



Barbican Estate Residents Consultation Committee

Date: MONDAY, 30 JANUARY 2017
Time: 6.30 pm
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

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

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

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

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

3. **MINUTES**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 28 November 2016.

For Decision
(Pages 1 - 8)

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

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

For Information
(Pages 9 - 10)

5. **SLA REVIEW**

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

For Information
(Pages 11 - 24)

6. **CONCRETE TESTING AND REPAIRS - BARBICAN ESTATE, GOLDEN LANE ESTATE AND MIDDLESEX STREET ESTATE**

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

For Information
(Pages 25 - 38)

7. **PROGRESS OF SALES AND LETTINGS**

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

For Information
(Pages 39 - 42)

8. **UPDATE REPORT**

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

For Information
(Pages 43 - 54)

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

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

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC)

Monday, 28 November 2016

DRAFT Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at Guildhall on Monday, 28 November 2016 at 6.30 pm

Present

Graham Wallace (Chairman)
Robert Barker (Deputy Chairman)
Averil Baldwin - Thomas More
Mark Bostock - Frobisher Crescent
Nancy Chessum - Andrewes House
Bethan Cobley - Mountjoy House
Richard Dykes - Gilbert House
David Kirkby- Defoe House

Gordon Griffiths - Bunyan Court
Fiona Lean - Ben Jonson House
Christopher Makim - Speed House
Fred Rodgers - Breton House
Sarah Hudson - Barbican Association
John Tomlinson - Cromwell Tower
Janet Wells - John Trundle House
Sandy Wilson - Shakespeare Tower

In attendance

Barbican Residential Committee:

Ann Holmes (Chairman)
Gary Moore (Deputy Chairman)
Professor John Lumley

Officers:

Julie Mayer	-	Town Clerk's
Paul Murtagh	-	Assistant Director, Barbican and Property Services, Community & Children's Services
Helen Davinson	-	Community and Children's Services
Michael Bennett	-	Community and Children's Services
Mike Saunders	-	Community and Children's Services
Barry Ashton	-	Community and Children's Services
Anne Mason	-	Community and Children's Services
Mark Jarvis	-	Chamberlain's Department

1. APOLOGIES

Apologies were received from Tim Macer (Deputy Chairman), David Graves, Jane Smith (represented by Sarah Hudson), Michael Swash and John Taysum.

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

There were no declarations.

3. MINUTES

The minutes of the meeting held on 5th September 2016 were approved, subject to the following amendment (as shown in *italics*):

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

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

The Committee received a report of the Director of Community and Children's Services in respect of the Service Level Agreements (SLAs) and Key Performance Measures (KPI's) for July – September 2016. Members noted that some new Working Parties had been set up and were reminded that the Annual update on Working Parties, including memberships, vacancies and terms of reference would be presented to the RCC's AGM on 6th March 2017.

In response to a question about failure to meet KPI's for the new Repairs and Maintenance contract, Members noted that financial penalties could be illegal if not sufficiently robust but officers would be looking at introducing reward mechanisms when tendering future contracts.

The Frobisher Crescent representative was very pleased that, since the last AGM, a protocol had been agreed with the Barbican Centre and thanked Michael Bennett for his assistance in this matter. The Chairman of the Barbican Centre Board (also a Member of this Committee) was in attendance and he endorsed this and commended the diligence of the Frobisher Crescent House Group.

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

The Committee received a report of the Town Clerk in respect of the Annual Review of Recognised Tenant Associations on the Barbican Estate. Members noted that all House Groups had been invited to apply and all those which had applied had achieved their RTA status. The BRC on 12th December 2016 would be asked to formally recognise the result.

RESOLVED, that – the report be noted.

6. **BARBICAN CHARGING POLICY**

The Committee received a report of the Director of Community and Children's Services, which would be presented to the Barbican Residential Committee (BRC) for decision on 12th December 2016.

Members were reminded that there had been no set procedure supporting car parking charges and no increase in charges up until 2009 for ten years. In 2009, RPI based charging had been introduced and has since been challenged as to whether it should be replaced with CPI. In December 2015, the BRC declined to accept a proposal to increase car parking rents (by 5%) because the underlying reasoning for doing so was unclear. It was then decided that a review of the policy be presented to the BRC in December 2016.

Officers apologised for the late circulation of the report, which had also been laid around the table. The Assistant Director advised that the report was seeking agreement, from the BRC, to progress with market valuations in order to present a set of proposed charges to the BRC on 13th February 2017. The report also sought agreement, from the BRC, to the principle that no subsidy should be provided for one group of users by another.

Barbican Resident Consultation Committee (RCC) Members were invited to comment on the report as follows:

- Members agreed that it was more appropriate for the report to note that income from City assets should produce a 'fair' return, rather than be 'maximised'. Members suggested that the City's current projects in respect of Beech Street and the Museum for London, for example, supported this principle.
- Members noted that the Planning and Transportation Committee, which had met earlier today, had agreed to increase parking charges generally across the City.
- Members felt that the calculations on asset returns were very complex and officers reassured them that there were no current proposals to reduce staff numbers. Members noted that there was already a cross subsidy across all car park users, given that a third of staff costs were applied to the general service charge and two-thirds to car parking.
- Officers had produced a draft brief to support the market valuations, which would make provision for demand led pricing. Members asked that, when the valuations were presented, they should include a narrative on to how the valuations had been made.
- Car parking would not be available to non-Barbican residents but storage would be available to those within a short walking distance. Members noted that this would be highly unlikely, given the current length of the waiting list.
- Commercial use of car parking would not be permitted under the terms of the Local Plan.
- Members were concerned about security implications in respect of the proposed Consolidation Centre and the use of stores by potential non-residents.

RESOLVED, that the above comments be presented to the Barbican Residential Committee on 12 December 2016.

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

The Committee received a report of the Director of Community and Children's Services, which updated Members on the progress made by the Working Party in respect of 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.

Offices advised that the report currently before RCC Members would be subject to some further amendments, following feedback from the Working Party, but they would not affect the substance of the report. Members noted that a further draft would be ready by Wednesday this week, ready for inclusion in the BRC agenda.

Members were then invited to comment as follows:

Frobisher Crescent to be included in the draft.

- The Company which had provided the warranties would shortly be carrying out an initial roof inspection and their report was expected within the next 6-8 weeks. The Town Clerk reminded Members of the earlier scheduling of City of London Corporation Meetings next spring, on account of the Common Council Elections in March 2017. Therefore, the next meeting of the RCC would be on Monday 30th January 2017 (i.e. in 9 weeks' time).
- The Deputy Chairman had served on the Working Party and thanked officers for their candid and transparent approach to seeking a solution.
- Both the RCC and BRC meetings in June 2017 would receive a further report which would explore whether the warranties could be re-validated. The report would be accompanied by a full condition survey of the roofs, as requested by the Asset Management Working Party. The report would also set out the position for each block, with their respective financial implications.
- In response to a question about the temporary Perspex roof by the waterfall, officers advised that this had been erected 20 years ago, with an expected lifespan of just 10 years. This roof would be inspected but would not be included in the condition survey as it was not an asphalt roof.

RESOLVED, that – the report be noted.

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

The Committee received a report of the Director of Community and Children's Services in respect of the Service Charge Expenditure and Income Account, which would be submitted to the BRC for approval on 12 December 2016.

RESOLVED, that - the report be noted and recommended to the BRC for approval.

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

The Committee received a report in respect of the Revenue and Capital Budgets, which would be presented to the BRC for approval on 12th December 2016. Members noted that the reports at items 8 and 9 on today's agenda would also be presented to the Leaseholder Service Charges Working Party for further scrutiny.

RESOLVED, that – the reports be noted and recommended for approval by the Barbican Residential Committee.

10. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services in respect of the progress on sales and lettings which had been approved since the last meeting. In respect of the exchanges of sold flats, Members noted that this Policy has not been carried out for a number of years.

RESOLVED, that - the report be noted.

11. **UPDATE REPORT**

The Committee received its regular update report and specifically noted the following:

Electric Charging points

Members noted that the Contractor was currently agreeing terms and conditions with the Procurement Team and an on-site survey would follow, with a view to installing approximately 10 charging points across the Estate. In response to questions about difficulties with a similar scheme at London Wall, Members noted that officers in the Department of the Built Environment had learnt from this, which would help mitigate any anticipated problems at the Barbican. Officers agreed to pass residents' concerns on to colleagues in the Department of the Built Environment and reminded Members of last year's survey, the results of which would be revisited.

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

The following matters were raised during questions:

Phase 2 Podium Waterproofing Works

A report scheduled for the Project Sub Committee in the autumn had been deferred to January 2017, due to resourcing issues, but Members noted that the project was progressing well.

Officers would get an update from City Surveyors on the position with regards to Bernard Morgan Police Section House in advance of a Breton House Group meeting the following evening.

In answer to one of the Pre Committee questions regarding the removal and non-replacement of the original grilles in Speed House garden pergola officers agreed to review the position.

Lake Frontage (Barbican Centre)

Members had observed that the brick work and tiles to the lake frontage at the Barbican Centre were in a very poor condition, as was the decoration above the exhibition halls. The Chairman of the Barbican Centre Board, who was in attendance as a Member of the RCC, advised that there had been historic difficulties in respect of remedial works to the Lake, as it may need to be drained and this would present a risk to wildlife. Officers confirmed that these matters were outside the remit of the RCC and were discussed at the Barbican Occupiers User Group meetings.

Beech Gardens Fountain

Members noted that the Contractor was due on site again and the issue with the white tiling would be raised.

Podium Waterproofing Works – Phase 2

Officers reminded Members that there would be another Beech Gardens Project Board, with an expected start on site in spring 2018. Whilst accepting that this was not within the remit of the RCC/BRC, Members asked to be advised as to who they should contact in the event of difficulties with contractors.

Pre-Committee questions are appended to these minutes.

13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

The Town Clerk advised that, due to the Common Council Elections in the spring of 2017, only essential meetings would take place after 17th February 2017, until the Annual Meeting of the Court of Common Council in April 2017. For this reason, some meetings were being scheduled earlier: ie 13th February for the BRC, with the RCC meeting 2 weeks before on 30th January. In order to space the meetings evenly the Town Clerk suggested, and Members agreed, that the RCC's AGM take place on 6th March 2017.

The meeting ended at 7.45 pm

Chairman

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

Questions for RCC Meeting, 28 November 2016

Maintaining the Barbican Estate

1. What management processes are in place to ensure that BEO and other City staff who commission work on the estate (and contractors or in house staff who carry it out) are familiar with the Listed Management Guidelines – the latest volume on the landscape- and know how to adhere to the guidance?

All contractors who carry out work on the Barbican are made aware of the Listed Management Guidelines. In the first, instance it is the responsibility of officers to determine whether the work is covered by the guidelines and to take the necessary action.

2a. In the light of guidance in the guidelines (see below) please can you explain how the following detrimental changes to Barbican listed landscape features have occurred:

Removal and non-replacement of original grilles in Speed House garden pergola

These were unfortunately removed during recent works to improve the tiling and were discarded. There are no current plans to replace. Our understanding (from the contractors), is that they were not in very good condition.

Non replacement of white edge tiles to steps around the Barbican

The white edge tiles are not original and actually not fit for purpose (they are tiles designed for indoor use). Their replacement was carefully considered and the tile is the same as in Beech Gardens and has been approved by Planning.

Wrong typeface on bespoke signs

The additional signs added in the summer were done as a temporary measure. They are all in capitals to draw attention to the message. Their font is “Helvetica” a Barbican font, although the BEO does recognize that the Listed Building Management Guidelines (2.3.6) stipulates that the slat signage should all be in the same font. Their addition was only ever temporary and they can be updated/removed with the correct font or stay in place ahead of a more comprehensive signage review.

White flex used for fitting exterior lights to concrete

The BEO has spoken with the Dept. of Built Environment about this previously and will remind them that this is still outstanding.

2b Was listed building consent sought – because the guidelines suggest it should have been

“1.7.2 The guidelines, nonetheless, encourage wherever possible and practical the retention of original features and like-for-like replacement, unless subsequent alteration at the time of listing (or since) has been detrimental”

1.7.11 RED

“Example □ layout of walkways, planter beds, raised planters, surface patterns, gates and railings, walls, screens, canopies, gullies and drains, grates, signage (freestanding, ground-fixed and wallmounted) and access routes into estate.

The changes listed here would be subject to a LBC application as they would affect the existing character of the estate. Retrospective changes to reinstate original or achieve best practice design are encouraged but are also subject to a LBC application. “

2.2.11 – Good practice on lighting

Ensure a consistent fixing detail to tiled pavements and concrete, brick or tiled structures

3. What measures are in place to ensure that future repairs/replacements maintain the heritage nature of the landscape (which is Grade II listed) and are done thoughtfully?*

Regular consultation takes place with the Planners and English Heritage regarding works that may be covered under the guidelines.

4. We would like to know what is happening in general terms about making the resident car parking facilities around the estate self-financing.

5. If any investigation that is proceeding might result in economies being applied....particularly in terms of staffthen what options are under consideration.

6. The Defoe House Committee requests the opportunity to share in and comment on any financial assessment that is prepared before any proposal is implemented.

A separate report on the Charging Policy for Car Parking and Stores is being presented to the November/December RCC/BRC meetings.

Actions from November 2016 RCC & other outstanding issues
(updates appear in italics)

Issue		Source	Officer	Action Escalation
Original grilles in Speed House garden pergola				
<p>The removal and non-replacement of the original grilles in Speed House garden pergola. Officers agreed to review the position.</p> <p><i>Currently under review.</i></p>		Pre-committee questions RCC	Helen Davinson	
	<p>Contact: Michael Bennett, Barbican Estate Manager – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk</p>			

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	30 January 2017 13 February 2017
Subject: Service Level Agreements Quarterly Review October – December 2016	Public
Report of: Director of Community and Children's Services Report author: Michael Bennett – Barbican Estate Officer	For Information

Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter October – December 2016. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

Recommendation

Members are asked to note the report.

Main Report

Background

1. This report covers the review of the quarter for October – December 2016 following the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

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

general comments/complaints are incorporated into the October – December comments.

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 6.
6. The KPIs are included in Appendix 7. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party.
7. All of the unresolved issues from the previous quarterly reviews to September 2016 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
8. All of the resolved issues to September 2016 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

9. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces SLAs.
10. The review of the SLAs and KPIs for the quarter January to March 2017 will take place in April 2017 and details of this review will be presented at the May/June committees.

Conclusion

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

Appendices

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

Background Papers

Quarterly reports to committee from 2005

Michael Bennett

Barbican Estate Manager

T: 020 7029 3923

APPENDIX 1

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

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
213	Oct-Dec 16	BEO	Residents Information Pack review. Is the Working Party happy to be added to Basecamp for this next review process?	Most members of WP happy to be involved.	✓
212	Oct-Dec 16	BEO	Barbican Residents' Manual 2017 is about to be distributed with the first insert - Home Improvements Pack.	For Comment Only - send out inserts only to external addresses.	✓
209	July-Sept 16	BEO	Paper survey is to be sent out to get feedback on the Information Point at Thomas More Car Park.	Paper survey for local blocks in Autumn. Completed. Results have been reviewed but were inconclusive. Potential rollout to rest of the Estate being reviewed.	
208	Apr-June 16	BEO	On reviewing the Terms of Reference (TOR) for the new Leaseholder Service Charge Working Party it was noted that there was not a TOR for the SLA Working Party. A draft is to be enclosed for the SLA Working Party to review/provide comments.	Agreed at October SLA WP meeting.TOR to be included with annual review of Working Parties which is being presented to RCC AGM in March.	
Page 13					
			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			BAC Barbican Centre	BOG Barbican Operational Group	
			Source of comments		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
192	Oct-Dec 16	BEO	Programme to clear out rubbish left by residents in the car parks was successful.	Completed.	✓
191	Oct-Dec 16	BEO	Following the allocation of new areas for the Cleaning Supervisors, the standard of podium cleaning has improved.	92% for podium cleaning for this Quarter	✓
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 to be held in February 2017.	
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?	Following meeting between BEO Cleaning Manager & COL Cleansing Department advice is that FPN cannot be applied for a private Estate but Cleansing are looking at alternatives.	

APPENDIX 3

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APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
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.	Summer/Autumn 2017 (currently going through procurement process). See Concrete testing & repairs report to Jan/Feb 2017 committees.	
144	Apr-Jun 2016	PS	Estatewide Concrete Surveys update	Surveys are now completed and being analysed. SLA WP wanted the costs involved to be made transparent to residents. Please see 149 above. On request of the WP, the reports have now been distributed to the HG Chairs and RCC reps.	✓
139	Jan - Mar 2016	RCC Qs	Frobisher Crescent heating/hot water - is there an update?	As per "You Said; We Did" for BRC: Officers have reviewed the final report from the consulting engineers on the Heating and Hot Water system at a meeting with the Frobisher Crescent House Group in January. A number of options (including consultation with leaseholders and researching alternative bespoke systems) are being progressed by both parties who will meet again in April.	

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
163	Oct - Dec 16	RCC Qs	BEO to review whether the old ironmongery that was removed during the recent works by Speed Lawn, should be replaced.		
162	Jul - Sept 16	BEO	The Barbican lake and waterfall	Currently only operating on one side at a reduced rate. Meeting Between Open Spaces, Barbican Centre Engineers, BEO and Contrator has taken place to ensure joined up approach. Awaiting costs and options.	
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 (July 16) and now awaiting options.	

SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

[illegible]

APPENDIX 6
SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

Appendix 7. Barbican KPIs 2016-17

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR - JUN 2016	JULY - SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
Customer Care												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	99%		100%	100%	100%	%	😊	71/71	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	98%		100%	100%	100%	%	😊	66/66	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%	100%	%	😊	0 complaints	
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99%		100%	100%	100%	%	😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99%		99%	99%	99%	%	😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99%		99%	99%	98%	%	😊		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98%		98%	98%	97%	%	☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 98.5%		Tower lifts 97.94%	Tower Lifts 99.48%	Tower Lifts 99.63%	Tower lifts %	☺		
			Terrace lifts 99%	Terrace lifts 99%		Terrace lifts 99.37%	Terrace Lifts 99.06 %	Terrace Lifts 98.97%	Terrace lifts %	☹	Target missed by 0.03%	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	92%		99%	97%	97%	%	☺		
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 90% Partial 90%	Total 90% Partial 90%	Total 100% Partial 99.5%		N/A	N/A	Total 100% Partial 100%	Total % Partial %	☺		
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%		0%	%	0%	%	☺		
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	90%	98%		100%	100%	100%	%	☺		

Actual 2016/17	SUMMARY	PROGRES S AGAINST TARGET	JAN - MAR 2017	OCT - DEC 2016	JULY- SEPT 2016	APR- JUN 2016		ACTUAL 2015/16	TARGET 2016/17	TARGET 2015/16	TARGET 2014/15	Title of Indicator
												Estate Management
		☺	%	100%	95%	89%		97%	90%	90%	90%	House Officer 6- weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard
		☺	%	95%	82%	97%		94%	80%	80%	80%	House Officer 6- weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard
		☺	%	89%	92%	66%		79%	80%	80%	80%	House Officer 6- weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	80%	80%	91%		86%	88%	97%	%	☺		
Open Spaces												
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	80%	80%	80%	100%		100%	100%	100%	%	☺		
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	75%		91%	n/a	95%	%	☺	20/21	
Short Term Holiday Lets												
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA		0	0	0				

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

Committees:	Dates:	
Barbican Estate Residents Consultation Committee (For Information Only) Barbican Residential Committee Projects Sub Community and Children's Services Committee	30 January 2017 13 February 2017 17 February 2017 17 February 2017	
Subject: Concrete testing & repairs – Barbican Estate, Golden Lane Estate & Middlesex Street Estate.	Gateway 4 Detailed Options Appraisal(Complex)	Public
Report of: Director of Community & Children's Services Report Author: David Downing – Asset Programme Manager		For Decision

Summary

Project Status	Green
Time Line	Gateway 4 – February 2017 Procurement – to June 2017 Gateway 5 / Authority to Commence Works – August 2017 Works Start – August/September 2017
Programme status	Pending Approval of Gateway 4 – Detailed Options Appraisal
Latest estimated total costs (inc. testing, repairs and fees)	Barbican Estate: £905,000 Golden Lane Estate: £1,165,000 Middlesex Street Estate: £205,000 Total: £2,275,000
Expenditure to date (testing and fees)	Barbican Estate: £294,480.60 Golden Lane Estate: £292,375.25 Middlesex Street Estate: £33,400.00 Total: £620,255.85

Progress to Date:

A comprehensive concrete testing programme has been successfully completed. The results of this testing contract have been analysed by an independent concrete specialist who has advised on the extent and recommended method for the emergent repairs to the concrete structures of the Barbican, Golden Lane and Middlesex Street Estates.

Recommendations

The **Barbican Estate Residents Consultation Committee** is asked to note this report for information only.

The **Barbican Residential Committee**, the **Projects Sub Committee** and the **Community and Children's Services Committee** are asked to note and approve the following:

1. That Option 1 is approved for proceeding to Procurement and Gateway 5.
2. That the estimated total project budget of £2,275,000 is noted; of which £905,000 is designated for the Barbican Estate and £1,370,000 designated for Golden Lane and Middlesex Street Estates.
3. That a budget of £18,400 is approved to reach the next Gateway.
4. That the project is transferred from the complex approval track to the regular approval track.

Resources Expended to Date:

1. Barbican Estate:

At Gateway 1/2 the notified likely cost range was £300,000 - £600,000. In advance of the testing programme, an Issues Report was approved by Committee (Barbican Residential Committee 14/12/2015 and Projects Sub Committee 26/01/2016 respectively) to make the full sum of this estimate, £600,000, available to mitigate the risk of the testing revealing emergency repairs which would be required to be addressed for health and safety reasons without delay. Of the sum approved, £285,480.60 was spent on the testing contract; the remainder, a sum of £314,519.40, remains unspent as no requirement to complete emergency repairs arose during the testing contract. In addition, £9,000 of professional fees have been spent to obtain the advice of a concrete corrosion specialist, Dr John Broomfield, and also the services of a principal designer (under CDM regulations 2015) for the duration of the testing contract.

Barbican Estate	
Previous Estimated Total Cost	£600,000.00
Approved Budget to G4	£600,000.00
Testing Costs	£285,480.60
Emergency Repair Costs	£0.00
Fees & Staff Costs	£9,000.00
Total Expenditure	£294,480.60

Concrete repairs to the Barbican Estate were formally amalgamated with those at Golden Lane and Middlesex Street Estates at Gateway 1/2 to realise cost efficiencies.

2. Golden Lane Estate:

Of the £750,000 sum approved at Gateway 3 to cover testing and immediate repairs at Golden Lane Estate, a total of £284,220.25 was expended only as there was no

Requirement to complete emergency repairs. In addition, £8,155 of professional fees have been spent to obtain the advice of a concrete corrosion specialist, Dr John Broomfield, and also the services of a principal designer (under CDM regulations 2015) for the duration of the testing contract.

Golden Lane Estate	
Previous Estimated Total Cost	£1,335,000.00
Approved Budget to G4	£750,000.00
Testing Costs	£284,220.25
Emergency Repair Costs	£0.00
Fees & Staff Costs	£8,155.00
Total Expenditure	£292,375.25

3. Middlesex Street Estate:

Of the £250,000 sum approved at Gateway 3 to cover testing and immediate repairs at Middlesex Street Estate, a total of £31,000 was expended only as there was no requirement to complete emergency repairs. In addition, £2,400 of professional fees have been spent to obtain the advice of a concrete corrosion specialist, Dr John Broomfield, and also the services of a principal designer (under CDM regulations 2015) for the duration of the testing contract.

Middlesex Street Estate	
Previous Estimated Total Cost	£562,000.00
Approved Budget to G4	£250,000.00
Testing Costs	£31,000.00
Emergency Repair Costs	£0.00
Fees & Staff Costs	£2,400.00
Total Expenditure	£33,400.00

Outcome of Testing Programme:

1. Barbican Estate

In general, the residential blocks were found to be in good condition for their age with no systemic risk of chloride or carbonation induced corrosion. The limited repairs identified via the testing are deemed to be consistent with the age and exposure of the building. Indeed, the consultant advises that once the specified patch repairs have been completed the structure of the residential blocks should remain relatively defect free in the foreseeable future, with a repeat of the general condition survey in the main recommended for 20 years' time, with a few isolated areas recommended for repeat survey after a period of 10 years. The estimated cost for repairs to the residential blocks included in this project (excluding fees and staff costs) is £300,000.

The programme of repairs will exclude window boxes, of which are, in certain locations, showing signs of chloride and sulphate build up. A more detailed investigation of the window boxes and the possibility of installing waterproofing to the inside and an anti-

carbonation coating to the outside faces will be considered for a future project. As pre-cast units there would be potential to achieve cost efficiencies by purchasing replacement units in bulk once a sufficient quantity required replacement. It would not be cost efficient to include a limited replacement programme within the patch repairs contract.

The testing to the Barbican Estate car parks reveals more extensive repairs required than to the residential blocks and are estimated to apportion up to 40% of the total repair costs for the Estate. The reports, whilst stating that there is no threat of significant general deterioration due to reinforcement corrosion in the next 50 years or more, do highlight significant corrosion induced damage in certain areas where there is water leakage and chloride ingress. Once the specified patch repairs and remedial measures have been completed, subject to compliance with Listed Buildings constraints, the consultant recommends repeating the survey exercise in 5 to 10 years. The estimated cost for repairs to the car parks (excluding fees and staff costs) is £220,000.

2. Golden Lane Estate:

For the Golden Lane residential blocks, the analysis of the results shows a very low level of intrusion of chlorides, low carbonation depths and acceptable cover depths to the areas tested. The consultant advises that there is no threat of significant general deterioration due to reinforcement corrosion in the next 50 years or more due to carbonation or chlorides in the areas where survey data was collected. However, corrosion induced damage was found in certain areas where there was low cover, water leakage and either chloride ingress or carbonation due to wetting and drying. A programme of patch repairs is recommended to address the large number of minor defects to the concrete across the Estate alongside remedial measures to address far more localised issues of chloride ingress to concrete steps and stairways.

The testing to Golden Lane Estate car park revealed significant corrosion induced damage in certain localised areas subject to water leakage and chloride ingress. A programme of patch repairs and application of protective coatings, subject to compliance with Listed Building constraints, has been recommended. A repeat survey, 5-10 years after repairs are completed, is also recommended.

In addition to these concrete repairs, tiling to the two gable ends of Stanley Cohen House requires replacement due to a failure of the render attaching these tiles to the concrete walls. The full extent of the tiling to these gable ends has already been removed to mitigate the risk to the public from falling debris; testing having revealed substantial hollow areas behind debonded tiles. As a Grade II listed building, approval of a like for like replacement tile will be sought from City of London Planning. It is intended, to realise cost efficiencies, to include this re-tiling work within the concrete repairs contract.

3. Middlesex Street Estate:

The testing results for Petticoat Square found a very low intrusion of chlorides and carbonation and reasonably high cover depths for the walkway parapet walls. However, it did reveal a significant risk of chloride induced corrosion on the stairs and of carbonation induced corrosion on the stairs, beams and soffits. In addition, testing to the car park

revealed extensive cracking and spalling that will need to be addressed before deteriorating further. A programme of remedial works has been specified with a recommendation to re-survey in either 10 years or towards the end of any warranty period secured from the repairs contractor.

The concrete structure of Petticoat Tower was found to be excellent condition; no further concrete repairs to Petticoat Tower are required at this time. Furthermore, there was no requirement determined for another survey of the concrete condition for the next 50 years unless new damage or new causes of damage are identified.

Overview of options:

As approved at Gateway 3, there is only one practicable option for this project; establishing a planned programme of repairs at a competitively tendered rate based on the testing results. There is no option to do nothing owing to the risks, both physical and reputational, that are posed by allowing the continued deterioration of the Estates. The Options Matrix below therefore presents only one option.

Proposed Way Forward:

The proposed way forward is to proceed with the Option outlined above. It is also proposed that due to the lessening of the major risks inherent in the project, namely the significant reduction in risk of a major concrete failure due to the comprehensive testing programme just complete, and a greater confidence in the cost estimates prepared from the results of the testing contract, that the project be moved from the Complex approval track onto the Regular track as befits the current Risk and Cost assessments.

Financial Implications:

1. Barbican Estate

Barbican Estate – Previous Estimate	Total Estimated Project Cost – at previous Gateway
Concrete Testing & Repair	£600,000
Fees & Staff Costs	No provision made at previous gateway
Total	£600,000

Barbican Estate – Current Estimate	Total Estimated Project Cost – at Gateway 4
Testing Costs (rounded)	£285,000
Repairs to Residential Blocks	£300,000
Repairs to Car Parks	£220,000
Fees & Staff Costs	£100,000
Total	£905,000
Funding Strategy	
Source	City Fund (works to residential blocks circa 95% recoverable from leaseholders, works to car parks from the Car Park Account)

2. Golden Lane Estate

Golden Lane Estate – Previous Estimate	Total Estimated Project Cost – at previous Gateway
Concrete Testing & Repair	£1,800,000
Fees & Staff Costs	£225,000
Total	£2,025,000

Of the estimated budget notified at Gateway 3, a sum of £600,000 (works) and £90,000 (fees & staff costs) has been transferred from this project to the stand alone Cullum Welch Concrete Repair project as approved by Issues Report (Projects Sub Committee – 07/09/2016).

Previous estimates are thus revised as:

Golden Lane Estate – Previous Estimate	Total Estimated Project Cost – following Issues Report
Concrete Testing & Repair	£1,200,000
Fees & Staff Costs	£135,000
Total	£1,335,000

Golden Lane Estate – Current Estimate	Total Estimated Project Cost – at Gateway 4
Testing Costs (rounded)	£285,000
Repairs Costs	£750,000
Fees & Staff Costs	£130,000
Total	£1,165,000
Funding Strategy	
Source	HRA (works to residential blocks recoverable from leaseholders)

3. Middlesex Street Estate

Middlesex Street Estate – Previous Estimate	Total Estimated Project Cost – at previous Gateway
Concrete Testing & Repair	£500,000
Fees & Staff Costs	£62,500
Total	£562,000

Middlesex Street Estate – Current Estimate	Total Estimated Project Cost – at Gateway 4
Testing Costs	£31,000
Repairs Costs	£150,000
Fees & Staff Costs	£24,000
Total	£205,000
Funding Strategy	
Source	HRA (works to residential blocks recoverable from leaseholders)

Committees are invited to note that across the three estates combined there is an overall reduction in total estimated project cost of £222,500.

Options Appraisal Matrix

See attached.

Appendices

Appendix 1	PT 4 Procurement form
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Contact

Report Author	David Downing
Email Address	david.downing@cityoflondon.gov.uk
Telephone Number	0207 332 1645

Options Appraisal Matrix

	<i>Option 1</i>
1. Brief description	A planned programme of concrete repairs, based on the outcomes of the recently completed testing contracts to the Barbican, Golden Lane and Middlesex Street Estates.
2. Scope and exclusions	<p>Scope: Residential blocks and car parks at the Barbican Estate, Golden Lane Estate and Middlesex Street Estate.</p> <p>Exclusions: Window boxes & defects to podiums and walkways at the Barbican Estate. The freehold section of Wallside, Barbican Estate. Mountjoy House, Breton House and sections of the three Barbican Towers where concrete repair works were completed recently. Cullum Welch House and Great Arthur House at the Golden Lane Estate.</p>
<i>Project Planning</i>	
3. Programme and key dates	<p>Gateway 4 / Detailed Options Appraisal – February 2017</p> <p>Procurement – to June 2017</p> <p>Gateway 5 / Authority to Commence Works – August 2017</p> <p>Works Start – August/September 2017</p>
4. Risk implications	<p>The project is currently low risk.</p> <p>Patches of deteriorated concrete have been identified, removed and made safe as part of the now completed testing contract. The risk remains that further patches continue to deteriorate if there is any undue delay to the project.</p> <p>Following the testing process, the extent of repairs is well known and the associated costs can be predicted with a higher degree of accuracy.</p>

	<i>Option 1</i>
	Involvement of the Planning Department and potentially English Heritage for approval of the completed works at the Golden Lane Estate and Barbican Estates could impact upon time and cost aspects of the project. An approved method statement for concrete repair at the Barbican Estate however is already held by the CoL Planning team.
5. Benefits and disbenefits	Benefits <ul style="list-style-type: none"> • The safety of the buildings will be confirmed and any further deterioration will be prevented. • The intervention now will prevent more major repairs in future.
6. Stakeholders and consultees	<ul style="list-style-type: none"> • Residents, including leaseholders through Section 20 consultation where they stand to incur service charges. • Departments of City Surveyor's, Town Clerks, Planning and Chamberlain's (including CityProc). • Members and Ward Members. • Barbican Centre (with regard to the lower floors of Frobisher Crescent).
<i>Resource Implications</i>	
7. Total Estimated cost	£2,275,000 The project costs included in this report are shown at current prices (12/2016 price base). As a consequence no uplift has been included for inflation.
8. Funding strategy	Barbican Estate: The project is funded by the City Fund; works to residential blocks are 95% recoverable from leaseholders via the service charge. Works to the lower floors of Frobisher Crescent to be recovered from the Barbican Centre. Works to Barbican Car parks via the Barbican Car Park account.

	<i>Option 1</i>
	Golden Lane/Middlesex Street Estate: Housing Revenue Account (HRA). Service Charge Recovery from leaseholders for works to residential blocks.
9. Estimated capital value/return	N/A
10. Ongoing revenue implications	Once works are complete, a potential ongoing revenue implication is the recommendation for cyclical concrete monitoring or testing on a regular basis in the future – specific recommendations will follow project completion, dependent upon the condition of the concrete as identified through this project and the nature of the repairs carried out.
11. Investment appraisal	N/A
12. Affordability	The works have been factored into the Asset Management plans for the Barbican and HRA Estates.
13. Procurement Strategy	Due to the differing technical aspects of the repairs, it is recommended that the works be split into lots for tendering purposes, with separate lots for the Barbican Estate and a combined lot for the Golden Lane and Middlesex Street Estates. In the event of a single contractor winning both lots, the City would require a discount to be offered on the works to ensure cost efficiencies were maximised. It is recommended that these works are advertised on the City of London's Capital eSourcing portal. An assessment of quality will form an essential part of the tender process; this is particularly important at the Barbican and Golden Lane Estates where the appearance of the completed works will require planning approval and potentially Listed Building Consent in accordance with the Listed Building Management Guidelines and English Heritage guidance. Splitting into lots would also open the bidding to smaller, more specialist, contractors whereby the required level of quality control can be more effectively managed as opposed to a sub-contractor appointed by a larger concern. The process would be managed by City Procurement.

	<i>Option 1</i>
14. Legal implications	Maintaining the assets in a compliant way discharges the City's legal and statutory obligations.
15. Corporate property implications	It is essential that the City's assets remain in good, safe and statutory compliant condition. Therefore all necessary action should be taken to ensure that assets are kept as such throughout their lifetime.
16. Traffic implications	This would be discussed and agreed with appointed contractors where the works have any impact on roads/highways. Access may be required to areas outside of the housing estates during the project. The logistics will be negotiated with the contractor and the Department of the Built Environment as necessary.
17. Sustainability and energy implications	N/A
18. IS implications	N/A
19. Equality Impact Assessment	This project is not anticipated to impact on equality assessment criteria.
20. Recommendation	Recommended
21. Next Gateway	Gateway 5 - Authority to Start Work

	<i>Option 1</i>			
22. Resource requirements to reach next Gateway	Item	Reason	Cost (£)	Funding Source
	Concrete Corrosion Consultant	Draft formal specification for tender; advise on tender returns	£6,000	HRA (66%), City Fund (33%)
	Quantity Surveyor	Verify cost data & advise on tender returns	£10,000	HRA (66%), City Fund (33%)
	Staff Costs	Staff time – specification and tender	£2,400	HRA (66%), City Fund (33%)

PT4 - Committee Procurement Report

This document is to be used to identify the Procurement Strategy and Purchasing Routes associated with a project and only considers the option recommended on the associated Gateway report.

Introduction

Author:	Michael Harrington		
Project Title:	Concrete testing & repairs – Barbican Estate, Golden Lane Estate & Middlesex Street Estate.		
Summary of Goods or Services to be sourced A planned programme of concrete repairs, based on the outcomes of the recently completed testing contracts to the Barbican, Golden Lane and Middlesex Street Estates.			
Contract Duration:	TBC	Contract Value:	£2,275,000
Stakeholder information			
Project Lead & Contract Manager: David Downing	Category Manager: Michael Harrington		Lead Department: DCCS - Housing
Other Contact		Department	

Specification Overview

Summary of the Specification: Repair residential blocks and car parks at the Barbican Estate, Golden Lane Estate and Middlesex Street Estate.
Project Objectives: To ensure the programme is delivered and repairs to the recommended schedule id delivered.

Customer Requirements

Target completion date	TBC	Target Contract award date	June 2017
Are there any time constraints which need to be taken into consideration? None			

Efficiencies Target with supporting information	
This will be split up into 2 lots, ensuring that we can engage with smaller organisations, who may not be able to deliver both the estates, but will still provide a high quality job.	

City of London Initiatives

How will the Project meet the City of London's Obligation to
Adhere to the Corporation Social Responsibility: N/A
Take into account the London Living Wage (LLW): Yes
Consideration for Small to Medium Enterprises (SME): Yes
Other:

Procurement Strategy Options

Option 1: Framework
Advantages to this Option: <ul style="list-style-type: none"> Quicker engagement with the market. Pre-vetted suppliers on the framework.
Disadvantages to this Option: <ul style="list-style-type: none"> Less engagement with SME's Larger Suppliers will subcontract the work as opposed to having employees working directly on the project.
Please highlight any possible risks associated with this option: <ul style="list-style-type: none"> The quality of the service and works carried out could be lower than expected.
Option 2: OJEU (2 lots)
Advantages to this Option:

<ul style="list-style-type: none"> • Full exposure to the market. • Tried and test route to market
Disadvantages to this Option: <ul style="list-style-type: none"> • Multiple tenders could be received and could be admin heavy. • Extended timeframes to deliver the contract award, due to process.
Please highlight any possible risks associated with this option: <ul style="list-style-type: none"> • Increased admin • Increased timeframes Both resulting in more delay to the delivery.
Option 3: Sub-OJEU Tender via Capital eSourcing (2 Lots)
Advantages to this Option: <ul style="list-style-type: none"> • Allows us to engage with the market as a whole. • Allows the City to build the specification it requires and work to the timescales it requires. • Allows us to engage with SME's as opposed to using a framework, which stereotypically have larger suppliers appointed to them.
Disadvantages to this Option: <ul style="list-style-type: none"> • Will take longer to engage with the market. • Tender may be seen as too much of a strain on resources for parties to participate.
Please highlight any possible risks associated with this option: <ul style="list-style-type: none"> • No guarantee of the quality of responses returned. • Responses could possibly be over OJEU threshold.

Procurement Strategy Recommendation

City Procurement team recommended option
Option 3 – Sub-OJEU Tender Via Capital eSourcing – Split into 2 lots.

Procurement Route Options

Make v buy to be considered; also indicate any discarded or radical options

Option 1: Open Tender
Advantages to this Option: <ul style="list-style-type: none"> • Open to all parties registered within Capital eSourcing. • Wide Range of suppliers able to access the tender.
Disadvantages to this Option: <ul style="list-style-type: none"> • High volumes of responses would result in admin heavy evaluations
Please highlight any possible risks associated with this option: Increased workloads because of the popularity of the tender during evaluation, causing slippage in the programme.
Option 2: Select List
Advantages to this Option: <ul style="list-style-type: none"> • Reduced admin
Disadvantages to this Option: <ul style="list-style-type: none"> • Non-Compliant
Please highlight any possible risks associated with this option: Contradicts the City's policy on procurement

Procurement Route Recommendation

City Procurement team recommended option
Option 1 – Open Tender

Sign Off

Date of Report:	22/12/2016
Reviewed By:	David Downing
Department:	DCCS – Housing
Reviewed By:	Michael Harrington
Department:	Chamberlain's Department

Agenda Item 7

Committee(s) Residents Consultation Committee Barbican Residential Committee	Date(s): 30 January 2017 13 February 2017
Subject: Progress of Sales & Lettings	
Report of: Director of Community and Children's Services	Public
Report author: Ann Mason, Revenues Manager	

Executive Summary

This report, which is for information, is to advise members of the sales and lettings that have been approved by officers since your last meeting. Approval is under delegated authority and in accordance with Standing Orders. The report also provides information on surrenders of tenancies received and the number of flat sales to date.

Recommendation:

That the report be noted.

Main Report

BACKGROUND

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

SURRENDERS

2. No surrenders for this period

RIGHT TO BUY SALES

- 3.

	6 January 2017	31 October 2016
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
NET PRICE	£65,007,843.75	£65,007,843.75

OPEN MARKET SALES

4.

	6 January 2017	31 October 2016
Sales Completed	844	843
Market Value	£143,488,771.97	£142,553,771.97

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

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

APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 6 January 2017
1	Shakespeare Tower	33	8A 3 bed	£2,075,000	Proceeding
2	Cromwell Tower	21	1B 4 bed	£1,775,000	Proceeding

COMPLETED SALES

9. Since the last report one sale has completed. The sale of 99 Speed House completed on 25 November 2016.

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	106	7,201,712.50	95.50
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	171	15,594,782.50	96.07
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	105	9,828,148.50	92.11
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	146	14,337,670.50	98.65
TERRACE BLOCK TOTAL	1645 (1645)	1585 (1584)	132,485,573.33 (131,590,573.33)	96.35 (96.29)
CROMWELL TOWER	112	101	23,530,801.00	90.18
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	109	25,225,415.76	93.97
TOWER BLOCK TOTAL	345 (345)	324 (324)	73,309,996.39 (73,309,996.39)	93.91 (93.91)
ESTATE TOTAL	1990 (1990)	1909 (1908)	205,795,569.72 (204,900,569.72)	95.93 (95.88)

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

T: 020 7029 3912

E: anne.mason@cityoflondon.gov.uk

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Agenda Item 8

Committee:	Date(s):
Residents' Consultation Committee	30 January 2017
Subject: Update Report	
Report of: Director of Community and Children's Services Report author: Michael Bennett – Barbican Estate Manager	Public

Summary

Barbican Estate Office

1. Blake Tower (formally the YMCA) Service Charge related issues
2. Service Based Review (generating income for car parking & stores 2017/18)
3. Electric Vehicle Charging
4. Committee reports timetable/cycle
5. Agenda Plan

Property Services – see appendix 2

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

City Surveyors Department – see appendix 3

11. St Alphage House – renamed London Wall Place

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

13. Bastion 13

14. City of London School for Girls – Gymnasium Extension

15. Bernard Morgan Police Section House

Recommendation: that the contents of this report are noted.

Background

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

Barbican Estate Office Issues

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

Issue	Update
Will it be managed by the BEO as part of the Barbican Estate?	Yes.
If so, when from? Day 1 – or after a period?	After 2 years.
If after a period, are there any arrangements that are different before and after the BEO takes over management?	No Garchey or Underfloor Heating. The Concierge Service will be provided by the Lobby Porter for 12 hours and Estate Concierge (Car Park Attendants) for the other 12 hours.
Where do Blake Tower residents park their cars? Bunyan car park? Are there enough spaces?	Bunyan car park. Yes.
Do they have ASSA keys to the gardens and the rest of the estate?	Yes.

If so do the ASSA keys of existing residents allow them access to Blake Tower?	No. There is a fob system. Potentially, Asser keys could be retro-fitted as has been the case with Frobisher Crescent.
When does the adjustment of estate wide service charges to accommodate Blake Tower take place? From day 1 or from when the BEO takes over?	Day 1.

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

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

Blake Tower residential Car Parking

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

Additional 336 metal residential stores/storage spaces in the car parks

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

Consolidation Centre Pilot – Breton House Car Park

- Gnewt Cargo are currently reviewing their business plans. We anticipate further discussions with Gnewt Cargo regarding their plans in February 2017 when we should be in a position to update residents

The Charging Policy for Car Parking and Stores will be presented at the next committee in May/June.

Chamberlains have confirmed that income from stores situated in the car parks will be credited to the Car Park Account.

3. Electric Vehicle Charging

Members of the Barbican Residents Committee agreed at its last meeting in December that the project would benefit from a Working Group. The remit and format of the Working Party would be:

- identification of suitable parking bays
- previous and potential new residents surveys
- review of appropriate charging facilities and payment mechanisms
- Working Party to meet 4- 6 times over the next 18 months during the daytime
- Officers from the BEO and the Low Emission Neighbourhood Project Manager, Ben Kennedy

The Working Party includes 6 volunteers from the Barbican Residential Committee and resident representatives via the Residents Consultation Committee. The first meeting has been scheduled for 17 January.

4. Committee reports timetable/cycle

Following queries from the RCC/BRC Chairmen it was agreed to produce a committee reports timetable to illustrate the number of stakeholders involved and the timeframes:

Week Number	Report Cycle	Consultees
	<i>External report (if applicable) additional 2- 4 weeks</i>	
1/2/3	Drafting of report by officers	
	<i>Comments by Working Party (if applicable) additional 2 weeks</i>	Working Party
4/5	Consultation with officers	Property Services/BEO/Chamberlains/City Solicitor/Town Clerks
6	Final draft to Department of Community & Children's Services (DCCS) Departmental Leadership Team (DLT) – Assistant Directors	DLT
6/7	Final report to DCCS Chief Officer	DCCS Chief Officer

7	Report to Town Clerks for distribution to Residents Consultation Committee (RCC) & for dissemination to House Group committee members	Town Clerks
9	Report to (RCC)	RCC
9	Any amendments to reports for Barbican Residential Committee (BRC)	Town Clerks
11	Report to BRC	BRC

5. 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	22 May	5 June
SLA Review	Michael Bennett		
Barbican Charging Policy for Car Parking & Stores	Michael Bennett		
Repairs & Maintenance to roofs/balconies following water penetration	Paul Murtagh		
Asset Maintenance Working Party Update (inc. minutes of WP meetings)	Mike Saunders		
Working Party Review – Minutes of Background Underfloor Heating Working Party (RCC Only)	Mike Saunders		
Working Party Review – Minutes of Gardens Advisory Group (RCC Only)	Helen Davinson		
Progress of Sales & Lettings	Anne Mason		

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

Charging/Agenda Plan 2017 • Property Services Update City Surveyors Update (RCC Only)			
“You Said; We Did” Actions (Separate list for RCC & BRC)	Michael Bennett	27 Nov	11 Dec
SLA Review	Michael Bennett		
Car Park & Stores Charging - TBC	Barry Ashton		
Service Charge Expenditure & Income Account - Latest Approved Budget 2017/18 & Original Budget 2018/19	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2017/18 and Original 2018/19 - Excluding dwellings service charge income & expenditure	Chamberlains		
Annual Review of RTAs	Town Clerks		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Update Report: (Separate list for RCC & BRC) • Main update - Blake Tower service charge related issues (RCC only) /Service Based Review/Electric Vehicle Charging/Agenda Plan 2017 • Property Services Update City Surveyors Update (RCC Only)	Michael Bennett		

Background Papers:

Minutes of the Barbican Residential Committee 23 November 2016.
Minutes of Residents' Consultation Committee 11 December 2016.

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

6. Redecorations

2016/17-2019/20 Programme

Works continue to progress well on the 2016/17 programme

At the time of this report (10th January 2017) Lauderdale Tower is complete, Shakespeare Tower is complete, Defoe House is complete, Speed House is 90% complete, Bryer Court is 65% complete and John Trundle Court is 65% complete.

Andrewes House is due to start in February and Gilbert House is due to start in April 2017

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

7. Public Lift Availability

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

Lift	From April 2014 to March 2015	From April 2016 to December 2016
Turret (Thomas More)	98.72%	99.97%
Gilbert House	99.68%	99.92%

8. Upgrade of the Barbican Television Network and Broadband Services

Works to upgrade the existing television network is now complete. Residents wishing to take advantage of Sky Q can contact their provider or Vision Fibre Media on:

020 7112 8615

support@visionfibremedia.com

9. Concrete Works

A separate report is being presented to your committee, for information.

10. Underfloor Heating Working Party Update

Replacement of the underfloor heating control system, previously provided by UK Power Networks is progressing, the installation of the five remaining Schneider control panels will be completed by 20/01/17 and the fibre link connections has now commenced. The replacement system will, in the future, allow for additional controls beyond those that the old, now unsupported, system had.

City Surveyors Update

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

11. St Alphage House – Renamed London Wall Place

London Wall Place – Formally St Alphage House

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

Most of the conservation work needed to the City Wall in St Alphage Garden, which is a Scheduled Monument and on the HARR (Heritage At Risk Register, as published by Historic England), will be Section 106 funded. The extent of the works needed will be reviewed after the hoarding at one end of the monument is removed, now estimated to be carried out in late spring 2017. The conservation works programme will be led by the City Surveyor in consultation with the developer, Department of Built Environment (who are designing the re-landscaping of the garden and the public highway) and Historic England.

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

The remedial work on the Bastion 11A (by the lake near The Postern) is due be re-inspected with Historic England in early 2017. The remaining work is planned for March/ April 2017.

Concurrently, the long-term maintenance is being progressed in consultation with the City's Open Spaces, Historic England and the conservators Cliveden Conservation.

13. Bastion 13

The BEO and CS continue monitoring the site for any unauthorised access and will be able to extend the existing chestnut paling fence to protect the Scheduled Monument as necessary. This temporary measure is to be replaced with a more permanent solution to allow safe access to this area.

The Barber Surgeons' proposals for non-biocidal methods to remove new plant growth on the inside of the bastion require further clarification, following the initial consideration by the CS, the City Open Spaces and Historic England.

14. City of London School for Girls: Gymnasium Extension

Works were completed on programme and the final account has been agreed, subject to verification by the Chamberlain's audit.

15. Bernard Morgan Police Section House

Taylor Wimpey's proposed redevelopment of Bernard Morgan House is expected to be reviewed by Planning and Transportation Committee in February 2017. The latest proposal is to demolish the existing Police section house and construct 104 new residential properties.