



## Barbican Estate Residents Consultation Committee

**Date:** MONDAY, 10 JUNE 2019

**Time:** 6.30 pm

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

**Members:**

Christopher Makin - Chairman	David Lawrence - Lauderdale Tower
Adam Hogg - Deputy Chairman	Mark Bostock - Frobisher Crescent
Ted Reilly - Deputy Chairman	Heather Hawker - Speed House
Gordon Griffiths - Bunyan Court	Jane Samsworth - Defoe House
Jane Smith - Barbican Association	Fiona Lean - Ben Jonson House
John Taysum - Bryer Court	Rodney Jagelman - Thomas More House
Janet Wells - John Trundle House	Mike Cribb - Andrewes House
John Tomlinson, Deputy	Nadia Bouzidi - Gilbert House
Mary Bonar - Wallside	
Fred Rodgers - Breton House	
David Graves - Seddon House	
Sandy Wilson - Shakespeare Tower	
Professor Michael Swash - Willoughby House	

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**John Barradell**  
Town Clerk and Chief Executive

# **AGENDA**

1. **APOLOGIES**

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

3. **MINUTES**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 4 March 2019.

**For Decision**  
(Pages 1 - 12)

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

Members are asked to note the Committee's outstanding actions list.

**For Information**  
(Pages 13 - 14)

5. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW: JANUARY-MARCH 2019**

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

**For Information**  
(Pages 15 - 26)

6. **CHARGING POLICY FOR CAR PARKING AND STORES - ANNUAL REVIEW**

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

**For Information**  
(Pages 27 - 40)

7. **PROGRESS OF SALES AND LETTINGS**

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

**For Information**  
(Pages 41 - 44)

8. **WORKING PARTY UPDATES**

1. Gardens Advisory
2. Leaseholder Service Charge
3. Asset Maintenance
4. Electric Vehicle Charging

Please note: The Underfloor Heating Working Party was due to meet on 6<sup>th</sup> June 2019. This was rescheduled to 13<sup>th</sup> June but as a number of working party members (officers) were unable to make this date, it was agreed that resident members would meet on the 6<sup>th</sup> June as previously arranged. An update will be provided to the next committee.

**For Information**  
(Pages 45 - 54)

9. **REPORTS FROM MEMBERS OF THE RCC**

1. City of London Girls' School – Oral report of the Chair of the Residents' Working Party.
2. Anti-Social Behaviour – report attached.
3. The Barbican at 50: A Blueprint for the next 50 Years – report attached.

**For Discussion**  
(Pages 55 - 60)

10. **UPDATE REPORT**

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

**For Information**  
(Pages 61 - 66)

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

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

**Date of Next Meeting: 2nd September 2019 - 6.30 pm - Committee Rooms, Guildhall**

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## **BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE**

**Monday, 4 March 2019**

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

### **Present**

#### **Members:**

Christopher Makin - Speed House (Chairman)	Prof. Michael Swash - Willoughby House
Gordon Griffiths - Bunyan Court	David Lawrence - Lauderdale Tower
Jane Smith - Barbican Association	Heather Hawker - Speed House
John Taysum - Bryer Court	Nadia Bouzidi- Gilbert House
Janet Wells - John Trundle House	Adam Hogg - Andrewes House
John Tomlinson - Cromwell Tower	Jane Samsworth - Defoe House
Fred Rodgers - Breton House	Fiona Lean - Ben Jonson House
Ted Reilly - Shakespeare Tower	Rodney Jagelman - Thomas More House

#### **Officers:**

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
Anne Mason	- Community and Children's Services
Mike Saunders	- Community and Children's Services
Barry Ashton	- Community and Children's Services
Julie Mayer	- Town Clerks

#### **In attendance:**

Mary Durcan – Ward Member for Cripplegate and Member of the Barbican Residential Committee (BRC).

#### **1. APOLOGIES**

Apologies were received from James Undy/Vivian Fowle (the alternative representatives for Gilbert House (represented by Nadia Bouzidi); Mark Bostock (Frobisher Crescent) and David Graves (Seddon House).

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

There were no declarations.

#### **3. MINUTES**

RESOLVED, that – the minutes of the RCC held on 3<sup>rd</sup> December 2018 and the AGM held on 28<sup>th</sup> January 2019 be approved, subject to an amendment to the minutes of 3<sup>rd</sup> December 2018 (under Working Party Updates) where it should state: '*A Member of the Underfloor Heating Working Party was in attendance*'.

### **Matters arising**

1. In respect of Fire Safety, the Assistant Director advised that a door in Shakespeare Tower had passed the fire test but failed the smoke test. 2 more doors were due to be tested from Thomas More House and Breton House. It is intended that a detailed Fire Safety Update report will be presented to the next RCC/BRC meetings
2. In respect of Building Control regulations, it was confirmed that doors that are designated as fire doors, whether internal or external, must comply with the requirements for fire resistance. The Assistant Director advised that this had been taken into consideration as part of the fire risk assessments (FRAs). As an alternative to conducting another round of FRAs, the Assistant Director would be recommending to Members that, for the time being, work should continue to focus on the improvements identified in the current Fire Risk Assessments, particularly in respect of fire stopping and compartmentation. Members noted that whilst FRAs need to be conducted regularly, there is no requirement for annual assessments. It is considered reasonable for FRA's to be done every 3-5 years, or following major refurbishment.
3. The new fire safety signage survey was complete and about to go to tender. Members noted that the new signage would be modern and fully compliant and works were expected to take place during June and July 2019.
4. Work was underway to secure a contractor from a procurement framework to upgrade compartmentation in Frobisher Crescent residential floors. Officers were continuing their research into smoke ingress.
5. The Director was in regular discussions with the London Fire Brigade in relation to fire safety matters and, in response to a request from a member, agreed to confirm the LFB's average response times in the event of fire.
6. Members received an update on the recent small fire in Cromwell Tower's car park and the Director commended staff for their swift response and professionalism. Whilst the exact cause was uncertain, it was likely to have been caused by a cigarette end, dropped through a metal grill at street level on Beech Street, which fell on to, and set alight, a dust sheet. Officers assured Members that all equipment was stored safely in the car park, with no flammables and the fire did not take hold, just created smoke. In response to this incident, a fire mesh would be fitted across the grill, at pavement level, and the storage of dust sheets reviewed. There were 'No Smoking' signs in the car parks and cleaners had been asked to remain vigilant of abandoned items.

7. Members were reminded of the City Corporation's decision to fit sprinklers to the City's social housing blocks only and the Assistant Director offered to re-circulate the report to Members.
  8. In respect of VFM, Members noted that an issues log was now in place, which was reviewed weekly. There were currently 6 outstanding issues, mainly related to TV reception, not broadband. A review would take place in April and the outcome would be communicated to residents via email broadcast.
  9. Officers agreed to resolve the issue with the floor plates in the internal corridors of Bunyan Court and Gilbert House which had not been secured down properly.
4. **'YOU SAID; WE DID' - OUTSTANDING ACTIONS LIST**  
Members received the '*You Said: We Did*' Outstanding Actions list, noting the following:

1. Officers advised that the works to permanently resurface the Willoughby House Car Park Turning Circle, due to be completed in March, had been delayed.
2. The Member for Willoughby House expressed disappointment that this work had not been completed as scheduled and Officers agreed to advise the Willoughby House Group once the turning circle works had been completed.

5. **TO ELECT TWO DEPUTY CHAIRMEN**

Being the only Members willing to serve, Mr Ted Reilly (Shakespeare Tower) and Mr Adam Hogg (Andrewes House) were duly elected as Deputy Chairmen of the RCC for 2018/19.

The Chairman thanked Mr Reilly and Mr Hogg for volunteering to fill the vacant positions and welcomed them to their new roles.

Members noted that, for the duration of this meeting, Mr Reilly had taken the position of House Group Representative for Shakespeare Tower. However, as was convention, the Deputy Chairmen of the RCC could appoint a new representative, via their House Groups, in order to allow them capacity to undertake the extra duties required. Members noted that Mr Sandy Wilson, the previous House Group Representative for Shakespeare Tower, would continue in this role. The same provision would apply to Mr Hogg and the Andrewes House Group would advise the Town Clerk of their new representative in due course.

6. **BARBICAN RESIDENTS CONSULTATION COMMITTEE (RCC) TERMS OF REFERENCE**

Further to a discussion at the AGM on 28<sup>th</sup> January 2019 and suggestions for updating the Terms of Reference, Members noted a proposed amended set, with suggested updates shown in highlighting. The Chairman advised that this

would be discussed at the end of the meeting, once the City Corporation's officers had left.

### **Maps of the Estate**

Members reviewed five maps of the Barbican Estate that were presented as an appendix to their Terms of Reference following a request from Members at their Annual General Meeting.

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

- Members were pleased to have the maps and noted that the Barbican Wildlife Garden is included.
- The five maps showed the Estate at different levels, reflecting the complexity of the Estate, however, some matters of detail could not be seen on the map.
- Members suggested that the City commission new maps, using the latest technology, as these would be useful to both the City and residents.
- A show of hands among Members clarified that all but one accepted the map as a useful working tool for the Committee.

RESOLVED, That – the map be accepted as provided, but clarification as to how each level relates to the Estate in real life would be appreciated.

### **Terms of Reference**

Members reviewed the revised Terms of Reference provided following their Annual General Meeting.

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

- Members did not want to split the first point into two and preferred to keep the original text.
- Members did wish to retain the new point 8 regarding Working parties. This was now point 7, given that the first point was not subdivided.

RESOLVED, That – the Terms of Reference for the Barbican Estate Residents' Consultation Committee be as follows:

### ***Barbican Residents Consultation Committee (RCC) -Terms of Reference***

*1. To be the main formal channel of communication between tenants\* and the Corporation of London in all landlord and tenant matters which affect the Barbican Residential Estate, including interfaces with other occupiers, and to present the views of tenants on the general management of the estate, within the parameters of the Barbican RCC/Barbican Residential Committee's Terms of Reference and communicating views, via Resolution, as appropriate.*



*2. To enable consultation and the flow of information between the Corporation of London and tenants and to work towards a partnership approach to management*

*3. To develop, in conjunction with the Corporation, Service Level Agreements between tenants and the Barbican Estate Office for the Estate as a whole and for individual House Groups and to be involved in the modification of these agreements as required*

*4. To oversee delivery of services against any Service Level Agreements with tenants, third parties and Corporation departments, monitoring their performance and satisfaction with the service and making suggestions where appropriate for alterations or improvement*

*5. To identify Service Charge items and monitor service charge costs, receiving reports of all accounts relating to the estate*

*6. To discuss routine and major repair works and to consult on how these will affect tenants*

*7. To seek to achieve efficiencies and improvements to resident services via the network of Working Parties serving the Barbican Estate.*

#### Appendix – map of the Estate Boundaries

*\*tenants refers to all persons who have a tenancy agreement with the Corporation and includes also any resident who no longer retains the Corporation as a landlord but still pays a service charge to the Corporation*

#### **7. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

Members received a report of the Director of Community and Children's Services in respect of Service Level Agreements and Key Performance Indicators.

In addition to the need for renewed 'edge-beam' lighting around the Estate for health and safety reasons, Officers noted residents' strong views as to the aesthetic quality of podium lighting on the Estate and Member's request that the new lighting is compatible with the City's Lighting Strategy. The Chair of the Barbican Association offered to take this forward with the Department of the Built Environment, as it fell within their remit.

The Assistant Director provided an update on the restructure of the Barbican Estate Office and residents noted that additional resources were being recruited in order to put the new structure in place. The Assistant Director was aware of residents' concerns at the pace of implementation of certain matters and was willing to consider interim solutions, if necessary. However, the Director and his team would continue to strive to give residents the best possible service, within current resources.

RESOLVED, that – the reports be noted.

**8. POLICY FOR MISCELLANEOUS CAR PARK CHARGES**

Members received a report of the Director of Community and Children's Services which sought approval, from the Barbican Residential Committee (BRC), in respect of miscellaneous charges for the Barbican Estate Car Parks.

Officers advised that this issue had been separated into 3 sub-sets; i.e. the reports at item 8 and 9 on this agenda, along with the review of car parking charges due to be presented to Members in June, following consideration at the next Car Park Charges Working Party, scheduled for early April 2019. Given that there were a couple of new Members on the BRC, officers felt that, going forward, this was the clearest and most transparent way to present and reviewing these policies.

RESOLVED, that - the following be recommended to the BRC for approval:

1. A policy based on CPI, to be reviewed annually in line with Car Parking Charging.
2. Charges listed below be increased by CPI (using CPI for May 2018 and CPI for May 2019), to take affect from September 2019:
  - a. Temporary Car Parking
  - b. Motorcycle Licences
  - c. Bicycle pods
  - d. Bicycle lockers
3. The long-term car bay agreements be updated, so that the service charge is calculated as the estimated cost of services for car parking and stores in the car parks, divided by the number of available car parking spaces, plus those occupied by residents' stores.

**9. CHARGING POLICY FOR DISABLED CAR PARK USERS**

Members received a report of the Director of Community and Children's Services which sought approval, from the BRC, to a Charging Policy for disabled car park users. The Chairman asked, and Members agreed, that the consultation/resident survey in respect of charges linked to Concierges be presented to the RCC for comment before being circulated.

RESOLVED, that – the BRC be recommended to endorse the work and recommendations of the Member/Officer Working Party and, specifically, to approve a Charging Policy for Disabled Car Park Users, based on either Option 1 or 2, as set out in the report:

1. Option 1: a 25% reduction on the approved Car Parking bay charges in line with the annual review of charges in June 2019
2. Option 2: a CPI increase on the approved Car parking bay charges in line with the annual review of charges in June 2019; and

3. in addition to provide a concession of 2 hours free parking for disabled residents (blue or red badge holders) visiting ward motes (in Cripplegate and Aldersgate), and by prior arrangement with the Barbican Estate Office
4. The Chairman advised Members that it had been clarified at call over that the cost for the concessionary parking would be paid for by the City Fund not residents.

#### 10. **ELECTRIC VEHICLE CHARGING POLICY**

Members received a report of the Director of Community and Children's Services which sought approval, from the BRC, to a policy for Electric Vehicle Charging at the Barbican Estate from April 2019. Members noted that, at the request of Members at the Special Meeting of the BRC on 31<sup>st</sup> January 2019, this report had been made more concise and the recommendations were clearer in respect of the consultants' calculations.

There was some discussion about increased EV usage and Members noted that the Policy would be subject to a review in 1 year. Members also suggested that it would be helpful to see a comparator with the charges paid by residents who were making their own charging arrangements outside of the Barbican Estate

RESOLVED, that - the Barbican Residential Committee be recommended to endorse the following:

1. From April 2019, EV Charging users incur an additional quarterly surcharge on their car parking bay permit of £25 per quarter.
2. From October 2019 (or sooner if funding and resources permit) EV Charging users be charged only for the electricity they use.
3. From October 2019 EV Charging users be billed directly per kWh of electricity at 25p/kW (14p/kW domestic rate + 11p management levy/kW)
4. All EV Charging users be assigned a dedicated EV bay, in line with the Car Parking Licence.
5. Officers progress associated works to provide as many of the other car parks with charging facilities and connections via Smart Technology as possible, within the current additional LEN funding.
6. Officers continue to update the Electrical Vehicle Working Party (EVWP), carrying out a review after one year and a report back to the RCC/BRC.

**11. BARBICAN ESTATE REDECORATIONS PROGRAMME 2020/25 - GATEWAY 3/4 OPTIONS APPRAISAL**

Members received a report of the Director of Community and Children's Services which sought approval, from the BRC, to a policy for Electric Vehicle Charging at the Barbican Estate from April 2019.

In response to a question about disturbance from loading and unloading in Bunyan Car Park, the Car Park and Security Manager agreed to reiterate delivery hours with the Concierge Team and measures which could be taken to limit them during unsocial hours.

RESOLVED, that - the Barbican Residential Committee be recommended to approve:

1. Option 2 (i.e. to build upon the previous successful approach by procuring a single contractor for a 5-year programme of works) for proceeding to Procurement and Gateway 5 .
2. Expanding the Project Scope to include the internal redecoration of those six blocks removed from the expiring redecoration contract, due to the ongoing uncertainty regarding the need to replace internal fire doors.
3. An additional budget of £3,000 to reach the next Gateway; and
4. The estimated total project budget of £3,037,500 - £3,375,000 be noted.

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

Members received a report of the Director of Community and Children's Services in respect of progress made by the Working Party in relation to the City Corporation's approach to dealing with repairs and maintenance to roofs/balconies following water penetration.

Members noted that the works to the barrel roofs was about to start and the results should last for 7-8 years. In response to a question about the podium (which is also a roof), Members noted that these works were part of the Beech Gardens 5-6 year Programme, Stage 2 of which was due to start this time next year; to include Ben Jonson and Cromwell high walks and the steps of Speed and Willoughby houses. The Chairman and Members commended the Assistant Director and the Members of the Working Party for providing sensible estimates and timelines.

Members were also pleased to note the references to the Asset Maintenance Plan (AMP) and the Assistant Director advised that work was underway with City Procurement to appoint a consultant to carry out the Stock Condition Survey (SCS). Members were reminded that the information gained from the estate-wide condition survey, in respect of the 30-Year Plan, would feed into the AMP, including the information from the roofing survey. Depending on the procurement route selected, the Assistant Director would hopefully be able to

provide some estimates for the timescales for the SCS at the time of the BRC meeting.

Residents were asked to note the formalities and timing implications in respect of letting very large and complex contracts. Nonetheless, Members were disappointed that progress was being restricted by the need for a decision on the appointment of consultants. This has been awaited for over a year.

RESOLVED, that – the progress made by the Working Party be noted.

**13. PROGRESS OF SALES AND LETTINGS**

Members received a report of the Director of Community and Children's Services which advised Members of the sales and lettings which had been approved by officers, under delegated authority, since the last meeting.

RESOLVED, that – the report be noted.

**14. WORKING PARTY UPDATES**

Members received the Working Party Updates from the following: Gardens Advisory; Leaseholder Service Charge; Asset Maintenance and Background Underfloor Heating.

During the discussion the following points were noted:

1. The Leasehold Service Charge Working Party (LSChWP) was currently light on Members. Members were asked to seek expressions of interest from their House Groups in the first instance and, if unsuccessful, officers would include a request in the email bulletin.
2. There was some discussion about the possibility of a small levy from each resident (50p or £1 a week) in order to improve some of the private gardens. Members agreed that this should be discussed further at the LSChWP, and the Gardens Advisory Group should provide more detail as to what would be required and how the gardens budget had varied in recent years. Members noted that works to re-laying paths a couple of years ago had impacted on some of the private gardens. Officers suggested that this should also be included in the Annual Residents Survey.
3. Officers agreed to investigate why a quotation to replace the lino in the Defoe House lift had been so high.
4. Members were very pleased at the installations of trimmers, instigated by the Underfloor Heating Working Party using an innovative design by one of the Barbican's own resident engineers. This was further reference in the update report under 'What's gone well'.

The Chairman and Members thanked members and officers of the Working Parties for their commitment and efficiency.

RESOLVED, that – the report be noted.

**15. UPDATE REPORT**

Members received the Director of Community and Children's Services Update Report, which covered issues raised at both RCC and BRC meetings in December 2018 in addition to other issues on the estate.

Members noted that Blake Tower would legally become part of the Barbican Estate in September 2019. The Assistant Director advised Members that there were some on-going issues with the development and, whilst most were outside the remit of the Estate Office, he would continue working with City Surveyors to resolve as many as possible before handover.

RESOLVED, that – the report be noted.

**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

**The meeting closed at 8.15 pm**

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Chairman

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

**Appendix – questions asked in advance of the Committee**

**Pre-committee Questions for RCC Meeting, 4 March 2019.**

**1.** Can the Barbican Estate Office/Property Services explain why Thames Water is not able to install meters for the supplies to individual flats?

According to generic information from Thames Water, most blocks of flats have only one supply pipe and Thames Water installs one meter at the supply pipe boundary.

Does the Barbican Estate Office/Property Services know of any meters operating at this scale measuring supplies to communal tanks or whole blocks? If there are such meters, is it possible to define their supplies as residential so that their readings could be made available to the relevant House Groups/customers?

Are there any developments planned that would facilitate water meters for individual flats?

**Property Services are only aware of 2 water meters on the Estate. Thames Water may have others on the boundary of the Estate that we are not aware of. Residents can ask Thames Water to supply individual meters, but our experience is that they are reluctant to do so as flats receive water from different sources.**

**Residents are advised to contact Thames Water direct as water rates are not part of the Service Charge. The City currently has no planned works that would facilitate the installation of individual water meters.**

**2.** Residents in Breton have informed me that a neighbour, who is hard of hearing, is causing nuisance and annoyance by playing music loudly at night and through into the early hours.

The advice from the BEO is that complaints should be made to Environmental Health and after the most recent complaint, the Officer, in this case Dawn Patel, was, as usual, very responsive and helpful. Dawn has arranged to carry out a week's sound monitoring and this should be ongoing by the time of the meeting.

However, there are specific covenants under our leases regarding nuisance and annoyance, as well as an obligation on City Corporation's part to enforce breaches of covenant by other lessees. In the circumstances, I would like to know why City Corporation, as our landlord, isn't taking action under our leases instead of leaving us to complain to Environmental Health. Certainly this policy seems to be at odds with City Corporation's policy regarding wooden floors although, with nuisance and annoyance being the problem, there is no difference between the two.

**Without knowing the specifics of this case, it's quite hard to comment. The procedure for residents with Out of Hours noise complaints from a neighbour, would be to contact the local Estate Concierge in the first instance. If this doesn't prove successful, then the advice would be to contact Environmental Health. If the Estate office is made aware of an Out of Hours nuisance, we would follow up during office hours.**



**Actions from March 2019 Residents Consultation Committee (RCC) & other outstanding issues (*updates appear in italics*)**

Issue	Source	Officer
<b>Willoughby House Car Park Turning Circle</b>		
<i>Unfortunately, the original contractor was unable to carry out the works. Two new contractors have been sourced and quotes are being obtained. The House Officer has updated the Willoughby House Group.</i>	RCC Dec 18	Barry Ashton
<b>Fire Safety</b>		
<b>London Fire Brigade average response times:</b> <i>The City's Fire Safety Advisor has confirmed that in the event of fire the response times would be between 5 and 7 minutes for the first vehicle (within the City only). However, by the time the operation had been set up and fire fighters in place, it would probably be 20 minutes before the fire could be tackled.</i>	RCC March 19	Michael Bennett
<b>Small fire in Cromwell Tower Car Park in February 2019:</b> <i>Fine mesh has been installed above the existing grills (which serve as open ventilation to the car park).</i>		
<b>Vision Fire Media (VFM)</b>		
<i>The 6-month review of the TV service provided by VFM up until April will also include comments provided by residents in May via our bulletin. The results of this review will be communicated via our bulletin in June.</i>	RCC March 19	Mike Saunders Michael Bennett
<b>Floor plates on some floors in internal corridors on Bunyan and Gilbert House</b>		
<i>Temporary fixings have been carried out to the carpet "traps" and tiles.</i>	RCC March 19	Helen Davinson
<b>Bunyan Car Park – Disturbance from loading &amp; unloading</b>		
<i>Protocol for limiting delivery hours re-iterated to Estate Concierge team who are monitoring the situation. A drain cover was repaired in March with a "sound deadening packer" to help reduce noise levels.</i>	RCC March 19	Barry Ashton
<b>Defoe House Lift – replacement lino flooring</b>		
<i>The quotation for the replacement lino flooring in 8 lifts in Defoe House was agreed at the House Groups Annual General meeting. The works were completed in May.</i>	RCC March 19	Helen Davinson
<b>Contact:</b> Michael Bennett, Head of Barbican Estates – 020 7029 3923 – <a href="mailto:barbican.estate@cityoflondon.gov.uk">barbican.estate@cityoflondon.gov.uk</a>		

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<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee Barbican Residential Committee	10 June 2019 17 June 2019
<b>Subject:</b> Service Level Agreements Quarterly Review January – March 2019	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>

## Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter January – March 2019. 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 January – March 2019 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 January – March.
3. House Officers, Resident Services Manager and the Head of Barbican Estates attended the recent SLA Working Party review meeting in April to review the SLAs and KPIs.
4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Robert Barker, Graham Wallace, Fred Rodgers, John Tomlinson, Christopher Makin), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the January – March comments.

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 5.
6. The KPIs are included in Appendix 6. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party.
7. All of the unresolved issues from the previous quarterly reviews to December 2018 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 December 2018 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 April to June will take place in July and details of this review will be presented at the 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- 5 - SLA Action plans
- Appendix 6 – Key Performance Indicators

### **Background Papers**

Quarterly reports to committee from 2005

**Michael Bennett**

**Head of Barbican Estates**

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## APPENDIX 1

### SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
244	Jan to Mar 19	HO	New receptionist appointed to the team – Kelly Tang.	For comment only	
243	Jan to Mar 19	HO	Schedule of items in the residents bulletin with links to the website to increase traffic and direct flow to the website. The website is being regularly updated.	For comment only	
242	Jan to Mar 19	HO	Residents bulletin - June 2018 (1,001 residents signed up) and in April 2019 this had increased to 1,245 residents.	For comment only	
241	Oct - Dec 18	HO	Positive feedback from Christmas 'mix & mingle'. BEO will hold Easter 'mix & mingle'.	Easter 'mix & mingle' went well with further positive feedback. BEO reviewing how to develop these seasonal resident sessions to increase resident engagement.	
236	Jul-Sept 18	HO	Review of SLA booklet - following review of Home Improvement Pack booklet.	On hold due to other priorities & current resources.	
Page 17					
			<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			BAC Barbican Centre	BOG Barbican Operational Group	
			<b>Source of comments</b>		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
				AGM House Group Annual General Meeting	

## APPENDIX 2

### SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2018-19

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
245	Jan - Mar 19	COM	Fire Safety - use of decking and astroturf on resident balconies/fire escapes.	Fire Safety booklet being revised and will also include specific information on items on balconies prior to being distributed to residents before balcony/fire escape inspections in Summer 2019.	
244	Jan - Mar 19	COM	Request by a resident for a dedicated day of week for vacuuming carpets and the replacement of corridor carpet tiling.	SLA states a weekly task for vacuuming carpets. Quotes being obtained for replacement of corridor carpet tiling and to be forwarded to House Group Committee.	
243	Jan - Mar 19	HO	Re-assigned Cleaning Supervisors areas of responsibility to match House Officers.	Changes to encourage better communications and working relationships between Supervisors and HO's. Has also increased efficiencies and service levels (as per most recent Jan-Mar 19 Cleaning KPIs).	
242	Jan - Mar 19	COM	Potential security issues regarding requests for identification before handing over residents keys in car park office. Issues with procedure of escorting residents to BEO key office during out of hours service.	Re-iterated protocol and procedures included in the Estate Concierge Operations Manual to Car Park Attendant/Estate Concierge.	

# APPENDIX 3

## SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
218	Jan- Mar 2019	PS	New Repairs & Maintenance contract commencing 1 April.	A mobilisation workshop was set up between volunteer residents and officers to review how the new contract is improving. Residents comments were taken on board to improve efficiency.	
217	Jan- Mar 2019	PS	Lightbulb KPI. Are the Resident Engineers too qualified for this task. Could it be outsourced?	Most recent KPI (Jan-Mar 19) above target. Resident Engineers do sometimes outsource light replacements. However, it has proved difficult as fittings are also being changed as the programme of replacement with LED lightbulbs continues across the Estate.	
212	Jul-Sept 18	HO and res	VFM TV and broadband service.	Protocol & response times for residents presented via residents bulletin will be repeated during the year. Most of reported issues relate to the TV services and not broadband. Officers have met with VFM and whilst they stated there are mitigating circumstances around some of the service failures, it has been agreed that BEO would monitor the level of service over 6 months before we remove it from the license and seek alternative contractors. The 6-month review of the TV service provided by VFM up until April will also include comments provided by residents in May via our bulletin. The results of this review will be communicated via our bulletin in June.	
211	Jul-Sept 18	Res complaint	Timeliness of updates to residents regarding repairs.	BEO and PS reviewing procedures for who updates resident and when, for the more difficulty/lengthy repairs.	✓

**APPENDIX 3**  
**SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2018-19**




## APPENDIX 4

### SLA AGREEMENT REVIEW - MAJOR WORKS 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
162	Jan - Mar 19	HO	Communications Officer ongoing liaisons with Project Management team in Property Services to ensure regular communications in resident bulletin regarding projects e.g. concrete and water tank works.	For comment only	
161	Jan - Mar 19	PS	Work to replace the water proof coating on the barrel vault roofs has commenced. This project will run until summer 2020.	For comment only	
160	Oct - Dec 2018	SLA	External painting work required for most car parks.	Works have been completed.	✓
152	Jul-Sept 17	PS	Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme related to fire safety.	Communicated to the House Group Chairs only.	

## APPENDIX 5

### SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
185	Jan - Mar 19	HO	Complaints received from Brandon Mews residents regarding the waterfall timing and lack of consultation.		
184	Jan - Mar 19	HO	New planting designed to deter non-residents from entering Speed Gardens between the GSMD and Speed Gardens has been completed.	Completed.	✓
183	Oct - Dec 2018	SLA	Large bags of garden waste should be removed more frequently from the Podium.	Fed back to the gardening team in Open Spaces.	
182	Oct - Dec 2018	RCC	Work to the main lake.	Question raised about potential or future works to lake.	
177	Apr - Jun 18	SLA	New garden recycling still has some issues and needs further publicity (locations, where soil can go).	Cleansing reviewing a recycling leaflet drop for Barbican residents including an update about the garden waste collection (as well as an update for the residents bulletin). Cleansing are waiting to hear from the new contractors as to whether collecting garden waste is a possibility.	

## Appendix 6. Barbican KPIs 2018-19

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18		Jan - Mar 2018	Apr - Jun 2018	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	PROGRESS AGAINST TARGET	COMMENT
<b>Customer Care</b>										
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%		100%	100%	100%	100%	100%	😊	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%		100%	100%	100%	100%	96%	😞	3 emails out of 73 received did not meet the KPI.
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	100%	100%	100%	😊	
<b>Repairs &amp; Maintenance</b>										
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%		99%	98%	98%	97%	99%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%		98%	98%	98%	97%	98%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%		99%	98%	97%	96%	96%	😊	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		99%	99%	97%	91%	91%	😞	Being reviewed with Property Services.

[illegible]

[illegible]

COMMENT	PROGRESS AGAINST TARGET	Jan to Mar 2019	Oct to Dec 2018	Jul - Sept 2018	Apr - Jun 2018	Jan - Mar 2018		ACTUAL 2017/18	TARGET 2018/19	Title of Indicator
		4	1	0	7	NA		NA	NA	Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)
		3	1	2	NA	NA		NA	NA	Number of cases outstanding.

<b>Committee(s)</b>	<b>Dated:</b>
Residents Consultation Committee – For Information Barbican Residential Committee – For decision	10/06/2019 17/06/2019
<b>Subject:</b> Charging Policy for Car Parking and Stores – Annual Review	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Decision by Barbican Residential Committee</b>
<b>Report authors:</b> Michael Bennett Head of Barbican Estates	

## Summary

The context for the review of the Charging Policy for Car Parking and Stores on the Barbican Estate includes the following:

- Expenditure on car parking on the Barbican Estate has for some years significantly exceeded income;
- The Barbican car parks are underused with a large number of vacant car parking spaces that could be put to much better use (including the provision of storage units for residents);
- The City Corporation has begun the process of a 'Fundamental Review' of its operations, as part of which Efficiency Savings and further Income Generation from its property assets will need to be looked at;
- The City Corporation is carrying out a general review of all its car parks within the City.

At its meeting on 21 June 2018, the BRC received a report on the Charging Policy for Car Parking on the Barbican Estate. The Committee agreed a number of reviews and that the Member/Officer Working Party convene further meetings, before bringing a report back for an annual review to the BRC. The Working Party has met and made recommendations for the 2019-2020 year and, this report comprises an overview of its considerations and its recommendations.

## Recommendations

**The Barbican Residential Committee** is asked to endorse the work and recommendations of the Member/Officer Working Party and specifically, to:

### Car Parking

1. Pause the Barbican car park charge per parking space for the ensuing year at £1,340 per annum and review charges again in 2020.

## **Stores**

2. Increase the rents for Stores within Barbican buildings (that is, Stores not constructed in the car parks) from £25 to £27.50 per square foot per annum (which are all classed as small/standard Stores) over the next 2 years to £358 (and from £326 to £336 from September 2019) and subject to review again in 2020.
3. To pause rents for the resident new Stores in the car parks at £20.00 per square foot per annum and subject to review in 2020.
4. To pause rents for the non-resident new Stores in the car parks at £40.00 including vat per square foot per annum and subject to review in 2020.

## **Main Report**

### **Background**

1. Expenditure on car parking on the Barbican Estate has for some years significantly exceeded income. In 2016, the BRC instructed officers to review the underused Barbican car parking spaces and subsequently agreed that they could and should be put to other uses including the provision of additional storage space in order to generate additional income.
2. In 2017 Members also agreed that a Member/Officer Working Party be established to carry out further work on the Charging Policy including a study of car park usage and cost allocation, bringing reports back to the BRC.
3. The Planning and Transportation Committee at its meeting in 2018 approved the planning application for new Stores in the car parks for residents and non-residents, subject to conditions and the approval of a management plan.
4. At its meeting in June 2018 the BRC approved the following:

### **Car Parking**

- The Barbican car park charge, per parking space and for the ensuing year, be increased to £1,340 per annum, as part of a three-year phased increase to £1,500 per annum, subject to a review in one year.

### **Stores**

- The rents for Stores within Barbican buildings (that is, Stores not constructed in the car parks) be increased to £25.00 per square foot, per annum (which are all classed as small/standard Stores) and be subject to review after one year
- The increase of rents for existing Stores in the car parks, currently let to existing users, be phased in over a three-year period (expires in September 2021) and that they be let at £14.00 per square foot, per annum for the ensuing year



- Rents for all Stores constructed in the car parks (new and previously existing), be charged at £20.00 per square foot, per annum and subject to review after one year
5. The BRC also approved a lettings policy for new Stores in the car parks in order that:
    - Stores be first offered to Barbican residents and not offered to non-Barbican residents for at least 6 months after the first letting of a new Store;
    - The minimum Barbican resident use of the new Stores be set at 90 per cent (subject to review and depending on the take up of the new Stores);
    - Non-resident users be restricted to City residents whose home is not more than one half mile from the entrance to the car parks containing the Store such residents would use;
    - The minimum rent to be charged to non-resident users be set at £40.00 including vat per square foot per annum, subject to review;
  6. The new additional Stores were completed in April and are currently over 50% occupied by Barbican residents. 10% of the new Stores (thirty-one) will be offered to non-Barbican residents from July 2019.
  7. The current 1-year Charging Policy for non-residents new Stores in the car parks expires in September 2019 and is due for review.
  8. The Management Plan has subsequently been approved by the City Planning Department.

### **Other Reviews**

9. The BRC also asked that a number of other reviews take place and the current position is that:
  - An Equalities Impact Assessment was carried out for disabled car park users in order for Members to consider whether a reduced charge could apply. The BRC approved a Policy for Disabled Car Park Users and also Miscellaneous Car Park Charges in March 2019.
  - The City Solicitor advised that to bring the provision of free short-term parking within the service charge may not be an exercise of reasonable discretion. The Working Party also noted that the BRC had strongly resisted reducing the concession of 5-hours free car parking.
  - Work related to Leaseholder consultation on the allocation of Estate Concierge services to the service charge is ongoing.
10. The members of the Working Party are:

- Michael Hudson (Chairman) – Chairman of the BRC
- Mark Wheatley – Deputy Chairman of the BRC
- Randall Anderson – Member of the BRC
- John Tomlinson – Member of the BRC
- Paul Murtagh – Assistant Director Barbican & Property Services
- Michael Bennett – Head of Barbican Estates

### **Current Position**

11. The Working Party met in October and April and this report comprises an overview of its considerations and its recommendations.

### **Options**

#### **Car Parking**

12. The Working Party took into consideration a number of factors with regards to Car Park charges:

- Occupancy history (see Appendix 1);
- Elasticity of demand (see Appendix 2);
- A report of the Director of the Built Environment (DBE) in respect of the short, medium and long-term strategies on Public Car Parks which included the decision not to increase charges at Baynard House, London Wall, Minories and Tower Hill Car Parks until 2022;
- The City of London Corporation's Transport Strategy to discourage car use in the City;
- The reason for the establishment of the Working Party; i.e. the deficit on the car park account and the objective of raising revenue;
- Offering premium car parking bays, which would be subject to consultation with residents and an appraisal of the costs of repainting the bays.

13. There are 2 options for car park charges:

- Pause the Barbican car park charge per parking space for the ensuing year at £1,340 per annum and review charges again in 2020;
- Increase the current charge in line with CPI (based on 17 April CPI of 1.8%) to £1,364 per annum and review charges again in 2020.

### **Stores**

14. The Working Party also took into consideration a number of factors with regards to Store rents:

- There had been no surrenders due to the rent increases in September 2018 (see Appendices 2 and 4);
- The very large Stores had been the most popular (see Appendix 3). Work is ongoing to review the possibility of converting some of the large Stores into very large Stores and the ensuing conversion costs;
- Thirty-one large Stores (10%) had been blocked off for non-residential use, in two sections (one area in Breton and the other in Bunyan Car Park);
- Non-resident take-up was likely to be high, given the Stores' close proximity to the new development at for example, St Barts as well as Heron Tower;
- A comparison of the non-resident Store user rent of £40.00 including vat per square foot per annum to local commercial rates has been carried out by City Surveyors. This review has confirmed that rates have remained mostly level overall.

15. The options for Store rents are:

- As the new Stores had only been let since January 2019, the review be deferred until 2020;
- Increase the rents for Stores within Barbican buildings (that is, Stores not constructed in the car parks) from £25 to £27.50 per square foot per annum (which are all classed as small/standard Stores) to £358 over the next 2 years (and from £326 to £336 from September 2019) and subject to review again in 2020. This would be a direction of travel which was the original recommendation to Members in 2018.

## **Proposals from the Working Party**

### **Car Parking**

16. Pause the Barbican car park charge per parking space for the ensuing year at £1,340 per annum and review charges again in 2020.

### **Stores**

17. Increase the rents for Stores within Barbican buildings (that is, Stores not constructed in the car parks) from £25 to £27.50 per square foot per annum (which are all classed as small/standard Stores) to £358 over the next 2 years (and from £326 to £336 from September 2019) and subject to review again in 2020.

18. Review the rents for new Stores in the car parks in 2020.

## **Corporate & Strategic Implications**

19. In terms of the relevant policies incorporated in the City Corporation's Corporate Asset Management Strategy, the proposals contained in this report will ensure that:

- Operational assets remain in a good, safe and statutory compliant condition;
- Operational assets are fit for purpose and meet service delivery needs;
- Annual revenue expenditure is efficiently managed to ensure value for money and operational asset running costs are reduced wherever possible;
- Opportunities to create added value and maximise income generation be pursued.

## **Implications**

20. The Car Parking account (which includes the new stores) had a budgeted deficit for 2019-20 of £238k. The effect of pausing the increase in the uplift of the car park charging will be a reduction in income of some £17k in 2019/20, with the full year effect being £34k. It should also be noted that the overall income expected from stores within the car park is £51k lower than forecast in the Original Budget, mainly because of much lower levels of occupancy of the large stores. However, it is expected that higher than expected income from commercial units may partially offset this shortfall.

21. The Stores outside the Car Park had an expected deficit of £75k in the Original Budget for 2019-20. The actual level of occupancy is much higher than forecast in the budget and with the price increase proposed in this report the deficit is now expected to be £47k lower at £28k (assuming no changes in costs). Please see Appendix 5 for details.

## **Conclusions**

22. The Member/Officer Working Party, set up at the instruction of the Barbican Residential Committee, has carried an annual review of its work and their recommendations are laid out in paragraphs 1-4 of this report.

## **Appendices**

- Appendix 1 – Car Park Occupancy
- Appendix 2 – Elasticity of demand
- Appendix 3 – New Stores rents and occupancy
- Appendix 4 – Current Stores rents and occupancy
- Appendix 5 – Financial Forecasts

## **Background Papers**

Car Park Strategy Stage One 2009

Car Park Strategy Update 2009

Barbican Estate Car Park Efficiency Strategy Working Party 2011

Baggage Stores Charging Policy 2011

Car Park Charging Policy February 2013

Car Park Charging Policy December 2013

Car Park and Baggage Stores Charging Policy January 2014

Revenue and Capital Budgets – Latest Approved Budget 2013/14 and Original Budget 2014/15

Service Based Review Proposals – Department of Community & Children's Services 2014

Car Park Charging Policy 2015

Car Park Charging Policy March 2016

Service Based Review March 2016

Review of Public Car Park Provision in the City November 2016

Charging Policy for Car Parking and Stores November 2016

Charging Policy for Car Parking June 2017

Charging Policy for Car Parking and Stores June 2018

Charging Policy for Disable Car Park Users March 2019

Policy for Miscellaneous Car Park Charges March 2019

**Michael Bennett**

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# Appendix 1

## Occupancy History of Barbican Estate Car Parking – March 2019

Charge	Date	Residential Let Bays	% Change	Comments
£990	June 2006	863	-1%	
£990	Dec 2007	848	-2%	
£990	Oct 2008	820	-3%	
£1,038	Oct 2009	777	-5%	
£1,038	Oct 2010	752	-3%	
£1,070	Oct 2011	744	-1%	
£1,126	Oct 2012	737	-1%	
£1,155	Nov 2013	718	-3%	
£1,183	Nov 2014	691	-4%	
£1,210	Nov 2015	682	-1%	
£1,225	Sept 2016	679	-1%	
£1,225	Nov 2017	648	-5%	
£1,258	June 2018	653	+1%	BRC June 2018 - Approved charge of £1,340 from Sept 2018
£1,340	March 2019	615	-6%	BRC June 2018 – Charge of £1,340 subject to one-year review in June 2019
£1,420	Sept 2019			BRC June 2018 - Phased increase over 3 years to be reviewed after one year
£1,500	Sept 2020			TBC

# Appendix 2

## Elasticity of Demand – March 2019

The following table displays the number of new car bay licences taken by residents and the figures for surrendered licences at the Barbican Estate.

### Surrender Reasons - before review by BRC in June 2018

Jan 2018 – May 2018	Car Bays
Moved out	6
Too Expensive	1
Don't need a Car	7
No Comment	106

### Surrender Reasons – after charge review

June 2018 – March 2019	Car Bays
Moved out	10
Too Expensive	2
Don't need a Car	23
No Comment	113

Jan 2018 – May 2018	New	Surrenders
Car Bays	95	120

June 2018 – March 2019	New	Surrenders
Car Bays	110	148

## Surrender of old Stores

- Transportable Stores – No transfers have taken effect
- Car Park Stores (Thomas More Car Park) Large – 2 stores were transferred to new larger stores
- No store surrenders have taken place as a result of rent increase
- Stores in block – 14 stores have transferred to new larger stores



# Appendix 3

## New Stores rent & occupancy – March 2019

		Size	Rent/Sq. ft.	Rent	Occupancy as of March 2019				
Location	Stores	Sq. ft.	£/sq. ft.	Price from Sept 2018	Let	Vacant	Total	%	Comments
Car Park	Large	43	20	£860 per year	51	156	207	25%	BRC June 2018 – Rent subject to review after 1 year
Car Park	Extra Large	61	20	£1,220 per year	42	14	56	75%	BRC June 2018 - Rent subject to review after 1 year
Car Park	Extra Extra Large	86	20	£1,720 per year	50	0	50	100%	BRC June 2018 - Rent subject to review after 1 year

# Appendix 4

## Current Stores rent & occupancy – March 2019

		Size	Rent/sq. ft.	Rent	Occupancy				
Location	Stores	Sq. ft.	£/sq. ft.	Rent from Sept 2018	Let	Vacant	Total	%	Comments
Block	Standard	13	25	£326	1,000	50	1,050	95%	BRC June 2018 - Review rent after 1 year
Car Park	Transportable	32	14	£448	104	2	106	98%	BRC June 2018 - New users - rents from Sept 2018 - £20 per sq. ft.  Existing users – 3-year policy: £14 per sq. ft. Sept 2018 £17 per sq. ft. from Sept 2019 £20 per sq. ft. from Sept 2020
Car Park	Large	41	14	£574	53	1	54	98%	BRC June 2018 - New users - rents from Sept 2018 - £20 per sq. ft.  Existing users - 3-year policy: £14 per sq. ft. - Sept 2018 £17 per sq. ft. from Sept 2019 £20 per sq. ft. from Sept 2020

# Appendix 5

## Financial Forecast – Car Parking

CAR PARKING			
		Original	Revised
		Budget	Position
		2019-20	2019-20
Income £ 000's			
Car Parks	Occupancy reducing by 5% through year, rate at £1,420 from end of Sept	820	
	Occupancy reducing by 5% through year, rate at £1,340 from end of Sept		803
New Stores			
	Large	152	74
	X Large	57	60
	XX Large	73	86
Existing Stores in Car Park		66	77
<b>Sub-total</b>		348	297
Fees & Misc.		69	69
Service Charge		302	302
<b>Total Income</b>		1539	1471
<b>Expenditure</b>		-1777	-1777
		<b>-238</b>	<b>-306</b>

Half-year effect

Occupancy much lower than forecasted

# Appendix 5

## Financial Forecast – Stores outside Car Park

STORES OUTSIDE CAR PARK			
		Original	Revised
		Budget	Position
		2019-20	2019-20
<b>Income £ 000's</b>			
Existing Stores in Residential Blocks	Stores @ £326	284	
Existing Stores in Residential Blocks	Stores @ £326 rising to £336 from end of Sept 2019		331
<b>Expenditure</b>		-359	-359
		<b>-75</b>	<b>-28</b>

# Agenda Item 7

<b>Committee(s)</b>  Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b>  10062019 17062019
<b>Subject:</b> Progress of Sales & Lettings	<b>Public</b>
<b>Report of:</b> Andrew Carter Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Anne Mason	

## 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.

### SURRENDERS/TERMINATIONS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	F2A	1	£18,300	01/09/2018 31/08/2021	Move to a larger property	24/07/2019
2	93	1	£22,300	25/03/2017 24/03/2020	None given	29/07/2019

### RIGHT TO BUY SALES

3.

	<b>7 May 2019</b>	<b>5 February 2019</b>
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
NET PRICE	£65,007,843.75	£65,007,843.75

### OPEN MARKET SALES

4.

	<b>7 May 2019</b>	<b>5 February 2019</b>
Sales Completed	856	856
Market Value	£154,804,271.97	£154,804,271.97

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 07/05/2019
1	Cromwell Tower	31st	1B (4 Bed)	£1,725,000	Proceeding
2	Breton House	2nd	Bedsit	£475,000	Proceeding

## SALES PER BLOCK

9.

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	196	14,877,454.83	96.08
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	108	8,041,712.50	97.30
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	67	5,384,280.00	97.10
DEFOE HOUSE	178	173	17,414,782.50	97.19
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	75	8,445,677.50	98.68
SPEED HOUSE	114	108	12,468,148.50	94.74
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	146	14,337,670.50	98.65
<b>TERRACE BLOCK TOTAL</b>	1645 (1645)	1595 (1595)	139,991,073.33 (139,991,073.33)	96.96 (96.96)
CROMWELL TOWER	112	102	25,305,801.00	91.07
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	110	27,300,415.76	94.83
<b>TOWER BLOCK TOTAL</b>	345 (345)	326 (326)	77,159,996.39 (77,159,996.39)	94.49 (94.49)
<b>ESTATE TOTAL</b>	1990 (1990)	1921 (1921)	217,151,069.72 (217,151,069.72)	96.53 (96.53)

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

**Anne Mason**

Revenues Manager

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## **Working Party Updates Residents Consultation Committee 10 June 2019**

### **Gardens Advisory Group**

#### **Report to RCC from GAG meeting held 21<sup>st</sup> May 2019**

Members of GAG started the May meeting with a walk around the gardens in bright sunshine, some were even hardy enough to wear summer frocks.

\*\*\*\*

Residents are to be asked if they support a ring fenced increase on their management charge to pay for improvements to the estate's private gardens. And if so, how much? It was decided that, with the RCC's approval, the BEO should add the question to its annual survey of residents which takes place in late June. The need to consult residents was suggested by RCC chair Christopher Makin, attending as an observer.

A discussion followed on whether including participation in long term Strategic Aims for the gardens in the Terms of Reference for GAG (sent to RCC in 2017) was still relevant, bearing in mind the lack of resources available to undertake the creation of an overall Strategic Aims document.

It was agreed that smaller, specific aspects like grass maintenance and protecting the trees were achievable as smaller, stand-alone strategic aims, until the financial situation improves. A comprehensive Strategic Aims document for the gardens remains an aspirational long term project and will therefore still be maintained within GAG's Terms of Reference.

The estate walk around revealed the cut down box plants in Speed Gardens are being monitored for any further caterpillar infestation ... A newly planted but very badly pruned mimosa in Thomas More Gardens (the replacement for the tree cut down in 2018) is to be replaced by a smaller, unpruned, tree which will very quickly establish and grow to form a naturally shaped tree.... There was some concern over shrubs/trees creeping over the grass in front of Brandon Mews. Agreed that pruning to bring them back from the lawn edge should take place in the autumn. ... Two holly trees too close to the palms in front of Speed House to be relocated next winter.

Mark Mallandine has resigned from GAG due to work commitments:

Jim Durcan, Chair of Friends of City Gardens, is to be invited to replace him. Natalie Robinson has also resigned: RCC are invited to nominate a new representative on GAG. The new members will attend as observers until the next time that the GAG membership list is submitted to RCC for approval.

Next meeting of GAG: 9.30am 15<sup>th</sup> August.

# **Leaseholders Service Charge Working Party**

## **Report to RCC June 2019**

### **Members**

Anne Mason - Chair (BEO), Michael Bennett (BEO), Helen Davinson (BEO), Jim Davies, Helen Wilkinson, Jane Northcote, Phillip Burgess, David Lawrence, David Graves, Adam Hogg, Nadia Bouzidi (Dave Taylor)

Meeting - 21 May 2019

### **Update on working party activity**

Following the recent presentation to the BA AGM it was considered a suitable time to consider the position of the working party regarding the key objective of assessing Value for Money.

The group agreed that the three major categories of expense are Staff costs, Repairs / Maintenance and Electricity, principally underfloor heating.

#### **Staff Costs**

The key drivers of staff costs are the level of services provided and the price for those services.

Since the price of the services is set by Local Government whether staff grading, rate per hour, pensions or National Insurance there is little opportunity to control these factors.

An exception to this is staffing arrangements for sickness / holiday cover where options are already being discussed but potential savings require further examination within the BEO, and are relatively small.

Since the working party has no mandate to consider altering service levels this option has not been examined. However it is worth noting that service levels have been changed from time to time to reflect local conditions e.g. additional cleaning at weekends.

Overall it was noted that staff costs can be a significant factor, with costs rising above inflation. In previous years there have, for example, been adjustments to pension costs as employer contributions have risen from 17% of salaries to 21%; the introduction of auto enrolment for pension schemes; or changes to holiday entitlements. This year cleaning staff grades have been changed with the elimination of the lowest grade and the introduction of a new higher grade.

#### **Repairs and Maintenance**

With regard to repairs and maintenance there are again two principal factors involved being the costs of provision and the degree of repairs or maintenance activity required.

In this area there is increased use of tendering to establish fixed prices for repairs and a member of the working party has been involved in the tendering process for general repairs. This was considered to follow standard Local Authority practice.

The BEO review, in more detail, 15% of the work charged to general repairs and for larger repair projects a clerk of works is used to monitor the project.

However, it was noted that several instances have occurred where individuals had queried work undertaken.

Two issues were therefore raised which need further consideration.

1 The primary source of feedback to the BEO on the satisfactory completion of work is by the return of a questionnaire sent to residents when the original request for repair is acknowledged and the work is set in train. However responses in this process are very low. This may be because the time gap between the resident receiving the questionnaire and the eventual work taking place can be several weeks. The group therefore felt that the feedback process and the level of understanding of this process by the resident, including that the block will be charged through the service charge for work requested, could be improved. An improved process could build greater resident awareness and satisfaction regarding costs as well as greater trust that the BEO was exerting control over costs.

2 In addition it is not clear that there are sufficient visible controls over the monitoring of repairs and the RCC was asked to consider whether this was an area where the Service Level Agreement group could provide a more satisfactory answer about the monitoring of repairs and whether an appropriate KPI existed in this area. Such a KPI would help build trust between leaseholders and the BEO that monitoring is visible and reported.

**ACTION RCC**

#### Underfloor heating

Whilst it was agreed that this area was being addressed by another working party, the RCC may wish to consider whether the opportunities to deliver cost savings from an approach to load shedding should be raised with the BRC and other local councillors as these are potentially so significant.

**ACTION RCC**

### **Comparison of Service Charges between 2017/18 actual and 2019/20 estimates**

The working party reviewed the comparisons between 2017/18 actuals, the last reported full year figures and estimates for 2019/20.

The overall increase in annually recurring items between the two years is 6.15%.

Larger increases were seen as follows

Electricity	15% over 2 years	Cost from providers
Furniture / fittings	45%	Block specific replacement of lobby carpets etc., but total costs at £42,000 is very small
Estate cleaners	13%	Changes in staff grading

Supervision	12%	Introduction of additional survey time to assess residents flat changes for fire safety
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Reductions are seen in the following areas

Lift maintenance	(3%) over 2 years	Very high costs in 2017/18. Overall less than 3% annually since 2013/14
Cleaning equipment	(38%)	Insignificant circa £10,000
Weekend cleaning	(27%)	Changes to full time staff with Saturday overtime now used and cheaper
Garden maintenance	(2%)	2017/18 a high figure. Overall just over 3% annually since 2013/14
House Officers	(10%)	More time allocated to management

#### Other work

The working party continues to look at comparisons to other estates service charges as well as awaiting answers from procurement in respect of value for money.

# Asset Maintenance

A meeting took place on 8<sup>th</sup> May and minutes are attached

## Asset Maintenance Working Party Meeting 8<sup>th</sup> May 2019, 6:00PM Lilac Room, Barbican Estate

Attendee	Organisation
Mike Saunders	Chair - CoL Housing Property Services
Shaunna McFarlane	CoL Housing Property Services
David Downing	CoL Housing Property Services
Ted Reilly	Resident
Paula Ridley	Resident
Christopher Makin	Resident
Fiona Lean	Resident

Apologies: Michael Bennett, Randall Anderson, Mike Greensmith, Graham Wallace

### Minutes

Item	Key discussion & action points	Who
1/2	<p><b>Introductions/Review of Minutes from Preceding Meeting:</b></p> <p>Introductions were done around the table and members welcome Paula Ridley from Thomas Moore House as a new member.</p> <p><u>Garchey review</u> It is confirmed this discussion will be picked up later in the year.</p> <p><u>Beech Gardens Phase II</u> We are looking to use off street parking reserves funding for this project. Consultants and architects are currently looking at the scope of works. It is confirmed project will be managed in house by Property Services.</p>	
3	<p><b>Conditions Survey Update:</b></p> <p>A fusion 21 framework route will now be used, this went out to Tender last week and will be live for the next 2 weeks.</p> <p>It is confirmed that Savilles do have access to this route and are the preferred contractors as we have used them in the past.</p>	

Item	Key discussion & action points	Who
4	<p><b>Repairs &amp; Maintenance Contract:</b></p> <p>The contract start date was April 1<sup>st</sup>.</p> <p>We have had a few prestart meetings with the contractors and resident reps which was positively received.</p> <p>Follow up meetings have been booked in, (next 1 booked for July) these meetings will focus on KPI's, resident reps have been invited to attend.</p> <p>It is confirmed that we have a reactive repairs team who raise orders and that they are able to request 'recalls' on jobs that are believed to have not been done properly.</p>	
5	<p><b>Tower Block Lift Maintenance:</b></p> <p>Butler &amp; Young now have an active order from us and are carrying out surveys on the lifts.</p> <p>Once done we will be able to identify any needed maintenance works or replacements.</p>	
6	<p><b>Fire Safety/Fire Risk Assessment</b></p> <p>The fire door samples that were sent from Thomas Moore and Shakespeare have now come back.</p> <p>Issues have been raised around the glazing and the letter boxes which were found to be letting in smoke.</p> <p>We are currently trying to obtain a door sample from Breton, the VOID flat in which we were hoping to use has recently been sold, so we are now in discussions with the new leaseholder.</p> <p>The next stage of Fire Risk Assessments has gone out to Tender, the contract will be more intrusive and will focus on signage and compartmentation.</p> <p>Update will be given at next RCC.</p>	
7	<p><b>Barbican Redecorations 2020/25:</b></p> <p>5-year contract was approved.</p>	

Item	Key discussion & action points	Who
	S20 Consultation is due to start imminently, during this period leaseholders can nominate contractors.	
8	<p>AOB:</p> <p><u>Underfloor Heating</u> Discussions were brought to the AGM and residents were asked the below questions.</p> <ol style="list-style-type: none"> <li>1. How do you feel about the seasonal shift switching to Oct/May?</li> <li>2. Would you like to spend more money on heating?</li> <li>3. Do you want to extend the Terms of Reference for the WP to look at energy efficiency? i.e. carbon footprint</li> </ol> <p>It is noted that the only issue would be spending more money, residents are happy to look at options that fall within the current budget.</p> <p><u>Working Party Action Plan</u> MS advised that the layout of the Action Plan may change, changes will come back to the WP for review. CM advises that he is happy for a new layout if we keep the detailed history information from previous meetings.</p> <p><u>Estate Maintenance</u> TR advises he will be compiling a report to RCC regarding the rising issue of general maintenance works across the whole estate and getting funding. MS advises we are happy to provide any technical data needed.</p> <p>CM also advises that members of the RCC wish to investigate the lease more' regarding 'improvements' and works across the estate the lease does not provide a lot of room for things to be approved. Report to also go to RCC.</p> <p>An issue was raised by Mike Greensmith in regard to film crews on Level 5 Ben Jonson, it is noted that this issue will be passed to the SLA working party; however since the party just met and the next meeting is next quarter a written question will go to the RCC for discussion.</p> <p>It is confirmed that nay fire safety issues with regards to residents blocking hallways should be raised with the relevant housing officers.</p> <p><u>New members</u></p>	

Item	Key discussion & action points	Who
	<p data-bbox="328 241 1273 309"><b>Rob Barker has now stepped down from the working party invite to go to RCC for any resident volunteers.</b></p> <p data-bbox="328 398 587 432"><b><u>Next meeting date:</u></b></p> <p data-bbox="328 477 683 510"><b>Wednesday 4<sup>th</sup> September</b></p>	



## Electric Vehicle Charging

The BRC approved the following at its meeting in March (with updates in italics as of 17 May):

1. The EV Charging users' quarterly charge of £25 cease when individual charging is implemented on 1<sup>st</sup> April 2019 and, from this point forward, EV Charging users would pay only for the electricity they use. *This commenced for the current 19 users with the exception of 4 users in Breton car Park (see below).*
2. With effect from 1<sup>st</sup> April 2019, EV Charging users be directly billed per kWh of electricity at 25p/kW (14p/kW domestic rate + 11p management levy/kW). *As above.*
3. All EV Charging users be assigned a dedicated EV bay, in line with the Car Parking Licence. *This is current practice.*
4. Officers progress the additional LEN funding of £17,000 to provide Breton House car park with charging facilities and connections via Smart Technology. *These works were completed in May and EV users in Breton Car Park are now charged for the electricity they use.*
5. Officers continue to update the Electrical Vehicle Working Party (EVWP), which will carry out a review in respect of usage and the pricing structure and report back to the BRC in September 2019. *A report is included in the agenda plan for September.*

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## Anti-Social Behaviour on the Barbican Estate

A paper for discussion at the RCC on June 10<sup>th</sup> 2019

### 1 Background

1.1 Anti-social behaviour (ASB) appears to be of increasing concern to residents of the Barbican Estate. At the May 8th City-Wide Briefing by the CoL, the majority of questions from residents in the afternoon session concerned this subject. The topic was also raised at the evening session.

1.2 The Victim Commissioner's April 2019 report on Anti-Social Behaviour contains the following statement:

*The Anti-Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as:*

- a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,*
- b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or*
- c) conduct capable of causing housing-related nuisance or annoyance to any person.*

1.3 ASB takes many forms on our estate:

- i. Music-making and dancing
- ii. Cycling, often done in gangs and aggressively close to pedestrians
- iii. General rowdiness, for example making noise to deliberately annoy and provoke residents; often done by said gangs on bikes
- iv. Skateboarding, which is noisy and also damaging to podium tiles
- v. Parkour (running, jumping, and climbing on the urban landscape) which is noisy and also damages the estate (e.g. plantings which get in the way of jump 'run-ups')
- vi. Acts of 'public indecency'

Such activity is not uniform across the estate and is not continuous but it is persistent. During the summer, instances of items iv) and v) are recorded almost every day.

1.4 The upsurge in social media has advertised the Barbican Estate as a great place to go for skateboarding and parkour. Both activities have now been deemed Olympic sports. Add to that the Culture Mile initiative which aims to make more people aware of the 'mile' of which our estate is a major part. The problem will only get worse.

1.5 Most of the ASB activity listed above is proscribed in the CoL Bye-Laws for our estate and thus there is a basis for action to prevent these behaviours.

1.6 The most obvious way for residents to take action is to inform the Police and ask them to move the miscreants on. However, the police presence on the estate is sporadic and reaction times can be slow. In addition, residents have noted recently a marked change in Police attitudes to dealing with ASB. There appears to be a reluctance to intervene, sometimes citing lack of resources as the reason. In fact, the Police are now telling residents to take their ASB issues to the Barbican Estate Office (BEO).

1.7 The BEO, as currently constituted, has not the wherewithal to deal with ASB incidents for the following reasons:

- i. It operates within office hours whereas many incidents fall outside these
- ii. It has no dedicated resources to deal with it
- iii. There is no formal mechanism for implementing remedies e.g. empowering people to prosecute the Bye-Laws in a legally enforceable manner.

1.8 The Barbican Centre (BC) has dedicated security staff but their role is confined to the area of the estate administered by the Centre. Practically, that means that they deal with ASB if it occurs on the Lakeside Terrace and in the Frobisher Crescent Sculpture Court but not if it occurs on the upper podium beyond Frobisher Crescent. Miscreants, asked to leave the Sculpture Court, can move 20 yards and carry on without interference from BC security! (It should be noted that BC security staff are quite responsive to resident reports on ASB so long as these fall within their 'jurisdiction').

1.9 Because of these issues, some residents have taken a pro-active approach and intervene when they see (or rather hear) proscribed activity. This has met with mixed success. Some groups disperse but others get aggressive at which point calling the Police is the only option and even then they may be unable to attend. It can be quite stressful for a resident to intervene.

1.10 Residents do not even have an easy means of formally logging instances of ASB and so most events are not included in official statistics. Phoning the police, even just to log events, involves an onerous interrogation of the complainant which can be off-putting. A simple means of logging events is needed.

1.11 The Bye-Laws, whilst providing a mandate, are seen by the Police as toothless because fines which can be levied are currently tiny (£20 max) and any prosecution would be 'uneconomic'. In the past, attempts to strengthen the Bye-Laws by increasing fines or by the additional use of the more powerful Public Space Protection Orders (PSPOs) have not gained any traction. Some in the Police appear to strongly favour the use of PSPOs. Unlike many local authorities, the CoL has only one active PSPO....it concerns control of dogs in Burnham Beeches....and thus there are none applying to where residents actually live. The CoL has recently increased fines for littering city-wide and for parking in the St Giles area but has not seen fit to do so for the activities proscribed in the Bye-Laws. The on-the-spot fine for littering is £150. To put this in perspective, it would seem that dropping a cigarette butt is 7.5 times more reprehensible than annoying residents through ASB!

1.12 In other local authorities, third parties (not local police, not local authority personnel) have been employed to enforce PSPOs, offsetting costs from fines imposed. It is not known whether such a scheme could operate on the Barbican Estate.

1.13 The above discussion concerns reaction once ASB has occurred and the enforcement of legal remedies. Prevention is also important. Signage on the estate indicating prohibitions is inadequate: some signs have disappeared and many are hard to spot. Of course, signage does not in itself solve the problem but it makes enforcement easier, especially for pro-active residents. The estate also lacks a comprehensive CCTV system, its introduction having been rejected some years ago. The existence of CCTV is known to have a deterrent effect on ASB especially when coupled with clear signage on what is prohibited and positive action by the police or some other legally authorised body to enforce compliance. The use of CCTV to monitor the podiums and other public spaces on the Barbican Estate should be reconsidered.

## **2 Proposal**

2.1 It is clear that we need to re-evaluate how ASB is countered on the Barbican Estate. It is not difficult to prescribe a technically feasible solution. An easy-to-use log, clear signage, CCTV, use of PSPOs and an estate-wide security function would all seem eminently sensible. However, finding a practical and affordable solution will require some real effort across all stakeholders.

2.2 First of all, there needs to be a review of the mechanisms by which ASB can be controlled. This will need to involve the Police, the BEO and other CoL stakeholders within the CoL as well as residents. The Barbican Centre would also have to be included.

2.3 The Barbican Estate Security Committee (an existing subcommittee of the BA) looks at the wider topic of security on the estate which includes ASB. Indeed it has used “tactical planting” to try to reduce instances of parkour and has initiated discussion with the City Solicitor and the Department of the Built Environment (the department responsible for the City Walkways) to clarify the situation regarding the current byelaws and to seek a solution to deal effectively with parkour participants on the Estate. However, the scope of the review proposed may require a wider consultation than is currently represented on the BESC. The BESC obviously has to be involved.

2.4 This subject is relevant to the RCC because

- i) The Police have already indicated that the BEO should be involved in managing ASB
- ii) Solutions may have implications for the service charge.

2.5 It is proposed that a working party (under either RCC or BRC auspices) be established to carry out a review of how ASB can be managed in future on the Barbican Estate.

*27 May 2019, swsthg*

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## **The Barbican at Fifty: A Blueprint for the next Fifty Years**

### **Discussion paper on formulating a pro-active improvement strategy for the Barbican.**

The Barbican Estate is a much admired work of architecture and a great place to live. How do we ensure that it is still flourishing in fifty years' time?

The "City Plan 2036" acknowledges the need to protect and enhance the Barbican Estate:

S11 "Conserving and enhancing heritage assets to ensure that the City's townscapes and heritage can be enjoyed for their contribution to quality of life and wellbeing;"

S23 "identifying and meeting residents' needs in the north of the City, including the protection and enhancement of residential amenity, community facilities and open space;"

The Barbican was designed to environmental standards of the fifties and sixties. For example, most of the terrace blocks lack double glazing, mandated in new builds today. It is not Carbon neutral and this will not change without a reappraisal of our current arrangements for maintaining the estate.

The Barbican Residents' Lease is concerned with maintenance of the fabric of the estate, to be paid for by the residents through a service charge, which is monitored by a Residents' Consultation Committee (RCC). Improvements to the estate are the responsibility of and paid for by the City of London (CoL) as Landlord and as such largely sit outside the remit of the RCC. Consequently, there is little structured dialogue between residents and the CoL regarding improvements to the estate.

In fact, opportunities to make improvements are being missed. Examples include the current reroofing of the terrace blocks which did not include improvements in insulation, the replacement of cold water tanks being like for like without including measures to prevent legionnaire's disease, and recent works on the underfloor heating which have largely been restricted to maintaining the status quo and have not considered reduction in energy consumption. We believe that significant improvements to the estate could have been made at minimum cost.

Consequently, there is an imperative, holistically to review maintenance and improvement of the estate. To ensure its appeal to residents and the value of a key CoL asset will not decline over time to the point where the Barbican ceases to be pre-eminent amongst iconic housing in Europe.

We want the RCC to propose to the BRC that a working group be set up, to involve the City Solicitor to establish how the constraints on expenditure imposed by the current leases might be overcome with the aim of enabling a pro-active mechanism for improvements to be established. This could build on the experience and good working relationship between residents and the CoL in the RCC.

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<b>Committee:</b>	<b>Date(s):</b>
Residents' Consultation Committee	10 June 2019
Barbican Residential Committee	17 June 2019
<b>Subject:</b> Update Report	Public
<b>Report of:</b> Director of Community and Children's Services <b>Report author:</b> Michael Bennett	For information

## Summary

### Barbican Estate Office

1. Blake Tower (formally the YMCA) Service Charge related issues
2. Agenda Plan

### Property Services – see appendix 1

3. Redecorations
4. Public lift availability
5. Concrete Repairs
6. Vision Fibre Media (VFM) Contract for TV and Broadband Services
7. What's gone well

Recommendations 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 March 2019. 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 <b>(from September 2019)</b> .
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, ASSA keys could be retro-fitted as has been the case with Frobisher Crescent. The cost of fitting an ASSA lock at one or more of the entrances to Blake Tower would be a cost borne by the leaseholders of the Tower. Following handover to the BEO, the City will discuss options for this with the leaseholders.
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. 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	2 Sept	16 Sept
Service Level Agreement Review	Michael Bennett		
Electric Vehicle Charging Policy Update	Barry Ashton		
Fire Safety Update	Paul Murtagh		
2018/19 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2018/19 Revenue Outturn for the Dwellings Service Charge Account including Reconciliation between the closed accounts and the final service charge	Chamberlains		
Stock Condition Surveys - <b>TBC</b>	Mike Saunders		
Relationship of BRC Outturn Report to Service Charge Schedules – <b>RCC Only</b>	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Working Party Updates ( <b>deadline 19 August RCC Only</b> ) <ul style="list-style-type: none"> <li>Gardens Advisory</li> <li>Asset Maintenance</li> <li>Background Underfloor Heating</li> <li>Leaseholder Service Charge</li> <li>Electric Vehicle Charging</li> </ul>	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report ( <b>deadline 19 August</b> ): <ul style="list-style-type: none"> <li>Main update - Blake Tower service charge related issues/Agenda Plan 2019</li> </ul>	Michael Bennett		

<ul style="list-style-type: none"> <li>Property Services Update (Appendix 1)</li> </ul>			
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	2 Dec	16 Dec
Service Level Agreement Review	Michael Bennett		
Service Charge Expenditure & Income Account - Original Budget 2019/20 & Original Budget 2020/21	Chamberlains		
Revenue & Capital Budgets – Original Budget 2019/20 and Original 2020/21 - Excluding dwellings service charge income & expenditure	Chamberlains		
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Commercial Arrears ( <b>BRC Only</b> )	Helen Davinson		
Working Party Updates inc. "Review of Terms of Reference" for RCC AGM in January ( <b>deadline 18 November RCC Only</b> ) <ul style="list-style-type: none"> <li>Gardens Advisory</li> <li>Asset Maintenance</li> <li>Background Underfloor Heating</li> <li>Leaseholder Service Charge</li> <li>Electric Vehicle Charging</li> </ul>	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report ( <b>deadline 18 November</b> ): <ul style="list-style-type: none"> <li>Main update - Blake Tower service charge related issues/Agenda Plan 2020</li> <li>Property Services Update (Appendix 1)</li> </ul>	Michael Bennett		

### Background Papers:

Minutes of Residents' Consultation Committee 04 March 2019.  
Reports to the Barbican Residential Committee 18 March 2019.

**Contact:** Michael Bennett, Head of Barbican Estates  
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### 3. Redecorations

The 2019/20 programme has now been developed and is underway.

The blocks affected are:

- Lambert Jones Mews – External
- Seddon House – External

Works are due to complete in July 2019

This will be the final year of the successful 5 year redecorations programme. Property Services are currently collating information on the next 5 year programme which will commence in 2020

### 4. Public Lift Availability

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

Lift	From April 2017 to March 2018	From April 2018 to March 2019
Turret (Thomas More)	99.90%	99.85%
Gilbert House	99.99%	98.92%

### 5. Concrete Repairs

Works are due to complete on 20<sup>th</sup> July. There was a slight delay on the Tower Blocks due to the nesting birds.

### 6. Vision Fibre Media (VFM) Contract for TV and /Broadband Services

As reported previously, we have been monitoring the service provided by VFM through an issues log. The 6-month review process resulted in inconclusive evidence that VFM were not providing the service expected under the terms of the license agreement for **television services**. We have therefore carried out surveys through the weekly bulletin to gain feedback from residents during May 2019 to support the review. Results of the review will be published through an email bulletin.

## **7. What's Gone Well**

### **New Repairs and Maintenance Contract**

Following an EU Compliant process, the contract for delivering responsive repairs and maintenance to the Barbican Estate commenced on 1<sup>st</sup> April 2019.

During the process a resident working group was set up through the Asset Maintenance Working Party to review the tender returns and to provide feedback. Following the conclusion of the tender process the group met as part of the mobilisation during March 2019.

This was a productive workshop and it was agreed that the group would continue to meet to monitor the performance and the enhanced KPI's. The next meeting is due to take place in July 2019 where the first quarter KPI's will be discussed along with any performance issues and/or improvements.

Our thanks go to the resident representatives for giving up their time to attend various meetings and to shape the future service

Going forward, Property Services are looking to replicate this approach for projects such as the 5 year redecorations programme.