



## **Barbican Estate Residents Consultation Committee**

**Date:** MONDAY, 4 SEPTEMBER 2017  
**Time:** 6.30 pm  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

1. **APOLOGIES**
2. **MEMBERS DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**  
**For Decision**  
(Pages 1 - 6)
4. **'YOU SAID; WE DID' - OUTSTANDING ACTIONS LIST**  
**For Information**  
(Pages 7 - 8)
5. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW: APRIL - JUNE 2017**  
**For Information**  
(Pages 9 - 22)
6. **PROGRESS OF SALES AND LETTINGS**  
**For Information**  
(Pages 23 - 26)
7. **2016/16 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)**  
**For Information**  
(Pages 27 - 36)
8. **2016/17 REVENUE OUTTURN FOR THE DWELLINGS SERVICE CHARGE ACCOUNT (INCLUDING RECONCILIATION BETWEEN THE CLOSED ACCOUNTS AND THE FINAL SERVICE CHARGE)**  
**For Information**

(Pages 37 - 42)

9. **RELATIONSHIP OF THE BARBICAN RESIDENTIAL COMMITTEE OUTTURN  
REPORT TO SERVICE CHARGE SCHEDULES**

**For Information**  
(Pages 43 - 66)

10. **FIRE SAFETY UPDATE**

**For Information**  
(Pages 67 - 76)

11. **GENERAL DATA PROTECTION REGULATION COMPLIANCE 2018**

**For Information**  
(Pages 77 - 80)

12. **UPDATE REPORT**

**For Information**  
(Pages 81 - 92)

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

(Pages 93 - 98)

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

(Pages 99 - 112)

Item received too late for circulation in conjunction with the Agenda.

**John Barradell**  
**Town Clerk and Chief Executive**

## **BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE**

**Monday, 22 May 2017**

### **Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at the Guildhall EC2 at 6.30 pm**

#### **Present**

#### **Members:**

Graham Wallace - Chairman  
Christopher Makin - Deputy Chairman  
Richard Tomkins - Lauderdale Tower  
Mark Bostock - Frobisher Crescent  
Gordon Griffiths - Bunyan Court  
Fiona Lean - Ben Jonson House  
Robert Barker - Barbican Association  
John Taysum - Bryer Court  
Janet Wells - John Trundle House  
Valerie Mills - Willoughby House  
Averil Baldwin – Thomas More House  
John Tomlinson - Cromwell Tower  
Fred Rodgers - Breton House  
Ted Reilly - Shakespeare Tower  
Nancy Chessum - Andrewes House  
Jim Davies - Mountjoy House  
Sandy Wilson - Shakespeare Tower  
David Kirkby - Defoe House

#### **Officers:**

Julie Mayer	-	Town Clerk's
Helen Davinson	-	Community and Children's Services
Michael Bennett	-	Community and Children's Services
Anne Mason	-	Community and Children's Services
Michael Bradley	-	City Surveyor's Department
Paul Murtagh	-	Community & Children's Services Department

#### **In attendance**

Ann Holmes – Chairman of the Barbican Residential Committee (BRC)  
William Pimlott – Ward Member for Cripplegate  
Mary Durcan – Ward Member for Cripplegate  
Randall Anderson – Ward Member for Aldersgate

#### **1. APOLOGIES**

Apologies were received from Averil Baldwin (represented by Caroline Reed)  
John Taysum, David Graves, Jane Smith (represented by Robert Barker),  
Michael Swash (represented by Valerie Mills) and Richard Dykes.

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

There were no declarations.

3. **MINUTES**

The draft minutes of the previous meetings were approved as follows:

- Barbican Residents Consultation Committee (RCC) 30<sup>th</sup> January 2017
- Barbican Residents Consultation Committee AGM 6<sup>th</sup> March 2017

4. **'YOU SAID: WE DID' : OUTSTANDING ACTIONS LIST**

Members noted the '*You Said: We Did*' outstanding actions list from January to May 2017.

5. **ELECTION OF DEPUTY CHAIRMAN**

The Town Clerk advised that this item had been deferred from the AGM, when the Committee had not been able to appoint a Deputy Chairman.

Being the only Member willing to serve, Christopher Makin was elected as Chairman of the Barbican RCC for 2017/18.

Members were reminded that that, as the RCC can appoint up to 2 Deputy Chairmen, a vacancy was outstanding and therefore further nominations were invited.

6. **BARBICAN CHARGING POLICY FOR CAR PARKING**

Members received a report of the Director of Community and Children's Services in respect of the charging policy for Barbican car parking.

Officers outlined the last report to the Committee, which sought to fulfil the City of London Corporation's Service Based review and provide a fair return on the City's investments. Members noted that a report on storage charges would be presented at a later date and there would be a rolling 'Questions and Answers' document presented to the Barbican Residential Committee on 5<sup>th</sup> June.

The Chairman asked for Members to be factual and non-anecdotal or emotive in their comments as it was accepted that the local Ward Members had received a lot of communications on this matter. During the discussion, the following comments were noted:

1. The basis of the valuation was challenged as, based on supply and demand, there were currently 513 spaces vacant. The £2,000 market value was challenged as to whether it was a fair comparison. Members suggested that a lower price would raise the level of usage.
2. Members felt that, in its current format, the report was inadequate for taking a decision on. This was only one element of the Charging Policies as the Stores Policy would be presented later in the year.

3. Given that 25% of space renters would give up their spaces if the charges went up, Members felt that this would negate any benefit from the increased charges.
4. Whilst accepting the need for a 'fair' return on investments, Members were concerned that Barbican residents could not park on the street and therefore the Policy was unfair.
5. Dolphin Square was not considered to be a fair valuation on a comparable estate, as it was entirely rented and not local authority managed.
6. Lauderdale House Group has undertaken some costings on other possible savings, which the BRC might consider; i.e. the reallocation of the cost of time spent by car park attendants /Estate Concierge carrying out their duties revenue from baggage stores and restoration of commercial car parking. The House Group suggested setting up a working party to look at this in more detail and then report to the BRC on a proposal to eliminate the deficit, without such a high increase and within the RPI.
7. Was the estimate for supervision and management over generous? Members asked if this could be explained and examined further.
8. Members were concerned that this was a Low Emission Neighbourhood incentive intended to reduce car ownership and use in the City and suggested that, if this was the case, it should be more transparent in the report.
9. There could be an adverse effect on young City professionals on lower incomes and with young families, those with disabilities and the elderly and therefore should be subject to a full Equality Impact Assessment.

The Chairman of the BRC thanked Members for their comments and said she was listening carefully, would ensure BRC Members were made aware of comments made and would then listen carefully to debate at the BRC, before coming to her own view on the best way forward.

Meanwhile, she responded to a number of factual points which had been made:

1. The Barbican had never been social housing.
2. There is no right to a car parking space in leases and Barbican residents can use places in other city car parks at residential rates.
3. The report doesn't say 25% will find the increased costs unaffordable but that an increase in cost could lead to a reduction in use.
4. Commercial car parking is not an option because of City planning policy.

The Barbican Estate Office Manager responded as follows:

1. Income from stores in the car parks will be credited to the car parking account. Treatment of the reallocation of cost of the time spent by car park attendants /Estate Concierge carrying out their duties is still under review.
2. For Blake Tower, the take up of car parking is anticipated to be less than 1/3.
3. Advice was taken on all comparators used in the report.

In summary, the Chairman thanked everyone for their comments and asked that the BRC note the following:

1. Members concerns at the level of increase; the methodology used in the valuations, fairness and necessity of the charges.
2. The suggestions for looking at alternative revenue streams and the establishment of a working party to do so; the report should not be considered in isolation to other possible revenue streams
3. The suggestion that the report needs a full Equality Impact Assessment.

RESOLVED, that – the report be noted.

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

The Committee received a report of the Director of Community and Children's Services in respect of repairs and maintenance to roofs/balconies following water penetration. The report provided Members with an update on progress made by the Working Party in relation to the City of London Corporation's approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate.

Robert Barker (former Deputy Chairman of the RCC) thanked officers for their contribution to the work of the Working Party and for the spirit of open dialogue in which it had operated.

During the discussion and questions, the following points were noted:

- Frobisher Crescent was still under warranty and the Assistant Director would ensure that it was included in the new Barbican Asset Management Strategy.
- The RCC and Barbican Residential Committee (BRC) would receive a further report on Lauderdale Place roof inspection and other similar roofs that have not as yet been inspected due to various access problems as soon as possible after the inspections have been done. Members noted that this would likely be in the Autumn.

The costings and position on warranties and repairs would be included in a future report to the RCC/BRC once the Working Group had reached its conclusions.

RESOLVED, that – the report be noted.

8. **BARBICAN ESTATE ELECTRICAL VEHICLE CHARGING POINT PILOT**

The Committee received a report of the Director of Community and Children's Services in respect of the Electric Vehicle Charging Points Pilot Project.

During the discussion the following points were highlighted, the details of which would emerge in the next report to the RCC/BRC:

- Methodology, cost recovery and the placing of meters.
- The Barbican Estate Office had cross referenced the use of bays to ensure no duplication.
- First usage would be in the autumn, as part of the pilot.
- There would be a number of communal bays.
- There would be a resident survey over the summer.
- Additional electrical infrastructure had been installed in the five selected car parks and this would be reviewed as part of the potential roll out of charging points.

In concluding, the officer thanked Members of the Working Party for their valued input.

RESOLVED, that the report be noted.

9. **WORKING PARTY REVIEWS**

The Committee received the minutes of the Asset Maintenance, Underfloor Heating and Gardens Advisory Working Parties. Members noted that reports in respect of the fire doors on some of the top floors at Ben Jonson House and a condition survey were due in June 2017. In respect of a query as to whether update reports could be provided in addition to the Minutes, officers offered to include them in the regular update reports, under the 'property services' appendix.

10. **UPDATE REPORT**

The Committee received the regular update report of the Director of Community and Children's Services. Officers advised that, due to the timing of the RCC's committee cycle and the early despatch of reports in order to accommodate questions in advance, this report was often 5-6 weeks old by the time of the RCC meetings. Members therefore agreed to receive this report closer to the meeting date in future.

RESOLVED, that – the report be noted.

**11. SERVICE LEVEL AGREEMENT (SLA) REVIEW**

The Committee received a report of the Director of Community and Children's Services in respect of the quarterly review for Service Level Agreements between January and March 2017.

Members noted that, in order to achieve 100% performance, residents were encouraged to use the generic email addresses for the BEO, rather than email direct to individuals. In respect of cleansing, Members noted that it was not practical for the barrier at the entrance to the Garchey bay next to Defoe car park to be down during the day but it might be possible to do so at night. Officers advised that this was being looked into further.

RESOLVED, that – the report be noted.

**12. PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services in respect of sales and lettings.

RESOLVED, that – the report be noted.

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

The Deputy Chairman asked whether Members would be happy to be emailed without being blind copied; i.e. so that the email addresses were visible. This would allow members to exchange views readily. Whilst there was a general agreement to this, the Town Clerk advised that she would check the data protection implications before following this up with a formal request to RCC Members.

Officers had met with the Planners about the application for the baggage stores and agreed a way forward in respect of the objections. Members noted that pre planning consultation would take place via email broadcast before a formal application was submitted.

In addition to the above, some questions had been submitted in advance of the meeting, which had been circulated earlier in the day and were tabled for Members.

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

There were no items

**The meeting closed at 8.10 pm**

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Chairman

**Contact Officer: Julie Mayer**  
**tel.no.: 020 7332 1410**  
**Julie.Mayer@cityoflondon.gov.uk**



## “You Said; We Did” - Action List – August 2017

### **Actions from May 2017 Residents Consultation Committee (RCC) & other outstanding issues (updates appear in italics)**

Issue		Source	Officer	Action Escalation
<b>RCC members email</b>				
<p>RCC Members queried whether they would be happy to be emailed without being blind copied; i.e. so that the email addresses were visible. This would allow members to exchange views readily. Whilst there was a general agreement to this, the Town Clerk advised that she would check the data protection implications before following this up with a formal request to RCC Members.</p> <p><i>Following advice from colleagues the Town Clerk has offered this service to Members that have agreed to partake.</i></p>		RCC May 2017	Town Clerks	
		<b>Contact:</b> Michael Bennett, Barbican Estate Manager – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk		

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<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee Barbican Residential Committee	4 September 2017 11 September 2017
<b>Subject:</b> Service Level Agreements Quarterly Review April – June 2017	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services Report Author: Michael Bennett – Barbican Estate Manager	<b>For Information</b>

## Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter April – June 2017. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

## Recommendation

Members are asked to note the report.

## Main Report

### Background

1. This report covers the review of the quarter for April – June 2017 following the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

### Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter April – June.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in July to review the SLAs and KPIs.
4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Robert Barker, Graham Wallace, Fiona Talbot, Fred Rogers, John Tomlinson), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the April – June comments.

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

### **Proposals**

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

### **Conclusion**

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

### **Appendices**

- Appendices 1- 5 - SLA Action plans
- Appendix 6 – Key Performance Indicators

### **Background Papers**

Quarterly reports to committee from 2005

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

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## APPENDIX 1

### SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2017-18

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
221	Apr-June 17	BEO	Review of Residents Information Pack & SLA booklet on hold due to other priorities & resourcing issues.	Resourcing of BEO currently being reviewed.	
220	Apr-June 17	BEO	2017 Residents Survey on hold due to other priorities & resourcing issues.	Resourcing of BEO currently being reviewed.	
219	Apr-June 17	BEO/ Housing	Senior Managers Fire Safety Drop-in Session in July.	Over 30 residents attended, rolling Q&A updated.	
218	Apr-June 17	PS	Feedback from residents suggest that the information in the water penetration letters are refreshed. Some of the letters sent out are not clear regarding contact details, no signatures etc.	Property Services, Customer Support Officer to review letters.	
217	Jan-Mar 17	BEO	Following the review of the Home Improvements Pack in 2016 and some further comments/complaints could or should a review of the hours of noisy works take place.	As discussed with the SLA WP BEO to review the outcome of the Citywide Consultation before any further review.	
Page 11 216	Jan-Mar 17	BEO/HG	Procedure for dealing with lift outages has recently been reviewed, with reporting protocol clarified for both BEO and residents. This includes both the notices that are put up when lifts are out of service and comms. with people who are stuck in a lift. Additionally the BEO will review signage within the lifts as to who to call if there is a problem.	For comment only	✓
215	Jan-Mar 17	BEO	BEO to compile a list of routine articles for the quarterly bulletins.	Schedule for quarterly/annual bulletins on hold due to other priorities & resourcing issues. Resourcing of BEO currently being reviewed.	
213	Jan-Mar 17	BEO	Procedure for dealing with water hammer being reviewed.	Current method has proved successful but time consuming, due to lack of response/ feedback from residents. On hold due to other priorities & resourcing issues. Resourcing of BEO currently being reviewed.	
209	July-Sept 16	BEO/ AGM	Paper survey is to be sent out to get feedback on the Information Point at Thomas More Car Park.	Paper survey for local blocks in Autumn. Completed. Results have been reviewed but were inconclusive. Potential rollout to rest of the Estate being reviewed. At the Thomas More AGM it was requested that the Information Point be moved to the BEO as the car park was unsuitable. On hold due to other priorities & resourcing issues. Resourcing of BEO currently being reviewed.	

## APPENDIX 1

### SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2017-18

			<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			BAC Barbican Centre	BOG Barbican Operational Group	
			<b>Source of comments</b>		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
				AGM House Group Annual General Meeting	

## APPENDIX 2

### SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2017-18

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
202	Apr- June 2017	BEO	Annual Fire escape/balcony inspections commenced May 2017 & action plan reviewed in June. First inspections of all blocks completed July. Second follow up enforcement inspections completed end of July. Comms. plan reviewed for Fire safety in June (including Fire booklets/Email bulletins/FAQs both general & specific/website/Fire Risk Assessments). All correspondence to House Officers for response.		
201	Apr-June 17	BEO	Morale low for some Estate Cleaners in relation to grading of Cleaning standards carried out for inspections not being the same as the City's appraisal system (issues of communication & misunderstanding).	Block inspections to be regraded (outstanding/very good/good/improvement required) for cleaning standards from October 2017 as agreed at SLA WP in July.	
200	Apr-June 17	BEO	Daily reporting of any faulty fire doors and lights by front line staff.	Cleaning Manager & supervisors reinforced at team meetings.	
199	Apr-June 17	BEO	Issues regarding items left outside of baggage stores in store area.	Cleaning Manager & supervisors reinforced at team meetings to ensure Block Cleaners are proactive in reporting these items and arranging for their removal.	
198	Apr-June 17	BEO	Bike Amnesty taking place in Lauderdale and Thomas More Car Parks.	comment only	
197	Apr-June 17	BEO	Positive feedback received about new staff (Lobby Porters/Car park Concierge).	comment only	
188	Apr-June 16	BEO	Meeting to be arranged with Cleansing, Barbican Cleaning Manager and the relevant House Groups about use of Garchey Bay.	Possible changes to the use of this area especially in relation to the bulky items being disposed of being reviewed. Meeting held. Request for Barrier to be reinstated in Garchey bay by Shakespeare HG not being progressed. <b>Additional CCTV has been installed which is being monitored by the Estate Concierge. An update on Pros &amp; mainly Cons has been provided to the Shakespeare House Group.</b>	✓
186	Jan - Mar 16	SLA	New powers of Fixed Penalty Notices (FPN) for fly tipping. Will BEO be liaising with Cleansing about various problem areas around the Estate?	<b>Meeting held with Cleansing and BEO - Agreed that:- comms with contractors would be increased; review signage and review enforcement (but there may be resourcing issues). New signage is currently on order.</b>	

### APPENDIX 3

## SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2017-18

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
194	Jan - Mar 17	SLA WP	Is the Lift Consultant contract due to be retendered soon?	Yes - this is scheduled for later in 2017.	
193	Jan - Mar 17	BEO/PS	New point of contact has been provided for BEO/PS by lift consultants	Following meeting with Butler and Young (Lift Consultants) we have been introduced to a new contact to raise issues. Outcome of this meeting should mean improved comms and better delivery of service. This will be monitored closely going forward	✓
204	Jan- Mar 2017	BEO	Recruitment proposed for new Property Services Manager. Temporary cover has been organised whilst recruitment is ongoing.	For comment only	✓
203	Jan- Mar 2017	BEO	House Officers now receiving communal repairs orders to check that they are meeting target date (10% of orders being checked).	For comment only	✓
202	Oct-Dec 2016	HO/BEO	New Contractor calling cards being generated.	Following input from House Officers, Property Services are printing new calling cards to help when balcony & similar works are being carried out.	✓
201	Oct-Dec 2016	BEO	Balcony Slabs - difficulty in sourcing.	Balcony slabs are being sourced & repurposed from Blake Tower where possible as they meet the Listed Building Guidelines and match Barbican originals and PS sourcing another supplier.	
200	Apr - June 2016	BEO	Repairs & Maintenance contract to be tendered - resident representatives required to volunteer to help determine the new contract.	There are 2 Volunteers from SLA Working Party (WP) to be involved in the new contract, review tender specification and to review tenders (Request for volunteers to receive thorough briefing prior). <b>Officers meeting with City Procurement in August to review next stages with a view to have the new contract in place by April 2018.</b>	



## APPENDIX 4

### SLA AGREEMENT REVIEW - MAJOR WORKS 2017-18

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
151	Jan-Mar 2017	HO	Very positive feedback received from residents on redecoration surveys.	For comment only	✓
150	Oct-Dec 16	PS	Survey on external redecs for Lauderdale has been completed. Defoe near to completion and regular meetings still being held.	19 responses received and very positive feedback.	✓
149	Oct-Dec 16	residents	Asking for an update as to when the repairs to the balcony soffits , following the concrete testing, will be completed.	<b>Autumn 2017.</b>	
144	Apr-Jun 2016	PS	Estatewide Concrete Surveys update.	SLA WP wanted the costs involved to be made transparent to residents. On request of the WP, the reports have now been distributed to the HG Chairs and RCC reps.	✓

## APPENDIX 5

### SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2017-18

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
165	Apr-Jun 17	BEO	Issue flagged by concerned residents about the spraying/use of weed killer in the private gardens.	Open Spaces have agreed to inform the BEO in advance of the spraying taking place. The BEO will then send this information out via the email broadcast system to Barbican Residents.	
164	Jan- Mar 2017	HG	Following non-residents gaining access to Speed House gardens and the Igloos, potential accessible areas being reviewed.	Works being carried out by Open Spaces for new planting on the back edge of this flower bed due to be completed in the Autumn.	
163	Oct - Dec 16	RCC Qs	BEO to review whether the old ironmongery grilles that was removed during the recent works by Speed Lawn, should be replaced.	Officers reviewing following growth of new shrubery covering the ironmongery grilles & Listed Building issues.	
162	Jul - Sept 16	BEO	The Barbican lake and waterfall	Currently only operating on one side at a reduced rate. Meeting Between Open Spaces, Barbican Centre Engineers, BEO and Contrator has taken place to ensure joined up approach. Work due to be completed May/June 2017. <b>Work has been completed and waterfall is operating correctly and lake circulation has been improved.</b>	✓
158	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Initial drainage survey carried out by new Housing Surveyor and now awaiting options. <b>April 17 - options received and being reviewed by Open Spaces.</b>	

## Appendix 6. Barbican KPIs 2017-18

Title of Indicator	TARGET 2015/16	TARGET 2016/17	TARGET 2017/18	ACTUAL 2016/17		APR- JUN 2017	JULY- SEPT 2017	OCT- DEC 2017	JAN - MAR 2018	PROGRES S AGAINST TARGET	SUMMARY	Actual 2017/18
<b>Customer Care</b>												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	100%		100%				😊	58/58	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	100%		100%				😊	102/102	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		%				😊	0 complaints	
<b>Repairs &amp; Maintenance</b>												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99.8%		100%				😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99.3%		98%				😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99.0%		98%				😊		

Title of Indicator	TARGET 2015/16	TARGET 2016/17	TARGET 2017/18	ACTUAL 2016/17		APR- JUN 2017	JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	PROGRES S AGAINST TARGET	SUMMARY	Actual 2017/18
% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98.2%		99%				☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 99%		Tower lifts 98.43%	Tower Lifts %	Tower Lifts %	Tower lifts %	☹	Target missed by 0.57%. Lift in Lauderdale Tower was out of service for 2 days.	
			Terrace lifts 99%	Terrace lifts 98.9%		Terrace lifts 99.74%	Terrace Lifts %	Terrace Lifts %	Terrace lifts %	☺		
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	96%		91%				☺		
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 90% Partial 90%	Total 90% Partial 90%	Total 100% Partial 98.5%		N/A	N/A	Total % Partial %	Total % Partial %	☺		
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%		0%				☺		

Actual 2017/18	SUMMARY	PROGRES S AGAINST TARGET	JAN - MAR 2018	OCT - DEC 2017	JULY- SEPT 2017	APR- JUN 2017		ACTUAL 2016/17	TARGET 2017/18	TARGET 2016/17	TARGET 2015/16	Title of Indicator
		☺				100%		100%	90%	90%	90%	Replacement of lift car light bulbs - percentage meeting 5 working days target
												<b>Estate Management</b>
		☺				97%		94%	90%	90%	90%	House Officer 6- weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard
		☺				92%		92%	80%	80%	80%	House Officer 6- weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard
		☺				81%		84%	80%	80%	80%	House Officer 6- weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard

Actual 2017/18	SUMMARY	PROGRES S AGAINST TARGET	JAN - MAR 2018	OCT - DEC 2017	JULY- SEPT 2017	APR- JUN 2017		ACTUAL 2016/17	TARGET 2017/18	TARGET 2016/17	TARGET 2015/16	Title of Indicator
		☺				97%		89%	80%	80%	80%	House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good
												<b>Open Spaces</b>
		☺				n/a		100%	80%	80%	80%	To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval
												<b>Major Works</b>
	11 out of 12 graded the works as satisfactory or above.	☺				92%		95%	90%	90%	90%	% Overall Resident satisfaction of completed Major Works Projects (£50k+)
												<b>Short Term Holiday Lets</b>
						2		NA	NA	NA	NA	Possible STHL reported to BEO because of noise or nuisance

Actual 2017/18	SUMMARY	PROGRES S AGAINST TARGET	JAN - MAR 2018	OCT - DEC 2017	JULY- SEPT 2017	APR- JUN 2017		ACTUAL 2016/17	TARGET 2017/18	TARGET 2016/17	TARGET 2015/16	Title of Indicator
						0		NA	NA	NA	NA	STHL reported to BEO after being found on a website and being investigated
						2		NA	NA	NA	NA	STHL at Stage 1
						0		NA	NA	NA	NA	STHL at Stage 2

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# Agenda Item 6

<b>Committee(s):</b>  Residents Consultation Committee Barbican Residential Committee	<b>Date(s):</b>  4 September 2017 11 September 2017
<b>Subject:</b>  Progress of Sales & Lettings	<b>For information</b>
<b>Report of:</b>  Director of Community and Children's Services  <b>Report author:</b> Anne Mason	<b>Public</b>
<p style="text-align: center;"><b><u>Summary</u></b></p> <p>This report, which is for information, is to advise members of the sales and lettings that have been approved by officers since your last meeting. Approval is under delegated authority and in accordance with Standing Orders. The report also provides information on surrenders of tenancies received and the number of flat sales to date.</p> <p><b>Recommendation:</b> That the report be noted.</p>	

## **Main Report**

### **BACKGROUND**

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

### **SURRENDERS**

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	1B	31	£53,300	Periodic Tenant	Tenancy no longer required	30/04/2017

### RIGHT TO BUY SALES

3.

	<b>9 August 2017</b>	<b>24 April 2017</b>
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
NET PRICE	£65,007,843.75	£65,007,843.75

### OPEN MARKET SALES

4.

	<b>9 August 2017</b>	<b>24 April 2017</b>
Sales Completed	849	846
Market Value	£149,493,771.97	£147,298,771.97

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

### APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 9 August 2017
1	Speed	4	20	£865,000	Proceeding

### COMPLETED SALES

9. Since the last report three sales have completed. The sale of 119 Defoe House completed on 8 June 2017, the sale of 52 Speed House completed on 23 June 2017 and the sale of 53 Breton House completed on 24 July.

## SALES PER BLOCK

10.

BLOCK	TOTAL NO. OF FLATS	TOTAL NO. SOLD	NET PRICE £	% NO. OF FLATS SOLD
ANDREWES HOUSE	192	184	16,648,760.00	95.83
BEN JONSON HOUSE	204	195	14,132,454.83	95.59
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	107	7,626,712.50	96.40
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	172	16,489,782.50	96.63
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	106	10,703,148.50	92.98
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	146	14,337,670.50	98.65
<b>TERRACE BLOCK TOTAL</b>	1645 (1645)	1588 (1585)	134,680,573.33 (132,485,573.33)	96.53 (96.35)
CROMWELL TOWER	112	102	25,305,801.00	91.07
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	110	27,300,415.76	94.83
<b>TOWER BLOCK TOTAL</b>	345 (345)	326 (326)	77,159,996.39 (77,159,996.39)	94.49 (94.49)
<b>ESTATE TOTAL</b>	1990 (1990)	1914 (1911)	211,840,569.72 (209,645,569.72)	96.18 (96.03)

The freeholds of 14 flats in Wallside have been sold. The net price achieved for the purchase of the original leasehold and subsequent freehold interest is £3,459,500.

**Anne Mason**

Revenues Manager

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<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee	4 September 2017
Barbican Residential Committee	11 September 2017
<b>Subject:</b> 2016/17 Revenue Outturn (Excluding the Residential Service Charge Account)	<b>Public</b>
<b>Report of:</b> The Chamberlain Director of Community & Children's Services	<b>For Information</b>
<b>Report author:</b> Mark Jarvis Head of Finance, Chamberlains	

## Summary

This report compares the revenue outturn for the services overseen by your committee in 2016/17, with the final agreed budget for the year.

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

- Landlord Services

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

- Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which some 1,077 (71.4%) are currently occupied.

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,290 baggage stores.

- Trade Centre

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

1. Total net expenditure during the year was £2,562,000, whereas the total agreed budget was net expenditure of £2,797,000, representing an underspend of £235,000. This is summarised in the table below:

- 2.

Summary Comparison of 2016/17 Revenue Outturn with Final Agreed Budget – Barbican Residential Committee			
	Latest Agreed Budget £000	Revenue Outturn £000	Variations Increase/ (Reduction) £000
Expenditure	2,616	2,375	(241)
Income	(4,476)	(4,467)	9
Net Local Risk	(1,860)	(2,092)	(232)
Central Risk	(206)	(220)	(14)
Recharges	4,863	4,874	11
<b>Overall Totals</b>	<b>2,797</b>	<b>2,562</b>	<b>(235)</b>

3. The Director of Community and Children's Services has had a carry forward of £45,000 of his local risk underspend agreed and this will be added to the Director's budgets for 2017/18. This funding will contribute towards the cost of staff and consultancy costs in investigating the feasibility, design, cost and construction of a 'hireable' community room in the Barbican Library.

### **Recommendation(s)**

4. It is recommended that this revenue outturn report for 2016/17 and the budgets carried forward to 2017/18 are noted.

## Main Report

### Revenue Outturn for 2016/17

5. This report compares the revenue outturn for the services overseen by your Committee in 2016/17, excluding the dwellings service charge account, which is the subject of a separate report, with the final agreed budget for the year.
6. Actual net revenue expenditure for your Committee's services during 2016/17 totalled £2,562,000. A summary comparison of this expenditure with the final agreed budget for the year of £2,797,000 is tabulated below. In the various tables, figures in brackets indicate income or in hand balances, increases in income or decreases in expenditure.

Comparison of 2016/17 Revenue Outturn with Latest Agreed Budget					
	<i>Original Budget</i> £000	Latest Agreed Budget £000	Revenue Outturn £000	Variations Increase/ (Reduction) £000	
<u>Local risk</u>					
Employees	1,616	1,578	1,584	6	
Repairs and Maintenance	629	532	521	(11)	
Other Property Related	341	315	223	(92)	8
Supplies and Services	111	191	47	(144)	9
Total Expenditure	2,697	2,616	2,375	(241)	
Total Income	(4,869)	(4,476)	(4,467)	9	
Net Local Risk	(2,172)	(1,860)	(2,092)	(232)	
Central Risk	(225)	(206)	(220)	(14)	
Total Recharges	5,212	4,863	4,874	11	
<b>Total</b>	<b>2,815</b>	<b>2,797</b>	<b>2,562</b>	<b>(235)</b>	

7. Annex A1 sets out an analysis of the £235,000 underspend by service area.

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

8. The favourable variance on "Other Property Related" expenditure of £92k is due to the following:
  - Reduction in expenditure on rates due to the surrender of a number of car parking bays.
  - Underspend on grounds maintenance costs and premises cost.

9. The favourable variance on “Supplies and Services” expenditure of £144k is due to the following:
- Reduction in expenditure for equipment, furniture and materials.
  - Lower than expected expenditure for agency fees incurred in the sale of a number of properties – the expenditure is offset by the income received from the proceeds of sales.
  - Reduction in debt provision has resulted in a credit on the account.

### **Local Risk Carry Forward 2016/17**

10. £45,000 of the local risk underspend of this Committee has been agreed to be carried forward. This funding will contribute towards the cost of staff and consultancy costs in investigating the feasibility, design, cost and construction of a 'hireable' community room in the Barbican Library.

### **City of London overall Financial Position and context for the Efficiency and Sustainability Plan**

11. The Court of Common Council approved the published Efficiency and Sustainability Plan on the 13th October 2016. This plan focuses on the existing Service Based Review programme which is now nearing completion, other agreed transformation initiatives and developing a framework for continuous efficiency improvement for 2017/18 and later years. This plan needs to be viewed in the context of the overall Medium Term Financial Strategy to have a five year plan with sufficient cashable savings to present a balanced budget for all four funds and adopting an investment approach utilising the headroom to invest in one-off projects such as the Museum of London relocation project and 'bow wave' list of outstanding repairs.

### **Appendices**

- Annex A1 - Barbican Residential Committee – Comparison of 2016/17 Revenue Outturn with Latest Agreed Budget by Service Areas.
- Annex A2 - Barbican Residential Committee – Comparison of 2016/17 Original Budget with Latest Agreed Budget.
- Annex A3 - Efficiency & Sustainability Plan – Core Messages on the City of London Corporation's Finances – January 2017



**Dr Peter Kane**  
**Chamberlain**

**Andrew Carter**  
**Director of Community & Children Services**

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**Barbican Residential Committee – Comparison of 2016/17  
Revenue Outturn with Latest Agreed Budget**

Comparison of 2016/17 Revenue Outturn with Latest Agreed Budget by Service Area				
	<i>Original Budget</i>	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)
	£000	£000	£000	£000
<u>Local risk</u>				
Supervision and Management -General	812	807	733	(74)
Landlords Services	(1,371)	(1,105)	(1,035)	70
Car Parking	(140)	(115)	(298)	(183)
Stores	(387)	(382)	(360)	22
Trade Centre	(1,084)	(1,061)	(1,130)	(69)
Other Non-Housing	(2)	(4)	(0)	4
Total Local Risk	(2,172)	(1,860)	(2,092)	(232)
Central Risk	(225)	(206)	(220)	(14)
Recharges	5,212	4,863	4,874	11
Total	2,815	2,797	2,562	(235)

Recharges include recharges from the Service Charge Account to Landlord and Car Park Accounts for cleaning and electricity as well as and Central and Departmental Recharges.

**Barbican Residential Committee – Comparison of 2016/17 Original Budget  
With Latest Agreed Budget**

	<b>£'000</b>
<b>Original Budget</b>	<b>2,815</b>
Decrease in Repairs and Maintenance Costs	(97)
Corrected budget estimate allocation of rental income and supervision and management recharges with service charge account	153
Decrease in Capital Charges	(100)
Other movements	26
<b>Latest Approved Budget</b>	<b>2,797</b>

**CORE MESSAGES ON THE CITY OF LONDON CORPORATION'S FINANCES – January 2017**

**Our aim:**

Our funds are there to help the City of London Corporation promote financial, professional and business services, provide excellent public services and support the City, capital and country as a whole.

They must be used economically, efficiently and effectively to maintain the City's underlying infrastructure and services and so we can prioritise paying for initiatives which meet our long-term ambitions.

**How we do this:**

The City has four funds.

Two of these are paid for by ratepayers and taxpayers:

- City Fund - money used to cover local authority activities in the square mile and beyond.
- Police Fund – the money used to pay for the City of London Police Force

Two are provided at no cost to the taxpayer:

- City's Cash - an endowment fund built up over 800 years and passed from generation to generation used to fund services that benefit London and the nation as a whole.
- Bridge House Estates - the money used to look after five bridges over the Thames with any surpluses being used for charitable purposes and awarded through the City Bridge Trust.

It is a duty on us to make the best use of the resources we have. This can only be done through continually reviewing the economy, efficiency and effectiveness of our services, the outcomes that are achieved and how they meet our long-term ambitions.

Everyone has a role to play in constantly challenging what we do and thinking about how we could do things better.

**Are there further cuts being made?**

Yes, but only 2% and only to ensure continuous improvement. In 2014, we estimated that due to cuts in government funding City Fund would be facing deficits

approaching £11m by 2017/18 so we had to deal with this by scrutinising all our activities in what we called the Service Based Review.

We could, of course, have just made efficiencies in those areas paid out of public funds. But we decided it was not fair or equitable to ask some parts of our organisation to be more efficient and not others.

Proposals totalling £20m in efficiencies/extra income were identified and are well underway to being implemented. Following the completion of the Service Based Review programme, a continuous 2% per annum budget reduction target will be introduced across all our services. Departments will be expected to meet this through efficiency and performance improvements.

### **Why are we continuing to make budget reductions?**

Firstly, we have a duty to ensure the most effective and efficient use of our resources.

Secondly, we continue to have big cost pressures. We live in an historic and ageing City. Many of our properties are deteriorating which requires an increased level of investment and our IT infrastructure and service needs investment. In addition the City of London Police needs to address the changing nature of policing and the increasing demands placed on the service in the context of increased security threats from terrorism, growing cybercrime and online economic crime and intelligence requirements.

Thirdly, by being economic, efficient and making savings and focusing our efforts where we are most effective we can enhance existing services and pursue new priorities and increasingly ambitious outcomes for the benefit of the City, London and the nation.

### **Why not utilise the City's Cash fund endowment?**

This is money which has been passed down to us over the years, produces income for us and is not to be used lightly as we want to pass it on to future generations to sustain services in the medium to longer term. Its income comes mainly from property and investments and is used to finance activities for the benefit of the City, London and the nation as a whole. Any sale of the underlying investments reduces the ability of the fund to generate income in future years.

The City's Cash budget will be running a deficit over the next three years to allow us to carry out essential investment before returning to a small surplus in 2020/21.

### **So what does the future look like for these funds?**

The financial forward look for two of our funds is relatively healthy but uncertainties remain.

- City Fund: we have been planning for a continuing reduction in government grant and the underlying budget position is robust. We will be using the

headroom to invest in essential repairs and maintenance and to fund the building of the new Museum of London to the benefit of all Londoners and the country as a whole.

- **City's Cash:** The forecast deficit over the next three years reflects our commitment to carry out essential investment and to support cultural development before returning to a small surplus in 2020/21.
- **Bridge House Estates:** the rising surplus will increase the resources available to the City Bridge Trust for charitable giving across London.
- **The Police Fund:** The underlying financial position remains very challenging with the recent Police core grant settlement marginally lower than anticipated. Additional cost pressures have meant the fund has moved into deficit, utilising the remaining ring fenced reserves in 2016/17 and 2017/18. An interim strategy has been developed and proposed for dealing with the deficit to the end of 2017/18. The Town Clerk, the Chamberlain and the Commissioner, have commissioned a review of the Police operating model, focusing on future demand modelling and how best to secure VFM, to identify options to address the, as yet unfunded, projected deficits of £5.6m in 2018/19 and £3.8m in 2019/20.

### **What are your total assets?**

The City of London Corporation has assets of around £4bn. Income from these assets fund our services and any sale of assets to fund on-going services in the short term would harm our ability to protect services in the medium to longer term. Sale of many of our local authority assets to fund day to day services is also effectively prohibited by Local Government accounting rules.

<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee	4 September 2017
Barbican Residential Committee	11 September 2017
<b>Subject:</b> 2016/17 Revenue Outturn for the Dwellings Service Charge Account including reconciliation between the closed accounts and the final service charge.	<b>Public</b>
<b>Report of:</b> The Chamberlain Director of Community & Children's Services	<b>For Information</b>
<b>Report author:</b> Mark Jarvis Head of Finance, Chamberlains	

## Summary

This report provides a summary of service charge expenditure. It compares the revenue outturn (i.e. actual net costs) for the Barbican Estate's Residential service charges with the latest agreed budgets for the year ended 31st March 2017. A summary is provided in the table below:

<b>Table 1 - Summary Comparison of 2016/17 Revenue Outturn with Final Agreed Budget</b>			
	<b>Latest Agreed Budget</b>	<b>Revenue Outturn</b>	<b>Variations Increase/ (Reduction)</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>
Expenditure	8,170	8,240	70
Income	(9,371)	(9,598)	(227)
Net Income	(1,201)	(1,358)	(157)
Net Recharges	1,201	1,358	157
<b>Overall Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>

A summary of the service charge reconciliation of the 2016/17 actuals as per the closed accounts above and the amount to be charged as a service charge is set out in the table below.

<b>Table 2 - Service Charge Reconciliation 2016/17</b>	£000
Actual Service Charge Expenditure Per Accounts	9,743
Less recharges and Barbican Estate Office adjustments	(436)
<b>Final Service Charge Expenditure</b>	<b>9,307</b>

### **Recommendation**

- It is recommended that this revenue report for 2016/17 and the service charge reconciliation are noted.

### **Main Report**

#### **Revenue Outturn for 2016/17**

1. This report compares the revenue outturn for the dwellings service charge account overseen by your committee in 2016/17, with the final agreed budget for the year.
2. A summary of the expenditure with the final agreed budget for the year is shown below in table 3. In the various tables, figures in brackets indicate income or in hand balances, increases in income or decreases in expenditure. Note a more detailed analysis of all service charge expenditure is attached at Appendix 2.
3. A reconciliation of the original budget to the latest approved budget is provided in Appendix 1.



Actual 2015-16 £'000	TABLE 3 - Service Charge Account	Original Budget £'000	Latest Approved Budget £'000	Actual 2016-17 £'000	Variances £'000	Para
	<b>Expenditure</b>					
2,018	Direct Employee Expenses	2,149	2,136	2,130	(6)	
1	Indirect Employee Expenses	7	8	6	(2)	
2,019	Total Employees	2,156	2,144	2,136	(8)	
2,670	Repairs and Maintenance	3,288	3,094	3,253	159	4
1,863	Energy Costs	2,356	2,346	2,298	(48)	5
97	Rents	126	126	129	3	
10	Rates	15	18	16	(2)	
2	Water Services	3	3	2	(1)	
228	Cleaning and Domestic Supplies	242	217	198	(19)	
118	Grounds Maintenance Costs	123	123	145	22	
4,988	Total Premises Related Expenses	6,153	5,927	6,041	114	
37	Equipment, Furniture and Materials	68	65	33	(32)	
0	Catering	1	1	0	(1)	
5	Clothes, Uniform and Laundry	12	12	7	(5)	
1	Printing, Stationery	5	5	7	2	
0	Fees and Services	1	2	1	(1)	
13	Communications and Computing	14	14	16	2	
56	TOTAL Supplies and Services	101	99	63	(36)	
<b>7,063</b>	<b>TOTAL Expenditure</b>	<b>8,410</b>	<b>8,170</b>	<b>8,240</b>	<b>70</b>	
<b>(8,170)</b>	Income	<b>(9,308)</b>	<b>(9,371)</b>	<b>(9,598)</b>	<b>(227)</b>	
<b>(1,107)</b>	<b>Net Income</b>	<b>(898)</b>	<b>(1,201)</b>	<b>(1,358)</b>	<b>(157)</b>	
1,259	Recharges					
(152)	Expenditure	1,085	1,346	1,503	157	6
	Income	(187)	(145)	(145)	0	
1,107	Total Recharges	898	1,201	1,358	157	
<b>(0)</b>	<b>Total Service Charge Account</b>	<b>0</b>	<b>0</b>	<b>(0)</b>	<b>(0)</b>	

4. The overspend of £159,000 on repairs and maintenance costs is due to the following:

- Unforeseen increase in the level of work relating to water penetration (not roof related)
- Glazing costs were higher than expected due to access (scaffolding)
- Water supply costs were higher due to works following water testing – tank coating and tank replacements
- Safety and security costs were higher than anticipated due to the installation of eyebolts and fall arrest systems
- Underfloor heating – higher than anticipated costs relating to the replacement of the heating control system

5. The lower than budgeted energy costs was due to mild weather during winter months.
6. The adverse variance on recharges is due to the following:
  - Higher than expected charge received from Technical Services.
  - Increase in the provision for bad debt resulted in a charge to this year's accounts.
  - Insurance charges were higher than previously predicted.

#### **Service Charge Reconciliation 2016/17**

7. The table below sets out the service charges reconciliation of the 2016/17 actuals as per the closed accounts and the amount charges to the lessees.

<b>Table 4 - Service Charge Reconciliation 2016/17</b>	<b>£000</b>
Actual Service Charge Expenditure Per Accounts (direct 8240k+ gross recharge 1503k)	9,743
Less Fees, charges and cleaning and lighting recharges.	(157)
Add Barbican Estate Office adjustments	(279)
<b>Final Service Charge Expenditure</b>	<b>9,307</b>

8. Time constraints imposed on the City Corporation to close the annual accounts do not allow adequate time for a full detailed examination of all the expenditure figures. Therefore during the following months up to September, a close examination of the figures is carried out as part of drawing up the schedule of items to be recharged to long leaseholders. This usually results in some adjustments which are noted as Barbican Estate Office adjustments in Table 4, full details are set out in Appendix 1.

## **Appendices**

- Appendix 1 – Relationship of the Barbican Residential Committee Outturn Report to Service Charges Schedules.

### **Mark Jarvis**

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## Appendix 1

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

	£'000
Original Budget	0
Decrease in Repairs and Maintenance budget mainly related to Redecoration Works.	(194)
Correction of of supervision & management estimated charge.	303
Balancing increase in expected service charge income	(109)
<b>Latest Approved Budget</b>	<b>0</b>

<b>Committee</b>	<b>Dated:</b>
Barbican Residents' Consultation Committee	04092017
<b>Subject:</b> Relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules Residential Rent Review	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>

## Summary

This report seeks to clarify how the Service Charge Account 2016/17 Revenue Outturn Report relates to the service charge schedules provided to long lessees.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

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

### The Outturn Report

2. The report comprises revenue expenditure and income that has been properly identified and coded to the Barbican Estate on the City of London's general ledger system (Oracle). It includes Supplementary Revenue Project expenditure e.g. redecoration programme works.

### Reconciliation Annexes

3. A number of annexes have been produced to demonstrate the linkages between the 2016/17 revenue outturn report and the service charge schedules. The important features of each annex are outlined below.

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

4. Annex 1 is Table 3 from the Service Charge Outturn report to the Barbican Residential Committee.
5. The general ledger records expenditure and income transactions e.g. monthly salaries, bills paid, service charge invoices raised. Each transaction is coded in various ways including by activity (e.g. cleaners, hall porters, car park attendants), by type of expenditure (e.g. employees, repairs and maintenance, supplies and services), and by block or estate wide. These codings are summarised to produce the revenue outturn report to the Barbican Residential Committee and the initial service charge schedule.
6. Expenditure incurred in the financial year to 31 March relates to;
  - i) services and works for which an invoice/charge has been paid; and
  - ii) accruals for services and works provided but for which an invoice had not been paid before the year-end. Accruals are proper accounting practice and are made at the year end so that the accounts correctly reflect the expenditure and income for the year rather than just the payments and receipts.

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

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

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

8. Annex 4 indicates the adjustments made by the Estate Office to the general ledger costs in order to produce the final service charge schedule. These adjustments are typically due to the fact that more accurate information relating to expenditure items is available at the time individual service charges are being prepared after the financial year end.
9. A total of £9,307,162.63 revenue expenditure was included on service charge schedules which, due to adjustments made by the BEO is £278,985.87 lower than the expenditure on the general ledger. The main reasons for this decrease are explained in paragraphs 11 to 13.

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

10. The reasons for each of the adjustments are explained in this annex. As indicated above, the adjustments mainly result from a further examination of entries after the closure of the general ledger. The City Fund accounts must be approved by the City of London in accordance with statutory deadlines and, therefore, the general ledger is closed several weeks before the final service charge invoices are prepared for the September quarter day. Without such timing constraints it would be possible to alter the general ledger to exactly reflect the final service charges.
11. The various adjustments are mainly due to miscoding and adjustments to accruals. These include the reversal of an adjustments made in 2015/16 of £77,319.34 in respect of invoices receipted incorrectly.
12. Some £196,566.84 is not chargeable as it is for non-service charge project works and accounting adjustments for rented properties.
13. Other adjustments include a reallocation of £15,118.10 in respect of cleaning charges to the landlord, car park and stores accounts for works carried out in those areas; an adjustment of £14,353.55 with regard to grounds maintenance for the landlord's share of additional works in the gardens and various adjustments for mis-coded orders. Further reallocations of costs were made in respect of the concrete repairs project in respect of works carried out to the car parks and for the non-residential areas of Frobisher Crescent. The Technical Section's staff costs were also adjusted to reflect this.

## ANNEX 6 – Attribution of the 2016/17 Service Costs Across Blocks

14. This annex shows for the expenditure headings on the service charge schedule, the amount attributed to each block together with the main basis of attribution. The accompanying commentary provides more detail on the basis of attribution and the annex also includes a list of the estate wide and terrace block percentages and a comparison between the actual service charges for 2015/16 with the 2016/17 actual charges and the estimates for 2016/17.
15. The comparison with the 2015/16 actuals shows a marked variation for several service heads.
16. The resident engineers' costs include their salaries and a proportion of the technical section on-costs. These costs are allocated with regard to time spent on the Barbican and time spent on projects. In 2016/17 more time was spent on Barbican than elsewhere.
17. Expenditure on furniture and fittings is usually expenditure on carpet renewal in the various blocks. The house groups are consulted with regard to the renewal programme.

18. The new window cleaning contract has now been in place for a full year and the overall reduction in window cleaning expenditure reflects the prices in the new contract.
19. Expenditure on cleaning equipment increased in comparison with 2015/16 expenditure includes parts and replacements of small appliances such as vacuum cleaners and cleaners' trolleys. The increase in expenditure on staff reflects the need to employ additional staff to cover sickness. Expenditure on additional refuse cleaning is optional service and is demand led by housegroups.
20. The decrease in garchey costs is due to a reduction in repairs expenditure.
21. Most of the general maintenance expenditure is demand led and can vary considerably from year to year. The general repairs heading on the service charge schedule includes pest control, safety and security works and water supply works. The overall expenditure under these headings has increased by 4.22%. There was increased expenditure on plumbing/drainage to common parts and additional expenditure on fire risk assessments. (£14k). There was also a significant increase in electrical repairs which was mainly due to works to heating and ventilation.
22. The increase in gardening costs was mainly due to surveys and design works improve pathways, footpath works at Speed House garden, drainage surveys, redecoration of the Speed House pergola, railings and benches, additional planting, repairs to the Thomas More irrigation system and new matting for the cricket net area.
23. The allocation of House Officer, Supervision and Management recharge and Technical recharge are mainly based on timesheet information and reflect the time being spent on service charge issues. This year the buildings insurance commission charge has been included as part of the Supervision and Management charge rather than being included with the insurance premium charged in December. The commission amounts are shown on line 24.
24. Expenditure on the redecoration projects reflects the cost of the works, staff time spent on the project and consultant's fees. The programme of works can vary considerably from year to year.
25. This year two heating related projects were carried out. One to replace the unsupported cyclo control system which switches on the underfloor heating. The other project was to provide a central monitoring system for the heating.
26. The increase in expenditure on heating reflects higher consumption due to the colder winter and an increase in electricity prices.



## ANNEX 7 Attribution to a Typical Flat

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

## **Conclusion**

28. Overall the estate service charge for the annually recurring items excluding heating (items 1-24 & 26, 27) has increased by 6.79%. The increase when heating is included is 11.18%

29. The Actual Service Charge schedules and an explanatory letter of the various items included on the schedule will be sent to residents by early September.

## **Appendices**

Annex 1-7

## **Background Papers**

Barbican Residential Committee  
2016/17 Revenue Outturn for the Dwellings Service Charge Account including reconciliation between the closed accounts and the final service charge

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Actual 2015-16 £'000	TABLE 3 - Service Charge Account	Original Budget £'000	Latest Approved Budget £'000	Actual 2016-17 £'000	Variances £'000	Para
	<b>Expenditure</b>					
2,018	Direct Employee Expenses	2,149	2,136	2,130	(6)	
1	Indirect Employee Expenses	7	8	6	(2)	
2,019	Total Employees	2,156	2,144	2,136	(8)	
2,670	Repairs and Maintenance	3,288	3,094	3,253	159	
1,863	Energy Costs	2,356	2,346	2,298	(48)	
97	Rents	126	126	129	3	
10	Rates	15	18	16	(2)	
2	Water Services	3	3	2	(1)	
228	Cleaning and Domestic Supplies	242	217	198	(19)	
118	Grounds Maintenance Costs	123	123	145	22	
4,988	Total Premises Related Expenses	6,153	5,927	6,041	114	
37	Equipment, Furniture and Materials	68	65	33	(32)	
0	Catering	1	1	0	(1)	
5	Clothes, Uniform and Laundry	12	12	7	(5)	
1	Printing, Stationery	5	5	7	2	
0	Fees and Services	1	2	1	(1)	
13	Communications and Computing	14	14	16	2	
56	TOTAL Supplies and Services	101	99	63	(36)	
<b>7,063</b>	<b>TOTAL Expenditure</b>	<b>8,410</b>	<b>8,170</b>	<b>8,240</b>	<b>70</b>	
<b>(8,170)</b>	Income	<b>(9,308)</b>	<b>(9,371)</b>	<b>(9,598)</b>	<b>(227)</b>	
<b>(1,107)</b>	<b>Net Income</b>	<b>(898)</b>	<b>(1,201)</b>	<b>(1,358)</b>	<b>(157)</b>	
	Recharges					
1,259	Expenditure	1,085	1,346	1,503	157	
<b>(152)</b>	Income	<b>(187)</b>	<b>(145)</b>	<b>(145)</b>	0	
1,107	Total Recharges	898	1,201	1,358	157	
<b>(0)</b>	<b>Total Service Charge Account</b>	<b>0</b>	<b>0</b>	<b>(0)</b>	<b>(0)</b>	

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

Local Risk		CBIS Actual ANNEX 3 £	CBIS Actual ANNEX 1 £
<b>Employees</b>			
9 10	3 Additional Pension (Resident Housekeeper)	265.92	
	Estate Cleaners	958,215.32	
12	Car Park Attendants (one third)	473,366.38	
	Hall Porters	599,941.88	
9, 13	Recruitment expenses	363.00	
	Training Expenses	2,004.50	
4 9 12 13 22	Relocation Expenses	2,794.44	
	Medical/Counselling expenses	476.78	
9 12	14 Garchey Operatives	98,677.74	
		2,136,105.96	2,136,105.96
<b>Premises Related Expenditure</b>			
<b>Repairs and Maintenance</b>			
2	Lifts General Maintenance	1,872.60	
	Lifts Contract Servicing	232,633.66	
14	Garchey Repairs	73,700.48	
	Cleaners	4,685.65	
2 11 16 18 30 31	General Maintenance Estate Wide	191,447.03	
	Electrical Repairs Common Parts	114,480.04	
18	Electrical Repairs Exterior	1,034.19	
	General Repairs Common Parts	162,337.44	
14 19	General Repairs Exterior	824,926.49	
	Heating Replacement of control system	159,589.88	
	31 Heating Replacement of BMS heating system	81,253.00	
	16 Asset Management Plan	5,270.28	
	25 Redecoration Programmes	38,984.16	
	19 Refurbishment Works	(404.33)	
	26 Special Works - Safety/Security	156,929.77	
	27 Water Supply Works	92,109.01	
	29 Emergency Lighting	20,348.00	
	<b>Total</b>		2,161,197.35
<b>Supplementary Revenue Projects</b>			
N/C16 25 28	<b>SRP - Contingency</b>	1,092,284.67	
		1,092,284.67	3,253,482.02
<b>Energy Costs</b>			
	1 Electricity (Common Parts and Lifts)	448,394.31	
	4 Electricity Resident Engineers	366.24	
	9 Electricity Cleaners	739.47	
	14 Electricity Garchey	6,689.17	
	33 Electricity heating	1,828,687.15	
	33 Gas Heating	12,870.78	
	9 Gas Cleaners	209.70	
	9 Carbon reduction credits	46.91	
	<b>Total</b>		2,298,003.73
<b>Rents</b>			
	9 Cleaners	5,340.97	
	4 Resident Engineers	123,250.00	
	<b>Total</b>		128,590.97
<b>Rates/Council tax</b>			
	9 Cleaners	4,392.80	
	4 Resident Engineers	11,510.16	
	<b>Total</b>		15,902.96
<b>Water</b>			
	9 Cleaners	170.29	
	14 Garchey	230.68	
	4 Resident Engineers	1,261.29	
	<b>Total</b>		1,662.26
<b>Cleaning and Domestic Supplies</b>			
	6 Window Cleaning	151,923.05	
6 8 9	Cleaning	2,807.82	
	Hygiene services	158.40	
7 12 13	Cleaning Materials	32,370.34	
	Pest Control	10,604.59	
	<b>Total</b>		197,864.20
<b>Garden Maintenance</b>			
	11 Grounds maintenance costs	145,479.51	
		145,479.51	
	<b>Total Premises Related Expenses</b>		6,040,985.65
<b>Travel expenses</b>			
9 12	Staff travelling expenses	82.99	
			82.99

	<b>Total Transport Related Expenses</b>		<b>82.99</b>
	<b>Supplies and Services</b>		
	<b>Equipment Furniture and Materials</b>		
4 8 14 16	5 Furniture and Fittings	15,011.97	
	Equipment	17,753.10	
	19 Materials	(92.59)	
	<b>Total</b>		32,672.48
	<b>Books and Publications</b>	0.00	
			0.00
13 23	<b>Provisions</b>	122.00	
			122.00
4 9 12 13 14	<b>Clothing Uniforms and Laundry</b>	7,123.26	
			7,123.26
2 9 13 14 22 33	<b>Communications &amp; Computing</b>	15,565.69	
			15,565.69
23	<b>Expenses - Subsistence and Hospitality</b>	120.07	
			120.07
12 16 23	<b>Printing and stationery</b>	6,665.17	
			6,665.17
9 16	<b>Professional fees</b>	1,185.00	
			1,185.00
	<b>Total Supplies and Services</b>		<b>63,453.67</b>
	<b>TOTAL DIRECT COSTS</b>		<b>8,240,628.27</b>
	<b>Recharges</b>		
9 12 13 14	IS recharge	37,172.13	
2 14	Engineering Insurance	27,271.52	
	14 Liability Insurance	9,903.31	
14 23	Premises insurance	41,974.11	
	<b>Total Insurance</b>		116,321.07
9 12 13 22 23	Supervision and Management - Estate Wide	834,524.79	
			834,524.79
2, 4, 21, 28, 30 SRP N/C	Community Services Technical Division	474,763.65	
			474,763.65
N/C	<b>Contributions to funds</b>	76,524.44	
			76,524.44
	<b>Total recharges</b>		<b>1,502,133.95</b>
	<b>Total expenditure</b>		<b>9,742,762.22</b>
	<b>Income</b>		
	<b>Other contributions</b>	(901,809.97)	(901,809.97)
	<b>Fees and Charges</b>		
23	Charges for Services (inc solicitor's enquiries)	(11,850.50)	(11,850.50)
	<b>Total</b>		(11,850.50)
	<b>Service Charges</b>	(8,684,338.53)	(8,684,338.53)
	<b>Total Income</b>		<b>(9,597,999.00)</b>
	<b>RECHARGES</b>		
	<b>Recharges within fund</b>		
N/C	Supervision and management	(23,538.34)	
9	Estate Cleaners - Recharge to Car Parks /Stores/Landlord	(93,469.22)	
1	Electricity - Recharge to Car Parks	(27,755.66)	
			(144,763.22)
	<b>Total income</b>		<b>(9,742,762.22)</b>
	<b>TOTAL NET REVENUE EXPENDITURE</b>		<b>0.00</b>

## GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference  
Key to  
ANNEXES 2 & 4

2016/17

**Final CBIS  
Actual  
ANNEX 4  
£**

		£	
	<b>Electricity</b>		
1	Energy Costs - Electricity Common Parts and Lifts	448,394.31	
1	Recharges to/from other divisions - Electricity Recharge to Car Parks	(27,755.66)	
			420,638.65
	<b>Lift Maintenance</b>		
2	Technical Division - Resident Engineers	6,578.77	
2	Repairs & Maintenance - Lifts General Maintenance	1,872.60	
2	Repairs & Maintenance - Lifts Contract Servicing	232,633.66	
	Repairs & Maintenance - General Maintenance	513.18	
2	Communications and Computing	8,786.18	
2	Central Recharges -Engineering Insurance	27,122.32	
			277,506.71
3	<b>Employees - Resident Housekeeper - Additional Pension</b>	265.92	
			265.92
	<b>Resident Engineers</b>		
4	Technical Division - Resident Engineers	243,428.84	
4	Uniforms	740.76	
4	Electricity	366.24	
4	Rents - Resident Engineers	123,250.00	
4	Rates - Resident Engineers Council Tax	11,510.16	
4	Equipment	297.52	
4	Relocation Expenses	2,794.44	
4	Training	460.00	
4	Water - Residents Engineers Water Rates	1,261.29	
			384,109.25
5	<b>Equipment Furniture and Materials - Furniture and Fittings</b>	15,011.97	
	Repairs & Maintenance - General Repairs Common Parts	13,687.50	
			28,699.47
6	Cleaning and Domestic Supplies - Window Cleaning	151,923.05	
	Cleaning and Domestic Supplies - Cleaning	60.00	
			151,983.05
7	Cleaning and Domestic Supplies - Cleaning Materials	31,805.86	
			31,805.86
	<b>Equipment Furniture and Materials - Cleaning Equipment</b>		
8	Equipment Furniture and Materials - Cleaning Equipment	7,686.87	
	Cleaning and Domestic Supplies - Cleaning	1,454.43	
			9,141.30
	<b>Cleaners</b>		
9	Employees - Estate Cleaners	958,215.32	
9	Supervision & Management on costs	78,810.50	
9	Recruitment expenses	13.00	
9	Training	409.50	
9	Clothing Uniforms and Laundry - Estate Cleaners	3,003.48	
9	Rates for mess room	4,392.80	
9	Rent for mess room	5,340.97	
9	Repairs	4,685.65	
9	Medical expenses	450.00	
9	Water rates	170.29	
9	Electricity	739.47	
9	Gas	209.70	
9	Carbon reduction credits	46.91	
9	Cleaning	1,293.39	
9	Travel	48.34	
9	Fees	225.00	
9	Communications and computing	478.06	
9	IS recharge	8,946.36	
9	Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc	(93,469.22)	
9	Additional weekend cleaning	(15,702.61)	
			958,306.91

10	<b>Additional Refuse Collection</b>	15,702.61	15,702.61
	<b>Garden Maintenance</b>		
11	Repairs & Maintenance - Garden Maintenance	145,479.51	
	Repairs & Maintenance - General Maintenance	42,242.37	187,721.88
	<b>Car Park Attendants</b>		
12	Employees - Car Park Attendants (one third)	473,366.38	
12	Travelling expenses - CPA	34.65	
12	Medical fees	26.78	
12	Training	450.00	
12	Cleaning materials	282.24	
12	Printing and Stationery	23.38	
12	IS recharge	10,333.05	
12	Supervision & Management on costs	30,892.09	
12	Uniforms	1,767.95	517,176.52
	<b>Hall Porters</b>		
13	Employees - Hall Porters	599,941.88	
13	Recruitment Expenses	350.00	
13	Uniforms	1,505.81	
13	Provisions	19.75	
13	IS recharge	13,419.54	
13	Supervision & Management on costs	7,723.02	
13	Cleaning materials	282.24	
13	Training	450.00	
13	Communications and Computing	636.41	
13	Hygiene services	158.40	624,487.05
	<b>Garchey Maintenance</b>		
14	Employees - Garchey Operatives	98,677.74	
14	Uniforms	105.26	
14	Repairs & Maintenance - Garchey Repairs	73,700.48	
	Repairs & Maintenance - General Repairs Common Parts	1,136.48	
14	Energy Costs	6,689.17	
14	Water rates	230.68	
14	Communications and computing	18.00	
14	Equipment	124.17	
14	Central Recharges - IS	4,473.18	
14	Central Recharges - Engineering insurance	149.20	
14	Central Recharges -Liability insurance	9,903.31	
14	Central Recharges - Premises Insurance	2,551.47	197,759.14
	<b>Pest Control</b>		
15	Cleaning and Domestic Supplies - Pest Control	10,604.59	10,604.59
	<b>General Maintenance (Estate wide)</b>		
16	Repairs & Maintenance - General Maintenance	116,268.60	
16	Fees	960.00	
16	Printing and Stationery	1,477.00	
	Equipment	5,046.29	
	Materials	200.51	
	Supplementary Revenue Projects	2,421.00	
16	Asset Management Plan	5,270.28	131,643.68
	<b>Electrical Repairs Common Parts</b>		
17	Repairs & Maintenance - Electrical Repairs Common Parts	114,480.04	114,480.04
	<b>Electrical Repairs Exterior</b>		
18	Repairs & Maintenance - Electrical Repairs Exterior	1,034.19	1,034.19
	<b>General Repairs Common Parts</b>		
19	Repairs & Maintenance - General Repairs Common Parts	147,513.46	
	Equipment	4,598.25	

	Materials	(293.10)	
	Refurbishment Works	-404.33	
			151,414.28
	<b>General Repairs Exterior</b>		
20	Repairs & Maintenance - General Repairs Exterior	824,926.49	
	Repairs & Maintenance - General Maintenance	167.88	
			825,094.37
21	<b>Technical Services Division</b>	203,528.71	
			203,528.71
	<b>House Officer</b>		
22	Supervision & Management costs	293,755.50	
22	Training	235.00	
	Communications and Computing	1,380.00	
			295,370.50
23	<b>Supervision and Management Estate Wide</b>		
23	Supervision and Management Estate Wide	423,343.68	
23	Fees and Charges - Charges for Services (solicitor's enquiries )	(11,850.50)	
23	Printing and stationery	5,164.79	
23	Communications and Computing	739.04	
23	Provisions	102.25	
23	Premises insurance	8,582.64	
23	Expenses - Subsistence and Hospitality	120.07	
			426,201.97
24	<b>Supervision and Management Blocks</b>	30,840.00	
			30,840.00
	<b>Redecorations Programmes</b>		
25	Repairs & Maintenance - Redecoration Contracts	38,984.16	
25	Supplementary Revenue Projects	844,264.37	
			883,248.53
	<b>Safety/Security - Repairs and Maintenance</b>		
26	Repairs and Maintenance - Safety/Security	156,929.77	
			156,929.77
	<b>Water Supply</b>		
27	Repairs and Maintenance - Special Works - Water testing and treatment of communal	92,109.01	
			92,109.01
	<b>Concrete Works</b>		
28	Concrete works (Supplementary Revenue Project)	104,792.20	
	Reallocation of Technical Division Projects Costs	6,143.43	
			110,935.63
	<b>Emergency lighting</b>		
29	Repairs and Maintenance - emergency lighting	20,348.00	
			20,348.00
	<b>Heating Replacement of control system</b>		
30	Heating Replacement of control system	159,589.88	
	Repairs & Maintenance - General Maintenance	16,784.99	
	Reallocation of Technical Division Projects Costs	7,210.26	
			183,585.13
	<b>Heating Replacement of BMS heating system</b>		
31	Repairs & Maintenance - General Repairs Interior	81,253.00	
	Repairs & Maintenance - General Maintenance	15,470.01	
	Reallocation of Technical Division Projects Costs	5,100.00	
			101,823.01
	<b>Heating</b>		
33	Energy Costs - Electricity	1,828,687.15	
33	Communications and computing	3,528.00	
33	Energy costs - gas	12,870.78	
			1,845,085.93
N/C	Contribution to funds	76,524.44	
N/C	Supervision and management	(23,538.34)	



SRP N/C	Supplementary Revenue Projects	140,807.10	
SRP N/C	Reallocation of Technical Division Projects Costs	<u>2,773.64</u>	
			196,566.84
	<b>TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER</b>		<u>9,586,148.50</u>
	Other contributions	(901,809.97)	
	<b>Service Charges</b>	<u>(8,684,338.53)</u>	
			-9,586,148.50
	<b>TOTAL NET REVENUE EXPENDITURE</b>		<u><u>0.00</u></u>

<u>Narration</u>	<u>Cross- Reference</u>	<u>CBIS Actual</u> £	<u>BEO Adjustment</u> £	<u>Service Charge Schedule</u> £
Electricity (Common Parts and Lifts)	1	420,638.65	0.01	420,638.66
Lift Maintenance	2	277,506.71	56,203.61	333,710.32
Resident Housekeepers (Additional Pension)	3	265.92	0.00	265.92
Resident Engineers	4	384,109.25	(3,349.20)	380,760.05
Furniture & Fittings	5	28,699.47	(172.97)	28,526.50
Window Cleaning	6	151,983.05	0.00	151,983.05
Cleaning Materials including refuse sacks	7	31,805.86	(2,931.87)	28,873.99
Cleaning Equipment	8	9,141.30	(920.21)	8,221.09
Estate Cleaners	9	958,306.91	(15,118.10)	943,188.81
Additional Refuse Collection	10	15,702.61	0.00	15,702.61
Garden Maintenance	11	187,721.88	(14,353.55)	173,368.33
Car Park Attendants	12	517,176.52	0.00	517,176.52
Hall Porters	13	624,487.05	0.00	624,487.05
Garchey Maintenance	14	197,759.14	1,961.21	199,720.35
Pest Control	15	10,604.59	0.00	10,604.59
General Maintenance (Estate)	16	131,643.68	(6,284.60)	125,359.08
Electrical Repairs (Common Parts)	17	114,480.04	(13,770.17)	100,709.87
Electrical Repairs (Exterior)	18	1,034.19	0.00	1,034.19
General Repairs (Common Parts)	19	151,414.28	108.23	151,522.51
General Repairs (Exterior)	20	825,094.37	(12,866.72)	812,227.65
Technical Services	21	203,528.71	(9,752.01)	193,776.70
House Officer	22	295,370.50	0.00	295,370.50
Estate-Wide proportion of Supervision & Management costs	23	426,201.97	(8,582.65)	417,619.32
Directly attributed Supervision & Management costs	24	30,840.00	0.00	30,840.00
Redecorations	25	883,248.53	0.00	883,248.53
Safety/Security	26	156,929.77	0.00	156,929.77
Water Supply Works	27	92,109.01	(334.82)	91,774.19
Concrete Works	28	110,935.63	(49,909.44)	61,026.19
Emergency lighting	29	20,348.00	0.00	20,348.00
Heating Replacement of control system	30	183,585.13	0.00	183,585.13
Replacement BMS system	31	101,823.01	0.00	101,823.01
Heating	33	1,845,085.93	(2,345.78)	1,842,740.15
Other charges	N/C	196,566.84	(196,566.84)	0.00
<b>TOTAL</b>		<b>9,586,148.50</b>	<b>(278,985.87)</b>	<b>9,307,162.63</b>

## ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Reference	<u>Item</u>	£	<u>Reasons for Adjustments</u>
1	Electricity	0.01	Rounding
2	Lift Maintenance	(140.71)	Reallocation to Landlords for non service charge account lifts
		51,344.32	reversal of 2015/16 adjustment re over receipted invoice
		5,000.00	reallocation in respect of Frobisher Crescent lift contracts and maintenance
		<u>56,203.61</u>	
4	Resident engineers	(3,049.20)	Reversal of 2015/16 adjustment for rates
		(300.00)	Training costs allocated to Landlord
		<u>(3,349.20)</u>	
	Furniture and Fittings	(172.97)	Reallocated to Car Parks
7	Cleaning materials	(2,655.00)	reallocation to landlords account
		(276.87)	Recharge to Barbican Centre
		<u>(2,931.87)</u>	
8	Cleaning Equipment	(847.20)	Allocated to Car Park Account
		(73.01)	Recharge to Barbican Centre
		<u>(920.21)</u>	
9	Cleaners	(8,538.10)	reallocation to landlords account
		(42.81)	reallocation to stores account
		(6,537.19)	reallocation to car park account
		<u>(15,118.10)</u>	

10	Grounds maintenance	<u>(14,353.55)</u> (14,353.55)	reallocation to landlords account
14	Garchey Maintenance	(98.15) (298.48) <u>2,357.84</u> 1,961.21	Reallocated to non residential users reallocated to LL reversal of 2015/16 adjustment for incorrect receipting of invoices
16	General repairs estate wide	(13,597.00) (284.20) <u>7,596.60</u> (6,284.60)	reallocated to LL reallocated to Car Parks reallocated from concrete repairs
	Electrical Repairs (Common Parts)	6,107.66 <u>(19,877.83)</u> (13,770.17)	reversal of 15/16 adjustment for incorrect receipting of invoices reallocated to landlord
19	General Repairs (Common Parts)	466.23 <u>(358.00)</u> 108.23	reversal of incorrect receipting of invoices reallocated to landlord
20	General Repairs Exterior	(12,006.89) (20,952.32) <u>20,092.49</u> (12,866.72)	reallocated to landlords reallocated to landlords insurance claim reversal of incorrect receipting of invoices

21	Technical costs	<u>(9,752.01)</u> (9,752.01)	adjustment in respect of reallocation of technical costs
23	Supervision and Management	<u>(8,582.65)</u> (8,582.65)	Insurance charged charged separately
27	Water Supply Works	(334.82)	Reallocated to Landlord
28	Concrete works	(41,626.20) (7,596.60) <u>(686.63)</u> (49,909.44)	reallocation to car parking account repairs reallocated to estate wide repairs recharge to Arts Centre for Frobisher Crescent repairs
	Heating	<u>(2,345.78)</u> (2,345.78)	Reallocated for non service charge account properties
N/C	Other charges	(196,566.84)	Not chargeable - provision for adjustment for rented properties, & non service charge projects
	Total BEO Adjustment	<u><u>(278,985.87)</u></u>	

## ACTUAL COST OF SERVICES 1.4.16 31.3.17 (LONG LESSEES)

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	ANDREWES HOUSE	BEN JONSON HOUSE	BRANDON MEWS	BRETON HOUSE	BRYER COURT
1	Electricity (Common Parts and Lifts)	420639	30243	35341	51	17569	12893
2	Lift Maintenance	333710	41329	14702	0	11315	7669
3	Resident Housekeepers (Additional Pension)	266	19	23	3	8	3
4	Resident Engineers	380760	27176	33396	4221	11515	4887
5	Furniture & Fittings	28527	0	0	0	0	0
6	Window Cleaning	151983	7098	19593	1914	5590	7804
7	Cleaning Materials including refuse sacks	28874	3260	2739	221	1366	664
8	Cleaning Equipment	8221	860	722	58	360	227
9	Estate Cleaners	943189	105974	89051	7201	44406	21603
10	Additional Refuse Collection/cleaning	15703	0	0	0	0	0
11	Garden Maintenance	173368	13287	16329	2064	5630	2390
12	Car Park Attendants need s and m figs and check adjustments with A	517177	53295	65537	8311	22621	9573
13	Hall Porters need s and m figs	624487	0	0	0	0	0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185 attr	199720	14639	18111	2289	6244	2650
15	Pest Control	10605	655	805	102	278	118
16	General Maintenance (Estate)	125359	8041	9882	1249	3407	1446
17	Electrical Repairs (Common Parts) (N1041111)	100710	6598	8826	1638	2734	1910
18	Electrical Repairs (Exterior) (N1061111)	1034	0	0	0	0	0
19	General Repairs (Common Parts) (N1041113)	151523	10266	11317	1822	2489	1671
20	General Repairs (Exterior) (N1061113)	812228	67692	135832	7391	24850	9433
22	House Officer	295371	21081	25907	3274	8932	3791
	Sub-total of apportioned services	5323452	411512	488113	41808	169314	88733
21	S & M Technical	193777	13518	22322	1686	7672	4598
23	Estate-Wide proportion of Supervision & Management costs	417619	32283	38293	3280	13283	6961
24	Directly attributed Supervision & Management costs	30840	2880	3060	390	1665	840
25	Redecorations	863449	400				21136
25	Redecorations consoles	19800					
26	Safety/Security (aggregated with Water Supply Works as Health/Safe	156930	14982	805	2066	226	12735
27	Water supply works	91774	14493	6885	1985	2892	601
28	Concrete works	61026	1084	53	1868	0	1005
29	Emergency lighting	20348	0	0	0	0	0
30	Heating Control System	183585	13577	16685	2109	5753	2442
31	Replacement of BMS system	101823	7530	9254	1170	3191	1354
	Digital TV	0					
	Services total	7464422	512260	585470	56361	203994	140405
	Heating	1842740	159197	121419	29848	50592	31067
		9307163	671457	706889	86209	254586	171471

## ACTUAL COST OF SERVICES 1.4.16 31.3.17 (LONG LESSEES)

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	BUNYAN COURT	CROMWELL TOWER	DEFOE HOUSE	Frobisher Crescent	GILBERT HOUSE
1	Electricity (Common Parts and Lifts)	420639	9810	42821	36768	5538	14708
2	Lift Maintenance	333710	4585	24579	42562	5000	16636
3	Resident Housekeepers (Additional Pension)	266	8	26	19	9	11
4	Resident Engineers	380760	11441	37247	26547	12477	15809
5	Furniture & Fittings	28527	0	13688	0		0
6	Window Cleaning	151983	3560	15748	7881	2884	6090
7	Cleaning Materials including refuse sacks	28874	701	1366	2739	554	1218
8	Cleaning Equipment	8221	211	503	722	146	321
9	Estate Cleaners	943189	22803	44406	89051	22503	39605
10	Additional Refuse Collection/cleaning	15703	355	5787	0	0	0
11	Garden Maintenance	173368	5594	18211	12980	6101	7730
12	Car Park Attendants need s and m figs and check adjustments with A	517177	22440	0	52043	24618	31046
13	Hall Porters need s and m figs	624487	0	208162	0		0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185 attr	199720	6204	20199	14396		8573
15	Pest Control	10605	276	1048	640	301	381
16	General Maintenance (Estate)	125359	3385	11021	7855	3626	4678
17	Electrical Repairs (Common Parts) (N1041111)	100710	2460	11874	8575	1726	4911
18	Electrical Repairs (Exterior) (N1061111)	1034	0	70	0	66	75
19	General Repairs (Common Parts) (N1041113)	151523	4284	21111	14560	1409	4722
20	General Repairs (Exterior) (N1061113)	812228	54282	42535	73352	7676	22501
22	House Officer	295371	8875	28894	20593	9679	12264
	Sub-total of apportioned services	5323452	161275	549294	411283	104310	191281
21	S & M Technical	193777	9290	12798	15128	3029	7671
23	Estate-Wide proportion of Supervision & Management costs	417619	12652	43092	32265	8183	15006
24	Directly attributed Supervision & Management costs	30840	1035	1680	2670	1035	1320
25	Redecorations	863449		20244	200308		
25	Redecorations consoles	19800					
26	Safety/Security (aggregated with Water Supply Works as Health/Safe	156930	22616	8790	16736	2349	4785
27	Water supply works	91774	1924	5005	11920	0	8226
28	Concrete works	61026	1045	23402	1084	397	7902
29	Emergency lighting	20348	0	6881	0	0	0
30	Heating Control System	183585	5716	18609	13263	0	7898
31	Replacement of BMS system	101823	3170	10321	7356	0	4381
	Digital TV	0					
	Services total	7464422	218722	700116	712014	119304	248471
	Heating	1842740	51391	158322	160012	16398	85458
		9307163	270113	858437	872025	135703	333929

## ACTUAL COST OF SERVICES 1.4.16 31.3.17 (LONG LESSEES)

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	J.TRUNDLE COURT	L.JONES MEWS	LAUDERDALE TOWER	MOUNTJOY HOUSE	SEDDON HOUSE
1	Electricity (Common Parts and Lifts)	420639	31895	281	34925	10922	13367
2	Lift Maintenance	333710	14732	0	24612	8045	11630
3	Resident Housekeepers (Additional Pension)	266	10	2	28	8	10
4	Resident Engineers	380760	13995	2184	40061	11885	13995
5	Furniture & Fittings	28527	0	0	8094	0	0
6	Window Cleaning	151983	8423	261	15326	2610	6090
7	Cleaning Materials including refuse sacks	28874	1366	111	1366	997	1255
8	Cleaning Equipment	8221	444	29	562	263	331
9	Estate Cleaners	943189	44406	3600	44406	32404	40805
10	Additional Refuse Collection/cleaning	15703	0	0	7716	0	0
11	Garden Maintenance	173368	6843	1068	19587	5811	6843
12	Car Park Attendants need s and m figs and check adjustments with A	517177	27431	4256	0	23335	27431
13	Hall Porters need s and m figs	624487	0	0	208162	0	0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185 attr	199720	7590	1185	21725	6445	7590
15	Pest Control	10605	337	53	1991	287	337
16	General Maintenance (Estate)	125359	4141	646	11854	3517	4141
17	Electrical Repairs (Common Parts) (N1041111)	100710	4696		6704	2612	5009
18	Electrical Repairs (Exterior) (N1061111)	1034	0	108	140	0	96
19	General Repairs (Common Parts) (N1041113)	151523	4469	403	14387	9486	7331
20	General Repairs (Exterior) (N1061113)	812228	32534	6248	99274	30264	19440
22	House Officer	295371	10857	1695	31077	9220	10857
	Sub-total of apportioned services	5323452	214168	22129	591996	158110	176558
21	S & M Technical	193777	10140	1789	19726	7272	8115
23	Estate-Wide proportion of Supervision & Management costs	417619	16802	1736	46442	12404	13851
24	Directly attributed Supervision & Management costs	30840	1995	120	1755	960	1125
25	Redecorations	863449	45533		228396		
25	Redecorations consoles	19800					
26	Safety/Security (aggregated with Water Supply Works as Health/Safe	156930	5654	11	4818	6067	3205
27	Water supply works	91774	3685	997	6746	2421	2115
28	Concrete works	61026	0	7025	0	0	2727
29	Emergency lighting	20348	0	0	6881	0	0
30	Heating Control System	183585	6992	1091	20014	5938	6992
31	Replacement of BMS system	101823	3878	605	11101	3293	3878
	Digital TV	0					
	Services total	7464422	308847	35504	937875	196464	218566
	Heating	1842740	65288	15576	164412	59183	73427
		9307163	374135	51080	1102286	255647	291994



## ACTUAL COST OF SERVICES 1.4.16 31.3.17 (LONG LESSEES)

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	SHAKESPEARE TOWER	SPEED HOUSE	THOMAS MOR HOUSE	3-16 WALLSIE HOUSE	The Postern
1	Electricity (Common Parts and Lifts)	420639	34278	28632	23855	781	431
2	Lift Maintenance	333710	24213	28713	35379	0	0
3	Resident Housekeepers (Additional Pension)	266	28	12	16	4	2
4	Resident Engineers	380760	39875	16735	22363	5191	2862
5	Furniture & Fittings	28527	6745	0	0	0	0
6	Window Cleaning	151983	15380	9592	7649	0	348
7	Cleaning Materials including refuse sacks	28874	1366	2224	2743	0	86
8	Cleaning Equipment	8221	460	587	723	0	23
9	Estate Cleaners	943189	44406	72309	89171	0	2784
10	Additional Refuse Collection/cleaning	15703	1844	0	0	0	0
11	Garden Maintenance	173368	19497	8182	10934	2538	1399
12	Car Park Attendants need s and m figs and check adjustments with A	517177	0	32805	43841	10184	5614
13	Hall Porters need s and m figs	624487	208162	0	0	0	0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185 attr	199720	21624	9075	12127	2815	1552
15	Pest Control	10605	1211	403	539	125	69
16	General Maintenance (Estate)	125359	11799	4952	6617	1503	847
17	Electrical Repairs (Common Parts) (N1041111)	100710	7149	6033	9510	282	2221
18	Electrical Repairs (Exterior) (N1061111)	1034	335	70	0	0	0
19	General Repairs (Common Parts) (N1041113)	151523	18116	8950	9114	0	740
20	General Repairs (Exterior) (N1061113)	812228	57894	32687	51436	0	9516
22	House Officer	295371	30933	12982	17348	4027	2220
	Sub-total of apportioned services	5323452	545317	274944	343365	27450	30712
21	S & M Technical	193777	14391	11600	10776	81	2306
23	Estate-Wide proportion of Supervision & Management costs	417619	42780	21569	26937	2153	2409
24	Directly attributed Supervision & Management costs	30840	1740	1710	2490	0	135
25	Redecorations	863449	213196	134236			
25	Redecorations consoles	19800	19800				
26	Safety/Security (aggregated with Water Supply Works as Health/Safe	156930	11305	13488	11506	27	458
27	Water supply works	91774	5396	2221	8276	0	3051
28	Concrete works	61026	0	1084	2927	0	5766
29	Emergency lighting	20348	6586	0	0	0	0
30	Heating Control System	183585	19922	8361	11173	2594	1430
31	Replacement of BMS system	101823	11049	4637	6197	1439	793
	Digital TV	0					
	Services total	7464422	891481	473850	423647	33744	47059
	Heating	1842740	164110	98263	172788	29202	16087
		9307163	1055591	572113	596435	62946	63146

## ACTUAL COST OF SERVICES 1.4.16 31.3.17 (LONG LESSEES)

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	2 Wallside	1 Wallside	WILLOUGHBY HOUSE
1	Electricity (Common Parts and Lifts)	420639	124	69	35338
2	Lift Maintenance	333710	0	0	18009
3	Resident Housekeepers (Additional Pension)	266	1	0	18
4	Resident Engineers	380760	821	456	25621
5	Furniture & Fittings	28527	0	0	0
6	Window Cleaning	151983	0	378	7766
7	Cleaning Materials including refuse sacks	28874	0	12	2520
8	Cleaning Equipment	8221	0	3	664
9	Estate Cleaners	943189	0	384	81910
10	Additional Refuse Collection/cleaning	15703	0	0	0
11	Garden Maintenance	173368	401	223	12527
12	Car Park Attendants need s and m figs and check adjustments with A	517177	1606	895	50290
13	Hall Porters need s and m figs	624487	0	0	0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185 attr	199720	445	247	13894
15	Pest Control	10605	20	11	618
16	General Maintenance (Estate)	125359	239	135	7581
17	Electrical Repairs (Common Parts) (N1041111)	100710			5244
18	Electrical Repairs (Exterior) (N1061111)	1034	0	0	75
19	General Repairs (Common Parts) (N1041113)	151523	0	0	4876
20	General Repairs (Exterior) (N1061113)	812228	350	1604	25437
22	House Officer	295371	637	354	19875
	Sub-total of apportioned services	5323452	4643	4771	312264
21	S & M Technical	193777	13	750	9106
23	Estate-Wide proportion of Supervision & Management costs	417619	364	374	24497
24	Directly attributed Supervision & Management costs	30840	15	0	2220
25	Redecorations	863449			
25	Redecorations consoles	19800			
26	Safety/Security (aggregated with Water Supply Works as Health/Safe	156930	4	2	14293
27	Water supply works	91774	0	1336	1600
28	Concrete works	61026	1654	919	1084
29	Emergency lighting	20348	0	0	0
30	Heating Control System	183585	0	228	12800
31	Replacement of BMS system	101823	0	126	7100
	Digital TV	0			
	Services total	7464422	6693	8507	384965
	Heating	1842740	0	0	120701
		9307163	6693	8507	505666

CROSS REF. KEY	ITEM	MAIN BASIS OF ATTRIBUTION (A)	ACTUAL 2015/16	ACTUAL 2016/17	Variance Last Year %	ESTIMATE 2016/17	ESTIMATE 2017/18
1	Electricity (Common Parts and Lifts)	Actual	397,160	420,639	5.91%	424,538	649,435
2	Lift Maintenance	Actual	318,424	333,710	4.80%	333,285	331,096
3	Resident Housekeepers (Additional Pension)	E. wide lease %	266	266	(0.03%)	0	0
4	Resident Engineers	E. wide lease %	332,659	380,760	14.46%	363,455	372,255
5	Furniture & Fittings	Actual	0	28,527		24,000	24,000
6	Window Cleaning	Contract base	167,370	151,983	(9.19%)	147,879	146,589
7	Cleaning Materials including refuse sacks	No. cleaners	25,473	28,874	13.35%	29,592	31,000
8	Cleaning Equipment	No. cleaners	7,152	8,221	14.95%	22,688	25,000
9	Estate Cleaners	No. cleaners	849,674	943,189	11.01%	865,065	26,007
10	Additional Refuse Collection	No. cleaners	17,265	15,703	(9.05%)	17,265	897,133
11	Garden Maintenance	E. wide lease %	117,907	173,368	47.04%	123,001	124,000
12	Car Park Attendants	Terrace lease %	494,455	517,177	4.60%	497,047	519,280
13	Hall Porters	wers one third each plus individual costs	603,066	624,487	3.55%	620,340	639,880
14	Garchey Maintenance	E. wide lease %	222,008	199,720	(10.04%)	222,815	230,000
15	Pest Control	. wide lease % + individual block costs	10,154	10,605	4.44%	19,999	21,000
16	General Maintenance (Estate)	. wide lease % and no of repairs orders	97,071	125,359	29.14%	1,194,700	1,227,000
17	Electrical Repairs (Common Parts)	Actual	65,910	100,710	52.80%	included in above	included in ab
18	Electrical Repairs (Exterior)	Actual	2,577	1,034	(59.87%)	included in above	included in ab
19	General Repairs (Common Parts)	Actual	110,098	151,523	37.63%	included in above	included in ab
20	General Repairs (Exterior)	Actual	848,152	812,228	(4.24%)	included in above	included in ab
22	House Officer	E. wide lease %	309,310	295,371	(4.51%)	218,496	307,000
	Sub Total - Basis for apportionment of estate wide Supervision and Management Costs		4,996,150	5,323,452	6.55%	5,124,165	5,570,675
21	S&M technical	No of repairs orders	189,199	193,777	2.42%	145,000	187,000
23	Estate-Wide Supervision & Management costs	Ratio	376,560	417,619	10.90%	400,000	400,000
24	Directly attributed Supervision & Management costs	Actual time	0	30,840			
25	Redecorations	Actual	495,747	863,449		1,174,237	584,364
25	Redecoration of lift consoles	Actual	0	19,800		22,275	0.0
26	Safety/Security ( included in general repairs on schedule)	Actual/E. wide lease %	167,801	156,930	(6.48%)	inc in repairs	inc in repairs
27	Water Supply Works( included in general repairs on schedule)	Actual/E. wide lease %	89,725	91,774	2.28%	inc in repairs	inc in repairs
28	Concrete works	Actual	172,622	61,026		0	345,518
29	Emergency Lighting	Actual	21,283	20,348		20,000	0
30	Heating Control System	Actual		183,585		0	
31	Replacement of BMS system	Actual		101,823		0	
32	Digital TV network	Actual	27,776	0		0	
	Total Services		1,540,713	2,140,971		1,761,512	1,516,882
33	Heating - Electricity	Actual	1,413,934	1,826,342	29.17%	1,803,062	1,890,319
33	Heating - Gas	Actual	13,608.00	16,398.48	20.51%	14,016	
	Total Services & Heating		7,964,405	9,307,163		8,702,755	8,977,876

Cross ref key	ITEM	MAIN BASIS OF ATTRIBUTION (A)	AMOUNT TO APPORTION	ANDREWES HOUSE £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	420639	30243	163
2	Lift Maintenance	Actual	333710	41329	223
3	Resident Housekeepers (Additional Pension)	E. wide lease %	266	19	0
4	Resident Engineers	E. wide lease %	380760	27176	147
5	Furniture & Fittings	Actual	28527	0	0
6	Window Cleaning	Contract base	151983	7098	38
7	Cleaning Materials including refuse sacks	No of cleaners	28874	3260	18
8	Cleaning Equipment	No of cleaners	8221	860	5
9	Estate Cleaners	No. cleaners	943189	105974	572
10	Additional Refuse Collection	No. cleaners	15703	0	0
11	Garden Maintenance	E. wide lease %	173368	13287	72
12	Car Park Attendants	Terrace lease %	517177	53295	288
13	Hall Porters	Towers one third each plus individual costs	624487	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for charges elsewhere)	E. wide lease %	199720	14639	79
15	Pest Control	E. wide lease % plus individual block costs	10605	655	4
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	125359	8041	43
17	Electrical Repairs (Common Parts) (N1041111)	Actual	100710	6598	36
18	Electrical Repairs (Exterior) (N1061111)	Actual	1034	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	151523	10266	55
20	General Repairs (Exterior) (N1061113)	Actual	812228	67692	366
21	House Officer	E. wide lease %	295371	21081	114
	Sub-total of apportioned services		5323452	411512	2222
21	S&M technical	No of repairs orders	193777	13518	73
23	Estate-Wide Supervision & Management costs	Ratio	417619	32283	174
24	Directly attributed Supervision & Management costs	Actual time	30840	2880	16
25	Redecorations	Actual	863449	400	2
25	Redecoration of lift consoles	Actual	19800	0	0
26	Safety/Security ( included in general repairs on schedule)	Actual/E. wide lease %	156930	14982	81
27	Water Supply Works( included in general repairs on schedule)	Actual/E. wide lease %	91774	14493	78
28	Concrete works	Actual	61026	1084	6
29	Emergency Lighting	Actual	20348	0	0
30	Heating Control System	Actual	183585	13577	73
31	Replacement of BMS system	Actual	101823	7530	41
32	Digital TV network	Actual	0	0	0
	Total Services		2140971	512260	2766
33	Heating - Electricity	Actual	1826342	159197	860
33	Heating - Gas	Actual	16398	0	0
	Total Services & Heating		9307163	671457	3626

<b>Committee(s)</b>	<b>Dated:</b>
Barbican Residents Consultation Committee Barbican Residential Committee	04 September 2017 11 September 2017
<b>Subject:</b> Fire Safety Update	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Information</b>
<b>Report author:</b> Paul Murtagh Assistant Director Barbican & Property Services	

## Summary

The purpose of this report is to update Members on the City Corporation's approach to fire safety on the Barbican Estate and, following the tragic fire at Grenfell Tower, to inform Members on the subsequent actions taken by the City Corporation. This report outlines:

- Fire safety measures in place prior to the Grenfell Tower fire;
- Our immediate response to the Grenfell Tower fire;
- The next phase of work to be undertaken;
- Issues for consideration for possible future inclusion in programmes of work.

## Recommendation

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

## Main Report

### Background

1. Following the tragic fire at Grenfell Tower in West London on 14 June 2017, which killed at least 80 people, concerns have, understandably, been raised by City Corporation Members and residents about the safety of our homes and the possibility of a similar incident in one of our tower blocks.
2. Although the cause of the fire, and how it appeared to have spread so quickly, are still being investigated and are unlikely to be confirmed formally for some time, government has already been in contact with local authorities and housing associations, collating information relating to their housing stock and the number and type of residential blocks of flats with six or more floors.
3. It is highly likely that, in the aftermath of the Grenfell Tower tragedy, that new legislation will be introduced to improve fire safety in residential blocks of flats. The City Corporation has 33 residential blocks of flats with six or more floors, 17 of which are on the Barbican Estate. A full list of all the City's blocks of flats with four or more floors is attached as Appendix 'A' to this report.

4. Members are advised that a similar report entitled 'Fire Safety Update', focusing primarily on the City Corporation's social housing stock, has been submitted to, and considered by, the City Corporation's DCCS and Housing Management & Almshouses Sub-Committees. In addition, this report was also considered by the City Corporation's Audit and Risk Committee. This report focuses primarily on the residential properties on the Barbican Estate.

### **Existing Fire Safety Measures**

5. All the residential blocks on the Barbican Estate have an up-to-date, comprehensive Fire Risk Assessment (FRA). The most recent FRA's were completed in October/November 2016 by Frankham Risk Management Services Limited, a specialist, and accredited consultancy company.
6. Whilst the FRA's do not highlight any particular areas of high risk, they do make a number of medium and low risk recommendations, which were, or are, being addressed through the day-to-day repairs programme or through the Estate Inspection process.
7. Our approach to fire safety is not restricted to undertaking a planned programme of FRA's. We have robust procedures in place to ensure, as far as possible, that our residents on the Barbican Estate remain safe in their homes. These procedures include:
  - Carrying out regular reviews of the FRA's to ensure that they remain valid, compliant and fit-for-purpose;
  - Carrying out inspections of fire doors, emergency lighting and alarms and other related fire safety measures;
  - Carrying out regular estate inspections to ensure that any potential fire and other safety hazards are identified and removed;
  - Providing suitable and regular fire safety and fire risk assessment training for our Barbican Estate Officers, cleaners and concierge staff;
  - Educating our residents and raising awareness of fire safety issues such as evacuation procedures, understanding escape routes and keeping fire escape routes on balconies and walkways clear;
  - Publishing and issuing information relating to fire safety through newsletters and the web site.

### **Immediate Response to the Grenfell Tower Fire**

8. As soon as we became aware of the fire at Grenfell Tower, a number of immediate measures were taken including:
  - Checks on fire escapes, emergency lighting, alarms and other fire safety measures were carried out by BEO staff;
  - A review of the current FRA's to review and reassess the low and medium risks identified;
  - A review of the technical data on all blocks of flats with six or more floors in response to requests for information from the Department for Communities & Local Government (DCLG). This focused on a number of

issues including the construction of the blocks and the nature and composition of any external cladding;

- A statement issued to all residents reminding them of fire safety advice and reassuring them that none of our residential blocks was of a similar construction to Grenfell Tower;
- A new fire safety leaflet was produced and issued to all Barbican residents which, included information on escape routes, our review of enforcement action and what to do in the event of fire etc;
- Fire safety updates were distributed to residents via our regular bulletins including the development of a 'Frequently Asked Questions' bulletin and a dedicated Fire Safety website page.

### **Decisions Taken as a Result of our Review of Fire Safety**

9. Following a review of our current fire safety processes and procedures immediately after the Grenfell Tower fire, a number of decisions were taken including:

- Commissioning specialist independent future FRA's on all our residential blocks of flats on an annual basis. Previously, in line with best practice and guidance, our policy was to commission independent FRA's every three years, with our own trained staff reviewing them annually. Frankham Risk Management Services Limited has been commissioned to undertake completely new FRA's on all our residential blocks;
- Arranging a series of 'Drop-In' sessions for our residents to discuss with the City Corporation's Senior Managers issues around fire safety, the City Corporation's processes and procedures and its plans for improvements in fire safety in the coming months;
- The majority of entrance doors to individual properties in our blocks are original and, as such, will generally provide notional fire resistance of 15-20 minutes. Whilst there is no legal requirement to replace these doors to provide greater fire resistance, we have done so on our social housing estates as they became due for replacement. However, the decision has been taken to embark on an enhanced front door replacement programme to bring all front entrance doors to individual flats up to 60-minute fire resistance wherever possible. It is intended that our tower blocks will be given priority;
- Barbican Estate staff to respond directly to any requests for advice and guidance in relation to fire safety;
- A much firmer line is being taken with residents who are not complying with guidance on keeping walkways and fire escapes clear.

### **Issues for Further Consideration**

10. In the aftermath of the Grenfell Tower fire, it was clear that the City Corporation would need to continue monitor progress with the investigation to understand the causes of the fire any subsequent implications this may have in relation to the safety and integrity of its homes. Due consideration would also need to be given to and resulting legislation or recommendations from government.

11. In anticipation of this, the City Corporation also decided to commission a feasibility study into the potential retro-fitting of fire suppression (sprinkler) systems and fire alarms in its tower blocks.

## **Progress to Date**

### **Fire Risk Assessments (FRA's)**

12. Frankham Risk Management Services Limited has been commissioned to carry out new FRA's for each of our residential blocks. These new FRA's will be very detailed and will cover not only those areas previously inspected, but also any further concerns raised since the Grenfell Tower fire.
13. Work on the new FRA's has now commenced on our social housing estates and it is expected that the new FRA's for the Barbican Estate will be completed by the end of November. Once all the assessments have been completed and submitted to us, they will be analysed by Property Services, Estate Management and the City's Fire Safety Advisor for accuracy and detail. Any urgent recommendations will be addressed immediately and a subsequent detailed Action Plan will be developed to plan, programme and implement all other recommendations as appropriate.
14. A summary report outlining the headline findings from the newly completed FRA's will be presented to your Committee at the earliest opportunity after the Action Plan has been finalised.
15. It is intended that the new FRA's will be made available to Barbican residents through the Fire Safety pages on the City's website. The current FRA's have already been made available here.
16. Work has for some time been well underway in addressing urgent issues and medium risks highlighted by the previous (2016) FRA's carried out by Frankham Risk Management Services Limited and the majority of this work is now completed.
17. We have received a number of very helpful and useful comments from the various House Group Committees in relation to the current FRA's for the Barbican Estate. All of these comments have been logged and recorded by the BEO and have been forwarded to Frankham Risk Management Services Limited for consideration, comment and action.

### **Communication with Residents**

18. Detailed information, in the form of 'Frequently Asked Questions' bulletins, has been produced specifically for each of our estates, including the Barbican Estate. This has been distributed to all House Groups and to residents through our email broadcast service and has also been posted on the Housing Fire Safety pages on the City's website. Feedback from residents has been very positive.



19. A further follow-up letter is being sent to residents in September, updating them on actions being taken, and addressing any specific concerns raised since the question and answer sheets were distributed.
20. An informal 'Drop-In' session was arranged and held for Barbican residents on 17 July, which was attended by the Director of Community & Children's Services and the Assistant Director, plus other staff. The session was advertised as an opportunity for any residents with concerns about fire safety to ask questions and talk to senior managers. Attendance was good with between 30 and 40 residents turning up to discuss their concerns and ideas for improvement. It appears that those residents who attended the session found it very useful and expressed their appreciation.
21. The new Fire Safety leaflet that was created and distributed to residents clarifies that the London Fire Brigade (LFB) continues to advise residents to stay in their flat in the event of a fire in their block, but also advising them on what to do if their flat is affected by fire or smoke, or they feel in danger. We hope this will address the confusion that some residents expressed about what to do in the event of a fire.

### **Fire Doors, Sprinkler Systems and Alarms**

22. We have identified a number of front entrance doors from each of our residential blocks of flats, including the Barbican Estate that have been, or will be, sent away to the Building Research Establishment (BRE) for rigorous fire resistance testing. This will give us the information we need in relation to the level of fire resistance these doors and frames currently provide and whether or not that level of fire resistance is adequate. Consequently, we will be able to properly prioritise, plan and cost out our door replacement programme. Priority for testing has been given to our tower blocks.
23. A feasibility study into the potential installation of sprinkler systems in our tower blocks has been commissioned. All the relevant surveys have now been completed and we are now awaiting submission of the final report from our consultant, Butler & Young. We expect to be in a position to present the findings from the feasibility study to Members of this Committee before the end of the calendar year.
24. The London Fire Brigade continues to advise against the installation of fire alarms in communal areas but, this will be reviewed over time as part of the new FRA process.

### **Estate Management**

25. Barbican Estate staff have stepped up their work to ensure that balconies, walkways and exits are kept clear from hazards. This includes the removal of combustible material from outside properties, along with any items which might cause a trip hazard for residents or firefighting crews in the event of an emergency.

26. The vast majority of residents have understood the need to comply with guidance and have worked with officers to reduce items outside their homes. However, some have been more difficult and have not complied. Having issued notices, given extensive warning and offered help and advice, we are now in a position where we will have no choice but to remove any residents' items which do not meet our Fire Safety Protocol, as agreed by Members. Whilst we are fully entitled to remove any items from communal areas, we do ensure that proper notice is given to residents and items are stored for a period of time to allow owners to collect them.
27. A review of estate walkabouts and checks has been carried out, with a view to improving consistency and monitoring, and to introducing an automated system for recording data and follow up actions.

## **Resources**

28. As Members will appreciate the level of work relating to fire safety that has arisen, and continues to arise, in the aftermath of the Grenfell Tower fire has been unprecedented. The vast burden of this work has fallen on the existing staff within the Housing Property Services and Housing and Barbican Estate Management teams. Staff have responded commendably to the challenge that this considerable amount of extra work has thrown up and their efforts have been reflected in the positive feedback we have received from residents in dealing with, and allaying, their fears in relation to fire safety in their homes.
29. We have recently appointed a new Health and Safety Manager within DCCS, whose main priority is to co-ordinate our work around fire safety with particular focus on the FRA process and the implementation of the resulting Action Plans.
30. It may be prudent at this stage, to alert Members to the potential need for additional resources to ensure that we are able to deal effectively with the fire safety improvement measures that we are considering and have committed to with particular regard to:
- Door replacement programme;
  - Installation of fire suppression systems (sprinklers);
  - Fire safety management planning;
  - Communications and website development.
31. At this stage, until we have the results of the fire resistance testing, feasibility study into sprinklers, completion of the new round of FRA's and information from government in relation to changes in Building Regulations and guidance from the Grenfell Tower enquiry, we are not in a position to properly identify any additional resources that may be required. We will naturally keep Members informed on this matter, and seek the necessary approvals, when we are in a position to do so.

## **Corporate & Strategic Implications**

32. Clearly, as well as the resources issue outlined above, there are further serious financial implications for the City in carrying out the fire safety improvements included and outlined in this report. There will also likely be a financial impact on homeowners on the Barbican Estate if these works are undertaken.
33. The City must also be mindful of the reputational damage should it decide not to take reasonable measures to improve fire safety. The key issue for Members will be to decide what action and expenditure is reasonable and proportionate to the risk.

## **Appendices**

Appendix 1 – Table of City of London residential blocks with six or more floors.

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## Appendix 'A'

### City of London residential blocks with 4 or more floors

NAME OF BLOCK	NUMBER OF STOREYS	NUMBER OF FLATS
Centre Point, Avondale Square Estate, Old Kent Road, London SE1	19	75
Colechurch House, Avondale Square Estate, Old Kent Road, London SE1	10	44
East Point, Avondale Square Estate, Old Kent Road, London SE1	19	74
Eric Wilkins House, Avondale Square Estate, Old Kent Road, London SE1	4	20
George Elliston House, Avondale Square Estate, Old Kent Road, London SE1	4	45
Proctor House, Avondale Square Estate, Old Kent Road, London SE1	10	52
Tovy House, Avondale Square Estate, Old Kent Road, London SE1	10	52
Twelve Acres House, Avondale Square Estate, Old Kent Road, London SE1	6	18
West Point, Avondale Square Estate, Old Kent Road, London SE1	19	74
Dron House, Adelina Grove, London E1	4	80
Basterfield House, Golden Lane Estate, London EC1Y	6	22
Bayer House, Golden Lane Estate, London EC1Y	6	14
Bowater House, Golden Lane Estate, London EC1Y	6	14
Cullum Welch House, Golden Lane Estate, London EC1Y	6	72
Great Arthur House, Golden Lane Estate, London EC1Y	15	120
Hatfield House, Golden Lane Estate, London EC1Y	7	22
Petticoat Square, Middlesex Street Estate, London E1 7BS	6	120
Petticoat Tower, Middlesex Street Estate, London E1 7BS	23	81
Collinson Court, Great Suffolk Street, London SE1 1NZ	7	72
Horace Jones House, Duchess Walk, London SE1 2RF	7	43
Stopher House, Webber Street, London SE1	4	60
Sumner Buildings, Sumner Street, London SE1	4	100
Lynton Mansions, William Blake Estate, Herculaes Road, London SE1	4	20
Windsor House Wenlock Road, London SE1	4	104
Kinefold House, York Way Estate, London N7 9QD	7	78
Lambfold House, York Way Estate, London N7 9PY	7	80
Penfields House, York Way Estate, London N7 9QA	7	89
Barbican Estate		
Andrews House	11	192
Ben Johnson House	11	204
Breton House	11	111
Bryer Court	11	56
Bunyan Court	11	69

Cromwell Tower	42	112
Defoe House	11	178
Frobisher Crescent	9	69
Gilbert House	11	88
John Trundle Court	11	133
Lauderdale Tower	45	117
Mountjoy House	11	64
Seddon House	11	76
Shakespeare Tower	45	116
Speed House	11	114
Thomas More House	11	166
Willoughby House	11	148

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Committee	Date
Barbican Residents Consultation Committee	4 <sup>th</sup> September 2017
<b>Subject:</b> General Data Protection Regulation Compliance 2018	Public
<b>Report of:</b> Town Clerk  <b>Report author:</b> Julie Mayer	For Information

## Summary

This report sets out the new requirements of the General Data Protection Regulation (GDPR) 2018 and the implications on the Barbican Estate's RTAs, in order to ensure they remain GDPR compliant.

## Recommendations

That the report be noted.

### 1. Introduction

The current data protection regime is based on an EU Directive from 1995, implemented in the UK by the Data Protection Act 1998. Since then there have obviously been significant advances in IT and fundamental changes to the ways in which organisations and individuals communicate and share information.

As a result the EU has introduced, updated and harmonised data protection regulations, known as the General Data Protection Regulation ("GDPR") which is due to come into force on 25 May 2018. It will be implemented in the UK, notwithstanding Brexit, by legislation announced in the Queen's Speech.

The City Solicitor and Information Officer have been consulted on this report.

### 2. Current Position

The Information Commissioner's Office (ICO) which is responsible for guidance and enforcement of data protection has said:

*"Many of the principles in the new legislation are much the same as those in the current Data Protection Act. If you are complying properly with the current law, then you have a strong starting point to build from. But there are some important new elements, and some things will need to be done differently".*

### 3. Implications

Whilst much detail and, in particular, the domestic legislation and ICO guidance is not yet available, RTAs are asked to note the following key change and its implications:

#### Consent will be harder to obtain

Consent is one of the various conditions which can be relied on for processing and the GDPR will require a higher standard of consent by clear, affirmative action, demonstrating a freely given, specific informed and unambiguous consent. Members are asked to note that the burden of proof for establishing this will be on the Data Controller. It will therefore be necessary for RTAs to review current processing based on consent, to ensure that it will meet the new standards, or identify alternative grounds for processing.

In respect of the definition of '*personal data*', under the current law, i.e. the DPA 1998; personal data means data which relates to a living individual who can be identified:

*(a) 'from those data, or*

*(b) from those data and other information which is in the possession of, or is likely to come into the possession of, the data controller, and includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual'.*

Under the GDPR, with effect from 25 May 2018, '*personal data*' means:

*'any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person'.*

The term 'processing' is specifically defined in both the DPA and the GDPR as doing anything at all with personal data. Therefore, any conclusions drawn from the processing of personal data also fall within the above definition of personal data, unless sufficiently anonymised. Membership consent will, therefore, need to be explicit, not assumed and members of an RTA would need to opt-in themselves, not automatically be opted-in. Members are asked to note that RTAs will need to amend their Constitutions to reflect this.

### 3. Options

1. The Barbican Association achieves RTA status without an opt in membership, and therefore fulfils the necessary criteria to be an RTA on behalf of the Barbican Estate.



2. With regard to the other RTAs, they may wish to continue but will need to be mindful that the necessary changes to their Constitutions may result in the failure to fulfil the new criteria.

As House Group Chairmen and Secretaries will be aware, this year's RTA Audit has been postponed to allow RTAs to consider their position in time for the new legislation in May 2018. Members are asked to note that this will not affect House Groups current RTA status in the interim.

#### **4. Conclusion**

Members are asked to note the implications of the GDPR 2018 compliance: i.e. the definitions of 'personal data' as set out above and the necessity for RTAs to review current processing based on consent, to ensure that it will meet the new standards, or identify alternative grounds for processing as set out in the 'options' section of this report.

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Committee and Member Services  
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<b>Committee:</b>	<b>Date(s):</b>
Residents' Consultation Committee	4 September 2017
Barbican Residential Committee	11 September 2017
<b>Subject:</b> Update Report	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services <b>Report author:</b> Michael Bennett – Barbican Estate Manager	<b>For information</b>
<p style="text-align: center;"><b><u>Summary</u></b></p> <p><b>Barbican Estate Office</b></p> <ol style="list-style-type: none"> <li>1. Blake Tower (formally the YMCA) Service Charge related issues</li> <li>2. Service Based Review (generating income for car parking &amp; stores 2017/18)</li> <li>3. Electric Vehicle Charging Points</li> <li>4. Agenda Plan</li> </ol> <p><b>Property Services (see appendix)</b></p> <ol style="list-style-type: none"> <li>5. Redecorations</li> <li>6. Public lift availability</li> <li>7. Concrete Repairs</li> <li>8. Underfloor Heating Working Party</li> <li>9. Asset Maintenance Working Party Update</li> <li>10. Broadband/TV services</li> </ol> <p><b>Recommendation:</b> that the contents of this report are noted.</p>	

## **Background**

This report updates members on issues raised by the Residents' Consultation

Committee and the Barbican Residential Committee at their meetings in May/June 2017. This report also provides updates on other issues on the estate.

## **Barbican Estate Office Issues**

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

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

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

The Barbican Residential Committee at its meeting in June 2017 approved the setting up of a Car Park Charging Working Party. At the first meeting in July the Working Party agreed the following Terms of Reference:

*‘To proceed in the reference of the Grand Committee to review the charging policy for car parking and storage in the car parking areas of the Barbican and to report back thereon, with recommendations’.*

The methodology, valuation brief and timetable was also agreed at this meeting and an update will be provided to the next Working Party meeting in late September.

**Following pre-planning consultation with residents a planning application for the additional stores in the car parks is being progressed with the estimated timelines below:**

- Late summer 2017 – planning application submitted
- Winter - contractors on site
- Spring 2018 onwards - phased completion and available to rent

**3. Electric Vehicle Charging Points** (update from the Low Emission Neighbourhood (LEN) Project Manager)

The procurement of the electric vehicle charging points for Cromwell, Willoughby, Breton, Bunyan and Thomas More car parks is progressing, with the final connection and provision of metering currently being undertaken by UK Power Networks (UKPN).

There has however been a delay to the procurement of the supply and installation of the charging points. We were under instruction to use the City of London's framework contract with Chargemaster; however the procurement policy team in the Chamberlain's Office have now determined that the use of this contract for the supply and installation of charging points on the Barbican Estate residential car parks will be non-compliant with the terms of this contract and we will need to tender the works out to the market. A request for quotation (RFQ) is due to be published by early September and it is anticipated that the successful contractor can be appointed by mid-September with installations expected to take place in October. This is about six weeks later than originally anticipated.

**4. Agenda Plan**

The table below includes a list of pending committee reports:

## Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	27 Nov	11 Dec
SLA Review	Michael Bennett		
Repairs & Maintenance to roofs/balconies following water penetration (TBC)	Paul Murtagh		
Repairs & Maintenance Contract	Mike Saunders		
Service Charge Expenditure & Income Account - Latest Approved Budget 2017/18 & Original Budget 2018/19	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2017/18 and Original 2018/19 - Excluding dwellings service charge income & expenditure	Chamberlains		
Working Party Review – Minutes of Leaseholder Service Charge Working Party <b>(RCC Only)</b>	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report <b>(BRC Only)</b>	Anne Mason		
Update Report (deadline 13 November): <ul style="list-style-type: none"> <li>Main update - Blake Tower service charge related issues/Service Based Review/Electric Vehicle Charging/Agenda Plan 2017</li> <li>Property Services Update</li> </ul>	Michael Bennett		

**Background Papers:**

Minutes of Residents' Consultation Committee 22 May 2017.

Minutes of the Barbican Residential Committee 5 June 2017.

**Contact:** Michael Bennett, Barbican Estate Manager  
Tel: 020 7029 3923  
E:mail: [barbican.estate@cityoflondon.gov.uk](mailto:barbican.estate@cityoflondon.gov.uk)

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**5. Redecorations**2016/17-2019/20 Programme

Works continue to progress well on the 2017/18 programme

At the time of this report (22 August 2017)

- Andrewes House – Complete
- Gilbert House – 50% Complete
- Willoughby House – 25% Complete
- Brandon Mews, Cromwell Tower – Due to start in October
- Speed House – Due to start in November
- Bunyan Court – Due to start in January 2018

Feedback from residents on the performance of the contractor and quality of work continues to remain positive.

**6. Public Lift Availability**

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

Lift	From April 2016 to March 2017	From April 2017 to June 2017
Turret (Thomas More)	99.95%	99.90%
Gilbert House	99.96%	99.98%

**7. Concrete Repairs**

Tenders for the repairs element, following the testing, are due back at the beginning of September 2017. Once evaluated, we will begin the Section 20 process with works commencing at the end of the calendar year

**8. Underfloor Heating Working Party Update**

The underfloor heating working party continues to work effectively. Unfortunately the current Chairman has had to step down and we look to the RCC to nominate a new Chair

## **9. Asset Maintenance Working Party Update**

Attached are the minutes of the last AMWP meeting

## **10. Broadband/TV update**

Broadband and television services continue to operate well with the exception of Bryer Court 7<sup>th</sup> floor. We are working with VFM to determine a suitable route to connect those residents who wish to take up the service.

BT has exercised their legal right to provide fibre to the Barbican Estate. This will involve installing fibre to the basement areas and services will be provided using existing copper wiring through the blocks. The existing license with VFM negates the City from promoting these services but residents will receive information direct from BT

## Asset Maintenance Working Party Meeting

### 15<sup>th</sup> August 2017 630pm Lilac Room, Barbican Estate

#### Attendee

Paul Murtagh

Mike Saunders

David Downing

Michael Bennett

Shaunna McFarlane

Randall Anderson

Robert Barker

Ted Reilly

Fiona Lean

Graham Wallace

#### Organisation

CoL Assistant Director Housing Property Services & Barbican Estate Office

**Chair** - CoL Housing Property Services

CoL Housing Property Services

Barbican Estate Office

CoL Housing Property Services

Resident

Resident

Resident

Resident

Resident

Apologies from Henry Irwig, Richard Godber & Mike Greensmith

#### Minutes

Item	Key discussion & action points	Who
1	<p><b>Review Of Minutes From Preceding Meeting</b></p> <p><u>Garchey Review</u> MS confirms the letters have now been finalised and approved, the letter will be going to properties that are believed to have had their Garcheys removed without landlord's permission and properties that have had their Garcheys removed with permission. Letters to go out before end of the month.</p> <p><u>Service Charge queries</u> <b>MS still to speak with Anne Mason in regards to the service chargeable items stated in the lease &amp; report back to WP.</b></p> <p><u>Possible Stop Valve Replacement Programme</u> MS confirms that if we were to change stop valves in properties as part of a programme work schedule it would cost approx. £190, as a reactive repair it currently costs approx. £228.</p> <p>MS advises that there is also a risk, where residents who have functioning stop valves may not allow easy access for contractors carrying out the programmed works.</p> <p>RA raises concerns in regards to stop valve leaks that have an effect on other properties and queries whether the cost of decorative works is factored into the above.</p>	MS

Item	Key discussion & action points	Who
	<p>MS advises that we will have a look to identify how many of the stop valve orders raised did cause damage to another property and whether these were claimed through insurance.</p> <p>All other arising matters were covered under this meeting's agenda items.</p>	
2	<p><b>Conditions Survey Update</b></p> <p>MS advises that the surveys are now to be done under a framework agreement, the specification has been drawn up and stock condition surveys are to be done.</p> <p>Results from the above will be able to help identify the areas where regular planned works could be beneficial.</p> <p>PM confirms that a brief will be confirmed with the contractor and the brief can be shared with the party once drafted.</p> <p>MS confirms the above is hoped to be done this financial year.</p> <p>RB queries the draft minutes from the RCC as it suggests that cleaning of the drainage, gutters and rain water pipes should be done every 4-5 years.</p> <p>PM confirms that we have an annual schedule and he will raise the concerns in getting the minutes rectified.</p>	
3	<p><b>Repairs &amp; Maintenance Contract Tender</b></p> <p>PM confirms that COL does not have a formal Contract with the Barbican contractors Metwin, we have been advised by City Procurement that the contract will go out to tender so this is changed.</p> <p>It has been suggested that the BEO &amp; HRA contract be combined.</p> <p>PM confirms that the same standards will apply; the BEO repair time frames and standards of work will not be affected.</p> <p>RB makes reference to the COL standard of 60% quality &amp; 40% price.</p> <p>A business case is to be drawn up and reviewed by the working party, once agreed it will be reviewed by the RCC, if agreed by the RCC it will then go to the BRC.</p> <p><b>Next AMWP is to be brought forward to October (before RCC) and a draft paper will be circulated to the party.</b></p>	PM/MS

Item	Key discussion & action points	Who
4	<p><b>Fire Risk Assessment Plan</b></p> <p>The fire risk assessments have been published on the website and sent out to the various housing groups.</p> <p>A lot of queries and questions have come through and Frankums and the COL fire officer have responded the FAQ's are to be published on the website and circulated via the email broadcast soon.</p> <p>It has been identified in the assessments that all doors and its surrounding areas are to be tested to check all areas are fire resistant.</p> <p>TR advises that it may be worth looking at a more intrusive Fire Risk Management assessment and identifying systems within the barbican. These concerns will be raised with Andrew Carter.</p>	
5	<p><b>Review of Asset Maintenance Plan</b></p> <p>No changes have been made since the last meeting.</p>	
6	<p><b>AOB:</b></p> <p>New meeting is to be bought forward, proposed new date below.</p> <p>Richard Godber has left the Barbican and so can no longer be a member of this working party, he has asked the Defoe House group to identify a replacement.</p> <p><b>Next meeting:</b></p> <p><b>Wednesday 11<sup>th</sup> October 2017</b></p>	

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Questions for RCC Meeting, 4 September 2017

Questions arising from Leasehold Service Charge Working Party

1. Agenda Item 8. The variances shown always tend to be Actual to Forecast/Budget. As a service charge payer an Actual to Actual (previous years) would be helpful. Could an extra table showing past 4 or 5 years for the headline items be added in please?

**Please see attached table – I have also included annex 6b of the outturn report for five years**

2. Agenda Item 8  
Regarding para 6, what drove the higher than expected Technical Services Recharge?

**The recharge is based on time recording.**

3. Agenda Item 8  
Regarding para 6, please explain the “provision of bad debt” variance in more detail please.

**This is an accounting treatment and does not apply to the charges made to leaseholders. Note a contribution is made to the service charge account from Landlord’s rents to reflect the services received by tenants.**

4. Agenda Item 8  
Regarding para 6, please explain why the insurance charges were higher than expected given we pay a set fee each year.

**The buildings insurance charge was retendered in 2016 and the new premiums charged December 2016. Unlike previous years the administration charge has been charged as part of the supervision and management charge instead of with the premium.**

5. Agenda Item 9  
Regarding Annex 2, where does the recharge from the Comptrollers and Chamberlain sit? Why is not shown individually (as per the IS recharge?)

**The Comptroller and City Solicitor and the Chamberlain costs are recharged to the Supervision and Management Account. The Supervision and Management Account are recharged to the other divisions of service (Service Charge, Landlords, Car Parking et.) based on time recording.**

**The IS recharge shown on the outturn relates to directly charged staff – the computers used by the concierge staff, cleaning staff, and garchey staff. The**

**IS recharge for office based staff is included in the supervision and management recharge. The resident engineers' salaries and on-costs form part of the recharge from Technical Services.**

\*\*\*

6. Further to the paper regarding roof/balcony warranties (or the lack thereof) will City be absorbing future roof repair costs?

**Officers are reviewing the position.**

7. Re Appendix 5 page 6 of the RCC pack, can officers clarify what is being done to stop non-residents gaining access to Speed House gardens. Any answer should be incorporated into this appendix for further reference as the current wording is less than clear.

**Anti-climb paint has already been re-applied to all the surrounding gates of Speed Lawn (including across the lake by the Wood St Bar). At the request of residents the bed from GSMD to Speed Lawn has recently been replanted to discourage people climbing over. As previous, the Barbican Estate urges residents who see people climbing in to contact the local Car Park Concierge or the Police at the time.**

8. VFM services to the 7th floor of Bryer Court were offered and scheduled for installation from November 2015 onwards. At least three flats signed up, but have had no installation and pre-payments have been refunded. Twenty-one months on, there is no indication that the impasse between BEO/property services and VFM has been cleared. Why are the proper conduits used by the existing utility services not available to VFM? If they are not available to VFM how can they be accessed by the other utility services in case of faults or maintenance? Considering our right granted under Clause 1 of The First Schedule of the lease, is this really how things should be? If BEO has prepared a new routeway for utilities such as VFM, who paid for it? When was this discussed with the seventh-floor residents who would be affected by new entry points to their flat interiors? Exactly how will switching entry points for subsequent utility developments affect the interiors of our flats? Would residents want VFM services if this means cables clipped to walls instead of the invisible integration of services all the Barbican flats were designed with? Is this the obstacle for VFM and why they want access to the existing conduits as used elsewhere in Bryer Court? As the broadband service through BT landlines pre-dates VFM, and many residents are still customers of BT, would BEO/Property Services please let us know the scheduled dates of BT installations of fibre to the basements of our particular buildings? Also, which buildings, if any, have already had BT fibre installed? Are any buildings to be excluded, for example, by not having suitable routes available, as in the VFM case above?



**Currently discussing with VFM regarding alternative routes to supply Bryer Court. Fibre to the basement is scheduled to be carried out before the end of the calendar year.**

9. ROOFS - As there appears to be no radiation or other impediment to inspecting the roofs of the three tower blocks, when are the inspections likely to take place?

**Inspections carried out, awaiting results**

10. BEECH GARDENS - WORKS - Lessons learnt: When is the report incorporating the lessons learnt going to be published? If one is not to be published, one means will officers use together the appropriate details?

**Gateway 7 Report due in October**

11. Barbican Listed Building Management Guidelines – Volume 4 – Landscape (January 2015) p. 68, states that new grit bins require a Listed Building Consent Application. These are discussed on pp. 84-85, including:

"2.2.18 Commentary by type

- Type D is preferable in colour and form, adapted if necessary to incorporate a recycling section
- Bins should be located against a wall rather than be free standing
- Salt/ grit bins should be located where their use will be convenient without obstructing or causing damage to property or to street trees and other vegetation by salt leakage. They should be weatherproof, fireproof, robust, durable and vandal resistant. Type H sits neatly below the parapet and is relatively inconspicuous. All other types should be replaced, especially Type G which is gratuitously egregious."

The types are illustrated in Appendix A2 - Street Furniture Schedule, p12.

QUESTIONS - Why have we seen a rash of "Type G" appear on the estate in 2017? Who is responsible for these? When will they be replaced?

**Extract from Listed Building Management Gardens as below. Please be aware that type D refers to a refuse bin used by the Barbican Centre. Whilst not ideal, Type H can be moved, closed and locked. Thusfar we have been unable to locate a Type G grit bin. The bin in this picture has been removed from site as it was broken. We will continue to search for Type G, but in the meantime Type H are a cheap, working temporary option. If we don't manage to find a good alternative then perhaps we can remove them from the podium next spring.**

Grit bin - Type G

Location:  
Podiums

Materials:  
Plastic



Grit bin - Type H

Location:  
Podium, Brandon Mews

Materials:  
Plastic



<b>TABLE 3 - Service Charge Account</b>	<b>Actual 2012-13 £'000</b>	<b>Actual 2013- 14 £'000</b>	<b>Actual 2014-15 £'000</b>	<b>Actual 2015-16 £'000</b>	<b>Actual 2016-17 £'000</b>	<b>Variances 15-16 16- 17 £'000</b>	<b>Variances 12-13 16- 17 £'000</b>
<b>Expenditure</b>							
Direct Employee Expenses	2,119	2,087	1,828	2,018	2,130	113	11
Indirect Employee Expenses	5	8	3	1	6	4	1
Total Employees	2,124	2,095	1,831	2,019	2,136	117	12
Repairs and Maintenance	1,609	2,027	2,014	2,670	3,253	584	1,644
Energy Costs	2,162	2,137	2,097	1,863	2,298	435	136
Rents	102	110	149	97	129	32	27
Rates	13	13	15	10	16	6	3
Water Services	7	(1)	2	2	2	(0)	(5)
Cleaning and Domestic Supplies	233	226	263	228	198	(31)	(35)
Grounds Maintenance Costs	104	101	116	118	145	27	41
Total Premises Related Expenses	4,230	4,615	4,656	4,988	6,041	1,053	1,811
Equipment, Furniture and Materials	40	17	40	37	33	(5)	(7)
Catering	1	0	0	0	0	(0)	(1)
Clothes, Uniform and Laundry	10	8	10	5	7	2	(3)
Printing, Stationery	4	4	0	1	7	6	3
Fees and Services	1	1	1	0	1	1	0
Communications and Computing	22	17	14	13	16	2	(6)
TOTAL Supplies and Services	77	47	66	56	63	8	(14)
<b>TOTAL Expenditure</b>	<b>6,431</b>	<b>6,757</b>	<b>6,552</b>	<b>7,063</b>	<b>8,240</b>	<b>1,178</b>	<b>1,809</b>
Income	(7,155)	(7,454)	(7,580)	(8,170)	(9,598)	(227)	(2,443)
<b>Net Income</b>	<b>(724)</b>	<b>(697)</b>	<b>(1,028)</b>	<b>(1,107)</b>	<b>(1,358)</b>	<b>(250)</b>	<b>(634)</b>
Recharges							
Expenditure	892	957	1,184	1,259	1,503	244	611
Income	(168)	(260)	(156)	(152)	(145)	8	23
Total Recharges	724	697	1,028	1,107	1,358	252	634
<b>Total Service Charge Account</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*Note repairs includes project work which varies considerably from year to year

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<b>Committee(s)</b>	<b>Dated:</b>
Barbican Residential Committee	11 September 2017
<b>Subject:</b> Lease Enforcements	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Information/ discussion</b>
<b>Report author:</b> Paul Murtagh Assistant Director Barbican & Property Services	

## Summary

The purpose of this report is to raise with Members the issue of lease enforcements for residents on the Barbican Estate and to seek advice and guidance from the Committee on how best to take this matter forward.

## Recommendations

The Committee is asked to:

1. Consider and discuss the issue of lease enforcements for residents on the Barbican Estate, particularly those specific provisions in the lease outlined in this report.
2. To provide advice and guidance to officers on how to proceed with lease enforcements to ensure a consistent and transparent approach and to give officers a formal basis on which to assess individual issues and make decisions.

## Main Report

### Background

1. When signing their lease, leaseholders on the Barbican Estate, as with any other leaseholders, are naturally bound by the specific clauses and conditions contained in the lease. A failure to comply with the conditions of the lease is considered a 'breach' of lease and gives rise to appropriate enforcement action.
2. Whilst the conditions of the lease for residents on the Barbican Estate are explicit, historically, with regard to a number of covenants in the lease, the City has adopted a 'soft' approach to enforcement. The three particular covenants in this case relate to the following:
  - Installation of wooden floors;
  - Pets;
  - Short-term holiday lets.

## Installation of wooden floors

3. The installation of wooden floors is not dealt with specifically or explicitly by the Barbican leases. The relevant clauses of the lease that preclude the installation of wooden floors are:
  - Clause 4.5(e) – (the tenant must) “carpet all floors in the premises from wall to wall”;
  - Clause 4.6(e) – (the tenant must not) “insert or drive nails or screws or sink plugs or make any fixing whatsoever to the floors of the premises”.
4. As part of the ‘Landlord’s Approval for Alterations’ letter to leaseholders who have made an application to the City (the landlord) for alterations in their home, leaseholders are reminded that **“The lease for Barbican Estate properties states all floors (except the original kitchen, bathroom and WC) will be carpeted”**. The standard template for the ‘Landlord’s Approval for Alterations’ letter is attached at Appendix ‘A’ to this report.
5. In addition to the above, the Barbican Estate Office (BEO) sends out reminders of the requirement that all floors must be carpeted by way of its monthly bulletins. This message is consistently given out to leaseholders by staff when they contact the BEO to discuss alterations and improvements.
6. The use and installation of wooden floors has become increasingly popular in modern homes and, although contrary to the terms of the lease, it is commonly known that a significant number of residents on the Barbican Estate have installed wooden floors in their homes.
7. Whilst it is true to say that residents who have fitted wooden floors in their homes have done so without the permission of the landlord (the City), it is also true to say that the City has, historically, taken a ‘soft’ approach to enforcing the conditions of the lease (or not as the case may be) in this regard. One of the likely reasons for this is the potential scale of the problem given the significant number of Barbican residents who have, without permission, installed wooden floors in their homes.
8. It is clear from the records that we have and from the experience of longer serving members of staff that the City has only tended to take action against residents who have had wooden floors installed if there is evidence that they are causing a nuisance. Whilst it would seem that this is a sensible and reasonable approach that has remained unchallenged for some time, from a legal perspective, it has left the City somewhat exposed.
9. Up until now, in general terms, there appears to have been some inconsistency with the way the City has dealt with this matter even, allowing for the ‘soft’ approach that has been taken. In some cases, for example, in order to be satisfied that there is a noise nuisance, the City has required evidence in the form of noise monitoring logs and witness statements before taking action. In other cases, action has been taken without any such evidence.

10. We have recently been dealing with a complaint from a Barbican resident relating directly to the installation of wooden floors in the property above his. In this particular case, the resident has taken up a formal complaint against the City for non-enforcement of the condition of the lease. The resident has made it very clear that this is not a matter of judgement and he does not accept that it is necessary for him to demonstrate that the wooden floors are causing a nuisance. The issue for this particular resident is that the City is not enforcing the conditions of the lease. The resident has now exhausted the City's formal Complaints Process and escalated the matter to the Housing Ombudsman.
11. It should be noted that the City Solicitor has been consulted on this particular case as there is some doubt as to whether or not there has actually been a breach of the lease. The leaseholder who has laid the wooden floor has submitted a detailed technical assessment of the construction of the floor that suggests that not only is it a 'floating' structure, but it also provides far greater sound insulation than carpets could ever do. A number of meetings have been held to discuss our response but, at the time of writing this report, the City Solicitor has not been able to finalise its advice on this matter.

## **Pets**

12. The keeping of pets is dealt with specifically and explicitly by the Barbican lease under Clause 6 of the Sixth Schedule which states that **"the tenant will not keep or suffer to be kept any animal or bird on the premises"**.
13. In a similar way to the issue of wooden floors, the City has for some time taken a 'soft' approach to enforcing the conditions of the lease in this regard. It is again clear from the records that we have and from the experience of longer serving members of staff that the City has only tended to take action against residents who are keeping pets if there is evidence that the pets are causing a nuisance.

## **Short-term holiday lets**

14. The issue of short-term holiday lets is not dealt with specifically or explicitly by the Barbican leases. The City's powers as landlord is included in Clause 4(8) of the standard Barbican long lease which requires tenants to observe the covenants and restrictions in the Sixth Schedule to the lease. The following Sixth Schedule restrictions are relevant to short-term subletting:
- **"The tenant will not do or allow to be done in or on the premises anything whereby any insurance by the Corporation of the premises or the Building or any part thereof (or any property for the time being owned by the Corporation) may be vitiated or prejudiced nor without the consent of the Corporation do or allow to be done anything whereby any additional premium may become payable for the insurance of the premises or the Building or any such other property"**.

- **“The tenant will not do or permit or suffer to be done in or upon the premises or any part thereof anything of an illegal or immoral nature or any act matter or thing which in the opinion of the Corporation may be or grow to be or become a danger nuisance or an annoyance to or to the prejudice of the Corporation its tenants or lessees or to the owners lessees or occupiers for the time being of any premises in the neighbourhood”.**
- **“The tenant will not carry on or suffer to be carried on upon the premises any manufacture trade or business whatsoever but will use the premises as a private dwelling in the occupation of one individual only and his or her immediate family. (The City would argue that the use of short-term holiday letting websites is a clear breach of the letter and spirit of this clause. In the event that a court disagreed, the City would look to enforce other Schedule 6 restrictions)”.**

15. The issue of short-term holiday lets has been considered in detail previously by the Barbican Residential Committee. At its meeting on 14 September 2015, the BRC considered a detailed report on the issue of short-term lets and subsequently approved and endorsed a comprehensive enforcement process. A copy of this report is attached at Appendix ‘B’.
16. This enforcement process has been in place for nearly two years now and seems to have been successful. The issue of short-term holiday lets is now monitored as part of the SLA and forms part of the Key Performance Indicators (KPI’s) that are reported to the BRC on a regular basis.

## **Conclusions**

17. The recent formal complaint relating to the installation of wooden floors has raised concerns with the approach that the City has taken in the past in relation to enforcing the particular conditions of the lease. In the absence of any form of written policy or procedure, the ‘soft’ approach that the City has taken in the past has been called into question and Officers have struggled with being able to justify why the conditions of the lease are not enforced at all times.
18. Whilst it does appear that the City is legally able to decide whether or not to instigate enforcement action for a breach of lease, other than custom and practice, there appears to be no formal process, procedure or policy that sets out how the City will deal with known breaches of lease and the criteria for deciding whether or not to commence enforcement action.
19. Clearly, this is a potentially difficult and sensitive issue particularly, in relation to the installation of wooden floors and the number of Barbican residents who have installed them. It is however important that Members debate this matter and issue clear guidance and instruction to Officers on how to deal with lease enforcements in future to ensure a consistent and transparent approach and to give officers a formal basis on which to assess individual issues and make decisions.



## **Appendices**

Appendix 'A' - 'Landlord's Approval for Alterations' Letter

Appendix 'B' - Lease Enforcement Issues Report BRC – 14 September 2015

Paul Murtagh, Assistant Director, Barbican & Property Services

T: 020 7332 3015 E: [paul.murtagh@cityoflondon.gov.uk](mailto:paul.murtagh@cityoflondon.gov.uk)

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## Department of Community and Children's Services

Paul Murtagh BSc (Hons), MRICS

Assistant Director, Barbican & Property Services



x  
Barbican  
EC2Y

**Telephone** 020 7332 3019

**Fax** 020 7332 3438

**Email**

steven.murray@cityoflondon.gov.uk

**Date** As issued

Dear x

### **Landlords Approval for alterations / refurbishment x as proposed in your letter and plans.**

Thank you for the letter you have submitted outlining the proposed alterations to your home

Please ensure you return your completion statement (in the Standard Conditions document) to the Barbican Estate Office within one week of your alterations being completed. Failure to do so may invalidate your landlord's approval as we may wish to complete a post works inspection.

Could you please ensure your contractor and supply chain are fully aware of the contents of this documentation.

If you intend working on the ventilation system would you please contact our Barbican Engineers on 0207 029 3909 to discuss all matters concerning the ventilation system before any alterations are started. We will also need to complete a post works inspection on completion of these works.

If you intend to work on the Garchey would you please contact Mr Paul Gough, The Garchey Manager on 0207 029 3978 prior to the work starting. We will also need to complete a post works inspection on completion of these works.

I would also like to draw your attention to the following points which may relate to your proposal:

- All electrical and plumbing works must conform to the current editions of the Institute of Electrical Engineers Regulations and the Water Supply Regulations. For your electrical work, it would be advisable to use an electrician who is registered with a competent person scheme such as NICEIC or another recognised organisation as they will be able to self-certificate any work completed; certification is required to complete a successful approval. Further information can be obtained at the District Surveyors website [www.cityoflondon.gov.uk/buildingcontrol](http://www.cityoflondon.gov.uk/buildingcontrol). The Barbican Estate Office must approve any alterations to Common electrical and plumbing services.



- Please be aware of a couple of areas that are not permitted and or require special attention: It is not permitted to use or connect to the existing floor drain.
- Any alterations carried out in the riser duct should be replaced with existing materials, e.g. copper or cast iron for drainage.
- It is not acceptable to cut holes or chases or carry out any alterations to structural concrete or external window/door frames.
- Your attention is drawn for the need to maintain access to all existing service ducts/plant rooms and any services within the property. We also draw your attention to maintain the fire integrity to all areas within your property which also forms part of the fire integrity to the block.
- The lease for Barbican Estate properties states all floors (except the original kitchen, bathroom and WC) will be carpeted.
- It is the responsibility of the owner to ensure that all rubbish is removed from the estate in accordance with current regulations.
- I would draw your attention to the possible presence of asbestos and remind you of the advice given within the standard conditions for alterations to properties on the Barbican Estate.
- This approval is subject to the agreement of the Planning Department for Planning Regulations and Grade 2 listed Building Consent. The District Surveyor for Building Regulations and Building Control. Failure to obtain these agreements may result in the Landlords approval being invalidated.

**Once the contents of this document are fully compliant, the Landlord, the City Corporation of London, would have no objection to the proposed works as summarised below being completed. It is your responsibility to keep a copy of this permission.**

**Summary of works: Proposed alterations / refurbishment x, as proposed within your letter and plans.**

Yours sincerely

S. Murray

Steven Murray  
Surveyor  
Property Services

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

### **Summary**

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

### **Recommendation**

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

Members are asked to:

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

### **Main Report**

#### **Background**

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

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

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

### **Current Position**

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

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

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

## Options

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

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

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



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

## **Proposals**

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

- regular letters to leaseholders outlined as stage 1 of the 3 stage enforcement process in paragraph 9 (as some may not be aware that their tenants are subletting to short-term holiday let sites). This is followed by stages 2 and 3 as appropriate as detailed in paragraph 9.
- regular email broadcasts to residents asking them to share evidence with the BEO (there may be resource implications for the BEO)

- regular contact with House Groups to share information and if necessary help to share evidence with the BEO
- produce '10 reasons to not rent your flat out for the weekend' document for residents
- briefing sessions and guidance for frontline staff
- monitoring websites for potential regular reported repeat offenders

## **Implications**

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

## **Conclusion**

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

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

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

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