the progress made by the Working Party and the contents of this report and make any observations and comments as it sees fit.

Main Report

Background

1. At previous meetings of the Barbican Residential Committee (BRC) and the Residents' Consultation Committee (RCC), there have been discussions and questions relating to roof and balcony repairs to the various blocks on the Barbican Estate. Some of the discussion has revolved around the application and validity of the various warranties that were taken out at the time major roof or balcony replacement works were undertaken by the City of London.
2. Over a period of 10 years between 1996 and 2005, the surfaces to the flat roofs, barrel roofs and balconies to most blocks on the Barbican Estate were recovered. The scope of these works included the provision of warranties for the materials and workmanship. Such warranties typically ranged from 10 to 20 years and were largely underwritten by the manufacturer of the roofing system chosen at the time.

3. One of the key reasons for obtaining the warranties was the independent assurance they provided that the roof works were adequately designed and executed. The warranty provider would have carried out an inspection of the works upon completion before issuing the warranty.

Considerations

4. Willoughby House was the first block on the Barbican Estate to be included in the programme of roof and balcony replacement works. In 1996, the coverings to the flat roof, barrel roof and balconies to the block were replaced. At the time, the City of London took up the option for a 15-year manufacturer's warranty, which subsequently expired in 2011.
5. Whilst warranties for works to several other blocks on the Barbican Estate have similarly expired, there are many other blocks where warranties have not as yet reached their expiry date. A spreadsheet outlining the warranties held on all blocks on the Barbican Estate is attached as Appendix 'A' to this report.
6. As with almost all manufacturers' warranties, the warranty will only be valid if certain conditions are met and there is an accepted and prescribed inspection and maintenance regime in place for the duration of the warranty period. In the case of the roof warranties taken up by the City of London for the Barbican Estate, the inspection and maintenance regime would typically include the following:
 - annual inspection of all works undertaken and reporting on any problems or defects;
 - annual cleaning of all surfaces to remove moss, pollutants, deleterious material etc;
 - annual cleaning of barrel roofs (where appropriate);
 - annual (or earlier as necessary) clearing of all gutters, drains and downpipes;
 - the reapplication of solar reflective material every 3 or 4 years (where applied to asphalt roofs).
7. It should also be noted that, as with most types of warranty, there will be exclusions to the warranty and matters that will be deemed to have breached the warranty causing it to become invalid. With particular regard to the warranties on the Barbican Estate, these include:
 - installation of eye bolts for abseiling purposes;
 - the method of window cleaning via the abseiling referred to above;
 - the installation of timber decking to balconies etc;
 - the use of heavy planters and plant plots located on balconies.
8. It is clear that the City of London has not adopted and implemented an accepted and prescribed inspection and maintenance regime for the duration of the warranty period. As such, the warranties have likely been invalidated and any subsequent claims under the warranty will almost certainly fail.

9. It is also clear that the warranties have never been invoked even though some repairs have been done to parts of the roof that would have been covered by the warranties.

Comparative Costs (refer to Appendix 'A')

10. Given that the cost of the roof warranties was included in the cost of the roofing works, long lessees have paid for the warranties in the first instance. The exact cost of the warranties is not known but, would typically have been 3 to 4% of the original cost of the roof works. For the purpose of the comparative costs included in Appendix A, we have used a figure of 3.75% to estimate the figures for each block.
11. Historically, there has been no system in place to systematically record roof repairs and their causes. Data on roof repairs necessitated by water penetration is only available for the last 5¼ years. Appendix A also contains the costs for each block of roof repairs necessitated by water penetration over the last 5¼ years, with an average for each year.
12. It should be noted that the figures given in the original withdrawn report for roof repairs are greater than those now shown. The reason for this is that the original figures included all repairs necessitated by water penetration, not just those relating to the roofs and top balconies. The costs included in Appendix A are accurate figures for actual expenditure on repairs to the roofs and associated balcony areas
13. As an example, the estimated cost of carrying out the work necessary to maintain the warranty to the roofs at Ben Jonson House are outlined below:

Barrel roofs

Annual cleaning:	£7,000 per annum
Biennial cleaning:	£3,500 per annum

Asphalt areas

Solar reflective paint	£10,000 every 4 years	£2,500 per annum
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Annual inspection

Independent annual inspection	£3,000 per annum
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Total cost per annum

(depending on frequency of cleaning)	£9,000 - £12,500
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14. It can be seen from Appendix A that the average annual cost of roof repairs to Ben Jonson House over the last 5¼ years (April 2011 to June 2016) was around £2,800 per annum. The roof works to Ben Jonson House were completed in 2003. Although there are no records of roof repair costs for the first 7¾ years since the work was completed, it is not unreasonable to assume that the costs in those earlier years would have been no greater than those in the last 5¼ years (they may even have been less).

15. In order to make the comparison much more straightforward, if we assume that the roof repair costs for the first 7¾ years after the works were completed were the same as the last 5¼ years, the residents of Ben Jonson have paid a total of £80,730 comprising the following:
- £43,979 (the cost of the original warranty)
 - £36,751 (annual cost of roof repairs of £2,827 x 13 years).
16. By comparison, if the warranties had been maintained, the residents of Ben Jonson would have paid of £160,979 over that same 13 year period comprising the following:
- £43,979 (the cost of the original warranty)
 - £117,000 (annual cost of maintaining the warranties of £9,000 x 13 years). This figure is based on biennial cleaning of the barrel roofs. Annual cleaning would increase this figure by a further £45,500.
17. It should be noted that if the warranties had not been taken out, it is impossible to know what the repair costs would have been.
18. The option of reviving the manufacturer's warranty for Ben Jonson House has been explored but the costs are particularly prohibitive. Hyflex Roofing, the company that carried out the original roofing works in 2003 has quoted a cost of £201,000 for works to the roofs and balconies to provide for a new 10-year warranty. However, the £201,000 does not include costs for access and scaffolding systems, welfare facilities, rubbish removal and a number of other site specifics. It is estimated that the cost of those elements Hyflex has not allowed for will be in the region of a further £100,000. This simply does not appear to be a realistic option to pursue.

Governance

19. At its meeting on 6 June 2016, when the original report was considered and subsequently withdrawn, a number of members of the RCC raised the issue of governance. It is clear to the resident members of this Working Party that:
- When the original roof works were done, there was no system in place to facilitate the accurate recording of repairs and their cost. This has made it very difficult to obtain accurate data on such costs for the purpose of our work.
 - Internal communications at the time were such that the resident-facing team in the Barbican Estate Office (BEO) at the time were unaware that the warranties were not being maintained and that roof repairs were not being recovered through the warranty process. This has meant that successive meetings of the SLA Working Party were informed that the warranties were in place. Indeed, the BEO, at the suggestion of the SLA Working Party, even wrote to residents in the relevant roof top flats to remind them to report any water penetration, or other associated roof issues, before the warranties ran out. It is our belief that the resident-

facing team in the BEO were indeed under the impression that the warranties were in place and were in operation.

- The Accounts Team clearly were not aware that the warranties were in place and the roof repair costs could have been avoided and set against the provisions of the warranties.
- It is not known why the warranties were not maintained or invoked upon completion of the roof works. It is possible that there were very few, if any, roof repairs required in the early years of the warranties and by the time that repairs were needed, the lack of an effective maintenance regime would have made any claim against the warranties difficult. The officers responsible for making those decisions at the time are no longer with the City.
- No-one within the City appears to have had overall management and responsibility for the warranties and their subsequent maintenance.
- Because the accounting system does not separate out roof repairs from other repairs, no member of the RCC or the BRC spotted any discrepancy.

20. The members of this Working Party are satisfied that systems are now in place to ensure that:

- Repairs are recorded more specifically according to their type;
- There are proper and effective communications between staff in the Repairs Team and staff in the resident-facing team in the BEO;
- A Barbican specific Asset Management Strategy is being developed with resident members through the Asset Management Working Party, who will monitor its implementation and performance. A roof condition survey for the Barbican will soon be commissioned as part of the Asset Management Strategy work. It is however disappointing that this piece of work has taken so long to be put into effect;

Further Work and Wider Issues

21. There is still some work being done with a small number of the warranty providers to see if anything can be done economically and sensibly to reinstate the warranties that have not, as yet, expired. The Committees will be given further information on this once negotiations have been concluded.

22. If and when major works are to be done in future, explicit consideration, with resident involvement, must be given to the question as to whether manufacturer's warranties or guarantees are a sensible investment. At the time the roof works on the Barbican were done, the warranties gave residents some assurance that the quality of the works had been independently assessed and validated. In future however, residents may wish to explore alternative methods of independently assuring the quality of the works carried out around their homes.

23. From the information contained in Appendix A, it is clear that original roof replacement costs and subsequent repairs vary widely between blocks. This in itself raises questions about the most economic and efficient way to procure such large estate-wide projects in the future.

Conclusion

24. From the recent surveys that have been undertaken, it is the view of officers that the coverings to the balconies, barrel roofs, flat roof and patio areas to the various blocks on the Barbican Estate generally remain in a reasonably satisfactory condition. It is however acknowledged that there have been some significant issues with water penetration on the Barbican that have caused considerable distress to residents. The City of London remains committed to delivering high quality services to the Barbican residents and we recognise that any future issues need to be dealt with swiftly and effectively.

Appendices

Appendix A– Comparative Costs

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APPENDIX A

Block	Roof Type	Consultant	Contractor	Guarantor	Start	End	Period
Andrewes	Balcony	M.Flowers & Ptrs	Darkan Ltd	Permanite	01/01/00	01/01/16	16
Andrewes	Barrel Roof	M.Flowers & Ptrs	Darkan Ltd	Triflex	22/09/99	21/09/14	15
Andrewes	Flat Roof	M.Flowers & Ptrs	Darkan Ltd	Permanite	01/01/00	01/01/16	16
Ben Jonson House	Balcony	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
Ben Jonson House	Barrel Roof	Pellings	Mullaley	Triflex	30/08/03	30/08/19	16
Ben Jonson House	Flat Roof	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
Ben Jonson House	Patio 7th level	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
Brandon Mews	Balcony	N/A					
Brandon Mews	Barrel Roof	N/A					
Brandon Mews	Flat Roof	N/A					
Breton	Balcony	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
Breton	Barrel Roof	Pellings	Mullaley	Triflex	30/08/03	30/08/18	15
Breton	Flat Roof	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
BRETON HOUSE	Patio 7th level	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
Bryer	Balcony	M.Flowers & Ptrs	Breyer PLC	Langley	13/05/05	13/05/25	20
Bryer	Barrel Roof	M.Flowers & Ptrs	Breyer PLC	Triflex	14/12/05	14/12/20	15
Bryer	Flat Roof	M.Flowers & Ptrs	Breyer PLC	Langley	13/05/05	13/05/25	20
Bunyan	Balcony	M.Flowers & Ptrs	Gee Constr	Langley	24/03/05	24/03/25	20
Bunyan	Barrel Roof	M.Flowers & Ptrs	Gee Constr	Triflex	06/12/05	06/12/20	15
Bunyan	Flat Roof	M.Flowers & Ptrs	Gee Constr	Langley	24/03/05	24/03/25	20
Cromwell	Balcony	N/A					
Cromwell	Barrel Roof	N/A					
Cromwell	Flat Roof	J.TILLEY	Apollo	Anderson	01/12/00	01/12/10	10
Cromwell Tower	Balcony	N/A					
Cromwell Tower	Barrel Roof	N/A					
Cromwell Tower	Flat Roof	J.TILLEY	Apollo	Anderson	01/12/00	01/12/10	10
Defoe	Balcony	M.Flowers & Ptrs	R.Richardson	Rock Asphalt	01/12/04	01/12/24	20
Defoe	Barrel Roof	M.Flowers & Ptrs	R.Richardson	Triflex	16/03/01	16/03/16	15
Defoe	Flat Roof	M.Flowers & Ptrs	R.Richardson	Rock Asphalt	01/12/04	01/12/24	20
Gilbert	Balcony	Pellings	Lengard	Calliender	12/04/01	12/04/21	20
Gilbert	Barrel Roof	Pellings	Lengard	Triflex	12/10/00	11/10/15	15
Gilbert	Flat Roof	Pellings	Lengard	Calliender	12/04/01	12/04/21	20
John Trundle Court	Balcony	M.Flowers & Ptrs	Gee Constr	Langley	24/03/05	24/03/25	20
John Trundle Court	Barrel Roof	M.Flowers & Ptrs	Gee Constr	Triflex	06/12/05	06/12/20	15
John Trundle Court	Flat Roof	M.Flowers & Ptrs	Gee Constr	Langley	24/03/05	24/03/25	20
Lambert Jones Mews	Balcony	City Surveyors C.O.L					
Lambert Jones Mews	Barrel Roof	City Surveyors C.O.L					
Lambert Jones Mews	Flat Roof	City Surveyors C.O.L					
Lauderdale Tower	Balcony	N/A					
Lauderdale Tower	Barrel Roof	N/A					
Lauderdale Tower	Flat Roof	J.TILLEY	Apollo	Anderson	01/01/03	01/01/13	10
Mountjoy	Balcony	Pellings	Higgins City	Langley	18/10/04	18/10/24	20
Mountjoy	Barrel Roof	Pellings	Higgins City	Triflex	11/05/05	11/05/20	15
Mountjoy	Flat Roof	Pellings	Higgins City	Langley	18/10/04	18/10/24	20
Postern	Flat Roof	Hillier Parker	Tower Asphalt Ltd		1995	2010	15
Seddon	Balcony	Pellings	Breyer Plc	Bauder	16/11/04	16/11/24	20
Seddon	Barrel Roof	Pellings	Breyer Plc	Decathane	01/03/05	01/03/25	20
Seddon	Flat Roof	Pellings	Breyer Plc	Bauder	16/11/04	16/11/24	20
Shakespeare	Balcony	N/A					
Shakespeare	Barrel Roof	N/A					
Shakespeare	Flat Roof	J.TILLEY	Apollo	Anderson	01/01/03	01/01/13	10
Speed	Balcony	HSB	R.Richardson				
Speed	Barrel Roof	HSB	R.Richardson				
Speed	Flat Roof	HSB	R.Richardson	Rock Asphalt	22/03/00	22/03/20	20
Thomas More	Balcony	M.Flowers & Ptrs	R.Richardson	Rock Asphalt	01/12/04	01/12/24	20
Thomas More	Barrel Roof	M.Flowers & Ptrs	R.Richardson	Triflex	14/10/02	14/10/17	15
Thomas More	Flat Roof	M.Flowers & Ptrs	R.Richardson	Rock Asphalt	01/12/04	01/12/24	20
Wallside	Flat Roof	Hillier Parker	Tilbury (City) Ltd		1995	2010	15
Willoughby	Balcony	BPS	R.Richardson	Rock Asphalt	1996	2011	15
				Granflex-			
Willoughby	Barrel Roof	BPS	R.Richardson	Kemperol	1996	2011	15
Willoughby	Flat Roof	BPS	R.Richardson	Rock Asphalt	1996	2011	15

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	Number of Top Floor Flats	ROOF COSTS	Year roof works completed	5.25 YEARS REPAIR COSTS	AVERAGE PER YEAR	Est cost of warranty (3.75% of roof works)
Ben Jonson House	44	1,172,775	2003	14,842	2,827	43,979
Defoe House	24	1,152,329	2004	14,447	2,752	43,212
Thomas More House	18	1,007,547	2004	41,207	7,849	37,783
Andrewes House	22	850,075	2000	53,052	10,105	31,878
Willoughby House	24	669,572	1996	203	39	25,109
Speed House	15	586,992	2000	7,784	1,483	22,012
Mountjoy House	8	494,757	2005	459	87	18,553
Gilbert House	14	492,722	2001	3,896	742	18,477
John Trundle Court	20	454,489	2005	1,334	254	17,043
Bunyan Court	16	432,094	2005	11,142	2,122	16,204
Seddon House	11	412,648	2005	5,297	1,009	15,474
Breton House	17	397,679	2003	451	86	14,913
Bryer Court	8	351,341	2005	163	31	13,175
Shakespeare Tower	3	192,385	2003	37,068	7,061	7,214
Cromwell Tower	3	188,850	2000	4,161	793	7,082
Lauderdale Tower	3	148,859	2003	5,769	1,099	5,582
Wallside	15	143,128	1995	1,022	195	5,367
The Postern	8	49,386	1995	1,075	205	1,852
TOTAL		9,197,628		203,375	38,738	344,911

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Committee(s)	Dated:
Residents Consultation Committee	28 November 2016 12 December 2016
Barbican Residential Committee (For Decision)	
Subject: Service Charge Expenditure and Income Account - Latest Approved Budget 2016/17 and Original Budget 2017/18	Public
Report of: The Chamberlain Director of Community & Children's Services Report authors: Goshe Munir and Mark Jarvis	For Information

Summary

This report sets out the latest approved budget for 2016/17 and original 2017/18 for revenue expenditure proposed to be included within the service charge in respect to dwellings. This does not include any expenditure or income pertaining to car parking or stores. The amount charged to individual lessees will depend on the percentages set out in their lease.

Summary Of Table 1	<i>Original Budget 2016/17</i> £'000	<i>Latest Approved Budget 2016/17</i> £'000	<i>Original Budget 2017/18</i> £'000	<i>Movement</i> £'000
Expenditure	8,410	7,078	6,807	(271)
Recharges	898	842	899	57
Other Income	(9,308)	(7,920)	(7,706)	214
Total Net Expenditure	0	0	0	0

The original budget for 2017/18 total expenditure including net recharges is £7,706,000 compared to the 2016/17 latest approved budget of £7,920,000. This decrease of £214,000 is mainly due to a decrease in Repairs and Maintenance costs of £310,000.

This is only the budget for the years in question and the actual amount charged to lessees will depend on the actual spent and the percentage set out in the individual leases.

Recommendations

1. The Barbican Residents Consultation Committee are asked to note and comment on the provisional 2017/18 revenue budget.
2. The Barbican Residential Committee is requested to:
 - a) review the provisional 2017/18 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
 - b) authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, and corporate projects.

Main Report

Introduction

1. This report sets out the proposed revenue budget for 2017/18. The revenue budget management arrangements are to:
 - Place responsibility for budgetary control on departmental Chief Officers
 - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.

Proposed Revenue Budget for 2017/18

3. The proposed Revenue Budget for 2017/18 is shown in table 1 overleaf. A reconciliation of the 2016/17 latest agreed budget to the 2017/18 original budget is provided in Appendix 3.
 - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
 - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
 - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.

Table 1 - Analysis of Service Expenditure	Local, Central Risk or Recharges	Actual 2015-16 £'000	Original Budget 2016-17 £'000	Latest Approved Budget 2016-17 £'000	Original Budget 2017-18 £'000	Movement 2016-17 to 2017-18 £'000	Paragraph Reference
Expenditure							
Employees	L	2,019	2,156	2,144	2,156	12	7
Premises Related Expenses							
Repairs and Maintenance	L	2,281	3,288	1,997	1,687	(310)	4
Supplementary Revenue Projects	C	389	0	0	0	0	5
Energy Costs	L	1,863	2,356	2,346	2,369	23	6
Rents	L	97	126	126	129	3	
Rates	L	10	15	18	15	(3)	
Water Services	L	2	3	3	3	0	
Cleaning and Domestic Supplies	L	228	242	217	220	3	
Grounds Maintenance	L	118	123	123	124	1	
Supplies and Services							
Equipment, Furniture and Materials	L	37	68	70	70	0	
Catering	L	0	1	1	1	0	
Uniforms	L	6	12	12	12	0	
Printing, Stationery and Office Exp.	L	1	5	5	5	0	
Fees and Services	L	0	1	2	1	(1)	
Contributions to Provisions	L	(51)	0	0	0	0	
Communication and Computing	L	13	14	14	15	1	
Total Expenditure		7,013	8,410	7,078	6,807	(271)	
Income							
Local Risk	L	(6,966)	(8,498)	(7,111)	(6,896)	215	
Central Risk	C	(1,205)	(810)	(809)	(810)	(1)	
Net Income		(1,158)	(898)	(842)	(899)	(57)	
Recharges							
Expenditure	R	1,310	1,085	1,017	1,074	57	
Income	R	(152)	(187)	(175)	(175)	0	
Total Recharges		1,158	898	842	899	57	
Total Service Charge Account		0	0	0	0	0	

4. Repairs and maintenance costs have reduced by £310,000 compared to the latest approved budget due to there being no costs in the 2017/18 budget for external and internal decorations and heating condition survey. Note the original budget for 2016/17 included £1,128,000 for external and internal decorations. Full analysis is provided in Appendix 1.
5. Actual 2015/16 costs of £389,000 were incurred in 2015/16 for supplementary revenue projects. The bulk of the costs were related to concrete testing.
6. Energy costs have also increased by £23,000 due to expected higher tariffs.
7. Analysis of the movement in manpower and related staff costs are shown in Table 2 below.

Table 2 - Manpower statement	Latest Approved Budget 2016/17		Original Budget 2017/18	
	Manpower Full-time equivalent	Estimated cost £0	Manpower Full-time equivalent	Estimated cost £0
Garchey Operatives	3	100	3	116
Cleaners	34	943	34	963
Estate Concierge (1/3) & Lobby Porters	22	1101	22	1077
Total Barbican Residential	59	2144	59	2156

Draft Capital and Supplementary Revenue Budgets

8. The latest estimated costs of the Committee's draft capital and supplementary revenue projects are summarised in the Table below.

Capital & Supplementary Revenue projects - latest estimated costs						
Service	Project	Exp. Pre 01/04/16 £'000	2016/17 £'000	2017/18 £'000	Later Years £'000	Total £'000
	<u>Pre-implementation</u>					
Service Charge	Water system testing	2	40			42
	<u>Authority to start work</u>					0
Service Charge	Concrete testing	190	417			607
Service Charge	Communal repairs / redecorations	10	750	940	634	2,334
TOTAL BARBICAN RESIDENTIAL		202	1,207	940	634	2,983

9. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work. It should be noted that the above figures exclude the implementation costs of those schemes which have yet to receive authority to start work.
10. The programme of water system testing will be subject to further approvals, following completion of the risk assessments.
11. Concrete testing work will be completed in the current financial year, and consultation has started for the phase 2 blocks in the communal repairs and redecorations project.
12. A proportion of the costs for these schemes will be recoverable from residents via service charges.
13. The latest Capital and Supplementary Revenue Project budgets will be presented to the Court of Common Council for formal approval in March 2017.

Appendices

- Appendix 1 = Analysis of Repairs, Maintenance and Minor Improvements
Appendix 2 = Support Services and Capital Charges
Appendix 3 = Reconciliation of 2016/17 Original Budget to Latest Approved Budget

Contact: Goshe Munir (1571) or Mark Jarvis (1221)
Chamberlain's Department

Dr. P. Kane
Chamberlain

Ade Adetosoye
Director of Community and Children's Services

Appendix 1

Analysis of Repairs, Maintenance and Minor Improvements

Costs to be charged to Long Lessees and Landlord. (The latter responsible for short term tenancies and voids)	<i>Original Budget 2016/17 £000</i>	<i>Latest Budget 2016/17 £000</i>	<i>Original Budget 2017/18 £000</i>
Responsive and Contract Servicing including Building Electrical and Heating and Ventilation	1,105	1,105	1,115
IRS maintenance	30	30	30
Responsive and Contract Servicing - Lifts	255	250	262
Sub Total Responsive and Contract Servicing	1,390	1,385	1,407
External and Internal Decorations	1,128	108	0
Upgrade Safety/Security Installations	35	35	35
Water Supply Works	120	40	0
Concrete Repairs Contingency	300	0	0
Drainage Repairs / Remedial Work	30	60	60
Consultants Fees	35	35	35
Electrical Testing	10	24	10
Asbestos Encapsulations	110	110	110
Emergency Lighting to Stairs, Corridors and Plant Rooms	20	20	20
Heating Condition Survey	100	170	0
Asset Management	10	10	10
TOTAL	3,288	1,997	1,687

Appendix 2

Support Service and Capital Charges from/to Barbican Service Charges	Actual 2015/16 £0	Original Budget 2016/17 £0	Latest Approved Budget 2016/17 £0	Original Budget 2017/18 £0
Support Service and Capital Charges				
Insurance	27	26	43	47
IS Staff Recharge	330	263	210	207
Total Support Services	357	289	253	254
Recharges within Committee				
Cleaning and Lighting	(138)	(138)	(126)	(126)
Barbican Supervision and Management	493	319	287	343
Recharges Within Funds				
DCCS	446	428	428	428
Contributions to Funds and Provisions				
TOTAL SUPPORT SERVICE AND CAPITAL CHARGES	1,158	898	842	899

Appendix 3

Reconciliation of 2016/17 Original Budget to Latest Approved Budget	£'000
Original Budget Net Expenditure	0
Carry Forwards Balance from 2016/17 (Not in Original Budget)	55
Decrease in repairs and maintenance costs	(1,291)
Decreased in Cleaning and Domestic Supplies costs	(25)
Revised estimates of employee costs.	(12)
Decrease in other Costs (including recharges)	(60)
Balancing decreased income.	1,333
Latest Approved Budget Net Expenditure	0

Committee(s)	Dated:
Residents Consultation Committee	28 November 2016
Barbican Residential Committee (For Decision)	12 December 2016
Subject: Revenue and Capital Budgets - Latest Approved Budget 2016/17 and Original 2017/18 (Excluding dwellings service charge income and expenditure)	Public
Report of: The Chamberlain Director of Community & Children's Services Report authors: Goshe Munir and Mark Jarvis	For Information

Summary

This report is the annual submission of the revenue and capital budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2017/18, for subsequent submission to the Finance Committee. Details of the Committee's draft capital budget are also provided. The budgets have been prepared within the resources allocated to the Director.

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 995 (66%) are currently occupied .

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,266 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.

The provisional nature of the revenue budgets particularly recognises that further revisions may arise from the necessary realignment of funds resulting from corporate projects.

Summary Of Table 1	Original Budget 2016/17 £'000	Latest Approved Budget 2016/17 £'000	Original Budget 2017/18 £'000	Movement £'000
Expenditure	2,697	2,616	2,608	(8)
Income	(5,094)	(5,065)	(5,134)	(69)
Net Income (Local and Central Risk)	(2,397)	(2,449)	(2,526)	(77)
Capital and support services	5,212	5,345	4,855	(490)
Total Net Income/Expenditure	2,815	2,896	2,329	(567)

Overall, the 2017/18 provisional revenue budget totals a deficit of £2,329,000 a variance of £(567,000) compared with the Latest Approved Budget for 2016/17. The main reason for this decrease is a reduction in the capital charge against operational properties, which reflects a diminution in the most recent valuation (31st March 2016) of the properties.

Recommendations

1. The Barbican Residents Consultation Committee are asked to note and comment on the provisional 2017/18 Revenue Budget.
2. The Barbican Residential Committee is requested to:
 - a) review to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
 - b) review and approve the draft capital budget;
 - c) authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, corporate projects.

Main Report

Introduction

1. This report sets out the proposed revenue budget and capital budgets for 2017/18. The revenue budget management arrangements are to:
 - Provide a clear distinction between local risk, central risk and recharge budgets
 - Place responsibility for budgetary control on departmental Chief Officers
 - Apply a cash limit policy to Chief Officers' budgets

2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.

The report also compares the current year's budget with the forecast outturn.

Proposed Revenue Budget for 2017/18

3. The proposed Revenue Budget for 2017/18 is shown in Table 2 overleaf analysed between:
 - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
 - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
 - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.
4. The provisional 2017/18 budgets, under the control of the Director of Community & Children's Services being presented to your Committee, have been prepared in accordance with guidelines agreed by the Policy and Resources and Finance Committees. These include continuing the implementation of the required budget reductions across both local and central risks, as well as the proper control of transfers of non-staffing budget to staffing budgets. The budgets include an allowance towards any potential pay and price increases of 1% and an increase in income targets of £154,000 as previously agreed by this committee. The budget has been prepared within the resources allocated to the Chief Officer.

Table 1 - Analysis of Service Expenditure	Local or Central Risk	Actual 2015-16 £'000	Original Budget 2016-17 £'000	Latest Approved Budget 2016-17 £'000	Original Budget 2017-18 £'000	Movement 2016-17 to 2017-18 £'000	Paragraph Reference
EXPENDITURE							
Employees	L	1,543	1,616	1,578	1,633	55	7
Premises Related Expenses							
Repairs and Maintenance	L	802	629	532	564	32	11
Other Premises Related Expenditure	L	366	340	324	314	(10)	
Supplies & Services	L	129	111	181	96	(85)	9
Transport	L	0	1	1	1	0	
Supplementary Revenue Projects	C	13	0	0	0	0	
Total Expenditure		2,853	2,697	2,616	2,608	(8)	
INCOME							
Customer, Client Receipts (mainly rents and non-dwelling service charges)	L	(4,859)	(4,869)	(4,854)	(4,909)	(55)	
Charge for insurance	C	(234)	(225)	(211)	(225)	(14)	
Transfer from Reserves	C	(13)	0	0	0	0	
Total Income		(5,106)	(5,094)	(5,065)	(5,134)	(69)	
NET INCOME BEFORE SUPPORT SERVICES AND CAPITAL CHARGES		(2,253)	(2,397)	(2,449)	(2,526)	(77)	
SUPPORT SERVICES AND CAPITAL CHARGES							
Central Support Services and Capital charges		5,991	5,806	5,636	5,201	(435)	10
Recharges within Fund		(49)	(152)	(130)	(129)	1	
Recharges to Service Charge Account		(685)	(442)	(161)	(217)	(56)	
Total Support Services and Capital charges		5,257	5,212	5,345	4,855	(490)	
TOTAL NET EXPENDITURE		3,004	2,815	2,896	2,329	(567)	

Notes - Examples of types of service expenditure:-

- (i) Other Premises Related Expenses – includes energy costs, rates, water services, cleaning and domestic supplies

5. Income and favourable variances are presented in brackets. An analysis of this Revenue Expenditure by Service Managed is provided in Appendix 1. Only significant variances (generally those greater than £100,000) have been commented on in the following paragraphs.
6. Overall there is a decrease of the deficit of £567,000 in the overall budget between the 2016/17 latest approved budget and the 2017/18 original budget. The main movements are explained by the variances in the following paragraphs.
7. There has been an increase in employee budgets of £55,000. An allowance of 1% towards any increases in pay has been applied from 1st April 2017.
8. Analysis of the movement in manpower and related staff costs are shown in Table 2 below.

Table 2 - Manpower statement	Latest Approved Budget		Original Budget	
	2016/17		2017/18	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Supervision and Management	14	677	14	712
Car Parking - Estate Concierge (2/3)	19	901	19	921
Total	33	1,578	33	1,633

9. Supplies & Services has decreased expenditure of £85,000 relating to agency fees.
10. The main reason for the £435,000 decrease is a reduction in the capital charges against operational properties, reflecting a diminution in the most recent valuation of the properties. A detailed breakdown of Central Support Services and Capital Charges is presented in Appendix 2.
11. A detailed breakdown of Repairs and Maintenance costs are provided in Appendix 3.
12. The current forecast outturn for 2016/17 is on budget.

Potential Further Budget Developments

13. The provisional nature of the 2017/18 revenue budget recognises that further revisions may be required, including in relation to:
 - budget reductions to capture savings arising from the on-going PP2P reviews;

Draft Capital and Supplementary Revenue Budgets

14. The latest estimated costs of the Committee's draft capital and supplementary revenue projects are summarised in the Table overleaf.

Capital & Supplementary Revenue projects - latest estimated costs						
Service	Project	Exp. Pre 01/04/16 £'000	2016/17 £'000	2017/18 £'000	Later Years £'000	Total £'000
Pre-implementation						
Landlord Costs	Contractor's Office	6	2			8
Landlord Costs	Residential baggage stores		7			7
Landlord Costs	Barbican Turret John Wesley Highwalk	13	45			58
Authority to start work						
Landlord Costs	Beech Gardens waterproofing & soft landscaping	4,467	85			4,552
Landlord Costs	Frobisher Crescent balcony waterproof	188	80			268
TOTAL BARBICAN RESIDENTIAL		4,674	219	0	0	4,893

15. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work. It should be noted that the above figures exclude the implementation costs of those schemes which have yet to receive authority to start work.

16. Subject to further approvals are the installation of additional residential baggage stores and conversion of the Contractor's office space into a 2 bedroom flat at Andrewes House.

17. Approval has been given to obtain planning permission and listed building consent for the Barbican Turret, John Wesley Highwalk. The anticipated cost of £58,000 will be funded from central resources.

18. The final phase of the Beech Gardens project has now been completed, as have the waterproofing works to the Frobisher Crescent balconies.

19. The latest Capital and Supplementary Revenue Project budgets will be presented to the Court of Common Council for formal approval in March 2017.

Appendices

Appendix 1: Revenue Expenditure by Service Managed

Appendix 2: Support Service and Capital Charges from/to Barbican Residential Committee

Appendix 3: Analysis of Repairs, Maintenance and Minor Improvements

Appendix 4: Original Budget 2016/17 to Latest Approved Budget

Dr Peter Kane
Chamberlain

Ade Adetosoye
Director of Community & Children's Services

Contact: Goshe Munir (1571) or Mark Jarvis (1221)
Chamberlain's Department

APPENDIX 1

Analysis by Service Managed	Actual 2015-16 £'000	Original Budget 2016-17 £'000	Latest Approved 2016-17 Budget £'000	Original Budget 2017-18 £'000	Movement 2016-17 to 2017-18 £'000
CITY FUND					
Supervision & Management (fully recharged)	0	0	0	0	0
Landlord Services	3,190	3,157	3,147	2,690	(457)
Car Parking	427	283	337	382	45
Baggage Stores	(141)	(138)	(132)	(240)	(108)
Trade Centre	(478)	(498)	(464)	(513)	(49)
Other Non-Housing	6	11	8	10	2
TOTAL	3,004	2,815	2,896	2,329	(567)

Supervision and Management – General

This section relates to the requirements of the Barbican Estate Office including staffing, premises, information technology and support from Guildhall. The Estate Office is responsible for the management of the flats, commercial units, car parks and baggage stores. Management includes repairs and maintenance, security, cleanliness of common parts, calculation of service charges and the initial stages of arrears recovery. Total expenditure on this section is fully recharged to other sections of these accounts plus a relevant proportion to the Service Charge account, which is the subject to a separate report before you today. The IT costs are recharged on number of transactions while the other costs are allocated broadly on time sheet information.

Landlord Services

Expenditure includes repairs to the interior of short term lessees' flats and void flats. Grounds maintenance of public areas, insurance (other than that included in the Service Charge Account for lifts and the garchey system), capital charges relating to properties not sold on a long lease, and supervision and management. Income includes rent income from short term tenancies (apart from the service charge element), rent from ten commercial properties, licence fees for various aerial sites, and reimbursements for insurance, dilapidations and other services. Long lessees have the option to arrange alternative insurance to that provided through the City and, consequently, insurance is accounted for in the Landlord Account rather than as part of the Service Charge Account.

Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which some 995 (66%) are currently occupied. The budget position for 2016/17 has been helped from the continued commercial car parking and Heron paying service charges for residential car bays. However, although we have retained 24 commercial bays with Deutsche Bank which are based on market value rates, they have surrendered 34 bays over the last two years.

Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,266 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 Crèche.

APPENDIX 2

Support Service and Capital Charges from/to Barbican Residential Committee	Actual 2015/16 £'000	Original Budget 2016/17 £'000	Latest Approved Budget 2016/17 £'000	Original Budget 2017/18 £'000
Support Service and Capital Charges				
Insurance	319	322	296	297
IS Recharges	374	263	167	228
Capital Charges	4,734	4,695	4,560	4,074
Chamberlain	319	275	343	345
Comptroller and City Solicitor	119	112	140	135
Town Clerk	116	126	119	111
City Surveyor	3	9	3	3
Other Services	7	4	8	8
Total Support Services and Capital Charges	5,991	5,806	5,636	5,201
Recharges Within Funds				
Corporate and Democratic Core - Finance Committee	(50)	(50)	(50)	(50)
HRA	(82)	(160)	(160)	(160)
Community and Children's Services Committee	83	58	80	81
Service Charge Account	(685)	(442)	(161)	(217)
TOTAL SUPPORT SERVICE AND CAPITAL CHARGES	5,257	5,212	5,345	4,855

* Various services including central training, corporate printing, occupational health, union costs and environmental and sustainability section.

**ANALYSIS OF REPAIRS, MAINTENANCE AND MINOR IMPROVEMENTS
ALL LOCAL RISK**

	<i>Original Budget 2016/17</i>	<i>Latest Approved Budget 2016/17</i>	<i>Original Budget 2017/18</i>	
	£'000	£'000	£'000	
<u>Supervision & Management Holding Account</u>				
Estate Office - Breakdown Maintenance	9	20	9	E
Total Supervision & Management Holding Account	9	20	9	
<u>Services and Repairs - Landlords</u>				
Breakdown Maintenance	248	175	170	E
Drains	95	70	95	E
Rechargeable works - Emergency work in sold flats, dilapidations and insurance claims	0	50	50	E
Lift contract servicing	0	6	5	E
Asbestos data	0	5	5	E
	35	0	0	
External redecoration (70% of soffits)	35	35	35	A
Total Services and Repairs - Landlords	413	341	360	
<u>Car Parking</u>				
Breakdown Maintenance - Building	144	100	143	E
Safety Security		20	1	E
Total Car Parking	144	120	144	
<u>Stores</u>				
Breakdown Maintenance	6	6	6	E
	6	6	6	
<u>Total Stores</u>				
<u>Trade Centre</u>				
Breakdown Maintenance	55	45	45	E
Total Trade Centre	55	45	45	
<u>Other Non-Housing</u>				
Breakdown Maintenance	2	0		E
Total Other Non-Housing	2	0	0	
TOTAL	629	532	564	

E = ESSENTIAL, A = ADVISABLE D = DESIRABLE

Appendix 4

Original Budget 2016/17 to Latest Approved Budget	£'000
Original Budget Net Income	2,815
Carry Forwards Balance from 2016/17 (Not in Original Budget)	(129)
Loss of Sales	67
Recharges	133
Other movements	10
Latest Approved Budget	2,896

Committee(s) Residents Consultation Committee Barbican Residential Committee	Date(s): 28 November 2016 12 December 2016
Subject: Progress of Sales & Lettings	For Information
Report of: Director of Community and Children's Services Report author: Anne Mason, Revenues Manager	Public

Summary

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.

Recommendation: That the report be noted.

Main Report

Background

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

Surrenders

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	20	3	£24,100	Periodic Tenant	Tenant Deceased	7/09/2016
2	F1A	2	£10,650	25/03/2014 24/03/2017	Tenant Deceased	11/10/2016

Right to Buy sales

3.

	31 October 2016	8 August 2016
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
NET PRICE	£65,007,843.75	£65,007,843.75

Open Market sales

4.

	31 October 2016	8 August 2016
Sales Completed	843	841
Market Value	£142,553,771.97	£139,773,771.97

~~Fifteen exchanges of sold flats have taken place with the sum of £720,254 being paid to the~~

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

Approved sales

8.

CASE	Block	Floor	Type	Price	Remarks as at 31 October 2016
1	Speed House	3	21 2 bed	£895,000	Proceeding
2	Defoe House	1	21 2 bed	£940,500	Proceeding
3	Cromwell Tower	31	1A 4 bed	£1,830,000 Correction	Completed

Completed sales

9. Since the last report two sales have completed. The sale of 311 Cromwell Tower completed on 20 October 2016 and the sale of 51 Defoe House completed on 27 October 2016.

Sales per block

10.

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	184	16,648,760.00	95.83
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	171	15,594,782.50	96.07
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	104	8,933,148.50	91.23
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	146	14,337,670.50	98.65
TERRACE BLOCK TOTAL	1645 (1645)	1584 (1583)	131,590,573.33 (130,640,573.33)	96.29 (96.23)
CROMWELL TOWER	112	101	23,530,801.00	90.18
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	109	25,225,415.76	93.97
TOWER BLOCK TOTAL	345 (345)	324 (323)	73,309,996.39 (71,479,996.39)	93.91 (93.62)
ESTATE TOTAL	1990 (1990)	1908 (1906)	204,900,569.72 (202,120,569.72)	95.88 (95.78)

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

Revenues Manager

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Committee:	Date(s):
Barbican Residents Consultation Committee	28 November 2016
Subject: Update Report	For information
Report of: Director of Community and Children's Services Report author: Michael Bennett, Barbican Estate Office Manager	Public

Summary

Barbican Estate Office

1. Blake Tower (formally the YMCA) Service Charge related issues
2. Service Based Review (generating income for car parking & stores 2017/18)
3. Electric Vehicle Charging
4. Agenda Plan – **see appendix 1**

Property Services – see appendix 2

5. Redecorations
6. Public lift availability
7. Upgrade of the Barbican Television Network
8. Concrete Works
9. Background Underfloor Heating Working Party
10. Crossrail

City Surveyors Department – see appendix 3

11. St Alphage House – renamed London Wall Place
12. Conservation of the remains of the City Wall - Bastions 14, 13, 12, 11A and adjacent Wall
13. Bastion 13
14. City of London School for Girls – Gymnasium Extension
15. Bernard Morgan Police Section House

Recommendation: that the contents of this report be noted.

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in September 2016. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

1. Blake Tower (formally the YMCA) Service Charge related issues (No change from previous update)

Issue	Update
Will it be managed by the BEO as part of the Barbican Estate?	Yes.
If so, when from? Day 1 – or after a period?	After 2 years.
If after a period, are there any arrangements that are different before and after the BEO takes over management?	No Garchey or Underfloor Heating. The Concierge Service will be provided by the Lobby Porter for 12 hours and Estate Concierge (Car Park Attendants) for the other 12 hours.
Where do Blake Tower residents park their cars? Bunyan car park? Are there enough spaces?	Bunyan car park. Yes.
Do they have ASSA keys to the gardens and the rest of the estate?	Yes.
If so do the ASSA keys of existing residents allow them access to Blake Tower?	No. There is a fob system. Potentially, Asser keys could be retro-fitted as has been the case with Frobisher Crescent.
When does the adjustment of estate wide service charges to accommodate Blake Tower take place? From day 1 or from when the BEO takes over?	Day 1.

2. Service Based Review (generating income for car parking & stores 2017/18)

The Barbican Residential Committee approved a number of options to be progressed and updates are detailed below:

Blake Tower residential Car Parking

There has been interest from several potential future leaseholders of Blake Tower and these have been placed on our waiting list.

Additional residential stores/storage space

- A Gateway 3 /4 options appraisal report is being presented to November Projects Sub Committee with the following timelines:
- January – March 2017 – tender and planning application
- April (estimated) - contractors on site
- July onwards - phased completion and available to rent

Consolidation Centre Pilot – Breton House Car Park

- An email bulletin was distributed in October thanking those residents that had attended the pre-planning application meeting earlier in the month and had provided comments with regard to the proposals for the Gnewt Cargo Consolidation Centre pilot at Breton House Car Park
- The planning application, trial and updated information are all currently on hold whilst Gnewt Cargo review their business plans. We anticipate further discussions with Gnewt Cargo regarding their plans in February 2017 when we should be in a position to update residents

3. Electric Vehicle Charging

City Procurement are progressing the provision of charging points for electric vehicles in the car parks as part of the City Project led by the Department of the Built Environment. The latest estimations are that contractors will be on site in the New Year and an update will be provided on this new service via our email broadcast. The principle for the Barbican Estate is for the provision of central charging points in some of the bays in some of the car parks and for residents to subscribe directly to the contractor for this service.

Appendix 1

4. Agenda Plan

The table below includes a list of pending committee reports:

Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	30 .1.17	13.2.17
Service Level Agreement Review	Michael Bennett		
Barbican Charging Policy	Michael Bennett		
Concrete Investigations – Barbican Terrace Blocks	Mike Saunders		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Residential Rent Review (BRC Only)	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues (RCC only)/Service Based Review/Electric Vehicle Charging/Agenda Plan 2017 Property Services Update City Surveyors Update (RCC Only)	Michael Bennett	22 May	5 June
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett		
SLA Review	Michael Bennett		
Working Party Review – Minutes of Background Underfloor Heating Working Party (RCC Only)	Mike Saunders		
Working Party Review – Minutes of Gardens Advisory Group (RCC Only)	Helen Davinson		

Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues (RCC only)/Service Based Review/Electric Vehicle Charging/Agenda Plan 2017 Property Services Update City Surveyors Update (RCC Only)	Michael Bennett		
“You Said; We Did” Actions (Separate list for RCC & BRC)	Michael Bennett	4 Sept	11 Sept
SLA Review	Michael Bennett		
Working Party Review – Minutes of Asset Maintenance Working Party (RCC Only)	Mike Saunders		
Working Party Review – Minutes of Leaseholder Service Charge Working Party (RCC Only)	Anne Mason		
2016/17 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/ Chamberlains		
2015/17 Revenue Outturn for the Dwellings Service Charge Account including Reconciliation between the closed accounts and the final service charge	Chamberlains		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues (RCC only)/Service Based Review/Electric Vehicle Charging/Agenda Plan 2017 Property Services Update City Surveyors Update (RCC Only)	Michael Bennett		

"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	27 Nov	11 Dec
SLA Review	Michael Bennett		
Car Park & Stores Charging	Barry Ashton		
Service Charge Expenditure & Income Account - Latest Approved Budget 2017/18 & Original Budget 2018/19	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2017/18 and Original 2018/19 - Excluding dwellings service charge income & expenditure	Chamberlains		
Annual Review of RTAs	Town Clerks		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues (RCC only)/Service Based Review/Electric Vehicle Charging/Agenda Plan 2017 Property Services Update City Surveyors Update (RCC Only)	Michael Bennett		

Background Papers:

Minutes of the Barbican Residential Committee 5 September 2016.
Minutes of Residents' Consultation Committee 19 September 2016.

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

Property Services Update

5. Redecorations

2016/17-2019/20 Programme

Works are progressing well on the 2016/17 programme

At the time of this report (2nd November 2016) Lauderdale Tower is complete, Shakespeare Tower is complete, Defoe House is 65% complete, Speed House is 10% complete, Bryer Court internal redecorations is due to commence on 21st November and John Trundle Court internal redecorations is due to commence on 28th November

The feedback from resident representatives on completed works and those that have commenced have been very positive

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 2016 to September 2016
Turret (Thomas More)	98.72%	99.98%
Gilbert House	99.68%	99.90%

7. Upgrade of the Barbican Television Network and Broadband Services

Works to upgrade the existing television network continues and is due to be completed by the end of the year. VFM are also upgrading subscribers to Sky to allow access to SKY Q.

8. Concrete Works

Following completion of the concrete testing, an options report is being prepared for January/February 2017 Committees.

This will be followed by Section 20 Consultation during February/March 2017 and the tender process from April through to June. It is anticipated works, if approved, will commence from August 2017 onwards

9. Underfloor Heating Working Party Update

The Underfloor Heating Working Party meet on a regular basis and through a cohesive approach from both residents and officers, progress has been made in a number of areas.

Items from the last meeting in October include:

Replacement of the underfloor heating control system, previously provided by UK Power Networks, is progressing and the replacement system will, in the future, allow for additional controls beyond those that the old, now unsupported, system had.

It was reported that tenders for the supply of electricity for the underfloor heating had been completed and officers were awaiting the new rates in order to inform residents

Discussions have taken place with a number of Electricity Aggregators to look at the potential to 'sell' electricity back to the National Grid, known as Demand-Side Response.

10. Crossrail Insurance Claims

A timetable of settlement claims made by the City of London and direct from Residents has been received from Crossrail.

Those claims out the Zone of Influence or where the claim is refuted should hear from Crossrail by mid-November

Claims that are partially or fully accepted will hear from Crossrail by the end of November. In these cases, claimants will be invited to seek 3 quotes for repair. Upon receipt of these quotes, an offer will be made by Crossrail

City Surveyors Update

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

11. St Alphage House – Renamed London Wall Place

The developer of the site, Brookfield Multiplex, anticipates practical completion of Building 1 in April 2017 and Building 2 in July 2017, with more information available in the monthly newsletter and on the project website www.londonwallplace.com.#

Most of the conservation work needed to the City Wall in St Alphage Garden, which is a Scheduled Monument and on the HARR (Heritage At Risk Register, as published by Historic England), will be Section 106 funded. The extent of the works needed will be reviewed after the hoarding at one end of the monument is removed, estimated in December 2016. The conservation works programme will be led by the City Surveyor in consultation with the developer, Department of Built Environment (who are designing the re-landscaping of the garden) and Historic England.

12. Conservation of the remains of the City Wall - Bastions 14, 13, 12, 11A and adjacent Wall

The remedial work on the Bastion 11A (by the lake near The Postern), following the defects inspection, continues to be progressed in consultation with Historic England. Initially, the conservators carried out preparatory clearance where the mortar has failed and a trial of new protective capping. The work has been approved subject to how it weathers during the winter months and re-inspection in early 2017. The remaining remedial work is then planned to be completed during March/ April 2017.

The long-term maintenance proposals continue to be progressed in consultation with the City's Open Spaces, Historic England and the conservators.

13. Bastion 13

The BEO and CS continue monitoring the site and as necessary will be able to extend the existing chestnut paling fence, which is there to reduce unauthorised access onto the mound and the likelihood of damage to the Scheduled Monument. It is a temporary measure, which will be removed when a permanent hard landscaping is provided to allow safe access to this area.

The Barber Surgeons have asked to use non-biocidal methods to remove new plant

growth on the inside of the bastion, for which they have been asked to provide further information for consideration by the CS, the City Open Spaces and Historic England.

14. City of London School for Girls: Gymnasium Extension

Works were completed on programme and the final accounts are now being agreed.

15. Bernard Morgan Police Section House

Taylor Wimpey's proposal to demolish the old Section House and construct 104 new private residential units is currently under review by the City Planners. It is anticipated that the application will be considered by Committee, at the earliest, in January 2017.