

Service Improvement Objective 1: Asset Maintenance Plan				
Actions	Measure of Success	Lead and Support Officer	Resources	Links
<p>BEO Directorate to ensure that the Technical Services Division review the long term asset maintenance in respect of the fabric and components of the Barbican Estate. This project will include a review of all building and services elements.</p> <p>An initial committee report will be presented in June 2010 covering how the project will be progressed with priorities, timescales and additional resources identified. Completed.</p> <p>A working party with representation from the Technical Services Division, Barbican Estate Office and the RCC will be set up to progress the project.</p>	<p>Scoping exercise completed and comments from RCC included by May 2010. Completed.</p> <p>This exercise will cover identifying trends in repairs and maintenance and the balance between preventative and reactive repairs, to consider where urgent attention needs to be targeted.</p> <p>A committee report presented to the RCC & BRC by June 2010. Completed.</p> <p>Further actions and target dates will be identified following the June committee report.</p>	<p>Mike Saunders Head of Asset Management & Programme Monitoring</p> <p>BEO-Directorate</p>	<p>This project will be conducted within existing Technical Services Division.</p> <p>Funding to take projected major projects forward will need to be included within future financial budgeting processes</p>	<p>Parts of the estate have been occupied for over 40 years. A plan for future maintenance and to identify future projects to ensure the fabric of the estate is protected for the long term needs to be prepared.</p>
<p>Rationale: This project will ensure that the Barbican Estate is in a good general state of repair, as part of the team's overall maintenance function. This ensures all residents have a pleasant and, most importantly, safe living environment. It is also a cost saving exercise – ensuring the long-term “health” of the estate buildings could prevent expenditure further down the line where problems may have been identified</p>				
<p>Supports Community Strategy Themes: Supporting Our Communities</p>				
<p>Supporting our strategic aims: To improve the department's value for money, efficiency and performance</p>				
<p>A report was presented to the June committees. The initial joint working party meeting with representation from Officers and the RCC will take place on 30 November.</p>				

Service Improvement Objective 2: Car Park Strategy				
Actions	Measure of Success	Lead and Support Officer	Resources	Links
<p>BEO Directorate to review measures to reduce costs and develop a strategy plan by May 2010. Completed.</p> <p>Carry out a proactive review of all commercial uses for the car parks including contacting local businesses to ascertain needs for example bicycle parking & storage by July 2010. Completed.</p> <p>A report for June 2010 on charging including the possibility of implementing charges for motorcycle parking. If approved for implementation by December 2010.</p> <p>Assess the opportunity of providing additional cycle storage in some of the void areas of the car parks by September 2010. Completed.</p> <p>Introduction of a pre-pay system for temporary car parking by November 2010.</p>	<p>Additional income streams Identified and charging reviews conducted and implemented subject to the approval of the Barbican Residential Committee.</p> <p>Reduction of the current deficit on the car parking account.</p>	<p>Michael Bennett – Estate Services Manager</p> <p>Mike Kettle - Commercial Manager</p>	Review existing resources	Car Park Strategy
<p>Rationale: This objective will review the value for money provided by the current car parking service and may lead to a review in the way services are delivered to car park users. The City of London Corporation's policy for the Barbican Estate car parks is to balance the objectives of providing well managed and secure parking facilities on the one hand whilst seeking to fulfil its duty of optimising the use of a City Fund asset on the other.</p>				
<p>Supports Community Strategy Themes: Supporting Our Communities</p>				
<p>Supporting our strategic aims: To improve the department's value for money, efficiency and performance</p>				
<p>A strategy regarding costs is being reviewed by senior departmental officers. Local businesses have been being contacted regarding commercial usage. The motorcycle charging policy is being implemented. Motorcycle users have been contacted and charges will apply from December 2010. After a review of the provision of cycle storage new equipment has been provided in some of the Car Parks. Options are being progressed for a pre paid system for temporary car parking.</p>				

Service Improvement Objective 3: Management of Frobisher Crescent				
Actions	Measure of Success	Lead and Support Officer	Resources	Links
Finalise on-going arrangements for the management of the residential properties in Frobisher Crescent due for completion in April 2010	Ensuring that services to Frobisher Crescent properties are provided and managed in line with existing standards (e.g SLAs) across the Barbican Estate by end of June 2010 To ensure that service delivery is monitored on a quarterly basis.	BEO Directorate Working with the Leasehold Services Officer Sheila Delaney and the House Officers Helen Davinson, Rebecca Marshall and Sarah Styles	Will be considered, this will depend on marketing and selling timescales	BEO officers will be working with City Surveyors
Revising Service Level Agreements and Residents' information pack for Frobisher Crescent by April 2010. Completed.				Chamberlains
Developing a welcome pack for new residents by April 2010. Completed.				Marketing agents
Drawing up management protocol for liaison with the Barbican Centre over shared services and works and joint Health and Safety responsibilities by April 2010 and then reviewed quarterly				Housing Technical Services
Ensuring that all technical manuals, operating procedures and emergency plans are transferred to the Housing Services Technical Division by the end of the defects period September 2010 to March 2011 Revised target December 2010 to May 2011				Barbican Centre
All protocols and new working arrangements to be reviewed after one year to check if the new protocols are working effectively. March 2011				Developers – United House
Rationale: This objective will ensure that new residents in Frobisher Crescent are delivered the same quality of service delivered to other residents on the Barbican Estate and to ensure that staff are aware of the differences in services levels.				
Supports Community Strategy Themes: Supporting Our Communities				
Supporting our strategic aims: To enhance and promote a better quality of life for residents				
Handover of the building has been delayed. A management protocol between the Barbican Centre and the BEO has been drafted and consultations are ongoing with resident representatives from Frobisher Crescent.				

Service Improvement Objective 4: To review Repairs and Maintenance Procurement.				
Actions	Measure of Success	Lead and Support Officer	Resources	Links
<p>A review will be conducted to ensure that the services delivered demonstrate value for money, are customer focused and of a high quality. This objective is a priority under the current financial climate.</p> <p>This review will be focused on 5 suppliers with the highest payment values and will cover areas of expenditure outside the new R&M contract. A report will be prepared for the Barbican Estate Directorate with recommendations for change if appropriate. The review will be completed by September 2010 Revised target December 2010.</p> <p>The cost increases may be due to the age of the Barbican Estate and failing components. This aspect will be managed under the Asset Management Project (See objective 1)</p>	<p>That all major repairs and maintenance expenditure has been tested for value for money and evidence for this exercise can be provided to interested stakeholders by September 2010 revised target December 2010</p>	<p>John Todd, Head of Repairs and Maintenance</p> <p>Anne Mason, Revenues and Service Charge Manager</p>	<p>This exercise demonstrates best practice and will be carried out within existing resources</p>	<p>Housing Technical Services Division</p> <p>Contractors</p>
<p>Rationale: Repairs and maintenance(R&M) expenditure is a significant component of the overall service charge and this review will be undertaken to demonstrate to residents that we are delivering a R&M service which provide value for money.</p>				
<p>Supports Community Strategy Themes: Supporting Our Communities</p>				
<p>Supporting our strategic aims: To improve the department's value for money, efficiency and performance</p>				
<p>Technical Services are market testing 5 main suppliers that have been nominated by the BEO and anticipate that they will complete the review by the end of December 2010.</p>				

Service Improvement Objective 5 –Stakeholder Review of Services				
Actions	Measure of Success	Lead and Support Officer	Resources	Links
<p>To liaise with stakeholders to ensure that their views on service delivery are monitored and changes are implemented if appropriate.</p> <p>Conduct series of surveys with key stakeholders to review the management function and delivery of services.</p> <ul style="list-style-type: none"> An review of external stakeholders via a Residents Satisfaction Survey to be carried out by February 2011 a survey of key internal stakeholders e.g. Barbican Estate staff, colleagues in DCCS, & other departments by March 2011 a survey of external stakeholders such as residents representatives, RCC representatives and resident working parties at the RCC annual review meeting in January 2011. <p>A survey of members representing Barbican wards and BRC members by March 2011.</p>	<p>A Residents Satisfaction Survey has been conducted and other surveys with Key stakeholder have taken place by March 2011.</p> <p>Carry out an analysis of survey results. Review of services will depend on the outcome of the results and aspects of how services are delivered may be reviewed by March 2011</p>	<p>Barbican Estate Directorate</p> <p>Michael Bennett</p> <p>Anne Mason</p> <p>Sharon McLaughlin</p>	<p>These surveys will be conducted within existing resources</p>	<p>The BEO works closely with the Technical Division to deliver R&M services.</p>
<p>Rationale: This objective is to ensure that the Barbican Estate Directorate are providing an effective & inclusive strategic decision making team, co-operating effectively with members, resident representatives, Barbican Estate Team members and other stakeholders and that the management function is delivered in an efficient and cost effective manner.</p>				
<p>Supports Community Strategy Themes: Supporting Our Communities</p>				
<p>Supporting our strategic aims: To improve the department's value for money, efficiency and performance.</p>				
<p>A framework of questions will be prepared for the RCC review meeting in January 2011</p>				

Service Improvement Objective 6 – Non-Statutory Consultation					
No.	Actions	Measure of Success	Lead and Support Officer	Resources	Links
	<p>An annual review programme of recognised House Groups has been put in place by the Town Clerks Department by June 2010, revised target September 2010</p> <p>The Barbican Estate Directorate will be drawing up a draft protocol for non statutory consultation with members, RCC representatives, HG representatives, and other residents. The protocol will include provision for where blocks do not have a recognised House Group by October 2010.</p> <p>Consultation will be undertaken on a draft best practice guide and a report will be presented to the RCC & BRC in March 2011</p> <p>The final version of the Guide to be issued in May 2011.</p>	<p>Annual review of House Groups has been completed by June 2010 Revised target September 2010</p> <p>A consultation protocol / strategy agreement has been agreed by October 2010 and implemented May 2011.</p> <p>A best practice guide has been issued to all House Group committees.</p> <p>Committee report presented March 2011</p>	<p>BEO-Directorate</p> <p>House Officers Helen Davinson Rebecca Marshall Sarah Styles</p>	<p>This objective will be completed within existing resources</p>	<p>To ensure best practice is implemented across all consultation processes.</p> <p>Town Clerks Department</p>
<p>Rationale: This is to ensure that all stakeholders have the opportunity to be involved in the planning and decision making process and that best practise can be demonstrated for all consultation processes.</p>					
<p>Supports Community Strategy Themes: Supporting Our Communities</p>					
<p>Supporting our strategic aims: To increase stakeholder involvement/partnership working to drive service improvement.</p>					
<p>A report on the annual review of RTAs was presented to September committee.</p>					

Service Improvement Objective 7: Health & Safety				
Actions	Measure of Success	Lead and Support Officer	Resources	Links
<p>To work towards completion of the annual Certificate of Assurance – To be submitted by end January 2011</p> <p>To improve safety performance Top “X” reporting is being used to identify the most significant risks to enable them to be managed effectively and efficiently by managers. The key divisional issues for 2010 are: lone working, manual handling & driving.</p> <p>To ensure that these priorities are communicated to departmental managers who are responsible for implementing H&S via management team meetings by September 2010.</p> <p>Quality assure risk assessments within the department by March 2011</p>	<p>Annual Certificate of Assurance has been completed by January 2011</p> <p>That action plans are in place to address key issues September 2010</p> <p>That information has been analysed to support the prioritisation of H&S within divisional plan and team plans</p> <p>Risk assessments have been quality assured by March 2011</p>	<p>June Bridge – Health and Safety and Office Manager</p>		<p>Overall City of London H&S strategy and action plan</p>
<p>Fire Safety – Develop an action plan to address fire safety within the Barbican Estate in particular a plan for balcony inspections to be carried out during 2010.</p> <p>Initial Inspections – October to December</p> <p>Follow up Inspections – January to March</p> <p>Final Inspections – April 2011</p> <p>Due for completion April 2011</p> <p>Ensure that a fire safety plan is in place for Frobisher Crescent by May 2010. Completed.</p>	<p>Full guidance has been issued to residents on balcony fire escapes by October 2010</p> <p>A plan has been implemented to monitor compliance with Balcony fire escape guidance by October 2010</p>	<p>June Bridge Health and Safety & Office Manager</p> <p>BEO Directorate Leasehold Services Officer and House Officers</p>	<p>Additional staffing resources may be required to implement the action and monitoring plan</p>	<p>Working with the London Fire Brigade</p>
<p>Rationale: A sound health and safety framework has been proven to save money, through a reduction in accident rates and costly insurance claims, and protects the reputation of the section and the CoL as a whole by avoiding adverse publicity. It also safeguards both residents living on the estate and contractors undertaking work on our behalf.</p>				
<p>Supports Community Strategy Themes: Supporting Our Communities</p>				
<p>Supporting our strategic aims: To enhance and promote a better quality of life for residents.</p>				
<p>A fire safety plan is in place for Frobisher Crescent Residential properties. Following legal advice guidance letters to residents will be sent to all residents by the end of November 2010.</p>				

Service Improvement Objective 8: Barbican Fringe Redevelopments including Crossrail				
Actions	Measure of Success	Lead and Support Officer	Resources	Links
<p>To work in partnership with developers, officers form the City Surveyors Department and residents to ensure that projects on the fringe of the Barbican Estate address issues of concern regarding estate management and to residents such as site access, working hours and removal of soil. Some of these projects have commenced and are ongoing and appropriate targets will be set as progress is made. Other projects are due to start during the period of this plan. The current projects include::</p> <p>The Heron - meetings take place monthly</p> <p>St Alphage House - meetings to take place quarterly</p> <p>Crossrail – A resident forum will meet 6 monthly</p> <p>Re-location of Barbican Centre Cinemas 2 & 3- quarterly – a consultation plan is being finalised by the Barbican Centre</p> <p>Moorgate Telephone Exchange - TBA</p> <p>Former Lazards site – Moorfields - TBA</p> <p>Roman House – Wood Street /Fore Street - TBA</p>	<p>That any planning gain monies are identified and where appropriate bids for community benefit are put forward under section 106</p> <p>Appropriate liaison and consultation programmes are in place.</p>	<p>BEO – Directorate.</p> <p>Mike Kettle - Commercial Manager.</p>	<p>Some additional resources may be available as a result of S106 – planning gain monies.</p>	<p>City Surveyors Department</p> <p>Barbican Centre</p> <p>Heron & other developers</p> <p>Crossrail</p>
<p>Rationale: This objective is to ensure that the BEO works with Crossrail and other developers to facilitate consultation and communications with Barbican Estate residents. These consultations are important to enable residents and the Barbican Estate Directorate as landlord to raise their concerns.</p>				
<p>Supports Community Strategy Themes: Supporting Our Communities</p>				
<p>Supporting our strategic aims: To increase stakeholder involvement/partnership working to drive service improvement.</p>				
<p>The developer of St Alphage House has been holding regular meetings with members and with resident representatives. Public meetings to update all residents took place in June. A Crossrail City of London Residents forum took place on 7 September and regular meetings take place with the Barbican Association. A response to Crossrail's questionnaire on ground settlement is being prepared by officers.</p>				

Service Improvement Objective 9: Sustainability				
Actions	Measure of Success	Lead and Support Officer	Resources	Links
<p>Work in partnership with organisations that may be able to reduce the carbon footprint of the Barbican Estate and to access available funding streams for carbon reduction projects. A proposal will be presented to the RCC and BRC by June 2010.</p> <p>Consider proposals to use Staff flats to trial energy monitoring/efficiency devices to measure before and after effectiveness. Consider recommending products to the residents depending on the outcome of the trial by September 2010.</p> <p>Liaison on possible projects will be initially with the Barbican Association Environment and Ecology sub committee.</p> <p>Sustainability issues will be highlighted in 6 monthly editions of Barbicanews.</p> <p>Sustainability will also be a key issue underpinning the Asset Maintenance Plan (see also objective 1).</p>	A sustainability policy has been drawn up for the Barbican Estate and action and additional resources identified.	Sharon McLaughlin Support Services Manager	Their may be a requirement for additional resources.	The City of London Sustainability Policy
Rationale: This objective is important to ensure that the Barbican Estate is working towards reducing it's carbn footprint, becoming more energy efficient and working toward a sustainable future.				
Supports Community Strategy Themes: Supporting Our Communities				
Supporting our strategic aims: To enhance and promote a better quality of life for residents.				
A special meeting of the RCC will take place on 2 December to discuss sustainability				

Summary of Key Performance Measures – April 2010 to September 2010

KEY PERFORMANCE MEASURES							
Ref.	Measure Name	Measure Owner	Performance April 2009 to March 2010		Target 2010-2011	Performance April to September 2010	
Miscellaneous							
BE1	Average Void Turnover	Anne Mason	9	39 days	18 Days	5	28 Days
Service Level Agreement Targets							
Customer Care / Supervision & Management							
BEMC1	House Officer to carry out six-weekly joint inspections with House Group representatives to monitor performance indicators set out in the SLAs for Estate Services, Technical Services and Open Spaces	Michael Bennett	144	100%	100%	80	100%
BECS1	Answering letters satisfactorily with a full reply within 10 working days (including letters to the Technical Division dealing with Barbican Estate issues)	Sharon McLaughlin	480 (Total mail 1865)	94%	100%	238 (Total mail 1109)	81%
BECS2	Reception - Resident mystery shopper (1 per quarter) – satisfaction survey – good and very good for all 8 categories	Sharon McLaughlin	New Measure		85%	15/16	94% (2 reports)
BECS3	To resolve written complaints satisfactorily within 14 days (Corporate PI) – (BE & Tech)	Sharon McLaughlin	8	63%	100%	8	63%
BECS4	Payment of undisputed invoices within 30 days.(Corporate PI)	Sharon McLaughlin	3246	98%	100%	1569	99.5%

Ref.	Measure Name	Measure Owner	Performance April 2009 to March 2010		Target 2010-2011	Performance April to September 2010	
BECS5	To reduce Long Leaseholder arrears	Anne Mason	0.20%		1%	0.12%	
BECS6	To reduce Short Term Tenants arrears	Anne Mason	0.06%		1%	0.17%	
The net figure relates to the debt which is not subject to a payment arrangement or action by the Comptroller and City Solicitor.							
BECS7	To reduce miscellaneous income arrears	Anne Mason	£11,842.75		Under £9,000	£10,840	
BECS8	To reduce commercial rent arrears to under 2% of annual debit	Mike Kettle	0.46%		1.75%	1.49%	
BECS9	Average staff sickness absence (Corporate PI)	Sharon McLaughlin	13.36 Days		4.50 Days	4.72 Days	
2.68 days on average relate to long term sickness absences (over 20 days) taken by 4 members of staff. The Corporate average overall for this period is 2.64 days with 1.3 days relating to long term absence. All absences are managed in accordance with the City of London Corporation's absence management policy. Regular contact is maintained with staff and they are referred to the Occupational Health Service if appropriate & formal sickness absence review meeting.							
BECS10	Lease extension applications	Sheila Delaney	18 Applications 16 Completed 1 Outstanding 1 Withdrawn		N/A	8 Applications 4 Completed 6 Outstanding 0 Withdrawn	
BECS11	Lease extension applications - % of cases meeting target of 60 days for response from date of receipt in the BEO	Sheila Delaney	16	100%	100%	8	100%

Ref.	Measure Name	Performance April 2009 to March 2010		Target 2010-2011	Performance April to September 2010	
Estate Services – Measure Owner – Michael Bennett						
BEES1	Estate Cleaners to complete daily self monitoring forms on cleaning scheduled works – produced weekly	1248	100%	100%	624	100%
BEES2	House Officer six-weekly joint inspections with House Group representatives monitoring Communal block cleaning – good and very good standard	138/144	96%	90%	66/72	92%
BEES3	House Officer six-weekly joint inspections with House Group representatives monitoring Communal window cleaning – good and very good standard	107/127	84%	84%	46/64	71%
BEES4	House Officer six-weekly joint inspections with House Group representatives monitoring podium cleaning – good and very good standard	115/144	80%	85%	56/71	79%
BEES5	House Officer six-weekly joint inspections with House Group representatives monitoring Car Park cleaning – good and very good standard	94/128	73%	85%	44/63	70%
BEES6	Agency cleaning staff usage	1265	13%	N/A	618/4778	12.9%
Available Cleaning working days for 2 quarters 4,778 (65 days x 32 staff + agency staff) Previous quarter agency cleaning staff usage was 321 days and 13%						

Ref.	Measure Name	Measure Owner	Performance April 2009 to March 2010 Number %		Target 2010- 2011	Performance April to September 2010		
Property Maintenance – Measure Owner – Technical Directorate, John Todd, Mike Saunders & Richard Thomas								
BETS1	To carry out routine repairs within local target response times as detailed in the SLA		4299	96%	98%	2208	93%	
BETS2	To inspect 10% of works carried out by contractors		3527 (416)	12%	10%	1661(185)	11%	
1661 = the total number of orders issued to contractors and does not include orders raised to maintenance surveyors, resident engineers or the Garchey team. Of the 1661 orders 185 have been checked by Technical.								
BETS3	Residents satisfied with repairs to flats to a good or very good standard based on resident satisfaction surveys	Total	Good or VG	91%	85%	Total	Good or VG	89%
		203	184			195	174	
BETS4	To carry out communal repairs to a good or very good standard. Monitored by House Officers	239	210	88%	75%	195	172	88%
BETS5	Replacement of Communal light bulbs – percentage meeting 7 working day target	Total	On target	%	100%	Total	On target	98%
		1352	1304	96%		771	753	
BETS6	Communal door closers and locks – percentage of repeat orders raised within 7 days of original order on a sample block in each House Office zone of the Estate	Total Orders % /no of repeats Willoughby (27) – 7.4% (2) Ben Jonson (12) – 0% (0) Seddon (13) – 0% (0)			N/A	Total Orders % /no of repeats Willoughby (10) - 0% (0) Ben Jonson (5) - 0% (0) Seddon (9) - 0% (0)		

Ref.	Measure Name	Performance April 2009 to March 2010 Number %	Target 2010-2011	Performance April to September 2010		
BETS7	Background Heating – percentage serviced within target <ul style="list-style-type: none">• Total loss – 24 Hours• Partial loss – 3 working days	Total = 104 (80%) Partial = 201 (97%)	100%	Total = 1 (100%) Partial = 18 (100%)		
This information is based on 19 heating orders raised between 1 April and 30 September 2010						
BETS8	Replacement of lift car light bulbs – percentage meeting 7 working day target	New Measure	100%	Total	On target	90%
				52	47	
Major Works - Measure Owner – Technical Directorate, John Todd, Mike Saunders & Richard Thomas						
BEMW1	Resident surveys sent within 4 weeks of completion of Major Works Projects	28.5% within target.	100%	N/A		
Open Spaces – Measure Owner – Michael Bennett						
BEOP1	To carry out variations/additional works (other than seasonal works and unless other timescale agreed) within six weeks (30 working days) of BEO approval	New Measure	80%	6/7 (86%)		

Other Information requested by the Residents Consultation Committee –

Baggage Stores at 12 November 2010. Figures in brackets reflect the information presented to your last meeting

Let	Sold	Allocated (In process)	Unlettable	Allocated to BEO	In Query	Vacant	Total	Average Void time in days
1166 (1176)	70 (71)	13 (7)	5 (3)	2 (2)	4 (0)	2 (3)	1262 (1262)	27 (37)

Due to an increase in the number of stores surrendered this has increased the stores in process. An increase in the numbers of flat sales has generated an increase in the in query total. These are being investigated. The unlettable have increased due to flooding of stores in Defoe House.

Waiting List

Store	To Swap a store to another location	Additional Store – (where resident already has access to a single store)	Additional Store (where resident already has access to more than 2 stores)	Total
31 (22)	31 (27)	21 (13)	0 (0)	83 (64)

Bicycle Stores

Let Stores	Vacant Stores	Waiting List	Total Stores
91 (92)	9 (8)	1	100

BARBICAN ESTATE - CAR PARKING BAYS

AS AT 29 OCTOBER 2010

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (30/09/10)
SOLD	16	4	2	11	35	9	22	11	4	4	118	119
RESIDENTIAL	83	83	92	57	112	53	76	100	89	7	752	753
COMMERCIAL	4	1	2	0	0	54	0	0	12	4	77	77
VACANT	32	151	113	24	13	28	7	39	49	94	550	548
TOTALS	135	239	209	92	160	144	105	150	154	109	1497	1497

FORMER CAR BAYS	1	30	45	9	5	21	29	26	18	21	205
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Former Car Bays - Reasons why no longer used as car bays:

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES
 BAYS TOO SMALL / AWKWARD TO PARK
 BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS
 CAR PARKING OFFICES
 ENTRANCES / EXITS TO BLOCKS
 FIRE EXITS/FIRE HOSE REEL STORAGE
 LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

In addition to the original 50 transportable baggage stores located in Breton, Bunyan and Lauderdale car parks, utilising 19 car parking bays recorded above as former car bays, a further 50 new transportable baggage stores have been installed in Breton, Bunyan and 03 Willoughby car parks, utilising a further 22 former car bays

Visitors Bays

With the exception of Thomas More Car Park which has twelve designated visitors bays (not included in figures) all the other car parks utilise the vacant bays.

Heron Tower Development

180 car bays from Speed, 01 & 03 Willoughby car parks to be purchased by Heron

The 54 commercial bays at Speed House car park are temporary

Registered Sublets – November 2010

Block Name	No of Flats	Registered Lettings							
		Sep-09		May-10		Sep-10		Nov-10	
Andrewes House	192	12	6%	6	3%	7	4%	8	4%
Ben Jonson House	204	12	6%	10	5%	13	6%	11	5%
Brandon Mews	26	1	4%	1	4%	1	4%	0	0%
Breton House	111	7	6%	10	9%	10	9%	12	11%
Bryer Court	56	1	2%	1	2%	1	2%	2	4%
Bunyan Court	69	9	13%	10	14%	7	10%	6	9%
Cromwell Tower	111	4	4%	6	5%	6	5%	5	5%
Defoe House	178	8	4%	5	3%	8	4%	4	2%
Frobisher Crescent	69					3	4%	6	9%
Gilbert House	88	2	2%	3	3%	5	6%	4	5%
John Trundle Court	133	13	10%	13	10%	16	11%	12	9%
Lambert Jones Mews	8	0	0%	0	0%	0	0	0	0%
Lauderdale Tower	117	3	3%	1	1%	1	1%	1	1%
Mountjoy House	64	3	5%	3	5%	3	5%	2	3%
Seddon House	76	8	11%	4	5%	7	9%	4	5%
Shakespeare Tower	116	1	1%	1	1%	2	2%	2	2%
Speed House	114	3	3%	3	3%	4	4%	4	4%
Thomas More House	166	13	8%	10	6%	9	5%	7	4%
The Postern	10	0	0%	0	0%	0	0	0	0%
Willoughby House	148	10	7%	11	7%	8	5%	5	3%
Totals	2056	110	6%	98	5%	110	5%	95	5%

The Comptroller and City Solicitor has confirmed that it is a term and condition of the lease that sub-tenancies are registered with the City of London and that the £70 fee is a reasonable charge for the administrative costs incurred in registering a subletting and is in accordance with similar charges elsewhere.

A carrot and stick approach is undertaken to encourage long leaseholders to register their sub-tenants. Key permissions, orders for additional keys, car parking licenses are only accepted from registered sub-tenants.

We know of a number of unregistered sub tenants and information, if established, is recorded on our residents database. The information is then checked before any of the above services are requested.

Agenda Plan 2011

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
RCC Annual Review Meeting	RCC	31 Jan	N/A
Update Report – including BEO objectives update, key performance Indicators, data on car park bays, baggage Stores and sub-lettings	All	14 March	28 March
Sales Report	Anne Mason		
Service Level Agreement Review	Michael Bennett		
Temporary Car Parking Payment Options	Michael Bennett		
Roof Apportionments	Technical		
Residential Rent Review	Mike Kettle	March BRC Only	
Update Report (include update on revised BS wef Sept 2011 based on April RPI & extend link to RPI)	All	6 June	20 June
SLA Review	Michael Bennett		
Annual Review of RTAs	Town Clerks		
Sales Report	Anne Mason		
Update Report	All	12 Sept	26 Sept
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Revenue Outturn	Anne Mason		
Update Report (include update on revised car parking charges)	All	28 Nov	12 Dec
Estimates	Anne Mason		
SLA Review	Michael Bennett		