

Working Party Updates

Residents Consultation Committee 2 March 2020

Asset Maintenance Working Party Meeting

5th February 2020, 6:00PM Lilac Room, Barbican Estate

Attendee

Mike Saunders
Shaunna McFarlane

Organisation

Chair - CoL Housing Property Services
CoL Housing Property Services

Paula Ridley
John Taysum
Adam Hogg
Fiona Lean
Paula Ridley
Graham Wallace
Mike Greensmith

Resident
Resident
Resident
Resident
Resident
Resident

Apologies: Michael Bennett, Jason Hayes, David Downing, Henry Irwig, David Lawrence, Christopher Makin, Randall Anderson, ted Reilly, Gail Bear

Minutes

Item	Key discussion & action points	Who
1/2	<p>Introductions/Review of Minutes from Preceding Meeting:</p> <p>Introductions done around the table.</p> <p><u>Underfloor heating</u> A meeting has been arranged with Ted Reilly and Schneider for next week (week ending 14th) to further discuss progression and how to better control the system.</p> <p><u>Estate Drainage</u> Drainage programme was circulated as requested last meeting.</p>	
3	<p>Tower Block Lift Review Update</p> <p>Report supplied by Butler & Young consultants was circulated to working party members.</p> <p>Report is now to be shared with the relevant House Groups (Lauderdale, Shakespeare & Cromwell)</p>	

Item	Key discussion & action points	Who
4	<p>Fire Risk Assessments</p> <p>Tender process has now been complete, and a contractor has been awarded the works.</p> <p>An order has been raised and the signage is on order, no completion date has been given by the contractors, however, once the signs have been received from the manufacturers, we have been advised they will be put up ASAP.</p> <p>It is noted that the fire doors and surrounding areas are still being tested all front entrance doors to properties will possibly need to be changed.</p> <p>Details will go to RCC once COL has all the information back and have agreed on a way forward.</p>	
5	<p>Barbican Redecorations 2020-25</p> <p>Post Tender S20 will be going to residents in early February and it will recommend the re-appointment of K&M McLoughlin.</p> <p>Notices will go to each House Group to decide on whether they want internal decorations done excluding the flat front entrance doors.</p> <p>It is noted that Gilbert House have already decided to have the internal decs done excluding the front doors. (we do not currently have an approx. date of when the front doors will be replaced)</p>	
6	<p>Conditions Survey Update</p> <p>Mountjoy house has been done as a pilot and has been completed by Saville's. Results are currently being uploaded into our Housing Management system keystone</p> <p>Summary report of findings to be supplied by Saville's and should hopefully be available to be viewed at the next meeting.</p>	
7	<p>Garchey Review</p> <p>Report written by Ted Reilly and Adam Hogg has been circulated to all working party members.</p> <p>Figures in 2015 report are to be updated. MS & AH to meet and discuss.</p>	

Item	Key discussion & action points	Who
	<p>Once figures are updated, we will be able to identify whether it is worth removing the Garcheys system, and we will then be able to approach the RCC.</p> <p>It is noted that the City will come into difficulty if 1 person is against removing their Garchey and doesn't let us in to carry out the necessary works.</p> <p>MS confirms that COL are prepared to go to tribunal if needed.</p> <p>The City have confirmed that if removal should take place, we will only be removing the Garchey bowl and closing the Garchey connection, the City will not be looking at changing anything else.</p>	
8	<p>AOB</p> <p><u>Concrete Works</u> Concrete works are now complete, final sign off is being done and will be shared with residents once complete.</p> <p><u>Roof Works</u> There is a Roof Working Party, but we do not know who sits on it or when they meet. Details to be provided of the status of the Roof Working Party.</p> <p style="text-align: center;">Next meeting date: TBA</p>	

Underfloor Heating Working Party (UHWP)

Demand-side response and electricity procurement

At its last meeting the BRC gave its support:

- for residents to be involved in the procurement of electricity for the underfloor heating
- for the investigation of a separate supply contract for the underfloor heating
- and to pursue the demand-side response opportunity.

Following this the Procurement Sub-Committee (Finance) authorised resident involvement in these three issues. Whereas this is good news, the contracts for the 20/21 heating season are now close to being let and it is too late for our involvement. We will now initiate the process for the following season. This might sound a bit procedural but the chair of this committee, Hugh Morris and the senior officer responsible for procurement, Chris Bell, enthusiastically support this initiative.

Load shift from mid-winter to the shoulder months

A questionnaire has been drafted by the resident members of the UHWP to establish the appetite of residents for the transfer of about 20 hours of heat from each of January and February to the months of October and April, with no change in the total power consumption over the year. For context, the total heating load is around 2,000 hours each year. This has no lease implications. The proposal was put to the BA AGM, where it was met with near unanimous support.

Modifying the heat load based on weather forecasts

Some residents will meet with Schneider Electric to investigate the feasibility of this initiative. The meeting will take place on 26 February and a verbal report will be given at the RCC meeting. Schneider Electric installed the new heating control system and are responsible for its maintenance.

Giving residents timely information on heating hours and external temperatures

Providing a daily bulletin on the previous day's heating timings together with the external temperature, will be useful to residents and save the BEO time in fielding questions from residents. This will also be discussed with Schneider Electric on 26 February and a verbal report will be given at the RCC meeting.

Leaseholder Service Charge Working Party

Questions and discussion points on Resident Engineers

The RCC intends to examine and discuss Service Charges in greater depth. They propose to do this in a series of “deep dives” on certain aspects of the Service Charge.

The first area for examination is “Resident Engineers” The RCC asked the Leaseholder Service Charges Working Party (LSCWP) to prepare some material to inform that discussion. This paper was prepared by resident members of the LSCWP. It was discussed in the meeting of the LSCWP on 17 February 2020.

Figures on which this paper are based were presented by Anne Mason to the RCC of the 2nd Dec page 55, and are appended.

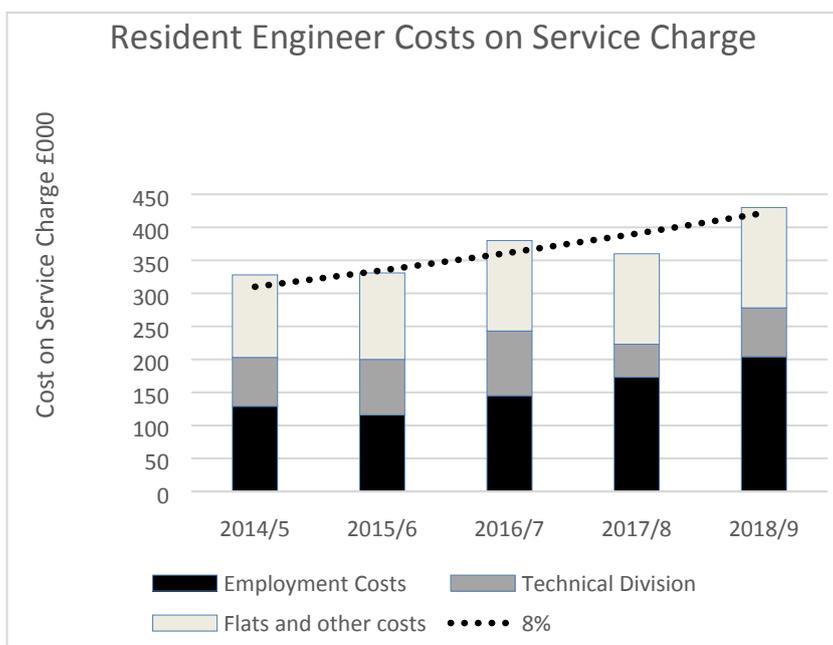
Information about Resident Engineers

Resident engineers are employees of the City of London and are part of the Technical Services Division. The Technical Services Division is responsible for the delivery of maintenance services and major works for the Barbican Estate and the City’s Housing Estates.

The work of the Resident Engineers includes management of the General Repairs contractors, notably Metwin. They also provide an out-of-hours call-out service. Repairs and Maintenance are mainly undertaken by Metwin, a contractor, and other specialist contractors, for example for the lifts.

Resident engineers and their families live on the Barbican Estate in flats provided by the City. The rent and running costs of these flats are funded via the Service Charge, as shown in the figures.

The total cost of these engineers charged on the Service Charge was £431K estate-wide in 2018/19. This number has increased over the last 5 years, from £330K in 2014/15. This represents an approximate 8% year on year increase.



Questions: Who are they and what do they do?

1. How many Resident Engineers are there now, and how many in the past?

*There are 4 resident staff - 3 property service officers and a senior engineer
In the past there have been 6 engineers including one senior engineer.
There were also (going back over 20 years) 6 other resident staff provided out of hours cover for non- 'technical' emergencies.*

2. What are their responsibilities?

- *Management of the various day to day contracts and service contracts – repairs, fire safety etc*
- *Pre inspections – investigating repair requests and determining if they can be completed in-house or sourced externally*
- *Underfloor heating maintenance and repairs*
- *Meter readings*
- *Out of hours service on a rota basis*
- *Providing advice on alterations*
- *Delivery of minor projects across the estate*

Please see 31st Oct 2019 Barbican Estate Bulletin, appended

3. How do the Resident Engineers' roles fit into the overall delivery of the Repairs and Maintenance service, which includes the Help Desk, Technical Division, Metwin and other contractors.

They are part of Technical services and are managed by the Head of Repairs and Maintenance. As mentioned above they manage contracts but will also carry out some reactive repairs. Other technical staff carry out compliance work i.e. water and asbestos testing. The project team carry out major projects.

4. What are the Resident Engineers' performance measures?

Corporate appraisal system.

Questions: what do we pay for, and are we getting an equitable reduction when Resident Engineers do other work?

5. What is the Resident Engineer's package?

Service Charge pays for accommodation for the engineer and their family, council tax and water charges. The electricity bill is the engineer's responsibility. The salary is on the residential scale which is approximately 12.6% lower than the standard scale. However, contractual/unsocial hours payments are paid which are approximately 9%.

6. What is behind the increases in salary, pension and NI between 2017/18 and 2018/19?

Salary & London weighting increases, increments and overtime

7. Are any cross-charges made, or is 100% of their time spent on Service Charge matters? On what basis are cross-charges made?

A proportion of their time may be charged to projects and lifts. The employment costs will be allocated accordingly.

8. If they work for other departments, do these departments share only the Resident Engineers' employment costs, or do they contribute also to the cost of the rent of the flats, training, uniforms etc?

Only employment costs are allocated to other housing estates or non-service charge areas. The Service Charge pays 100% of the cost of their residential flats. The engineers only provide out of hours cover for the Barbican Estate

Question: Technical Division – who are they and how is the cost calculated?

9. There is a line item "Technical Division on-costs" within the Resident Engineer cost line (see table appended) of about £75K in 2018/9. What service is this?

This is the Technical supervision and management costs, insofar as these costs are allocated to the Resident Engineers. It covers a proportion of the office costs (accommodation and services) general administration and management staff.

10. The cost varies from year to year. How is this cost calculated and what is behind the variation? Is it based on timesheets or cost of the service we receive, or is it a fixed percentage of a variable departmental cost?

Based on timesheets.

Discussion points for the RCC

11. Is having four engineers resident in Barbican flats the most appropriate way of delivering an out-of-hours on-call service?
12. Is this the most appropriate way of delivering the in-hours service?
13. What other options are there?

Day in the life of a Barbican Property Services Officer (otherwise known as Resident Engineers!)

The Barbican Resident Property Services Officers (PSO) are the gentlemen who tirelessly work around the clock to provide a great service to residents.

Between them, they have a combined 70 years' experience with Electrical, Mechanical, Building & Plumbing trades to provide 24/7 cover to the Barbican Estate; 19 years' in the role (and 29 years if you include Alan's time with Metwin).

The PSOs are responsible for many things across the estate, including the management of the contractors:

- Metwin – Main Repairs and Maintenance contractors
- VFM – Television signal
- Allied – Active Fire Protection maintenance
- JT EDWARDS – Industrial and Commercial plumbing and Frobisher Crescent heating system
- D B Site Services – Commercial and Communal Electrical
- CBS – Tenanted Electrical
- Guideline – Passenger lifts

The PSOs check the completed repaired work; It is written in the SLA that 15% of all works require a standard check, they aim to post inspect 20%. **If residents request, they will carry out additional inspections of repaired works. Any work deemed to have failed will be recalled to the original contractor, the PSO will ensure it has been corrected and will reinspect.**

An average 'Day in the Life of our PSOs could include any of the duties listed below:

08:30-18:00

- Manage contractors
- Carry out post inspections
- Provide technical assistance to other departments
- Carry out day to day reactive and planned maintenance
- Investigate water penetration
- Investigate noise complaints
- Investigate electrical faults and water supply faults

- Maintain the Background Underfloor Heating network and control
- Replace and repair Background Underfloor Heating flat trimmers
- Service the ventilation fans across the estate
- Repair or replace light fittings and fixtures
- Maintain the Estate intercoms
- Fixing Cleaners' equipment

They are also the Out of Hours (OOH) Duty Managers for the estate. They are the first port of call for emergency electrical issues and leaks, covering OOH security issues, and the Duty Managers for the estate's Car Park and Concierge team.

Each week, on top of their daily duties one of the four engineers is available outside of office hours and at the weekend, to provide emergency assistance as the Duty Manager.

18:00-08:30:

- Assist vulnerable residents,
- Security of block
- Prevention of emergency
- Lift trapping first response
- First response to alarms
- Assist CPAs with issues (lost keys, managing resident issues leaks)