



Barbican Residential Committee

Date: MONDAY, 13 FEBRUARY 2017
Time: 11.30 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

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

** non-resident of the Barbican Estate*

Enquiries: Philippa Sewell
tel.no.: 020 7332 1426
philippa.sewell@cityoflondon.gov.uk

Lunch will be served in Guildhall Club at 1PM
NB: Part of this meeting could be the subject of audio or video recording

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES OF THE PREVIOUS MEETING**
To approve the public minutes and non-public summary of the meeting held on 12th December 2016.

For Decision
(Pages 1 - 10)
4. **'YOU SAID: WE DID' - OUTSTANDING ACTIONS LIST**
Report of the Director of Community and Children's Services.

For Information
(Pages 11 - 12)
5. **UPDATE REPORT**
Report of the Director of Community and Children's Services.

For Information
(Pages 13 - 20)
6. **PROGRESS OF SALES AND LETTINGS**
Report of the Director of Community and Children's Services.

For Information
(Pages 21 - 24)
7. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**
Report of the Director of Community and Children's Services.

For Information
(Pages 25 - 38)
8. **CONCRETE TESTING AND REPAIRS - BARBICAN ESTATE, GOLDEN LANE ESTATE AND MIDDLESEX STREET ESTATE**
Report of the Director of Community and Children's Services.

For Decision
(Pages 39 - 52)
9. **DRAFT MINUTES OF THE BARBICAN RESIDENTS CONSULTATION COMMITTEE (RCC)**
To receive the draft minutes of the RCC held on 30th January 2017.

For Information
(Pages 53 - 58)

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
12. **EXCLUSION OF THE PUBLIC**
MOTION – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.
13. **RESIDENTIAL RENT REVIEW**
Report of the Director of Community and Children's Services.
- For Decision**
- For Decision**
(Pages 59 - 70)
14. **ARREARS UPDATE**
Report of the Director of Community and Children's Services.
- For Information**
(Pages 71 - 78)
15. **WRITE OFF REPORT**
Report of the Director of Community and Children's Services.
- For Decision**
(Pages 79 - 80)
16. **WRITE OFF REPORT**
Report of the Director of Community and Children's Services.
- For Decision**
(Pages 81 - 82)
17. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
18. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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BARBICAN RESIDENTIAL COMMITTEE

Monday, 12 December 2016

Minutes of the meeting of the Barbican Residential Committee held Guildhall on
Monday, 12 December 2016 at 11.00 am

Present

Members:

Ann Holmes (Chairman)	Professor John Lumley
Gareth Moore (Deputy Chairman)	Jeremy Mayhew
Randall Anderson	Deputy Joyce Nash
Deputy John Barker	Deputy John Tomlinson
Chris Boden	Dhruv Patel (Ex-Officio Member)
David Bradshaw	
Deputy Stanley Ginsburg	
Michael Hudson	

In Attendance

Officers:

Julie Mayer	- Town Clerk's
Mark Jarvis	- Chamberlain's
Alan Bennetts	- Comptroller and City Solicitor's
Paul Murtagh	- Community & Children's Services
Michael Bennett	- Community and Children's Services
Anne Mason	- Community and Children's Services
Barry Ashton	- Community and Children's Services
Michael Bradley	- City Surveyor's
Ben Kennedy	- Markets and Consumer Protection

1. APOLOGIES

Apologies were received from Alex Bain-Stewart, Deputy Billy Dove, Vivienne Littlechild, Graham Packham, Chris Punter, Stephen Quilter and Angela Starling.

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

The City Solicitor was heard in respect of agenda item 11 and explained the various scenarios whereby Members would be required to declare an interest. Members noted that, if they had a car parking space and/or a storage bay, then they would be able to speak on the matter but not vote. If a Member was planning to acquire either a parking bay or storage space in the immediate future, then they too could speak but not vote. Finally, if a Member had no current intention of acquiring a parking bay or storage space, or of buying a property on the Barbican which might prompt such a requirement, then they could speak and vote on the item.

The following Members declared a pecuniary interest and therefore would not vote on item 11 (Charging Policy for Car Parking and Storage)

Professor John Lumley
Randall Anderson
Deputy Joyce Nash
David Bradshaw
Deputy John Tomlinson

3. **MINUTES OF THE PREVIOUS MEETING**

The public minutes and non-public summary of the meeting held on 19 September 2016 were approved.

Matters arising

The Planning Committee had received the resolution of the Barbican Residential Committee on 30th November, along with their regular lift update report. At this meeting, Planning Officers had advised that there had been no further disruptions since September but they would continue to monitor the situation.

4. **TERMS OF REFERENCE AND FREQUENCY OF MEETINGS**

The Committee considered a report of the Town Clerk in respect of the Terms of Reference and frequency of meetings of the Barbican Residential Committee.

RESOLVED, that:

1. The Terms of Reference of the Barbican Residential Committee be approved for submission to the Court of Common Council, as set out in the appendix to this report.
2. The Committee continues to meet quarterly, meeting 4 times a year.

5. **UPDATE REPORT**

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

In response to questions about electric vehicle charging, the following points were noted.

- The Low Emission Neighbourhood Project Manager for the Barbican Area was heard and advised Members of progress in respect of the framework contract with Chargemaster and the intention to run a pilot of different options with a small number of bays across 4 or 5 car parks, in order to monitor usage. Residents would also be surveyed in order to understand the best way forward.

- Funding was available this year from the Low Emission Neighbourhood grant, with further funding available in the next two financial years as well.
- Members noted that Chargemaster was one of the largest and best quality service providers on the market and the contract was aimed at public car parks. However, should consultation indicate that dedicated bays would be preferable there were other options available i.e. TfL and Crown Commercial Services, which could provide other frameworks. The City Solicitor advised Members that whilst parking bay licences referred to specific bays, the terms of the agreements allowed the City to relocate users to other bays, in which case the installation costs paid by the user would be lost.
- Members noted the requirements of modern vehicles at 7kw, which had progressed considerably since electric vehicles were first introduced. The contractor would provide the entire necessary infrastructure.
- Given there were likely to be more queries arising from the installation, Members agreed that the project would benefit from a Working Group. Officers advised that Barbican Working Groups often consisted of 6-8 Members and could be established within a couple of weeks. Mr Anderson and Mr Tomlinson indicated their interest in joining the group.

RESOLVED, that:

1. The update report be noted.
 2. A Member/Officer Working Group be set up, consisting of BRC and RCC Members and Officers.
6. **'YOU SAID:WE DID' - ACTIONS LIST NOVEMBER 2016**
The Committee received the 'You Said; We Did' actions list which followed up actions arising from the minutes.
7. **RECOGNISED TENANT ASSOCIATIONS (RTAS) - ANNUAL REVIEW 2016**
The Committee considered a report of the Town Clerk in respect of the Annual Audit of Recognised Tenant Associations (RTAs). Members noted that all those House Groups which had applied and had received RTA status in 2015, had achieved it again in 2016.

During the discussion, the following points were noted:

- The Town Clerk advised that, with the exception of the Barbican Association (BA), all successful House Groups had agreed to adopt an 'Opt Out' Membership Scheme. Overall, the number of Opt Outs in each Group was very small; i.e. only 1 or 2, across 1 or 2 of the House Groups. The Town Clerk agreed to include the actual numbers in future reports. Members also suggested that it would be more appropriate to

use the term 'Opt-Out', rather than 'Op-In' in the table in the report, as this was a clearer description of the principle of the scheme.

- The City of London Corporation actively encouraged the Barbican House Groups to achieve RTA status. Members suggested articles in BA news and electronic bulletins when the audit commenced next in the summer of 2017.
- Members noted that those groups which had not achieved the status had a very high number of absentee lessees, and this made it very difficult to source volunteers to act as House Group Chairmen and Secretaries.
- The City Solicitor agreed to check whether it was possible for the BA to have RTA status, given the high number of RTAs in blocks across the Estate.

RESOLVED, That:

The RTA status of the House Groups, as set out in the report and the Barbican Association, be formally recognised.

8. 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 SLA Quarterly review for July to September 2016. Members noted that the report detailed comments from the House Officers and the Resident Working Party and an on-going action plan for each of the SLAs.

RESOLVED, that the report be noted.

9. 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 and balconies following water penetration. Members noted that the report advised them on progress made by the Working Party in relation to the City of London's approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate.

Members noted that the position was regrettable and accepted that the majority of officers in the Estate Office, were not in post when the situation arose. Likewise, officers accepted there had been some historic oversight in this matter and the background was set out in the report, along with a clear action plan. However, Members commended a very clear, candid and transparent report, welcomed the proposals for moving forward and thanked the Members of the Working Group. Members suggested that the Barbican Association might be able to help those House Groups without RTA status, as referenced under agenda item 7 on this agenda.

RESOLVED, that:

1. The progress made by the Working Party be noted.
2. The RCC and BRC receive a further report in June 2017 in respect of re-validating the warranties, if possible and containing a full condition survey setting out the implications for each block and their respective financial implications.

10. BARBICAN ESTATE RESIDENTIAL BAGGAGE STORE/STORAGE SPACE INSTALLATION - GATEWAY 3/4 - OPTIONS APPRAISAL (REGULAR)

The Committee considered a report of the Director of Community and Children's Services in respect of the installation of baggage/storage spaces on the Barbican Estate. Members noted that the Projects Sub Committee had approved this report on 23rd November 2016. Members noted that, whilst unlikely to vary greatly from those in the report, exact numbers were still being worked on and more detail would emerge in the next project 'Gateway 5' report.

RESOLVED, that:

1. Option 1, as set out in the report, be approved for proceeding to procurement and Gateway 5.
2. The estimated budget of £618,850 be noted.
3. A budget of £18,850 be approved in order to reach the next Gateway.
4. An increase in staff costs of £18,850 be approved.

11. CHARGING POLICY FOR CAR PARKING AND STORES

The Committee considered a report of the Director of Community and Children's Services in respect of a charging policy for car parking and stores at the Barbican Estate. Members were reminded that, as part of the annual review of the Car Parking Charging Policy in December 2015, the Barbican Residential Committee had declined to accept a proposal to increase car parking rents by 5% because the underlying rationale had been unclear. It was therefore agreed that a review of the policy be presented to the December 2016 meeting of the Committee.

The Chairman drew Members' attention to the fact that the recommendations concerned the basis of charging, and that proposed charges would be dealt with at the meeting of the committee on 13/2/17.

Members noted the context of the review in that car parking expenditure had exceeded income for some years; underused Barbican car parking spaces could be put to other uses (primarily storage) and the City of London Corporation's Service Based Review was underway, which sought to maximise the City's income from property assets, as referenced in Section SO5 of the City's Corporate Asset Management Strategy.

Members noted that the Barbican Residents Consultation Committee (RCC) had received this report at its last meeting and their comments were set out in their draft minutes, at agenda item 15. In summary, the RCC's main concerns were in respect of security of the baggage stores; a view endorsed by the Barbican Association's Security Committee. The RCC also felt that the City's assets should produce a 'fair' rather than 'maximum' return. Further queries had sought clarity in respect of cross subsidy and how the market valuations would be conducted. The Chairman advised that the concerns in respect of the letting of storage spaces to non-Barbican residents, in close walking distance, might need to be the subject of a vote, as the proposed market valuations would be different if non-residents were able to use the storage spaces. Members were also referred to the advice of the Comptroller and City Solicitor under agenda item 2.

During the debate, the following points were raised/noted:

- * There was a general agreement with the views of the RCC in respect of 'fair' and not 'maximum' returns. There was a further concern expressed about the perception that disadvantaged groups might be penalised. Officers advised that such groups would be eligible for benefits or other concessions.
- * Members challenged management of car parking in silos; i.e. London Wall, which was cheaper and had a different policy for residents. Members noted that a City wide car parking study was underway and this would be referenced in the next report to be presented to the Barbican Residential Committee in February 2017. Members also accepted that views on parking and car usage in the City had changed, with car usage in the City being discouraged and cleaner schemes, such as electric vehicles, being promoted.
- * Members noted that the Planning and Transportation Committee had agreed to increase parking charges generally in the City.
- * There was a general agreement with the RCC's concerns about security. Officers advised that keys would be issued securely on the same basis as the transportable stores.

It was PROPOSED by Deputy Stanley Ginsburg and SECONDED by Mr Michael Hudson, THAT - non-residents of the Barbican Estate should not have baggage stores.

On being put to the vote, Mr Ginsburg and Mr Hudson voted for the proposal and Mr Mayhew, Ms Holmes and Mr Moore voted against it. The Motion therefore failed.

It was then PROPOSED by Ms Ann Holmes and SECONDED by Mr Gareth Moore, THAT - a decision to extend storage to non-Barbican residents, within

close by walking distance of the Barbican Estate, be deferred to the next meeting of the Barbican Residential Committee, based on the outcome of the proposed market valuations. The Motion was carried.

The Members who voted declared that they did not hold a Barbican parking bay or storage space and had no intention of doing so in the future.

RESOLVED - that:

1. Members note that income from city assets should represent a fair return and lettings should not be subsidised.
2. Members agree the principle that no subsidy should be provided, on running costs, as between one group of users to another, except where concessionary fees are appropriate.
3. Officers be instructed to obtain independent valuations of car parking and storage spaces and bring forward recommended charges to the meeting of the Barbican Residential Committee on 13th February 2017, at which time a decision will also be taken as to whether to extend letting storage spaces to non-Barbican residents within walking distance.

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

The Committee considered a joint report of the Chamberlain and Director of Community and Children's Services in respect of the latest approved budget for 2016/17 and original budget for 2017/18 for revenue expenditure proposed to be included within the service charge in respect of dwellings.

RESOLVED, that :

1. The Provisional 2017/18 Revenue Budget be approved for submission to the Finance Committee.
2. The Chamberlain be authorised to revise these budgets in order to allow for further implications arising from departmental reorganisations and other reviews and corporate projects.

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

The Committee considered a joint report of the Director of Community and Children's Services which presented the annual submission of the revenue and capital budgets overseen by the Barbican Residential Committee.

RESOLVED, that :

1. The Revenue Budget be approved for submission to the Finance Committee.

2. The draft Capital Budget be approved.

3. The Chamberlain be authorised to revise these budgets in order to allow for further implications arising from departmental reorganisations and other reviews and corporate projects.

14. **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 on the Estate, which had been approved by officers, under delegated authority, since the last meeting of the Committee.

RESOLVED, that – the report be noted.

15. **DRAFT MINUTES OF THE BARBICAN RESIDENTS (RCC) MEETING ON 28 NOVEMBER 2016**

The Committee received the draft minutes of the Barbican Residential Committee (RCC) of 28 November 2016.

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

There were no questions.

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

There were no items.

18. **EXCLUSION OF THE PUBLIC**

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

Item no(s)

19 – 20

21 – 22

paragraph no(s)

1,2 & 3

-

19. **NON-PUBLIC MINUTES**

The non-public minutes of the meeting held on 19th September 2016 were approved.

20. **BARBICAN ARREARS**

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

21. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

**22. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT
AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED
WHILST THE PUBLIC ARE EXCLUDED**

There were no items.

The meeting ended at 12:45pm

Chairman

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

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

Actions from December 2016 BRC & other outstanding issues (updates appear in italics)

Issue	Source	Officer	Action Escalation
Frobisher Crescent Heating and Hot Water system			
<i>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.</i>	Sept 16 BRC	Michael Bennett	
Recognised Tenant Associations (RTA) – Annual Review 2016			
The City Solicitor agreed to check whether it was possible for the Barbican Association to have RTA status, given the high number of RTAs in blocks across the Estate. <i>A verbal update will be given at the meeting.</i>	Dec 16 BRC	City Solicitor	
Contact: Michael Bennett, Barbican Estate Manager – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk			

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Committee:	Date(s):
Barbican Residential Committee	13 February 2017
Subject: Update Report	
Report of: Director of Community and Children's Services Report author: Michael Bennett, Barbican Estate Office	Public For information

Summary

Barbican Estate Office

1. Service Based Review (generating income for car parking & stores 2017/18)
2. Electric Vehicle Charging
3. Committee reports timetable/cycle
4. Agenda Plan

Property Services – see appendix

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

Recommendations:

That the contents of this report are noted.

Main Report

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

The Barbican Residential Committee approved a number of options to be progressed and the 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.

2. 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.

3. 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

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	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 Charging/Agenda Plan 2017 Property Services Update City Surveyors Update (RCC Only) 	Michael Bennett	27 Nov	11 Dec
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett		
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) <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues (RCC only)/Service Based Review/Electric Vehicle Charging/Agenda Plan 2017 Property Services Update City Surveyors Update (RCC Only)	Michael Bennett		

Background Papers:

Minutes of the Barbican Residential Committee 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

Property Services Update

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

6. Public Lift Availability

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

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

7. 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

8. Concrete Works

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

9. 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.

Agenda Item 6

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 Report author: Ann Mason, Revenues Manager	For Information Public

Summary

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

Recommendation:

That the report be noted.

Main Report

BACKGROUND

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

SURRENDERS

2. 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

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

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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 Manager	For Information

Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter 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

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APPENDIX 1

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

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 27			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 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

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
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 2016/17 - resident representatives required to volunteer to help determine the new contract.	2 Volunteers from SLA Working Party (WP) have come forward, one volunteer to be sought from Asset Maintenance WP. SLA WP invited to be involved in the new contract and review tender specification and to review tenders. New contractor likely to be in place by July 2017.	

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.	

APPENDIX 6 **SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016**

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
28	Oct- Dec 16	RCC Qs	Issues about maintaining the Estate with regards to the Listed Status.	All contractors that carry out work for and on behalf of the BEO are made aware of the Listed status. Regular consultation with Planners, takes place regarding works that may be covered under the Guidelines.	✓
27	Oct-Dec 16	residents	Why is more work being done on Beech Gardens?	The further repair work on Beech Gardens is not due to poor workmanship by Volkerlaser but is a consequence of movement from the Crossrail works, which we are reclaiming from Crossrail. Statement to Jan 17 RCC plus position statement.	✓
26	Oct - Dec 2015	RCC Qs	Podium maintenance - issues with drainage causing leaks	Additional monies approved for drainage in 2015/16 for the cyclical programme. Longer term strategy for leaks through podium being reviewed and will form part of the Phase 2 podium waterproofing project.	

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%	%	☺		

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

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

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Committees:		Dates:	
Barbican Estate Residents Consultation Committee (For Information Only)		30 January 2017	
Barbican Residential Committee		13 February 2017	
Projects Sub		17 February 2017	
Community and Children's Services Committee		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			For Decision
<u>Summary</u>			
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		
<u>Progress to Date:</u>			
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 (circa 36% of 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 (circa 29% of 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

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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; circa 36% for Golden Lane blocks & 29% for Petticoat Square, Middlesex Street.
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

	<i>Option 1</i>
	effectively managed as opposed to a sub-contractor appointed by a larger concern. The process would be managed by City Procurement.
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 <p>Both resulting in more delay to the delivery.</p>
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

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 30 January 2017

Minutes of the meeting of the Barbican Estate Residents Consultation Committee
held at Guildhall on Monday, 30 January 2017 at 6.30 pm

Present

Graham Wallace - Chairman
Robert Barker - Deputy Chairman
Gordon Griffiths - Bunyan Court
Fiona Lean - Ben Jonson House
John Taysum - Bryer Court
Janet Wells - John Trundle House
Prof Michael Swash - Willoughby House
John Tomlinson - Cromwell Tower
Fred Rodgers - Breton House
Richard Dykes - Gilbert House
Ted Reilly - Shakespeare Tower
Christopher Makin - Speed House
Natalie Robinson - Andrewes House
Bethan Copley - Mountjoy House
Sandy Wilson - Shakespeare Tower
David Kirkby - Defoe House

In Attendance

Officers:

Julie Mayer	-	Town Clerk's
Michael Bennett	-	Community and Children's Services
Anne Mason	-	Community and Children's Services
Mike Saunders	-	Community and Children's Services
Paul Murtagh	-	Community and Children's Services
David Downing	-	Community and Children's Services

1. APOLOGIES

Apologies were received from Tim Macer, Mark Bostock, Jane Smith, Averil Baldwin, David Graves and Nancy Chessum (who was represented by Natalie Robinson).

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 28 November 2016 were approved.

Matters arising

In response to questions about the Lake and Lakeside works programmes, Members noted that some aspects were service chargeable; i.e. anything beyond repair work to the terrace in front of the Centre and above the statutory consultation limits residents would therefore be formally consulted under Section 20 of the Landlord and Tenant Act. The Chairman of the Barbican Centre Board, who is also a Member of the RCC, advised that he met regularly with the House Groups adjoining the Barbican Centre and the next meeting had been scheduled for 6th February.

In response to a further question about the white staining on Beech Fountain, officers advised that this would be repaired when the weather improved.

RESOLVED, that – the report be noted.

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

The Committee received the regular 'You Said; We Did' – Outstanding Actions list which contained just one item, in respect of the grilles in Speed House garden pergola, which was currently under review.

5. **SLA REVIEW**

The Committee received a report of the Director of Community and Children's Services in respect of the quarterly review of Service Level Agreements (SLAs).

RESOLVED, that – the report be noted.

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

The Committee received a report of the Director of Community and Children's Services in respect of concrete testing and repairs on the Barbican, Golden Lane and Middlesex Street Estates. Members were pleased to note that the position was better than expected and all House Group Chairmen had been sent a copy of the Consultant's summary report. Officers advised that elevation drawings were available on request but they were very large documents. If possible, they would also be provided via a web page link.

Members noted the breakdown of fees and the percentage which would be applicable to service charge payers. Similarly, if a resident was a long lessee of a car parking space they would be liable for a percentage of the charge but this would not apply if the space was rented. Officers advised that estimates would appear in June's service charge bills.

In respect of the works to Golden Lane and Beech Street junction, officers advised that this was part of a separate claim and they offered to check the position and advise Members.

RESOLVED, that – the report be noted and recommended for approval by the Barbican Residential Committee on 13 March 2017.

7. **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 and noted 1 sale since the last meeting of the Committee.

RESOLVED, that – the report be noted.

8. **UPDATE REPORT**

The Committee received the regular update report of the Director of Community and Children's Services and noted the following:

Electric vehicle charging

The Working Party had met for the first time a week ago and drafted a Terms of Reference. Members noted that £50,000 would be available from Low Emission Neighbourhood (LEN) funding and key works had been agreed with the LEN Manager. Members noted that future meetings would consider locations and there would be a trial across 5 locations. Officers advised that a draft email had been prepared to advise residents on the current position. Members had received a report on the LEN bid at the September meeting and the Estate Manager agreed to chase an update report.

Crossrail

The Assistant Director, Barbican and Property Services provided an update on the following 3 issues:

1. Residents with individual claims (approximately 20 – 25)

Members noted that Crossrail had responded to all individual claims by the end of November 2016 but, of those accepted, only half had responded with quotations, as requested. The Assistant Director advised that there was currently no deadline for submitting quotations but it might be enforced at some point. The Assistant Director offered to remind these residents and asked for the RCC's assistance in communicating with them. Members noted that there was no cut-off date for submitting new claims, provided a link to Crossrail could be proved.

2. Podium Cracking

Crossrail had admitted some liability and the Assistant Director was waiting to hear from the Loss Adjuster.

3. Other movements/cracks

Some liability had been accepted and this matter was being reviewed by a Consultant/Mediator. Members noted that some of the works could be dealt with via the redecorations programme.

Roof Warranties

The first condition survey would take place on 8th February and the RCC and BRC would receive a report at the May/June meetings.

Consolidation Centre Pilot

The Estate Office had met with the Department of the Built Environment and the Low Emissions Neighbourhood Manager last week. Members noted there would be a scoping exercise for all City car parks, which was likely to take 6 months.

Bernard Morgan Police Section House

Members noted that this was likely to be 99 and not 104 flats and there would be a further Committee report after the Court of Common Council Elections in March 2017.

Podium – Maintenance of Strip Lights below parapet wall

The Barbican Estate Manager offered to chase this via the Department of the Built Environment.

Underfloor Heating Working Party

In response to questions, Members noted that the old system was no longer supported by UK Power Networks and therefore the Working Party was looking at modern alternatives. The new controls had been fitted and the old and new would be run concurrently and trialled through the summer months this year. The current system was manual but the modern version has new features which work with weather forecasts. Members noted that the system was not being replaced, just the controls. Subject to trial, further enhancements could include control by block and by north and south facing blocks.

The Deputy Chairman of the BRC, who is Chairman of this Working Party advised residents that 'supply side demand' could achieve cost savings. Members noted that the project was being led by residents, via the working party and were asked to communicate any individual concerns, and those of a more technical nature, to the Working Party Deputy Chairman, Mr Garth Leder. In concluding, Members also noted that the next meeting of the RCC, on 22 May 2017, would receive the minutes of the Underfloor Heating Working Party. The Annual General Meeting on 6 March would receive an update on all the Working Parties, including vacancies and terms of reference.

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

Members noted that works had commenced on possible methodologies for establishing the number of remaining Garchey units in operation and progress would be provided in future update reports.

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

There were no further items.

The meeting ended at 7.35 pm

Chairman

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

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