

## Appendix 1

### “You Said; We Did” - Action List – June 2014

#### Actions from March 2014 RCC/BRC & other outstanding issues

Issue	Officer	Action Date
<b>Customer Care</b>		
<b>Communications</b>		
<ul style="list-style-type: none"> <li>Minutes of Working Parties to be available on website - Working Party page set up - minutes loaded (Barbican Occupiers User Group TBC by City Surveyors)</li> </ul>	Helen Davinson	Ongoing
<ul style="list-style-type: none"> <li>Formal Q&amp;A Annual Residents meeting – BEO reviewing</li> </ul>	Michael Bennett	Ongoing
<b>Revenue &amp; Capital Budgets and Service Charge &amp; Income Account Reports</b>		
<ul style="list-style-type: none"> <li>Costs – ‘City widened Line’ underground tunnel – additional electricity costs – for ongoing costs for changes made to the underground line – verbal update next BRC</li> </ul>	Mark Jarvis	Ongoing
<b>Residents Survey</b>		
<ul style="list-style-type: none"> <li>BEO to consider annual survey due to success of online survey &amp; show comparative data in next survey</li> </ul>	Helen Davinson	May/June 2014
<b>Estate Services</b>		
<b>Services</b>		
<ul style="list-style-type: none"> <li>Podium litter - outside Gilbert House particularly at weekends – Cleaning Supervisors carried out spot podium inspections across the Estate March/April – few issues – to continue spot inspections through Spring/summer &amp; review</li> </ul>	Michael Bennett	June
<b>Major Works</b>		
<b>Beech Gardens</b>		
<ul style="list-style-type: none"> <li>Landscaping – pre-condition/types of planting – consultation process to include images of previous planting &amp; proposed</li> </ul>	Karen Tarbox	Ongoing
<b>Open Spaces</b>		
<b>SLA Review</b>		
<ul style="list-style-type: none"> <li>Wooden planters at Cromwell, Lauderdale Place &amp; Defoe Place in disrepair to be replaced with concrete</li> <li>Drainage in Thomas Moore Garden – being reviewed by Property Services</li> </ul>	Helen Davinson	Completed Ongoing
<b>Commercial</b>		
<b>Possible future additional communications antennae on Tower blocks</b>		
<ul style="list-style-type: none"> <li>If any damage to fabric of building from installations – would service charges be indemnified – if any</li> </ul>	Michael Bennett	Completed

<p>damage were to be caused to the blocks during installation of equipment on the roof, the likelihood is that the cost of remedial works would be the subject of an insurance claim, either against the block policy or against cover taken out by the service provider, not a charge on the service charge account</p> <ul style="list-style-type: none"> <li>• Possible loss of services (availability of lifts) during installations – there has been little loss of services re current antennae installations</li> </ul>		Completed
<b>Department of Built Environment (DBE)</b>		
<b>Podium Tiling</b>		
<ul style="list-style-type: none"> <li>• An alternative stair edging is being developed using a grooved tile, matching what appears to be the original design that incorporates yellow finish material into the grooves – we are liaising with Planning</li> <li>• Tiling review required for walkways on the Estate - priorities are Lauderdale Place (complete), Defoe Place (complete), Ben Jonson Highwalk (ongoing), St Giles Terrace (ongoing)</li> <li>• The plinths along Ben Jonson Highwalk will now be repaired by the Barbican Estate Office alongside our colleagues in the Department of the Built Environment. Our Technical officers are liaising with Planning officers to find a permanent solution to the tiles continually falling off &amp; we have earmarked funds for this in financial year 2014/15.</li> </ul>	Helen Davinson	Ongoing
	Helen Davinson	Ongoing
	Michael Bennett/Helen Davinson	Ongoing
<b>City Surveyors</b>		
<b>Frobisher Crescent</b>		
<ul style="list-style-type: none"> <li>• Compartmentation between flats – referred to Fire integrity of each flat</li> </ul>	Michael Bennett	
<b>2 Fann Street - Redrow Development</b>		
<ul style="list-style-type: none"> <li>• Provision of cycle parking – no discussions so far with BEO</li> </ul>	Michael Bennett	
<b>Barbican Arts Centre</b>		
<b>Barbican Exhibition Hall 1 – Proposed Tenant - London Film School (LFS)</b>		
<ul style="list-style-type: none"> <li>• Negotiation of the lease – contact officer: Alexandra Bentley – City Surveyors</li> <li>• Lease terms – opening hours: it has been agreed that LFS will have to draft &amp; agree a Visitor's Management Plan similar to that drafted by the Barbican Cinemas. It has been agreed that this Visitor's Management Plan will prevent members of the public from being in the building after 23.00</li> </ul>	Michael Bennett	Ongoing Completed
<p><b>Contact:</b> Michael Bennett, Barbican Estate Manager – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk</p>		