

Questions for RCC Meeting, 21 May 2018

- 1. There is a lack of security at Staircase 67 (Breton House), where the glass bowl has been missing for several year. The excuse for not replacing is that it would only get broken again, although no one should be opening the door who doesn't have a key. Hopefully, the glass bowl will be replaced in the near future – perhaps it could be done when the shattered reinforced glass in the intermediate door is replaced and the ineffective door closer adjusted.**

Staircase 67 at car park level is a fire escape from the car park. This is why there is a handle under what should be a plastic dome that can be twisted off in an emergency. The same system is in place on car park level doors to Ben Jonson House. When we have replaced the plastic domes in the past, they have lasted just a few hours before being removed and discarded again. This door is already on a sensor. When the door is opened an alarm goes off in the car park box. Quotes have previously been sought to improve the security of the staircase by putting a cage and door in above 02 level on the staircase (as per Ben Jonson House). These have been rejected by the House Group. The Estate Office is happy to re-visit if this is required. The replacement glazing is already on order and has been chased last week.

- 2. Enhancing the 'pink card' system: we know that replacing the system has been formally considered before and not pursued; we also know that one of our residents has suggested enhancing the existing system -to add in communication by text/email to make it more convenient for some residents without removing its effectiveness in general- but has received a response to the effect that as it had been looked at previously it won't be pursued.**

In 2014 the RCC set up a working party to review the Parcel Holding Service procedures and to see if there were any improvements that could be introduced. The report to RCC in June 2016 was as follows:

The development of the internet and online shopping has increased at remarkable rates, with the BEO receiving and holding over 70,000 parcels a year for residents, via the onsite Concierge staff. The RCC set up a working party to review the Parcel Holding Service procedures and to see if there were any improvements that could be introduced.

A Parcel Delivery Survey received 582 responses from residents and remains the highest response the BEO has had to date for a survey - 302 responses were received on the first day.

The survey reflected the general feeling that the current 'holding' system for parcels and deliveries works well, is a big asset to the Barbican and any downgrading of the system would not be welcome. The working party agreed that

the receiving of parcels is a very good benefit for residents and that awareness of this Parcel Holding Service should be promoted and clarified for new residents via the Residents Welcome Pack.

The working party proposed that the system remains the same, but to be reviewed in five years' time. This can be changed if necessary as couriers/postage methods is constantly changing and upgrading.

Please note that the Working Party also acknowledged that many of the delivery operators communicate via text/email with their customers with regards to the delivery of items and with this and the pink card system decided to maintain the current system.

3. There is problem that seems to be emerging about the capacity for storage of parcels delivered to the Andrewes House Parcel room.

The BEO will review the storage capacity for parcels at all of the car park offices in conjunction with the new stores project later this year. Dependent on the budget position in connection with the proposed Car Park Charging Policy officers will again review the car park offices and their facilities. The BEO will also schedule more reminders to residents via the bulletin asking them to retrieve their delivered parcels as soon as possible.

4. Customer service issues with VFM and Community Vision. Concerning their delivery of Freeview IRS signals of questionable strength and quality. When is the clear protocol to deal with estate wide signal issues going to be presented via BEO bulletin?

Bulletins have been sent regarding OFCOM changing the frequency for freeview channels and contact details for VFM and their response times.

5. VFM installation to 7th floor Bryer Court. Who is paying for the new cable installation works? Is it a service charge cost to residents? Are BEO/Property Services aware that their new route entry points to 7th floor flats are likely to be unacceptable to the residents wanting VFM services?

These are Landlords costs.

6. BT/Openreach has recently installed fibre-to-the-building connection at Bryer Court, which has improved broadband speeds through their pre-existing copper wire landlines. BT is starting to offer Ultrafast fibre-to-the-door extensions in other parts of London. How would this be achieved on the 7th floor of Bryer Court? BEO/Property Services refuse to allow access to the conduits currently used for the copper wire landlines. Will we be having a repeat of the 2 year standoff between BEO/Property Services and VFM about proper conduit access?

This is not a Property Services initiative and therefore the comments have been passed to BT/Openreach, however BT do have a legal right to access their equipment.