



Barbican Estate Residents Consultation Committee

Date: MONDAY, 25 MARCH 2024
Time: 6.30 pm
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members

Sandra Jenner - Defoe House (Chair)	Miranda Quinney - John Trundle House
Jim Durcan - Andrewes House (Deputy Chair)	David Lawrence - Lauderdale Tower
Lucy Sisman - (Deputy Chair)	Monique Long - Mountjoy House
Adam Hogg - Chairman of the Barbican Association	Jane Smith - Seddon House
Graham Wallace - Andrewes House	Sandy Wilson - Shakespeare Tower
Fiona Lean - Ben Jonson House	Rodney Jagelman - Thomas More House
Andrew Tong - Brandon Mews	Mary Bonar - Wallside
Andy Hope - Breton House	Petre Reid - Willoughby House
John Taysum - Bryer Court	Sally Spensley - Frobisher Crescent
Gordon Griffiths - Bunyan Court	Frits van Kempen - Speed House
Helen Hudson - Defoe House	Claire Hersey - Lambert Mews
Dave Taylor - Gilbert House	

Enquiries: Julie.Mayer@cityoflondon.gov.uk

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Ian Thomas CBE
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 approve:

The Minutes of the Barbican Residents' Consultation Committee (RCC) held on 27th November 2023; and

The Minutes of the Special Meeting of the RCC held on 17th January 2024.

For Decision
(Pages 5 - 20)

4. **ACTIONS TRACKER**

Members are asked to note the Actions Tracker.

For Information
(Pages 21 - 24)

5. **REPORT OF ACTION TAKEN (BUDGET REPORTS)**

Report of the Town Clerk.

For Information
(Pages 25 - 30)

6. **UPDATES FROM THE VARIOUS WORKING PARTIES**

To receive the following Working Party updates:

For Information

- a) Service Level Agreement (Pages 31 - 38)
- b) Gardens Advisory (Pages 39 - 40)
- c) Service Charge
- d) Asset Maintenance
- e) Car Park Charging
- f) Climate and Zero Carbon

7. **TRANSFORMATION BOARD**
Report of Executive Director, Community and Children's Services.
For Information
(Pages 41 - 48)
8. **MAJOR WORKS**
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 49 - 60)
9. **WINDOW CLEANING CONTRACT (RE-TENDER)**
Report of Executive Director, Community and Children's Services.
For Information
(Pages 61 - 62)
10. **LEASE ENFORCEMENT**
Report of Executive Director, Community and Children's Services.
For Information
(Pages 63 - 72)
11. **BRANDON MEWS CANOPY**
Report of Executive Director, Community and Children's Services.
For Information
(Pages 73 - 96)
12. **BARBICAN POSTERN ROOF RENEWAL**
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 97 - 108)
13. **CITY OF LONDON ANTI-SOCIAL BEHAVIOUR POLICY**
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 109 - 132)
14. **SALES AND LETTINGS**
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 133 - 138)

15. **VERBAL UPDATES**

To receive the following:

For Information

- a) Blake Tower
- b) Car Parking/Police Storage
- c) Barbican Salvage

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

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

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 27 November 2023

Minutes of the meeting held at Guildhall at 6.30 pm

Members

Sandra Jenner - Defoe House (Chair)	Andrew Tong - Brandon Mews
Jim Durcan - Andrewes House (Deputy Chair)	Helen Hudson - Defoe House
Christopher Makin (Alderman) (Deputy Chair)	Andy Hope - Breton House
Gordon Griffiths - Bunyan Court	Dave Taylor - Gilbert House
Jane Smith - Seddon House	Monique Long - Mountjoy House
John Taysum - Bryer Court	Petre Reid - Willoughby House
Mary Bonar - Wallside	Miranda Quinney - John Trundle House
Sandy Wilson - Shakespeare Tower	Graham Wallace - Andrewes House
David Lawrence - Lauderdale Tower	Alan Budgen - Cromwell Tower
Adam Hogg - Chair, Barbican Association	
Fiona Lean - Ben Jonson House	
Sally Spensley – Frobisher Crescent	
Fritz van Kempen – Speed House	

In Attendance

Officers:

Judith Finlay	- Executive Director, Community and Children's Services
Pam Wharfe	- Interim Assistant Director, Housing and Barbican
Helen Davinson	- Community and Children's Services
Jason Hayes	- Community and Children's Services
Anne Mason	- Community and Children's Services
David Blaine	- Community and Children's Services
Michael Gwyther-Jones	- Community and Children's Services
Rosalind Ugwu	- Community and Children's Services
Julie Mayer	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Mark Wheatley, Chair of the Barbican Residential Committee (BRC), Claire Hersey – Lambert Mews House, Rodney Jagelman – Thomas More House and Alan Budgen – Cromwell Tower (represented by Lucy Sisman).

The Chair welcomed Fritz van Kempen (Speed House) and Sally Spensley (Frobisher Crescent) to their first meetings, together with Pam Wharfe (Interim Assistant Director, Barbican and Property Services).

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 meeting held on 4th September 2023 be approved.

Matters arising

The Chair noted that all the matters arising had been included in the action tracker or were the subject of reports on this agenda.

There was query in respect of the remit of the Car Park Working Group and Members noted that the Terms of Reference appeared later on this agenda. It was suggested that the minute be corrected by substituting the word '*arrangements*' with '*charges*'.

4. **ACTION TRACKER**

The Committee received the Action Tracker for the Barbican Residential Committee (BRC) and Residents Consultation Committee (RCC). The Chair advised that a meeting had been arranged for later in the week to review the format of the action tracker.

Members noted the following updates:

Barbican Highwalk additional funding allocation. There had been some initial suggestions for repointing, redecorations and cleaning. The Director agreed to provide an update to the BRC in January.

Energy Audit and the 21/22/23 discrepancies. An update was imminent and the officer would continue to work with the nominated residents to finalise the specification. Once resolved, this would feed into future billing. Officers apologised for the delay as it had been difficult to source an appropriate auditing service.

Lambert Jones Mews. Two of the main roofs were pooling water and the Chair was aware of other outstanding works, which she would send to the officer after the meeting. Residents would not be liable for any abortive works following the change of contractor.

Brandon Mews Canopy. There had been some initial work, which should have resulted in an options appraisal, but the matter had been outstanding for the past year. It was noted that turnover of staff had contributed to the delay. The Director agreed to progress this after the meeting, noting that the options appraisal would still be pursued.

5. **BARBICAN ESTATE OFFICE TRANSFORMATION UPDATE**

The Committee received a report of the Executive Director, Community and Children's Services in respect of recent progress made in delivering the actions set out within the Transformation Programme Action Plan.

In response to a question about the overall objectives and KPIs of the project the Director advised that a service improvement officer had been appointed and was working through the various work streams each of which would have its own objective(s). Concern was expressed that having objectives for work streams did not equate to having clear overall objectives and KPIs. The Director responded that the objective is to provide an effective value for money service for residents and to meet all of our landlord responsibilities. Members were assured that, at the next meeting; a more substantive report, with an action plan and objectives, would be brought forward. Members were informed that there would be an action plan within each area of development, with its own set of objectives, which would then be scoped with the residents and the Transformation Board, depending on the issue.

The Director also advised that recent changes in key officers had resulted in some of the delay, but this was being addressed, and the Transformation Board had been dealing with a range of operational issues. Members noted that the cost of the service charge audit would be absorbed by the CoLC.

RESOLVED, that – the contents of the report and the Direction of Travel be noted.

6. **WORKING PARTY UPDATES**

The Committee received updates on the various Working Parties and noted the following:

- a) Further to a recent survey by an RICS qualified Chartered Surveyor, there is no aerated concrete on the Barbican Estate.
- b) The Terms of Reference of the Car Park Charges Working Party are succinct but clear in that they are about charging policy.
- c) Members had noted that the Barbican Gardens are Grade II* listed and asked officers to provide a high-level strategy paper on the future of the private gardens, including the need, costs and provision of: (1) a stock condition survey of the Barbican Gardens; and (2) how they might be maintained over the next 10 years; to be presented in either the March or June 2024 meeting of the Committee. Officers agreed to seek the advice of the City Gardeners on this.
- d) Members had asked for a proposal on a deferred payment scheme for residents in financial difficulties and a monthly direct debit option. The Director noted the cost of living implications and advised that this request would be progressed at pace. The Director also agreed to follow up progress with the scoping document for the Service Charge Audit.

- e) The Service Level Agreement Working Party had noted that Civica computers system was still not providing reliable data on KPI's. The new Interim Assistant Director had sourced an experienced software engineer to resolve the issues with Civica.
- f) A recent webinar hosted by the Climate Action Team had generated a lot of interest. The Chair of the Underfloor Heating Working Party suggested recruiting a new pool of Members, from those who had expressed an interest; to work closer with the CoLC's Climate Action Team, who had offered to pay for some of the consultancy work. There was also an appetite to consider the wider objectives around Climate Change and move away from the rolling 'Working Party' format, to a task/objectives based approach. There was a further suggestion in that the name should also change to '*Climate and Zero Carbon Working Party*', as a reduction in heating costs would, in turn, have a positive effect on Climate Action. The Committee agreed to the above requests.
- g) Progress had halted on a recent pilot study of heating controls, following the departure of two key officers, but it might be possible for the Energy Team to assist.

7. MAJOR WORKS UPDATE

The Committee received a report of the Executive Director, Community and Children's Services in respect of progress made on major works on the Barbican Estate and issues affecting progress on individual schemes.

During the discussion, the following points were noted:

Window Repairs/Replacement

The successful installation of the vacuum glazed unit at Crescent House on Golden lane was discussed and members would be invited to visit the pilot site.

- a. Following an inspection from an experienced Architect and Surveyor, Members noted that some of the windows could be repaired, rather than replaced. Officers are aware of other areas where there is water ingress and these too would be repaired.
- b. The officer agreed to share the link to the K&M window survey results from the top floors and the separate results from the lower floors, and to investigate if any detail is available in addition to the diagrams. The officer also advised that a 10 year warranty would be available.

Internal/External Redecoration

- c. The survey responses on the redecorations project would be progressed with the Project Manager.
- d. The officer would follow up Cromwell Tower's concerns with the Clerk of Works.

- e. There would be snagging on the issues raised by residents of Willoughby House, in respect of the quality of work to the fire doors, noting they had submitted a formal complaint on this matter. This was reported to last meeting of the Barbican Residential Committee (BRC) but the Officer agreed to include all live complaints in future reports.
- f. There was a query as to why Brandon Mews has a redecoration costing when the other smaller houses do not.
- g. The Officer agreed to provide an interim report on management charges, noting that the total costs will not be available until the end of the project.
- h. The officer agreed to check that the Ben Jonson works had been signed off on 13th November.

Barbican Future Works Programme

- i. Draft Terms of Reference and Membership of the Programme Board would be provided to the AMWP for consideration, in the first instance. The Officer confirmed that resident stakeholders would be Members; the first meeting was expected to take place in January 2024 and 'Programme Governance' would be on the agenda.

Staffing Resources

- j. Following a successful round of interviews, three new Project Managers would be appointed to support the Barbican and HRA Estates.

Tower Lift Replacements

- k. In terms of the lift works, there was an appetite amongst residents for one of the Towers to relax the rules in respect of working hours in order to expedite the project and encourage more contractor interest in tendering for the work. The Officer agreed to feed this back to the contractor and the two other Tower Block representatives were asked to canvass their house groups. There was a further suggestion in that porters and concierges be included in discussions about managing lift outage. The officer thanked residents for their co-operation in this matter and advised that improved efficiency and noise reduction would feature in the new installation.
- l. There was a request that any changes in working hours should be treated as a single dispensation and not become common practice on other works across the Estate.

RESOLVED, that – the report be noted

8. **BEN JONSON HOUSE SURVEY RESPONSE**

The Director thanked the residents for the report and advised that the information requested would be provided on 7th December. The House Group representative asked if some of the matters could be responded to before the meeting, if possible.

9. **EXTENSION TO REPAIRS AND MAINTENANCE CONTRACTS**

The Committee received a report of the Executive Director, Community and Children's Services, in a redacted format, in respect of the extension to the repairs and maintenance contracts. Members noted that there are two agreements for the provision of Housing Responsive Repairs, Maintenance and Voids Services; their terms began on 1 April 2019 and are due to expire on 31 March 2024:

1. Housing Revenue Account (HRA) Estates with Wates Living Space; and
2. Barbican Estate with Metwin.

Given the results of the recent audit the Chair asked for assurance in terms of Metwin being an appropriate and trusted contractor to the CoLC and as a service provider to residents. The Director provided the assurance and confirmed that there would be more robust contract management over the next 12 months.

Members noted the following collective Resolution from the Working Parties

Resident Members of the RCC's Working Parties are working constructively with the New Developments & Special Projects Team on the development a new contract for Repairs and Maintenance (R&M) of the Barbican Residential Estate. These residents are concerned that there may be a mismatch between the scope and timing of the R&M contract and that of the Major Projects programme. The resident members of the RCC request an urgent meeting with the Head of the New Developments & Special Projects team, the Head of the Major Projects and Asst Director Housing and Barbican to ensure that any mismatch is identified and remedied and all works are properly aligned.

The Director agreed to this request and the following points were noted:

- The option to do nothing was not deemed viable by the Procurement Office as the CoLC have a responsibility to residents to maintain housing services. It was noted that contract renewals of this size can take a year in Local Authorities, given the levels of procurement and due diligence required, and allowing time for mobilisation. It was accepted that, in this case, the process had not started in sufficient time for the contract renewal but that this predated the current team.
- There was some challenge to the governance process in terms of this being the same for leaseholders, who pay for the service, as it is for HRA tenants, where the City pays. It was also suggested that the report's passage through the Court of Common Council was overly bureaucratic. The Officer advised that the Programme Board would provide an opportunity to feedback on

governance issues, noting that an officer from the CoLC Programme Office would be on the Board.

RESOLVED, that – the report be noted.

10. **FIRE SAFETY UPDATE**

The Committee received a report of the Executive Director, Community and Children's Services in respect of compliance with current health and safety legislation, best practice, and regulatory standards relating to fire safety. The report also provided an update progress since the last report March 2023.

During the discussion, the following points were noted:

- a) In respect of the plans to replace entrance doors to flats, there had been some objections from Shakespeare Tower residents about letterboxes being external to the flats. A Member referred to Home Office Guidance in this matter and the officer agreed that a compromise should be possible.
- b) The presence of the hall porters should be factored into the security aspects.
- c) Despite there being asbestos in some of the service cupboards, the officer advised that it was possible to instal smart meters.
- d) The Fire Officer advised that mobility scooters and other devices should be charged during waking hours, rather than overnight, using the approved leads and chargers. However, scooters should not be charged in communal areas, nor block means of escape from flats.
- e) In respect of works to the balconies, the officer advised that the 'cold pour' trial had been successful but, as costs can vary, officers would need to look at the schedule of rates in detail. The use of hot works was now discouraged but in the absence of an alternative, it would be a matter for the City Corporation and its insurers. The officer agreed to investigate this with the Fire Safety Team and provide an update in the next Fire Safety report. Members were concerned about delays to the programme of work required to repair some 50 balconies, where water penetration into residents' homes had been identified, and sought assurance in terms of cost implications.

RESOLVED, that – the report be noted.

11. **LEASE PROTOCOL**

Officer advised that this would be subject to a report to the next meeting of this Committee. There was some frustration at the time it had taken but the work was running alongside a live case, which had to conclude first.

12. **BLAKE TOWER**

The Town Clerk had requested a meeting with Redrow to express concern on behalf of residents. The Director and new Interim Assistant Director had also met with the BT residents last Friday and would continue to offer support.

13. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Executive Director, Community and Children's Services.

RESOLVED, that – the report be noted.

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

A Member asked about an update, in a recent Barbican Estate Bulletin, in respect of the use of gardens, which had asked that: '*young children be supervised*' and expressed a preference in that '*large numbers of teenagers should not play in the gardens*'. The Member felt that this was inappropriate and offensive to young people living in the Barbican. The officer advised that the text had been lifted from the web site and agreed to revise future wording. It was suggested that this might have wider implications in terms of noise nuisance and, whilst seeking a balance is necessary, respectful wording should always be used.

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

The Town Clerk advised that the BRC Meeting scheduled for 11th December 2023 had been rescheduled to 22nd January 2024, as this would allow for better agenda management in terms of including the budget reports and an update on the restructure. The Chamberlain had advised that the reports would be ready in early January, to align with the financial year-end. However, Members noted that the Service Charge report would be subject to revision before the charges are set.

Concern was expressed at the lack of opportunity for the RCC to consider the reports. The Town Clerk advised that they would be available one week and day ahead of the BRC meeting, in accordance with Access to Information. However, Members felt that this wasn't in the spirit of the relationship with RCC and residents and suggested that further consideration should be given to how the process can be improved, together with the Chair, Deputy Chair and any other RCC Member that would like to contribute to the discussion. *NB Subsequent to this meeting a Special Meeting of the RCC, to consider the Budget, was scheduled for 17th January 2024 at 6pm.*

The meeting ended at 8.15 pm

Contact Officer: julie.mayer@cityoflondon.gov.uk

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE
Wednesday, 17 January 2024

Minutes of the meeting held at Guildhall at 6pm

Present

Members

Sandra Jenner - Defoe House (Chair)	Andrew Tong - Brandon Mews
Jim Durcan - Andrewes House (Deputy Chair)	Helen Hudson - Defoe House
Christopher Makin (Alderman) (Deputy Chair)	Andy Hope - Breton House
Liz Simpson - Seddon House	Dave Taylor - Gilbert House
Sandy Wilson - Shakespeare Tower	Monique Long - Mountjoy House
David Lawrence - Lauderdale Tower	Petre Reid - Willoughby House
Adam Hogg - Chair, Barbican Association	Lucy Sisman - Cromwell Tower
Fiona Lean - Ben Jonson House	Claire Hersey – Lambert Mews
Sally Spensley – Frobisher Crescent	Gordon Griffiths – Bunyan Court
Fritz van Kempen – Speed House	

In Attendance

Helen Fentimen – Deputy Chair of Community and Children’s Services and Member of the Barbican Residential Committee
Mary Durcan – Chair of the Health and Wellbeing Board
Deputy Anne Corbett – Deputy Chair of the Barbican Residential Committee
Steve Goodman – Member of the Barbican Residential Committee
Jacqui Webster – Cripplegate Ward Member

Officers:

Judith Finlay	- Executive Director, Community and Children’s Services
Mark Jarvis	- Chamberlains
Polly Dunn	- Assistant Town Clerk
Pam Wharfe	- Interim Assistant Director, Housing and Barbican
Jason Hayes	- Community and Children's Services
Anne Mason	- Community and Children's Services
Michael Gwyther-Jones	- Community and Children’s Services
Julie Mayer	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Jane Smith (Seddon House) who was represented by Liz Simpson and Mark Wheatley, Chair of the BRC.

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

There were no declarations

3. **REVENUE & CAPITAL BUDGETS - ORIGINAL BUDGET 2023/24 AND ORIGINAL 2024/25 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME & EXPENDITURE**

The Committee received a report of the Executive Director, Community and Children's Services, which sought approval of the provisional revenue budget for 2024/25, for subsequent submission to the Finance Committee. The report noted that the proposed budget for 2024/25 had been prepared within the resource envelope allocated to the Executive Director, by the City Corporation's Resource Allocation Sub Committee, including a 3% allowance for inflation.

During the discussion on this item the following points were noted:

1. Members noted an error in respect of the allocation of staff costs to car parking but this would not affect the bottom line.
2. Take up of car parking spaces had declined over recent years.
3. Over one third of car park expenditure had been on fire equipment and servicing, sprinklers in the car park, drainage, petrol interceptors and repairs and ventilation fans.
4. The officer agreed to circulate the breakdown on income for parking and storage recurrent.
5. Two resident engineer flats had been surrendered, contributing to a reduction in income in the Landlord Account and a reduction in expenditure in the service charge account.
6. Salaries for permanent staff are down, as a few vacancies are being carried. However, salaries for agency staff have increased.

RESOLVED, that:

The Barbican Residential Committee (BRC) is recommended to :

1. Review the provisional 2024/25 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee.
2. Review and approve the draft capital budget.
3. Authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews including corporate projects.

4. **SERVICE CHARGE EXPENDITURE & INCOME ACCOUNT - ORIGINAL BUDGET 2023/24 & ORIGINAL BUDGET 2024/25**

The Committee received a report of the Executive Director, Community and Children's Services, which set out the original budget for 2023/24 and 2024/25 for revenue expenditure included within the service charge in respect of dwellings. The report noted that the actual amount charged to lessees would depend on the actual amount spent and the percentage set out in the individual leases.

The Chair presented the views of residents, noting their dissatisfaction in that the report had not been seen by the Service Charge Working Party and set out their concerns in that it appeared to show some discrepancies and lacked a commentary detailing assumption, justification and variance explanations. They felt, therefore, that the BRC could not accept it in its current format, without a proper analysis, and given the complexity of the budgets.

During the discussion, the following points were noted:

1. This is an annual report in the standard City of London Corporation format, showing budgets approved last year and charges to residents in June. The variations are not far off the approved budget. 'Latest Approved Budget' is the terminology used by the Chamberlain in the budget setting process.
2. Rents are down this year because some flats are empty.
3. Chief Officers are responsible for budgetary control and approve virement within the nil balance. The Executive Director gave assurance of Chief Officers' obligations in terms of maintaining close on spend.
4. The most recent high level appointments had not been reflected, noting that 2 of the 3 are replacement of interims. One of the appointments arose from an Altair recommendation in terms of contract management. There was a significant number of agency staff this year, who are included, but they are expected to be replaced by fully employed staff in the future. Residents asked to see a breakdown of permanent and agency costs, as the pay rise seems higher than expected and asked if interims are driving the increase.
5. The staff salary review in July 2024 is not known at present and will factor in inflation but it was agreed that the assumptions in the budget would be provided to residents.
6. The commentary on general repairs, particularly windows and water penetration, could align better.
7. In terms of fire safety, the consultant will be looking at a gap analysis in terms of floor plans, structural history etc., as this information needs to go the Government Regulator by 1st April 2024. Fire doors are landlord costs as they are an improvement and not rechargeable. The Executive Director agreed to check the consultant fees and their allocation.

8. The Service Charge forecast for capital figures will be available at the next meeting of the Working Party. There had been some challenges with engaging contractors but there had been support from residents in terms of leeway in working hours, which should help.
9. There are two procurement streams for the windows; i.e. – urgent and longer term, which are still to be factored in, with repair being the preferred option to full replacement. Concern was expressed in that the ad-hoc replacement of windows is very expensive and follows detrimental to residents in terms of water penetration. Surveys on windows are currently underway and an Interim Contract Manager is now in place to pick up these issues. The necessity for further surveys was questioned when some had been undertaken and reported in early 2023.
10. A breakdown by block in respect of the Repairs and Maintenance contract and windows can be provided to the Service Charges Working Party.
11. If works are pushed back this will be unfair on the next generation of leaseholders, noting that the AMWP first suggested a survey in 2021. The Executive Director explained that the Asset Management Strategy, considered later on this agenda, will provide a stronger tool for future programming.
12. The Executive Director agreed to chase progress on the window cleaning contract and ensure a robust plan is in place for future procurement.
13. The Executive Director explained that recommendations arising from the Altair Review are in hand and a more detailed report will be presented to the next meetings of the RCC/BRC. This work will flow into the repairs and maintenance contract and the Department will then be able to drive a more cost-effective model. Members will be presented with options that will be balanced with needs of the service, residents' views and views of staff.
14. There was some delay to the finalisation of capital costs towards the end of 2023, which affected the budget reporting timetable for December. The Executive Director also recommended a session with the Service Charge Working Party to cover the issues set out above and accepted that the Working Party should be provided with the report earlier in the budget setting process in future in sufficient time for analysis and discussion.
15. In concluding the debate, Members felt that the standard terminology in terms of 'Authorising the Chamberlain' should be replaced by an agreement to delegate authority to the Chairs and Deputy Chairs of the BRC and the RCC, which will also facilitate leaseholder consultation, including the Service Charge Working Party.

RESOLVED, that –

The BRC is recommended to:

1. Consider whether the budget is sufficiently explained and justified prior to reviewing the provisional 2024/25 net £Nil revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee.
2. Delegate Authority to the Town Clerk, in consultation with the Chamberlain and the Chairs and Deputy Chairs of the BRC and RCC (thereby allowing leaseholder engagement) to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, and corporate projects.

5. HOUSING GOVERNANCE ARRANGEMENTS

The Committee received a report of the Executive Director, Community and Children's Services in respect of the current governance arrangements and recommended how they might be provided in the future.

Members noted the following amendment, submitted by the Chairs of the RCC and the Barbican Association, and circulated ahead of the meeting:

The terms of reference for the Barbican Residential Committee should be reviewed to reflect its responsibility for oversight and scrutiny of the management of services and costs of the Barbican residential estate, and that draft terms of reference should be considered at the next meeting of the RCC and BRC. It is recommended that the BRC Members approve the continuation of the current governance structure but with strengthened terms of reference and annual workplans of committees to enable the dedicated focus on performance and cost to embed and improve the resident experience.

The BRC be recommended to :

1. Agree that there should be no immediate change to the current governance arrangements because of the dedicated focus on improving operational performance with new management arrangements for the Barbican Residential Estate and the HRA.
2. Delegate authority to the Town Clerk, in consultation with the Chair and Deputy Chair and the Chair and Deputy Chairs of the RCC to consider any changes to the Terms of Reference arising from the discussion, noting the comments set out above
3. Agree that consideration should be given to options for the establishment of a separate forum for HRA residents, including proposals for a body comparable to the Barbican Residential Consultative Committee.
4. Note that Terms of Reference are routinely reviewed on an annual basis, and that there should be a further, more comprehensive review of housing governance arrangements in two years' time, on the understanding that the dedicated focus on both the Barbican Residential Estate and HRA should have delivered significant improvements to performance and the customer experience.

6. VERBAL UPDATES

6.1 Asset Management Strategy

The Interim Assistant Director reinforced the importance of an Asset Management Strategy and the involvement of residents in terms of choices in shaping future works. The Asset Maintenance Working Party asked to be fully involved in the process. The Assistant Director advised that the Strategy would bring together the Savills Condition Survey, work undertaken on window repairs, and other repair and maintenance pressures, to ensure they are managed strategically. The Assistant Director further explained that the Department has the relevant data and that an external analyst should be able to undertake the work without considerable expense.

The Executive Director advised that, on 11th January 2024, the Court of Common Council had agreed to a variation to extend the Metwin contract for a further year. Members noted that a session planned for 30th January 2024 would clash with an 'all resident' meeting. Concerns were expressed as to the value of further backward looking consultation, given that the problems with the repair and maintenance service had already been gathered, the cost implications of further interventions and the possibility of delaying the process.

The Executive Director accepted these comments and gave assurance in that it would not impact on the timeline. Furthermore, a procurement of this value and complexity would greatly benefit from feedback from residents in terms of how it might look in the future. The Executive Director also agreed to look at the current version of the survey, to ensure it is more relevant and doesn't repeat previous ones. Members also noted that the same process is being undertaken for the HRA properties (Wates Contract) as they are subject to the same procurement exercise. However, this doesn't necessarily mean that there will eventually be two different contracts.

6.2 Asbestos Management and Remedial Works

Members noted that, in the week before the Christmas holidays, the Corporate Health and Safety Officer had found that follow-up work on the recent asbestos survey had not been done, affecting 46 properties on the Barbican Estate. However, the Interim Assistant Director had actioned this immediately; working with Metwin and the resident engineer to seal the cupboards affected. All affected residents were informed immediately and work is now underway to remedy the issue. The Chair thanked the Assistant Director and her team for a very rapid response and the Executive Director thanked residents for their forbearance in a difficult situation.

6.3 Barbican Estate Office Transformation update

Members noted that the new Assistant Director for the Barbican Estate would be starting on 11 March 2023 and Rosalind Ugwu was thanked for her hard work as Interim Head of the Barbican Estate Office.

The Committee thanked Anne Mason for her sterling work as Service Charge and Revenues Manager over a number of years, noting that she would be retiring in May this year. The Executive Director thanked Anne for delaying her departure to allow for a full handover with her successor. A Member raised the issue of the Energy Audit, which had been challenging and particularly valued Anne's input to this complex area of work. The Assistant Director advised of a recent development in the appointment of an auditor.

In closing the meeting, Members noted that this set of minutes would be produced at pace and circulated ahead of the BRC meeting on Monday 22nd January.

The meeting ended at 7.30 pm

Chairman

Contact Officer: Julie.Mayer@cityoflondon.gov.uk

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BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Barbican Highwall – Planned Maintenance of the Public Realm	Mar-20	RCC		This relates to additional funding for the walkways, for the inspection and maintenance of various items, i.e., smoke vents, surface water drainage system, railings, planters, benches and signage. There are currently no funds available, but Officers will continue to review if there are any savings to progress any of these works.	Michael Gwyther-Jones	SOS Q3 2025 Completion Q4 2027	Detailed design is on programme for completion by June 2024 following which tenders will be invited for the waterproofing and landscaping works for Barbican Podium Phase 2. When the tenders have been received and evaluated a Gateway 5 Report will be presented to committee for approval.
Barbican Highwall – Planned Maintenance of the Public Realm	Mar-20	RCC		Additional funding required for the walkways, for the inspection and maintenance for items such as smoke vents, drainage galleys, railings, planters, benches and signage. Currently no funding available, but Officers will continue to review the situation.	Helen Davinson		The decision has been taken to use these funds to purchase plans of the estate from ARUP. Officers from Building Control are assisting.
Energy Update	Sep-22	RCC and BRC	A progress report was requested regarding the energy audit		Emma Bushell	March 24	Following an in-person meeting with resident representatives, the supplier was asked a series of questions to firm up the scope of service. The Energy Team has requested this be included in the proposal document. On receipt of this revised document, The City will appoint PCMG to undertake the Energy Audit. The supplier has agreed to attend an initial meeting with the residents and has given a timeframe of three months for completion of the audit.
Lambert Jones roof	Nov-22	BRC	Residents will not bear any additional costs in terms of delays		Jason Hayes	TBD	Works to LJM are complete were completed within the original budget and no additional costs were borne.
Minutes from previous meeting (pre September)	Sep-23	RCC (item 3)		A summary of role and responsibilities of resident engineers to be shared with the committee	Transformation Board	TBD	The Transformation Board is leading on this.
2022-23 Revenue Outturn for Dwellings Service Charge Account	Sep-23	BRC/ RCC	1.The Chair asked if the next meeting of the Committee could be sighted on the information on service charges sent to residents; redacted for data protection as necessary. The Chair suggested an informal session with officers in respect of service charges, before the December meeting, by way of a training session for Members.	1. Service Charge Report Format. 2. Regular meetings with Ben Jonson House Representatives. 3. Balcony Repairs – Value for Money.	Anne Mason Pam Wharfe Eoin Doyle		RCC Answers : 1. Beaver and Struthers work has commenced after some problems with sharing data. 2. Monthly meetings taking place with Ben Jonson House representatives. 3. Water Penetration Issues: Investigate and provide design solutions/remedies to 50 identified water penetration issues. Develop and recommend roof and balcony waterproof membrane specification. Balcony investigation VFM (historical works). Investigate damp issues in a variety of locations.

BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Barbican Estate Window Repairs/ Replacement Report	Sep-23	BRC/ RCC	A weblink which would provide access to the completed surveys would be provided in the coming weeks.		Graham Sheret	March 2024	Temporary repairs being undertaken to prevent water ingress and further deterioration in the next 18 – 24 months whilst permanent repairs specified and undertaken. Consultant tender to be issued by 01.03.24
Barbican Estate Redecoration Programme 2020 -25	Sep-23	BRC		1. The RCC had asked for a more comprehensive cost report and the Assistant Director advised that this would be circulated with the Draft RCC minutes. 2 . In response to a question about Bunyan Court’s internal works, the Assistant Director agreed to investigate and feed back to Members	Jason Hayes	March 2024	Regular reports to include further information.
Barbican Estate Major Works Five-Year Asset Management Programme		resolution RCC, 4th Sept, agreed by BRC, 11 September	Programme Board to be set up for governance of this project.	The Head of Major Projects advised that the outstanding responses had been formulated to the Asset Management Working Party and would be shared with Members of the RCC and BRC. 1. Outstanding comments and questions detailed in minutes of 4th Sept need to be answered before work begins. 2. Preliminary work to be undertaken, involving resident nominees, to establish a formal Programme Board of stakeholders; terms of reference; authority framework, programme/project management methodology etc, taking expert advice as necessary, before any other work on the programme begins.	Jason Hayes	March 2024	Items will be included in the Major Works Progress Update Report which will be presented to November Committee Terms of Reference for the new Programme Board have been shared and comments received are being reviewed.
Barbican Estate Office Review	Sep-23	BRC	The transformation action plan would be a standing agenda item brought to both committees in the future. The action plan will include timelines and milestones of workstreams.		Kimberley Ellis/Pam Wharfe	November	27.2.24 Transformation Programme report is included within the meeting’s agenda

BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Repairs and Maintenance Procurement Update	Sep-23	BRC/ RCC	<ol style="list-style-type: none"> 1. Reports that will be taken the governance process to be presented for information to RCC/BRC. 2. The AD of Housing will engage with all to understand the issues and ensure the new specifications suit the BEO. 3. A dedicated Senior Quantity surveyor to overseeing the process. Timeline & milestones and residents views be circulated to wider committees by 11th Oct. 	<ol style="list-style-type: none"> 1. The RCC has requested a written report of the verbal update that was given at the meeting. 2. It was agreed a time-line of the procurement would be provided to the next meeting. 	Michael Gwyther-Jones	June 2024	A committee report requesting authority to extend by deed of variation the repairs and maintenance contract with Metwin for an additional 1 year up until 31 st March 2025 has been approved by Finance Committee and Property & Projects Sub-Committee. The report has also been presented to BRC/RCC for information. The contract with Metwin for the additional 12 months has now been executed. It is anticipated that tenders for a new contract for April 2025 onwards will be invited in June 2024. Consultation and completion of tender documents are ongoing.
Window Cleaning Contracts	Sep-23	BRC	A joint panel was requested for the mobilisation of contract.		Damon Ellis	Nov 23	The contract has been further delayed due to some challenges around TUPE legislation, and a proposed contract uplift following a pay rise by Parkers (the current contractor) The newly appointed Interim Contract Manager, Damon Ellis is now leading on this project). Steven Johnson, Estate Service Manager is currently organising the resident mobilisation panel) .
Antisocial Behaviour of the Barbican Estate	Sep-23	BRC	A more detailed report would be presented to the RCC/ BRC at their next committee meeting		Helen Davinson	Nov 23	Following a meeting of the Barbican Association Security Sub Committee, the BEO has agreed to compile an information leaflet that will go to all residents. This will detail who to contact in what situation and what response residents can expect. The BEO have committed to getting a draft to the BA Sec Sub Com by the end of November for their comment in December. Unfortunately the BEO has not been able to get this to the BA SEC Sub Committee yet, but are working on the document in February/March 24.
Brandon Mews Canopy	Sep-23	BRC	The committee would receive a full report at the next meeting BRC.		Rosalind Ugwu	2024	An interim update report will go to March Committee.
Blake Tower	Sep-23	BRC	The committee would receive a full report at the next meeting BRC/ RCC		JF	Nov 23	JF to provide a verbal update for Blake tower.
Breach of Lease Protocol	Sep-23	BRC	Members noted a full report for the upcoming committees in November / December		Helen Davinson	Nov 23	A report will be presented at the next committee. (Mar 24)

BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
AOB/ Notice of Intention		BRC	Leaseholders will have the opportunity to inspect tender documents for agency staff contract. The Governance process is via Finance Committee but reports would also be presented to BRC/RCC for information. Whilst accepting this is not a BRC Decision, the Chair asked for the Committee to be better informed on such matters in the future. The Chair also encouraged full engagement from residents.		PW/JF	TBD	Will update verbally on progress.
AOB/ Underfloor Heating Working Party				RESOLVED, that – the following be noted and agreed. RESOLVED, that – the following be noted and agreed.	Emma Bushell/Ed Tran	TBD	The Underfloor Working Heating Party has worked with the Estate Operations to progress the design of the control system and legal implications.

Committee(s) Barbican Estate Residents Consultation Committee Barbican Residential Committee	Dated: 25/03/2024 08/04/2024
Subject: Decisions taken under delegated authority or urgency powers	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	In main report
Does this proposal require extra revenue and/or capital spending?	In main report
If so, how much?	In main report
What is the source of Funding?	In main report
Has this Funding Source been agreed with the Chamberlain’s Department?	In main report
Report of: Town Clerk	For Information
Report author: Julie Mayer - Town Clerk’s Department	

Summary

This report advises Members of action taken by the Town Clerk in consultation with the Chairman and Deputy Chairman, in accordance with Standing Order Nos. 41(a) and 41(b).

Main Report

(1) REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2023/24 AND ORIGINAL 2024/25 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE

(2) SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT – LATEST APPROVED BUDGET 2023/24 AND ORIGINAL BUDGET 2024/25 BACKGROUND

At the Meeting of the Barbican Residential Committee (BRC) on 22nd January 2024, Members received the above two budget reports for approval.

Members (of the BRC) had also received the draft minutes of a Special Meeting of the Barbican Residents Consultation Committee (RCC) held on 17th January 2024, together with further information requested in respect of variances to the service charges. The RCC had expressed concerns in that the revised budget appeared to present an overspend, which would have implications for leaseholders, and that this should have been flagged earlier in the process. Members (of the BRC) therefore agreed to defer taking a decision.

Given the time pressures associated with the approval of the budget reports, Members agreed to consider the two reports at an urgent, informal meeting of the BRC, which RCC Members would be invited to observe. Members asked for the reports to be more transparent in terms of miscellaneous and support services.

To facilitate a decision being made thereafter, the Committee agreed to delegate authority to the Town Clerk, in formal consultation with the Chair and Deputy Chair of the BRC, who would in turn exercise their own discretion and courtesy to consult the RCC.

At the informal meeting of the BRC on 29th January 2024, the Chair of the RCC was invited to address the Committee and stressed that, if the timescale had not been so tight in terms of the City of London Corporation's budget setting timetable, there might have been a push back on some items. However, residents were prepared to be pragmatic, and recommended that the reports be agreed, on the understanding that the wider Barbican Estate Office Transformation Programme, the planned audits and approach to service charges are taken forward.

Action Taken

The Town Clerk, in consultation with the Chair and Deputy Chair of the BRC, and having noted the comments from the Informal Meeting of the BRC on 29 January 2024, agreed to:

REVENUE & CAPITAL BUDGETS - LATEST APPROVED BUDGET 2023/24 AND ORIGINAL 2024/25 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME & EXPENDITURE

1. Approve the provisional 2024/25 revenue budget for submission to the Finance Committee.
2. Approve the draft Capital Budget.
3. Authorise the Chamberlain to revise the revenue and capital budgets to allow for further implications arising from departmental re-organisations and other reviews including corporate projects.

SERVICE CHARGE EXPENDITURE & INCOME ACCOUNT – LATEST APPROVED BUDGET 2023/24 & ORIGINAL BUDGET 2024/25

4. Approve the provisional 2024/25 net £Nil revenue budget and its recommendation for submission to the Finance Committee.
5. Note the request of Members of the RCC that the City Corporation undertake a root and branch review of the way the Service charge budgets are compiled, justified, managed, monitored and presented, sufficient that RCC and BRC can make timely and insightful comments, appropriately challenge, generally ensure that they bear scrutiny and that they are more easily understandable.

Appendix - Notes taken at the Special Meeting of the RCC held on 29th January 2024

**Notes from an Urgent, Informal Meeting of the Barbican Residential Committee
(BRC)**

Budget Reports (Revenue, Capital and Service Charges)

29th January 2024 at 9.15 am via Teams and in CR3 at Guildhall

Present:

Mark Wheatly – Chair of the BRC
Anne Corbett – Deputy Chair of the BRC
Sandra Jenner – Chair of the RCC
Jim Durcan – Deputy Chair of the RCC
Alderman Christopher Makin – Deputy Chair of the RCC
Adam Hogg – Chair of the Barbican Association
Alderman Susan Pearson – BRC Member (non-resident)
Steve Goodman – BRC Member (resident)
Helen – BRC Member (resident)
Ruby Sayed – BRC Co-opted Member (Chair of Community and Children’s Services)
Judith Finlay – Executive Director, Community and Children’s Services (CCS)
Pam Wharfe – Interim Assistant Housing Director, CCS
Mark Jarvis – Chamberlains
Anne Mason – Revenue Services Manager, CCS
Julie Mayer – Town Clerks.

1. Chair’s opening comments

The Chair welcomed everyone present and watching the You Tube stream to this urgent, informal meeting of the Barbican Residential Committee (BRC). The Chair advised that, whilst this was an informal meeting, it was being live streamed in order for the discussions about two distinct but related matters of the budget to be as transparent as possible.

Members were reminded of the issues raised about the budget reports at the Special Meeting of the RCC on 17th January 2024. The minutes from this meeting, recording these points, had been published in draft on the City Corporation’s Committee page at the following link:

<https://democracy.cityoflondon.gov.uk/ieListDocuments.aspx?CId=188&MId=24483&Ver=4>

At the BRC meeting on 22nd January, there were a number of technical issues and the Committee agreed that the decisions should be taken under delegated authority by the Town Clerk, in consultation with the Chair and Deputy Chair, who would then exercise their discretion and courtesy to consult the Residents Consultation Committee (RCC). The Chair also asked to supplement the process with today’s urgent, informal meeting of the BRC. This proposal would also align

with the reporting timescales for the City of London Corporation's obligations in terms of setting its Budget for 2024/25.

Whilst this suggestion was welcomed, concerns were raised at both the BRC and RCC Meetings about the budget papers being late this year. The Chamberlain explained that this had been due to delays with information about recharges. The Chair asked for assurance of better planning in the future. Some further narratives on the budget reports were provided to Members before the BRC meeting on 22nd January and, whilst they were helpful, Members felt that they were still not strong enough and their concerns about the timing, format and monitoring of the budget reports remained.

2. Introduction from the Chamberlain

The Chamberlain framed the budget process, noting that the Local Authority's 'City Fund' must set a budget every financial year-end (i.e. by 31st March). Directors need to keep within this 'budget envelope' and the outturn reports show how Directors have performed against their budgets. This enables the organisation to allocate resources in a responsible way across all of its functions and services.

The Non-Service charge budget report includes the City's assets and there is a net outgoing to the City Corporation's City Fund. The Service Charge budget report also has to show a zero position. The service charge statement, circulated to residents in April each year, is more accurate than this report, noting that the final figures might change. A Member commented on the perception in that overspends are not a problem for the City of London Corporation, as they are transferred to service charge payers. The Chair advised that there would be a 'lessons learnt and principles' section at the end of this meeting, in the spirit of the Barbican Estate Office's Transformation Programme.

3. Revenue and Capital Budgets - Latest Approved Budget 2023/24 and Original 2024/25 Excluding dwellings service charge income and expenditure

- a. The Chair of the RCC was invited to comment, noting that residents pay a high percentage of the car park attendants' costs. The RCC have been able to comment via the Car Park Charges Working Party but feel that the finances are not as clear as they might be. If some of the income were to be included in this budget, then it might be clearer.
- b. A Member agreed that both of the reports need a lot more transparency, noting that the additional information provided for the BRC (referred to above) is a good step change in terms of building trust between Leaseholders and the City of London Corporation. Leaseholders need to be able to make informed decisions in terms of what they would like to see change. The Chamberlain agreed to work more closely with SCWP throughout the year, with deep dives if necessary, to ensure wider appreciation of the process.

- c. There was a further comment about confusion as to how income is applied to the rest of the service and the impact on service charges. The Chamberlain explained how City of London Corporation net expenditure and income is used to offset this, as is the case with profits on the baggage stores.
- d. The Revenues Manager explained that income in respect of the railway line is a small, historic budget relating to this area of land, noting that all residential rents come into the Landlord budget. The 'trade centre' is a commercial area close by the high walk and is accounted for separately.

The Chair thanked the residents for their comments and officers for their explanations, which were very helpful in building confidence and trust going forward.

4. Service Charge Expenditure and Income Account - Latest Approved Budget 2023/24 and Original Budget 2024/25

- a) The Chair of the RCC was invited to comment, noting the views of residents and the RCC in that a budget should provide the best possible forecast. The RCC have been asking about overheads and recharges for a number of years but they remain unsatisfied at the lack of commentary and justification. The Chair accepted that even if a situation is fluid, trust and confidence is eroded if transparency is lacking.
- b) The Revenues Manager advised that the budget is set with the best information available at that point in time. The budget is scrutinised further in the Spring and, as with last year, the Leaseholder Service Charge Working Party is engaged. The main reasons for increases are salary and energy costs and repairs and maintenance charges, which tend to be fluid. The Chair noted that the budget setting timetable coincides with a period of uncertainty and items beyond the City Corporation's control but the engagement and communications could be better. The Chair of the RCC felt that, previously, the engagement sessions with the Working Party had not improved the quality of information provided.
- c) The Revenues Manager agreed to improve the information in time for the March RCC. The Chair of the RCC welcomed this, noting that a root and branch review in terms of how service charges budgets are compiled, justified and monitored is required. It was also noted that the new Assistant Director of the Barbican Estate Office will be engaged and residents welcomed the imminent audit of service charges by an external company. The Interim Assistant Director had agreed to set up a subset of the Service Charges Working Party, in order to agree a format, noting the historic dissatisfaction. The RCC Chair welcomed this, in a measured approach, to ensure it is fit for the future. The Chair of the RCC agreed to email those present in terms of any further 'lessons learnt'.

- d) It was noted that 'Authority to the Chamberlain' is too wide a scope in the current circumstances. The Chamberlain advised that this is a standard phase in budget reports but it could be removed, as this is a service charge report. If there are any further issues, then they would come back to the RCC for consultation and the BRC for decision.
- e) In a concluding comment, the RCC Chair stressed that, if the timescale had not been so tight in terms of the City of London Corporation's budget setting timetable, there might have been a push back on some items. However, residents will be pragmatic and are prepared to recommend that the report be agreed, on the understanding of the wider transformation programme, audits and approach to service charges are taken forward.

5. Closing comments and lessons learnt – RCC Chair.

- a) Reporting schedule to improve next year, to give more room for manoeuvre.
- b) Residents' expectations for a transparent and realistic budget production are clear and they feel it should be bottom up and not top down. The Interim AD agreed that a zero based exercise should be done frequently, even if not annually.
- c) Once we have a transparent budget that everyone is content with, then we will have a tool for the future, which will facilitate the correct level of probity by residents and challenge by the BRC.
- d) The Chamberlain agreed with the above comments and advised that the Chair of Finance is driving more transparent budget setting.
- e) In closing the Chair thanked everyone for a helpful meeting in moving forward a challenging in the spirit of the transformation programme. The RCC chair thanked the Chair of the BRC for the opportunity to participate in this meeting.
- f) It was noted that both of the above reports would now go forward to the Town Clerk under delegated Authority, in consultation with the Chair and Deputy Chair of the BRC.

The meeting ended at 10.20 am.

Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 25 March 2024

This working party met on March 4th 2024. Those present included Tony Swanson, Jane Smith, Juliet McNamara (Carey), Jim Durcan, Helen Davinson, Ella Ashton, and Luke Barton. Apologies were received from Andrew Tong.

1. KPIs – the KPI report generated substantial discussion and considerable disquiet. Among the topics discussed were the rising number of complaints and the increasing failure to handle these in a timely manner.

Complaints are recorded when leaseholders make a formal complaint (rather than a request for service). There are two internal stages to the complaints procedure. In the last quarter there were 15 complaints at the first Stage of the procedure and 1 complaint was escalated to the second stage of the procedure. Service Level agreements specify that complainants should receive a response within 10 days. In the last quarter only 40% of complaints received such a response. This is not acceptable.

Nine of the sixteen complaints were about repairs.

Service Level Agreements for repairs and maintenance have six Key Performance Indicators. These cover such matters as quality of repairs, timeliness of repairs (which varies depending on their assessed urgency) and underfloor heating repairs. Problems with the Civica software, which is used to record and track repairs, means that reliable data is not available for these KPIs.

This problem has been repeatedly drawn to officers' attention but remains unresolved. Staff and leaseholders lack accurate and timely information. It results in additional unnecessary work and considerable frustration by all parties. Producing the spreadsheets for this KPI report is a laborious, time consuming process that inhibits effective and timely data analysis.

The Working Party raised a number of questions concerning Civica software:

- What, if any, is the timescale for the resolution of these issues?
- If they cannot be resolved what is the BEO's Plan B to manage repairs?
- Is Civica receiving the full license fee despite these failings (are residents being charged for a service they are not receiving)?
- Will the consultant who has been engaged in response to the issues with Civica produce a report? When will that report be completed?
- Will that report be made available to residents and leaseholders? When will it be available?

2. Repairs and maintenance by block and by type of repair

The number of repairs is still rising. Leaseholders and residents are expressing concerns about the costs and quality of repairs. These difficulties are compounded by the current shortfall in the number of resident engineers where there remains a 50% shortfall in staff. This shortfall means that some repairs that would have been undertaken by resident engineers have to be passed to contractors. Where repairs are undertaken there are more

delays than previously. This resulted in at least one resident in December being left without background heating for several days despite lower temperatures. Resident engineers are responsible for checking the quality of repairs. It is inevitable that fewer repairs are being checked and that, consequently, the quality of repairs will have slipped. Resident engineers also provide technical advice to contractors. The loss of the more senior and more experienced engineers is bound to have a negative impact.

A recent recruitment effort for two posts produced only two responses – one of whom had applied previously and not been appointed. The work being undertaken by the remaining resident engineers and the flexibility they have demonstrated to maintain services is very much appreciated but there are concerns that having two resident engineers provide 24 hour cover could be damaging to the health of staff and could result in further resignations.

- What consideration, if any, has been given to recruiting from overseas?
- What is the timescale for the resolution of these issues?
- Is accommodation still being offered with these posts?

3. Terms of Reference

The Working Party reviewed its Terms of Reference. In general the clarity and brevity of the ToR were welcomed.

It was suggested that the overall objective:

“To review the quality and performance of the SLAs (Customer Care, Estate Management, Property Maintenance, Major Works and Open Spaces) that are charged for in accordance with the terms set out in the lease against targets and Key Performance Indicators (KPI) in the appropriate SLA or contract specification”

would be improved the inclusion of ‘third party’ in the final line before ‘contract specification’.

4. Software used to monitor cleaning standards

The Working Party expressed concern that the adoption of different software was being actively considered at this stage and wondered:

- Why this change was being proposed at this time?
- Whether all the costs and difficulties of changing a system that has been widely adopted by staff have been considered?
- What is the expected cost to fully install any new software and how will its running costs compare to those of Safety Culture (the current system)?

5. Communications Strategy and Single Point of Contact

In 2023 the Working Party was consulted about improvements to Communications (following the responses in the last survey of residents) and about proposals for a single point of contact to make it easier for leaseholders and residents to raise issues and needs e.g. repairs and to facilitate staff tracking such matters.

The Working Party was informed that these matters were now being dealt with by the Project Transformation Board.

- What is the timetable to bring forward proposals to deal with these issues?
- What actions are expected as a result of the Project Transformation Board's discussions?
- When will these issues be resolved (given that the Resident Survey took place in November 2022)?

6. Services provided under the lease

In response to a question raised by the Working Party about what services are provided under the lease, staff circulated a presentation produced by Anne Mason to explain service charges and service levels. The Working Party commended the presentation on its clarity and usefulness while recognising the financial numbers needed to be updated. The Working Party agreed that it would look at each of the service areas in its subsequent meetings to check that appropriate measures are in place to monitor service delivery and report to the RCC.

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Barbican KPIs 2023 24

Title of Indicator	Apr - Jun 23	July - Sep 23	Oct - Dec 23	Jan - Mar 24	COMMENT
Customer Care					
To respond to complaints no later than 10 working days from the date of acknowledgement.	80%	73%	43%		15 Stage Complaints. 1 Stage 2 Complaints. Significant increase in extending complaints response deadlines
Complaints Escalated beyond stage one	1	4	1		Responded to within the 20 day time frame
Complaints Breakdown	XX	XX	XX		9 - Repairs & Maintenance/Major Works 4 - Barbican Management (inc: Service Charge, Car Parks, Cleaning etc) 3 - Customer Service and Communications 0 - Other
Repairs & Maintenance					
Repairs by Type breakdown (see sheet 2)					
% 'Urgent' repairs (complete within 4 hours)	57%	47%	23%		This data is inaccurate due to continued issues with Civica Cx.
P2, P3 P4 combined	86%	82%	70%		This data is inaccurate due to continued issues with Civica Cx.

Availability % of Barbican lifts (Q1&Q2-Terrace (top) Tower (bottom)) (Q3 Staircase - top, Corridor - middle, Tower- bottom)	99%	99.64%	98.90%		Have split the availability percentages between the staircase blocks, corridor blocks and towers. (Figures are - staircase=top, corridor = middle, tower= bottom)
			93.02%		
	97.70%	89.59%	94.06%		
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days					The Housing Management System (Civica Cx) has a fault and has not been corrected by I.T. This matter has been escalated to management.
No. of requests for heating adjustments	6	0			
How many jobs failed inspection?					The Housing Management System (Civica Cx) has a fault and has not been corrected by I.T. This matter has been escalated to management.
Estate Management					
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good standard to outstanding	72%	82%	71%		9 Out of 38 inspections were graded as Satisfactory or Needs Improvement. There have been some changes to the Cleaning Supervisors areas of responsibility to try and bring up blocks/areas that are below Good or Outstanding.

House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	n/a	n/a	n/a		
No. of Out of Hours reports	184	166	155		
No. of Home Improvement Applications received	18	6	7		
No. of residents signed up to the BEO bulletin	106	49	80 (2208)		Now includes running total of BEO Resident sign ups
Open Spaces					
Major Works					
Short Term Holiday Lets					
Lease Enforcement cases					

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Gardens Advisory Group Report to the RCC March 2024

The Gardens Advisory Group, working in four teams, carried out their quarterly inspections of the four sections of the Barbican Gardens in February. We were very pleased to welcome City Gardens Manager, Jake Tibbetts, to every one of our inspections and to Helen Davinson, Resident Services Manager, who was able to join two of our inspections. Many thanks to GAG members for their active participation in the inspections and for the reports on the areas inspected.

Since our last report in November the weather has, largely, been cold and wet. Unfortunately it was not so cold that the growth of weeds was seriously inhibited.

Prior to commencing the inspections I had received several unsolicited testimonials from residents praising the work of the gardeners as they prepared the gardens for Spring. The inspections reinforced and added to those testimonials. Shrubs have been pruned and shaped. Beds have been weeded and prepared for planting. Paving stones have been laid in front of the benches in Speed Gardens where the grass had been worn away. The overhead hanging garden between Andrewes and the Postern had been cut back and tidied. Since the inspections the reeds in the lake have been cut down and tree work is due to commence shortly.

The overall result is that the gardens are in good shape and ready for the arrival of Spring.

Despite these efforts some problems remain. The Thomas More Gardens adjacent to Thomas More House are prone to flooding making the path slippery and, at times, unusable. Dealing with drainage issues is a matter for Property Services. Hopefully, given the decision to move responsibility for fabric maintenance into the BEO, it will be possible to find a remedy to this problem. There is a similar problem on the Barbican Highwalk in front of Bunyan where path becomes flooded and impassable.

The City Gardens team continues to support a number of apprenticeships and some former apprentices are now part of the team that looks after the Barbican. Plans are in place to recruit new gardeners to replace those who are retiring so that there will be no gap in provision of services.

The GAG was very pleased that the RCC and subsequently, the BRC, approved its proposal to ask officers to organise a comprehensive survey of the private gardens and, on the basis of that survey, to produce plans to secure the future of our Grade II* listed gardens. Officers are working on this request and expect to respond by the next RCC meeting in June.

Although it is outside the scope of our inspections the Barbican Wildlife Garden (BWG) is part of the Barbican Gardens. The attached note, prepared by the BWG, provides a valuable update on the state of the garden and the work of its volunteers.

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Committees: Residential Consultative Committee – For information Barbican Residential Committee – For information	Dated: 25 th March 2024 8 th April 2024
Subject: Report from the Barbican Transformation Board	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	<ul style="list-style-type: none"> • People are safe and feel safe. • We are digitally and physically well-connected and responsive. • We inspire enterprise, excellence, creativity, and collaboration. • Our spaces are secure, resilient, and well-maintained.
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Pam Wharfe Interim Assistant Director Housing & Barbican	For Information
Report author: Pam Wharfe Interim Assistant Director Housing & Barbican and Kimberely Ellis Improvement Manager	

Summary

This report provides information about the operation, achievements, and challenges for the Barbican Transformation Board.

Recommendations

Members are asked to:

- Note the report

Main Report

Background

1. The Barbican Transformation Board was set up in October 2023 and has been meeting monthly. The purpose of the Board is to guide the work in transforming the operation of the Barbican residential services. Several key issues were identified in the review work conducted by the Altair Consultancy in February 2023 needing to be addressed by the City of London Corporation.
2. There are 6 improvement workstreams and their key actions are described below. They provide structure to the programme to ensure that all the issues identified by Altair are covered.
 - a. Organisational design**
 - i. Ensure the structure reflects the needs of the residents and fabric of the estate.
 - ii. Assess and optimise property and resident services, including the evaluation of the cleaning, car park, parcels, out of hours, and keys services
 - iii. Recruit and appoint a dedicated Assistant Director BEO, Contract Manager and Head of Property Services, to enhance overall operational efficiency and standardisation.
 - b. Customers**
 - i. Document, agree upon, monitor, and report appropriate service levels and Key Performance Indicators (KPIs).
 - ii. Enhance the current complaints process to incorporate Ombudsman alternative appropriate escalation channels, in compliance with Leasehold regulations, providing residents with clear and accessible guidance.
 - iii. Establish and integrate standardised systems and processes to ensure effective, consistent, and accessible communication channels for residents and stakeholders.
 - c. Processes**
 - i. Introduce an asset management plan for BRE fabric and services alongside active management and accountability for contracts and project management.
 - ii. Implement operational workflow improvements, focusing on standardisation and optimisation of processes and systems, particularly Civica.
 - iii. Develop a service charge budgeting policy and procedure to establish clear, standardised, and centralised systems, ensuring process accountability.
 - d. Technology and Systems**
 - i. Integrate technological advancements into operations.
 - ii. Implement analysis and reporting tools for tracking performance, progress, and costs.
 - iii. Conduct a comprehensive assessment of systems and data quality within the BEO, identifying areas for improvement in knowledge, usage, standardisation, governance, and automation. Develop a plan outlining short to long-term improvements with tangible deliverable outcomes.

e. Performance and Data

- i. Thoroughly integrate the City of London's performance framework across the BEO to align with strategic, operational and transformation objectives.
- ii. Improve resource planning methods, achieving a reduction in costs related to overtime and agency staff.
- iii. Actively manage and decrease staff sickness levels, implement a robust Key Performance Indicator (KPI) dashboard for transparency, and establish a structured system of quality assurance checks and performance reviews to elevate the standard of contractor services.

f. People and Culture

- i. Provide accurate and easily understandable information in Plain English.
 - ii. Improve trust and confidence between residents, City of London, and BEO.
 - iii. Develop and embed a comprehensive training and development programme that sets clear and high service standards, incorporating the behaviours and values specific to the City of London.
3. The Board is chaired by Judith Finlay Executive Director for Childrens' and Community Services City of London Corporation and is attended by
- a. Members: Helen Fentimen, Anne Corbett, Mark Wheatley
 - b. Residents: Sandra Jenner Chair RCC and Adam Hogg Chair Barbican Association
 - c. Officers: Pam Wharfe (Interim AD Housing & Barbican), Rosalind Ugwu (Interim Head of Barbican), Gerri Scott (Housing Consultant) and Kimberley Ellis (Interim Service Improvement Manager).
4. The Board's role is to check, question and provide support to the programme to overcome barriers to achieving the programme's goals as outlined above in the Workstreams. Each month updates are provided to the Workstreams, and a highlight report is submitted to the Board showing progress and areas for attention. Officers have a detailed premeeting with the Resident representatives before each Board meeting.

Current Position

5. There are 51 actions captured with the Transformation Programme Framework. Of the 51 actions 8 have been completed, 31 are in progress and 8 have yet to be started.
6. The Board has recently included the work on the procurement of the new repairs and maintenance services for the Barbican into the programme as this is a key activity in improving the services to residents.
7. **Achievements:** The following key achievements were reported at the last Board meeting:
 - a. Appointment of the Assistant Director Barbican Daniel Sanders (New role)

- b. Appointment of the Assistant Director Housing (New role)
- c. Three key posts are out to recruitment with adverts closing by 25th March 2024.
 - i. Contracts Manager (New role)
 - ii. Head of Property Services for the Barbican (New role)
 - iii. Service Charges and Revenues Manager
- d. **Metwin Contract extension:** Responsible Lead Officer - Damon Ellis (Interim Contracts Manager): The Deed of Variation to extend the Metwin Contract until March 2025 has been signed by the City and the Company.
- e. **Repairs & Maintenance Contract Procurement:** Responsible Lead Officer – Michael Gwyther-Jones (Head of Developments & Special Projects). In collaboration with the Repairs and Maintenance Procurement Working Party:
 - i. Residents actively participated in the consultation process for the future contract for repairs and maintenance for the Barbican Residential Estate. A total of 50 residents attended two webinars, and an additional 173 responses were received through an online questionnaire. The valuable feedback gathered from these sessions and the survey will play a pivotal role in guiding our decision-making process regarding the future contract.
 - ii. Pennington Choices is assisting the City with the development of contract options and formal procurement processes. The target completion date for this action is April 2025.

8. In progress:

- a. Work has started on developing an **Asset Management Strategy** for the Barbican with Ark Consulting appointed to provide the City of London Corporation with the technical expertise and support required to inform this. Responsible Lead Officer: Pam Wharfe Interim AD Housing & Barbican
- b. **Cleaning Review:** Responsible Lead Officer – Rosalind Ugwu, Interim Head of Barbican. Validation of the work carried out by Altair on cleaning is taking place on the 8th March.
- c. **Windows and Balconies Audit:** Responsible Lead Officer/s: Graham Sheret & Eoin Doyle, Project Managers. Graham and Eoin have joined our Property Services team on to conduct detailed technical audits of Barbican balconies and windows. With over 55 years of combined experience as chartered building surveyors, they bring expertise in construction project management across various London developments, including residential, commercial, and educational projects. Their audits will inform remedial and future work priorities, enhancing our property management strategies. They are both leading repair work for windows and balconies and Graham Sheret is leading the procurement of the windows and fire doors for the Barbican.
- d. **Service Charge Audit:** Responsible Lead Officer Dan Sanders (Assistant Director Barbican Residential Estate): in collaboration with the Service

Charge Working Party. The Corporation have commissioned Beevers and Struthers to complete a thorough audit review of service charges. This work will enable a more transparent service charge reporting process and template to be put in place.

- e. **Energy Audit:** Responsible Lead Officer – Emma Bushell (Energy & Carbon Manager): PCMG are now appointed to undertake the audit. A kick off meeting with resident stakeholders is being arranged.

- 9. **Overdue items:** There are currently five overdue actions. Four of these actions fall under Organisational Design of which the Board has identified that more work needs to be done on the structure below the AD Barbican to be mindful of the costs of any new posts. The fifth referred to the Asset Management Strategy which is now in progress.

Corporate & Strategic Implications

- 10. **Strategic implications** – The policy delivers to the following Corporate Plan objectives:
 - 11. **People are safe and feel safe:** The initiatives outlined in the Transformation Programme and update report aim to enhance safety and security within the Barbican residential community, such as improving property services, implementing effective communication channels, and ensuring accountability in performance and data management.
 - 12. The report highlights how addressing key issues identified in Barbican residential services contributes to fostering a cohesive community environment within the Barbican estate. By providing residents with necessary facilities and services, it aims to enhance the overall living experience and promote a sense of unity among residents.
 - 13. **We are digitally and physically well-connected and responsive:** Efforts to integrate technological advancements into operations and improve communication channels for residents demonstrate a commitment to enhancing digital connectivity and responsiveness within the Barbican estate.
 - 14. **We inspire enterprise, excellence, creativity, and collaboration:** The establishment of the Barbican Transformation Board and the implementation of various improvement workstreams reflect a dedication to fostering enterprise, excellence, creativity, and collaboration within the Barbican residential services, aiming to drive positive change and innovation.
 - 15. **Our spaces are secure, resilient, and well-maintained:** Initiatives such as developing an asset management plan and conducting in-depth audits to inform property management strategies contribute to ensuring that Barbican spaces are secure, resilient, and well-maintained, aligning with the objective of shaping outstanding environments.
 - 16. **Financial implications:** The majority of the work of the programme Board, including its staffing is covered by the Landlord Account to ensure that the future

operation of the Barbican Residential services are of good quality and that they provide value for money. The cost of new posts are being closely examined by the Board to ensure that they are justifiable and affordable to residents. Further reports will need to come through the governance process to make decisions about future staffing implications.

17. **Resource implications** – Additional resources have been employed via the programme Board to deliver the workstreams, the finances of which are covered in the financial implications.
18. The Board acknowledged that most of the actions currently in progress are set to be completed by 31/03/2024. To ensure alignment with the introduction of new senior management roles, there are fortnightly scrutiny discussions with designated residents on the Transformation Board. These discussions aim to review the sequence of actions, ensuring that they align with the new management's influence and involvement. Further details regarding the review and development of the program action delivery timetable will be provided in due course.
19. Managing internal resource capacity and technical expertise alongside day-to-day operational demands, while also considering potential additional costs, poses a significant challenge for the Board. However, the detailed transformation programme framework enables senior management to have overview of the requirements from the programme and balance these issues,
20. Legal implications – The Transformation Board is taking and will take legal advice about any changes which arise from the programme which have legal implications.
21. Risk implications – None
22. Equalities implications – None
23. Climate implications – None
24. Security implications – None

Conclusion

The report highlights progress in enhancing Barbican residential services, with achievements in staff appointments and resident engagement. It identifies areas needing increased focus and support for effective resource management. Moving forward, the Board is committed to addressing overdue tasks and ensuring accountability.

Pam Wharfe Interim Assistant Director Housing & Barbican
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Agenda Item 8

Committee(s): Barbican Estate Residential Consultation Committee Barbican Residential Committee	Dated: 25/03/2024 08/04/2024
Subject: Major Works Team – Progress Report	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay Executive Director of Community and Children’s Services	For Information
Report author: Jason Hayes Head of Major Works	

Summary

The purpose of this report is to update Barbican Estate Residential Consultation Committee and Barbican Residential Committee on the progress that has been made with Major Works on the Barbican Estate and to advise Members on issues affecting progress on individual schemes.

Recommendation

Members are asked to note the report.

Main Report

Background

This report provides further detail on each of the existing major works projects currently being delivered to the Barbican Estate. It will provide key updates on each project identifying any pertinent issues arising, progress, reports, KPI’s and other relevant documentation relating to the work of the Major Works Team.

Considerations

1. The works, in the main comprise:
 - Window Repairs/ Replacements.
 - External and Internal Redecorations.

- Tower Lift Replacements.
 - Barbican Future Works Programme.
 - Water Penetration Issues.
 - Developing and Recommending a Roof and Balcony Waterproof Membrane Specification
 - Lambert Jones Mews Roof
2. Major Works is monitored and managed at several levels both corporately and within the department. This includes:
- Gateway Process.
 - Barbican Residential Committee.
 - Barbican Estate Residential Consultation Committee.
 - Project and Procurement Sub Committee.
 - Housing Programme Board.
3. Members are asked to specifically note the following updates:

Progress of note on key projects

4. Window Repairs/ Replacements

Temporary repairs are currently being undertaken. They are currently focused primarily on top floor flats of Ben Jonson House, Bunyan Court and John Trundle Court. These repairs are focusing on properties that had rot removed as part of the external decoration programme, and windows which have suffered from water ingress and where a permanent solution has not yet been undertaken. Repairs to the windows that had rot removed by the decorators were not progressed as the decorating contractor as it was felt that they did not possess the necessary skills or experience to undertake the repairs in line with the requirements of the Barbican Estate Listed Building Management Guidelines. Additional properties raised to the major works team are being incorporated into this work programme where the properties are suffering from water ingress.

Weather permitting the temporary repairs should be completed by mid-April. The temporary repairs will last for a minimum of 18 months and are 'easily reversible' when the permanent repairs are undertaken. These temporary repair costs are not being recovered from leaseholders. There are two properties which require scaffold access to undertake the temporary repairs. These properties will have the temporary repair undertaken and the permanent repair will be specified and may be undertaken, in order to maximise the use, and cost, of the scaffold.

A request for quotation (RFQ) was issued to three firms of surveyors and architects to further assess the condition of windows on the top floor properties of the three blocks listed above, due to the above average number of repair requests which has emanated from these blocks and specify the repair work. In addition to the

properties in the three blocks, the consultants' commission will also encompass analysis of defects in other properties in the Barbican that have window defects including those that have had resin repairs undertaken rather than timber repairs. Resin repairs will be reversed and replaced with spliced wood repairs.

The RFQ was issued on 29.02.24 with a return date of 22.03.24. Consultants invited to tender are either chartered surveyors or architects that have experience of undertaking similar work in listed buildings. Quality will be assessed on answers to four questions designed to assess the consultants understanding of the project.

The current programme foresees design work commencing on 22.04.24 with works commencing in October 2024.

It is expected that most of the contractors' work will be repair rather than replacement. We will be required to take timber samples from every block where work is due to occur and analysed by BM TRADA.

Work will include new seals and brushes to replace old, worn or missing seals on the existing frames. Vacuum glazing can be considered for double glazed unit replacements but will be subject to Listed Building Consent before it can be used on the estate. For comparison, performance figures for the various types of glazing has been added below:

- Single glazed - 5.7Wm²K;
- Double glazed – 1.5-1.9Wm²K
- Heritage double glazed – 1.1-1.4Wm²K
- Vacuum glazing – 0.5Wm²K

Members of the BRC, RRC and AMWP were invited to view the refurbished window in the Grade II* listed Crescent House, Golden Lane in early December. This flat is currently going through 'lived in testing' to verify the vacuum glazing, the performance of the seals and other works such as the ventilation. Early results are very positive.

Procurement of any contractors will require a technical assessment of the experience for the delivery of heritage projects, similar window systems and require FENSA accreditation to ensure work is Building Regulations compliant. Recent experiences have seen contractors put off tendering for specialist work through disproportionate tender requirements for the value of the work. Early contractor engagement has begun to gauge potential interest.

The assessment of potential contractors will involve some contractors that have been identified as having the accreditations and background in window repairs on listed buildings, undertaking repairs on individual windows in 'isolated blocks' such as Defoe and Speed House, specified by the architect who specified the works in Crescent House, in order to assess the quality of workmanship and methodology of the contractors in order that we have full confidence that any of the bidding contractors has the skills to undertake the works to the required standard.

Moving forward, once the known window repair works have been undertaken, a similar logistical approach will be used for future repairs i.e. a 'long lasting' temporary repair will be undertaken asap following any reports to property services

and once 3 or 4 reports have been received these repairs will be bundled up to be specified and tendered to try and reduce the cost per property by maximising economies of scale for both the consultants and contractors.

5. Internal/ External Redecorations

The current Clerk of Works arrangement is continuing to work well, however there are still areas of damage to address but these are caused by equipment moving throughout the blocks, and cleaning materials used to keep common spaces clean for example. The damage is not caused by the redecorations contractor. There are some snagging issues being addressed and have been raised on historical works. Questions have been raised around the integrity of the paint applied but samples taken from site have proved that the surfaces have been prepared properly and the correct number of coats applied. The remedial work where damage has occurred, has taken longer whilst officers have been engaging with contractors to provide a competitive quotation.

Dulux take the samples from site, once work is completed, and these samples are sent to an independent third-party laboratory for analysing. Once analysed, a report is returned via Dulux for our records. This process is essential due to the functional properties of the paint. Older paint in the corridor areas was designated as Class 3 whereas the new paint is Class 0 for the requirements under Building Regulations to prevent the spread of fire. The paint has a functional purpose for fire safety and therefore has differing properties compared to normal domestic paints used within the home. Class 0 paint appearance is affected more by application and imperfections with the existing substrate in which it is applied.

To clarify the paint specification, the same specification has been used as the last round of cyclical redecorations. Any changes to specification during contract delivery may attract additional charges. The paint for the corridors is the same class 0 matt finish but there is an opportunity to change this to eggshell. The eggshell finish will have more of a sheen, may coat more evenly but could highlight older repairs to the existing substrate more than the matt finish. A sample of the eggshell class 0 paint can be made available for viewing at residents request.

Before the next cycle of redecorations is tendered, it is recommended that a full review of the specification is undertaken and that this is consulted on with residents. Changes could include further preparation of surfaces and additional layers of paint in certain areas. Increases in the specification will make the work more expensive through increased labour and material costs. Further preparation of surfaces will additionally see restrictions due to the presence of asbestos and lead paint in some areas.

Individual updates for the blocks are as follows:

Andrewes House (external)
Works due to start 18th March.

Andrewes House (internal)
Works completed and signed off.

Ben Johnson House (external)
Works completed and signed off.

Ben Johnson House (internal)
S20 notifications to be shared with households in April, works due to start Q2 2024

Brandon Mews (external)
S20 notifications to be shared with households June, works due to start Q3 2024

Breton House (external)
Works completed and signed off.

Breton House (internal)
Clerk of works snagging underway, anticipated completion and sign off due 25/03

Bryer Court (external)
Works completed and signed off.

Bunyan Court (external)
Works completed and signed off.

Bunyan Court (internal)
Clerk of works snagging underway, anticipated completion and sign off due 25/03

Cromwell Tower (external)
Works completed and signed off.

Cromwell Tower (internal)
Clerk of works snagging underway, anticipated completion and sign off due 25/03

Defoe House (external)
Works due to start 25th March.

Defoe House (internal)
Works completed and signed off.

Frobisher Crescent (external)
S20 notifications to be shared with households in April, works due to start Q2 2024

Frobisher Crescent (internal)
Works completed and signed off.

Gilbert House (external)
S20 notifications to be shared with households in September, works due to start Q4 2024

Gilbert House (internal)

Works complete. Additional work has been identified across the building and is currently being assessed by project team alongside residents' association lead.

John Trundle Court (external)

Works completed and signed off.

Lauderdale Tower (external)

Work requiring specialised abseil apparatus still outstanding, anticipated completion due 01/04/24 (subject to weather conditions)

Lauderdale Tower (internal)

Works due to start 18th March.

Mountjoy (internal)

Works completed and signed off.

Seddon House (internal)

Works completed and signed off.

Shakespeare Tower (external)

Work requiring specialised abseil apparatus still outstanding, anticipated completion due 01/04/24 (subject to weather conditions)

Shakespeare Tower (internal)

Works due to start 18th March.

Speed House (external)

S20 notifications to be shared with households June, works due to start Q3 2024

Speed House (internal)

Works completed and signed off.

Thomas More House (internal)

Clerk of works snagging underway, anticipated completion and sign off due 25/03

Willoughby House (external)

S20 notifications to be shared with households November, works due to start 2025

Willoughby House (internal)

Works complete. Additional work has been identified across the building and is currently being assessed by project team alongside residents' association lead.

There has been a great demand in communications recently and officers are working to answer these queries as soon as possible.

6. Tower Lift Replacements

Some of the early contractor engagement saw little interest in the Tower Lift Replacements but with some changes to the working hours, a further process of market engagement has seen much better interest. The tender will now wait until the new Head of Property Services is in post.

7. Barbican Future Works Programme

It was agreed to set up a Programme Board of stakeholders before any further work on the future works programme occurs. Terms of Reference have been drafted, reviewed internally by officers and shared more widely with members of the committees. Feedback has been provided and a final draft of the Terms of Reference has been completed, and attached to this report as appendix 1.

8. Water Penetration Issues

Officers have been investigating design solutions/remedies to 50 currently identified water penetration issues on the Barbican Estate. Drainage issues and proposed solutions will also form part of the same exercise. The outcome report will include a pricing document enabling contractors to price the work. The pricing document should detail/describe the scope of works, including quantities. The pricing document will feed into the City of London tender documents that will be issued to contractors in June.

9. Developing and Recommending a Roof and Balcony Waterproof Membrane Specification

Officers have commissioned a consultant to provide a recommendation for a suitable Cold Pour Waterproof Membrane Specification for the Barbican Estate. The appointed consultant will need to present at least four suitable cold pour options providing the pros and cons of each option, while also making a final recommendation. Information on the warranties and the requirements to maintain the warranties will also need to be provided for each option. The market cost/m² for each option will also form part of this exercise. Again, the specification for each membrane will feed into the City of London Tender documentation that will be issued to contractors in June.

10. Lambert Jones Mews Roof

The anniversary of work completed to Lambert Jones Mews roof drainage is March and costs are being sought to complete cyclical drainage clearance. There are also some minor repairs to be completed and removal of vegetation on the roof areas.

Some shed roofs have blocked drains, but contractors have not been able to access the sheds spaces to access the rainwater services inside.

11. Staffing Resources

The Major Works Team have experienced difficulties in recruiting staff to the team but have had two new members of staff working on Barbican Projects allowing projects to progress.

Appendices

Appendix 1: Barbican Future Works Programme - Terms of Reference

Jason Hayes
Head of Major Works
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APPENDIX 1

Terms of Reference (Final Draft)

Barbican Residential Estate Programme Board

The overarching aims of the board are to support the Assistant Director of Barbican Residential Estate in the successful delivery of the Barbican Estate Forward Works Programme and to provide assurance to the Barbican Residential Committee, Barbican Estate Residents Consultation Committee, and all key stakeholders, that the programme is being effectively governed and managed, and that all works proposed within the programme are timely, necessary and delivered in a cost efficient fashion.

1. Membership

Assistant Director of Barbican Residential Estate (Chair)
Head of Property Services (Barbican) – TBC
Head of New Developments & Special Projects
Barbican Estate Project/Programme Managers (as required) – TBC
Resident Stakeholders – TBC (BRC, RCC, AMWP representatives)
Programme Board Administrator (Scheduling, Minuting, Agenda Management, Record Keeping)
Barbican Estate Revenues Manager (as required)
Head of Finance (Chamberlains) (as required)
Planning Policy/Heritage (Built Environment) (as required)
Head of Energy & Sustainability (as required)
City Solicitors (as required)
City Procurement (as required)
Corporate Programme Office (as required)

2. Functions of the Board

To ensure that the roles and responsibilities of its members are clear,

To ensure that programme stakeholders are engaged at a level that is commensurate with their importance to the programme and in a manner that fosters trust,

To ensure that the business case supporting the programme and constituent projects is informed by relevant and realistic information that provides a reliable basis for recommending decisions,

To ensure that the targeted benefits of the programme and key deliverables of its constituent projects are in line with, and contribute to the City's overall business plan, core objectives and published values,

To ensure that the development and delivery of the programme complies fully with the City's project governance procedures, financial and procurement regulations, and legal responsibilities,

To strive to ensure that there is no diminution in property values arising from the programme,

To ensure that the impact on the living conditions of residents in their homes is taken into account and minimised before work is undertaken,

To ensure that the terms and conditions of the lease are complied with at all times and that costs are identified and allocated between the Landlord and Leaseholders and any appropriate 3rd party, fairly and in line with its terms,

To review Project Briefings and Gateway reports as required (prior to submission to Committee or delegated authority for approval),

To ensure that appropriate performance measures are set,

To ensure disciplined project management, supported by appropriate methods and controls, is applied throughout the programme lifecycle,

To ensure that the programme is adequately funded and resourced,

To monitor and review progress thereby ensuring that the programme is delivered within its financial limits and operational boundaries,

To provide a forum to enable re-prioritisation of the programme in response to changing circumstances and events,

To ensure that there are clearly defined criteria for reporting programme status and the monitoring and escalation of risks, issues, impacts and mitigations to the levels required by the City for all aspects of the programme,

To encourage best practice and share lessons learnt to improve programme delivery and bolster stakeholder confidence.

To ensure that repairs and cyclical works are aligned with capital works programmes, schedules and procurement exercises.

To review the Asset Management Strategy (due summer 2024) regularly to ensure the aims and objectives are met during the delivery of major and other works to the estate.

3. Operations

The Board will meet monthly in a hybrid format to ensure maximum attendance,

The Board will be chaired by the Assistant Director of Barbican Residential Estate as Senior Responsible Officer for the programme, or nominated deputy in the event of absence,

The Programme Board Administrator will provide a monthly programme/project update report for consideration and approval. The report, meeting agenda, previous minutes and any documents submitted for consideration are to be circulated at least seven days in advance of the meeting,

The Programme Board Administrator will schedule and minute meetings, ensuring robust document management systems are in place to ensure actions and decisions are recorded,

The Programme Board may require additional information on a specific project and require the relevant project manager to attend the board for the purpose of wider discussion,

Members who are unable to attend a meeting are to appoint an alternate to attend in their stead.

4. Member responsibilities

Individual members of the Board each have a responsibility to:

Understand the programme objectives, scope, costs, benefits, risks and mitigations,

Represent, as appropriate, specific stakeholder interests,

Understand the impact of the programme on the Barbican Estate, ensuring that the programme's objectives are in line with those of the City as a whole,

Understand the impact of the programme on Leaseholders and Residents, ensuring compliance with the terms of the lease,

Understand the impact of Listing requirements on the programme and ensuring compliance,

Helping to identify interdependencies with other programmes and activities,

Helping to identify risks and issues facilitating their management by taking ownership for their resolution, and helping to resolve conflicts between stakeholders which might arise during implementation,

Provide advice and counsel to the Senior Responsible Owner and the delivery team,

Identify, acknowledge and declare any potential or actual conflict of interest in any relevant area,

Help to communicate throughout the wider City Corporation and Barbican Estate residents the programme's purpose and progress,

Make such resources available as are necessary for the completion of agreed work in the programme and projects,

Ensure the delivery standards of programme and projects.

Committee(s): Resident Consultation Committee (for information) Barbican Resident Committee	Dated: 25/03/2024 08/04/2024
Subject: Window Cleaning Contract (Re-tender)	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 2, 11, 12
Does this proposal require extra revenue and/or capital spending?	N
Report of: Director of Community & Children's Services	For Information
Report author: Steven Johnson Interim Head of Barbican Residential Estate, Barbican Estate Office	

Summary

The report advises members on the outcome of the process to select a new service provider for the provision of window cleaning contract across the Barbican Residential Estate. It is intended the contract would start subject to BRC approval and a 35-day consultation period prior to issue of contract.

Recommendation

The BRC is asked to endorse the following recommendations:

- Re-tendering of the Window cleaning contract at the Barbican Estates.
- Initial Involvement from residence as part of a Mobilisation Panel in selecting a new provider.

Main Report

Background

1. In early 2023 an Open (FTS) Procedure was launched for a new window cleaning contract for Barbican Estate.
2. Following on the Evaluation and Moderation, All Clean London Ltd we're identified as the highest scoring bidder and thus the recommended bidder.
3. The contract was awarded to All Clean London Ltd following the completion of the 10 Day Standstill and S20 'intention' process.
4. During mobilisation kick off meetings late 2023, All Clean London Ltd requested an additional 12% uplift to their submitted costs regarding TUPE / salary increases made from the incumbent.

5. This request was refused on the basis that (i) All Clean London Ltd should have included TUPE costs to their commercial response and (ii) potential challenge from the incumbent supplier who was aware of the uplift request.
6. All Clean London Ltd withdraw their bid and thus the re procurement for this contract will need to be restarted.
7. Due to the re procurement, the Barbican Residents Committee (BRC) have requested input in to the procurement which means a delay in submitting a PT3 for scrutiny / approval in March'24.

Current Position

8. With the withdrawal of All Clean, W Parkers & Sons who have been contracted to BEO since 20th October 2016 with three further extension which expired on the 31st March 2023 will continue on a rolling basis until a new contract is awarded. The current Contract will not financially impact the residence.

Conclusion

Legals services have agreed the issuing of new Section 20 notifications of intension I to all residence Friday 1st March 2024

Appendices

Appendix 1 – PT3 Tender Award Report (**not ready**)

Contracts Manager:

Steven Johnson, Interim Estates Services Manager

Department of Community and Children Services, Barbican Estate Office

E: Steven.Johnson@cityoflondon.gov.uk

Committee(s): Resident Consultation Committee (for information) Barbican Resident Committee (for decision)	Dated: 25/03/2024 08/04/2024
Subject: Lease Enforcement	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	4
Does this proposal require extra revenue and/or capital spending?	N
Report of: Director of Community & Children’s Services	For Decision
Report author: Helen Davinson Resident Services Manager, Barbican Estate Office	

Summary

The purpose of this report is to highlight to members the issues encountered with the previously approved procedure for dealing with breaches of lease on the Barbican Estate, and to offer amendments to that procedure.

Recommendation(s)

The Committee is asked to:

1. Approve the amended Barbican Estate Office protocol for dealing with breaches of lease as laid out in Appendix 1.

Main Report

Background

1. When signing their lease, leaseholders on the Barbican Estate, as with any other leaseholders, are naturally bound by the specific clauses and conditions contained in the lease. A failure to comply with the conditions of the lease is considered a ‘breach’ of lease and gives rise to appropriate enforcement action.
2. Whilst the conditions of the lease for residents on the Barbican Estate are explicit, historically, with regard to a number of covenants in the lease, the City has adopted a ‘soft’ approach to enforcement. The particular covenants relate to the following:
 - Installation of wooden floors;
 - Animals;
3. Following lengthy consultation with residents and Committees, officers presented a report concerning Lease Enforcements to Committee in December 2017.

4. Various options were considered as the approach officers should take regarding breaches of lease (specifically the installation of wooden/non-carpeted floors and animals).
5. It was resolved at the Barbican Residential Committee that:
 - a. Formal adoption of the current practice for all future cases be adopted as follows:
 - i. The Corporation will effectively decide to use its discretion in enforcing the various restrictive clauses within the lease, endorsing the current “soft” approach of only taking enforcement action against residents who have breached a particular covenant in the lease and such a breach is causing a “nuisance” and/or “annoyance” to adjacent residents.
 - ii. Under this option, there will not be a requirement for the “affected” party to have to demonstrate, to the City Corporation, that the “breach” is causing a nuisance. In the case of wooden floors, for example, there would be no requirement for the affected party to complete and submit “noise monitoring sheets” as has been the case previously.
6. In March 2018 the formal procedure (see Appendix 2) for dealing with Breaches of Lease was approved by the Barbican Residential Committee.

Current Position

7. Two cases in 2022 and 2023 have led to a review of the formal procedure by Officers from the Barbican Estate Office and Comptrollers & City Solicitors.
8. In both cases, the approved protocol was challenged.
9. If the City is to take enforcement action against a leaseholder who has breached a covenant in the lease and such a breach is causing a “nuisance” and/or “annoyance” to adjacent residents, then that nuisance has to be demonstrated. To not demonstrate that “nuisance” and/or “annoyance” is considered unfair to the other party.
10. The demonstration of the “nuisance” can include (but is not limited to) requesting noise monitoring sheets be completed and permission granted to conduct acoustic testing.
11. The protocol as laid out in Appendix 1 reflects this change.

Conclusion

12. For the avoidance of doubt, if a new Leaseholder moves in and complains of a breach that has been in place for many years and has not caused a nuisance and/or

annoyance to the previous Leaseholder, this will still be subject to the same enforcements.

13. The Barbican Estate will continue to remind Leaseholders of lease compliance via the regular email bulletins.

Appendices

- Appendix 1 – amended Breach of Lease Protocol
- Appendix 2 – current Breach of Lease Protocol (dated 2018)

Background Papers

Lease Enforcement. March 2018

Lease Enforcements. December 2017

Lease Enforcement Issues – short term holiday lets. September 2015

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PUBLIC NOTE

Barbican Estate Office (BEO) Breach of Lease Protocol

(specifically, non-carpeted floors and animals)

March 2024

Stage 1

Resident complains and BEO to ascertain if the resident is a Long Leaseholder, Short Leaseholder or Subtenant. If Subtenant and not registered, then BEO to refer them to their Landlord. BEO will also engage with landlord with regard to registering of subtenant.

BEO to begin a log.

Stage 2

BEO to establish if there is an actual breach of lease within 10 working days e.g. non-carpeted floor or animal present. To telephone first.

Stage 2.1

If the response is "No, I don't have a wooden floor/animal", then BEO to arrange a visit to confirm. The aim is to complete this within 10 working days.

Stage 2.2

If the response is "Yes, I do have a wooden floor/animal", then no visit required.

Stage 3

BEO to determine if there is a breach and if it is causing a nuisance.

If a breach is established by BEO, either by admission or inspection, then BEO to arrange a "Rent Stop" on the Leaseholder's service charge account i.e. the City is neither to demand or accept rent from the Leaseholder until the issue has been resolved.

BEO to update complainant.

Stage 4

If a breach is established and the breach is causing a nuisance, then BEO is to inform Long Leaseholder that they will be receiving a letter within 10 working days from Comptroller and City Solicitor (C&CS) asking the Leaseholder to rectify the breach.

Stage 5

C&CS to send a letter to the Leaseholder requiring the breach to be remedied.

Stage 6

Within 15 working days of instruction by BEO, letter to be sent by C&CS to flat, external address (if there is one), Managing Agent (if there is one) and BEO (for House File).

Stage 6.1

- If within 20 working days from date of C&CS letter the Leaseholder informs C&CS that breach has been rectified, then C&CS instruct BEO to organise compliance inspection within 5 working days to confirm. BEO confirm result of inspection to C&CS.

- If 20 working days pass from date of C&CS letter and:

- i. C&CS does not receive a confirmation from the Long Leaseholder that the breach has been rectified, or

- ii. Long Leaseholder states they have not rectified the breach, then

- C&CS will advise BEO.
 - C&CS to advise on enforcement.
 - BEO to consider rent stop and reinstate if no action is taken.

Stage 6.2

If C&CS advise that enforcement action should be taken, C&S will start the process.

- The C&CS enforcement process includes but not limited to:

- i. Informing the Leaseholder's mortgage company of their breach of lease; and/or

- ii. Forfeiture Notice and/or proceedings; and/or

- iii Declarative, Injunctive, or other relief.

Stage 7

C&CS advises BEO of outcome of enforcement action.

Stage 8

If at any time during enforcement process, the Leaseholder advises C&CS that the breach has been remedied, then the BEO is to organise a compliance inspection within 5 working days. BEO will confirm result of inspection to C&CS.

Stage 9

BEO to update complainant and their assessments.

Potentially Vexatious Complainants

If BEO considers a complaint to be a "potentially vexatious complaint", they will be logged, and a brief report must be submitted to Assistant Director of Barbican Residential Estate (or Resident Services Manager, in their absence) for decision as to whether to proceed or not.

Barbican Estate Office (BEO) Breach of Lease Protocol

(specifically, non-carpeted floors and animals)

March 2018

Stage 1

Resident complains. BEO to ascertain if the resident is a Long Leaseholder, Short Leaseholder or Subtenant. If Subtenant and not registered, then BEO to refer them to their Landlord.

BEO to begin a log.

Stage 2

BEO to establish if there is an actual breach of lease within 10 working days e.g. Non-carpeted floor or animal present. To telephone first.

Stage 2A

If the response is "No, I don't have a wooden floor/animal", then BEO to arrange a visit to confirm. The aim is to complete this within 10 working days.

Stage 2B

If the response is "Yes, I do have a wooden floor/animal", then no visit required.

Stage 3

If a breach is established by BEO, either by admission or inspection, then BEO to arrange a "Rent Stop" on the Leaseholder's service charge account i.e. the City is neither to demand or accept rent from the Leaseholder until the issue has been resolved.

Stage 4

BEO to update complainant

Stage 5

If a breach is established by BEO, then BEO is to inform Long Leaseholder that they will be receiving a letter within 10 working days from Comptroller and City Solicitor (C&CS) asking the Leaseholder to rectify the breach.

Stage 6

If a breach is established by BEO, then BEO to instruct C&CS (Mr Paul Chadha, Chief Lawyer, Litigation Team) to send a letter to the Leaseholder requiring the breach to be remedied.

Stage 7

Within 15 working days of instruction by BEO, letter to be sent by C&CS to flat, external address (if there is one), Managing Agent (if there is one) and BEO (for House File).

Stage 7a

- If within 20 working days from date of C&CS letter the Leaseholder informs C&CS that breach has been rectified, then C&CS instruct BEO to organise compliance inspection within 5 working days to confirm. BEO confirm result of inspection to C&CS.
- If 20 working days pass from date of C&CS letter and:
 - i. C&CS does not receive a confirmation from the Long Leaseholder that the breach has been rectified,
 - ii. Long Leaseholder states they have not rectified the breach, then C&CS to begin the enforcement process.

Stage 7b

- BEO to update complainant.
- The C&CS enforcement process will be in three stages:
 - i. Before a section 146 notice can be issued, the City will require a determination of the breach by the court. C&CS will apply to the court for a determination of the breach on instructions from the BEO,
 - ii. If the court determines that a breach has occurred, then the City can serve a section 146 notice on the Leaseholder requiring the breach to be remedied. C&CS will serve a section 146 notice on instructions from the BEO,
 - iii. If the breach is not remedied, then C&CS can issue proceedings for the forfeiture of the lease. C&CS will issue forfeiture proceedings on instructions from the BEO.

Stage 8

C&CS advises BEO of outcome of forfeiture proceedings.

Stage 9

If at any time during enforcement process, the Leaseholder advises C&CS that the breach has been remedied, then the BEO is to organise a compliance inspection within 5 working days. BEO will confirm result of inspection to C&CS.

Stage 10

BEO to update complainant.

Potentially Vexatious Complainants

If BEO House Officer considers a complaint to be a “potentially vexatious complaint”, they will be logged, and a brief report must be submitted to Head of Barbican Estate (or Resident Services Manager, in their absence) for decision as to whether to proceed or not.

Examples of potentially vexatious complaints include (but are not limited to): -

- Complaints about a wooden floor not directly affecting them. Complaints will only be heard from neighbours directly above, below or adjacent
- Complaints about a wooden floor seen in an Estate Agent’s window or other publication
- Complaints about seeing animal products (e.g. cat litter) being delivered to the Car Park Concierge
- Complaints about seeing an animal on the podium or entering a block.

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Committee(s): Resident Consultation Committee (for information) Barbican Resident Committee (for information)	Dated: 25/03/2024 08/04/2024
Subject: Brandon Mews Canopy	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	2, 3, 4, 12
Does this proposal require extra revenue and/or capital spending?	N
Report of: Director of Community & Children’s Services	For Information
Report author: Rosalind Ugwu Interim Head of Barbican Residential Estate, Barbican Estate Office	

Summary

The purpose of this report is to provide an update on officer investigations into the future financial responsibility for the replacement and maintenance of the canopy installed at Brandon Mews in 1987. The canopy was installed due to structural defects causing significant leaks into leaseholder homes.

Recommendation(s)

The Committee is asked to:

Note the contents of the report.

Main Report

Background

1. Brandon Mews consists of 26, 1 and 2-bedroom, mews houses bordering the eastern side of the lake and Speed Lawn.
2. The twenty-six houses include five open market leases, sixteen right to buy leases, one market rented, three units’ status to be confirmed and one unit was bought back by the City and is designated a Resident Engineer property. The future of this latter unit is currently under review.
3. In 1995 a structural defects clause was introduced into all terrace block leases. The City introduced the clause to ensure that costs for repairs to structural defects of the flats sold after that date could be charged to leaseholders. It should be noted that right to buy applications where subject to extended processing periods and exclude the clause post 1995.

Current Position

4. The Barbican Residential Committee on 09/12/2022 requested an update on the future for the Brandon Mews Canopy as follows:

“Brandon Mews – the Assistant Director had met with the House Group, on 1st November 2023 (this was an error and should have read 2022), and agreed to continue with research, assisted by the residents, on the background to the installation of the GRP roof to the block. Members noted that the next step would be an options appraisal, which would be shared with the House Group within the next 4 to 6 months.”

5. Officers began a discovery phase in December 2022, the following City departments conducted a series of document searches and established the following:
 - a. **London Metropolitan Archives (LMA)** reported on 20/12/2022:
 - i. Following a search into the history of the Brandon Mews Canopy for all records held by LMA, they had been unable to establish the answer to the question you are most interested in i.e. who is financially responsible for the replacement and maintenance of the roof.
 - ii. The decision to build the canopy was taken by the Court of Common Council on 12 March 1987 according to the report submitted to the Court by the Barbican Residential Committee. I attach a copy of both the report dated 2 February 1987 (Appendix 1) and the Common Council minute agreeing to the project on 12 March 1987 (Appendix 2 and 2a). The documents confirm that the City Corporation paid for the work on the roof at that time. Section 4.2 of the report mentions the ongoing maintenance saying that the costs were unlikely to be significant but crucially there is no mention of who is responsible for these costs.
 - iii. The LMA hold minutes of the Barbican Residential Committee up to 2012. A search of the indexes to these minutes 1987-2012 provided no further references to the canopy were found. The more recent records have yet not been transferred to us, so LMA could not conduct further checks. However, they did identify a report submitted to the Barbican Residential Committee on 18th March 2019 (Appendix 3).
 - iv. This report deals with repairs and maintenance to roofs and balconies following water penetration. Under section 8, the report confirms the completion of outstanding surveys to “previously restricted areas including Brandon Mews”. The report goes on to say that: “... the survey of Brandon Mews was done much later and has not yet been included in the updated report.
 - v. The findings from the survey are summarised below:

- The roof terrace areas are enclosed by barrel-vaulted polycarbonate canopies.
 - Drainage is primarily provided via high-level central gutters that run the full length of the polycarbonate canopies. Secondary external perimeter gutters with external hoppers are also provided.
 - Most of the gutters have impeded drainage blocked by debris and organic growth. This has contributed to ongoing moisture ingress problems evident at:
 - the junctions between the top of the parapet wall and stanchions of the enclosing canopy.
 - the soffits of the primary central gutter.
 - It is recommended that the central primary and external gutters should have all debris and organic materials removed, suitably waterproofed, and waterproofed with a liquid coating system.
 - The drains were cleared in late 2021 and a small area of the polycarbonate canopy was cleaned with minimal success.
6. There was no indication in the report of responsibility for funding this work. However following objections from the House group, the then AD Housing and Barbican awarded a partial refund for the work conducted in 2021.
 7. In February 2023 officers located historical paper copies of House Group and resident files which provided no definitive answer on financial responsibility for the replacement or maintenance of the canopy.
 8. The two key documents identified as significant are:
 - a. **Court of Common Council** – 4th June 1987 headed ‘Question of the Charman of the Barbican Residential Committee by Mr Palmer’ with handwritten notes suggesting a draft response. Officers have been unable to locate a copy of either the committee minutes or the final response. (Appendix 4). The final paragraph states: “As to the second part of the question, I can confirm that neither the capital cost of the proposed project nor the future maintenance costs will fall upon existing long lessees.”
 - b. **Brandon Mews Meeting 20th October 1987**, officers and residents were in attendance, and states: “The canopy itself will be paid for by the Corporation. Under the present legislation it is believed that existing lessees will not be required to contribute towards maintenance costs. The cost of any replacement in the future may devolve upon new leaseholders.” (Appendix 5).
 9. Copies of the full and summary discovery documents have been shared with Brandon Mews House Group Chair.
 10. On 11th May 2023, a Brandon Mews House Group meeting was held, which included the Assistant Director Housing the Barbican, Interim Head of the Barbican Residential Estate, three resident members of Brandon Mews House Group. The purpose of the meeting to provide an update on the discovery phase

and agreed next steps. Officers agreed to continue with further searches and commission an options appraisal of the canopy.

11. On 11th May 2023, the Business Systems and Information Manager (BSIM) confirmed that they had located several documents related to the canopy but none that referred to responsibility for the future costs associated with maintenance or replacement of the canopy.
12. Copies of the documents are available on request.
13. Further enquires were then made to the City Solicitor to see if they had any knowledge regarding any agreements made between the City of London and leaseholders at Brandon Mews. On 19th July 2023, the City Solicitor confirmed they had conducted further searches and could not find any information than that provided by the BSIM.
14. The Chair of Brandon Mews House Group contacted the BEO on 13th July 2023 explaining he had been in contact with building control in the District Surveyor's office who required officer permission and a fee to release structural plans of the canopy. Officers made payment and forwarded the plans to the House Chair on 10/8/23.

Conclusion

15. The canopy continues to fulfil its original purpose of preventing leaks into the Brandon Mews properties.
16. Responsibility for the options appraisal will transfer to the Head of Property Service (Barbican) to commission a specialist contractor with experience in listed buildings.
17. Officers are liaising with the Comptroller and City Solicitor's Department on the question of financial responsibility for any future maintenance and/or repair and/or replacement of the canopy. The Comptroller and City Solicitor's Department will be asked to advice on liability in relation to each of the eventual options that arise out of the Options Appraisal.

Appendices

- Appendix 1 – Court of Common Council on 12 March 1987
- Appendix 2 – Court of Common Council minute agreeing to the project on 12 March 1987
- Appendix 3 - Barbican Residential Committee 18th March 2019
- Appendix 4 - Court of Common Council 4th June 1987 – Question of the Chairman of the BRC by Mr Palmer
- Appendix 5 – Brandon Mews Meeting minutes – 20th October 1987

Rosalind Ugwu

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CITY OF LONDON

Report - Barbican Residential Committee

Brandon Mews - Roof Canopy

To be presented Thursday, 12th March 1987.

To the Right Honourable The Lord Mayor, Aldermen and Commons
of the City of London in Common Council assembled.

1. INTRODUCTION

1.1. Your BARBICAN RESIDENTIAL COMMITTEE do certify that we have had under consideration an evaluation report prepared by the officers in accordance with the procedures set out in the Corporation's Control of Capital Projects Manual concerning remedial works to Brandon Mews.

1.2. Brandon Mews has been subject to severe water penetration problems for a number of years which have persisted despite the remedial works undertaken by the Corporation in 1983 and in 1985. These works related, inter-alia, to the removal and replacement of the multi-layer roof coverings, reconstruction of the paved areas on each side of the 13 "wigwam" structures (including the provision of new expansion joints), the renewal of mastic seals to the expansion joints in the east and west walls of Brandon Mews, and the formation of seals at the junction of the Willoughby House podium and the six bridge-links to Brandon Mews to prevent water penetration from that source.

1.3. The total cost of these works is, subject to final account, £265,000. Unfortunately, due to what is now regarded as being a fundamental flaw in the design of the podium structural slab; the water penetration problems persist and are causing serious inconvenience to the residents.

1.4. Messrs. Atkins, Sheppard, Fidler and Associates, consultant architects, were engaged by the Corporation to examine these problems and put forward possible solutions. Their report has now been received and forms the basis for this evaluation report.

2. EVIDENCE OF NEED

2.1. There are unacceptable levels of water penetration through the roof slab which are causing:—

(a) External damage

The continuing penetration of water through the roof coverings is resulting in the waterproofing membrane being generally ineffective. If no remedial works are carried out deterioration of finishes will continue with saturation of the screed and insulation, resulting in increased vulnerability to frost damage, and paviers will continue to be stained due to salts leaking from the mortar.

(b) Internal damage

Water penetration is visible internally at several weak points in the structure, such as expansion joints, day joints, at window openings in the wigwams and at electrical conduits and ceiling droppers. There is considerable damage to the decorations in some flats, and this will worsen in time if remedial works are not carried out. Internal electrical services would be damaged and internal joinery and fittings would become permanently marred. In two flats water penetration has already rendered them unsuitable for occupation.

3. ANALYSIS OF THE OPTIONS

3.1. Option "A" — Do nothing or defer action

The problems involved in locating and attempting to carry out patch remedial works, with a large number of potential weak spots, would be a time consuming exercise and would probably result in extensive remedial works without resolving the underlying problems. Overall, a decision either to do nothing or defer action at this time would have a threefold effect:—

- (a) deterioration of the structure would continue and accelerate as the extent of the water penetration increased;
- (b) more and more flats would become uninhabitable;

(c) life would eventually become intolerable for the existing tenants.

3.1.2. This option cannot, therefore, be contemplated.

3.2. Option "B" — Renewal of the roof coverings

3.2.1. The consultants have investigated the possibility of breaking up the paviers, laying a Butyl rubber waterproof membrane over the asphalt, and then relaying the paviers. The properties of Butyl rubber mean that it should be able to overcome problems which are causing the defects at present, but the consultants cannot be certain that such a solution will succeed.

3.2.2. The estimated cost of this option is £180,000, excluding staff costs.

3.2.3. Bearing in mind the failure hitherto to deal with these problems, the consultants' reservations, and the need to provide a fool-proof cure to the existing water penetration with a minimum of disturbance to the tenants, the Director of Building and Services does not have enough confidence as to the likely success of this option to recommend its adoption.

3.3. Option "C" — Provision of a roof canopy

3.3.1. There are various possible designs for the provision of a new canopy roof over the existing roof. The most suitable solution within this option is a barrel vaulted canopy roof. This would reduce the height of the canopy roof to a minimum limiting its impact upon those residents who live on the lower floors of residential blocks overlooking Brandon Mews. Barrel vaults would also retain the continuity and unity of design within the residential Estate, repeating the barrel vaulted roofs on all the main residential blocks.

3.3.2. Planning and statutory authorities have been consulted for their initial reactions to this proposal. They had several requirements which they felt would have to be met in order for the scheme to be viewed favourably. These requirements have been incorporated in the canopy roof scheme. The consultants have since received favourable reactions from the Planning Authorities for this scheme.

3.3.3. Questions had been raised concerning heat build-up, but as a result of further investigations it would appear that the potential problems of heat build-up under the canopy roof are not insurmountable and can be avoided or overcome at the technical design stage without significant additional cost to the scheme.

3.3.4. The construction of such a canopy roof, with steel frame and polycarbonate barrel vaults, presents the optimum solution to the problem of providing watertight dwellings at

Brandon Mews with any possible defects being easy to identify and remedy. It is, therefore, recommended that this option is adopted and the project undertaken as soon as possible.

3.3.5. The total estimated cost of this option is £410,000 at September 1986 prices.

4. FINANCIAL APPRAISAL

4.1. Capital

The capital costs of Option "C" at September 1986 prices are as follows:

	£	£
Canopy roof		350,000
Consultant architects' fees	37,500	
Consultant engineers' fees	17,500	
Corporation of London staff costs	5,000	
Total fees and staff	60,000	
Total cost (September 1986 prices)		<u>410,000</u>

4.2. Revenue

Maintenance to the canopy roof would be limited to cleaning the polycarbonate cladding and metal framing. The metal work would be coated which should obviate the need for repainting, provided it is not scratched, for at least 10 years. Maintenance costs are thus not anticipated to be significant.

The life span of the structure of the canopy roof would be 60 years, although it may be necessary to consider replacing some of the polycarbonate cladding after about 10 years should there be any deterioration due to ultra-violet degradation.

5. DISTURBANCE

5.1. Bearing in mind that the tenants of Brandon Mews have already tolerated two unsuccessful attempts to cure the water penetration into their flats, and that the works undertaken in 1983 caused serious disruption in certain of the flats, it is essential that maximum consideration be given to the effects of the project upon the residents consistent with executing the works as quickly as possible.

5.2. The consultants have observed that disturbance to the residents of Brandon Mews and the surrounding residential blocks from breaking operations, whether from fixings of canopy or breaking up of paviers, will inevitably cause a nuisance. The disturbance from the erection of a canopy roof is likely to be of a much shorter duration and only for limited periods at a time.

5.3. Control over the execution of works on site would be similar to those applied to other works on the Estate. This would involve strict control being exerted on the contractor within the specification and, where possible, the noise level will be reduced externally by mufflers and baffles.

5.4. The hours of work would be restricted to between 8 a.m. and 5 p.m., Mondays to Fridays, with noisy works only carried out below specified levels between 10 a.m. and 4.30 p.m. It will, however, be impossible to reduce the impact of such noisy works upon the residents of Brandon Mews itself as noise will invariably be transmitted through the structure.

5.5. Residential blocks which will be affected by the works are as follows:—

	Number of dwellings
Andrewes House	192
Willoughby House	148
Speed House	114
Gilbert House	88
Brandon Mews	28

Residents of the Postern may also be disturbed occasionally by the works, as may the Guildhall School of Music and Drama.

5.6. Prior to any works being undertaken a general programme would be prepared in order to ensure that disturbance to tenants and other affected parties is kept to a minimum, and also to reduce interference to free access to buildings and podium during the construction works. On site supervision will be utilised during the works to enforce these controls.

6. CONSULTATION

6.1. It will be necessary under the Housing Acts to consult with the Brandon Mews residents as well as with those of adjoining blocks and with the Barbican Association.

7. PROGRAMME

7.1. The project will require a preliminary period of approximately 3 months for tenant consultation and in order to obtain all the necessary planning and building approvals. The key dates are, therefore, estimated as being as follows:—

Approval of Evaluation Report	March 1987
Consultation/Planning Approvals etc.	May 1987
Tenders received	July 1987
Start on site	September 1987
Completion	December 1987

8. RECOMMENDATIONS

8.1. We recommend, with the concurrence of the Policy and Resources Committee, that this report be approved and that,

- (i) a roof canopy (Option C) be provided over Brandon Mews, at a total estimated cost of £410,000; and,
- (ii) all necessary planning and other approvals be sought and consultations undertaken for the project.

8.2. We further recommend, with the concurrence of the Planning and Communications Committee, that deemed planning permission be sought, under the provisions of Regulation 4 of the Town and Country Planning General Regulations, 1976, for the project.

All which we submit to the judgement of this Honourable Court.

DATED this 9th day of FEBRUARY, 1987.

Signed on behalf of the Committee.

P.A. REVELL-SMITH,
Chairman.

leasehold interest to a developer, U.T.C. Trading Corporation PLC, who wish to upgrade and sub-divide the buildings with a view to obtaining short term lettings from small manufacturing companies. Negotiations with UTC Trading Corporation PLC have resulted in an offer of £425,000 for the Corporation's freehold interest.

We recommend that the offer made by UTC Trading Corporation PLC amounting to £425,000 for the Corporation's freehold interest in the property be accepted subject to contract, with each party bearing their own legal costs.

Read and agreed to.

PORT AND CITY OF LONDON HEALTH AND SOCIAL SERVICES COMMITTEE
(Laurence St. John Thomas Jackson, Esq., LL.B.)

18 February 1987

Shops Act 1950 — Early Closing

As the City of London is frequented as a holiday resort during certain seasons of the year, it has been customary each year since 1965 to suspend the obligation upon those shopkeepers not already exempt to close on the early closing day. We understand from the City of London Retail Traders' Association that such a suspension is again desired by those traders in the City who cater for, and rely heavily on, the tourists during the summer months, and we consider that an Order should be made this year covering the period from 24th May to 12th September (inclusive), and for the week commencing 8th November 1987 in order to cover the Lord Mayor's Show.

We recommend that an Order be made under Section 40 of the Shops Act 1950, exempting all shops within the City (not already otherwise exempt) from the requirements to close at 1.00 p.m. on one weekday in each week, during the period 24th May to 12th September 1987 (inclusive); and for the week commencing 8th November 1987; and that the same be sealed with the City Seal.

Read and agreed to.

LIBRARIES, ART GALLERIES AND RECORDS COMMITTEE
(Mr. Cecil Douglas Woodward)

2 February 1987

Attendance at Conference

On 19th February 1987, we informed the Court that we would come back in due course to recommend an attendance at a conference abroad later this year, details of which were not available at that time.

The Working Group on Printing History ('Arbeitskreis Druckgeschichte') is to hold its next meeting at the Museum für Verkehr und Technik, Berlin, from 8th to 11th October 1987.

We recommend in accordance with Standing Order No. 44(c), that the St. Bride Printing Librarian be authorised to attend this conference at an estimated cost of £400 which can be met from within the Committee's estimates.

Read and agreed to.

BARBICAN RESIDENTIAL COMMITTEE
(Mr. Peter Anning Revell-Smith)

8 February 1987

Brandon Mews — Canopy Roof

We submit a printed and circulated report with recommendations for the

construction of a roof canopy over Brandon Mews in order to remedy water penetration into the flats at a total estimated cost of £410,000 out of Rates Funds (September 1986 prices) inclusive of fees. The proposals have been evaluated in accordance with the Corporation's Control of Contracts Procedures and have been approved by the Policy and Resources Committee. Additionally, our recommendation that deemed planning permission be sought under the provisions of Regulation 4 of the Town and Country Planning General Regulations, 1976, for the project is supported by the Planning and Communications Committee.

We recommend, with the concurrence of the Policy and Resources Committee, approval of the report.

Read and agreed to.

Coven,
Edwina.
J.P., Dep.
Donnelly,
T.A., M.B.E

Resolved—That under Section 100A(4) of the Local Government Act, 1972, the public be excluded from the meeting for the item that follows, on the grounds that it involves the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act:—

Item of business	Paragraph in Schedule 12A
A matter relating to hospitality	4

Summary of matter considered with the public excluded.

The Court approved a recommendation of the City Lands and Bridge House Estates Committee that on the occasion of H.M.S. "President" moving from its present headquarters in the City to St. Katherine's Dock, an invitation be extended to representatives of the London Division of the Royal Naval Reserve to attend a Dinner to be held in Guildhall on Friday, 2nd October, 1987, and referred it to a Ward Reception Committee to carry out the necessary arrangements out of Non-Rates Funds, the 100th Standing Order being suspended on this occasion.

The Court appointed the following Members to be the H.M.S. President Reception Committee:—

The Right Honourable the Lord Mayor for the time being

ALDERMEN

Sir Christopher Leaver, G.B.E., D.Mus.
Dame Mary Donaldson, G.B.E., D.Sc.(Hon.)
Francis McWilliams, B.Sc.(Eng.), C.Eng.
Paul Henry Newall, T.D., M.A., D.L.
Christopher Rupert Walford, M.A.
David Howarth Seymour Howard, M.A.

COMMONERS

Michael John Cassidy, B.A., M.B.A., Deputy
John Holland, J.P., Deputy
Laurence St. John Thomas Jackson, LL.B.
Anthony Miles Denny
David Colover
James Michael Yorrick Oliver
Charles Edward Frappell
Duncan William Oxley Lawrence, T.D.

*Aldersgate
Aldgate
Bassishaw
Billingsgate
Bishopsgate
Bishopsgate
Bread Street
Bridge & Bridge Without*

Committees:	Dates:
Residents' Consultation Committee Barbican Residential Committee	04/03/2019 18/03/2019
Subject: Repairs and maintenance to roofs/balconies following water penetration	Public
Report of: Director of Community and Children's Services	For Information

Summary

The purpose of this report is to update Members on the progress made by the Working Party in relation to the City of London Corporation's (the City Corporation) approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate.

Recommendations

The Committee is asked to note the progress made by the Working Party and the contents of this report and make any observations and comments as it sees fit.

Main Report

Background

1. At previous meetings of the Barbican Residential Committee (BRC) and the Residents' Consultation Committee (RCC), there have been discussions and questions relating to roof and balcony repairs to the various blocks on the Barbican Estate. Some of the discussion has revolved around the application and validity of the various warranties that were taken out at the time major roof or balcony replacement works were undertaken by the City of London.
2. Over a period of 10 years between 1996 and 2005, the surfaces to the flat roofs, barrel roofs and top-floor balconies to most blocks on the Barbican Estate were recovered. The scope of these works included the provision of warranties for the materials and workmanship. Such warranties typically ranged from 10 to 20 years and were largely underwritten by the manufacturer of the roofing system chosen at the time.
3. One of the key reasons for obtaining the warranties was the independent assurance they provided that the roof works were adequately designed and executed. The warranty provider would have carried out an inspection of the works upon completion before issuing the warranty.

4. A Working Party comprising officers and members of the RCC was set up to review the City Corporation's approach to dealing with repairs and maintenance to roofs and top-floor balconies to the residential units on the Barbican Estate with regard to the application of the warranties that were taken out at the time major roof or balcony replacement works were undertaken.

Considerations

5. At its meeting in December 2016, Members of the BRC and RCC received a report from the Working Party outlining its initial findings from its review into the City Corporation's approach to dealing with repairs and maintenance to roofs and top-floor balconies to the residential units on the Barbican Estate.
6. Subsequent reports have been brought back to the RCC (22/5/17 and 5/3/18) and BRC (5/6/17 and 9/3/18) setting out the progress made by the Working Party in relation to the City of London Corporation's (the City Corporation) approach to dealing with repairs and maintenance to roofs and top-floor balconies to the residential units on the Barbican Estate. In addition, verbal reports have also been given to subsequent meetings of both the RCC and the BRC.
7. Members of the BRC and the RCC have previously noted that the Working Party has been making good progress particularly in respect of the following:
 - The agreement of Langley Waterproofing Systems (LWS) to work with the City Corporation to evaluate the condition of its 14 'live' warranties on the Barbican Estate.
 - The agreement of LWS, as a gesture of goodwill, that it will continue to honour its 14 'live' warranties for the remainder of the guarantee periods subject to the following:
 - the full replacement of the failed section of the main roof at Mountjoy House to the Langley Waterproofing standard and specification;
 - the completion of all minor repair works to areas identified during the survey process and included in the report;
 - the implementation of a standard routine maintenance schedule to include the clearing of all rainwater outlets, gutters and other drainage outlets, as well as removing any vegetation, loose debris and repair of any paving slabs as required;
 - the reapplication of white solar reflective paint every 5 years to all exposed asphalt areas to protect against UV degradation.
 - The agreement of LWS, again as a gesture of goodwill, to carry out minor repair works at Ben Jonson House and Breton House, which are not covered by its own warranties, free of charge.
 - The agreement of LWS to carry out a similar evaluation on the condition of roof areas on the Barbican Estate whose warranties are guaranteed by others to give officers and Members an indication as to whether there are any issues with these roofs and expected remaining lifespans of the roofs.

This work has now been completed and a detailed survey submitted, which has been shared with Members in previous meetings. The updated survey is included at Appendix 1 to this report.

Progress

8. Since the last written updates given to the RCC and the BRC in March last year, there has been further work done and good further progress made as outlined below:

- The full replacement of the failed section of the main roof at Mountjoy House to the Langley Waterproofing standard and specification agreement of Langley Waterproofing Systems (LWS).
- The implementation of a routine drainage maintenance schedule to include the clearing of all rainwater outlets, gutters and other drainage outlets, as well as removing any vegetation and loose debris.
- The introduction of a planned programme of roof inspections to ensure the LWS warranties are maintained and remain valid.
- The completion of outstanding surveys to previously restricted areas including Brandon Mews and Lauderdale Tower.

9. The findings of the survey of Lauderdale Tower are included in the updated roof survey included at Appendix 1 to this report. Unfortunately, the survey of Brandon Mews was done much later and has not yet been included in the updated report. However, the findings from the survey are summarised below:

- The roof terrace areas are enclosed by barrel-vaulted polycarbonate canopies.
- Drainage is primarily provided via high-level central gutters that run the full length of the polycarbonate canopies. Secondary external perimeter gutters with external hoppers are also provided.
- Most of the gutters have impeded drainage blocked by debris and organic growth. This has likely contributed to ongoing moisture ingress problems evident at:
 - the junctions between the top of the parapet wall and stanchions of the enclosing canopy;
 - the soffits of the primary central gutter.
- It is recommended that the central primary/external gutters should have all debris and organic materials removed, suitably waterproofed and waterproofed with a liquid coating system.

Further Work and Wider Issues

10. It had been previously agreed with LWS, that the minor repair works to areas identified during the survey process would be completed in the Spring/Summer last year. Unfortunately, due to work commitments, LWS was unable to carry out this

work as planned. Following further discussions however, it has been agreed that LWS will carry out this work, which includes work at Ben Jonson and Breton House, starting on 20 March.

11. The LWS survey included recommendations that the barrel roofs on all the Barbican residential blocks should be cleaned, essential repairs undertaken, and the barrels then resurfaced with a liquid membrane coating to eliminate current leaks and to extend their current life expectancy. This work has now been successfully procured and work has now started on site.
12. With specific regard to Ben Jonson House, there have been ongoing problems with leaks from the balcony walkways. It has been agreed that these leaks will be dealt with on an ad-hoc basis and, subsequent areas that have been repaired appear to have successful. If, however, the problem of leaks from the balcony walkways intensifies, it may well be necessary for more extensive and intrusive remedial works to be implemented. The RCC and BRC will be advised on this in due course.
13. It is generally accepted that there is nothing more that can be done with the other warranty providers to reinstate those warranties that have not yet expired. As such, there is no alternative but to continue with the ad-hoc approach of dealing with leaks to these roofs as and when they occur. It should be noted however, that the planned programme of routine standard maintenance on the roofs, outlined above, should go some way to ensuring that problems with the roofs are kept to a minimum.
14. As has been stated in previous reports, when future major works are to be done on the Barbican, explicit consideration, with resident involvement, must be given to the question as to whether manufacturer's warranties or guarantees are a sensible investment. At the time the roof works on the Barbican were done, the warranties gave residents some assurance that the quality of the works had been independently assessed and validated. In future however, residents may wish to explore alternative methods of independently assuring the quality of the works carried out around their homes. It has been previously agreed that this task could be picked up by the Asset Maintenance Working Party.
15. Similarly, due consideration needs to be given to the most economic and efficient way to procure such large estate-wide projects in future as, from the information we have seen previously, original roof replacement costs and subsequent repairs vary widely between blocks. Similarly, this is something that the Asset Maintenance Working Party could also consider.
16. Now that we have robust information on the condition of the roofs to the residential units, it is intended that this will be used to inform the future Asset Management Strategy for the Barbican Estate. It should also be used to determine future major works programmes for the estate as well as providing a basis for sound financial planning and future works estimates.

Appendices

Appendix 1 – Langley Roof Report

Paul Murtagh

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FILE BRANDON MEWS
HOUSEGRAP

COURT OF COMMON COUNCIL

4th June 1987

QUESTION OF THE CHAIRMAN OF THE BARBICAN RESIDENTIAL COMMITTEE BY
MR. PALMER

My Lord Mayor,

To ask the Chairman of the Barbican Residential Committee, that following the Report from his Committee of the 9th February and presented to this Honourable Court on the 12th of March this year, the Committee will reconsider the Option recommended concerning the roof canopy over Brandon Mews, following the representation from the residents of Willoughby House. Further, will the Chairman confirm that neither the initial costs nor the subsequent maintenance costs will fall on to the residents' service charges.

SUGGESTED REPLY BY THE CHAIRMAN OF THE BARBICAN RESIDENTIAL
COMMITTEE

My Lord Mayor,

I thank the Honourable Member for giving the notice of his question. *Brandon Mews has been a running sore for more years than I can remember*

I am aware and appreciate that the principal concern of the Willoughby House residents is that the proposed roof canopy to be constructed over Brandon Mews will impinge to a greater or lesser extent upon their presently uninterrupted view across the "wigwam"

structures and the lake beyond. Whilst the canopy will undeniably be visible to those residents, I can assure the Honourable Member that, by means of the vaulted design and the use of transparent materials, every effort has been made to minimise the obtrusiveness of the canopy and to maximise its blend with the style of the surrounding buildings. Indeed ^{I think} it is accepted by the Willoughby House Group that, whatever else, the barrel-vault design is attractive and in keeping with the look of the Estate. ^{polycausal}

2 Cont

The object and consequent careful design of this project has inevitably involved a major attempt at a compromise between the need of Brandon Mews for a watertight structure and the aspect of the Estate from the surrounding blocks. As this Honourable Court is aware, Brandon Mews has been subject ~~for a number of years~~ to severe water penetration problems which have defied two previous attempts at remedy, during which time a number of residents ^{currently} experienced considerable disruption and inconvenience ^{and with flats inc/vacant}. It is essential that these problems are finally ^{beaten} ~~vannquished~~ and as soon as possible: that, therefore, must be the prime objective of the project and a delay ~~at this stage~~ will not only frustrate completion before the worst of the winter weather is with us, ^{also} but ~~also~~ risk the loss of substantial fees already incurred in preparing such a complex project.

①

but at risk

In these circumstances, your Committee and I are confident that the present proposals represent the ^{best} ~~optimum~~ compromise from an aesthetic point of view consistent with achieving a watertight environment for the residents of Brandon Mews. We would not, therefore, wish to see the project put back for reconsideration ~~at this stage~~.

③

As it happens the

③ However, ~~I say this in the knowledge that~~ residents of both Brandon Mews and Willoughby House are meeting tomorrow with the Corporation's officers and project consultants at which time all aspects will be discussed and, I hope, any anxieties on the residents' part allayed. Certainly, your Committee will be informed of the outcome of that meeting, together with all the ~~other~~ observations received from residents, ~~and they will, therefore, at that time be in a proper position to decide whether or not a major re-think is necessary.~~

As to the second part of the question, I can confirm that neither the capital cost of the proposed project nor the future maintenance costs will fall upon existing ~~long~~ lessees.

Polycarbonate plastic.
Athina Sheppard Fidler

File.

BRANDON MEWS

A meeting was held in the Barbican Estate Office at 9.30 am on 20th October, 1987.

Present:

- Mr Bailey, Chairman Brandon Mews Housegroup
- Mr Dudley and Mr Reaser of the Housegroup
- Mr T C Berry District Manager, John Laing Construction Ltd.
- Mr Dean, John Laing Construction Ltd.
- Mrs Heather Jones - Architect, Atkins Shepherd, Fidler
- Mr G A Roberts, Director of Building and Services Dept.
- Mr D J Amies, Barbican Manager
- Mr A S Kelly, Assistant Barbican Manager
- Miss C. Carmichael, Senior Management Officer, Barbican Estate Office.

1. a) Mr Berry stated that work is due to commence on 23rd November 1987, it being anticipated that available materials will arrive on site on that day and subsequently.

The contract will be spread over four months with a two week period off site over Christmas from 18th December 1987 until 4th January 1988.
- b) It was explained that noisy drilling into the concrete for steel work bases will be inevitable and Mr Dean pointed out also that work on the bridge links will be noisy. Mr Amies pointed out the restriction for exceptionally noisy works of drilling etc. from 10 am to 4 pm only and Mr Dudley said on behalf of the Housegroup how important it is to ensure noise is not excessive out of these noisy working hours above mentioned.
- c) Mr Berry stressed that there would be no radios whatsoever used by workmen on the site.
- d) Laings will have the use of a flat for their site office purposes and another will be used by the Architect and by the Clerk of Works. Mr Dudley wishes to ensure that there will be a liaison with Laings Site Officer who can be contacted for information. This was agreed.
- e) Mr Dudley stressed how important it is that we tell Willoughby House, Speed House and Andrewes House residents in the locality of the work as to the extent of it.

2.

- f) Mr Dean pointed out that the installation of 48 bases will involve a noisy drilling work. The first couple of months will be the noisiest.
- g) It was stressed that we must move Mrs Richards of No.6 Brandon Mews, out of the immediate vicinity whilst noisy work is being carried out, Mr Bailey again stressing the importance of no unnecessary noise from the site before 10 am or after 4 pm.
2. a) The Housegroup Committee questioned the access for deliveries, it being explained that delivery of the canopy materials, to be stored on Brandon Mews Roof, will be hoisted over the podium from the area of the street corner with Willoughby House and Andrewes House. (near the corner with Moor Lane and Fore Street). It was stressed that this could be a very restrictive operation trafficwise and it may be necessary to review locations. Limitations may also be imposed by the Police. Mr Dudley hopes that everything possible will be done to limit noise and inconvenience of delivery at Brandon Mews. Mrs Jones pointed out that wooden pallets would be laid in any event. She also assured the meeting that considerable trouble is being taken to ensure the least possible noise in every aspect of the work.
- b) Mr Berry explained that debris from the site will be packed in plastic sacks and taken down by hoist to the car park below as and when necessary. A van will then collect the sacks. He said limited dust is anticipated, but residents will be advised to close windows.
- c) Mr G A Roberts will arrange for paper dust sheets to be made available to each house, just in case drilling loosens any flaking paint or plaster.
- d) Mr Dudley asked if similar work to the internal ceilings could be carried out as was done in 12 Brandon Mews recently to limit the risk of falling plaster and he would like this minuted. Mr Roberts said he could not guarantee there would be no fallen plaster, either old or new.
3. a) Mr Bailey expressed his concern that reverberation from train noise could well increase. Mrs Jones explained that from tests taken all over Brandon Mews, in one particular spot 68 hz was recorded with much reduced hz readings taken elsewhere. She further explained that the method of fixing of the canopy has been carefully analysed and will be ...

3.

4. Mr Bailey asked about costs. The fans in the toilets will be connected to the light switch and will therefore come off of the tenants supply.

The canopy itself will be paid for by the Corporation. Under the present legislation it is believed that existing lessees will not be required to contribute towards maintenance costs.

The cost of any replacement in the future may devolve upon new leaseholders.

5. a) It is thought that access underneath the canopy will be for emergency and maintenance purposes only. Brandon Mews residents, however, will be granted access on request to the Housekeeper. Mrs Jones explained that the gutters will, in effect, be maintenance walkways and that hosing of the structure for cleaning purposes is recommended by the manufacturers as the surface must not be abraided.

- b) Mr Amies, in reply to Mr Bailey, said that we are responsible for making good including re-decorative work.

Mr Roberts stated that a drying out period of up to 12 months is likely for water in the structure. Each flat, however, is likely to be different. It is suggested that residents should contact Miss Carmichael. She will arrange for a Surveyor to inspect and assess whether redecoration is feasible or whether further drying out is necessary.

6. The LFCDA request that the building is divided into 3 sections at podium level by the erection of 2 walls which have one hour fire resistance.

7. Mr Reaser wished to stress that there is no blanket access for keys to his flat but that this can be a day at a time only. This was also noted for other flats. Access will be required to install and connect fans.

Residents Consultation Committee (for information)	Dates: 25 th March 2024
Barbican Residential Committee (for decision)	8 th April 2024
Projects and Procurement Sub-Committee (information only)	15 April 2024
Subject: Barbican Postern Roof renewal	Gateway 2: Project Proposal Regular
Report of: Director of Community & Children's Services Report Author: Francis Connolly	For Decision
<h1 style="margin: 0;">PUBLIC</h1>	

Recommendations

1. Next steps and requested decisions	<p>Project Description: Roof renewal for The Postern and a garden balcony for No.2 Wallside is required because of continual water leaks.</p> <p>Next Gateway: Gateway 3/4 - Options Appraisal (Regular)</p> <p>Next Steps:</p> <ol style="list-style-type: none"> 1. Procure Design Team 2. Obtain Listed Building Consent 3. Produce tender documents <p>Funding Source: Long lessee contributions and Barbican Residential Local Risk Budget</p> <p>Requested Decisions:</p> <ol style="list-style-type: none"> 1. That budget of £24,000 is approved for reaching the next Gateway 3/4; 2. Note the total estimated cost of the project at £230,000 (excluding risk) 3. That a Costed Risk Provision of £105,000 is approved (to be drawn down via delegation to Chief Officer).
2. Resource requirements to	

reach next Gateway	Item	Reason	Funds/ Source of Funding	Cost (£)
	Design Team	Apply for Listed Building Consent, produce designs and tender documents	Long lessee contributions 95%/ Barbican Res. Local Risk Budget 5%	£20,000
	Staff fees	After speaking with Ann Mason the lease holders will have to contribute 5% of the total cost- £4,000	Long lessee contributions 95%/ Barbican Res. Local Risk Budget 5%	£4,000
	Total			£24,000
3. Governance arrangements	<ul style="list-style-type: none"> • Service Committee - Barbican residential Committee. • Senior Responsible Officer - Pam Wharfe • Project will be monitored by Housing Programme Board. 			

Project Summary

4. Context	Rainwater is leaking through the roof into occupied properties below and significant repairs are required to resolve the issue. The Barbican Estate is a listed estate and therefore as there are current design changes to the existing, listed building consent/planning is required before works can commence.
5. Brief description of project	A roof renewal for The Postern and a garden balcony for No.2 Wallside is required because of continual water leaks seeping into the substrate and into the residents' homes below. Failure to address these leaks will cause further damage inside the properties and to the structure of the building. As the insulation is saturated with water the only option is a complete strip of the roof and a new one installed. The stock condition survey by Savills shows that the roof is due for replacement within the next five years.

6. Consequences if project not approved	<ul style="list-style-type: none"> • Potential water damage to services such as fixed wiring and accessories. • H&S issues with risk of electric shocks to the resident through direct and indirect contact. • Flooding being the result of water leaks. • Damage to internal decorations, soft furnishings and personal belongings, leading to insurance claims. • Damage to structural concrete through corrosion. • Reputational risk of not completing repairs in a timely manner.
7. SMART project objectives	<p>The project is required to achieve water tightness, free from rainwater leakage and be compliant with the latest Building regulations. The roof will also be complimented by a insurance backed warranty from the roofing manufacturer.</p>
8. Key benefits	<ul style="list-style-type: none"> • External rainwater tightness. • Comfortable and safe home for the residents. • New insulation will meet Building Regulations and contribute towards the climate action targets (scope 3).
9. Project category	<p>1. Health and safety</p>
10. Project priority	<p>A. Essential</p>
11. Notable exclusions	<p>Other roofing on other blocks.</p>

Options Appraisal

12. Overview of options	<p>A roof renewal is the only option as the insulation is saturated with water and requires stripping out and replacing hence a rood renewal.</p>
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Project Planning

<p>13. Delivery period and key dates</p>	<p>Key dates:</p> <ul style="list-style-type: none"> • Specification Production and Design Drawings - October/ November 2023. <u>Still awaiting Project Number as of 6th March 2024.</u> • Listed Building Consent Application – December 2023 <u>Still awaiting Project Number as of 6th March 2024.</u> • Gateway 3/ 4 - March 2024 • Section 20/1 • Tender – April 2024 • Section 20 2/3 • Post Tender section - 20 May 2024 • Gateway 5 - June • Works on site – July 2024 • Gateway 6 - July 2025 <p>Other works dates to coordinate</p> <p>None.</p>
<p>14. Risk implications</p>	<p>Overall project risk: Low</p> <p>Further information available within the Risk Register (Appendix 2) and Options Appraisal</p> <p>Key risks:</p> <ul style="list-style-type: none"> • Any delay to project start will increase the risk of significant water ingress to the properties causing further damage and health and safety issues. • S20 challenge could undermine project funding. • Economic uncertainty raises the risk of cost inflation running above current estimates.
<p>15. Stakeholders and consultees</p>	<ol style="list-style-type: none"> 1. Residents 2. Barbican Estate management 3. Planning and Historic England

Resource Implications

<p>16. Total estimated cost</p>	<p>Likely cost range (excluding risk): £230,000 Likely cost range (including risk): £324,000</p>
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17. Funding strategy	Choose 1: All funding fully guaranteed	
	Funds/Sources of Funding	Cost (£)
	Long lessee contributions 95%/ Barbican Res.Local Risk Budget 5% Average cost per unit £25,681.	230,000
	Total	230,000
18. Investment appraisal	N/A	
19. Procurement strategy/route to market	Options to procure via open market tender or via framework will be explored in conjunction with City Procurement	
20. Legal implications	Maintaining the assets in a compliant way discharges the City's legal and statutory legal obligations.	
21. Corporate property implications	N/A	
22. Traffic implications	To be agreed with nominated contractors where the works have any impact on highways. Implications are expected to be virtually nil.	
23. Sustainability and energy implications	1. The project will have a positive impact due to compliancy with Building Regulations and ensuring the asset is compliant with Part L for the Conservation of Heat and Power.	
24. IS implications	N/A	
25. Equality Impact Assessment	An equality impact assessment will not be undertaken. The project has no impact on protected characteristics.	
26. Data Protection Impact Assessment	N/A	

Appendices

Appendix 1	Project Briefing
Appendix 2	Risk Register

Contact

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Telephone Number	Email: francis.connolly@cityoflondon.gov.uk

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Project Briefing

Project identifier		
[1a] Unique Project Identifier	TBC by Corporate Programme Office once passed Gateway 1	[1b] Departmental Reference Number
[2] Core Project Name	Barbican Postern Roof & No.2 Wallside Garden Balcony Renewal latter omitted 24Jan2024 to be undertaken by Reactive	
[3] Programme Affiliation (if applicable)	No	

Ownership	
[4] Chief Officer has signed off on this document	Paul Murtagh: Assistant Director, Housing & Barbican- Signed-off via an email: Mon 27/03/2023 10:02
[5] Senior Responsible Officer	Jason Hayes
[6] Project Manager	Francis Connolly Mobile: 07 856 281 217 Email: francis.connolly@cityoflondon.gov.uk Dept of Community & Children's Service. Housing Property Services. Barbican Estate Office. 3, Lauderdale Place, Barbican. EC2Y 8EN

Description and purpose					
[7] Project Description					
A roof renewal for The Postern and a garden balcony for No.2 Wallside is required as a result of continual water leaks.					
[8] Definition of Need: What is the problem we are trying to solve or opportunity we are trying to realise (i.e. the reasons why we should make a change)?					
Rainwater is leaking through the ceilings at: <ul style="list-style-type: none"> The postern roof felt has deteriorated and allowed water through resulting in the insulation being saturated and damaged. The consequences of this is that water is now leaking into the residents rooms below. No.2 Wallside, floor tiles have become defected causing water to penetrated underneath them & leak into the communal stairwell ceiling underneath. 					
[9] What is the link to the City of London Corporate plan outcomes?					
[1] People enjoy good health and wellbeing. [9] Our spaces are secure, resilient, and well-maintained.					
[10] What is the link to the departmental business plan objectives?					
The Asset Management Plan. The Stock Investment programme. HH&SRS (Housing Health & Safety Rating System) Room are warm, comfortable, and free from Dampness.					
[11] Note all which apply:					
Officer: Project developed from Officer initiation	Y	Member: Project developed from Member initiation	N	Corporate: Project developed as a large scale Corporate initiative	N
Mandatory:	Y	Sustainability:	Y	Improvement:	N

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Compliance with legislation, policy and audit		Essential for business continuity		New opportunity/ idea that leads to improvement	
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Project Benchmarking:	
[12] What are the top 3 measures of success which will indicate that the project has achieved its aims?	
<These should be impacts of the activity to complete the aim/objective, rather than 'finishes on time and on budget'>>	
1) Improve comfort and wellbeing for the residents, illuminate water penetration	
2) EPC rating	
3) Asset value maintained	
[13] Will this project have any measurable legacy benefits/outcome that we will need to track after the end of the 'delivery' phase? If so, what are they and how will you track them? (E.g. cost savings, quality etc.)	
Residents to be happy that the leaks currently experienced will be no more.	
[14] What is the expected delivery cost of this project (range values)[£]	
Lower Range estimate: £259,000 (Basic £230,000 (No. 2wallside £15K removed 25Jan24) + (fees-Staff & Consultant@12.5% £29,000)= £258,000	
Upper Range estimate: £323,000 Basic + Fees + (Cost Risk Provision@25%£65,000)= £323,000	
[15] Total anticipated on-going revenue commitment post-delivery (lifecycle costs)[£]:	
The life cycle is a minimum 25 year (covered by warranty)-35 years before potential replacement. No maintenance should be required for the roof or garden canopy.	
[16] What are the expected sources of funding for this project?	
City Fun recoverable by service charges from leaseholders	
[17] What is the expected delivery timeframe for this project (range values)? Are there any deadlines which must be met (e.g. statutory obligations)?	
Lower Range estimate: start Autumn 2023 – end date Winter 2023	
Upper Range estimate: start spring 2024– end date Summer 2024	

Project Impact:	
[18] Will this project generate public or media impact and response which the City of London will need to manage? Will this be a high-profile activity with public and media momentum?	
Not expected	
[19] Who has been actively consulted to develop this project to this stage?	
<(Add additional internal or external stakeholders where required) >	
Project Board	
Chamberlains: Finance	Officer Name: No

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Housing programme Board	
Chamberlains: Procurement	Officer Name: No
IT	Officer Name: N/A
HR	Officer Name: N/A
Communications	Officer Name: N/A
Corporate Property	Officer Name: No
External	
[20] Is this project being delivered internally on behalf of another department? If not ignore this question. If so: Please note the Client supplier departments. Who will be the Officer responsible for the designing of the project? If the supplier department will take over the day-to-day responsibility for the project, when will this occur in its design and delivery?	
Client	N/A
Supplier	N/A
Supplier	N/A
Project Design Manager	N/A
Design/Delivery handover to Supplier	N/A

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City of London: Projects Procedure Corporate Risks Register

Project Name:	Barbican Postern Roof & No.2 Wallside Garden Terra	PM's overall risk rating:	Low	CRP requested this gateway	£ -	Average unmitigated risk	4.3	Open Risks	4
Unique project identifier:	PV12345	Total estimated cost (exc risk):	£ 230,000	Total CRP used to date	£ -	Average mitigated risk score	6.0	Closed Risks	0

General risk classification										Mitigation actions										Ownership & Action			
Risk ID	Gateway	Category	Description of the Risk	Risk Impact Description	Likelihood Classification pre-mitigation	Impact Classification pre-mitigation	Risk score	Costed Impact pre-mitigation (£)	Costed Risk Provision requested Y/N	Confidence in the estimation	Mitigating actions	Mitigation cost (£)	Likelihood Classification on post-mitigation	Impact Classification post-mitigation	Costed impact post-mitigation (£)	Post-Mitigation risk score	CRP used to date	Use of CRP	Date raised	Named Departmental Risk Manager/Coordinator	Risk owner (Named Officer or External Party)	Date Closed OR/ Realked & moved to issues	Comment(s)
R1	2	(2) Financial	Economic uncertainty causing high cost inflation in construction	works cost increase	Possible	Serious	6	£65,000.00	Y - for mitigation costs	B - Fairly Confident	Ensure any additions to the contract sum is evidenced as essentially being required	£0.00	Possible	Serious	£32,500.00	6	£0.00	None	Oct-23	Jason Hayes	Francis Connolly		
R2	2	(2) Financial	lesseholder challenge to S20 cause programme delay	works cost increase	Possible	Serious	6	£65,000.00	Y - for mitigation costs	B - Fairly Confident	Ensure any additions to the contract sum is evidenced as essentially being required	£0.00	Possible	Serious	£32,500.00	6	£0.00	01/10/2023	Jason Hayes	Francis Connolly			
R3	2	(8) Technology	challenge to LBC application could cause delays	programme delay	Possible	Minor	3	£0.00	N	B - Fairly Confident	ready with responses	£0.00	Minor	£0.00		£0.00							
R4	2	(4) Contractual/Parties	lack of contractor interest	further delay to the programme	Unlikely	Minor	2	£0.00	N	B - Fairly Confident	ready with alternative suppliers	£0.00	Minor	£0.00		£0.00							
R5							£0.00				£0.00			£0.00		£0.00							
R6							£0.00				£0.00			£0.00		£0.00							
R7							£0.00				£0.00			£0.00		£0.00							
R8							£0.00				£0.00			£0.00		£0.00							
R9							£0.00				£0.00			£0.00		£0.00							
R10							£0.00				£0.00			£0.00		£0.00							
R11							£0.00				£0.00			£0.00		£0.00							
R12							£0.00				£0.00			£0.00		£0.00							
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Committees: Community and Children’s Services Committee – For decision Barbican Estate Residents Consultation Committee – for information Barbican Residential Committee – for information	Dated: 11 March 2024
Subject: City of London Anti-Social Behaviour Policy	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay, Executive Director of Communities and Children’s Services	For Decision
Report author: Valeria Cadena, Community Safety Manager, Department of Community and Children’s Services	For Information – RCC and BRC

Summary

This report presents a revised draft of the City of London Anti-social Behaviour Policy.

The Policy brings together in a single document the current approaches in the context of the tools and powers to tack anti-social behaviour provided by various legislation. It details the approach to defining anti-social behaviour, and the services and partners that respond to it. Such approaches are set out in the context of legislation that describes and defines anti-social behaviour and the legal powers to respond to it. It does not seek to supersede or change the policy decisions of Committees to which City of London Corporation’s report.

It is presented in draft for Member approval. Members should note that the revised document will remain draft as it is subject to approval by the Safer City Partnership.

Recommendations

Members are asked to:

- Note the report
- Approve the City of London Anti-social Behaviour Policy

- Delegate authority to the Town Clerk, in consultation with the Chairman and Deputy Chairman, to approve amendments required by the Safer City Partnership.

Main Report

Background

1. The City of London is a safe and pleasant place to live, work and visit, with low levels of crime and anti-social behaviour (ASB) compared to other areas. However, issues of ASB do arise, so as those associated with a vibrant night-time economy. The response to ASB is driven by the nature of an issue. Many services across a number of City of London Corporation departments respond to issues, alongside colleagues from the City of London Police. Each draw on legislative powers and agreed policies to determine their response.

Current Position

2. The City of London Anti-social Behaviour Policy (Appendix 1) (“the Policy”) brings together the approaches taken in order to provide greater clarity to the definition and response to ASB in the Square Mile. It does not supplant or supersede existing policies.
3. The definition of and approach to ASB is described and shaped by the legislation – across a number of relevant Acts – that provides legal powers and tools to respond and take action.
4. The Anti-Social Behaviour, Crime and Policing Act 2014 describes ASB as:
 - Conduct that has caused or is likely to cause harassment, alarm, or distress to any person
 - Conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or
 - Conduct capable of causing housing-related nuisance or annoyance to any person.
5. The definition does not define ASB as a set of distinct behaviours, actions or incidents. Legislation and guidance require that powers are used proportionately and appropriately, and therefore a number of factors – including harm, context, intent, persistence and targeting – are weighed in judging whether a behaviour or incident is ASB, and subject to enforcement tools and powers.
6. Government guidance is clear in setting out the legal tests that must be met before each of the powers can be used. It emphasises “the importance of ensuring that the powers are used appropriately to provide a proportionate response to the specific behaviour that is causing harm or nuisance without impacting adversely on behaviour that is neither unlawful nor anti-social.”
7. The Policy has been revised to make clear the definition and approach, and the services, departments and partners who collaborate to respond to ASB.

8. It also incorporates the requirement for ASB Case Reviews (previously known as the Community Trigger) which were introduced in the ASB Act 2014 to give victims and communities subjected to repeat ASB a mechanism to have their case independently and professionally reviewed.
9. Many issues will fall outside of the Policy (examples are given in Appendix 2) as they are not defined as ASB within the legislative framework in which the City Corporation and City Police act. This includes criminal behaviours and issues of nuisance. It should be noted that the judgement of ASB is not static, and that issues that at one time may be low level nuisance can escalate to ASB for which action can be taken. ASB can also escalate to a criminal offence to which the City of London Police would respond.
10. The Corporation has teams within the departments Environment and Community and Children's Services that respond to ASB. The Housing Service, Noise Service and Street Enforcement Officers within those departments have public procedures in place for how their officers address ASB. Links to these approaches – and contact information - are contained within the Policy.
11. The Policy has been collated through engagement with relevant departments, teams and services and the City of London Police, and will return to the Safer City Partnership of approval.

Proposals

12. Members of Community and Children's Services are asked to approve the draft.
13. The revised document will progress to the Safer City Partnership for approval. Should that process require any revisions or additions it is proposed that Members agree to delegate authority to the Town Clerk, in consultation with the Chairman and Deputy Chairman, to approve amendments required.

Corporate & Strategic Implications

14. Strategic implications – The policy delivers to the Corporate Plan objective that “People are safe and feel safe.”
15. Financial implications – None
16. Resource implications – None
17. Legal implications – This proposal is intended to ensure the City Corporation's compliance with statutory requirements.
18. Risk implications – None
19. Equalities implications – None
20. Climate implications – None

21. Security implications – the Policy supports action to make the Square Mile a safer place for all.

Conclusion

22. The City of London is committed to keeping people safe and feeling safe, which is recognised within the Corporate Plan. The ASB Policy further commits the Corporation to this aim in standardising the approach to ASB investigation and management.

Appendices

- Appendix 1 – City of London Corporation Anti-Social Behaviour Policy
- Appendix 2 – Response to issues outside of the Anti-social Behaviour Policy

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City of London Corporation

City of London Police

Safer City Partnership

**City of London
Anti-Social Behaviour Policy 2024**

DRAFT

Produced by:	Community Safety Team, Department of Community and Childrens Service
Approved by:	Pending: Safer City Partnership
Original Approval Date:	
Review Date:	

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1 Introduction

Anti-social behaviour (ASB) can have an overwhelming impact on its victims and, in some cases, on the wider community. Therefore legislation has given public services a range of powers to ensure that local agencies have the tools they need to respond to different forms of ASB.

Government guidance is clear in setting out the legal tests that must be met before each of the powers can be used. It emphasises “the importance of ensuring that the powers are used appropriately to provide a proportionate response to the specific behaviour that is causing harm or nuisance without impacting adversely on behaviour that is neither unlawful nor anti-social.”

This policy brings together the policies that departments and services within the City of London Corporation (City Corporation) have – with the agreement of its elected members – put in place to respond ASB. It also reflects the approach of the City of London Police and partners of the Safer City Partnership.

The approaches they set out – and their implementation – meet the expectations of legislation and guidance. This policy aims to provide clarity by bringing together the approaches of the many services that respond to the range of ASB that is experienced. It does not change or supersede the policies approved by the responsible Committees to which service areas report and agree policy.

1.1 Policy statement

The City Corporation remains committed to prevent the escalation of, and to addressing, ASB. It will act in support of, and provide support to, victims – whether they live, work or study in the Square Mile.

The City of London Corporation will use the powers available to it to ensure ASB does not remain unchecked, and to ensure that victims can easily access information about how to apply for a formal ASB Case Review and in what circumstances they can do so.

We will ensure that three key approaches are used in tackling all cases of ASB:

- Early intervention and prevention to resolve the problem as quickly as possible
- Partnership working with appropriate agencies
- Enforcement using the full range of informal and legal tools available.

1.2 Equality and diversity

The City Corporation is committed to promoting equality within the delivery of its services to ensure that everyone is treated with respect, dignity, fairness and, above all, that they are not discriminated against.

The Equality Act 2010 provides a framework to ensure that City Corporation services (and all public services) are not provided in a discriminatory manner, ensuring that there is a fair and transparent approach in place, and that the vulnerability or disproportionate impact on those who are known or suspected of having a protected characteristic is considered in the application of any power.

We will:

- Demonstrate that we have considered any vulnerability identified within the Act when deciding to proceed with legal action

- Have concluded that legal action is needed due to the effect of the ASB on either the wellbeing of the victim and/or the perpetrator
- Ensure that the proposed legal action is a proportionate response to the ASB in accordance with legislation and guidance.

2 Anti-social Behaviour

2.1 Understanding anti-social behaviour

The City's Anti-social Behaviour Policy sets out the approach of services to intervention, partnership working and enforcement.

The policy is set out in the context of the definition of ASB as described in the Anti-Social Behaviour, Crime and Policing Act 2014. That is:

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

ASB may include:

- noisy and/or abusive behaviour
- vandalism
- graffiti
- intimidation
- public drunkenness
- littering
- fly-tipping
- excessively barking dogs

There may be a fine line between ASB and issues of nuisance, or disputes between neighbours over relatively minor inconveniences. There are many behaviours that can be disruptive and inconvenient, they are not always ASB. However, these issues, in some cases, if persistent, or conducted in a manner that is targeted and threatening, can become anti-social behaviour.

When determining if a reported incident or action is considered to be ASB, officers will exercise professional judgement to assess each case.

2.2 Assessing what is anti-social behaviour.

The legal definition of ASB is very broad allowing authorities to respond to emerging issues. It is not a specific list of behaviours, actions or incidents. Issues need also to be considered in conjunction with other key factors in order to make an informed and fair determination.

The key factors distinguishing antisocial behaviour are

- **its negative impacts on the community**
- **intent to disturb others, and**
- **violation of social norms and laws.**

Everyday activities and inconsideration may cause nuisance, but would only amount to ASB if the context, impact and intent of such actions suggest they substantially interfere with others' peaceful enjoyment and go beyond the tolerance levels of a reasonable person.

In making a professional judgement, City Corporation services, and the City of London Police, will consider:

- **Context** - consider the location, time of day, and other contextual factors. Behaviour that is disruptive given the context is more likely to be antisocial
- **Reaction of others** - gauge if the behaviour is alarming, distressing or threatening to others. Reactions like fear, annoyance, anger, or disruption suggest the behaviour is antisocial
- **Intent** - assess if the behaviour is deliberately intended to harass or disturb others or is reckless in that regard
- **Laws and rules** - check if the behaviour violates any explicit laws, regulations, or rules against things like noise, public intoxication, trespassing, etc
- **Persistence** - look for patterns of repeat offending: persistent behaviours that continually disturb others are more likely to be deemed antisocial conduct
- **Harm** - evaluate if the behaviour causes tangible harm like damage, injury or costs. Harmful conduct is a sign of antisocial actions
- **Mitigating circumstances** - consider any mitigating conditions like youth, disabilities, or incapacitation that could make a behaviour less deliberately antisocial.

By weighing these kinds of factors, the teams and agencies can assess whether a behaviour crosses the line into being anti-social in nature.

2.3 Severity of ASB and risk assessments

Reports of personal ASB are assessed as being low, medium or high risk

- where ASB involves the use or threat of violence or there is a significant risk of harm (for example, a hate crime/incident), an officer will aim to contact the complainant within one working day
- for other reports of ASB, an officer will aim to contact the complainant within five working days
- if a victim's risk assessment score is high, then the Corporation officer will consider whether a referral should be made to an appropriate agency.

For reports of noise pollution, the Public Protection Team has its own attendance standards which can be found on the City of London website: [Disturbed by noise in the Square Mile? - City of London](#).

2.4 Categorising and prioritising reports of anti-social behaviour

While risk can be a subjective judgement, officers will look for key indicators to help them understand the potential severity of risk:

- behaviour consists of threats of violence, actual violence, or if there is a genuine risk of harm
- the behaviour is directed at the complainant: in some cases, the complainant may be experiencing ASB which is not directed at them specifically (for example, someone playing music and disturbing a neighbour). If the behaviour is targeted at the complainant (for example, physical abuse), then this is a higher risk. This risk is further escalated if the incident is motivated by hate for a protected characteristic.
- frequency of incidents: if they are more frequent, then the harm caused is likely to be higher.

- proximity of the perpetrator – if the perpetrator is in close, regular proximity to the complainant, then the opportunity to encounter each other is high and therefore so is the risk of further incident and harm
- additional vulnerabilities of the victim such as mental or physical ill-health, or homelessness
- whether the victim has previously been a victim of ASB or crime
- whether the victim has support networks such as friends or family.

2.5 What is not ASB

There are also many normal, innocent activities that should not be deemed antisocial, such as children playing during the day.

Some behaviour, even though it may cause nuisance to individuals, will usually not be regarded as ASB, but this will be assessed on an individual basis by either the City Corporation or City Police officers. For example, this can include:

- one-off parties and barbecues
- infrequent and occasional noise or disturbances
- children’s play
- occasional dog barking
- excessive noise from domestic appliances (e.g. washing machines, vacuum cleaners)
- minor vehicle repairs
- gossip
- escalated disputes.

Some of these issues will require a response, but not be deemed ASB. For example, one-off parties that are excessively noisy can lead to interventions that either seek a solution or result in enforcement action. In a one-off case, such action would be a response to “noise nuisance” rather than formally considered as ASB, and subject to the powers to address [Noise Nuisance](#).

3 Reporting Crime or Anti-Social Behaviour in the City of London

Please see Appendix 1 for details and links for reporting crime and ASB in the City of London. Appendix 2 maps out the relevant services of the City Corporation.

4 Responding to anti-social behaviour

4.1 Principles of addressing anti-social behaviour

The Anti-social Behaviour Policy is founded on five principles developed by the Home Office Anti-social Behaviour Strategic Board.

- victims should be encouraged to report ASB and expect to be taken seriously
- clear and transparent processes to ensure that victims can report ASB concerns
- partnership working identifies, assesses, and tackles ASB and its underlying causes
- community and stakeholder concerns in relation to ASB will be considered within the strategic needs assessments for community safety and will deliver a holistic, intelligence based approach
- adults and children who exhibit ASB should have the opportunity to take responsibility for their behaviour and repair the harm caused by it.

4.2 Our approach

The City Corporation, City Police and other agencies will work in partnership to identify, assess, and tackle ASB and its underlying causes. In doing so the City Corporation, City Police and partners aim to:

- encourage victims to report ASB
- take any necessary early intervention to protect people and property
- take it into account (and adjust our approach as necessary) when a victim or a perpetrator is a vulnerable person.

We will have clear and transparent processes to ensure that victims can report ASB concerns. We will:

- treat all reports as confidential, sharing information only within data protection laws and information-sharing agreements
- ensure that all ASB incidents reported that involve criminal behaviour are reported to the police
- quickly refer cases between the different departments of the Corporation, the police, and other agencies as necessary
- signpost to the Corporation's complaints process and the ASB Case Review process (formally known as the Community Trigger) where there is concern with any agency response to an ASB issue.

The City Corporation and the City Police will use the powers available to it appropriately and proportionately, recognising the potential harm that inappropriate use can have on individuals and communities.

Adults and children who exhibit ASB should have the opportunity to take responsibility for their behaviour and repair the harm caused by it. To support this we will:

- use any of the tools and powers available to us under the law and Corporation policy, including those tools and powers that do not require court action
- support the police in the use of Community Resolution, for incidents of ASB at the lower level of harm or risk
- facilitate an apology from the perpetrator to the victim, in a manner that the victim supports
- ensure any restitution is forthcoming in a timely fashion.

5 Taking action

Enforcement action should follow a stepped approach, exhausting non-legal remedies before deciding on legal action. However, there may be occasions that the behaviour is so serious that it precludes non-legal action and warrants immediate legal sanction.

5.1 Informal action

If the behaviour is assessed as being at a low or medium level and the victim risk assessment concurs, non-legal enforcement may be appropriate. These include:

- **Warning letters** – a formal letter from the Corporation outlining the complaint and a record of which will be held on file, should the behaviour reoccur.

- **Community remedy** – when a criminal offence or ASB incident has been admitted, the police can instruct the perpetrator to undertake an act to compensate the victim, in lieu of court proceedings.
- **Acceptable Behaviour Contracts**– a voluntary written agreement between persons who have been involved with ASB.

5.2 Legal enforcement

Legislation provides a wide range of tools and powers to tackle ASB in its various forms – such as housing legislation that enables possession proceedings in some ASB cases. Many general relevant powers are set out in the [Anti-social Behaviour, Crime and Policing Act 2014](#) and include:

- **Community Protection Notice** – to stop a person aged 16 or over, a business or organisation committing ASB that spoils the community's quality of life.
- **Civil Injunction** – to quickly stop or prevent individuals engaging in ASB, nipping problems in the bud before they escalate.
- **Without notice (ex-parte) Injunctions** – as above, but the perpetrator is not made aware of the application. Without notice, injunctions are likely to be used where violence has been used or threatened or is likely to happen.
- **Criminal Behaviour Order** – issued by a criminal court against a person who has been convicted of an offence, designed to tackle the most persistently anti-social individuals who are also engaged in criminal activity.
- **Closure Power** – to allow the Police or the Corporation to close premises quickly which are being used, or likely to be used, to commit nuisance or disorder.
- **Public Spaces Protection Order** – designed to stop individuals or groups from committing ASB in a public space.

5.3 ASB Case Review (formerly the Community Trigger)

The Anti-Social Behaviour, Crime and Policing Act 2014 introduced specific measures designed to give victims and communities a say in the way that ASB complaints are dealt with. This includes the Anti-Social Behaviour Case Review, (formerly known as the Community Trigger), which gives victims of persistent ASB reported to any of the main responsible agencies (such as the local authority, police, and housing providers) the right to request a multi-agency case review where a local threshold is met.

The City of London Corporation has a duty to carry out an Anti-Social Behaviour Case Review on request when a case meets the threshold. The threshold is met when:

- At least three separate qualifying complaints of ASB or hate incidents must have been made within the past six months
- No action has been taken
- The case has been closed and the original problem persists.

Applications for an Anti-Social Behaviour Case Review may either come directly from the victims of ASB or from a third party (with the victim's written consent), such as a family member, friend, or local elected representative (a councillor or MP). The victim may be an individual, a business or a community group.

5.4 No action

In certain circumstances e.g. where the detrimental impact is small and falls short of the definition or risk issues set out above, we may take no further action, or action that the complainant does not consider to be adequate. We will explain the reasoning behind our decisions to ensure that complainants and perpetrators understand them clearly.

6 Partnership working

We recognise that working in partnership with other agencies is key to dealing effectively with issues of ASB. We will participate in initiatives designed to improve information exchange and better joint working, with the aim of improving responses to anti-social behaviour.

Reports of ASB may be discussed at a multi-agency forum to ensure that a coordinated response is taken, involving the relevant partners to resolve the ASB problem. Such forums may include the:

- City of London Corporation City Community Multi-Agency Risk Assessment Conference
- ASB in the Night-Time Economy Group
- Homelessness and Rough Sleeping Task and Action Group
- ASB Case Review (in relation to relevant request).

6.1 City Community Multi-Agency Risk Assessment Conference

The City of London Corporation Community Multi-Agency Risk Assessment Conference is a multi-agency panel meeting where representatives from the statutory and voluntary sectors share information on vulnerable ASB victims, ASB perpetrators and ASB hotspot locations.

Partner representatives discuss options for increasing the safety of the victim, perpetrator, or location and turn these into a co-ordinated action plan. The aim is to identify the highest risk, most complex cases and solve the issues of concern. Victims also include those experiencing hate crime.

The focus is on managing the risk to the vulnerable victim and/or perpetrator and providing options for increased safety. The panel will decide on the best approach to managing the overall risk to the victim, perpetrator, or community and on effective safety planning strategies.

6.2 ASB in the Night-Time Economy Group

ASB in the City's night-time economy is discussed at a weekly meeting of partners. It considers issues including crime relating to licensed premises or by perpetrators who have visited licensed premises, ASB, noise issues and any other emerging trends. As the remit of the meeting is broad, representatives attend from the City of London Police, the City Police Licensing Team, the City Corporation Licensing Team, Port Health & Public Protection and the Community Safety Team.

6.3 Homelessness and Rough Sleeping Task and Action Group

The Homelessness and Rough Sleeping Task and Action Group is a multi-agency meeting led by the Homelessness and Rough Sleeping team to support the most vulnerable people whose rough sleeping is long-term. The aim of the group is for professionals to support the work undertaken by the City of London commissioned Outreach team in sourcing collaborative, innovative and integrated solutions to individual rough sleepers who present with complex and difficult needs.

Through effective partnership working, the group aims to resolve areas of support that compound the individual's current homelessness. Some of those who are homeless on the City's streets can be the victims or perpetrators of ASB. The Group provides a multi-agency forum to plan an approach appropriate to the context and vulnerabilities of individual circumstances.

7 Teams responding to ASB

The City of London Police are the Corporation's first responders and are responsible for dealing with ASB reports that fall outside of the remit of the City of London Corporation. This will include public disorder, crime, and nuisance behaviour.

Incidents where there is an immediate risk of harm to person or property must be reported to the police or other appropriate emergency service. Incidents of a criminal nature must be reported to the police, for example, drug dealing. The police are the lead response and investigatory service for criminal offences. The City Corporation will work closely with the police and will consider criminal behaviours when investigating an anti-social behaviour case.

Within the City Corporation services including the Housing Service, Public Protection, City Operations, and Community and Children's Services respond to ASB. The Community Safety Team provides professional support to services where enforcement action may be necessary.

7.1 Housing

Social landlords are responsible for managing ASB on their estates.

The City Corporation's has a separate [Housing Services Anti-social Behaviour Policy](#) in relation to ASB affecting its residents, or which relates to, or affects, its ability to manage its estates and related premises. Anti-social behaviour is prohibited by the City's tenancies, leases and licences. The policy describes how housing management staff will deal with breaches of these agreements by residents and others who commit acts of anti-social behaviour

The Housing Service will investigate and respond to:

- ASB incidents (including environmental ASB) that occur in the City Corporation's Housing Revenue Account (HRA) housing estates, the City of London and Gresham Alms houses, and commercial properties managed as part of HRA estates
- ASB that affects residents and their households or visitors, commercial tenants, City of London Corporation staff, agents, and contractors
- Disputes between the City Corporation's Housing tenants.

Estates managed by other social landlords will be subject to the policies and action of that landlord.

The Barbican Estate office is responsible for the residential management of the Barbican Estate.

7.2 Port Health and Public Protection

The responsibilities of the City Corporation's Port Health and Protection team include regulatory activity in relation to licensing, trading standards, street cleansing and noise. Where issues they investigate amount to ASB, they may serve Community Protection Warnings and notices or any power utilised as specified by the Antisocial Behaviour Crime

and Policing Act 2014. Their approach is set out in the [Port Health and Public Protection Policy Statement on Enforcement](#). It includes:

- Protecting consumers and working with businesses to bring them into compliance with licensing legislation
- Enforcing all noise and nuisance legislation (there is a service level agreement with the Street Environment Team to provide an out-of-hours noise response)
- Ensuring that all licensed premises comply with legislative provisions and promote the licensing objectives for the prevention of crime and disorder, public safety, the prevention of public nuisance and the protection of children from harm
- The enforcement of illegal street trading and buskers.

7.3 Pollution Control Team

The Pollution control team will respond to and investigate most complaints of noise or requests for advice including those related to construction sites, street works, bars and clubs, building plant, air conditioning, servicing of commercial premises, audible intruder and vehicle alarms.

Details of the team's response to noise – and how noise complaints can be made - can be found [here](#).

7.4 City Operations

The City Operations division provides a range of relevant activity to support the prevention and response to ASB, including:

- enforcement relating to littering, fly tipping, graffiti, flyposting, and other types of environmental ASB
- cleansing of ASB sites
- parking enforcement
- highway licensing.

Reports can be made to the City Corporation's Switchboard (020 7606 3030) or via the Online Service Enquiry form [Online Service Enquiry Form - Online Enquiry - My City \(cityoflondon.gov.uk\)](#).

7.5 Community Safety Team

The Community Safety Team responds to referrals from the City Police, other City Corporation departments and external agencies working in the City to provide specialist advice, guidance and support with enforcement in relation to ASB.

It co-ordinates multi-agency responses to ASB, where responsibility for investigation needs a collaborative approach.

Examples of cases that the Community Safety Team will oversee are:

- ASB incidents that pose a risk to individuals or the community
- ASB that is taking place in any public place or place to which the public have access that poses a risk to individuals or the community.

7.6 City of London Police

The City police specialises in ASB involving criminal behaviour and can be reported to the Police [online](#) or by calling 101 for non-emergencies, or 999 in an emergency. The 999 number should only be used when:

- it is an emergency
- a crime is in progress
- someone suspected of a crime is nearby
- there is danger to life
- violence is being used or threatened.

The City police can receive complaints relating to all types of ASB, and where they are more relevant to another service or team will refer them onward.

ASB can also be reported to Crimestoppers on 0800 555 111. Those making reports can choose to remain anonymous. This will be taken into consideration by officers when undertaking an investigation.

8 Publicity and data control

The City of London Corporation Communications Team will, wherever appropriate, liaise with Police press offices to publicise its work, to promote positive case outcomes and reassure residents of its ability to tackle and prevent ASB.

8.1 Information sharing and confidentiality

Information sharing should not be seen as a barrier to successful action. In cases where informed consent is not given (i.e., a request for information is made without the subject's knowledge or consent), for the prevention of crime and disorder or to protect vulnerable people, lack of consent should not be seen as a barrier to action.

The City of London Corporation will treat all information received with the strictest of confidence. At times it is imperative to understand that, in certain circumstances, we may have a legal obligation to share relevant information with other statutory agencies, especially where there is a need for the prevention and detection of crime or safeguarding concerns.

We have a duty to share information with partnership agencies as defined in the Crime and Disorder Act 1998 and in accordance with the Data Protection Act 1998 and data-sharing protocols.

8.2 Crime and Disorder Act 1998

Section 115 of the Crime and Disorder Act 1998 allows for the exchange of information where the disclosure is necessary or expedient for the purposes of any provision of the Crime and Disorder Act 1998, or amendments to that legislation.

The information, whether from a private individual or a member of a public body, can be disclosed to a relevant authority or a person acting on behalf of such an authority.

Under the Act, the City of London has the Community Safety Partnership information-sharing protocol.

8.3 Data Protection Act 2018

The non-disclosure provision of the Data Protection Act 2018 does not apply where a disclosure is for the purposes of (section 29):

- the prevention and detection of crime, or
- the apprehension or prosecution of offenders,
- where failure to disclose would be likely to prejudice those objectives in a particular case.

To satisfy these terms, any request for personal information, where the purpose is the prevention or detection of crime, should specify as clearly as possible how failure to disclose would prejudice this objective.

For example, if a social landlord wanted information from the police to assist them in civil proceedings, their request should make it clear why the proceedings are necessary and how a successful action could prevent crime.

8.4 Human Rights Act 1998

Article 8(1) of the Human Rights Act 1998 states that everyone has the right to respect for his private and family life, his home, and his correspondence. This right is not absolute – interference can be justified in the interests of the prevention of disorder or crime.

9 Monitoring the service

9.1 Case supervision

Every agency in the City with responsibility to investigate ASB has its own service standards and procedures. However, the manager or nominated officer will conduct reviews of cases and will consider that:

- service standards have been/are being adhered to
- all actions arising during the case investigation are accurately recorded
- all avenues of investigation have been explored, with all witnesses contacted and any problem-solving opportunities considered
- all documents, letters, statements, and evidence have been scanned and attached to the case, and all hard copy documents retained for the potential of future legal action
- all guidance and direction previously provided to the investigating officer has been actioned and cases are progressing in accordance with any planned timescales.

9.2 Complaints

The City of London Corporation is committed to always providing the best possible service, but sometimes mistakes are made. If this happens, we want customers to contact us and let us know.

Where complaints cannot be resolved by local managers and exhaust the Corporation's complaints procedure, complainants will be referred to either the Local Government Ombudsman, depending on the case issues and the complainant's tenure.

If an individual or organisation has a complaint, compliment, or comment about the City of London Corporation, they can talk to the member of staff concerned or the relevant team manager. Contact details will be provided for all teams.

9.3 Performance monitoring

The performance of this policy will be monitored by the ASB Strategic Delivery Group, that sits under the Safer City Partnership.

The group will ensure that all collated performance data is purposeful and adds value to the work of the organisation insofar as it ensures that senior managers and key partners are fully informed of ASB performance and can be used to influence procedural improvements.

Data relating to enquiries and cases logged within the City of London Corporation Community Safety Team's case management systems will be extracted through tailored reports for performance measurement, management purposes and corporate monitoring.

9.4 ASB policy review

This document will be reviewed on an annual basis, as a minimum, to ensure that it remains relevant and up to date.

Appendix 1: Reporting Crime or Anti-Social Behaviour in the City of London

Reporting ASB to the City of London Police

- Emergency – 999
- Non-emergency – 101
- Online [Home | City of London Police](#)

Reporting ASB to the City of London Corporation

- Switchboard – 020 7606 3030
- Online Service Enquiry form [Online Service Enquiry Form - Online Enquiry - My City \(cityoflondon.gov.uk\)](#)

Specific issues

Drug dealing

The dealing of drugs is a serious criminal offence and needs to be reported to the Police in the first instance.

ASB: City of London Corporation tenants and leaseholders

If ASB is happening on a Square Mile estate or block, please report this to the City of London Police and the City Corporation's [Golden Lane](#), [Middlesex Street](#) or [Barbican Estate](#) Office Teams.

If you are a City Corporation tenant or leaseholder and live outside the City of London, please contact [your estates team](#) and the Metropolitan Police Service

ASB: Guinness Partnership tenants and leaseholders

If the ASB you wish to report is not one that requires an immediate call to the City of London Police and concerns an issue where you live, please report this directly to [Guinness Partnership\(external link\)](#).

Noise nuisance

You can report incidents of noise via the City Corporation's [noise pollution](#) page.

If you are in the Square Mile and being disturbed by noise **now** call 020 7606 3030. This is a 24-hour service available every day of the year.

Fly tipping and graffiti

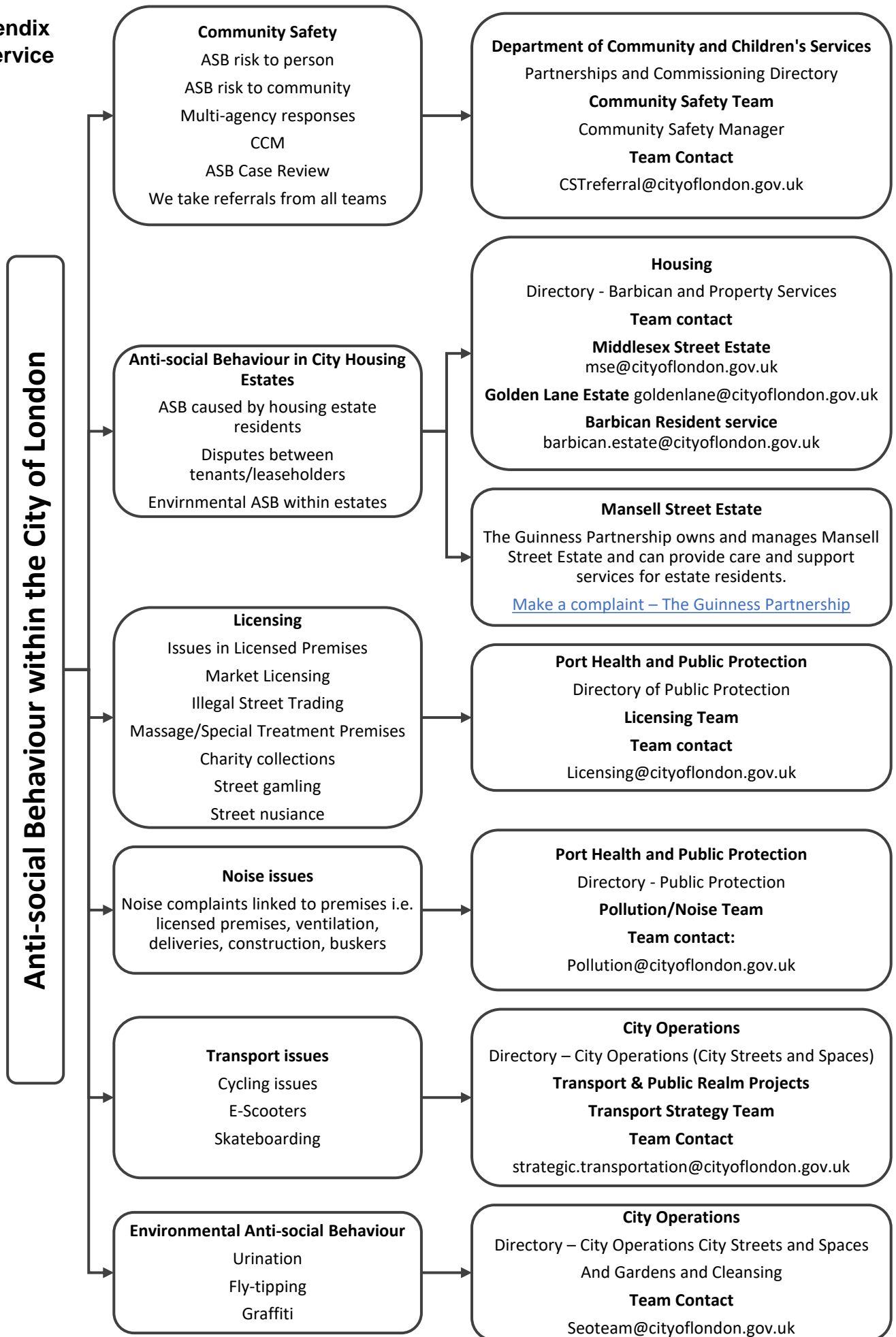
You can report dumped rubbish, fly tipping and graffiti using this [Fault Reporting Form\(external link\)](#).

Encampments and rough sleeping

Please note that rough sleeping alone is not considered ASB. Visit the City Corporation's [rough sleeping](#) page to get more information on how to support a person who is homeless. If you are concerned about a rough sleeper, or sleeping rough yourself, you can report this online using the [Streetlink\(external link\)](#) website

Encampments are tents or temporary shelters put up by individuals and/or groups – and are often associated with rough sleeping. If this causes nuisance, alarm and/or distress to other people it can be regarded as ASB.

Appendix 2: Service map



Appendix 2: Responding to issues outside of the Anti-social Behaviour Policy

Defining Anti-social Behaviour

Anti-social behaviour refers to conduct that causes harassment, alarm or distress to others. Common examples include vandalism, public intoxication, or intimidating behaviour . However, many activities should not be deemed antisocial, such as children playing during the day.

There is no defined list of behaviours or activities that constitute of ASB. Many activities will only be seen as ASB (in the context of legal powers) if they substantially interfere with others' peaceful enjoyment and go beyond the tolerance levels of a reasonable person.

The key factors distinguishing antisocial behaviour are **its negative impacts on the community, intent to disturb others, and violation of social norms and laws**. Everyday activities may bother some people, but they are not aimed to disrupt communities deliberately. Context, intent, persistence and harm are all factors in determining what is ASB, and what may just be nuisance or irresponsible behaviour. There may also be issues, which some may consider ASB but which are criminal behaviours.

The table below identifies some issues of concern that are not addressed in the Anti-social Behaviour Policy. It is important to note that an issue – such as an incidence of irresponsible cycling – that would not in isolation warrant the use of ASB powers and tools, may become ASB if cyclist persisted in a behaviour that could be disturbing, threatening of damaging.

Issue	Response
irresponsible skateboarding and cycling	City of London Police and its dedicated Cyle Team act to prevent and address
irresponsible parking of dockless e-scooters and hire bikes	City Corporation does not have powers to prevent dockless cycle hire schemes from operating in the City City Corporation developing proposals to mitigate that included: <ul style="list-style-type: none"> • City-wide no-parking zone outside of approved parking areas • Rapid response locations • Review warning, fining and banning procedures
Public urination/defecation	City Operations Street Enforcement Officers respond. Issues can be report using: Fault reporting - Introduction - My City (achieveservice.com) Or the City of London switchboard
Littering	City Operations respond. Issues can be report using:

	Fault reporting - Introduction - My City (achieveservice.com) Or the City of London switchboard
Drones	flying of drones and model aircraft are regulated under the Drone and Model Aircraft Code, the Air Navigation Order 2016 and Part 3 of the Air Traffic Management and Unmanned Aircraft Act 2021 Flying drones to spy on people or look in windows could result in a police investigation for harassment or voyeurism. Further details can be found on the City of London Police website at Drones City of London Police
Protests	The City of London Police will facilitate protests within the Square Mile with a focus on public safety, prevention of damage and minimising the effects of the protest on the wider community.
Drug use	The distribution, supply, possession, and use of controlled drugs are all criminal offences that are dealt with by the police.
Illegal filming	Filming in public is not against the law. Commercial filming is managed by the CoLC Film Team. Filming on housing estates should be reported to the relevant housing management.
Sex Work	laws related to sex work that criminalise certain activities <ul style="list-style-type: none"> • Soliciting/loitering • Brothel-keeping • Pimping • Kerb crawling • behaviour that outrages public decency and creates a public nuisance. The City of London police will respond to any incidents described above.
Unreasonable behaviour in relation to housing management	The City's Housing Service has policies to support tenants and staff that experience unreasonable behaviour

Byelaws

A report to the Police Authority Board (13 December 2024) concluded that "City byelaws now have limited practical application to tackling local crime and disorder. This is because these byelaws are largely historic, some dating back to 1898, and have since been superseded by other more appropriate statutory powers."

City byelaws on City walkways, the largest of which is the Barbican high walk, require offences to be dealt with by summary conviction to a fine not exceeding £20. That means only police officers can enforce City byelaws meaning enforcement is dependent on a policing presence.

Committee(s): Residents' Consultation Committee - For Information	Dated: 25032024
Barbican Residential Committee – For Information	10042024
Subject: Progress of Sales & Lettings	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	
Report of Director of Community and Children's Services	For Information
Report author: Anne Mason Community and Children's Services	

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(s)

Members are asked to:

- Note the report.

Main Report

Background

1. The acceptance of surrenders of tenancies and the sale and letting of flats are dealt with under delegated authority.

Current Position

SURRENDERS/TERMINATIONS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	21	6	£28,860	23/01/23 22/01/26	Tenant deceased	28/07/23
2	20	2	£28,160	01/04/23 31/03/26	Moving into a home	25/12/23

RIGHT TO BUY SALES

3.

	23 February 2024	31 October 2023
Sales Completed	1080	1080
Total Market Value	£96,348,837.21	£96,348,837.21
Total Discount	£29,830,823.62	£29,830,823.62
NET PRICE	£66,518,013.59	£66,518,013.59

OPEN MARKET SALES

4.

	23 February 2024	31 October 2023
Sales Completed	874	874
Market Value	£169,826,271.97	£169,826,271.97

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.

8. APPROVED SALES

CASE	Block	Floor	Type	Price	Remarks as at 23/02/2024
1	Shakespeare Tower	25	8B	£1,800,000	Proceeding
2	Andrewes House	6	21	£910,000	Proceeding
3	Defoe House	2	20	£935,000	Proceeding
4	Speed House	7	23	£750,000	Proceeding

COMPLETED SALES

9. No sales have completed since the last report.

SALES PER BLOCK

10.

BLOCK	TOTAL NO. OF FLATS	TOTAL NO. SOLD	NET PRICE £	% NO. OF FLATS SOLD
ANDREWES HOUSE	193	189	20,523,760.00	97.93
BEN JONSON HOUSE	204	198	16,089,954.83	97.06
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	110	8,869,412.50	99.10
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	68	6,484,280.00	98.55
DEFOE HOUSE	178	174	18,284,782.50	97.75
FROBISHER CRESCENT	69	69		100.00
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	133	5,467,527.50	100.00
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	26	22	5,959,130.00	84.62
SEDDON HOUSE	76	75	8,445,677.50	98.68
SPEED HOUSE	114	109	13,589,848.50	95.61
THOMAS MORE HOUSE	166	164	15,158,455.00	98.80
WILLOUGHBY HOUSE	148	147	14,972,670.50	99.32
TERRACE BLOCK TOTAL	1729 (1729)	1695 (1695)	155,582,473.33 (155,582,473.33)	98.03 (98.03)
CROMWELL TOWER	112	103	27,005,801.00	91.96
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	111	30,001,185.60	95.69
TOWER BLOCK TOTAL	345 (345)	328 (328)	81,560,766.23 (81,560,766.23)	95.07 (95.07)
ESTATE TOTAL	2074 (2074)	2023 (2023)	237,143,239.56 (237,143,239.56)	97.54 (97.54)

Key Data

Strategic implications –

Financial implications – Receipts from sales are credited to the City Fund.

Resource implications - None

Legal implications - None

Risk implications - None

Equalities implications – None

Climate implications - None

Security implications - None

Appendices

None

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