



## **Housing Management and Almshouses Sub (Community and Children's Services) Committee**

**Date:** TUESDAY, 27 NOVEMBER 2018  
**Time:** 2.00 pm  
**Venue:** GOLDEN LANE COMMUNITY CENTRE

**Members:** John Fletcher (Chairman)  
Randall Anderson (Deputy Chairman)  
Mary Durcan  
Marianne Fredericks  
Alderman David Graves  
Barbara Newman  
Dhruv Patel OBE  
Susan Pearson  
William Pimlott  
Peter Bennett

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**N.B. Part of this meeting could be the subject of audio or visual recording**

**John Barradell  
Town Clerk and Chief Executive**

# AGENDA

## Part 1 - Public Reports

1. **APOLOGIES FOR ABSENCE**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**  
To approve the public minutes and non-public summary of the meeting on 24<sup>th</sup> September 2018.  
**For Decision**  
(Pages 1 - 10)
4. **MAJOR WORKS PROGRESS REPORT**  
A report of the Director Community and Children's Services.  
**For Information**  
(Pages 11 - 18)
5. **ALLOCATED MEMBERS REPORT**  
A report of the Director of Community and Children's Services.  
**For Information**  
(Pages 19 - 26)
6. **FIRE SAFETY UPDATE - HRA PROPERTIES**  
A report of the Director of Community and Children's Services.  
**For Information**  
(Pages 27 - 32)
7. **ESTATE MANAGEMENT POLICY REVIEW**  
A report of the Director of Community and Children's Services.  
**For Decision**  
(Pages 33 - 46)
8. **TENANCY VISITS PROGRAMME**  
A report of the Director of Community and Children's Services.  
**For Information**  
(Pages 47 - 50)
9. **GAS SAFETY POLICY**  
A report of the Director of Community and Children's Services.  
**For Decision**  
(Pages 51 - 64)

10. **INSURANCE CLAIMS POLICY**  
A report of the Director of Community and Children's Services.  
**For Decision**  
(Pages 65 - 72)
11. **GUEST ROOMS POLICY**  
A report of the Director of Community and Children's Services.  
**For Decision**  
(Pages 73 - 78)
12. **ISSUES REPORT - MIDDLESEX STREET ESTATE LIFT REFURBISHMENT**  
An issues report relative to the Middlesex Street Estate Lift Refurbishment.  
**For Decision**  
(Pages 79 - 88)
13. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
15. **EXCLUSION OF THE PUBLIC**  
MOTION - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraphs 1 and 3 of Part I of Schedule 12A of the Local Government Act.

## **Part 2 - Non-Public Reports**

16. **FORMER TENANT ARREARS**  
A report of the Director of Community and Children's Services.  
**For Decision**  
(Pages 89 - 92)
17. **GATEWAY 2 REPORT - HOUSING MANAGEMENT SYSTEM UPGRADE**  
A Gateway 2: Project Proposal report relative to the Housing Management System Upgrade.  
**For Information**  
(Pages 93 - 108)
18. **GATEWAY 1-4 PROJECT PROPOSAL & OPTIONS APPRAISALS REPORT**  
A Gateway 1-4 Project Proposal and Options Appraisal Report.  
**For Information**  
(Pages 109 - 122)

19. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

## HOUSING MANAGEMENT AND ALMSHOUSES SUB (COMMUNITY AND CHILDREN'S SERVICES) COMMITTEE

Monday, 24 September 2018

Minutes of the meeting of the Guildhall at 11.30 am

### Present

#### Members:

Randall Anderson (Deputy Chairman)  
John Fletcher (Chairman)  
Mary Durcan  
Marianne Fredericks  
Barbara Newman  
Susan Pearson  
William Pimlott  
Peter Bennett

#### Officers:

Mark Jarvis	- Chamberlains
Mona Lewis	- Chamberlain's (Procurement
Jacquie Campbell	- Community and Children's Services
Paul Murtagh	- Community and Children's Services
Liam Gillespie	- Community and Children's Services
Marcus Roberts	- Community and Children's Services
Eileen Cunningham	- Community and Children's Services
Julie Mayer	- Town Clerks
Gregory Moore	- Town Clerks

#### 1. APOLOGIES

Apologies were received from Dhruv Patel and Alderman David Graves.

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

The following Members, who are also residents of the Barbican Estate, had not been granted dispensations to speak or vote in respect of today's item of urgent business in respect of the Housing Governance Review:

- Randall Anderson
- Mary Durcan
- Barbara Newman

Susan Pearson had not been granted a dispensation to speak or vote in respect of Golden Lane Reports at items 5, 12 and 14. Mr William Pimlott would therefore speak for Mrs Pearson on these items.

Mrs Pearson expressed her dissatisfaction at this decision as, being the only Golden Lane resident Member of the Sub Committee, she felt that her constituents would be disenfranchised.

William Pimlott, also a Barbican Resident, did not feel that he had a disclosable pecuniary interest as the legislation was silent in respect of his circumstances but he would not be speaking or voting on the Housing Governance Review report.

The Town Clerk explained the rationale behind the above decision as follows:

*After consultation with the Chairman and the Deputy Chairman of the Standards Committee, the Town Clerk rejected the request for a dispensation, under urgency provisions, to speak in connection with the Housing Governance Review at the Housing Management and Almshouses Sub Committee.*

*At its meeting on Monday 10/9, the Dispensations Sub (Standards) Committee considered a number of dispensation requests, the vast majority of which related to the Housing Governance Review. In summary, having taken account of all relevant matters, Members considered that applications to speak at the Barbican Residential Committee on the Housing Governance Review should be granted in view of the strong resident representation included in that Committee's Constitution, the requirement for 'local democracy to be seen to be being done' on such a fundamental issue, and also as the final decision on the review itself would not rest with that Committee.*

*Members were not persuaded that requests to speak at other committees on the Housing Governance Review made as strong a case and considered that these should be rejected. The Sub Committee also noted that Members, with a disclosable pecuniary interest, could communicate their views on a matter to a Committee or Chairman in writing, or request an alternate Member of that Committee to put forward their views.*

Members noted that the Policy & Resources Committee expressed a desire to consult with, and receive the views of, those Committees which would be affected by any change. Potential options included the disbandment of the Housing Sub Committee, as it currently exists. However, because only half the Members of the Sub-Committee were allowed to speak on this, a proper and complete view could not be formulated by the Sub-Committee, on its own future, for a report to Policy and Resources. The Chairman therefore intended to seek the permission of the Chairman (of the Policy and Resources Committee) to address the Committee when they took the decision on Housing Governance; reflecting the views of those Members who were not granted a dispensation to speak at today's meeting of the Housing Management and Almshouses Sub Committee.

The Chairman expressed his concern at what he perceived to be an over-zealous interpretation of the Localism Act, unique to the City Corporation, resulting in only half of the Members of the Committee being able to speak, and potentially disenfranchising residents.

Members strongly endorsed this view and asked for their comments to go on record and for it to be RESOLVED, that – these views be reported to the next meeting of the Standards Committee

3. **MINUTES**

RESOLVED – That the public minutes and non-public summary of the meeting held on 23<sup>rd</sup> July 2018 be approved as a correct record.

**Matters arising**

- Officers had checked with the City Solicitor in respect of making the Anti-Social Behaviour procedure visible on the Internet. The officer advised that, in the interests of transparency for both officers and residents, a summary would be available and he agreed to share the City Solicitor's advice with Members.
- The Chairman had attended 2 Estate walkabouts, both during the day, with a 3<sup>rd</sup> planned for this Wednesday, 26<sup>th</sup> September at 10 am. Given the low turnout at the first 2 walkabouts, the Chairman had suggested holding them at 6pm, when residents were likely to be available, and this would be fed into the Estate Review.

4. **HOUSING MAJOR WORKS PROGRAMME - PROGRESS REPORT**

Members received a report of the Director of Community and Children's Services which provided an update on the Major Works Programme. During the discussion, the following points were noted:

- In respect of the window works, the Assistant Director had met with City Procurement to discuss splitting the works, given the complexities at Golden Lane. By November, Members would be advised of the estimated programme; which would show some projects being bought forward.
- The tender process included a quality component in respect of successful delivery of previous projects and there was provision, within the Procurement Regulations, to extend contracts for competent contractors.
- The experiences of other boroughs would be researched as part of the new framework.
- Portable appliance testing was a legal requirement in care homes only but the City Corporation had carried them out as a matter of course, post Grenfell. Unsafe appliances were condemned and marked; 'dangerous'.

to not use' but the City Corporation were not able to remove them. Officers worked with residents to source replacements at the best rates and they had been able to assist some vulnerable clients. If an issue came to light with a particular make or model of appliance, this would be shared with the Fire Brigade.

RESOLVED, that – the report be noted.

5. **2017/18 HOUSING REVENUE ACCOUNT OUTTURN REPORT**

Members received a report of the Director of Community and Children's Services in respect of the 2017/18 Housing Revenue Account Outturn Report. Members noted that the overspend on reactive repair and maintenance works would reduce as part of the cyclical works programme and stock condition survey. The Chamberlain offered to provide a breakdown of the income streams.

RESOLVED, that – the report be noted.

6. **ESTATE PARKING & STORAGE SHEDS POLICY**

Members considered a report of the Director of Community and Children's Services in respect of the Estate Parking and Storage Sheds Policy. Members noted that officers were looking into the possibility of renewing parking permits annually, along with checking of documents. Management of storage would also be enhanced to manage hazardous substances.

Members asked for further information setting out the different charges across the estates, take up rates, the number of empty spaces, the number of disabled spaces available close by and other elements charged for; i.e. cleaning and any sources for recouping funding.

RESOLVED, that:

1. The Estate Parking & Storage Sheds Policy for use by the Housing Service be approved
2. The current arrangements for disabled parking charges in paragraph 9 of the report be subject to a further detailed report, as set out above.

7. **LETTINGS AND TRANSFERS POLICY**

Members considered a report of the Director of Community and Children's Services in respect of the Lettings and Transfer Policy. Members suggested that the Policy document should include links to legislation and noted the enhanced communications plan in respect of repairs.

RESOLVED, that – the Lettings & Transfers Policy for use by the Housing Service be approved.

8. **DOMESTIC ABUSE POLICY**

Members considered a report of the Director of Community and Children's Services in respect of the Domestic Abuse Policy, which was housing and



safeguarding specific and sought to protect tenants fleeing domestic abuse. Members noted that the Policy document would include links to the legislation and provide enhanced information, with the assurance of confidentiality. Given the importance of staff awareness, Members noted that they would receive a briefing before a future meeting on the Housing Professional Training Programme which has been in place for some years. Members were reminded that they are welcome to attend appropriate staff training sessions.

RESOLVED, that - the Domestic Abuse Policy for use by the Housing Service be approved.

9. **TENANCY VISITS PROGRAMME**

Members received a report of the Director of Community and Children's Services in respect of the tenancy visits programme. Members were pleased to note the success of the programme with 432 successful visits so far (25%) and tenant confidence rising with the number of completed visits. Follow up visits had been arranged where necessary. Members asked for their thanks to the Chamberlain to go on record for his support in this project.

In response to a question, Members noted that staff were very experienced in assisting with hoarding and worked with specialists and environmental health colleagues where necessary. Members were pleased to note this outcome as the visits were helping to raise awareness of a potentially serious condition which had mental and physical health implications.

RESOLVED, that – the report be noted.

10. **FILMING AND PHOTOGRAPHY ON ESTATES POLICY**

Members considered a report of the Director of Community and Children's Services in respect of the Filming and Photography on Estates Policy.

Members noted that contact numbers were available on the website in the event of any concerns about disruptions, however, officers were likely to reject requests that might result in largescale disruptions. Officers agreed to review income from the filming projects, which goes into the HRA for the benefit of all the City's social housing estates, and whether it might be used to contribute to community centres, for example.

RESOLVED, that the Filming and Photography on Estates Policy for use by the Housing Service be approved.

11. **HOUSING STRATEGY**

Members considered a report of the Director of Community and Children's Services in respect of the draft Housing Strategy and made the following suggestions:

- Include a reference to the cost of building in central London.
- Provide more narrative around Community Infrastructure Levy (CIL) and debt management.
- Include the number of vacant units and the speed of re-letting.

RESOLVED, that -

- The report be noted.
- The consultation draft of a new Housing Strategy be approved.

**12. REWIRE THE LANDLORD'S ELECTRICITY SUPPLY AT SOUTHWARK ESTATE (PARTIAL) AND THE SYDENHAM HILL ESTATE**

Members considered a report of the Director of Community and Children's Services in respect of the electricity supply at Southwark Estate. Whilst Members accepted that this and other 'Project Gateway' reports need to be presented to the Projects Sub Committee before the spending Committee, they asked why there had been a considerable delay in this case.

RESOLVED, that:

1. Approval be given for the necessary repairs to Lammas Green (flats) and Pakeman House communal electricity supplies are removed from this project and undertaken instead under response repairs using the minor works framework.
2. Otto Close communal electrics be removed from this project and instead inspected under the Phase Four Electrical contract;
3. Approval be given for Middlesex Street Estate to be included within this project.
4. The emergency repairs already carried out at Middlesex Street be noted.
5. A approval be given to seek two separate tenders for works at Middlesex Street as follows:
  - i) Works that do not require section 20 Long Leasehold consultation at an estimated cost of £393,750 including staff costs and fees;
  - ii) Works which require section 20 Long Leasehold consultation at estimated cost of £337,500 including staff costs and fees.
6. Estimated staff costs of £3,000 and estimated fees of £13,000 (2% of works costs) are approved to develop the specification and seek procurement;
7. The Project be renamed Middlesex Street Non-Emergency Electrical Works.

**13. REFURBISHMENT WORKS TO LIFTS ON THE GOLDEN LANE ESTATE, SOUTHWARK ESTATE (COLLINSON COURT) AND WILLIAM BLAKE ESTATE (LYNTON MANSIONS & ST JAMES MANSIONS)**

Members considered a report of the Director of Community and Children's Services in respect of refurbishment works to lifts, which had also been presented to the Projects Sub Committee. A member noted that the chairman of the Projects Sub Committee had written to commend the excellent work on the project. The Committee also praised the good result. Members asked if future reports could include any outcomes from the Projects Sub Committee.

RESOLVED, that - the lessons learnt be noted and the project be closed.

**14. DECENT HOMES UPGRADE WORKS TO AVONDALE SQUARE ESTATE, HOLLOWAY ESTATE AND WILLIAM BLAKE ESTATE.**

Members considered a report of the Director of Community and Children's Services in respect of the decent homes upgrade works.

RESOLVED, that - the lessons learnt be noted and the project be closed.

**15. FIRE SAFETY UPDATE**

Members considered a report of the Director of Community and Children's Services in respect of fire safety measures in place post Grenfell. Members noted that the Waking Watch at Great Arthur House was being phased out to evenings and weekends and smoke alarms had been de-sensitised to detect heat, and not smoke, which was more likely to result in false alarms. Officers were confident that, in reducing the number of false alarms, residents would be more co-operative in the event of evacuations.

Members noted that, in common with other authorities, the estate office was not responsible for evacuations. Once the Fire Brigade has attended, they advised residents on staying put, evacuation and returning.

RESOLVED, that – the report be noted.

**16. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no questions.

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

The Chairman had agreed to admit the following item of urgent business in respect of the Housing Governance Review.

Members considered a report of the Town Clerk in respect of Housing Governance and noted the comments raised at previous Committees, who would also be affected by the review. The Chairman advised that he would be seeking the views of those Members who had not been granted dispensations, and would ask the Chairman (of the Policy and Resources Committee) if he could address the Committee and share their views.

The following comments were made in respect of options (i) and (v) as set out in the report:

- I. The debate warranted further exploration by all Members, at the Informal Meeting of the Court of Common Council in November, before a final decision could be taken.
- II. The Barbican Estate needed separate representation from the HRA Committee/Sub Committee. Whilst it was accepted that the BRC might

need some re-organisation, subject to further debate, it would not require a merger with another Committee. Members noted the City Corporation's undertaking to Barbican Residents that they would always have their own Committee.

- III. Under the BRC's current Constitution, resident Members can be granted dispensations to speak but not vote. However, their right to speak could affect decisions taken by non-resident Members with voting rights. The recent outcome of dispensation requests had resulted in Members not being able to speak and concerns that this could potentially disenfranchise residents.
- IV. It was suggested that the report could have been more detailed in respect of the work undertaken by each of the Committees, drawing out the differences and similarities. Members noted the main difference in that the HRA Committee/Sub Committees were mainly concerned with policies affecting the wellbeing of residents; whereby the BRC, being almost entirely Leaseholders, was more property focussed.
- V. The Chairman felt strongly, and Members agreed, that any change should not decrease the quality or level of social and welfare services to the City Corporation's Social Housing Tenants; it should have either a neutral or improved outcome.
- VI. Whilst noting a potential advantage on the property side, which might arise from linking the Committees, Members agreed that there would be no discernible advantage in breaking the link between the Housing Management and Almshouses Sub Committee and the synergy offered by the Community and Children's Services Committee.

RESOLVED, that – the above views be reported to the Policy and Resources Committee, noting particularly:

- 1. Any outcome to the Housing Governance Review should not compromise the social and welfare services available to the City Corporation's housing tenants.
- 2. The need to retain separate Committees for Barbican and HRA/Social tenancy matters; whilst accepting that the BRC might need some re-organisation.
- 3. The Sub Committees suggestion to continue this debate at the Informal Meeting of the Court of Common Council in November, before the Policy and Resources Committee take a final decision.
- 4. The Chairman to seek the permission of the Chairman (of the Policy and Resources Committee) to address the Committee when they take a decision on Housing Governance; reflecting the views of those Members who were not granted a dispensation to speak at today's meeting of the Housing Management and Almshouses Sub Committee.

## **Other items**

- Members noted that the Annual Christmas Hamper visit to the Almshouses would be on either 7<sup>th</sup> or 14<sup>th</sup> December, to be confirmed by the Town Clerk.
- The next meeting of the Sub Committee would be held at the Golden Lane Community Centre, subject to its availability on 27<sup>th</sup> November at 2pm.

### **18. EXCLUSION OF THE PUBLIC**

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

**Item**  
19

**Paragraph**  
1 & 2

### **19. FORMER TENANT ARREARS (PROPOSAL TO WRITE OFF UNRECOVERABLE DEBTS)**

Members considered and approved a report of the Director of Community and Children's Services.

### **20. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no non-public questions.

### **21. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There was no other business.

**The meeting ended at 1pm**

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Chairman

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<b>Committee</b>	<b>Dated:</b>
Housing Management & Almshouses Sub Committee	27 November 2018
<b>Subject:</b> Housing Major Works Programme – Progress Report	<b>Public</b>
<b>Report of:</b> Director of Community & Children’s Services	<b>For Information</b>
<b>Report authors:</b> Paul Murtagh, Assistant Director Barbican & Property Services	

## Summary

The purpose of this report is to update Members on the progress that has been made with the Housing Major Works Programme and to advise Members on issues affecting progress on individual schemes.

## Recommendation

Members are asked to note the report.

## Main Report

### Background

1. At its meeting on 27 November 2017, the Housing Management & Almshouses Sub-Committee received a presentation from officers in Housing Property Services on the scope of, and progress with, the Housing Major Works Programme. Members subsequently agreed that it would be useful if further updates and progress reports be brought to future meetings of this Sub-Committee.
2. The first update and progress report was presented to this Sub-Committee at its meeting on 12 February 2018. This fifth update report highlights specific areas of ‘slippage’ or ‘acceleration’ since the last meeting of the Sub-Committee on 24 September 2018 as well as, progress against the programme as originally reported in November 2017.

### Considerations

3. The City Corporation is committed to investing around £55million on a Major Works Programme for the maintenance, refurbishment and improvement of its social housing portfolio. The works, in the main comprise:
  - Window replacements;
  - Re-roofing;

- Decent Homes (new kitchens and bathrooms);
  - Electrical rewiring and upgrades;
  - Heating replacements;
  - Concrete repairs.
4. The funding for these extensive works, which are intended to bring all the City Corporation's social housing stock up to, and beyond, the Decent Homes Standard, comes from the Housing Revenue Account (HRA), which is ring-fenced solely for housing. The HRA is made up of:
- Income from rents;
  - Income from service charges.
5. The Housing Major Works Programme was originally intended to be a 5-year programme however, the size and complexity of some of the projects included, along with initial staff resourcing issues, has meant that it is more likely to take 7 or 8 years to complete.
6. The Housing Major Works Programme is monitored and managed at several levels both corporately and within the department. This includes:
- Gateway Process;
  - DCCS Committee;
  - Projects Sub-Committee;
  - Housing Management & Almshouses Sub-Committee (recent addition);
  - Housing Programme Board.
7. The Housing Programme Board (HPB) is a cross-departmental group, chaired by the Director of Community & Children's Services and comprising senior officers from:
- Housing Management;
  - Housing Property Services;
  - City Surveyors;
  - Planning;
  - Finance;
  - Town Clerks;
  - City Procurement.
8. For the purpose of the HPB, officers have developed detailed report templates that show progress of the various works programmes and these are analysed and discussed monthly. At its meeting on 27 November 2017, following a presentation from officers in Housing Property Services on the scope of, and progress with the Housing Major Works Programme, Members agreed that a simplified version of the progress reports be brought to future meetings of this Sub-Committee.
9. Attached at Appendix 1 to this report, for Members consideration, is the latest version of the progress report for the Housing Major Works Improvement



Programme, which was submitted to the HPB at its last meeting on 25 October 2018.

10. Members attention is drawn to the following projects, which have incurred some delays since the last meeting of this Sub-Committee:

H43: Harman Close – Decent Homes

We have been working with colleagues in City Procurement to extend the existing Decent Homes contract to include similar works identified at Harman Close. The contractual arrangements to facilitate this have taken much longer than originally anticipated resulting in a delay. However, these contractual matters have now been resolved and the contract with the existing contractor, TSG Building Services PLC, has now been extended. Work is due to start on site late November 2018.

H15: Cullum Welch – Concrete Repairs

Unfortunately, due to issues entirely beyond the control of the CoLC, it has been decided not to proceed with the award of this contract. The works contained in this contract will now need to be re-tendered which, could delay the project by up to 6 months.

H26: Water Tank Replacement/Repairs

This work is part of a combined contract with similar works for properties on the Barbican Estate. This work has previously suffered from problems with attracting suitable contractors to tender for the works, which has necessitated re-tendering. Further recent delays have also been incurred due to protracted consultation with Barbican leaseholders. It is intended, subject to Chief Officer approval, to award this contract early in December, with work expected to commence in January/February next year.

H41: Great Arthur House – Front Door Replacement

Due to the lack of capacity in national testing centres because of the demand for the service following the Grenfell Tower tragedy, this project is likely to be delayed for up to 6 months. However, we are pursuing an alternative testing centre outside of the UK, which may expedite the process.

H42: Petticoat Tower – Front Door Replacement

The closing date for tenders for this work is 26 November and a Gateway 5 report to appoint the successful contractor will follow in December. The contract is now expected to start on site in January/February next year, which is 2 months later than originally planned. This is not considered to be of too great a concern given, the extent of the works that are currently being undertaken at Middlesex Street and the disruption to residents.

11. Although slippage in any of our projects is disappointing, the momentum of the Housing Major Works Programme continues to grow at pace and, we are making

good progress in many areas. Members attention is drawn to the following specific projects:

H1: Avondale Estate – Window Overhaul

Subject to Chief Officer approval, the work contained in this contract will be awarded and work started on site by the end of November this year.

H23: Middlesex Street – Lift Refurbishment

Members were advised at the last meeting of the Sub-Committee in September that the tenders for this work had come back at a much greater cost than the original estimate. An Issues Report is on the Agenda of today's meeting seeking an uplift in budget to allow the appointment of the successful contractor.

H24: Petticoat Tower – Balcony Windows and Doors

This work has now been tendered successfully and has been awarded to Ventro Limited. Following initial discussions with Ventro, we have agreed an extended mobilisation period to allow for the manufacture of the replacement units.

12. In addition to the various projects outlined above, we have made significant progress with the various fire safety measures identified as part of our Fire Safety Improvement Works. These are outlined in more detail in the Fire Safety Update Report, which forms part of the Agenda for today's meeting of this Sub-Committee.

## **Appendices**

Appendix 1: Housing Major Works Programme Progress Report (October 2018)

Paul Murtagh

Assistant Director, Barbican & Property Services

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GOLDEN LANE ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																							
						2017/18					2018/19					2019/20					2020/21								
						Q1		Q2		Q3	Q4		Q1		Q2	Q3	Q4		Q1		Q2	Q3	Q4		Q1		Q2	Q3	Q4
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
INVESTMENT PROGRAMME	H18	Great Arthur House - Replacement windows and cladding	£8,700,000	£8,511,920	practical completion																								
	H21	Lift Refurbishment	£1,300,000	£1,002,010	works complete																								
	H16	Golden Lane - Heating Replacement (Phase 1 - All blocks excluding Crescent/Cullum)	£465,000	£408,583	on site																								
	H5	Decent Homes - Phase II (multiple estate programme)	£625,400	£12,000	on site																								
	H14	Golden Lane - Concrete Testing & Repairs (all blocks exc. Cullum Welch)	£1,050,000	£396,647	on site																								
	H15	Cullum Welch House - Concrete Balustarde Replacement & Concrete Repairs	£650,000	£101,104	works to be re-tendered																								
	H20	Redecorations (Int & Ext - in conjunction with Avondale Square, York Way & Middlesex St Estates)	£280,305	£108,805	on site																								
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	post-tender consultation																								
	H17	Golden Lane - Heating Replacement (Phase 2 - Crescent House & Cullum Welch House)	£2,000,000	£13,600	options appraisal																								
	H40	Window Refurbishment/Replacement (All blocks excluding reclad sections of Great Arthur House)	£8,400,000	£18,335	procurement of design team																								
	H41	Great Arthur House - Front Door Replacement	£675,000	£0	options appraisal																								

MIDDLESEX STREET ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																							
						2017/18					2018/19					2019/20					2020/21								
						Q1		Q2		Q3	Q4		Q1		Q2	Q3	Q4		Q1		Q2	Q3	Q4		Q1		Q2	Q3	Q4
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
INVESTMENT PROGRAMME	H22	Concrete Testing & Repairs	£160,000	£35,560	on site																								
	H20	Redecorations (Int & Ext - in conjunction with Avondale Square, Golden Lane, York Way Estates)	£193,500	£143,163	on site																								
	H24	Petticoat Tower - balcony doors and windows	£787,500	£2,250	appointment of contractor																								
	H23	Lift Refurbishment	£1,550,000	£11,600	seeking budget uplift																								
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	post-tender consultation																								
	H3	Communal Heating (combined project with York Way Estate)	£5,000,000	£29,100	options appraisal																								
	H42	Petticoat Tower - Front Door Replacement	£198,000	£0	options appraisal																								
	H25	Petticoat Tower stairwell	£429,000	£6,500	procurement																								
	H12	Electrical Remedial Works (non-urgent)	£1,150,000	£902	procurement																								

AVONDALE SQUARE ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																							
						2017/18					2018/19					2019/20					2020/21								
						Q1		Q2		Q3	Q4		Q1		Q2	Q3	Q4		Q1		Q2	Q3	Q4		Q1		Q2	Q3	Q4
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
INVESTMENT PROGRAMME	H6	Decent Homes Avondale - Phase II	£723,100	£350,673	main programme closing																								
	H20	Redecorations (multiple estate programme)	£607,150	£17,650	on site on other estates																								
	H38	Landlords & Tenants Electrical Testing - Phase II (multiple estate programme)	£250,000	£82,236	on site																								
	H43	Decent Homes Harman Close	£980,000	£0	appointment of contractor																								
	H1	Avondale Square - Window Overhaul	£161,500	£3,000	appointment of contractor																								
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	post-tender consultation																								

- works delivery baseline (as forecast November 2017)
- works on site/complete
- works programmed (current forecast)
- testing/preparatory/offsite works
- programme slippage from previous report (length of arrow denotes length of delay)
- programme brought forward from previous report (length of arrow denotes extent)

SOUTHWARK/WILLIAM BLAKE ESTATES INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																															
						2017/18												2018/19												2019/20												2020/21											
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4														
A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M																		
INVESTMENT PROGRAMME	H2	CCTV (William Blake)	£23,301	£16,900	works complete																																																
	H5	Decent Homes - Phase II (Southwark as part of multiple estate programme)	£1,270,000	£385,430	on site																																																
	H38	Landlords & Tenants Electrical Testing - Phase II (multiple estate programme)	£250,000	£82,236	on site																																																
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	post-tender consultation																																																
	H10	Door Entry (William Blake in conjunction with Dron House)	£100,000	£0	procurement																																																
	H39	Window Replacements & External Redecorations (Pakeman, Stopher, Sumner & William Blake)	£3,330,000	£24,240	procurement of design team																																																

HOLLOWAY ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																															
						2017/18												2018/19												2019/20												2020/21											
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4														
A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M																		
INVESTMENT PROGRAMME	H36	Electrical Rewire (Tenanted Flats)	£225,000	£171,224	works complete																																																
	H37	Electrical Rewire (Landlords)	£424,000	£0	on site																																																
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	post-tender consultation																																																
	H39	Window Replacements (Multiple Estates Excl. Golden Lane)	£1,770,000	£24,240	procurement of design team																																																

YORK WAY ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																															
						2017/18												2018/19												2019/20												2020/21											
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4														
A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M																		
INVESTMENT PROGRAMME	H5	Decent Homes - Phase II (multiple estate programme)	£608,000	£338,000	york way works complete	ELEC TESTING			YORK WAY			OTHER ESTATES																																									
	H20	Redecorations (multiple estate programme)	£542,000	£17,650	on site on other estates							OTHER ESTATES			YORK WAY WORKS			OTHER ESTATES																																			
	H38	Landlords & Tenants Electrical Testing - Phase II (multiple estate programme)	£250,000	£82,236	on site																																																
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	post-tender consultation																																																
	H3	Communal Heating (combined project with Middlesex Street Estate)	£5,000,000	£29,100	options appraisal																																																

- works delivery baseline (as forecast November 2017)
- works on site/complete
- works programmed (current forecast)
- testing/preparatory/offsite works
- programme slippage from previous report (length of arrow denotes length of delay)
- programme brought forward from previous report (length of arrow denotes extent)

SYDENHAM HILL ESTATE INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																																															
						2017/18												2018/19												2019/20												2020/21											
						Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4														
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M												
INVESTMENT PROGRAMME	H5	Decent Homes - Phase II (multiple estate programme)	£173,315	£14,436	on site	<div><div></div><div>ELEC TESTING</div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div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SMALL ESTATES (DRON, WINDSOR, ISLEDEN) INVESTMENT PROGRAMME - DELIVERY FORECAST NOVEMBER 2018

WORKS TYPE	REF	PROJECT	ESTIMATED COST	EXPENDITURE TO DATE	CURRENT STATUS	TIMELINE																															
						2017/18						2018/19						2019/20						2020/21													
						Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4		Q1		Q2		Q3		Q4	
						A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N
INVESTMENT PROGRAMME	H5	Decent Homes - Phase II (Dron & Windsor as part of multiple estate programme)	£686,216	£412,512	windsor & dron complete	ELEC TESTING						WIN. & DRON																									
	H38	Landlords & Tenants Electrical Testing - Phase II (multiple estate programme)	£350,000	£82,236	on site																																
	H26	Water Tank Replacement/Repairs (multiple estate programme)	£560,000	£4,278	post-tender consultation													MULTI ESTATE PROGRAMME - SCHEDULING OF ESTATES TBD																			
	H10	Door Entry (Dron House in conjunction with William Blake)	£100,000	£0	procurement	SURVEY																															
	H39	Window Replacements & External Redecoration (Dron & Windsor)	£2,000,000	£24,240	procurement of design team							DETAILED DESIGN & PLANNING						MULTI ESTATE PROGRAMME TBD																			

- works delivery baseline (as forecast November 2017)
- works on site/complete
- works programmed (current forecast)
- testing/preparatory/offsite works
- programme slippage from previous report (length of arrow denotes length of delay)
- programme brought forward from previous report (length of arrow denotes extent)

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<b>Committee</b>	<b>Dated:</b>
Housing Management & Almshouses Sub-Committee	<b>27/11/2018</b>
<b>Subject:</b> Housing Estates – Allocated Members’ Report	<b>Public</b>
<b>Report of:</b> Director of Community & Children’s Services	<b>For Information</b>
<b>Report authors:</b> Wendy Giaccaglia, Area Manager, Out-of-City Estates Sonia Marquis, Area Manager, City & Fringe Estates	

## Summary

This report, which is for information, provides an update for the Committee on events and activities on the City of London Corporation’s social housing estates.

The report is compiled in collaboration with Allocated Members, whose role is to take an active interest in their estate, to champion residents and local staff and to engage with housing issues in order to play an informed part in housing-related debates within the Committee.

## Recommendation

Members are asked to note the report.

## Main Report

### Background

1. The Allocated Members Scheme was introduced in 2000, when Members of the Community & Children’s Services Committee were allocated to different City of London Corporation housing estates. This report is presented to the Housing Management Sub-Committee twice a year.

### General Estate Matters

2. Residents are eagerly awaiting the installation of superfast broadband on their estates. They are particularly enthusiastic about the provision of free wi-fi Hotspots on several of their estates. The installation is nearly complete on a few of the estates and will be complete by the end of next year on all Housing estates.

3. Estate staff have been feeding into the Policies and Procedures reviews, reading them through the lens of the people 'on the ground' and feeding that back to the Head of Estates.
4. We have had bespoke General Data Protection Regulation (GDPR) training for estate staff who carry out porter/cleaner roles. It is geared towards addressing issues that they may come across in their day to day work on the estates.

#### **Avondale Square Estate – Allocated Member, William Pimlott**

5. As the new Allocated Member for the Avondale Square Estate, I look forward to meeting with the team and having a tour of the estate.
6. Since the last report, Randall Anderson and John Fletcher visited Avondale Square Estate to meet Estate Manager, Shaun Thurston and Estate Officer, Ade Folami on their July Estate Walkabout. 10 residents attended, and it was great to get a feel for the estate and to understand what was happening in the local area. A report was generated from the walkabout which was forwarded to them, and Mr Fletcher made several suggestions during the walkabout on what could be prioritised.
7. Suman Hussain, Customer Service Officer, left at the beginning of October and has been replaced by Edwin Middleton-Weaver. I look forward to meeting Edwin on my visit to the estate.
8. On 7 July Avondale Community Events (ACE) organised an event to commemorate the centenary of the ending of the First World War, specifically in memory of the 345 Southwark soldiers who did not return from the war. The event was attended by around 100 residents and was a thoroughly enjoyable day.
9. Also as part of the commemoration of the ending of WWI, a mural display of graffiti artwork has been created in front of George Elliston House, and looks fantastic. I look forward to seeing the display on my visit.
10. ACE also held their annual Picnic on the Green on 1 September. The weather remained sunny and dry all day and the event was attended by well over 100 people from the estate and local area.
11. Since the last report, there have been various improvement works on the estate. The electronic barriers to control the parking have been fitted on at the front and back of the estate, which will really help with the problems of illegal parking and fly-tipping. 17 new parking bays have also been marked out on the estate, which will address the high parking demand and bring in more revenue.
12. During Estate Open meetings, residents have regularly complained about the lack of light around the estate due to the faulty streetlights. I am pleased to say that a project has been put in place to replace or repair all the external lighting across the estate, which will be completed in the next month.



13. The Decent Homes Programme has gone very well on the estate, with minimal issues raised. There are now only three properties left to complete.
14. Superfast Broadband has now been installed in each block on the estate, as well as in the Estate Office and Community Centre. This has made benefit surgeries much easier for tenants who need to come in to fill in online applications.

**Small Estates (Isleden House and Windsor House) – Allocated Member, Peter Bennett**

15. At Windsor House, Decent Homes work to replace kitchens and bathrooms was undertaken earlier this year, and residents are very pleased with the renovations.
16. The office at Windsor House has undergone major refurbishment, making this a more inviting space for residents to see staff. The community hall is undergoing major repair work to the entrance hall and internal decorations to bring new life into an under-used space. Estate staff will have an open evening once the work is complete to encourage residents to use the hall more regularly.
17. At Isleden House, residents agreed to open the communal hall on Thursday afternoons to host a joint bingo session with another local housing estate. There are regularly 15+ people attending, all enjoying the use of the communal hall and facilities and their bingo winnings! The Scheme Manager applied for funding for the Little Angel Theatre to provide a show called “Me and My Bird” for sheltered residents in the communal hall as part of a series of community events which also included “Crafternoon” sessions for children on the estate. The sessions were enthusiastically received, with further sessions planned later in the year.

**Golden Lane Estate – Allocated Member Barbara Newman, CBE**

18. Michelle Warman has been managing Golden Lane since April, and I joined her for the Estate Walkabout in July to see how the current projects are getting on.
19. Michelle has continued to meet monthly with Cripplegate Ward Members to discuss matters affecting Golden Lane Estate and other common issues across the City of London Housing Estates.
20. I am pleased to report that the internal and external decorating programme is well underway and the contractors, K&M Decorators, have utilised their apprenticeship programme successfully on Golden Lane. Steve Murray is the project lead and has kept the residents informed as the programme progresses on each block.

21. The Great Arthur House curtain wall project has been completed. Residents have received letters asking them to report any defects with any of the works that have been carried out, as the contractor will be responsible for putting it right during the one-year defects period.
22. Refurbishment work on the Community Centre is complete, however there have been some adjustments to the office that need to be addressed for health and safety reasons, such as making the existing interview room slightly larger, and adjusting the reception desk to meet the needs of the Customer Services Officer. Centre Manager, Stephanie MacDonald, is now in post and has responsibility for the overall management of the Community Centre and the Sir Ralph Perring Centre.
23. The Under 5's Playground is complete, and the Community Development team organised a very well-attended grand opening, which included the opening of the Community Centre on Saturday, 14 July. The event was supported by the Estate Team and opened by Alderman Timothy Hailes JP.
24. Fellow Members will be pleased to note that concrete repairs to the blocks are nearly completed now, with some finishes left to sign off. The project team have been applying several finishes to the site to match as best they can the surrounding area and are hoping to meet with Planning Officers shortly to sign off the repairs. There have been a number of issues raised with contractors around cleaning and concrete splashes, and a bigger clean-up will be carried out once the work has been completed.
25. The pond behind the Community Centre has been fully refurbished with fresh water plants, a new filter and a fountain. This will make it much more visually pleasing, particularly when viewed from inside the Community Centre.
26. The hoarding has now been erected for the COLPAI site, and there are regular meetings for representatives from each block including Members and interested parties to voice their concerns and be involved throughout process. It had been noted that there was no representation from tenants, but that has been addressed, and now there is a tenant attending. Overall, the COLPAI project appears to have received more positive feedback recently.

#### **Holloway & York Way Estates – Allocated Member, Mary Durcan**

27. I had the opportunity to visit Estate Manager, Greg Nott and his team at the York Way estate at the end of June when the estate was celebrating its 50<sup>th</sup> anniversary with an event organised by the Residents' Association. Greg and his team supported residents to put on a well-attended, thoroughly enjoyable celebration.
28. Several projects have advanced since the last report. The community hall toilets have been refurbished, which residents really appreciate. This improvement had been planned for some time, so it was great to see this completed for residents; the hall now has much more suitable facilities and has been adapted for disabled use.

29. Phase 2 of the Decent Homes project has been a success on York Way and has received positive feedback from the residents regarding the standard of the finished works and the contractors carrying out the project. There are only eight properties remaining on York Way that have been added to the end of the contract and should be finished before the end of the year. The estate team did a great job facilitating access so that as many properties as possible could be completed.
30. Internal and external redecorations have started on York Way estate. The project has been very positive so far, with the estate already looking cleaner and brighter as a result.
31. Holloway estate project works continue, with the communal electrical re-wire project starting. The work is being done by Guardian, who were brilliant in delivering the tenanted property rewire contract earlier in the year. This project is expected to be finished by the end of this year.
32. Over the summer, Greg and his team had to deal with a serious incident involving a fire in one of the properties on the Holloway estate. Fortunately, no one was hurt, but the damage to the inside of the property was quite severe. Greg and his team have been supporting the tenant and her family since the fire, and the flat is now habitable again. On a positive note, the fire was contained to only that property and a follow-up investigation by the London Fire Brigade concluded that the standard of safety managed by the estate team was very high.

**Middlesex Street Estate and Dron House – Allocated Member, Deputy Henry Jones**

33. Estate Manager, Laurence Jones has settled in well at Middlesex Street. Regular meetings are being held with Members. Laurence now has a full complement of staff after a member of his team returned from long term sick leave. The new Customer Service Officer has settled well into her role and has become an invaluable member of the team.
34. Laurence attends regular meetings and works well with the City of London support services including Adult Social Care and the police support teams. His team members are able to respond to any safeguarding concerns speedily and work with the agencies to ensure support is put in place.
35. Another of our residents celebrated her centenary in September. We now have two centenarians living on the Middlesex Street Estate. The estate team presented her with a newspaper published the day she was born and flowers to mark the occasion.
36. The annual summer party was held on the podium. This was well supported by residents and one of the local businesses. Residents were able to enjoy an afternoon of food, music and entertainment. Most importantly, the event brought residents together and gave a community feel to the estate.

37. The external/internal painting programme is complete, with many more projects soon commencing. These projects include Petticoat Tower balcony windows and doors, Petticoat Tower front door replacement, estate-wide concrete repairs, and the lift replacement programme. The estate team will work closely with residents to ensure disruption is kept to a minimum. They will also ensure that communication with residents is maintained and regular bulletins are sent out.
38. The landscaping project to improve Artizan Street outside Petticoat Tower is now complete, and has really enhanced the area. I am looking forward to the spring/summer, when the plants are in full bloom. An opening celebration is being planned and will be advertised soon.
39. The conversion of the top floor (podium level) of the shops on the estate and the old porters' mess room is ongoing. Work is due to be completed in December 2018. Once finished, the estate will have a further 10 properties for social renting.
40. The work to repair the flood damage in the library and community centre is almost complete. Estate and library teams have been temporally located in the Portsoken Community Centre but will shortly move back to the newly refurbished office and library.
41. As part of giving something back to the community and as a thank you for putting up with all the noise and building work during the shop conversion, Vinci construction are planning a Christmas party for residents.
42. The previous Estate Manager, Angela Smith, has now left the City - we wish her the very best in the future.
43. The renewal of the kitchens and bathrooms at Dron House is now complete.

**Southbank Estates – Allocated Members, Randall Anderson and Mark Wheatley (Sumner Buildings)**

44. The installation of superfast broadband commenced at Southwark Estates earlier this year, and residents are very much looking forward to getting affordable access to high speed internet connections.
45. Decent Homes works commenced at Southwark in May, and residents have largely welcomed the new kitchens and bathrooms. Where there was dissatisfaction, officers from Housing and Property Services met with residents to agree ways forward. Estate staff helped with the site set-up and daily co-ordination, and helped contractors gain access to harder to reach residents.
46. A well-attended resident drop-in session was held in June at the Blackfriars Settlement. Most residents in attendance wanted additional information about

Decent Homes. Residents continue to welcome these sessions, as it gives them an opportunity to meet officers within Housing, Property Services, and external agencies.

47. A separate drop-in session was held for Horace Jones House residents on-site in the roof gardens. There have been some issues with the meter readings at Horace Jones, so we wanted to get a clear picture of the issues residents were having and discuss the way forward with them. Dave Walker from Southwark Mediation Service attended the meeting and was very useful in helping to manage the dialogue with tenants.
48. Sumner Buildings residents organised a successful Chill Out Fun Day event in July. The residents were given Community Event funding to hold the event, and officers provided support by promoting it and arranging the site set-up on the day. Sumner Buildings has a very strong community spirit, and resident feedback on the event was very positive.
49. William Blake Estate benefitted from a project in July to carry out improvement works to existing car spaces and parking line markings. Following several requests by residents, we were also able to create eight new motorcycle bays.
50. Workshops were held in September and October to gather Sumner Buildings residents' feedback on future development plans for the site. It was a great way to get residents' ideas for what they would like to see so that architects propose designs that address their ideas. Once some concepts have been drawn up, residents will be invited back to a further drop-in session to see the concepts and provide further feedback. Residents have provided a lot of really good ideas for potential development, and I look forward to seeing how co-production of this project continues to take shape.

#### **Sydenham Hill Estate – Allocated Member, Susan Pearson**

51. In July, an open drop-in meeting was held at Sydenham Hill Community Centre for residents. The development team discussed plans and took questions regarding plans for Mais House. Residents were very interested in the future plans, and raised issues they wanted considered, mainly around parking and community amenities on the estate. The Communications team will be holding workshops with residents and former residents of Mais House to hear what they would like to see on the estate.
52. Decent Homes works have commenced on Sydenham Hill. Tenants have largely welcomed the works and look forward to having brand new kitchens and/or bathrooms.

#### **Harman Close – Allocated Member – William Pimlott**

53. Residents have enjoyed using the garden more this year now that work has been undertaken to create a picnic area and improved raised beds. Funding for these projects was obtained via Tesco "Bags of Help" grants. 17 residents

attended a day trip to Eastbourne, which they all enjoyed thoroughly. Harman Close is hosting the second of the three joint events this year, Halloween being the theme.

## **Background Papers**

This report was compiled in consultation with the Allocated Members, managers and staff of the City of London's housing estates.

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<b>Committees:</b>	<b>Dates:</b>
Housing Management and Almshouses Sub Committee	27 November 2018
<b>Subject:</b> Fire Safety Update – HRA Properties	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services  <b>Report author:</b> Paul Murtagh, Assistant Director Barbican and Property Services	<b>For Information</b>

## Summary

The purpose of this report is to update Members on the progress that has been made in relation to fire safety matters since the last update report submitted to Committee on 24 September 2018.

## Recommendations

Members are asked to note, consider and comment on the report.

## Main Report

### Background

1. In July 2017, an initial detailed report was presented to this Committee, the Community & Children's Committee and the Audit and Risk Management Committee updating Members on the City of London Corporation's (CoLC) approach to fire safety in its social housing portfolio and, following the tragic fire at Grenfell Tower, the subsequent actions that we had taken. This report informed Members of the progress we had made with matters such as:
  - fire risk assessments,
  - communication with residents,
  - estate management,
  - fire safety maintenance and improvement works,
  - inspections by the London Fire Brigade (LFB),
  - potential future improvement works.
2. Subsequently, further update reports were brought back to this Committee and the Community & Children's Committee in January, February and September 2018. In addition, at its meeting on 5 June 2018, this Committee received a further report entitled 'Fire Safety Review', which informed Members of the work that has been done on potential improvement works to enhance the safety of the CoLC's social housing estates and its residents in the event of fire.

3. This report is intended as a further update.

## **Considerations**

### **Automatic Water Fire Suppression Systems (Sprinklers)**

4. At its meeting on 11 May 2018, Members of the Community & Children's Committee agreed a recommendation from its Director to retro-fit automatic water suppression systems in each of its five social housing high-rise tower blocks below:
  - Great Arthur House, Golden Lane;
  - Petticoat Tower, Middlesex Street;
  - West Point, Avondale Estate;
  - Central Point, Avondale Estate;
  - East Point, Avondale Estate.
5. Following further research and discussions with colleagues in the CoLC's Planning Team in relation to Great Arthur House, a Gateway 1-4 report was submitted to, and approved by, the Community & Children's Services Committee (2 November 2018) and Projects Sub Committee (7 November 2018). Approval was given to the recommendations to Option 1 outlined in the report which was to:
  - a) To undertake a compliant procurement exercise for the installation of sprinklers in our five high-rise tower blocks.
  - b) To seek Committee approval at Gateway 5 for a contractor to be appointed to carry out the installation of sprinklers in our five social housing high-rise tower blocks.
6. It is expected, at this stage, that the installation work will begin in June next year and be completed by the end of December 2019.
7. The Gateway 1-4 Report is included in the Agenda for this meeting for Members' consideration and information.

## **Fire Doors**

8. As Members will be aware from previous reports, we have been carrying out random sample testing of a limited number of front entrance doors to individual flats in our residential blocks. This destructive testing indicated an average fire resistance of 16 minutes. Although this is in line with what was predicted for doors in their original state, it gives serious cause for concern when set against the recommendations from many of the 2018 Fire Risk Assessments.
9. The CoLC is committed to replacing all front entrance doors in its residential blocks of flats with fire doors that give up to 60 minutes fire resistance (30 minutes as an absolute minimum). The estimated cost of this programme is in the region of £4million.
10. The primary purpose of the destructive testing is to allow us to prioritise the door replacements on our estates as, it is likely that the door programme, in its entirety,



could take between 18 months and two years to complete. We still have some door sets to test before this work can be completed. Members will be aware from previous reports that the waiting times for door testing has been, and still is, significant. Recent estimates are that we are still some 4 to 6 months away from having these remaining door sets tested. However, as part of the work we have been doing with GERDA Security Products Limited, a specialist door manufacturer, an alternative accredited testing facility has been sourced that could reduce the waiting time down to 6 to 8 weeks.

11. Members will recall that we have developed a GERDA prototype door set, which provides 60 minutes fire resistance, as well as greater accessibility, which has been specified for the remainder of the Door Replacement Programme at Petticoat Tower, which is currently out to tender and is due to commence early in the New Year.
12. It is intended that a Gateway report will be submitted to the relevant committees early in the New Year for approval to undertake an OJEU compliant procurement process for the replacement door programme across all our social housing estates.

### **Fire Risk Assessments (FRAs)**

13. As Members will be aware, Frankham Risk Management Services Limited recently completed new FRAs for each of our residential blocks of flats. These new FRAs are of a Type 3, which cover everything required for the previously used Type 1 FRA's but also provide for an assessment of the arrangements for means of escape and fire detection (smoke alarms, heat detectors, etc.) within a sample of the flats (typically around 10%). The new Type 3 FRA's, as agreed by Members, were published on the CoLC's website in June this year.
14. At its meeting on 5 June 2018, Members were presented with the recently agreed 'Specific Hazard Identification and Action Plan Template for Fire Risk Assessments', which lists the recommendations from all the FRA's on our residential blocks. Officers continue to work on the various recommendations contained within the Action Plan and the following notable areas of fire safety work have been commissioned or carried out:
  - Specific 'Fire Safety Signage Surveys' have now been completed on our residential blocks of flats with a view to ensuring that the deficiencies noted in the FRA's are rectified and the signage in all our blocks is accurate, up-to-date and complies fully with the legislative requirements and best practice. The recommendations from the surveys have been assessed and we are seeking competitive tenders for the resulting works.
  - We will shortly be carrying out a pilot programme of Fire Safety Management Plans (FSMP) for 20 of our residential blocks of flats. These will cover detailed inspections into the levels of compartmentation and protection to fire escape routes, common areas, plant rooms, voids, service ducts, refuse chutes and risers and doors. Further invasive testing of vertical and horizontal structures providing fire compartmentation will also be undertaken.

- Periodic electrical testing of our tenanted properties has been enhanced to ensure that all homes have been tested, and all necessary remedial works completed, within the next 9 months.
  - A detailed document audit has been carried out to ensure information relating to testing of emergency lighting, gas safety inspections and alarms is readily available for inspection and verification.
  - The installation of 2700 heat, smoke and carbon monoxide detectors in our tenanted properties.
  - The introduction of Portable Appliance Testing (PAT) initiative that tests the 'white' goods in the homes we carry out electrical testing.
  - Work continues to change the electrical consumer units in our high-rise blocks of flats to comply with the new 18<sup>th</sup> Edition of the Electrical Regulations.
15. There is still some work required to revise and update the Fire Safety Action Plan following discussions with Frankhams and the information from the various additional surveys carried out as detailed above. This has taken a little longer than expected but will be presented to this Committee at its next meeting.
16. Members will recall that the CoLC is committed to carrying out independent Type 3 FRA's on an annual basis. Officers are working with colleagues in City Procurement on a preferred solution that will allow the surveys for the new FRA's to commence in February/March next year.

### **Great Arthur House**

17. As Members will be aware, due to the unique nature of the building and its issues, Great Arthur House continues to be dealt with as a 'special project' in terms of the fire safety works. Further detailed investigation work is continuing to provide us with a full compartmentation audit of Great Arthur House to identify the full extent of the issues and to prepare a schedule of remedial works to be put out to tender.
18. Approval has been obtained under the Gateway process to facilitate the removal and replacement of two front entrance 'screens' and doors to individual flats. These will be replaced to replicate the ones removed and the units taken out will be used for destructive testing to assess their level of fire resistance, one in its original condition and the second in an upgraded condition. This will allow us to determine the extent of work required to upgrade the compartmentation of the front entrance doors and screens to the rest of the flats in the block. At the time of writing this report, we are still awaiting a date for the destructive testing.
19. Members will be aware that there has been a significant amount of work done at Great Arthur House to address initial concerns with compartmentation including:
- the installation of a permanent hard-wired fire alarm system to the whole of the building.
  - the delivery, and installation where required, of individual smoke detectors to all flats in Great Arthur House.
  - the completion of a detailed 'fire safety signage survey' and subsequent upgrading of all fire safety signage to reflect the new evacuation arrangements

and to pick up the deficiencies noted in the FRA's, to ensure, that the signage in the block is accurate, up-to-date and compliant.

- the introduction of an evacuation process for residents in the event of a fire.

20. As Members will recall, it was always intended that the Waking Watch would be removed once the hard-wired fire alarm system was installed and commissioned. The phasing out of the Waking Watch has now been completed.

### **Estate Management**

21. In addition to the various works, improvements, surveys and inspections that continue on our estates relating to fire safety, staff in our estate management team continue to make good progress with the 'Housing & Neighbourhoods Fire Safety Improvement Action Plan Summary 2017-19', which Members received at its last meeting in September.

22. Members will be aware that the biggest area of work by far for the Housing & Neighbourhoods Team is the Tenancy Visits Project, which is the subject of a separate report to this Committee.

### **Inspections by the LFB**

23. As part of the government's response to the Grenfell Tower tragedy, fire services across the country have been instructed to carry out ad-hoc inspections on residential flat blocks to ensure that they comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005 and to ensure that appropriate FRAs are being carried out. Since the last meeting of this Committee, there have been no further ad-hoc inspections to report.

### **Appendices**

None

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<b>Committee:</b> Housing Management and Almshouses Sub-Committee	<b>Date:</b> 27/11/2018
<b>Subject:</b> Estate Management Policy	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Decision</b>
<b>Report author:</b> Liam Gillespie, Head of Estates	

## Summary

As part of the Estate Standards Review, an Estate Management Policy has been drafted which outlines how we will manage cleaning, caretaking and grounds maintenance functions on our estates.

The policy outlines our commitment to implementing objective cleaning standards on our estates and it explains how we will monitor the standard of our estates via regular estate inspections. Results will be published to residents and will be used by senior management to monitor performance and allocate resources appropriately.

The Estate Management Policy also deals with our management of communal areas on estates and complements other policies, such as the Fire Safety Protocol, which are designed to enable the safe management of our residential blocks.

## Recommendation

Members are asked to:

- Approve the Estate Management Policy for use by the Housing Service.

## Main Report

### Background

1. Members will be aware that the Estate Standards Review project is currently underway. A report submitted to this Committee on 27<sup>th</sup> July 2018 contains full details of the scope of this project.
2. One aspect of the project is a review of our existing policies and procedures in relation to estate management, which covers cleaning, caretaking, grounds maintenance and the care of communal areas in residential blocks.
3. The Estate Management Policy is the overarching policy that will govern our approach to these matters. It is supported by other policies such as the *Fire Safety Protocol (Communal Areas in Residential Buildings)*.

4. The main aim of the policy is to explain how we will manage caretaking, cleaning and grounds maintenance on our estates. It also explains that we will maintain an estate inspections regime which, once objective estate cleaning standards are introduced, will allow us to monitor our performance against those standards and publish these results to residents.
5. The policy also emphasises the importance of resident involvement in the estate inspections regime and we are committed to involving residents in the management of their estates in a meaningful way, as well as increasing transparency and accountability by reporting on our performance against objective standards at regular intervals.
6. In common with other housing management policies forming part of the review taking place in 2018/19, the Estate Management Policy aims to support our aim of providing communal spaces and properties which are safe and well-managed.

### **Current Position**

7. The Estate Standards Review has been underway since July 2018. HouseMark, an organisation specialising in performance management in the social housing sector, has assisted us with the project.
8. A review of our current practices has been completed and a report containing recommendations is due to be submitted. Draft estate standards have been submitted for consideration. Once these are tailored to the needs of individual estates, they will form the basis of consultation with residents, staff and Members.
9. Officers are also in the process of reviewing the estate inspections process. We are looking at options for introducing electronic forms for our inspections, which will enable estate staff to complete inspections on a tablet. This would have the benefit of reducing administration and enabling management oversight of estate inspections and standards generally, via effective report running.
10. The draft Estate Management Policy forms part of this project and introduces the idea of estate standards and how they are monitored. As the Estate Standards Review progresses, we will look at our communications with residents and will publish more details on the cleaning standards.
11. We will also consider the information we publish on our estates and online relating to estate management performance. The policy makes a commitment to reporting the results of estate inspections regularly and publishing useful information in notice boards, the standard of which forms part of the estate inspections process.

### **Corporate & Strategic Implications**

12. The Estate Management Policy supports the aims outlined in the Corporate Plan for 2018-23, specifically the aim of 'Shaping Outstanding Environments'. The

outcome it supports most directly is 12a, 'We will maintain our buildings, streets and spaces to a high standard'.

## **Policy Management**

13. This is a new policy. The approaches taken in the policy are informed by established practice on our estates, as well as good practice in social housing management elsewhere. The policy is influenced by other policies already in place, for instance the Fire Safety Protocol. We have also incorporated some early recommendations from HouseMark arising out of visits to our estates and their desktop study of our current procedures.

## **Conclusion**

14. The Estate Management Policy has been drafted as part of the Estate Standards Review. It outlines our revised approach to estate management and introduces the objective standards for cleaning, caretaking and grounds maintenance which are currently being formulated.

15. The policy explains our approach to many common estate management issues. It also makes a commitment to having more useful estate inspections, the results of which will be published, and which are capable of being monitored centrally by senior management, enabling more effective reporting and performance management.

16. As with many policies we have introduced, or are due to draft, as part of the review of housing management policies in 2018/19, the Estate Management Policy supports our aim of providing safe and well-managed communal spaces on our estates.

## **Appendices**

- Appendix 1 – Estate Management Policy
- Appendix 2 – consultation comments and responses

## **Background Papers**

- Estate Standards Review, Housing Management and Almshouses Sub-Committee, 23/07/2018

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**City of London Corporation**  
**Department of Community & Children's Services**  
**Housing Service**  
  
**Estate Management Policy**

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Approved by:	<i>Housing Management &amp; Almshouses Sub-Committee</i>
Approval Date:	
Review Date:	

## 1. Introduction

The City of London Corporation is committed to providing quality estate services and ensuring that our estates are cleaned and maintained to a high standard.

Estate management primarily concerns communal or shared areas of estates and private spaces such as balconies, gardens and frontages which contribute visually to the estate. We are not responsible for areas on or near our estates which are privately or externally owned or managed.

Residents are at the heart of our service delivery and are given the opportunity to be involved in the upkeep of their estate, to agree standards, monitor performance against these standards and hold the City of London to account.

## 2. Aims of this Policy

- To ensure that residents enjoy a safe, clean and tidy environment
- To involve residents in the management and upkeep of their estate
- To monitor and publish performance against clear service standards
- To carry out regular inspections of all estates
- To publicise estate inspections and encourage resident involvement

## 3. Scope

The scope of the estate services function consists of:

- Cleaning communal areas (including window cleaning)
- Maintaining communal areas
- Grounds maintenance (grass, trees, shrubs and flowerbeds)
- Undertaking communal repairs
- Delivering improvement works
- Managing parking restrictions
- Removing abandoned vehicles
- Removing drug litter
- Removing graffiti
- Ensuring communal areas are safe
- Conducting estate inspections
- Monitoring and reporting on performance against standards

This policy applies to housing estates managed by the City's Housing Service as part of the Housing Revenue Account, including any areas adjacent to commercial premises. It also applies to the City of London and Gresham Almshouses, which we manage on behalf of the respective trusts. "Commercial tenant" applies to all commercial users, including lessees, tenants and licensees.

## **4. Estate Services**

### **4.1 Cleaning Standards**

Pictorial cleaning standards will be introduced for use on our estates. These will consist of four photographs per task, each of which indicates a standard. These are graded A (excellent) to D (totally unacceptable) and carry a score of 4 (A standard) down to 1 (totally unacceptable). This will then inform the final estate score.

The cleaning standards also provide staff and residents with the tasks and areas, setting out the scope of the cleaning service.

Where we provide a cleaning service we expect that residents and commercial tenants will assist us to maintain cleanliness on estates, by minimising mess and disposing of rubbish and litter appropriately.

### **4.2 Estate Inspections**

The standard of cleaning will be assessed through consistent and regular inspections, appraising the quality of all communal areas and services. We will manage a planned programme of inspections, with the frequency of each inspection based on the size of the estate, services provided, repair history, current issues, and resident involvement and satisfaction. Inspections may therefore vary in frequency depending on the location.

All caretaking and cleaning issues identified through estate inspections will be recorded and updated prior to the next inspection. The results of our estate inspections will be published, along with a total score for the estate against the published standards.

Issues identified outside of estate inspections, from residents, estate officers or other staff, will be recorded and dealt with by estate staff.

Upcoming inspections will be advertised on our website, estate/office notice boards and newsletters. We will encourage residents to attend and participate in inspecting their estate.

### **4.3 Resident engagement**

We will involve and engage residents in decision-making around estate management where appropriate. Resident involvement ensures we understand our residents' expectations, so we deliver the service according to their needs and priorities. We will work with residents to help shape how services are provided and to what standard. We will also work with residents to ensure they are able to hold us to account by regularly sharing with them our estate services standards and how we are performing against these.

#### **4.4 Estate Standards - Communications**

We will publish information on our performance on estate notice boards. Specifically, they will:

- set out future inspection dates
- update actions following inspections
- publicise the results of inspections
- record the latest cleaning activity
- identify fire and safety issues
- list staff or team contacts
- promote community events

Performance data relating to estate inspections will also be published online.

#### **4.5 Disposal of Refuse and Fly-Tipping**

Residents and commercial tenants are responsible for ensuring that their refuse and recycling is disposed of safely, tidily and as directed by estate staff. Refuse collection is the responsibility of the local authority. We will work with the local authority to ensure that appropriate facilities and arrangements are available for the disposal, storage and collection of refuse.

Dumping unwanted bulk items or rubbish anywhere other than designated locations is fly-tipping, as is use of these facilities by non-residents. We will take prompt action to remove hazardous material.

Fly-tipping will be dealt with in accordance with our Anti-Social Behaviour Policy.

#### **4.6 Signage**

We will ensure that signage on our estates is clear, necessary, appropriate and well maintained. We will ensure that health and safety and other mandatory signage is present where required, such as 'no smoking' signs in internal communal areas.

We will avoid unnecessary signage and will remove outdated and obsolete signage.

#### **4.7 Parking**

Many of our estates feature parking for residents and visitors. We have controlled parking schemes in operation on our estates to deter unauthorised vehicles.

Please refer to the *Estate Parking & Storage Sheds Policy* for more details.

#### **4.8 Abandoned or Unsafe Vehicles**

We will deal promptly with any abandoned vehicles on our estates and will act to secure their removal. If the owner can be identified, we will charge any costs back to them.

Vehicles which are not abandoned but which are in an unsafe or unroadworthy condition will be dealt with in accordance with our *Estate Parking & Storage Sheds Policy*.

#### **4.8 Lighting**

We will maintain the lighting we are responsible for on our estates and will replace bulbs and fixtures as necessary. Lighting will be inspected regularly as part of the standard estate inspection.

### **5. Health and Safety**

We will ensure that cleaning materials are environmentally friendly, safe and non-corrosive. We will take appropriate precautions with the control of substances hazardous to health and will provide comprehensive training to staff who are responsible for using them.

Staff will adhere to the City of London's Corporate *Health, Safety & Wellbeing Policy*, as well as other relevant policies and local procedures relating to safe working practices.

### **6. Communal Areas**

#### **6.1 Use of shared or common areas**

Communal areas are those parts of the estate not included in tenancies, leases or licences and for which we are responsible as a landlord. This includes:

- Staircases and stairwells
- Communal landings, walkways and balconies
- Shared paths, gardens and yards
- Roadways and parking areas
- Playgrounds and play equipment

There is no general right for residents or commercial users to store, display, place or keep anything in communal areas. This may only be done with our permission. We have a duty to actively manage communal areas and remove any items posing a hazard, causing an obstruction, or any item left there without our permission.

We will remove items without notice if they pose a risk or cause an obstruction. In other cases, we will give reasonable notice for the item to be removed.

Items commonly kept outside, such as bikes, push-chairs or mobility equipment, must be kept in areas designated or approved for this purpose, or in the resident's home or a storage facility.

Any items removed from communal areas will be dealt with in accordance with our *Disposal of Personal Property Policy*.

## 6.2 Managed Use Policy

We operate a 'managed use' policy for most communal areas under our management. This means that residents may keep some items in communal areas provided they have permission from us and the items meet the conditions outlined in our *Fire Safety Protocol (Communal Areas in Residential Buildings)*.

We may consider adopting a 'sterile' policy for some communal areas. This may be implemented where the 'managed use' policy cannot be maintained within the requirements of the *Fire Safety Protocol* (for instance due to the nature of the building's layout), or where residents or commercial users have persisted in breaching the *Fire Safety Protocol*, the terms of their tenancies or leases, or any other estate management policy relating to safe use of communal areas. Reasonable notice will be given of any change in local policy.

Differences in building layouts and dimensions may result in different rules being enforced between locations.

## 6.3 Activities in Communal Areas

Communal spaces, such as gardens, are intended for the peaceful enjoyment of all residents. Some activities in these spaces are prohibited or subject to permission from the estate office:

- **Fireworks** may not be used anywhere on our estates
- **Barbecues** may not be used anywhere on our estates unless prior permission is granted by the relevant estate office. Permission will generally only be given for barbecues held in a communal outside space as part of an estate event and conditions will be attached to the permission

## 7. Items Left in Communal or Public Areas

Our staff, agents or contractors may move items in communal areas as part of their routine cleaning and maintenance duties, or to allow non-routine cleaning or works to take place.

Any items of personal property left in communal areas on City of London estates are left entirely at the depositor's risk. We accept no liability for any damage, theft or other interference with any item left on our estates.

## 8. Cold Weather Actions

We will have a procedure in place for responding to snow and ice on our estates. We will take reasonable care to ensure that our communal areas are safe during ice or snow.

Where possible, we will grit communal pathways when ice is expected, or apparent on inspection.

We will clear snow from priority areas first (thoroughfares and pedestrian routes to properties occupied by vulnerable residents). Due to resource limitations, we cannot guarantee that all pathways will be cleared of snow.

If ice or snow occurs outside normal working hours, we will begin clearance or treatment as soon as we can on the next working day.

## **9. Policy Exceptions**

In exceptional circumstances, we may consider a variation to this policy. This will depend on the individual circumstances of the case. The decision and its reasoning can be provided in writing to the parties on request.

## **10. Monitoring and Performance**

We will monitor our use of this Policy and the way in which it is implemented, ensuring that any relevant information is reported in a timely way to appropriate bodies. We will do this through:

- Estate inspections. These will be graded, recorded and monitored as part of the City of London's key performance indicators
- Complaints, compliments and comments
- Satisfaction surveys

This information will be used by staff and tenants and the outcomes used to improve the service.

## **11. Training**

We will provide all staff responsible for implementing this policy with comprehensive training as required.

## **12. Equality and Diversity**

This Policy has been subject to a full Equalities Analysis and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010. We may consider making an exception in accordance with section 9 to ensure that those with a protected characteristic are not discriminated against.

## **13. Accessibility**

We will ensure that residents' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that residents with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats or providing interpretation or transcription as appropriate.

## **14. Data Protection and Information Exchange**

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

There are some circumstances in which we are required by law to disclose information given to us.

### **13. Policy Review**

We will review this Policy at least every three years, or following relevant changes to legislation, regulation or policy.

### **14. Legislation & Regulation**

This Policy is informed by the following regulation and statute:

#### *Legislation*

- Clean Neighbourhoods and Environment Act 2005
- Control of Substances Hazardous to Health Regulations 2002
- Environmental Protection Act 1990
- Occupiers' Liability Act 1957

#### *Regulation*

Homes & Communities Agency Standards:

- Neighbourhood and Community Standard
- Tenant Involvement and Empowerment Standard
- Value for Money Standard

### **15. Related documents**

This Policy is implemented by the following procedures:

- Estate Services Procedure

This Policy is supported by the following policies:

- Anti-Social Behaviour Policy
- Disposal of Personal Property Policy
- Estate Parking & Storage Sheds Policy
- Fire Safety Protocol (Communal Areas in Residential Buildings)



## APPENDIX 2

### Results of consultation

#### Draft Estate Management Policy

November 2018

	Comments	Response
1.	<p>Very comprehensive and extensive. Gives me all the information I need to know, particularly on areas such as what can and cannot be left in communal areas.</p> <p>Generally, the Estate Office guidelines are adequate, and we know what they will help with</p>	
2.	<p>Could certain issues, which are not included in other policies but do cause concern, be included in this policy? For example, it's firework season – maybe you could cover this? I believe you don't allow fire-works but people do arrange displays and this can cause problems like litter and scorched grass. Same for barbecues in the Summer.</p>	<p>We have included a section on fireworks and barbecues. Our estates are not suitable places for firework displays due to the proximity of homes to most communal gardens.</p> <p>Our approach to barbecues is now explained in the policy. This reflects the wording of our tenancy agreements.</p>

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<b>Committee</b>	<b>Dated:</b>
Housing Management and Almshouses Sub-Committee	27/11/18
<b>Subject:</b> Tenancy Visits Programme	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Dean Robinson, Tenancy Visits Project Manager	

## Summary

The Corporation has a duty to ensure fair, effective and efficient use of its housing assets. To help ensure this, officers currently visit and inspect up to a third of tenanted properties each year. There is a growing need to update the information provided through these visits more quickly than at present, to ensure proper delivery of the landlord function and other services for residents. The Departmental Leadership Team is carrying out a comprehensive visits programme to collect and improve baseline data across all tenanted properties within a six-month timeframe. Trial visits of leasehold properties on Golden Lane Estate will also be included to assess the benefits for leaseholders and the Corporation. Visits are now underway, and the locum team is working well with estate staff on the sites.

## Recommendation

Members are asked to:

- note the report.

## Background

1. Officers currently visit and inspect up to a third of its tenanted properties each year. Tenancy visits enable the Corporation to ensure properties are being properly occupied and maintained in accordance with tenancy conditions. They also help us to get to know our tenants and their specific needs better. Visits may, for example, help us to uncover tenancy fraud, update household information where circumstances have changed, or identify additional or changed needs within households which can then be addressed.

## Current position

2. The programme started in early August 2018. The team started on the sheltered housing schemes and the City of London Almshouses. Once these were completed, the visiting team moved on to visit general needs tenants.

3. The first round of visits has happened at Windsor House, York Way, Holloway, Dron House, and Middlesex Street.
4. The programme is proceeding at a good pace, with a total of 1,442 doors knocked on and re-visited. At the time of writing, 525 interviews have been completed. This accounts for 27% of the tenanted housing stock.
5. So far there have been three potential fraud issues uncovered from the tenancy visits and referred to the Anti-Fraud Manager. Some tenants are also making the visiting officers aware of possible sublets and student sublets, and this information is referred on for further investigation as soon as it is raised.
6. Tenancy Inspectors have been trained around hoarding and are using the hoarding scale to identify tenants who may need more support to address the issue. They have discovered a further two cases of hoarding since the last update and have referred them to the relevant Estate Manager.
7. Tenants continue to express satisfaction that the fire safety checks are being carried out and they are grateful to have the advice and signposting for further information.
8. Most tenants are proving to be cooperative with the visits and see the benefit in completing the survey. Having background information provided by managers, estate staff and the fraud team has helped identify tenants less willing to allow us access. We are confident that we have robust procedures in place for handling any issues we come across.
9. The estate teams are proving to be an invaluable resource and are assisting and supporting visits with tenants. Their knowledge of the tenants is improving the efficiency of the programme. In return, the visiting team is developing the estate staff's knowledge of using the survey and the digital technology, which will be used for future tenancy inspections once this project ends.
10. Whilst the programme is going very well, with high rates of completions, we expect that some of the residents who haven't responded to our invitations for visits will prove difficult to engage. We are prepared with procedures to address this eventuality and ensure we can gain access for the inspections.

## **Conclusion**

11. The visit programme is going very well so far, with over a quarter of all tenanted properties successfully visited. Tenants are being very cooperative in completing the surveys and the estate teams' local knowledge has assisted in gaining access to properties.
12. Several potential fraud referrals have been made and numerous tenancy management issues, such as hoarding concerns, have been referred to estate management.

## **Appendices**

- None

## **Background Papers**

Tenancy Visits Programme, Housing Management and Almshouses Sub-Committee,  
24 September 2018  
23 July 2018

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<b>Committee:</b> Housing Management & Almshouses Sub-Committee	<b>Date:</b> 27/11/2018
<b>Subject:</b> Gas Safety Policy	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Decision</b>
<b>Report author:</b> Liam Gillespie, Head of Estates	

## Summary

As part of the review of housing management policies taking place in 2018/19, a Gas Safety Policy has been drafted. It underlines our commitment to ensuring the highest standards of safety in homes managed by the City of London's Housing Service.

The policy outlines how we will meet our obligations as a landlord under the *Gas Safety (Installation and Use) Regulations 1998* (as amended). It also explains what action we will take when tenants refuse, or fail to allow, access for annual gas safety checks to be carried out in their homes.

## Recommendation

Members are asked to:

- Approve the Gas Safety Policy for use by the Housing Service.

## Main Report

### Background

1. In accordance with the *Gas Safety (Installation and Use) Regulations 1998* ("the Regulations"), the City, as a landlord, is obliged to carry out annual safety checks on the gas installations in its tenanted properties.
2. The Regulations stipulate that landlords must:
  - Repair and maintain gas pipework, flues and appliances (belonging to the landlord) in safe condition
  - Ensure an annual gas safety check on each appliance and flue belonging to the landlord
  - Keep a record of each safety check for at least two years
3. Appliances installed by the tenant are not our responsibility, but these will be visually inspected during the gas safety check. Any gas installations serving the

tenant's appliance, and which are the landlord's responsibility, will be checked annually.

4. The regulations do not require landlords to carry out these checks on leasehold properties. The City's standard lease requires leaseholders to keep gas appliances in their homes in a safe condition and proper working order.
5. Tenants are required to cooperate with us to allow access for these annual checks and this is a specific term in our standard Secure Tenancy.
6. The importance of properly maintaining gas installations cannot be overstated. Improperly maintained appliances can cause death, serious injury and destruction of property by fire, explosion, or carbon monoxide poisoning.
7. Despite the obvious and well-publicised risks, officers frequently encounter difficulty in accessing tenanted properties to carry out these vital checks. The City and its gas safety contractor, TSG Ltd, employ a staged process to gain access. This begins well in advance of the expiry date for the property's current gas safety certificate, though some gas safety certificates expire before access can be gained to carry out the annual check. This is normally due to the tenant not engaging with us, failing to honour appointments, or refusing access for whatever reason.

### **Gas Safety Incidents in the United Kingdom**

8. Members may find it helpful to note some health and safety statistics to put this issue in context.
9. Statistics on gas-related incidents are collated by the Health & Safety Executive (HSE) in accordance with the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations* (RIDDOR).
10. According to the HSE, on average seven people die in the United Kingdom every year from carbon monoxide poisoning.
11. In 2015/16, the latest year for which full figures are available, the HSE reports that in the UK there were:
  - 26 gas-related explosions or fires, injuring 29 people and killing one
  - 146 incidents of carbon monoxide poisoning, which injured 225 people and killed seven others
12. Given the potentially catastrophic consequences of a gas-related incident in one of our residential blocks, the Gas Safety Policy has been drafted to support the work we currently do in this area and to underline the importance of tenants cooperating with us to meet our gas safety obligations. It stresses that we will take



robust action to gain access to properties to complete these checks, as people who refuse to cooperate are potentially putting dozens of lives at risk, not just their own.

### **Current Position**

13. The City services 1,898 properties every year and has difficulty in accessing only a small percentage of these. However, each property with an expired gas safety certificate is a very significant concern and leaves us non-compliant with our obligations under the Regulations.
14. We aim to have valid gas safety certificates in place for 100% of relevant tenanted properties. As this is a rolling process, the figure fluctuates; at the end of the 2017/18 financial year, for instance, we had attained 97.5% compliance. The current figure (November 2<sup>nd</sup>, 2018) is 99.11%.
15. The new Gas Safety Policy explains what steps we will take when we have difficulty gaining access. The Regulations oblige us to take “all reasonable steps” to gain access, including legal proceedings. The new policy explains how we will meet this obligation.
16. When our standard procedure has failed to get us access to a property, we can apply for an injunction in the County Court to enforce the terms of the tenancy and gain access. This may include a clause permitting us to force access to the property should this be justified. In some cases, we could also consider seeking possession of the property.
17. Estate Managers recently underwent training on gas safety injunctions. We will use these injunctions when informal attempts have failed and will seek the costs of doing so from the tenant.
18. Senior Managers are also reviewing the process used to gain access at present, with a view to making it more effective and supporting the aim of achieving 100% compliance with gas safety checks. Learning will be taken from other landlords and the processes they have employed to good effect.
19. Members will note that the policy prompts officers to take account of tenants’ vulnerabilities when dealing with gas safety access. We will provide support and reassurance to any residents requiring this, though we must balance the tenant’s needs with the legal requirement to carry out the safety check and the potential consequences to personal safety of a gas-related incident.

### **Policy Management**

20. This is a new policy and, although there are well-established practices in relation to gas safety in our properties, no stand-alone policy has existed previously. Policy approaches are taken from legislation, clauses in our tenancies and leases, and established practice.

## **Conclusion**

21. The Gas Safety Policy forms part of our review of housing management policies taking place throughout 2018/19. It outlines the respective obligations of the City and those living in its homes and underlines the importance of tenants cooperating with the City to enable annual gas safety checks to be carried out successfully.
22. The policy supports the City's aim of achieving 100% compliance with gas safety checks on tenanted properties and providing high standards of safety in the homes it manages.

## **Appendices**

- Appendix 1 – Gas Safety Policy
- Appendix 2 – Consultation comments and responses

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**City of London Corporation**  
**Department of Community & Children's Services**  
**Housing Service**

**Gas Safety Policy**

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Approved by:	<i>Housing Management &amp; Almshouses Sub-Committee</i>
Approval Date:	
Review Date:	

## **1. Introduction**

The City of London is committed to achieving and maintaining the highest standards of safety in its homes. We have a legal obligation to carry out annual safety checks on relevant gas installations in our tenanted properties and, in addition, we seek to ensure that gas installations and appliances in our properties are used and maintained safely.

Improperly maintained or installed gas appliances can cause death, serious injury or destruction of property. This policy outlines how we will meet our legal obligations and it provides information to residents on their responsibilities in relation to gas safety in their homes.

## **2. Aims of this Policy**

This policy aims to:

- support our aim of achieving 100% compliance with annual gas safety checks
- outline our gas safety responsibilities
- make residents' responsibilities clear to them
- explain what enforcement action we will take for non-compliance

## **3. Scope**

This policy applies to all City of London housing estates which form part of the Housing Revenue Account (HRA) or which are managed as part of the HRA. It also applies to the City of London Almshouses and Gresham Almshouses, which we manage on behalf of the respective trusts.

## **4. Policy Statement**

We take gas safety in our homes very seriously and we expect our residents to cooperate with us to ensure that we can meet our legal obligations as landlord. We also expect leaseholders who sub-let their properties to meet their legal obligations in relation to gas safety.

Most of our properties are in purpose-built blocks of flats and if a gas emergency occurs, it could affect multiple households and have severe consequences.

We take non-compliance with gas safety measures very seriously and will take legal action against those residents that do not allow access to their homes for annual safety inspections, or anyone who does anything to modify, alter or interfere with any gas services or installations without the appropriate consents or approvals.

## **5. Our Obligations as Landlord**

Under the *Gas Safety (Installation and Use) Regulations 1998* (as amended), the City has the following duties to tenants:

- Repair and maintain relevant gas pipework, flues and appliances in a safe condition
- Ensure an annual gas safety check on relevant appliances and flues which are our responsibility
- Keep a record of each safety check for at least two years

We are under a duty to ensure that all reasonable steps are taken to gain access to our tenanted properties for the purposes of carrying out the annual check.

‘Relevant’ appliances and installations are those owned by the landlord, or which are otherwise our responsibility. This excludes appliances and installations owned by tenants.

## **6. Tenants’ Obligations**

Our standard Tenants’ Agreement & Handbook contains details of tenants’ obligations in relation to gas safety. In summary, tenants are obliged to:

- allow or arrange entry into the property for the annual check to be completed before the current certificate expires
- respond promptly to contact regarding access arrangements
- keep any gas appliances in a safe condition
- refrain from altering or modifying any of the City’s gas installations

Failure to allow access for the annual gas safety check is a very serious breach of tenancy and may result in legal action being taken against the tenant, which ultimately could result in them losing their home.

Tenants are obliged to allow us access to their home even where they do not use any gas appliances. This may be because landlords’ gas installations are installed in the property (though not currently used), or relevant installations can only be accessed from the property.

## **7. Leaseholders’ Obligations**

The City’s standard lease requires all leaseholders to keep any gas apparatus or appliances present in their property in a safe condition and proper working order. Leaseholders must ensure that any alterations, repairs or inspections of gas appliances in their homes are carried out by a suitably qualified person and that relevant approvals are sought in advance (e.g. landlords’ approval under the lease).

The City is not obliged to perform annual gas safety checks on leasehold properties, though we do strongly recommend that leaseholders arrange their own at least annually.

We offer the option for leaseholders to pay for a gas safety check via our gas contractor at a competitive rate.

## 8. Leaseholders' Duties to Sub-Tenants

Leaseholders who sub-let their properties have the same legal obligations as any landlord. These include:

- Carrying out annual gas safety checks using a Gas Safe-qualified engineer
- Providing the tenant with a copy of the property's gas safety certificate

More information on landlords' obligations can be found on the Health and Safety Executive website: [www.hse.gov.uk/gas/landlords](http://www.hse.gov.uk/gas/landlords)

## 9. Alterations and Improvements

Our written approval is required before any alterations are made to landlords' gas and other services in residential premises managed by the City of London. In some circumstances, listed buildings consent and building regulations permission may also be required. If in doubt, residents should contact their local estate office for advice.

Any approval will be given in accordance with our *Standard Conditions for Works and Alterations*. We reserve the right to inspect any improvements or alterations in accordance with the terms of our leases and tenancies.

## 10. Access for the Annual Check

In accordance with the terms of their tenancy, tenants are obliged to allow access for the annual gas safety inspection to be carried out by the City, or its agents or contractors.

We will be as flexible as we reasonably can be when it comes to setting appointments for access.

We expect tenants to cooperate with us and our contractor when we are seeking to arrange access and to take steps to rearrange appointments if they are not convenient.

## 11. Failing to Provide Access – Enforcement Action

When a tenant refuses or otherwise fails to provide access, we will take enforcement action against them after reasonable attempts have been made to gain access. This may include:

- Injunction proceedings requiring access to carry out the check
- Possession proceedings for breach of tenancy

In some circumstances we may commence both injunction and possession proceedings simultaneously.

We will seek to recover any legal costs from the tenant.

## **12. Forced Entry**

When seeking an injunction to gain access to a tenant's home, we may ask the court for permission to carry out a forced entry to the property if this is reasonable in the circumstances of the case.

In emergency situations we may force entry to the property or isolate the gas supply, for instance if there is a suspected gas leak or other dangerous situation. Further details can be found in the Tenants' Agreement & Handbook.

## **13. Vulnerable Tenants**

We recognise that some residents may require extra support and reassurance to enable them to comply with the terms of their tenancy in relation to allowing access to their homes. We will provide appropriate support, while balancing this with our obligation to complete annual safety checks and our duty to ensure the safety of neighbouring residents.

## **14. What the Annual Check Covers**

The annual safety check covers any installation or appliance that we own. Where tenants have bought their own appliances, we do not service these, but we remain responsible for any pipework or other components that service the appliance.

If we become aware of a faulty appliance owned by a tenant, we will isolate it. It is the tenant's responsibility to repair the appliance or find a replacement.

## **15. Timing of Checks**

We are required to carry out a safety check at least every twelve months, though we begin the process of gaining access some time before this to allow for any problems. Most properties will therefore be checked before the current gas safety certificate expires. This may mean that two checks take place within a twelve-month period.

We will also carry out a gas safety check on all properties when they are empty between tenancies.

## **16. Complaints**

Any complaints about the application of this policy, or any aspect of our service relating to gas safety, will be addressed via the housing complaints procedure. Please see the Complaints Policy for more details.

## **17. Policy Exceptions**

In exceptional circumstances, we may consider a variation to this policy. This will depend on the individual circumstances of the case. The decision and its reasoning can be provided in writing on request.

## **18. Monitoring and Performance**

We will monitor our use of this policy and the way in which it is implemented, ensuring that any relevant information is reported at appropriate intervals.

## **19. Training**

We will provide all staff responsible for implementing this policy with comprehensive training as required.

## **20. Equality and Diversity**

This Policy has been subject to a full Equalities Analysis and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

## **21. Accessibility**

We will ensure that residents' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that residents with communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats, or providing interpretation or transcription as appropriate.

## **22. Data Protection and Information Exchange**

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

There are some circumstances in which we are required by law to disclose information given to us.

## **23. Policy Review**

We will review this policy at least every three years, or following relevant changes to legislation, regulation or policy.

## **24. Legislation & Guidance**

- [Gas Safety \(Installation and Use\) Regulations 1998](#) (as amended by the [Gas Safety \(Installation and Use\) \(Amendment\) Regulations 2018](#))
- Health and Safety Executive - [Approved Code of Practice and Guidance](#) on the 1998 Regulations

## **25. Supporting Documents**

- City of London's Standard Conditions for Works and Alterations
- Standard Lease



- Secure Tenants' Agreement & Handbook

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## **APPENDIX 2**

### **Results of consultation**

#### **Draft Gas Safety Policy**

**November 2018**

	<b>Comments</b>	<b>Response</b>
<b>1.</b>	<p>Gas Safety Policy is rigorous for tenants, and rightly so, but all of us are vulnerable when leaseholders don't take responsibility and sub-letting occurs.</p> <p>Policy seems weak on this since only recommends safety checks. As Corporation owns freeholds, can insistence not be brought on leaseholders also?</p>	<p>This is a good point and one which we are considering.</p> <p>We are planning a review of the way we manage leases, which will be supported by a Leasehold Management Policy. We will review our options on this issue as part of that exercise.</p>

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<b>Committee:</b> Housing Management and Almshouses Sub-Committee	<b>Date:</b> 27/11/2018
<b>Subject:</b> Insurance Cover and Claims Policy	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Decision</b>
<b>Report author:</b> Liam Gillespie, Head of Estates	

## Summary

As part of the review of housing management policies taking place in 2018/19, an Insurance Cover and Claims Policy has been drafted which explains the City's obligations to insure its buildings and have appropriate public liability insurance in place for activities happening on its estates.

The policy also describes residents' obligations in relation to insuring their personal belongings.

## Recommendation

Members are asked to:

- Approve the Insurance Cover and Claims Policy for use by the Housing Service

## Main Report

### Background

1. Members will be aware of the project taking place in 2018-19 to introduce new policies relating to many areas of our housing management functions. An Insurance Cover and Claims Policy has been drafted, which explains the City's insurance responsibilities as a landlord and describes residents' obligations in relation to protecting their personal property.

### Current Position

2. The City of London is responsible for providing buildings insurance for the properties it manages. The current policy is provided by Royal Sun Alliance (RSA). This covers the fabric of our buildings, including landlords' fixtures and fittings. It does not cover residents' personal contents, which they must insure themselves.

3. The City also has public liability insurance to cover it against claims made by residents and members of the public for personal injury or loss sustained on its premises, for instance lawful visitors to its housing estates. It will also ensure that any City-run events or activities taking place on its estates are appropriately insured. We will support residents who are organising their own community activities to ensure that these are covered too.
4. Residents are obliged to cover their personal possessions with an appropriate level of insurance. This covers loss or damage caused by the usual household risks, such as fire, theft, water damage, or malicious damage. This includes belongings kept outside the home, for example items kept in a storage shed.
5. The Insurance Cover and Claims Policy is intended to give a brief explanation of the cover the City will have in place, as well as the obligations of residents to insure their own property and the arrangements for making a claim.
6. The policy also explains that we cannot compensate residents for loss or damage to their personal effects where this was not due to any fault on the part of the City and they did not have appropriate personal contents insurance in place.

### **Policy Management**

7. This is a new policy and no stand-alone policy has existed in this area previously. Policy approaches have been taken from established housing management practice and from the terms and conditions of tenancy and lease agreements.

### **Conclusion**

8. The Insurance Cover and Claims Policy outlines the cover we will have in place in relation to our housing estates and activities carried on there. It is intended to explain our position as a landlord and make clear that residents are responsible for insuring their own property against normal household risks.

### **Appendices**

- Appendix 1 – Draft Insurance Cover and Claims Policy
- Appendix 2 – consultation comments and responses

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**City of London Corporation**  
**Department of Community & Children's Services**  
**Housing Service**  
**Insurance Cover and Claims Policy**

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Approved by:	<i>Housing Management &amp; Almshouses Sub-Committee</i>
Approval Date:	
Review Date:	

## **1. Introduction**

This policy explains our approach to insurance matters relating to our housing estates. It includes the responsibilities of residents living in our properties, the City's responsibilities as a landlord and it explains how we will handle claims made by residents and members of the public.

## **2. Aims of this Policy**

This policy is intended to:

- Provide a clear outline of residents' insurance responsibilities
- Explain the extent and limit of the City's responsibilities as a landlord

## **3. Scope**

This policy applies to all our Housing Revenue Account ("HRA") estates and properties managed as part of the HRA.

## **4. The City's Obligations as Landlord**

We will have a buildings insurance policy in place for all our estates (residential properties, common parts and other areas under our sole control), in accordance with our legal obligations.

We will also have public liability insurance to cover claims made against us by residents or members of the public for personal injury, damage or loss.

Insurance policies are administered by the Chamberlain's Department on our behalf. We will make a summary of our insurance cover available to residents on request. We will also publish this online, along with details of how to make a claim.

Our buildings insurance policy will cover redecoration, rebuilding, fixtures and fittings only. It does not cover residents' home contents. See section 5 for more details.

## **5. Residents' Responsibilities**

Residents are responsible for:

- obtaining appropriate home contents insurance to insure against common household risks, such as fire, water damage, theft or vandalism
- making sure that the total level of cover offered by their insurance policy is adequate
- taking reasonable care to prevent loss or damage to the City's property and that of neighbouring residents

We recommend that residents ensure that their contents insurance covers them against 'third party' claims, for example any loss or damage caused to neighbouring property by their own negligence.



We will not compensate or indemnify residents against any uninsured loss or liability.

## **6. Public Liability Claims**

An appropriate public liability policy will be held in relation to our housing estates and the activities carried out on them. This will cover situations where a person suffers loss, damage or personal injury on our property.

## **7. Events and Activities**

We will have an appropriate insurance policy in place to cover events and activities we organise or support on our housing estates. Insurance for events arranged by residents or third parties must be appropriately insured by the organisers. Residents and third parties running events on our estate must not assume that their event is covered by our insurance policy.

## **8. Making a Claim**

Residents who believe they have a valid claim should contact our insurers and deal with them directly. We will publish these contact details online and they are also available on request from any estate office.

Officers will not act as intermediaries between our insurers and claimants or enter into correspondence with residents regarding individual claims.

## **9. Storage and Parking Facilities**

People using storage or parking facilities on our estates are responsible for insuring any personal items kept or stored there. The Licence Agreement we issue to users of these facilities contains terms and conditions that outline their responsibilities and the limits of our liability in respect of items kept on, or stored in, such facilities.

We strongly recommend that users insure individual high-value items kept in storage facilities on our estates (e.g. bikes).

Please also refer to the *Estate Parking & Storage Sheds Policy*.

## **10. Policy Exceptions**

In exceptional circumstances, we may consider making a variation to this policy. This will depend on the circumstances of the individual case. Our reasoning can be provided in writing on request.

## **11. Monitoring and Performance**

We will monitor our use of this policy and the way in which it is implemented, ensuring that any relevant information is reported at appropriate intervals.

## **12. Training**

We will provide all staff responsible for implementing this policy with comprehensive training as required.

## **13. Equality and Diversity**

This Policy has been subject to a full Equalities Analysis and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

## **14. Accessibility**

We will ensure that residents' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that residents with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats, or providing interpretation or transcription as appropriate.

## **15. Data Protection and Information Exchange**

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

There are some circumstances in which we are required by law to disclose information given to us.

## **16. Policy Review**

We will review this policy at least every three years, or following relevant changes to legislation, regulation or policy.

## **17. Associated Documents**

- *Estate Parking & Storage Sheds Policy*

## **APPENDIX 2**

### **Results of consultation**

#### **Draft Insurance Cover & Claims Policy**

**November 2018**

	<b>Comments</b>	<b>Response</b>
<b>1.</b>	This was very interesting, and I learned things I had not known, such as the requirement of tenants to adequately make sure their properties are insured. Do all residents do this? I have "contents insurance" and always have done. Will need to check if third party is included?	The wording has been clarified – most contents insurance policies will indemnify you against claims from third parties. We recommend that residents ensure that this cover is part of their contents insurance policy, to cover situations where claims are made against them.
<b>2.</b>	I particularly found recommendation for 3rd party cover in the Insurance document useful as I only have contents cover and hadn't thought of this	Please see comment above.

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<b>Committee:</b> Housing Management and Almshouses Sub-Committee	<b>Date:</b> 27/11/2018
<b>Subject:</b> Guest Rooms Policy	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Decision</b>
<b>Report author:</b> Liam Gillespie, Head of Estates	

## Summary

A Guest Rooms Policy has been drafted to outline how the Housing Service will manage the guest room accommodation it provides on two of its estates in the City of London. The policy explains how income will be managed and monitored and how running costs will be accounted for.

This policy forms part of the review of housing management policies taking place in 2018/19.

## Recommendation

Members are asked to:

- Approve the Guest Rooms Policy for use by the Housing Service.

## Main Report

### Background

1. The City's Housing Service manages guest room accommodation on its Golden Lane and Middlesex Street Estates. These rooms are available to book by residents of these estates (and, in the case of Golden Lane's guest rooms, by Barbican residents) for use by their visitors.
2. The Guest Rooms Policy explains how these facilities will be managed, with focus on how we will monitor and set the charges and how running costs will be covered.

### Current Position

3. There are six guest rooms at Golden Lane and a further two at Middlesex Street Estate. The charges for these rooms are set by the Housing Service and they reflect the standard of the accommodation, as well as the cost of providing the service. Demand for the rooms varies, with those at Golden Lane being the most popular.

4. As the policy explains, the cost of running the rooms is met from the income generated. An error was identified recently in relation to the rooms at Middlesex Street, in which the cost of cleaning and utilities for the rooms was incorrectly coded. This means that a small refund is due to leaseholders on the estate; this will be calculated and refunded to them or off-set as appropriate during the next billing cycle. The policy addresses this issue and clarifies how expenditure will be accounted for.

## **Conclusion**

5. The Guest Rooms Policy forms part of the review of housing management policies taking place in 2018/19. It explains how we will manage these facilities and how income will be handled.
6. Running costs will be set off against the income generated by the facilities. A recent coding error relating to the Middlesex Street rooms will be corrected by officers.

## **Appendices**

- Appendix 1 – Guest Rooms Policy

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**City of London Corporation**  
**Department of Community & Children's Services**  
**Housing Service**  
**Guest Rooms Policy**

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Approved by:	<i>Housing Management &amp; Almshouses Sub-Committee</i>
Approval Date:	
Review Date:	

## **1. Introduction**

This policy explains how the City of London's Housing Service will manage the guest rooms located at Golden Lane and Middlesex Street Estates.

The rooms are intended for use by residents and their visitors. There are six at Golden Lane (located in Crescent House) and two at Middlesex Street (both in Petticoat Square), which are managed by staff from the relevant estates.

## **2. Aims of this Policy**

This policy aims to explain how the rooms will be managed and how income and expenditure will be handled.

## **3. Scope**

This policy applies to the eight guest rooms located at Golden Lane and Middlesex Street Estates.

## **4. Conditions of Use**

The guest rooms are available for use by residents of Golden Lane and Middlesex Street. The Golden Lane guest rooms are also available to residents of the Barbican Estate. They are available to tenants, leaseholders and sub-tenants of leaseholders, to book for their guests. They must be booked by the resident, who will be responsible for the room and its contents. They cannot be booked directly by the guest.

Use of the rooms is subject to the Guest Accommodation Terms & Conditions. Some local differences apply between the different sites. The Terms & Conditions must be accepted prior to collection of the keys. Refusal to sign the booking form, which refers to the Terms & Conditions, will mean that the booking cannot proceed.

## **5. Income**

Charges are set by the Housing Service. They will be set at a level that reflects the costs of running the rooms. The market value will also be considered, including the cost of booking comparable accommodation in the vicinity. The charges will be reviewed annually in accordance with our policy on charges for non-domestic facilities.

Income and expenditure will be routinely monitored by senior management in the Housing Service and will be reported to Members at appropriate intervals.

Net income from the guest rooms, once running costs have been met, is allocated to the Housing Revenue Account (HRA) as general income.

## **6. Running Costs**

The costs incurred in providing this service will be paid from the income. This will cover:



- 'housekeeping' expenses, such as laundry and cleaning
- utilities
- replacement furniture, bed linen and electrical appliances
- interior decoration (including carpets and curtains)
- repairs to internal fixtures and fittings
- "wear and tear" repairs
- the cost of staff time spent on managing the facilities

The facilities are available to all residents and some repairs costs may still be charged to them, for example any repairs to the common parts of the building. A proportion of this will be charged to leaseholders.

## **7. Policy Exceptions**

In exceptional circumstances, we may consider making a variation to this policy. This will depend on the individual circumstances of the case. Our reasoning can be provided in writing on request.

## **8. Monitoring and Performance**

We will monitor our use of this policy and the way in which it is implemented, ensuring that any relevant information is reported at appropriate intervals.

## **9. Training**

We will provide all staff responsible for implementing this policy with comprehensive training as required.

## **10. Equality and Diversity**

This Policy has been subject to a full Equalities Analysis and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

## **11. Accessibility**

We will ensure that tenants' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that customers with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats, or providing interpretation or transcription as appropriate.

## **12. Data Protection and Information Exchange**

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

There are some circumstances in which we are required by law to disclose information given to us.

### **13. Policy Review**

We will review this policy at least every three years, or following relevant changes to legislation, regulation or policy.

### **14. Related documents**

- Guest Accommodation Terms & Conditions

DRAFT

<b>Committees:</b>	<b>Dates:</b>	
Corporate Projects Board Housing Management & Almshouses Sub Projects Sub	21/11/2018 27/11/2018 12/12/2018	
<b>Subject:</b> Middlesex Street Estate Lift Refurbishment	<b>Issue Report:</b> Post Gateway 3/4 <b>Regular</b>	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services <b>Report Author:</b> David Downing		<b>For Decision</b>

## Summary

Project Status	Red
Project Risk	Green – Low
Programme status	Pending Approval of Budget Increase prior to Gateway 5
Timeline	Gateway 5 – December 2018 Contractor Appointment – December 2018/January 2019 Work completion – Summer 2020 Gateway 7 report – Autumn 2020
Expenditure to date	£11,600.00 (fees) £3,000.00 (staff costs)
Last approved estimate (post Gateway 3/4 Issues Report)	£1,032,500.00
Current estimate (post procurement, prior to Gateway 5)	£1,382,500.00 (works) £172,500.00 (fees & staff costs)
Total Estimated Cost	£1,555,000.00

### **Last Gateway Approved**

A Gateway 3/4 was presented to the Housing Management and Almshouses Sub Committee on 04/07/2016 and to the Project Sub Committee on 29/06/2016. The recommended option of fully refurbishing the six residential lifts on the Middlesex Street Estate was approved. A subsequent Issues Report was approved by those same Committees (16/01/17 and 31/01/2017 respectively) to increase the estimated project budget to £1,032,500.00 allowing for a change of project scope to include the installation of new lift stops to previously unserved floors to make all flats step-free accessible.

### **Progress to date including resources expended**

A detailed specification for the works has been drafted by industry specialists Butler & Young Lift Consultants & verified by City Officers. A full, compliant open tender process

for the works contractor has also been completed in conjunction with City Procurement. It is intended to award the contract, subject to successful conclusion of Section 20 consultation with long leaseholders, to Guideline Lift Services.

A total of £14,600.00 has been expended to date to reach this stage.

### **Summary of Issue**

Following the procurement process the total estimated project budget for the lift refurbishment project, encompassing the winning tender and associated staff costs & fees, exceeds the estimated budget range approved by the prior post Gateway 3/4 Issues Report by £522,500.00.

### **Proposed way forward**

The four complete tender returns received by the City, all from reputable lift refurbishment contractors, exceed the previously approved estimated budget. These bids are deemed to be reflective of both the complexity of the works specified and the current state of the lift refurbishment industry and, with greater economic uncertainty on the immediate horizon, it is not thought that returning to the market would realise any savings for the City. It is recommended to increase the project budget accordingly to allow the project to advance for Gateway 5 approval.

### **Recommendations**

1. Approve an increase to the estimated project budget of £522,500.00 to a new total of £1,555,000.00, comprised of £1,382,500.00 for the tendered refurbishment works and £172,500.00 to cover fees and staff costs.
2. Note that a Gateway 5 – Authority to Start Work report will be submitted for Chief Officer approval as per the regular approval track.

## **Main Report**

<b>1. Issue description</b>	<b>1. Background.</b> <p>The six residential lifts at the Middlesex Street social housing estate have reached the end of their operational life. A Gateway 3/4 report was heard by Committee (Housing Management and Almshouses Sub Committee - 04/07/2016, and Project Sub Committee - 29/06/2016) whereby the recommended option of fully refurbishing the lifts was approved with an estimated total project budget of £1,012,500.00.</p> <p>A subsequent Issues Report was approved by those same Committees (16/01/17 and 31/01/2017 respectively) to increase the project scope to include for the installation of new lift stops to previously unserved floors to make all flats accessible without the use of a staircase with a revised estimated total project budget of £1,032,500.00.</p>
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Following a fully compliant open market tender process in conjunction with the City Procurement a winning tender bid from Guideline Lift Services of £1,382,500.00 was identified.

Including fees and staff costs the total project budget at Gateway 5 is now forecast to be £1,555,000.00

This exceeds the currently approved budget estimate by £522,500.00.

## **2. Justification for Cost Increase**

The previously approved cost estimate, as per the aforementioned Issues Report, was largely based on the tendered costs for the recent Golden Lane Estate lift refurbishment project (works undertaken between 2016-18) and sense checked by industry specialists Butler & Young Lift Consultants via engagement with industry contacts/suppliers during 2016.

Butler & Young, on instruction from the City, subsequently completed a full condition survey of the Middlesex Street Estate Lifts in September 2017 prior to drafting the formal specification to bring to market. This survey revealed that the works required to the Middlesex Street Estate lifts were far more extensive and complex to those required at Golden Lane as both replacement lift cars and guiderails were deemed necessary (with full scaffolding of the lift shafts also required). Butler & Young again consulted with lift industry contacts, presenting a revised outline of the project to two reputable contractors, and thereby revised estimates to the range £1,100,000 - £1,220,000.

These revised pre-tender estimates were not brought to Committee as it was decided by Officers to proceed to tender and then present actual cost information once known for Committee approval if required.

The works, with a detailed specification, were advertised on the open market during July 2018. The delay between the completion of the condition survey and the advertising of the tender was due to an additional feasibility study being commissioned at the request of Portsoken Ward Members to explore and cost options for reconfiguring the wider Ground Floor lobby of Petticoat Tower on the Estate. It has subsequently been determined, in conjunction with Members, that this additional work at the scale desired is not affordable at this time although smaller scale alterations are still being explored.

Four complete tender returns were received from reputable specialist lift suppliers and installers; the costs of which all significantly exceeded the approved budget estimates.

Once combined with scoring from technical & quality assessments, the bid from Guideline Lift Services was identified as the winning submission. It may be noted that Guideline Lift Services have just successfully concluded a similar lift refurbishment contract with the City at the Golden Lane, William Blake and Southwark housing estates

which was completed on-time and £242,384.77 under budget. Subject to approval, City Officers will again work in conjunction with the successful contractor to identify and realise savings under the contract wherever possible.

As detailed above, the tender returns received have been priced on a detailed specification as prepared by Butler & Young Lift Consultants on a far more complex project than originally envisaged. Butler & Young have advised that these costs are representative of the current state of the industry market, reporting that the lift industry in general is very busy to such a degree that there is currently more work available than there are qualified engineers to do it.

Furthermore, with greater economic uncertainty on the immediate horizon, it is not thought that returning to the market would realise any savings for the City.

### 3. Financial Implications.

An estimated budget of £1,032,500.00 was notified to Committee at the last approved Issues Report (post Gateway 3/4), this was broken down as follows:

<b>Last approved estimate (post Gateway 3/4 Issues Report)</b>	
<b>MSE Lift Refurbishment</b>	
Estimated works costs	£920,000.00
Fees and staff costs	£112,500.00
<b>Total</b>	<b>£1,032,500.00</b>
<b>Funding strategy</b>	HRA (circa 31.9% of the cost recoverable from leaseholders)

Following the tender process, budget estimates are revised as follows:

<b>Revised project costs following tender</b>	
<b>MSE Lift Refurbishment</b>	
Refurbishment works	£1,319,190.49
Additional works (non-recoverable)	£63,309.51
Fees and staff costs	£172,500.00
<b>Total</b>	<b>£1,555,000.00</b>
<b>Funding strategy</b>	HRA (circa 31.9% of the cost of refurbishment works and fees & staff costs recoverable from leaseholders)

The project is funded by the Housing Revenue Account (HRA), with circa 31.9% of the cost recoverable by way of service charges from long leaseholders. A small element of the works, to the value of £63,309.51, concerns creating new lifts stops to serve the 3<sup>rd</sup> floor flats of Petticoat Tower, and new stops to serve flats 301 and 501 Petticoat Square thereby making these properties fully step free accessible. This element has been confirmed as works of improvement by Comptrollers and City Solicitors and thus not recoverable from leaseholders under

	the terms of their leases and therefore must be charged in full to the HRA. The total recoverable sum therefore is estimated to be approximately £475,849.27 (31.9% of £1,491,690.49).
<b>2. Last approved limit</b>	£1,032,500.00
<b>3. Options</b>	<p>(1) Increase the projects budget by £522,500.00 to £1,555,000.00, comprised of £1,382,500.00 for the tendered refurbishment works and £172,500.00 to cover fees and staff costs, in line with the successful tender return to allow the project to proceed for Gateway 5 approval. This is the recommended option.</p> <p>(2) Repeat the tender process. It is not envisioned that re-tendering on the same specification will realise any cost savings for the City. This option is not recommended.</p>

## **Appendices**

<b>Appendix 1</b>	Project Coversheet
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## **Contact**

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<b>Telephone Number</b>	0207 332 1645

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# Project Coversheet

## [1] Ownership

**Unique Project Identifier:** 11759      **Report Date:** 21/11/2018  
**Core Project Name:** Middlesex Street Estate Lift Refurbishment  
**Programme Affiliation** (if applicable): N/A  
**Project Manager:** David Downing, DCCS Property Services  
**Next Gateway to be passed:** Gateway 5

## [2] Project Brief

**Project Mission statement:** Full refurbishment and modernisation of the six residential lifts on the Middlesex Street Estate. The project will also create step free access to 3<sup>rd</sup> Floor of Petticoat Tower and to flats 301 and 501 Petticoat Square by installing new lift stops.

**Definition of need:** The six residential lifts have reached the end of their operational life with a number of key integral parts now obsolete.

### Key measures of success:

- 1) All six residential lifts to be fully modernised.
- 2) Improved service for residents via increased capacity and travel speed where possible.
- 3) An additional six properties on the estate to be step-free accessible.

## [3] Highlights

### Finance:

**Total anticipated cost to deliver [£]:** £1,555,000.00

**Total potential project liability (cost) [£]:**

**Total anticipated on-going commitment post-delivery [£]:**

**Programme Affiliation [£]:** N/A

[A] Budget Approved to Date*	[B] New Financial Requests	[C] New Budget Total (Post approval)
£16,000.00	£0.00	£16,000.00
[D] Previous Total Estimated Cost of Project	[E] New Total Estimated Cost of Project	[F] Variance in Total Estimated Cost of Project (since last report)
£1,032,500.00	£1,555,000.00	£522,500.00
[G] Spend to Date	[H] Anticipated future budget requests	
£14,600.00	£1,539,000.00	

### Headline Financial changes:

Since 'Project Proposal' (G2) report:

◀▶ £1,012,500

Since 'Options Appraisal and Design' (G3-4) report:

▲ £1,012,500 at G3-4. Budget increased to £1,032,500 following approval of Issues Report at add new 3<sup>rd</sup> floor stops in Petticoat Tower

**Since 'Authority to start Work' (G5) report:**

▲ ◀ ▶ ▼ N/A. Gateway not yet reached

**Project Status:**

**Overall RAG rating:** Red

**Previous RAG rating:** Green

**[4] Member Decisions and Delegated Authority**

None.

**[5] Narrative and change**

**Date and type of last report:**

Post Gateway 3/4 Issues Report (HMA Sub 16/01/2017, Projects Sub 31/01/2017)

**Key headline updates and change since last report.**

Following the procurement process the total estimated project budget for the lift refurbishment project encompassing the winning tender and associated staff costs & fees, exceeds the estimated budget range approved by post Gateway 3/4 Issues Report by £522,500.00.

**Headline Scope/Design changes, reasons why, impact of change:**

**Since 'Project Proposal' (G2) report:**

Scope modified to include for installation of new lift stops to serve the 3<sup>rd</sup> floor of Petticoat Tower.

**Since 'Options Appraisal and Design' (G3-4 report):**

No change to scope following approval of previous Issues Report.

**Since 'Authority to Start Work' (G5) report:**

N/A. Gateway not yet reached

**Timetable and Milestones:**

**Expected timeframe for the project delivery:** Summer 2020

**Milestones:**

1) Post Tender Section 20 consultation ends – November 2018

2) Gateway 5 – December 2018

3) Contractor appointed - December 2018/January 2019

**Are we on track for this stage of the project against the plan/major milestones?** Y

**Are we on track for completing the project against the expected timeframe for project delivery?** Y

**Risks and Issues**

**Top 3 risks:**

<i>Risk description</i>	Leaseholder challenge to S20 consultation
<i>Risk description</i>	Restricted access to site due to number of other construction projects underway at Middlesex Street Estate
<i>Risk description</i>	Costs may increase and programme may be further delayed if budget uplift not approved.

See 'risk register template' for full explanation.

**Top 3 issues realised**

<i>Issue Description</i>	<i>Impact and action taken</i>	<i>Realised Cost</i>

**Has this project generated public or media impact and response which the City of London has needed to manage or is managing?**

No

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