



Barbican Residential Committee

Date: MONDAY, 15 SEPTEMBER 2014
Time: 11.30 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members: Gareth Moore (Chairman)
Henrika Priest (Deputy Chairman)
Randall Anderson
Alex Bain-Stewart
Christopher Boden
David Bradshaw
Deputy Billy Dove
Deputy Stanley Ginsburg
Ann Holmes
Michael Hudson
Vivienne Littlechild
Professor John Lumley
Jeremy Mayhew
Gareth Moore (Chairman)
Deputy Joyce Nash
Graham Packham
Henrika Priest (Deputy Chairman)
Chris Punter
Stephen Quilter
Angela Starling
Deputy John Tomlinson
Philip Woodhouse

non-residents

Enquiries: Julie Mayer
tel.no.: 020 7332 1410
Julie.Mayer@cityoflondon.gov.uk

Lunch will be served in the Guildhall Club at 1pm

John Barradell
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 OF THE PREVIOUS MEETING**

To approve the public minutes and summary of the meeting held on 16 June 2014.

For Decision
(Pages 1 - 6)

4. **2013/14 REVENUE OUTTURN FOR THE RESIDENTIAL SERVICE CHARGE ACCOUNT INCLUDING RECONCILIATION BETWEEN THE CLOSED ACCOUNTS AND AMOUNT TO BE CHARGED FOR LONG LEASEHOLDERS**

Joint Report of the Chamberlain and the Director of Community and Children's Services.

For Information
(Pages 7 - 36)

5. **REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)**

Joint Report of the Chamberlain and the Director of Community and Children's Services

For Information
(Pages 37 - 42)

6. **UPDATE REPORT**

- Agenda Plan 2015
- 'You Said; We Did'
- Property Services Update
- City Surveyors Update

Report of the Director of Community and Children's Services.

For Information
(Pages 43 - 58)

7. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW - APRIL -JUNE 2015**

Report of the Director of Community and Children's Services.

For Information
(Pages 59 - 70)

8. **AUTOMATED PAYMENT SYSTEM FOR TEMPORARY CAR PARKING REVIEW**

Report of the Director of Community and Children's Services.

For Information

(Pages 71 - 84)

9. **BACKGROUND UNDERFLOOR HEATING UPDATE**
Report of the Director of Community and Children's Services.

For Information
(Pages 85 - 96)

10. **ROOF APPORTIONMENTS FOR SHAKESPEARE TOWER**
Report of the Director of Community and Children's Services.

For Decision
(Pages 97 - 106)

11. **BEECH GARDENS PODIUM WORKS UPDATE**
Report of the Director of Community and Children's Services.

For Information
(Pages 107 - 118)

12. **ANNUAL RESIDENTS SURVEY RESULTS**
Report of the Director of Community and Children's Services.

For Information
(Pages 119 - 134)

13. **PROGRESS OF SALES AND LETTINGS**
Report of the Director of Community and Children's Services.

For Information
(Pages 135 - 138)

14. **MINUTES OF THE BARBICAN ESTATES RESIDENTS' CONSULTATION**
To receive the draft minutes of the meeting held on 1 September 2014.

For Information
(Pages 139 - 150)

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

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

17. **EXCLUSION OF THE PUBLIC**

MOTION – that, under Section 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act.

For Decision

18. **NON-PUBLIC MINUTES**

To approve the non-public minutes of the meeting held on 16 June 2014.

For Decision
(Pages 151 - 152)

19. **ARREARS UPDATE**

Report of the Director of Community and Children's Services.

For Information
(Pages 153 - 156)

20. **WOOD STREET WINE BAR 53 FORE STREET, LONDON EC2Y 5EL AND 185 ANDREWES HOUSE BARBICAN ESTATE - LETTING TO WOOD STREET BAR LTD**

Report of the Director of Community and Children's Services.

For Decision
(Pages 157 - 164)

21. **BARBICAN CONTRACTORS OFFICE- 01 LEVEL ANDREWES HOUSE**

Report of the Director of Community and Children's Services

For Information
(Pages 165 - 170)

22. **QUESTIONS RELATING TO THE WORK OF THE COMMITTEE**

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

BARBICAN RESIDENTIAL COMMITTEE

Monday, 16 June 2014

Minutes of the meeting of the Barbican Residential Committee held at Guildhall
on Monday, 16 June 2014 at 11.30 am

Present

Members:

Randall Anderson	Jeremy Mayhew
Alex Bain-Stewart	Gareth Moore
Christopher Boden	Deputy Joyce Nash (in the Chair)
David Bradshaw	Graham Packham
Deputy Billy Dove	Henrika Priest
Deputy Stanley Ginsburg	Stephen Quilter
Ann Holmes	Angela Starling
Michael Hudson	Deputy John Tomlinson
Vivienne Littlechild	Philip Woodhouse
Professor John Lumley	

In Attendance

Officers:

Ade Adetosoye	Director of Community and Children's Services
Michael Bennett	Community and Children's Services
Alan Bennetts	Comptroller and City Solicitor's Department
Helen Davinson	Community and Children's Services
Mark Jarvis	Chamberlain's Department
Julie Mayer	Town Clerks
Mike Saunders	Community and Children's Services
Eddie Stevens	Community and Children's Services
Karen Tarbox	Community and Children's Services
Brian Brierley	City Surveyor's Department
Petra Sprowson	Department of the Built Environment

1. **APOLOGIES**

Apologies were received from Chris Punter.

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

In respect of agenda Item 4 (Concrete Investigation and Repairs) the Comptroller and City Solicitor had previously advised that, in accordance with Standing Order 22 (2) and the provisions of the Localism Act 2011, resident Members of the Barbican Estate did not have a dispensation in this matter. However, given the way in which the recommendation had been worded, there was a degree of flexibility which permitted members to address the meeting but not vote.

3. **ORDER OF THE COURT**

The Committee received the Order of the Court of Common Council, dated 1 May 2014.

4. **ELECTION OF CHAIRMAN**

The Committee proceeded to elect a Chairman in accordance with Standing Order No. 29. A list of Members eligible to stand was read and Mr Gary Moore, being the only Member expressing a willingness to serve, was duly elected Chairman for the ensuing year and took the Chair.

On being elected, the Chairman thanked the Committee for its support.

5. **ELECTION OF DEPUTY CHAIRMAN**

The Committee proceeded to elect a Deputy Chairman in accordance with Standing Order No. 30. A list of Members eligible to stand was read and Ms Henrika Priest, being the only Member expressing a willingness to serve, was duly elected Deputy Chairman for the ensuing year.

6. **MINUTES OF THE PREVIOUS MEETING**

RESOLVED, that:

The public minutes and non-public summary of the meeting held on 17 March 2014 be approved.

7. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

The Committee received a report of the Director of Community and Children's Services, which provided Members with an update on the review of the estate wide implementation of Service Level Agreements (SLA's) and Key Performance Measures (KPI's) for the quarter January to March 2014.

RESOLVED, that:

The SLA quarterly review be noted.

8. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services which advised Members of the Sales and Lettings which had been approved by officers, under delegated authority, since the last meeting. The report also provided information on surrenders of tenancies received and the number of flat sales to date.

RESOLVED, that:

The progress of sales and lettings be noted.

9. **BARBICAN LISTED BUILDING MANAGEMENT GUIDELINES- VOLUME IV - LANDSCAPE SPD (PROGRESS REPORT)**

The Committee received a progress report of the Director of the Built Environment in respect of the Barbican Listed Building Management Guidelines (Volume IV) – Landscape SPD.

Members noted that, in addition to the consultation proposals set out in the report, the guidelines would also be presented to focus groups, as part of the Barbican Area Strategy. Officers agreed to provide those Members, who were not on the Planning and Transportation Committee, with a copy of the final version of the report (in both electronic and hard copy).

RESOLVED, that:

The Barbican Listed Building Management Guidelines (Progress Report) be noted.

10. **UPDATE REPORT**

The Committee received a report of the Director of Community and Children's Services, which updated Members on issues raised by the Barbican Estate Residents' Consultation Committee (RCC) and BRC at their meetings in March 2014. It also provided updates on other issues on the estate.

During the discussion and debate on this item, the following issues were raised/noted:

- The electricity charges relating to the 'City widened line' underground tunnel were being investigated and a report would need to be presented to the BRC and Finance Committees in September 2014.
- Residents were enduring severe noise disturbance from the St Alphage House development and asked for ear protectors. Officers agreed to look into this with the developers.
- There was a perception that the London Wall lift had been out of service for considerably longer than the 24 hours referred to in the report. There was a similar challenge to the 70% availability rate of the Moorgate Escalator. Officers agreed to check the data and investigate further with the City Surveyor.
- The Housing Service Director had met with the Directors of VFM in order to address the concerns raised by the RCC in respect of the TV and Broadband upgrade. Members noted that there would be a new marketing strategy across the estate and another open day would be scheduled for residents.
- In respect of the heating outage at Frobisher Crescent during the Winter, the City Surveyor had written to the developer and chased a response.

Members noted that the above issues would be addressed in the next issue of the '*You said; we did*' bulletin.

RESOLVED, that;

The update report and above comments be noted.

11. **BARBICAN TOWERS CONCRETE & STRUCTURAL DEFECT - (RESOLUTION FROM THE GRAND COURT OF WARDMOTE)**

The Committee received a report of the Director of Community and Children's Services in respect of the Barbican concrete investigation and repairs. The report sought to respond to the following resolution of the Wardmote from the Ward of Aldersgate, which took place on 19 March 2014:

"Aldersgate Wardmote notes that testing has revealed areas of concrete on the Barbican Estate which are insufficiently compacted and with less than 4 cm of coverage of reinforcing. These defects have led to the need for extensive inspection and repair. The Wardmote believes that these original construction defects should be the responsibility of the City. The Wardmote understands that this is the subject of discussions between the City and the Barbican Association. The Wardmote urges that the City actively engage in these discussions and report its resolution promptly."

The Chairman reminded Members that the report sought to answer the query raised by the above Wardmote and, therefore, would not pre-determine any further outcome.

During the discussion and debate each Member was invited to address the Committee and the following matters were raised/noted:

- The views of many Members had not changed since the report had last been presented to the Committee on 17 March 2014. It was generally agreed that sufficient technical information had now been provided and, therefore, any further outcome would need to be the subject of a legal debate.
- The documents from 1986 and 1990 had been disclosed as there had been some repairs at that time. However, Members were mindful that concrete repair technology had moved on in the past 20-25 years and, therefore, these documents were not directly relevant to the current issue.
- The health and safety issues, i.e. the risk of damage and/or injury from falling concrete had been rectified.
- The Comptroller and City Solicitor advised that full disclosure of all papers, to the BA Solicitors, had taken place in the last 2-3 weeks. All the information had been supplied on disc and was available for inspection at the Comptroller and City Solicitor's offices. Whilst acknowledging that there was a high volume of information to digest, the Comptroller and City Solicitor had offered to meet with the BA Solicitors but, as yet, this offer had not been reciprocated. Members acknowledged that this had resulted in the current impasse and the following resolution was taken, unanimously.

RESOLVED, that:

1. The Resolution from the Wardmote for the Ward of Aldersgate be noted.
2. The action from the Wardmote, as set out at 2.5 in the report; i.e. that the '*City actively engages in discussions with the Barbican Association and report its Resolution promptly*' be noted. (The Comptroller and City Solicitor had provided full access to original design and construction information, as requested by the Barbican Association's representatives, and would continue to provide access to information as necessary).

3. The Comptroller and City Solicitor's offer to meet with the Barbican Association's Solicitors be noted and that, as yet, this had not been reciprocated.
4. The Barbican Residential Committee reiterate its earlier decision (17 March 2014); that the concrete testing and repairs works are of a general repair and maintenance nature and that the lease stipulates that such work is recoverable through the service charge.

12. MINUTES OF THE BARBICAN ESTATE RESIDENTS' CONSULTATION COMMITTEE (RCC)

The draft Minutes of the RCC meeting of 2nd June 2014 were received.

Matters arising

- The City Surveyor confirmed that Frobisher Crescent was complete at the time of handover. In respect of the rain damage to the balconies, the Head of Technical confirmed that she had met with the House Group; would carry out a thorough investigation and report back.
- The London Film School (LFS) was affiliated to Warwick (not London) University.
- The gate to Heron car park was the subject of high level discussions between the City Surveyor and the Town Clerk and a resolution was expected by the end of July. Mr Bradshaw asked to be kept updated on developments.

13. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

14. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

15. EXCLUSION OF THE PUBLIC

RESOLVED, that: Under Section 100(a) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information, as defined in Part 1 of Schedule 12A of the Local Government Act.

Item no
16 – 19

Para no
3

16. NON-PUBLIC MINUTES

RESOLVED, that:

The non-public minutes of the meeting held on 17 March 2014 be approved.

17. **3 WHITE LYON COURT (LETTING APPROVAL)**

The Committee considered a report of the Director of Community and Children's Services, which sought to grant a lease

18. **ARREARS UPDATE**

The Committee received a report of the Director of Community and Children's Services which advised Members of the current arrears in respect of tenants and leaseholders on the Barbican Estate and the action being taken.

19. **WRITE OFFS**

The Committee considered a report of the Director of Community and Children's Services which sought to write off a debt in accordance with Standing Order 53 (1) c.

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

There were no questions.

21. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT, WHILE THE PUBLIC ARE EXCLUDED**

- The Chairman was very pleased to advise that Deputy Billy Dove, a long serving Member of the Barbican Residential Committee, had been awarded an OBE in the Queen's Birthday Honours for public services.
- Members noted this would be the last meeting of Eddie Stevens, the Housing and Technical Services Director, prior to his retirement in September. Mr Stevens was highly commended for his fairness, integrity and good humour; the RCC regarded him as a friend to the residents. Members stood to give Mr Stevens a round of applause. In responding, Mr Stevens thanked the Committee and said it had been a privilege to serve the City of London Corporation and the Barbican Estate.

The meeting ended at 12.45 pm

Chairman

Contact : Julie Mayer
Tel no: 020 7332 1410
Julie.mayer@cityoflondon.gov.uk

Committee(s):	Date(s):
Residents' Consultation Committee	1 September 2014
Barbican Residential Committee	15 September 2014
Subject: 2013/14 Revenue Outturn for the Residential Service Charge Account including reconciliation between the closed accounts and amount to be charged to long leaseholders.	
Report of: The Chamberlain Director of Community & Children's Services	Public For Information

Summary

This report provides a summary of expenditure chargeable to the Barbican Estate's long leaseholders. It compares the revenue outturn (i.e. actual net costs) for the Barbican Estate's Residential service charges with the latest agreed budgets for the year ended 31st March 2014. A summary is provided in the table below :

Table 1 - Summary Comparison of 2013/14 Residential Service Charge Account Revenue Outturn with Final Agreed Budget			
	Latest Agreed Budget	Revenue Outturn	Variations
	£000	£000	£000
Expenditure	7,153	6,757	(396)
Income	(7,695)	(7,454)	241
Net Income	(542)	(697)	(155)
Net Recharges	542	697	155
Overall Totals	0	0	0

A summary of the service charge reconciliation of the 2013/14 actuals as per the closed accounts above and the amount to be charged to the long leaseholders is set out in the table below.

Table 2 – Service Charge Reconciliation 2013/14	£'000
Actual Service Charge Expenditure Per Accounts	7,714
Less portion of tenants rent attributed to service charges and voids and other adjustments	(541)
Final Amount due from Long Leaseholders	7,173
Long leaseholders charges on account during 2013/14	6,990
Balance due in Sept 2014	183
Final Charge to Long Leaseholders	7,173

Recommendations

It is recommended that the revenue outturn report for 2013/14 and the service charge reconciliation are noted.

Main Report

Revenue Outturn for 2013/14

1. This report compares the revenue outturn for the dwellings service charge account overseen by your Committee in 2013/14, with the final agreed budget for the year.
2. A summary of the expenditure with the final agreed budget for the year of is shown below in Table 3. In the various tables, figures in brackets indicate income. When reporting variances, figures in brackets indicate increases in income or decreases in expenditure. Note a more detailed analysis of all service charge expenditure is attached at Appendix 1.

Actual 2012-13 £'000	TABLE 3 - Service Charge Account	Latest Approved Budget £'000	Actual 2013-14 £'000	Variances £'000	Para
	Local Risk Expenditure				
2,119	Direct Employee Expenses	2,144	2,087	(57)	4
5	Indirect Employee Expenses	7	8	1	
2,124	Total Employees	2,151	2,095	(56)	
1,609	Repairs and Maintenance	2,226	2,028	(198)	4
2,162	Energy Costs	2,231	2,138	(93)	4
102	Rents	111	110	(1)	
13	Rates	15	13	(2)	
7	Water Services	3	(1)	(4)	
233	Cleaning and Domestic Supplies	223	226	3	
104	Grounds Maintenance Costs	120	101	(19)	
4,230	Total Premises Costs	4,929	4,615	(314)	
40	Equipment, Furniture & Materials	33	17	(16)	
1	Catering	1	0	(1)	
10	Clothes, Uniform & Laundry	12	8	(4)	
4	Printing & Stationery	5	4	(1)	
1	Fees and Services	2	1	(1)	
22	Communications & Computing	20	17	(3)	
77	Total Supplies and Services	73	47	(26)	
6,431	Total Expenditure	7,153	6,757	(396)	
(7,155)	Income	(7,695)	(7,454)	241	4
(724)	Net Income	(542)	(697)	(155)	
	Recharges				
892	Expenditure	939	957	18	
(168)	Income	(397)	(260)	137	3
724	Total Recharges	542	697	155	
(0)	Total Service Charge Account	0	0	0	

3. During 2013/14 a budget adjustment was made to reflect changes in the expected service charges due on rented flats at the Barbican. The value of this adjustment was overstated and has resulted in the variance shown in this report. Note there is a favourable variance on recharges compared to the prior year.
4. There was an underspend of £198,000 on repairs and maintenance costs. This is a demand-led service and lower costs are a reflection of reduced need for repairs, particularly on the Garchey system, compared to the expected level. Similarly, the reduction in energy costs was due to mild

weather during the winter months reflected in a 6% decrease in consumption of underfloor heating. The underspend on staffing was due to reduced expenditure on Lobby Porters. These savings resulted in a corresponding reduction in service charge income.

Service Charge Reconciliation 2013/14

5. The table below sets out the service charge reconciliation of the 2013/14 actuals as per the closed accounts and the amount charged to the lessees.

Table 4 – Service Charge Reconciliation 2013/14	£'000
Actual Service Charge Expenditure Per Accounts (direct £6,757k + gross recharge £957k per Table 3)	7,714
Less Fees, charges and cleaning and lighting recharges	(169)
Add Barbican Estate Office adjustments	22
Final Service Charge Expenditure	7,567
Less portion of tenants rent attributed to service charges and voids	(394)
Final Amount due from Long Leaseholders	7,173
Long leaseholders charges on account during 2013/14	6,990
Balance due in Sept 2014	183
Final Charge to Long Leaseholders	7,173

6. Time constraints imposed on the City Corporation to close the annual accounts does not allow adequate time for a full detailed examination of all the expenditure figures. Therefore during the following months up to September, a close examination of the figures is carried out as part of drawing up the schedule of items to be recharged to long leaseholders. This usually results in some adjustments which are noted as Barbican Estate Office adjustments in Table 4, full details are set out in Appendix 1.

7. Part of the rents paid by tenants is deemed to be in respect of service charges and this is taken into account in agreeing the final figure that is then chargeable to long leaseholders.
8. Long leaseholders are billed quarterly during the year on an estimated sum with the balance being payable or repaid in the following September.

- **Appendices**

Appendix 1: Relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules

Contact: Colin Chuter (1465)
Chamberlain's Department

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Committee(s): Residents' Consultation Committee	Date(s): 01 September 2014
Subject: Relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules	
Report of: Director of Community and Children's Services	Public
Ward (if appropriate):	
<p style="text-align: center;"><u>Executive Summary</u></p> <p>This report seeks to clarify how the Service Charge division of service in the 2013/14 Revenue Outturn Report relates to the service charge schedules provided to long lessees.</p> <p><u>Recommendation</u> That the report be noted.</p>	

Main Report

BACKGROUND

1. This report is presented annually to this Committee to demonstrate the relationship of the Corporate outturn report on the revenue expenditure and income for the Barbican Estate Service Charge Account with the service charge made to residents.

THE OUTTURN REPORT

2. The report comprises revenue expenditure and income that has been properly identified and coded to the Barbican Estate on the City of London's general ledger system (known as CBIS). The general ledger also records capital expenditure but this is generally not included in outturn reports to City of London Committees as such expenditure is the subject of separate control arrangements. The revenue and capital expenditure on the general ledger forms the basis for the calculation of individual long lessee service charges along with the inclusion of any subsequent adjustments as explained later in this report. However, no capital expenditure was incurred this year.

RECONCILIATION ANNEXES

3. The general ledger records each expenditure and income transaction e.g. monthly salaries, bills paid, service charge invoices raised. Each transaction is coded in various ways including by activity (e.g. cleaners, hall porters, car park attendants), by type of expenditure (e.g. employees, repairs and maintenance, supplies and services), and by block or estate wide. These codings are summarised to produce the revenue outturn report to the Barbican Residential Committee and the initial service charge schedule.
4. Expenditure incurred in the financial year to 31 March relates to;
 - services and works for which an invoice/charge has been paid;
 - and accruals for services and works provided but for which an invoice had not been paid before the year-end. Accruals are proper accounting practice and are made at the year end so that the accounts correctly reflect the expenditure and income for the year rather than just the payments and receipts.
5. A number of annexes have been produced to demonstrate the linkages between the 2013/14 revenue outturn report and the service charge schedules. Annex 1 is table 3 from the Service Charge outturn report. The important features of the subsequent annexes are outlined below.

ANNEXES 2 and 3 – General Ledger Service Charge Revenue Account in More Detail

6. Annex 2 expands each of the headings in annex 1 (the staff groups under employees, the types of repairs and maintenance etc.) whilst Annex 3 converts the same information, through use of the cross reference key, to the headings used in the service charge schedules provided to long lessees (electricity, lift maintenance, resident engineers etc).

ANNEX 4 – Comparison of the General Ledger and Final Service Charge Schedule.

7. Annex 4 indicates the adjustments made by the Estate Office to the general ledger costs in order to produce the final service charge schedule. These adjustments are typically due to the fact that more accurate information relating to expenditure items is available at the time individual service charges are being prepared after the financial year end.

8. A total of £7,567,493.65 revenue expenditure was included on service charge schedules which, due to adjustments made by the BEO is £22,231.44 higher than the expenditure on the general ledger. The main reasons for this increase are explained in paragraphs 10 and 11.

ANNEX 5 – Adjustments to General Ledger Expenditure by Barbican Estate Office.

9. The reasons for each of the adjustments are explained in this annex. As indicated above, the adjustments mainly result from a further examination of entries after the closure of the general ledger. The City Fund accounts must be approved by the City of London in accordance with statutory deadlines and, therefore, the general ledger is closed several weeks before the final service charge invoices are prepared for the September quarter day. Without such timing constraints it would be possible to alter the general ledger to exactly reflect the final service charges.
10. The various adjustments are mainly due to miscoding and adjustments to accruals. These include the reversal of adjustments made in 2012/13 of £21,203.62 for general repairs and gas charges.
11. Other adjustments include a reduction of £29,998 for concrete works where a charge was receipted in error prior to year-end, and an additional £19,100.73 for lift maintenance costs where the receipt was not processed prior to closing.

ANNEXES 6 & 7– Attribution of the 2013/14 Service Costs Across Blocks

12. Annex 6 shows for each expenditure head on the service charge schedule, the amount attributed to each block together with the main basis of attribution and annex 7 shows a the charges for a typical flat. The accompanying commentary provides more detail on the basis of attribution and the annex also includes a list of the estate wide and terrace block percentages and a comparison between the actual service charges for 2012/13 with the 2013/14 actual charges and the estimates for 2013/14.
13. The comparison with the 2012/13 actuals shows a marked variation for several service heads.
14. The increase in the lift maintenance cost is mainly due to the uplift in the lift contract costs.

15. The 2012/13 charge for resident engineers was low due to a staff vacancy for part of the year. The increase reflects a full complement of staff and the allocation of their time and salary costs between engineering, lift and project works.
16. Expenditure on furniture and fittings can vary considerably from year to year and usually is for carpet renewals. The renewal of carpets is carried out in consultation with the housegroups.
17. Expenditure on cleaning materials was higher than in the previous year due to increasing stock levels of certain items. Expenditure on additional refuse cleaning is optional service and is demand led by housegroups.
18. The reduction on expenditure on the Garchey system compared with the previous year was mainly due to a reduction in reactive repairs.
19. Most of the general maintenance expenditure is demand led and does vary from year to year. The overall expenditure under these headings increased by 22% over 2012/13. However, expenditure was lower than the estimate. The increase in exterior repairs (33%) was mainly due to increased expenditure on glazing repairs and repairs as a result of water penetration, Expenditure on glazing increased from £45k in 2012/13 to £84k in 2013/14 and most of this was to replace double glazed units. The expenditure on water penetration repairs increased from £200k to £275k.
20. The increase in expenditure on safety and security works (charged with general maintenance) is mainly due to making safe/removing asbestos in the common parts of various blocks.
21. Expenditure on the redecoration projects reflects the cost of the works, staff time spent on the project and consultant's fees. The programme of works can vary considerably from year to year.
22. No charge was included in the estimates for water tank replacements and the fees payable to the digital TV consultant. These works were carried out as a result of the water testing programme, residents in the affected blocks were consulted on the works. Fees were paid to the TV consultant for work on the design of the system and the licence.
23. The decrease in underfloor heating costs was due to a decrease in consumption of over 6% compared to the previous year.

Conclusion

24. The Actual Service Charge schedules and an explanatory letter of the various items included on the schedule will be sent to residents by early September. The schedules will also be published on the City of London's internet site.

Contact Officer: Anne Mason

Telephone Number: 020 7029 3912

Email barbican.estate@corpoflondon.gov.uk

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Actual 2012-13 £'000	TABLE 3 - Service Charge Account	Latest Approved Budget £'000	Actual 2013- 14 £'000	Variances £'000
	Local Risk Expenditure			
2,119	Direct Employee Expenses	2,144	2,087	(57)
5	Indirect Employee Expenses	7	8	1
2,124	Total Employees	2,151	2,095	(56)
1,609	Repairs and Maintenance	2,226	2,028	(198)
2,162	Energy Costs	2,231	2,138	(93)
102	Rents	111	110	(1)
13	Rates	15	13	(2)
7	Water Services	3	(1)	(4)
233	Cleaning and Domestic Supplies	223	226	3
104	Grounds Maintenance Costs	120	101	(19)
4,230	Total Premises Costs	4,929	4,615	(314)
40	Equipment, Furniture & Materials	33	17	(16)
1	Catering	1	0	(1)
10	Clothes, Uniform & Laundry	12	8	(4)
4	Printing & Stationery	5	4	(1)
1	Fees and Services	2	1	(1)
22	Communications & Computing	20	17	(3)
77	Total Supplies and Services	73	47	(26)
6,431	Total Expenditure	7,153	6,757	(396)
(7,155)	Income	(7,695)	(7,454)	241
(724)	Net Income	(542)	(697)	(155)
	Recharges			
892	Expenditure	939	957	18
(168)	Income	(397)	(260)	137
724	Total Recharges	542	697	155
(0)	Total Service Charge Account	0	0	0

	CBIS Actual ANNEX 3 £	CBIS Actual ANNEX 1 £
Employees		
	5,973.31	
23 Estate wide expenses	137,630.38	
22 House Officer	149.24	
3 Additional Pension (Resident Housekeeper)	874,115.84	
9 Estate Cleaners	422,086.72	
12 Car Park Attendants (one third)	536,860.25	
13 Hall Porters	1,982.80	
4 9 Relocation expenses	455.00	
13 Recruitment expenses	3,833.00	
4 9 11 23 Training Expenses	1,100.00	
	1,038.00	
9 Medical/Counselling expenses	<u>109,874.32</u>	
9 Retirement provision		2,095,098.86
14 Garchey Operatives		2,095,098.86
Premises Related Expenditure		
Repairs and Maintenance		
	21,529.05	
2 Lifts General Maintenance	216,999.73	
2 Lifts Contract Servicing	54,159.84	
14 Garchey Repairs	311.51	
9 Cleaners	85,928.32	
16 33 General Maintenance Estate Wide	63,048.00	
17 Electrical Repairs Common Parts	2,361.30	
18 Electrical Repairs Exterior	135,201.19	
19 General Repairs Common Parts	694,628.50	
20 33 34 General Repairs Exterior	202,665.41	
25 Redecoration Programmes	99,600.44	
26 Special Works - Safety/Security	105,202.10	
27 32 Water Supply Works	305,933.47	
28 Concrete works	2,669.72	
29 RCD Socket outlets	42,036.24	
30 Emergency Lighting	-4,886.16	
31 Fan and duct work cleaning	<u>2,027,388.66</u>	
Total		2,027,388.66
Energy Costs		
	408,931.77	
1 Electricity (Common Parts and Lifts)	437.52	
4 Electricity Resident Engineers	204.08	
9 Electricity Cleaners	6,106.36	
14 Electricity Garchey	1,713,023.03	
35 Electricity heating	8,645.49	
36 Gas Heating Frobisher	<u>2,137,348.25</u>	
Total		2,137,348.25
Rents		
	1,648.28	
9 Cleaners	108,725.79	
4 Resident Engineers	<u>110,374.07</u>	
Total		110,374.07
Rates/Council tax		
	5,076.61	
9 Cleaners	8,260.37	
4 Resident Engineers	<u>13,336.98</u>	
Total		13,336.98
Water		
	79.68	
13 Lobby Porters	-179.77	
9 Cleaners	-2,245.83	
14 Garchey	1,122.90	
4 Resident Engineers	<u>-1,223.02</u>	
Total		-1,223.02
Cleaning and Domestic Supplies		
	180,954.63	
6 Window Cleaning	815.58	
9 Cleaning	-25.00	
19 Refuse collection	2,589.98	
9 12 13 15 Hygiene services	30,886.23	
7 12 13 Cleaning Materials	10,948.47	
15 Pest Control	<u>226,169.89</u>	
Total		226,169.89
Garden Maintenance		
	101,301.06	
11 Grounds maintenance costs	<u>101,301.06</u>	
		101,301.06
Total Premises Related Expenses		4,614,695.89
Travel expenses		

	12 Staff travelling expenses	101.00	101.00	101.00
	Supplies and Services			
	Equipment Furniture and Materials			
4 8 13 14	5 Furniture and Fittings	6,860.00		
	Equipment	9,528.30		
11 19 23	9 Book	13.72		
	Materials	243.39		
	Total		16,645.41	
	Clothing Uniforms and Laundry			
4 9 12 13 14	Resident engineers/Estate Cleaners/Hall Porters/Car Park Attendants/Garchey	8,056.15		
	Total		8,056.15	
	13 Provisions		243.53	
2 9 13 14 17 23 26	Communications & Computing		16,700.22	
	23 Printing and stationery		3,060.99	
16 28	Consultants fees		1,450.00	
	23 Subsistence		242.14	
9 13	Advertising and promotion		364.46	
	Total Supplies and Services			46,762.90
	TOTAL DIRECT COSTS			6,756,658.65
	Recharges			
2	Lift Insurance	22,855.32		
14	Premises insurance	2,583.34		
	Total Insurance		25,438.66	
9 12 13 22 23	Supervision and Management - Estate Wide	480,177.80		
	24 Supervision and Management - Block			
10	Additional cleaning	11,673.29		
			491,851.09	
2, 4, 21, 25, 26, 27, 28, 33	Community Services Technical Division		440,651.19	
	Total recharges		957,940.94	
	Total expenditure		7,714,599.59	
	Income			
	Fees and Charges			
N/C	23 Charges for Services (solicitor's enquiries)	(12,590.74)		
	Other charges	(1,512.91)		
	Total			(14,103.65)
	Service Charges Long Lessees			(6,990,447.57)
	Service Charges Short Term Tenants			(450,092.99)
	Total Income			(7,454,644.21)
	RECHARGES			
	Recharges within fund			
N/C	Landlord	(104,721.68)		
	1 Electricity - Recharge to Car Parks	(27,656.81)		
	9 Estate Cleaners - Recharge to Car Parks /Stores/Landlord	(127,576.92)		
			(259,955.41)	
	Total income			(7,714,599.62)
	TOTAL NET REVENUE EXPENDITURE			(0.03)

GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference
Key to
ANNEXES 2 & 4

2013/14

Final CBIS
Actual
ANNEX 4
£

	£	£
Electricity		
1	Energy Costs - Electricity Common Parts and Lifts	408,931.77
1	Recharges to/from other divisions - Electricity Recharge to Car Parks	(27,656.81)
		<u>381,274.96</u>
Lift Maintenance		
2	Technical Division - Resident Engineers	12,966.01
2	Repairs & Maintenance - Lifts General Maintenance	21,529.05
2	Repairs & Maintenance - Lifts Contract Servicing	216,999.73
2	Communications and Computing	10,316.56
2	Central Recharges - Lift Insurance	22,855.32
		284,666.67
3	Employees - Resident Housekeeper - Additional Pension	149.24
		149.24
Resident Engineers		
4	Technical Division - Resident Engineers	272,551.81
4	Electricity	437.52
4	Rents - Resident Engineers	108,725.79
4	Rates - Resident Engineers Council Tax	8,260.37
4	Relocation costs	1,969.85
4	Training	810.00
4	Uniforms	301.24
4	Equipment	252.80
4	Water - Residents Engineers Water Rates	1,122.90
		<u>394,432.28</u>
5	Equipment Furniture and Materials - Furniture and Fittings Furniture and fittings	
		6,860.00
6	Cleaning and Domestic Supplies - Window Cleaning	<u>180,954.63</u>
		180,954.63
7	Cleaning and Domestic Supplies - Cleaning Materials	
		30,412.09
Equipment Furniture and Materials - Cleaning Equipment		
8	Equipment Furniture and Materials - Cleaning Equipment	
		5,580.88
Cleaners		
9	Employees - Estate Cleaners	874,115.84
9	Supervision & Management on costs	18,749.65
9	Clothing Uniforms and Laundry - Estate Cleaners	5,226.44
9	Rates for mess room	5,076.61
9	Rent for mess room	1,648.28
9	Repairs and water rates for mess room	131.74
9	Hygiene	1,274.72
9	Training	475.00
9	Medical/Counselling expenses	1,100.00
9	Book	13.72
9	Electricity	204.08
9	Advertising	14.46
9	Relocation expenses	12.95
9	Retirement provision	1,038.00
9	Cleaning	815.58
9	Communications and computing	874.87
9	Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc	(127,576.92)
		<u>783,195.02</u>
10	Additional Refuse Collection	
		11,673.29

Garden Maintenance

11	Repairs & Maintenance - Garden Maintenance	101,301.06	
11	Materials	53.62	
11	Training	2,470.00	103,824.68
	Car Park Attendants		
12	Employees - Car Park Attendants (one third)	422,086.72	
12	Travelling expenses - CPA	101.00	
12	Hygiene services	430.72	
12	Cleaning materials	237.07	
12	Supervision & Management on costs	7,594.78	
12	Uniforms	859.34	
		<hr/>	431,309.63
	Hall Porters		
13	Employees - Hall Porters	536,860.25	
13	Uniforms	1,556.69	
13	Water	79.68	
13	Equipment	3,654.70	
13	Provisions	243.53	
13	Advertising	350.00	
13	Supervision & Management on costs	3,797.39	
13	Cleaning materials	237.07	
13	Recruitment expenses	455.00	
13	Communications and Computing	741.19	
13	Hygiene services	604.54	
			548,580.04
	Garchey Maintenance		
14	Employees - Garchey Operatives	109,874.32	
14	Repairs & Maintenance - Garchey Repairs	54,159.84	
14	Energy Costs	6,106.36	
14	Water rates	-2,245.83	
14	Communications and computing	15.52	
14	Equipment	39.92	
14	Uniforms	112.44	
14	Central Recharges - Premises Insurance	2,583.34	
		<hr/>	170,645.91
	Pest Control		
15	Cleaning and Domestic Supplies - Pest Control	10,948.47	
15	Hygiene services	280.00	
			11,228.47
	General Maintenance (Estate wide)		
16	Repairs & Maintenance - General Maintenance	76,782.32	
16	Consultants fees	600.00	
			77,382.32
	Electrical Repairs Common Parts		
17	Repairs & Maintenance - Electrical Repairs Common Parts	63,048.00	
17	Communications and computing	3,528.00	
			66,576.00
	Electrical Repairs Exterior		
18	Repairs & Maintenance - Electrical Repairs Exterior		2,361.30
	General Repairs Common Parts		
19	Repairs & Maintenance - General Repairs Common Parts	135,201.19	
19	Materials	184.77	
19	Refuse collection	-25.00	
			135,360.96
	General Repairs Exterior		
20	Repairs & Maintenance - General Repairs Exterior	677,218.50	
			677,218.50
21	Technical Services Division		122,121.49
	House Officer		
22	Employees	137,630.38	

22	Supervision & Management on costs	62,847.66	200,478.04
23	Supervision and Management Estate Wide		
23	Supervision and Management Estate Wide	387,188.32	
23	Fees and Charges - Charges for Services (solicitor's enquiries)	(12,590.74)	
23	Printing and stationery	3,060.99	
23	Estate wide salary costs	5,973.31	
23	Materials	5.00	
23	Subsistence	242.14	
23	Communications and computing	357.48	
23	Training	78.00	
			384,314.50
24	Supervision and Management Blocks		0.00
	Redecorations Programmes		
25	Repairs & Maintenance - Redecoration Contracts	202,665.41	
25	Reallocation of Technical Division Projects Costs	10,316.66	
			212,982.07
	Safety/Security - Repairs and Maintenance		
26	Repairs and Maintenance - Safety/Security	99,600.44	
26	Communications and computing	866.60	
26	Reallocation of Technical Division Projects Costs	3,245.19	
			103,712.23
	Water Supply		
27	Repairs and Maintenance - Special Works - Water testing and treatment of communal	42,133.40	
27	Reallocation of Technical Division Projects Costs	4,735.98	
			46,869.38
	Concrete Works		
28	Concrete works	305,933.47	
28	Consultants fees	850.00	
28	Reallocation of Technical Division Projects Costs	10,705.02	
			317,488.49
	RCD socket outlets		
29	RCD socket outlets		2,669.72
	Emergency lighting		
30	Emergency lighting		42,036.24
	Fan and ductwork cleaning		
31	Fan and ductwork cleaning		-4,886.16
	Water tank replacements		
32	Water tank replacements		63,068.70
	Digital TV network		
33	Digital TV network	22,106.00	
	Reallocation of Technical Division Projects Costs	4,009.03	
			26,115.03
34	Gable end window design		4,450.00
	Heating		
35	Energy Costs - Electricity	1,713,023.03	
36	Energy costs - gas	8,645.49	
			1,721,668.52
N/C	Other charges		-1,512.91
	TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER		<u>7,545,262.21</u>

Service Charges Long Lessees	-6,990,447.57
Service Charges Short Term Tenants	-450,092.99
Recharge	-104,721.68
TOTAL NET REVENUE EXPENDITURE	<u><u>-0.03</u></u>

<u>Narration</u>	<u>Cross-Reference</u>	<u>CBIS Actual</u>	<u>BEO Adjustment</u>	<u>Service Charge Schedule</u>
		£	£	£
Electricity (Common Parts and Lifts)	1	381,274.96	0.04	381,274.99
Lift Maintenance	2	284,666.67	22,532.86	307,199.53
Resident Housekeepers (Additional Pension)	3	149.24	0.00	149.24
Resident Engineers	4	394,432.28	0.00	394,432.28
Furniture & Fittings	5	6,860.00	0.00	6,860.00
Window Cleaning	6	180,954.63	(279.49)	180,675.14
Cleaning Materials including refuse sacks	7	30,412.09	0.00	30,412.09
Cleaning Equipment	8	5,580.88	0.00	5,580.88
Estate Cleaners	9	783,195.02	(5,583.82)	777,611.20
Additional Refuse Collection	10	11,673.29	5,583.82	17,257.11
Garden Maintenance	11	103,824.68	2,995.81	106,820.49
Car Park Attendants	12	431,309.63	8,148.47	439,458.10
Hall Porters	13	548,580.04	0.00	548,580.04
Garchey Maintenance	14	170,645.91	(1,516.23)	169,129.68
Pest Control	15	11,228.47	0.00	11,228.47
General Maintenance (Estate)	16	77,382.32	10,868.00	88,250.32
Electrical Repairs (Common Parts)	17	66,576.00	56.00	66,632.00
Electrical Repairs (Exterior)	18	2,361.30	0.00	2,361.30
General Repairs (Common Parts)	19	135,360.96	182.00	135,542.96
General Repairs (Exterior)	20	677,218.50	(6,421.55)	670,796.95
Technical Services	21	122,121.49	(0.00)	122,121.49
House Officer	22	200,478.04	0.00	200,478.04
Estate-Wide proportion of Supervision & Management costs	23	384,314.50	(0.50)	384,314.00
Directly attributed Supervision & Management costs	24	0.00	0.00	0.00
Redecorations	25	212,982.07	(6,276.14)	206,705.93
Safety/Security	26	103,712.23	90.00	103,802.23
Water Supply Works	27	46,869.38	0.03	46,869.41
Concrete Works	28	317,488.49	(12,681.21)	304,807.28
RCD socket outlets	29	2,669.72	0.00	2,669.72
Emergency lighting	30	42,036.24	(56.00)	41,980.24
Fan and ductwork cleaning	31	-4,886.16	0.00	-4,886.16
Water tank replacement	32	63,068.70	0.00	63,068.70
Digital TV Network	33	26,115.03	0.00	26,115.03
Gable end window design	34	4,450.00	0.00	4,450.00
Heating - Electricity	35	1,713,023.03	(3,598.59)	1,709,424.44
Heating - Gas	36	8,645.49	6,675.03	15,320.52
Other charges	N/C	(1,512.91)	1,512.91	0.00
TOTAL		7,545,262.21	22,231.44	7,567,493.65

ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Reference	Item	£	Reasons for Adjustments
1	Electricity	0.04	Rounding
2	Lift Maintenance	(467.85) 19,100.73 3,899.98 <u>22,532.86</u>	Reallocation to Landlords for non service charge account lifts adjustment re non receipted invoices reallocation in respect of Frobisher Crescent lift contracts
6	Window Cleaning	<u>(279.49)</u> (279.49)	adjustment re sold 999 year lease
9	Cleaners	<u>(5,583.82)</u> (5,583.82)	reallocation to additional cleaning
10	Additional cleaning	<u>5,583.82</u> 5,583.82	reallocation from cleaners salaries
11	Grounds maintenance	<u>2,995.81</u> 2,995.81	reallocation from landlords account
12	Car Park Attendants	<u>8,148.47</u> 8,148.47	Adjustment in respect of apportionment of salaries between car park account and service charge account
14	Garchey Maintenance	(1,521.02) (0.20) 4.99 <u>(1,516.23)</u>	Reallocated to non residential users rounding reallocation from repairs and maintenance
16	General repairs Estate Wide	<u>10,868.00</u> 10,868.00	Reversal of 2012/13 accrual
17	Electrical repairs common parts	<u>56.00</u> 56.00	Reallocation from emergency lighting
19	General repairs Common Parts	<u>182.00</u> 182.00	Reallocated from redecorations
20	General Repairs Exterior	0.03 5,000.00 (108.92) (17,406.79) 6,094.13 <u>(6,421.55)</u>	Rounding Reversal of 2012/13 accrual reallocated to LL Reallocated to Concrete works project Reallocated from redecorations
23	Supervision and Management	<u>(0.50)</u> (0.50)	rounding

25	Redecorations	<u>(6,276.14)</u> (6,276.14)	reallocation to general repairs
26	Safety and security	<u>90.00</u> 90.00	Reallocated from concrete works
27	Water supply works	<u>0.03</u> 0.03	Rounding
28	Concrete works	(54.46) (90.00) (29,998.00) <u>17,461.25</u> (12,681.21)	Reallocated to General repairs Reallocated to safety and security received in error Reallocated from general repairs
30	Emergency lighting	<u>(56.00)</u> (56.00)	Reallocation to general repairs
35	Heating	(2,259.18) 33.14 (1,372.55) <u>(3,598.59)</u>	Reallocated for non service charge account properties reallocated from gas Reallocated to gas
36	Heating gas	5,335.62 (33.14) <u>1,372.55</u> 6,675.03	Reversal of 2012/13 accrual Reallocated to Heating Reallocated from heating
N/C	Other charges	1,512.91	Miscoded to SCA
	Total BEO Adjustment	<u><u>22,231.44</u></u>	

ACTUAL COST OF SERVICES 1.4.13- 31.3.14 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	ANDREWES HOUSE	BEN JONSON HOUSE	BRANDON MEWS	BRETON HOUSE	BRYER COURT	
1	Electricity (Common Parts and Lifts)	Actual	381,275	32,924	36,331	55	17,838	11,687
2	Lift Maintenance	Actual	307,200	38,199	13,553	0	10,269	6,419
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	11	13	2	5	2
4	Resident Engineers	E. wide lease %	394,432	28,152	34,595	4,372	11,928	5,063
5	Furniture & Fittings	Actual	6,860	0	0	0	0	0
6	Window Cleaning	Contract base	180,675	14,532	17,977	2,994	6,441	5,798
7	Cleaning Materials including refuse sacks	No of cleaners	30,412	3,487	2,930	237	1,461	711
8	Cleaning Equipment	No of cleaners	5,581	640	538	43	268	130
9	Estate Cleaners	No. cleaners	777,611	89,164	74,926	6,059	37,362	18,176
10	Additional Refuse Collection	No. cleaners	17,257	0	0	0	0	0
11	Garden Maintenance	E. wide lease %	106,820	7,624	9,369	1,184	3,230	1,371
12	Car Park Attendants	Terrace lease %	439,458	45,286	55,688	7,062	19,222	8,134
13	Hall Porters	Towers one third each plus individual costs	548,580	0	0	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for)	E. wide lease %	169,130	12,412	15,355	1,940	5,292	2,247
15	Pest Control	E. wide lease % plus individual block costs	11,228	738	907	115	313	133
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	6,299	7,740	978	2,669	1,133
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66,632	3,916	3,798	487	2,177	828
18	Electrical Repairs (Exterior) (N1061111)	Actual	2,361	0	0	0	76	245
19	General Repairs (Common Parts) (N1041113)	Actual	135,543	6,583	6,920	-52	3,402	3,810
20	General Repairs (Exterior) (N1061113)	Actual	670,797	53,575	93,991	3,979	8,130	14,135
22	House Officer	E. wide lease %	200,478	14,309	17,584	2,222	6,063	2,573
	Sub-total of apportioned services		4,540,731	357,851	392,216	31,678	136,145	82,595
21	S & M Technical	Actual Time and No of repairs orders	122,121	9,251	13,752	823	3,960	3,371
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384,314	30,287	33,196	2,681	11,523	6,991
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0	0
25	Redecorations	Actual	206,706	783	778	0	580	39,036
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	103,802	3,058	14,465	3,514	-675	1,697
27	Water Supply Works (aggregated with Safety/Security as Heal	Actual/Ewide lease %	46,869	2,666	4,030	1,697	1,771	349
28	Concrete works	Actual	304,807	0	0	0	16,170	0
29	RCD sockets	Actual	2,670	0	0	0	-1,697	0
30	Emergency Lighting	Actual	41,980	13,870	0	0	0	0
31	Fan and ductwork cleaning	Actual	-4,886	0	0	0	0	0
32	Water tank replacements	Actual	63,069	0	2,817	0	12,000	15,602
33	Digital TV Network	Actual /Ewide lease %	26,115	2,141	2,431	309	1,093	520
34	Gable end window design	Actual	4,450	0	0	0	0	0
35	Heating - Electricity	Actual	1,709,424	151,507	151,769	26,963	47,304	28,615
36	Heating - Gas	Actual	15,321	0	0	0	0	0
	Total Services & Heating		7,567,494	571,413	615,454	67,664	228,175	178,775

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.13- 31.3.14 (LONG LESSEES)								
ITEM		AMOUNT TO APPOINTION	BUNYAN COURT	CROMWELL TOWER	DEFOE HOUSE	FROBISHER CRESCENT	GILBERT HOUSE	
1	Electricity (Common Parts and Lifts)	Actual	381,275	7,478	34,642	32,081	6,604	9,411
2	Lift Maintenance	Actual	307,200	3,356	26,524	41,620	3,900	9,899
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	4	15	10	5	6
4	Resident Engineers	E. wide lease %	394,432	11,851	38,584	27,500	12,925	16,377
5	Furniture & Fittings	Actual	6,860	0	0	0	0	0
6	Window Cleaning	Contract base	180,675	7,562	14,280	12,065	11,072	4,802
7	Cleaning Materials including refuse sacks	No of cleaners	30,412	750	1,461	2,930	116	1,303
8	Cleaning Equipment	No of cleaners	5,581	138	268	538	21	239
9	Estate Cleaners	No. cleaners	777,611	19,186	37,362	74,926	2,969	33,323
10	Additional Refuse Collection	No. cleaners	17,257	190	5,410	0	2,799	0
11	Garden Maintenance	E. wide lease %	106,820	3,210	10,449	7,448	3,500	4,435
12	Car Park Attendants	Terrace lease %	439,458	19,068	0	44,223	20,918	26,381
13	Hall Porters	Towers one third each plus individual costs	548,580	0	183,380	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for)	E. wide lease %	169,130	5,258	17,121	12,203	0	7,268
15	Pest Control	E. wide lease % plus individual block costs	11,228	311	1,011	781	889	429
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	2,652	8,633	6,153	2,892	3,664
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66,632	3,792	8,710	4,656	4,488	1,951
18	Electrical Repairs (Exterior) (N1061111)	Actual	2,361	-41	550	0	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	135,543	4,338	20,229	6,903	5,644	5,802
20	General Repairs (Exterior) (N1061113)	Actual	670,797	54,611	42,195	47,376	6,904	16,566
22	House Officer	E. wide lease %	200,478	6,024	19,611	13,977	6,570	8,324
Sub-total of apportioned services			4,540,731	149,736	470,435	335,389	92,217	150,180
21	S & M Technical	Actual Time and No of repairs orders	122,121	6,858	8,979	10,873	3,256	5,114
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384,314	12,673	39,816	28,386	7,805	12,711
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0	0
25	Redecorations	Actual	206,706	65,285	778	0	1,154	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	103,802	11,228	4,898	3,706	4,968	4,352
27	Water Supply Works (aggregated with Safety/Security as Heal	Actual/Ewide lease %	46,869	1,374	7,423	3,048	261	1,293
28	Concrete works	Actual	304,807	0	100,476	0	0	0
29	RCD sockets	Actual	2,670	0	0	0	0	0
30	Emergency Lighting	Actual	41,980	0	0	13,870	0	0
31	Fan and ductwork cleaning	Actual	-4,886	0	0	0	0	0
32	Water tank replacements	Actual	63,069	2,867	4,600	0	0	0
33	Digital TV Network	Actual /Ewide lease %	26,115	827	1,982	2,032	868	1,097
34	Gable end window design	Actual	4,450	0	0	0	4,450	0
35	Heating - Electricity	Actual	1,709,424	51,371	145,441	148,879	0	80,716
36	Heating - Gas	Actual	15,321	0	0	0	15,321	0
Total Services & Heating			7,567,494	302,220	784,828	546,183	130,300	255,463

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.13- 31.3.14 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	J.TRUNDLE COURT	L.JONES MEWS	LAUDERDALE TOWER	MILTON COURT	MOUNTJOY HOUSE	
1	Electricity (Common Parts and Lifts)	Actual	381,275	22,081	245	33,746	0	9,540
2	Lift Maintenance	Actual	307,200	13,189	0	25,765	0	6,677
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	5	1	16	0	5
4	Resident Engineers	E. wide lease %	394,432	14,498	2,263	41,499	0	12,312
5	Furniture & Fittings	Actual	6,860	0	0	6,860	0	0
6	Window Cleaning	Contract base	180,675	6,518	1,049	13,789	0	4,797
7	Cleaning Materials including refuse sacks	No of cleaners	30,412	1,461	118	1,461	0	1,066
8	Cleaning Equipment	No of cleaners	5,581	268	22	268	0	196
9	Estate Cleaners	No. cleaners	777,611	37,362	3,029	37,362	0	27,264
10	Additional Refuse Collection	No. cleaners	17,257	0	0	7,213	0	0
11	Garden Maintenance	E. wide lease %	106,820	3,926	613	11,239	0	3,334
12	Car Park Attendants	Terrace lease %	439,458	23,309	3,617	0	0	19,828
13	Hall Porters	Towers one third each plus individual costs	548,580	0	0	182,919	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for)	E. wide lease %	169,130	6,433	1,004	18,414	0	5,463
15	Pest Control	E. wide lease % plus individual block costs	11,228	380	59	1,368	0	323
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	3,244	506	9,285	0	2,755
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66,632	4,884	40	4,716	0	1,287
18	Electrical Repairs (Exterior) (N1061111)	Actual	2,361	865	0	63	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	135,543	3,482	59	22,314	0	6,237
20	General Repairs (Exterior) (N1061113)	Actual	670,797	26,833	4,121	99,236	0	24,645
22	House Officer	E. wide lease %	200,478	7,369	1,150	21,093	0	6,258
	Sub-total of apportioned services		4,540,731	176,108	17,898	538,625	0	131,986
21	S & M Technical	Actual Time and No of repairs orders	122,121	6,091	552	8,570	0	5,285
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384,314	14,905	1,515	45,588	0	11,171
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0	0
25	Redecorations	Actual	206,706	54,765	349	503	0	863
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	103,802	4,183	303	8,370	0	11,962
27	Water Supply Works (aggregated with Safety/Security as Heal	Actual/Ewide lease %	46,869	2,390	515	7,482	0	1,014
28	Concrete works	Actual	304,807	0	0	73,403	0	19,733
29	RCD sockets	Actual	2,670	0	0	0	0	3,537
30	Emergency Lighting	Actual	41,980	14,240	0	0	0	0
31	Fan and ductwork cleaning	Actual	-4,886	0	0	0	0	0
32	Water tank replacements	Actual	63,069	11,053	1,920	4,720	0	0
33	Digital TV Network	Actual /Ewide lease %	26,115	1,191	126	2,117	0	943
34	Gable end window design	Actual	4,450	0	0	0	0	0
35	Heating - Electricity	Actual	1,709,424	62,096	14,371	152,925	0	57,404
36	Heating - Gas	Actual	15,321	0	0	0	0	0
	Total Services & Heating		7,567,494	347,022	37,547	842,303	0	243,899

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.13- 31.3.14 (LONG LESSEES)

	ITEM	AMOUNT TO APPORTION	SEDDON HOUSE	SHAKESPEARE TOWER	SPEED HOUSE	THOMAS MORE HOUSE	3-16 WALLSIDE	
1	Electricity (Common Parts and Lifts)	Actual	381,275	9,969	32,989	23,528	29,483	892
2	Lift Maintenance	Actual	307,200	9,803	20,323	26,776	33,964	0
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	5	16	7	9	2
4	Resident Engineers	E. wide lease %	394,432	14,498	41,307	17,336	23,166	5,378
5	Furniture & Fittings	Actual	6,860	0	0	0	0	0
6	Window Cleaning	Contract base	180,675	4,800	14,284	9,737	12,358	0
7	Cleaning Materials including refuse sacks	No of cleaners	30,412	1,343	1,461	2,379	2,934	0
8	Cleaning Equipment	No of cleaners	5,581	246	268	437	538	0
9	Estate Cleaners	No. cleaners	777,611	34,333	37,362	60,839	75,027	0
10	Additional Refuse Collection	No. cleaners	17,257	0	1,645	0	0	0
11	Garden Maintenance	E. wide lease %	106,820	3,926	11,187	4,695	6,274	1,456
12	Car Park Attendants	Terrace lease %	439,458	23,309	0	27,875	37,253	8,653
13	Hall Porters	Towers one third each plus individual costs	548,580	0	182,280	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for)	E. wide lease %	169,130	6,433	18,330	7,693	10,280	2,340
15	Pest Control	E. wide lease % plus individual block costs	11,228	380	1,083	454	607	141
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	3,244	9,242	3,879	5,183	1,203
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66,632	2,234	7,058	4,125	4,556	106
18	Electrical Repairs (Exterior) (N1061111)	Actual	2,361	0	340	264	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	135,543	6,267	12,646	6,513	7,982	0
20	General Repairs (Exterior) (N1061113)	Actual	670,797	13,898	56,659	18,971	51,064	0
22	House Officer	E. wide lease %	200,478	7,369	20,995	8,811	11,774	2,733
	Sub-total of apportioned services		4,540,731	142,057	469,475	224,319	312,452	22,905
21	S & M Technical	Actual Time and No of repairs orders	122,121	6,447	7,043	5,122	8,601	43
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384,314	12,023	39,735	18,986	26,445	1,939
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0	0	0
25	Redecorations	Actual	206,706	4,051	25,559	0	11,863	0
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	103,802	5,584	5,493	1,490	12,544	0
27	Water Supply Works (aggregated with Safety/Security as Heal	Actual/Ewide lease %	46,869	959	4,470	1,880	2,195	0
28	Concrete works	Actual	304,807	0	95,026	0	0	0
29	RCD sockets	Actual	2,670	830	0	0	0	0
30	Emergency Lighting	Actual	41,980	0	0	0	0	0
31	Fan and ductwork cleaning	Actual	-4,886	0	0	0	0	0
32	Water tank replacements	Actual	63,069	0	4,600	0	0	0
33	Digital TV Network	Actual /Ewide lease %	26,115	953	2,104	1,292	1,806	263
34	Gable end window design	Actual	4,450	0	0	0	0	0
35	Heating - Electricity	Actual	1,709,424	67,749	151,207	88,782	123,681	29,154
36	Heating - Gas	Actual	15,321	0	0	0	0	0
	Total Services & Heating		7,567,494	240,653	804,711	341,871	499,587	54,304

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.13- 31.3.14 (LONG LESSEES)						
ITEM		AMOUNT TO APPORTION	1-2 WALLSIDE & THE POSTERN	WILLOUGHBY HOUSE	TOTALS CHARGED	
1	Electricity (Common Parts and Lifts)	Actual	381,275	711	29,040	381,275
2	Lift Maintenance	Actual	307,200	0	16,964	307,200
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	2	10	149
4	Resident Engineers	E. wide lease %	394,432	4,287	26,541	394,432
5	Furniture & Fittings	Actual	6,860	0	0	6,860
6	Window Cleaning	Contract base	180,675	2,111	13,708	180,675
7	Cleaning Materials including refuse sacks	No of cleaners	30,412	104	2,695	30,412
8	Cleaning Equipment	No of cleaners	5,581	19	495	5,581
9	Estate Cleaners	No. cleaners	777,611	2,666	68,917	777,611
10	Additional Refuse Collection	No. cleaners	17,257	0	0	17,257
11	Garden Maintenance	E. wide lease %	106,820	1,161	7,188	106,820
12	Car Park Attendants	Terrace lease %	439,458	6,899	42,733	439,458
13	Hall Porters	Towers one third each plus individual costs	548,580	0	0	548,580
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for)	E. wide lease %	169,130	1,865	11,778	169,130
15	Pest Control	E. wide lease % plus individual block costs	11,228	112	696	11,228
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88,250	959	5,938	88,250
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66,632	597	2,227	66,632
18	Electrical Repairs (Exterior) (N1061111)	Actual	2,361	0	0	2,361
19	General Repairs (Common Parts) (N1041113)	Actual	135,543	2,868	3,596	135,543
20	General Repairs (Exterior) (N1061113)	Actual	670,797	14,175	19,733	670,797
22	House Officer	E. wide lease %	200,478	2,179	13,490	200,478
	Sub-total of apportioned services		4,540,731	40,717	265,748	4,540,731
21	S & M Technical	Actual Time and No of repairs orders	122,121	1,153	6,975	122,121
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384,314	3,446	22,492	384,314
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0	0
25	Redecorations	Actual	206,706	361	0	206,706
26	Safety/Security (aggregated with Water Supply Works as	Actual/E.wide lease%	103,802	790	1,871	103,802
27	Water Supply Works (aggregated with Safety/Security as Heal	Actual/Ewide lease %	46,869	1,148	906	46,869
28	Concrete works	Actual	304,807	0	0	304,807
29	RCD sockets	Actual	2,670	0	0	2,670
30	Emergency Lighting	Actual	41,980	0	0	41,980
31	Fan and ductwork cleaning	Actual	-4,886	0	-4,886	-4,886
32	Water tank replacements	Actual	63,069	2,890	0	63,069
33	Digital TV Network	Actual /Ewide lease %	26,115	210	1,812	26,115
34	Gable end window design	Actual	4,450	0	0	4,450
35	Heating - Electricity	Actual	1,709,424	16,062	113,427	1,709,424
36	Heating - Gas	Actual	15,321	0	0	15,321
	Total Services & Heating		7,567,494	66,777	408,345	7,567,494

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

CROSS REF. KEY	ITEM	MAIN BASIS OF ATTRIBUTION (A)	ACTUAL 2012/13	ACTUAL 2013/14	Variance Last Year %	ESTIMATE 2013/14	ESTIMATE 2014/15
1	Electricity (Common Parts and Lifts)	Actual	376,168	381,275	1.36%	401,749	401,734
2	Lift Maintenance	Actual	283,556	307,200	8.34%	320,991	324,952
3	Resident Housekeepers (Additional Pen	E. wide lease %	250	149	(40.31%)	0	0
4	Resident Engineers	E. wide lease %	305,628	394,432	29.06%	322,295	359,826
5	Furniture & Fittings	Actual	27,781	6,860	(75.31%)	25,000	28,800
6	Window Cleaning	Contract base	174,067	180,675	3.80%	174,320	180,169
7	Cleaning Materials including refuse sack	No. cleaners	26,827	30,412	13.36%	28,603	28,603
8	Cleaning Equipment	No. cleaners	5,817	5,581	(4.06%)	21,700	23,868
9	Estate Cleaners	No. cleaners	791,551	777,611	(1.76%)	788,323	790,334
10	Additional Refuse Collection	No. cleaners	15,730	17,257	9.71%	15,730	16,988
11	Garden Maintenance	E. wide lease %	104,111	106,820	2.60%	120,000	120,000
12	Car Park Attendants	Terrace lease %	460,605	439,458	(4.59%)	446,873	452,728
13	Hall Porters	Towers one third each plus individual costs	565,837	548,580	(3.05%)	571,716	589,731
14	Garchey Maintenance	E. wide lease %	186,983	169,130	(9.55%)	220,822	223,811
15	Pest Control	E. wide lease % + individual block costs	10,423	11,228	7.73%	12,001	12,001
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	82,530	88,250	6.93%	108,378	1,091,000
17	Electrical Repairs (Common Parts)	Actual	73,925	66,632	(9.87%)	99,012	included in abc
18	Electrical Repairs (Exterior)	Actual	3,542	2,361	(33.34%)	2,567	included in abc
19	General Repairs (Common Parts)	Actual	124,449	135,543	8.91%	132,651	included in abc
20	General Repairs (Exterior)	Actual	503,075	670,797	33.34%	683,849	included in abc
22	House Officer	E. wide lease %	211,359	200,478	(5.15%)	230,001	207,000
	Sub Total - Basis for apportionment of estate wide Supervision and Management Costs		4,334,214	4,540,731	4.76%	4,726,581	4,851,546
21	S&M technical	No of repairs orders	125,276	122,121	(2.52%)	122,780	148,583
23	Estate-Wide Supervision & Managemen	Ratio	376,368	384,314	2.11%	335,881	350,000
24	Directly attributed Supervision & Manag	Actual time	0	0		inc above	inc above
25	Redecorations	Actual	197,659	206,706	4.58%	185,232	570,303
26	Safety/Security (included in general rep	Actual/E. wide lease %	93,649	103,802	10.84%	inc in repairs	inc in repairs
27	Water Supply Works(included in genera	Actual/E. wide lease %	30,552	46,869	53.41%	inc in repairs	inc in repairs
28	Concrete works	Actual	93,202	304,807		391,915	60,500
29	RCD sockets	Actual	6,279	2,670		11,001	0
30	Emergency Lighting	Actual	29,485	41,980		35,000	35,000
31	Fan and ductwork cleaning	Actual	-200	-4,886		0	0
32	Water tank replacements	Actual	1,431	63,069		0	0
33	Digital TV network	Actual	0	26,115		0	0
34	Gable end window design	Actual	0	4,450			
	Total Services		5,287,914	5,842,749		5,808,390	6,015,931
35	Heating - Electricity	Actual	1,729,474	1,709,424		1,696,036	1,863,474
36	Heating - Gas	Actual	16,033	15,321			
	Total Services & Heating		7,033,421	7,567,494		7,504,426	7,879,405

Cross ref key	ITEM	MAIN BASIS OF ATTRIBUTION (A)	AMOUNT TO APPORTION	ANDREWES HOUSE £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	381275	32924	178
2	Lift Maintenance	Actual	307200	38199	206
3	Resident Housekeepers (Additional Pension)	E. wide lease %	149	11	0
4	Resident Engineers	E. wide lease %	394432	28152	152
5	Furniture & Fittings	Actual	6860	0	0
6	Window Cleaning	Contract base	180675	14532	78
7	Cleaning Materials including refuse sacks	No of cleaners	30412	3487	19
8	Cleaning Equipment	No of cleaners	5581	640	3
9	Estate Cleaners	No. cleaners	777611	89164	481
10	Additional Refuse Collection	No. cleaners	17257	0	0
11	Garden Maintenance	E. wide lease %	106820	7624	41
12	Car Park Attendants	Terrace lease %	439458	45286	245
13	Hall Porters	Towers one third each plus individual costs	548580	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for charges elsewhere)	E. wide lease %	169130	12412	67
15	Pest Control	E. wide lease % plus individual block costs	11228	738	4
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	88250	6299	34
17	Electrical Repairs (Common Parts) (N1041111)	Actual	66632	3916	21
18	Electrical Repairs (Exterior) (N1061111)	Actual	2361	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	135543	6583	36
20	General Repairs (Exterior) (N1061113)	Actual	670797	53575	289
22	House Officer	E. wide lease %	200478	14309	77
	Sub-total of apportioned services		4540731	357851	1932
21	S & M Technical	Actual Time and No of repairs orders	122121	9251	50
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	384314	30287	164
24	Directly attributed Supervision & Management costs	Actual Time	0	0	0
25	Redecorations	Actual	206706	783	4
26	Safety/Security (aggregated with Water Supply Works as Health/Safety/Security)	Actual/E.wide lease%	103802	3058	17
27	Water Supply Works (aggregated with Safety/Security as Health/Safety/Security)	Actual/Ewide lease %	46869	2666	14
28	Concrete works	Actual	304807	0	0
29	RCD sockets	Actual	2670	0	0
30	Emergency Lighting	Actual	41980	13870	75
31	Fan and ductwork cleaning	Actual	-4886	0	0
32	Water tank replacements	Actual	63069	0	0
33	Digital TV Network	Actual /Ewide lease %	26115	2141	12
34	Gable end window design	Actual	4450	0	0
35	Heating - Electricity	Actual	1709424	151507	818
36	Heating - Gas	Actual	15321	0	0
	Total Services & Heating		7567494	571413	3086

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Committee(s):	Date(s):
Residents Consultation Committee	01 September 2014
Barbican Residential Committee	15 September 2014
Subject:	Public
2013/14 Revenue Outturn (Excluding the Residential Service Charge Account)	
Report of:	For Information
The Chamberlain and the Director of Community and Children's Services	

Summary

This report compares the revenue outturn for the services overseen by your Committee in 2013/14, with the final agreed budget for the year.

These accounts do not include income and expenditure in relation to Barbican Estates residential service charges, which is the subject to a separate report before you today, but does include the following:-

- Landlord Services

This includes income and expenditure relating to short term lessee flats, void flats and commercial properties as well as grounds maintenance for public areas.

- Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which some 1,075 (71.3%) are currently occupied .

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,261 baggage stores.

- Trade Centre

This is a commercial area of some 117,000 square feet bounded broadly by Beech Street, Aldersgate Street, Fann Street and Bridgewater Square. Capital charges are the main item of expense (these costs are an internal recharge to the Finance Committee), although some premises and supervision and management costs are incurred. Income comprises rent and charges for services in respect of Virgin Active, GSMD practice room, Laundrette, Vinci Parking and Creche.

- Other Non Housing

This section includes the holding costs of 2 Fann St (the former YMCA building).

The provisional nature of the revenue budgets particularly recognises that further revisions may arise from the necessary realignment of funds resulting from corporate projects.

1. Total net expenditure during the year was £217,000, whereas the total agreed budget was net expenditure of £352,000. The local risk underspend was £14,000. This is summarised in the table below:

- 2.

Summary Comparison of 2013/14 Revenue Outturn with Final Agreed Budget – Barbican Residential Committee (excluding Dwellings service charge)			
	Latest Agreed Budget	Revenue Outturn	Variations
	£000	£000	£000
Expenditure	2,570	2,579	9
Income	(4,982)	(5,005)	(23)
Net Local Risk	(2,412)	(2,426)	(14)
Central Risk	(257)	(236)	21
Recharges	3,021	2,879	(142)
Overall Totals	352	217	(135)

3. The Director of Community & Children’s Services overall local risk outturn, including the services overseen by the Community and Children’s Services Committee, was net expenditure of £8.839m, against a total local risk budget of £9.582m, amounting to a total net underspend of £(0.743)m.
4. The Director of Community and Children’s Services is proposing to carry forward £500,000 of his underspend, the maximum sum permitted. £50,000 of this carry forward relates to budgets for Barbican Residential car park signage and emergency lighting. These proposals were considered by the Chamberlain in consultation with the Chairman and Deputy Chairman of the Resource Allocation Sub-Committee and agreed, they will be added to the Director’s budgets for 2014/15.

Recommendations

5. It is recommended that this revenue outturn report for 2013/14 and the budgets carried forward to 2014/15 are noted.

Main Report

Revenue Outturn for 2013/14

6. This report compares the revenue outturn for the services overseen by your Committee in 2013/14, excluding the Barbican Estates residential service charge account, which is the subject of a separate report, with the final agreed budget for the year.
7. Actual net revenue expenditure for your Committee's services during 2013/14 totalled £217,000. A summary comparison of this expenditure with the final agreed budget for the year of £352,000 is tabulated below. In the various tables, figures in brackets indicate income or in hand balances, increases in income or decreases in expenditure.

Comparison of 2013/14 Revenue Outturn with Latest Agreed Budget				
	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)	Para
	£000	£000	£000	
<u>Local Risk</u>				
Employees	1,240	1,269	29	
Repairs and Maintenance	716	737	21	
Other Property Related	423	384	(39)	
Supplies and Services	191	189	(2)	
Total Expenditure	2,570	2,579	9	
Total Income	(4,982)	(5,005)	(23)	
Net Local Risk	(2,412)	(2,426)	(14)	
Central Risk	(257)	(236)	21	
Recharges within Fund	38	(63)	(101)	8
Insurance	303	295	(8)	
IS Recharges	118	154	36	
Support Services	528	530	2	
Capital Charges	2,159	2,158	(1)	
Recharges from/(to) other Committees	(125)	(196)	(71)	8
Total Recharges	3,021	2,879	(142)	
Total	352	217	(135)	

8. During 2013/14 a budget adjustment was made to the recharges allocation however the value of this budget adjustment was overestimated and has resulted in variances against the agreed actual recharge shown in this report.
9. Annex A1 analyses the £14,000 local risk underspend by service area.

Local Risk Carry Forward 2013/14

10. Chief Officers can request underspends of up to 10% or £500,000 (whichever is the lesser) of the final agreed local risk budget to be carried forward, provided the underspending is not fortuitous and the resources are required for a planned purpose. Such requests are subject to the approval of the Chamberlain in consultation with the Chairman and Deputy Chairman of the Resource Allocation Sub Committee.
11. Including the Community and Children's Services Committee, the Director of Community and Children's Services' overall local risk underspend was in excess of £500,000 (the maximum permitted) which has been approved for carry forward to 2014/15. £50,000 of this carry forward has been requested in relation to Barbican Residential (non-service charge) car park signage and emergency lighting

Dr P Kane

Ade Adetosoye

Chamberlain

Director of Community &
Children's Services

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Barbican Estate Office – Anne Mason, Budget and Service Charge Manager

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**Barbican Residential Committee – Comparison of 2013/14 Revenue
Outturn with Latest Agreed Budget**

	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)	Reasons
	£000	£000	£000	
<u>Local Risk - City Fund</u>				
Supervision and Management - General	493	473	(20)	
Landlords Services	(1,619)	(1,573)	46	
Car Parking	(34)	(106)	(72)	
Stores	(375)	(355)	20	
Trade Centre	(983)	(993)	(10)	
Other Non-Housing	106	129	23	
Total Local Risk	(2,412)	(2,426)	(14)	

Reasons for Significant Variations

The favourable variance on Car Parking was due to a number of sold bays which now attract service charges.

Committee:	Date(s):
Residents' Consultation Committee	01 September 2014
Barbican Residential Committee	15 September 2014
Subject: Update Report	
Report of: Director of Community and Children's Services	Public For information

Executive Summary

Barbican Estate Office

1. "You Said; We Did" Action List – **see appendix 1**
2. Agenda Plan

Property Services – see appendix 2

3. Redecorations
4. Roof apportionments
5. Beech Gardens Podium Works – see main report
6. Asset Maintenance Plan
7. Public lift availability
8. Upgrade of the Barbican Television Network
9. Concrete Works

City Surveyors Department – see appendix 3

10. St Alphage House
11. Public Lifts
12. Frobisher Crescent
13. Conservation Works

14. City of London School for Girls – Gymnasium Extension

Recommendation: that the contents of this report are noted.

Background

This report updates members on issues raised by the Residents’ Consultation Committee and the Barbican Residential Committee at their meetings in June 2014. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

1. “You Said; We Did” Action List

Appendix 1 includes issues raised by the RCC and BRC at their meetings in June and other outstanding issues.

2. Agenda Plan

The table below includes a list of pending committee reports:

Residents’ Consultation Committee & Barbican Residential Committee - Agenda Plan 2014

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
SLA Review	Michael Bennett	24 Nov	8 Dec
Barbican Estate Managed Projects Working Party	Michael Bennett		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Service Charge Expenditure & Income Account - Latest Approved Budget 2014/15 & Original Budget 2015/16	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2014/15 and	Chamberlains		

Original 2015/16 - Excluding dwellings service charge income & expenditure			
Roof Apportionments for Breton & Ben Jonson House	Mike Saunders		
Garchey 5 Year Review	Mike Saunders		
Working Party Review – Minutes of Asset Maintenance Working Party (RCC Only)	Karen Tarbox		
Annual Review of RTAs	Town Clerks		
Barbican Listed Building Management Guidelines – Volume IV – Landscaping SPD - TBC	Petra Sprowson		
Working Party Review – Minutes of Parcel Tracking System Working Party (RCC Only)	Barry Ashton		
Car Park & Baggage Stores Charging Policy	Barry Ashton		
Update Report <ul style="list-style-type: none"> • Agenda Plan 2014 • “You Said; We Did” • Property Services Update • City Surveyors Update 	Michael Bennett		

Background Papers:

Minutes of the Barbican Residential Committee 02 June 2014.

Minutes of Residents’ Consultation Committee 16 June 2014.

Contact Name Michael Bennett, Barbican Estate Manager
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Appendix 1

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

Actions from June 2014 RCC/BRC & other outstanding issues

Issue	Officer	Action Date
Customer Care		
Communications <ul style="list-style-type: none"> Working Parties - website - minutes of Barbican Occupiers User Group TBC by City Surveyors Formal Q&A Annual Residents meeting – BEO reviewing 	Michael Bennett	Ongoing
Revenue & Capital Budgets and Service Charge & Income Account Reports <ul style="list-style-type: none"> Costs – ‘City widened Line’ underground tunnel – additional electricity costs – for ongoing costs for changes made to the underground line – report to next committee cycle 	Mark Jarvis	September
Residents Survey <ul style="list-style-type: none"> BEO annual survey completed in July - report to Sept committee 	Helen Davinson	Complete
St Alphage Redevelopment <ul style="list-style-type: none"> Noise disturbance from works – ear defenders provided to local residents at Andrewes Car Park office (information provided via email broadcast/notice boards for Andrewes/Willoughby House) Additional window cleaning services have been scheduled in 2014 by the developer for Andrewes & Willoughby House 	Helen Davinson Helen Davinson	Complete Complete
Estate Services		
Services <ul style="list-style-type: none"> Podium litter at weekends e.g. outside Gilbert House– Cleaning Supervisors spot inspections highlight cleaning schedules not being maintained – follow ups demonstrate schedules back on track to monitor until end of August 	Michael Bennett	Ongoing
Heron Spaces in Willoughby/Speed Car Parks <ul style="list-style-type: none"> Security/timing, access, labelling of gate and doors – orders placed for works anticipate being completed in September 		Ongoing
Major Works		
Beech Gardens <ul style="list-style-type: none"> Landscaping proposals – pre-condition/types of planting – consultation process to include images of previous planting & proposed – included in 23 July Open Day for Landscaping proposals 	Karen Tarbox	Completed

Redecorations <ul style="list-style-type: none"> House Group (Ben Jonson/Breton) requests for breakdown of external redecoration works costs for 2014/15 	Mike Saunders	Completed
Upgrade of Television network <ul style="list-style-type: none"> Marketing for new ultra-fast broadband services distributed via email broadcast, letters to all flats/external absent leaseholders in early August 	Mike Saunders	Completed
Open Spaces		
SLA Review <ul style="list-style-type: none"> Drainage in Thomas More Garden – being reviewed by Property Services 	Helen Davinson	Ongoing
Department of Built Environment (DBE)		
Podium Tiling <ul style="list-style-type: none"> An alternative stair edging has been agreed with Planning (using a grooved tile matching the original design that incorporates yellow finish material into the grooves) – we are sourcing a supplier Plinth repairs along Ben Jonson Highwalk - Planning officers happy with permanent solution to tiles continually falling off - awaiting confirmation of trial dates for one of plinths Barbican Listed Building Management Guidelines – Landscape <ul style="list-style-type: none"> Barbican Listed Building Management Guidelines – Landscape – BEO liaising with officers regarding publicising consultation via email broadcast with link to website 	Helen Davinson Michael Bennett/Helen Davinson Helen Davinson	Ongoing Ongoing August
City Surveyors		
Public Lifts The Electronic Monitoring Unit (EMU) is the real time mechanism that monitors breakdowns, sends a message to APEX at the point of breakdown & can be accessed to check usage & to generate reports. It uses either a BT line or GSM unit to relay information London Wall lift Western Pavilion <ul style="list-style-type: none"> Query on accuracy of lift availability (98.9% - 24 hours outage) - a time of 1 hour was recorded as out of service by the EMU from 01/02/14 – 30/04/14. However, Apex/Platinum have recorded & reported 24 hours which was reported although it contradicted the EMU data Moorgate Escalator <ul style="list-style-type: none"> Query on accuracy of escalator availability (70.8% - 624 hours outage) - it appears that there has been a problem with the data recorded during the period (01/02/14 – 30/04/14). This was due to loss of mains power both to the escalator & the EMU which was caused by the Crossrail project (power outage). The report omitted 41 days. During that period we do not have an accurate idea of the hours that it was in/out of service 	City Surveyors	Completed

<p>Going forward to improve data collection & monitoring we are considering arranging control for the EMU maintenance to move away from APEX & to be in direct contract with the City. There will be a cost implication for the City but by ensuring the EMU(s) are more effectively monitored in house, we will be able to produce 'service reports' to evidence performance levels</p> <p>Frobisher Crescent – heating outage</p> <ul style="list-style-type: none"> • See City Surveyors update <p>Frobisher Crescent – drainage on balconies</p> <ul style="list-style-type: none"> • Liaising with developer 		
<p align="center">Contact: Michael Bennett, Barbican Estate Manager – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk</p>		

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3. Redecorations

2014/15 Programme

The 2014/15 programme includes the following blocks:

- Cromwell Tower (External)
- Ben Jonson House (External)
- Breton House (External)
- Frobisher Crescent (Internal & External)

Work on Ben Jonson and Breton House has commenced and has mainly focussed on the erection of the scaffold to Ben Jonson.

The remaining blocks are currently being tendered

4. Roof Apportionments

BLOCK	CURRENT STATUS	Estimated Final Account Verification	Estimated Final Apportionments
Breton House	Draft final apportionment being completed before passing to Working Party	N/A	December 2014
Ben Jonson House	Draft final apportionment being completed before passing to Working Party	N/A	December 2014
Shakespeare Tower	Committee report being finalised by Officers	N/A	September 2014

5. Beech Gardens Podium Works - see main report

6. Asset Maintenance Plan

A meeting with the Asset Management Working Party took place on 16th June 2014 where the asset management software was demonstrated to WP members. All assets are loaded into the system and phase 2 of the project is now underway. It is anticipated that phase 2 will be completed in December 2014 when a detailed planned works/financial programme will be produced.

7. Public Lift Availability

Availability of the public lifts under the control of Property Services is detailed below:

Lift	From April 2013 to March 2014	From April 2014 to June 2014
Turret (Thomas More)	99.16%	99.50%
Gilbert House	99.70%	100%

8. Upgrade of the Barbican Television Network

Work continues in the subway to provide a new fibre back-bone for broadband services and upgrading the existing television network.

Updates have been sent to residents registered for email broadcast. VFM have also distributed leaflets to all flats detailing the packages available and providing a comparison of these packages to other providers.

9. Concrete Works

A programme of works for the remaining low-rise blocks has been drafted and the sequence of blocks is listed below:

Financial year 2014/15

- Ben Johnson House (*)
- Thomas More House
- Andrewes House

Financial year 2015/16

- Brandon Mews
- The Postern
- Speed House
- Defoe House
- Gilbert House
- Willoughby House
- Lambert Jones Mews
- Bryer Court
- Bunyan Court
- Seddon House
- John Trundle Court
- Frobisher Crescent

(*) north elevation scaffold access may be available due to redecoration project

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City Surveyors Update

Officers from the City Surveyors Department have provided the following updates:

10. St Alphage House

Brookfield are making good progress with demolition and enabling works which are concluding shortly. Piling is due to start with rigs coming to site mid-August 2014. More information will be provided by Brookfield Multiplex in the newsletter which is due to be sent out to Barbican residents in the early part of next week.

11. Six Public Lifts serving the Barbican Estate

Public Lift report for the period 30/04/2014 to 31/07/2014

Location And Age	Status as of 24/04/2014	% of time in service between 24/04/2014 and 13/05/2014	Period of time Not in Use Between 24/04/2014 To 13/05/2014	Comments Where the service is less than 95% (The calculation is based on the total number of operational incurred during this period which is then calculated against the number of recognised out of service hours)
Little Britain Modernised 2007	IN SERVICE	99.93%	1 hours	
London Wall (No.1) Lift Eastern Pavilion 2003	IN SERVICE	100%	0 hours	
London Wall (No.1) Lift Western Pavilion 2003	IN SERVICE	93.85%	90 hours	Loss of time for the May to June report period occurred for the following reasons:- i) Landing air cord breaking (this was renewed). ii) Car door detectors false firing Remedial works were carried out and the lift put back in service. A further minor fault occurred in June which was found to be a simple case of lubricating the doors and clearing debris from the landing track.
London Wall (No.1) Western	IN SERVICE	90.02%	146 hour	Loss in time of service occurred in June due to the handrails becoming detached. These were rectified and the unit placed back in service.

Location And Age	Status as of 24/04/2014	% of time in service between 24/04/2014 and 13/05/2014	Period of time Not in Use Between 24/04/2014 To 13/05/2014	Comments Where the service is less than 95% (The calculation is based on the total number of operational incurred during this period which is then calculated against the number of recognised out of service hours)
Pavilion Escalator (DOWN) 2003				
London Wall (No.1) Western Pavilion Escalator (UP) 2003	IN SERVICE	97.91%	31 hour	The time lost in this period was due to: - i) A hand rail becoming dislodged. ii) The unit not running. Testing was carried out and the unit placed back in service.
Moor House 2005	IN SERVICE	99.82%	3 hours	
Moorgate Escalator (UP) 1973	IN SERVICE	92.35%	112 hour	Improved performance for an aged unit. The main loss in time for this period occurred in June due to a drive error. This was later corrected by the contractors.
Wood Street Public Lift (Royex House) 2008	IN SERVICE	100%	0 hours	
Speed House	IN SERVICE	100%	0 hours	

12.Frobisher Crescent

UHL believe that the single heating failure throughout the last winter, in February 2014 (due to a failure of a seal to a pump) is a minor maintenance issue which can occur on any heating system. The City's consultant has recommended that UHL should return the faulty pump/pump seal to the manufacturer to ascertain why the pump seal failed. UHL have been requested to obtain supporting evidence of the incident and they are also collating all documentation on the heating system for delivery to the City. The City Surveyor will resist handover of the system until the information is reviewed by the City Surveyor and Barbican Estate Office, this will include implications regarding future maintenance of the system.

13. Bastion 12, 11A and adjacent Wall – Conservation Works

Following the successful completion of conservation works to Bastion 13, Cliveden Conservation have now been appointed and conservation works are due to commence to Bastion 12, 11A and adjacent wall in early August. The works are due to complete in early October/November 2014. Resident's access will be maintained outside the conservators working hours.

14. City of London School for Girls – Gymnasium Extension

Site establishment has been completed and the works area fenced off. The birdcage scaffold has been installed over the pool and a working platform created in preparation for the new gymnasium floor. Breaking out of openings for the new external fire door and the service ducts has commenced. Construction of the new plant enclosure and ductwork will begin shortly. The new structural floor will be installed during August 2014.

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Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 01 September 2014 15 September 2014
Subject: Service Level Agreements Quarterly Review April – June 2014	
Report of: Director of Community and Children's Services	Public For information
<p>Executive Summary</p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter April to June 2014. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the five SLAs.</p> <p>Recommendation</p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of SLAs and KPIs estate-wide and to identify and implement actions where appropriate, to improve services.</p>	

Background

1. This report covers the review of the quarter for April to June of the ninth year of the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter April to June.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in July to review the SLAs and KPIs. Any new comments from the residents Working Party (Tim Macer, Chris Mounsey, Randall Anderson, Jane

Smith, David Graves, Robert Barker, Gianetta Corley), House Officers, surveys, House Group meetings and complaints are incorporated into the April to June comments.

4. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1, 2, 3, 4 and 5. The KPIs are included in Appendix 6. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party. All of the unresolved issues from the previous quarterly reviews to March 2014 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
5. All of the resolved issues to March 2014 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

6. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces SLAs.
7. The review of the SLAs and KPIs for the quarter July to September 2014 will take place in October and details of this review will be presented at the November/December committees.

Conclusion

8. The reviews will continue on a quarterly basis with the Resident SLA working party and actions will be identified and implemented where appropriate, to improve services.

Background Papers: Quarterly reports to committee from 2005.

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APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
156	April - June 2012	SC	House Officers sporadically receiving copies of complaint letters to PS.	DEO manager attending 10 weekly meetings which should improve communications but as the issue remains, further work needs to be done. PS responses to copy in the relevant HO. Processes being reviewed by PS.	
164	Apr - Jun 2013	SC	To review communication with off site long lessees (in terms of blockwide notices).	Currently being reviewed as part of the DEO Communications Strategy. Email address could also be used - recent mailshot of approx 600 off site long lessees has produced almost 200 more email addresses.	
168	Oct-Dec 2013	SC	PS are looking to use all the resident data to improve the service eg. sending water penetration letters to absentee landlords	Work is progressing with the data processing.	
172	Jan- Mar 2014	LL & SC	Changes to Barbican Estate Services team to include responsibility for commercial portfolio and common areas of the Estate.	For comment only.	
173	Jan- Mar 2014	LL & SC	HO role to also incorporate the Leasehold Services role eg lease enforcement, neighbour disputes, noise issues.	For comment only.	
174	Apr-June 2014	LL & SC	Resident's Survey sent out via Survey Monkey (paper copies on request)	For comment only.	
175	Apr-June 2014	LL & SC	Change of management structure for Housing will begin on Eddie Stevens retirement	For comment only.	
Page 61			Quarter - at the end of each quarter issues are raised by the House Officers and SLA Working Party which are then presented to service providers		
			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			SLA Service Level Agreement	LS Leasehold Services	
			CPA Car Park Attendant	DCCS Department of Children and Community Services	
			LP Lobby Porter	COG Core Operational Group	
			ES Estate Services	BOG Barbican Operational Group	
			BAC Barbican Arts Centre	ESM Estate Service Management	
			OS Open Spaces	DMT Departmental Management Team	
			WP working Party	PS Property Services	
			GAG Gardens Advisory Group	LL/SC Landlord/Service Charge cost	
		HO House Officers			

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>	
139	Oct - Dec 12	LL	Cromwell railings - to monitor if bicycles being locked on, is now more of an issue with the cinemas open.	11 x Cycle racks have now been installed under the ramp on Whitecross St, w/c 7 July 2014	✓	
144	Apr - Jun 13	LL	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	Cleaning Supervisors spot inspections highlight cleaning schedules not being maintained – follow ups demonstrate schedules back on track to monitor until end of August		
150	Apr - Jun 13	SC	Following Resident Survey. Handover to temporary concierge can be problematic.	BEO use a pool of regular agency staff who have all worked here before. Manual is available which covers all issues, but improvement is needed. Summer - 4 new permanent Estate Concierge started - 4 to start in September with 6 Estate Concierge currently being recruited (anticipate full compliment of staff by end of year).	✓	
158	Jan-Mar14	BAC	Lakeside Terrace - standard of cleanliness - especially BAC staff areas. Also outside Cote & Cinema café	BEO to speak with Street Enforcement Team plus organise meeting with BAC. Residents to mention at next BAC meeting. BEO reviewing taking the lead for cleaning in 'problem' areas.		
159	Apr - Jun 14	LL	Reviewing Pay by Phone temporary car parking system with surveys to residents and staff	Over 200 responses to survey - report to Sep committee		
Page 62	160	Jul - Sep 14	LL	Staff receiving requests for use of Bicycle Pumps - Can we provide?	Purchased one for every Car Park and is now part of their facilities for residents that they already have (other items include Car Charging equipment, tool kits etc)	
	161	Jul - Sep 14	SC	Review demand for Baggage Stores & Bicycle Lockers	Letter to all residents on a waiting list do they still want to remain on it?	
	162	Jul - Sep 14	-	Can more Bicycle Racks be provided?	TfL providing BEO with £75k's worth of new bicycle storage facilities (bicycles hangers/bespoke secure enclosures) for 192 bicycles to be completed by the end of the financial year). A survey was completed across all the CP's and projects to provide additional stands, replace stands in difficult to access areas and to also improve general storage in the form of secure enclosures. Also a bicycle amenity has been initiated within the Andrewes and Bunyan CP's to remove old abandoned bicycles to make spaces available for others.	
163	Jul - Sep 14	-	Electrical Vehicle Charging Points	BEO is liaising with TfL as they plan to install 25,000 charging points across London. The BEO has also liaised with the Dept. Built Environment, neighbouring developments and main car dealers regarding these charging points. A residents survey is to be carried out to ascertain demand in various parts of the Estate.		

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145	Oct-Dec 2011	SC	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.	Reviewed and letters updated. Further monitoring following changes. A note is now added to the repairs system once a letter has been sent to a resident. This appears to have slipped again. PS to be reminded	
165	Apr - Jun 2013	SC	From Resident Survey. Communication and follow up from Repairs can be patchy.	Fed back to PS team. The raising of follow on orders following water penetration has improved and it easier to track these orders on the repairs system as further detailed information is being included on the leak investigation order.	✓
173	Jan - Mar 14	SC	Scaffolding - concerns have been raised with the method and construction of scaffolding on the estate. Are proper H/S practices being adhered to, is scaffolding being checked by PS?	Being reviewed by PS.	
174	Jan-Mar 14	SC	Scaffolding - when contractors identify that scaffolding may be required to resolve a leak communication on this needs to be improved as it can often be a period of a number of months before the scaffolding is actually constructed for the work.	Being reviewed by PS.	
175	Apr-June 2014	SC	BEO to take a more proactive lead with regard to sending reminders for updates to Property Services about ongoing issues list. Suggest a weekly reminder.	Review with PS.	
176	Apr -June 2014	SC/LL	PS to update on revised drain clearance programme for the estate	Review with PS.	

APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
113	Oct-Dec 2013	SC	2014/15 redecoration project is a large project with a number of blocks included - work is on-going with tendering. Condition surveys are complete.	Statutory consultation April 14. 2nd stage consultation now completed, end June 2014.	✓
114	Oct-Dec 2013	SC	Scaffolding arrangements for redecoration projects are being reviewed. The scaffolding is going to be more precisely specified to prevent the issues encountered in 2013/14	Included in the tender documents is a precise specification for scaffolding.	✓
115	Oct-Dec 2013	SC	Redecoration project - where scaffolding is being used for inaccessible areas of a block - all other repairs in that area should also be covered.	PS project manager to prioritise repair works off the scaffolding and there is a contingency for additional works.	✓
116	Jan-Mar 14	SC	Pre start meeting for redecoration will be scheduled after the statutory consultation has been sent out.	Resident Meeting April 2014	✓
117	Jan-Mar 14	LL	Podium plinths Ben Jonson Place - the Dept. of the Built Environment, BEO and Planning Dept. are carrying out a joint exercise looking at a method for re-tiling these plinths so that the tiles remain stuck on which may involve a different design or shaped tile.	Trial works commencing shortly, specification has been agreed	
118	Apr-June 2014	LL	Work to plinths/gravestones on St Giles' Terrace	Specialist contractor to complete conservation clean. BEO to fund - future ongoing maintenance to be agreed	
119	Apr-June 2014	SC	External redecoration for Breton, Ben Jonson, Cromwell	Work to commence shortly	

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2014

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
127	Jul - Sep 12	SC&LL	Various difficult to access areas - problems with safety equipment currently being reviewed.	Thomas More Hanging Gardens - quote from contractor. Listed Building Consent application is now with Planning Department.	
				Frobisher Buttresses - a satisfactory method now found. Contractors will abseil in Spring 2014. One (possibly 2) visits per year. Contractors attended first time on site in June 2014	✓
139	Jan- Mar 14	SC	Reseeding and returfing of areas of lawn discussed with OS. To be actioned in Spring.	Now complete	✓
140	Apr-June 14		Frobisher Buttresses	Open Spaces to install mulch for feed	
141	Apr-June 14		Breton/Ben Jonson podium	Extra hand watering for summer months agreed	
142	Apr-June 14		Positive feedback about the allotment planters on Lauderdale place looking very good	For comment	
143	Apr-June 14		Positive feedback about Thomas More Lawn's appearance	For comment	

Barbican KPIs 2014-15

Title of Indicator	Actual 2013/14	TARGET 2014/15	OCT - DEC 2103	JAN - MAR 2014		APR - JUN 2014	JULY - SEPT 2014	OCT - DEC 2104	JAN - MAR 2015	PROGRES S AGAINST TARGET	SUMMARY
Customer Care											
Answer all letters satisfactorily with a full reply within 10 working days	83%	100%	96%	96%		98%				☹	1 letter out of 49 was over the allotted time
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	96%	100%	89%	96%		100%				☺	
To resolve written complaints satisfactorily within 14 days	92%	100%	100%	100%		100%				☺	1 resolved
Repairs & Maintenance											
% 'Urgent' repairs (complete within 24 hours)	98%	95%	98%	98%		96%				☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	98%	97%		98%				☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	98%	94%		95%				☺	

To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	94%	80%	100%	100%		100%					😊	
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	95%	n/a		n/a					😊	

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Committee(s):	Date(s):
Residents' Consultation Committee Barbican Residential Committee	1 September 2014 15 September 2014
Subject: Automated Payment System for Temporary Car Parking	Public
Report of: Director of Community and Children's Services	For Information
<p><u>Summary</u></p> <p>The Barbican Estate Office has been looking at efficiencies in delivering the temporary car parking service. In February 2013 the Barbican Residential Committee approved the introduction of an Automated Payment System (credit and debit card payment using text, touch tone internet and mobile technology) for Temporary Car Parking.</p> <p>The Department of the Built Environment already had a contract in place with 'PayByPhone' and the Barbican Estate Office joined the contract and introduced their system for Temporary Car Parking.</p> <p>This report reviews this system after its first year.</p> <p>It is recommended that the report be noted and the system is reviewed again in 2015, with a view to eventually phasing out of the physical use of the old Carbon-Paper tickets.</p>	

Main Report

Background

1. The Barbican Estate Office reviewed a number of options for the receiving of payments from temporary car parking for residents and to also replace the current ticketing/invoicing system that has been in place for many years.
2. An Automated Payment System from PayByPhone was introduced for the City of London's on-street parking in November 2011 and into the Barbican Estate Car Park's in April 2013.

Current Position

3. Temporary Car Parking for residents is free for the first 5 hours. After a visiting car has been parked for a period of 5 hours they can either pay for a further 24 hours using the Automated System or the Estate Concierge will issue a Carbon Paper ticket.
4. The Automated System is then complete at this initial stage (which takes less than one minute); however the current Carbon Paper ticket system for temporary car parking continues for both residents and officers. It is both bureaucratic and time consuming, with payments mainly made by cash or cheque via costly individual invoices raised by the Chamberlain's Department. Please refer to Appendices 1 and 2.
5. The current charge for Temporary Parking is £9.67 for the Carbon Paper System or £8.67 for the Automated System, which is a discounted rate.
6. Temporary Car Parking at present generates the following income per annum:-

Year	Ticketed Visitors	Total
2010	8,156	£70,494
2011	7,384	£64,837
2012	7,805	£71,806
2013	7,795	£73,588

7. Visitor's details are entered onto the Estate Concierge's Car Park Log Book. There are approximately 5 visiting cars to each car park per day and currently 35% of paying visitors are using PayByPhone.

8. The following table displays the durations that residents use Temporary Car Parking for.

Number of Days	1	2	3	4	5	6 or more
Length of Stay	80%	11%	4%	1%	2%	2%

Annual Review

Residents Survey

9. A survey was sent to all residents via the email broadcast regarding PayByPhone's Automated Payment System in June 2014. There were 203 responses and the full results are listed in Appendix 3.
10. Overall residents were over 70% Moderately Satisfied and above with the PayByPhone service.
11. Generally the feedback from residents:-
- 'Confusion'
 - 'Two Systems??'
 - 'What to do with the 5 hour free period'
 - 'Paid on one, but received a further charge on the other'

Concierge Staff Survey

12. A survey was sent to all concierge staff regarding PayByPhone's Automated Payment System in July 2014. The full results are listed in Appendix 4.
13. 100% of staff thought that PayByPhone has been successful since its launch and with over half saying it should fully replace the Carbon-Paper tickets.

Proposal

14. Following the annual review the Barbican Estate Office will be looking to enhance and improve the following:-
 - Information on how Temporary Car Parking and PayByPhone can be used
 - The possibilities of incorporating the benefits of what the Estate Concierge provide via the old Carbon-Paper ticket system for residents/visitors with the Automated Payment System.
15. To review and redistribute the marketing material for the PayByPhone service including:-
 - Posters/fliers
 - Website
 - Stickers
 - Mailings to residents
 - City of London website
 - Barbican Estates newsletter
 - Email broadcast service
16. The Estate Concierge to reiterate to residents the benefits of the PayByPhone automated system and for them to assist residents with any confusion they may have. The key benefits of an Automated Payment System include:-
 - No cheques
 - No cash
 - No continual use of credit/debit cards
 - Monies paid upfront
 - Customer friendly 24/7 modern system, with local rate telephone numbers

- Estate Concierge can still control the Bays, Times and Charging onsite 24/7
 - Non paper based system
 - No set up costs
 - Reduced cost and time raising invoices
 - Benefit to the car park account of reduced costs (despite the fees and reduced temporary car parking charges)
17. The Barbican Estate Office will continue to utilise the Automated Payment System for temporary car parking which will be in accordance with the City's Procurement Strategy. The system represents good value as the Barbican Estate Office benefits from the City's current PayByPhone contract price which terminates in November 2016.
18. To review the Temporary Parking Systems again in 2015.

Financial and Risk Implications

19. Providers of Automated Payment Systems typically charge a small fee for each transaction; which is currently be 30p.
20. The Barbican Estate Office will continue to pay for these transaction fees. If all customers take up this service there is a potential cost to the Barbican Local Risk Budget of £2,400.
21. All parking payments are pre-authorized and flow directly from the customers' bank to the merchant account of the service provider and then transferred to the City of London's account.
22. All registration data is entered over secured encrypted channels and fully compliant with PCI DSS (Payment Card Industry Data Standards).

Strategic Implications

23. Automated Payment Systems for parking meets the City's Community Strategy vision; the provision of high quality, cost effective and responsive parking service.

Consultees

24. The Town Clerk, the Chamberlain, the Comptroller & City Solicitor, the City Planning Officer, the Department of Built Environment and Estate Concierge have been consulted in the preparation of this report and their comments are included.

Conclusion

25. An Automated Payment System that incorporates the entire temporary car parking service would provide a far more efficient system and benefits the residents. The annual review in 2015 will look at the effectiveness of the proposals in this report and a possible date for phasing out the old Carbon-Paper System.

Background Papers:

Car Park Strategy Working Group report 23 February 2005

Car Park Strategy report 18 July 2005

Car Park Strategy report 1 September 2008

Car Park Strategy report Stage 1 26 January 2009

Car Park Strategy update report 08 June 2009

Car Park Update Report 30 November 2009

Streets and Walkways Committee 21 March 2011

Barbican Estate Car Park Efficiency Strategy Working Party 12 September 2011

Automated Payment System for Temporary Car Parking 11 February 2013

On-Street Parking: Pay & Display 17 July 2014

Contact:

Barry Ashton, Car Park & Security Manager

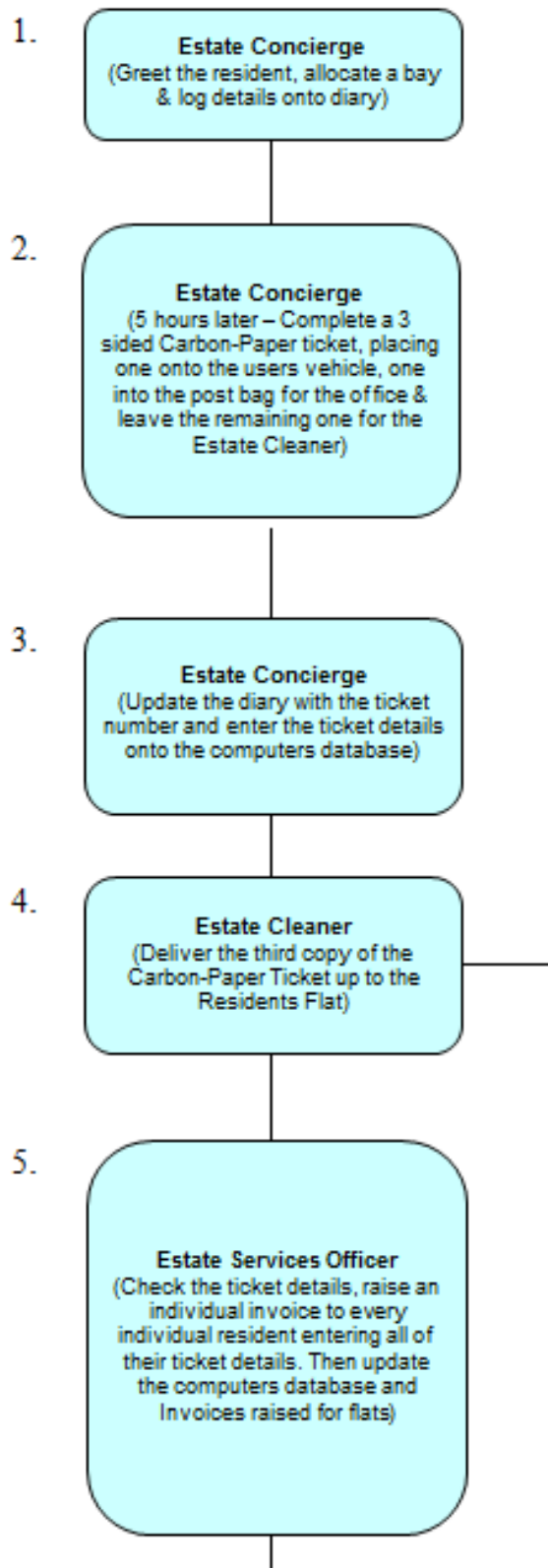
020 7029 3920

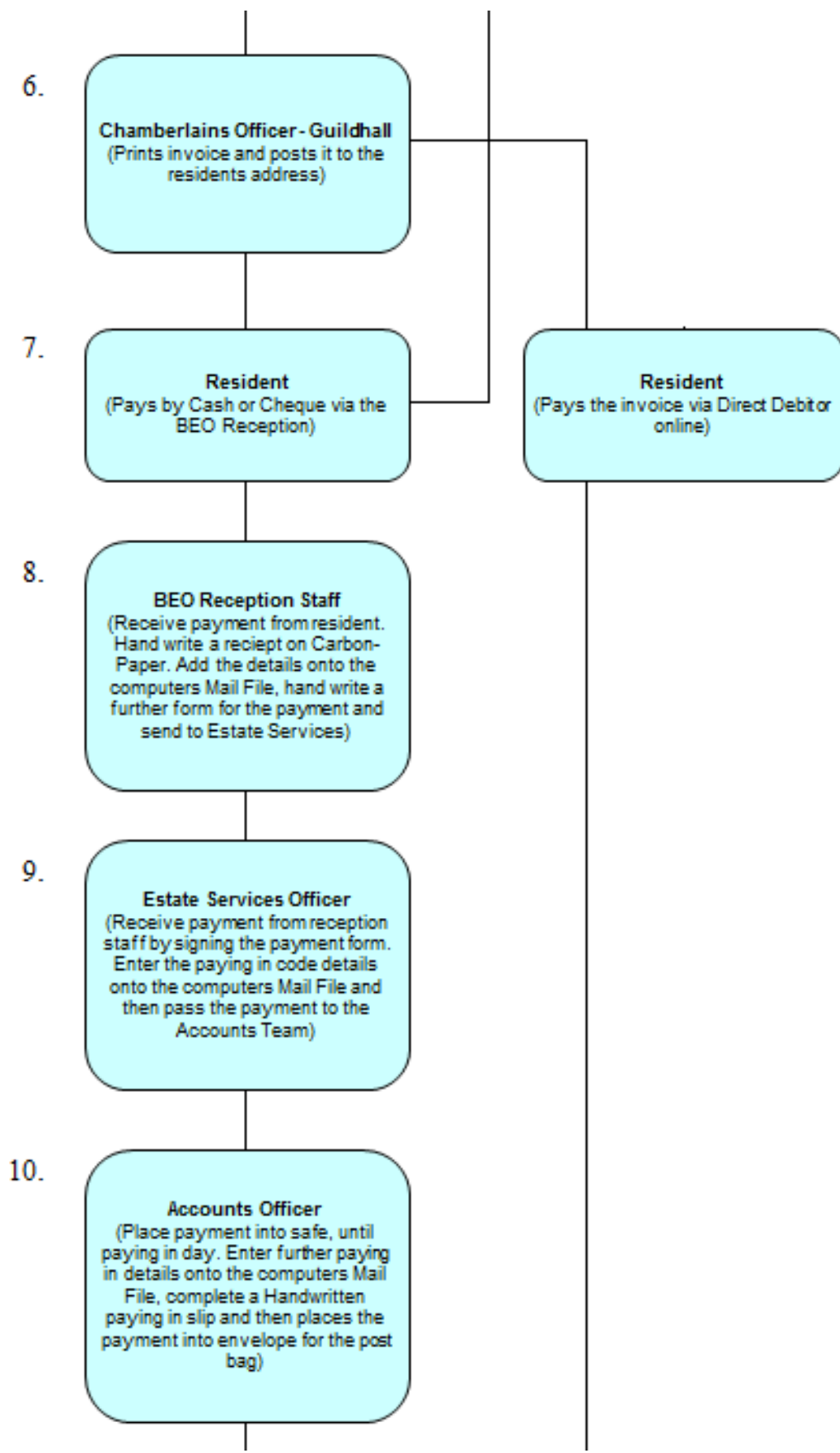
barbican.estate@cityoflondon.gov.uk

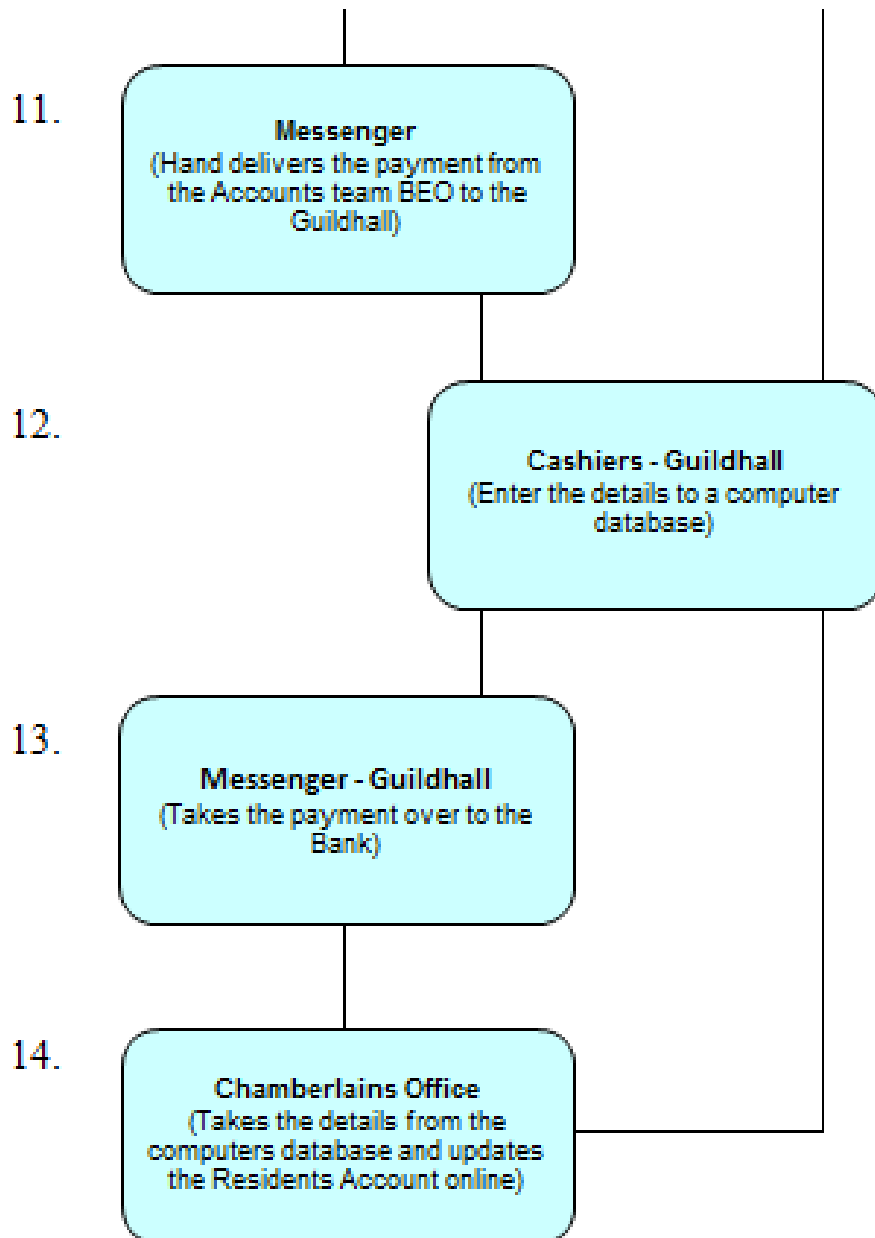
APPENDIX 1

Procedure for the Carbon-Paper temporary car parking system

Length of procedure Start to Finish – 6 Days to 3 Months (Standard – 6 Weeks)



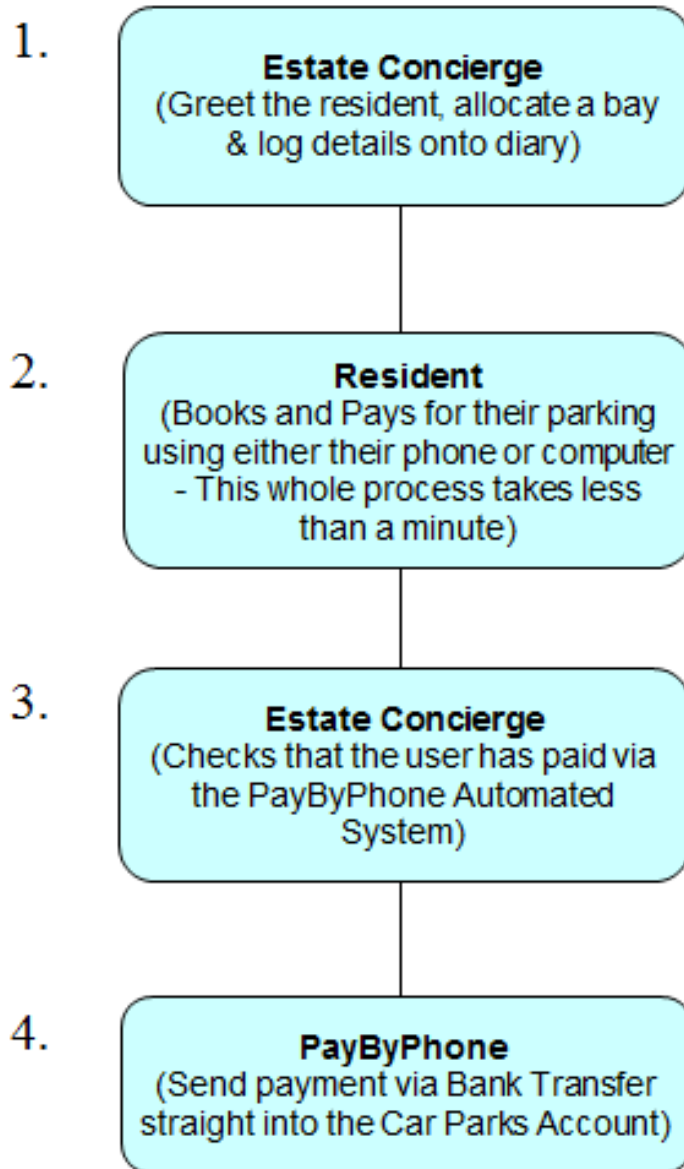




APPENDIX 2

Procedure for the PayByPhone temporary car parking system.

Length of procedure Start to Finish – 1 Day (Less than 1 minute)



APPENDIX 3

The following survey regarding PayByPhone's Automated Payment System was sent to all residents in June 2014, with 203 responses received:-

1. Are you aware of the new PayByPhone system for temporary car parking in all Barbican Estate car parks?

- a. Yes - 74.63%
- b. No - 25.37%

2. PayByPhone payments offer a discount on the normal temporary parking charges. Do you know what discount is given?

- a. 50p per day - 4.98%
- b. £1 per day - 32.84%
- c. Do not know - 62.19%

3. Have you ever used PayByPhone at the Barbican (for yourself or your visitors)?

- a. Yes - 33.50%
- b. No - 57.64%
- c. Not yet, but I intend to - 9.85%

4. How satisfied were you with your experience of using this service?

- a. Highly satisfied - 29.41%
- b. Moderately satisfied - 41.18%
- c. Neither satisfied nor dissatisfied - 7.35%
- d. Moderately dissatisfied - 17.65%
- e. Highly dissatisfied - 4.41%

f. Don't Know - 0.00%

5. Please tell us what was unsatisfactory? *Selected comments reflecting the majority of opinions:-*

- not easy to find website and log in to pay
- I don't know - it was used by my visitors and they seemed quite happy with it
- unless you use this frequently it is a problem remembering what you need to do, it was easier to ask the caretaker
- Not clear how to get the free 5 hours before payment should start
- I received an invoice for the parking although I had already paid by phone. Central services resolved the problem.
- In order to get your free 5 hours and your paid 24 hours you have to remember to wait 5 hours before calling up.
- How to get your 5 free hours in each 24 hours is not clear
- Not sure when to book in, before, during or after visit. If you are not sure if your visitor will stay longer than 5 hours that is free what should you do?

6. How likely are you to use the PayByPhone service in future?

- a. Very Likely - 24.24%
- b. Likely - 19.19%
- c. Unsure - 29.29%
- d. Unlikely - 10.10%
- e. Very unlikely - 17.17%

APPENDIX 4

The following survey was sent to all 40 Concierge Staff regarding PayByPhone's Automated Payment System in June 2014:-

1. Do you think PayByPhone has been successful since its launch??

- a. Yes - 100%
- b. No - 0%

2. What is the general feedback from the residents to yourselves about PayByPhone?

- a. Positive Feedback - 96.67%
- b. Negative Feedback - 3.33%

3. How have you found using PayByPhone?

- a. Easy - 68.75%
- b. Okay - 28.13%
- c. Hard - 3.13%

4. Do you need help with using the system?

- a. Yes - 3.03%
- b. No - 96.97%

5. Are there any incentives we could do to encourage residents to use PayByPhone? *Selected comments reflecting the majority of opinions:-*

- Keep advertising it to all flats, and explaining how to use it.
- 3 days for the price of two, would start them off
- I think we remind the resident's again and put posters in the lifts.

- Maybe if they book for 5 days in one they get 1 free
- Keep it at least £1 pound cheaper to use than other payment methods
- Double the cost of a TCP
- Only price will encourage the residents to use it.
- First Week free for new users

6. Should it replace the paper tickets?

- | | | |
|---------------|---|--------|
| a. Fully | - | 55.88% |
| b. Partly | - | 32.35% |
| c. Not at all | - | 11.76% |

Committee(s):	Date(s):
Residents' Consultation Committee Barbican Residential Committee	1 September 2014 15 September 2014
Subject: Barbican Estate Background Underfloor Heating System	For Information
Report of: Director of Community & Children's Services	Public
<u>Summary</u>	
<ol style="list-style-type: none"> 1. This report, which is for information, updates members on the progress made by the Barbican Underfloor Heating Working Party since the last update in January 2014 2. The main focus has been to work towards a scope for a consultant to review the various options for the future of the underfloor heating and its control systems. 3. Appendix A provides a paper produced by the Working Party and Resident Advisory Group which will be subject to discussion at the next Working Party Meeting. <p>Recommendation</p> <ol style="list-style-type: none"> 4. That the Committee notes the progress of the Background Underfloor Heating Working Party. 	

Main Report

Background

5. The electric background underfloor heating system on the Barbican Estate has been in existence for over 40 years and has been an integral part of the electrical services provided to flats during this time.
6. The background underfloor heating system remains unchanged from its original design. A high standard of maintenance, servicing and minor repairs has enhanced the life of the system.
7. With the approval of your committee on 26 February 2004 a full technical survey was undertaken by specialist consultants NIFES Consulting Group following a successful tender bid. The purpose of their survey was to determine the life expectancy of the existing system and to consider possible replacement heating systems taking into consideration latest legislation, best practice and modern techniques. The survey was completed on 19 May 2006.
8. The survey concluded that the existing background heating system, embedded electric heating cables on an off-peak supply, was the most appropriate for the Barbican Estate at that time.

9. EDF Energy and UKPN were formerly part of London Electricity Board (LEB). The current contract for the supply of electricity was taken out in 1982 with LEB and provides for a 13-hour off-peak charging period with prices per kWh fixed every 2 years. However, due to the changes in the electrical supply industry, UKPN and EDF Energy now operate as separate companies.
10. There is no formal agreement between either EDF Energy or UKPN to maintain the Cyclo-Control or indeed between UKPN and CoLC. EDF Energy stated that they intended to withdraw from the electricity supply agreement with the COLC for the supply of electricity to the background underfloor heating system. This is in accordance with the termination notices contained within the original contract set up with LEB

Current Position

11. The working party has met on 4 occasions since the last update report. The main focus has been on working towards a consultants brief to look at the options for the underfloor heating and its controls.
12. A sub-group from the working party along with a Resident Advisory Group have worked together to produce a discussion paper for the working party to consider (Appendix A).
13. The City Solicitor is currently reviewing the options contained within the discussion paper and will provide detailed advice on how each one affect the lease
14. The working party has also been involved in the review of the electricity supply and at the time of writing this report, the opportunity was currently being tendered through LASER energy buying group and being handled by the City of London Procurement Service team.

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APPENDIX A

Barbican Underfloor Heating: Options and Next Steps

A discussion document

Prepared by resident members of the Underfloor Heating Working Party, a working party of the Barbican Estate Residents' Consultation Committee, in consultation with members of the Underfloor Heating Residents Advisory Group.

August 2014

- 1 Summary
- 2 Current assumptions and constraints
 - Current assumptions
 - Current constraints
 - Concerns widely held by residents
- 3 Desire for greater control
 - Low-cost options
 - Options with medium complexity and cost
- 4 Heating outside the “season”
- 5 Improve the thermal efficiency of the Estate
 - Common parts
 - Improve insulation to roofs and soffits
 - Improve the thermal efficiency of individual flats
 - Investigate the potential for grants or soft financing
- 6 Resident Engagement
 - Before changes are implemented
 - After changes are implemented
- 7 Further work required

1. Summary

This discussion document outlines the likely options for improvements to the control mechanisms for the underfloor heating system. It seems likely that the control system could be improved at modest cost.

Additionally, at greater expense, a range of more sophisticated controls could be fitted, up to providing residents with almost complete control of their heating. No financial analysis of the alternatives has yet been carried out, but it seems likely that some solutions will be financially viable within the constraints of the lease.

2. Current assumptions and constraints

Current assumptions

- These assumptions are made on the basis of information provided by officers and engineers working for the Barbican Estate Office, as well as from working party members’ understanding of the desires of Barbican Estate residents.

- The infrastructure is largely sound, and relatively cheap and easy to repair.
- The current control mechanism is highly reliable, but the inertia in the system and the crudeness of the controls means that flat temperatures are often too high or too low.
- Residents have expressed the desire for greater personal control of temperatures.
- Residents expect temperatures to be maintained at a level higher than 'background' heating, i.e. not to have to boost their temperatures using extra radiators, etc.
- To preserve the building fabric, the temperature should not fall below 15C.

Current constraints

- The principal constraint is the lease, which is a contract between the landlord (the City of London Corporation) and each long leaseholder.
- Around 94% of the flats on the Estate have been sold on long leases.
- The lease specifies background heating as a landlord-provided service.
- Although the target temperature is not specified in the lease, the Estate Office has always aimed to maintain at least 15C.
- The City's legal advice is that improvement works are not permitted under the lease: only repairs and maintenance can be charged to long leaseholders, and assets replaced only when beyond repair.
- Changing the lease would be very difficult and may not be feasible.
- Improvements at the time of replacement are only permitted to a modern equivalent standard.
- The service and additional costs of any improvements would have to be optional, funded entirely by those who opt in.
- The City Solicitor is to review the various options listed below to determine what the affect each one will have on the lease and the likelihood that costs may be recovered

Concerns widely held by residents

- Several constraints arise from concerns frequently expressed by residents, which any proposal for change would need to address to gain widespread acceptance:
- The overall level of heating provided should not be decreased.
- Heat from one flat often benefits neighbouring flats, especially those on the top floor or lowest floor; changes should not disadvantage any flat, especially those in more exposed positions.
- Costs should not increase significantly. Therefore, the concerns of residents whose flats are too cold need to be addressed in a more intelligent way than by increasing the provision of heating for all.
- Nevertheless, this review provides a once-in-a-generation opportunity to evaluate fully the costs and benefits of making our heating system efficient and appropriate for a future of substantially higher energy costs.

3. Desire for greater control

- Residents have often expressed a desire for individual control over heating. A survey by Carrie Behar of University College London in 2011, into Barbican residents' attitudes to their environment (heating, lighting, air quality etc.), revealed that a key issue for residents is lack of control of the heating system. Of the 395 residents who completed the survey, 52% voiced dissatisfaction that they could not increase or decrease the day-to-day winter heating in their flats except by opening windows or turning on supplementary heaters.

Low-cost options

- **Leave the existing system as it is**
- Even under this option the system could be improved by adjusting the Cyclo control to shift the load within our current time profile, so charging takes place as late as possible during the off-peak hours, and the system no longer turns on for periods of less than an hour.
- **Advantages:** low capital cost; could probably be done without having to ask for residents' consent; might reduce energy use.
- **Disadvantages:** would not help flats that are too hot or too cold; would not give residents any additional personal control over the temperature in their flats.
- **Lease implications:** none.
- **Add minimal additional controls**
- **Using weather forecasts to determine next 24 hours charging levels**
- It appears that a feed from the Met Office would be feasible and inexpensive. This could work with or override the Cyclo system to provide less load in the night preceding a warm day and perhaps more load in the evening when night temperatures are mild but daytime temperatures are forecast to be low.
- **Advantages:** low cost; should improve comfort, particularly in conditions often experienced at the beginning and end of winter; might reduce energy use.
- **Disadvantages:** would not help flats that are too hot or too cold; would not give residents any additional personal control over the temperature in their flats.
- **Lease implications:** the control mechanism needs replacing: could be a modern equivalent standard, especially as it should make the system more efficient and save some costs.

- **Using feedback**
- There is currently no feedback in the control system; the delivered load takes no account of the current temperature of the blocks. A few monitors embedded in the blocks could be used; failing this a simple model could be developed to simulate the real temperature. Such a system would heat up more quickly during the autumn and cool down more quickly in the late spring.
- **Advantages:** low cost; should improve comfort; might reduce energy use.
- **Disadvantages:** might help only some flats that are too hot or too cold; would not give residents any additional personal control over the temperature in their flats.
- **Lease implications:** the control mechanism needs replacing: could be a modern equivalent standard, especially as it should make the system more efficient and save some costs.
- **Promoting supplementary heating as an option**
- Heat from the underfloor heating system is provided as “background heating” which residents may supplement. Some residents find the system delivers all the heat they require; others need to top up using their own (usually portable) heaters. It would be helpful to provide residents with guidance on the most efficient way to deliver supplementary heating, and on installations and controls that are particularly suitable in the Barbican.
- **Advantages:** gives residents individual control and also individual responsibility for the cost; might reduce pressure for the heating system to be turned on at cost unnecessary to neighbours.
- **Disadvantages:** no improvement over the status quo, or to efficiency.
- **Lease implications:** none.
- **Options with medium complexity and cost**
- **Installing a system of controls based on monitoring the temperature in individual flats¹**
- **No individual billing**
- Heating costs would continue to be shared by all the residents in the block regardless of how much energy each flat consumed. The system would learn the requirements of the occupants from monitors in each zone or

¹ UCL and Loughborough universities carried out in the Brunswick Centre for provision of individual control of heating. See <http://www.lolo.ac.uk/project/view/project/69>

room. Residents could reduce their desired temperature, down to a minimum level; a smart system would adjust the loads in neighbouring flats. The system could be tuned to bring flats currently "too cold" up to normal levels. Individual residents would not be able to raise the temperature in their flat above that agreed for the estate as a whole.

- **Advantages:** might help some flats that are too hot or too cold; might reduce energy use.
- **Disadvantages;** would involve capital expense up front, might not reduce energy use significantly; might need improved insulation to be effective.
- **Lease implications:** would probably require residents' consent for a change to the lease.
- **Individual billing**
- The system of controls based on monitoring temperatures in individual flats could be extended to allow residents to increase their desired temperature, through individual metering supplied by the landlord, and separate from residents' domestic supplies. A smart system would adjust the loads delivered to neighbouring flats. Metering could easily log the different times of day, with different prices, at which this additional load was taken.
- **Advantages:** no flats should be too cold.
- **Disadvantages:** hard to decide the upper level of communally paid heating; insulation would need improving.
- **Lease implications:** this should fall outside the scope of the lease, as additional costs only apply to those opting for the additional heating and controls.

4. Heating outside the "season"

- With individual metering, residents could choose underfloor heating outside the normal heating season. This need not be part of an improved control system or an estate-wide change. Rather, individual households could choose at their cost to have a meter installed and to pay individually at a market rate for power consumed out of season. The relative cost of different heating methods should be examined and explained to residents.
- **Lease implications:** none.

5. Improve the thermal efficiency of the Estate

- **Common parts**

- We need to investigate the air handling in common parts, including draught-proofing external doors.

- **Improve insulation to roofs and soffits**

- Introducing control systems could be inequitable and difficult in practice without improving the insulation of roofs and soffits (the underside of flats located just above podium level), and perhaps some external walls. The current system, boosting the hard-to-heat 'cold' flats, overheats other flats.
- **Lease implications:** potentially difficult; would need specific legal advice.

- **Improve the thermal efficiency of individual flats**

- Long leaseholders could themselves fund a range of improvements to the thermal efficiency of flats, encouraged by a system which transferred some heating costs to individual residents. The Estate Office could establish best practice, setting up a list of approved contractors and a streamlined approval system. The Estate Office could also organize optional double glazing, at individual cost but with economies of scale and simpler administration.
- **Lease implications:** none.

- **Investigate the potential for grants or soft financing**

- Given the listed status of the Barbican Estate it may be possible to obtain either grant aid or financing on soft terms for improvements to the thermal efficiency of the estate. This should be investigated.

6. Resident Engagement

- **Before changes are implemented**

- Communication and engagement with residents is essential. The outcome of this process will be to present residents with a menu of possible changes, with objective information about:
 - The benefits that each proposed change would offer to personal comfort and amenity, environmental and sustainability, and potential cost savings;
 - Any direct cost to achieve the change;
 - How the change would be funded;

- Any other implications.
- **After changes are implemented**
- Any system changes would need a funded campaign of resident engagement to be effective. Residents should be given incentives to reduce energy use, such as by turning the heating down when away, or instead of opening windows.

Further work required

To develop these suggestions into a set of proposals for the landlord and for residents, this Working Party proposes that a specialist consultant is engaged to provide a report and recommendations to the BRC and RCC. We recommend that the consultant should consider each of the options presented in this report, and we set out these principles for the report:

1. The inclusion of a wide range of options in the analysis is very appropriate and each should be maintained for as long as possible, until clearly proved unviable.
2. All analyses should take into account the ease or difficulty of implementation including resident engagement campaigns, and the management, staff and other resources required both to implement the system and to maintain it in the long term.
3. All analyses should also include 'what if' scenarios, to scope out unintended consequences and potential failure modes for the various options.
4. A detailed follow-up of the experience in the Brunswick Centre might prove instructive, especially with regard to individual control.
5. It may be possible to present some of the options as not wholly competitive with one another but as successive or complementary steps in a phased process, leading to incremental changes and improvements.
6. The existing building and electrical infrastructure, including the electrical system, was designed for a certain purpose (background heating) at a certain time: any analysis should evaluate the risk of stretching it too far.
7. It might be worth testing the two minimal addition controls, weather forecast and building feedback, to ascertain which looks more reliable and easy to maintain in practice.
8. In connection with hard-to-heat cold flats, that set the threshold for minimum temperatures, consider what might be done to the electrical infrastructure and control system to improve balance and deliver comfort more equitably than at present.

9. Any changes to insulation or ventilation also need to consider the fire compartmentalisation of the flats, to avoid increasing the risk of smoke being transmitted into other flats or the common parts of the building.

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Committee(s):	Date(s):
Barbican Residents' Consultation Committee	1 September 2014
Barbican Residential Committee	15 September 2014
Subject:	For Decision
Shakespeare Tower Roof Final Apportionment	
Report of:	Public
Director of Community & Children's Services	

Summary

1. This report seeks your Committee's approval to the final apportionment of costs between qualifying Leaseholders and the City of London Corporation (the City) in relation to the roof repairs at Shakespeare Tower.
2. The report provides members with a financial assessment of the repairs carried out from October 2001 to March 2002 to the roof and associated elements at Shakespeare Tower in connection with the formal declaration of structural defects on 27 February 1995 and its implications for sharing of costs in the roof contract.
3. The apportionment of costs is carried out using a template based on the methodology agreed by your Committee on 17 September 2001 and endorsed by the Finance Committee on 24 September 2001.
4. On this basis, the final apportionment of costs for the roofing repairs carried out at Shakespeare Tower is £239,165.49 (109.02%) to the City and £-19,781.82 (-9.02%) qualifying Long Leaseholders.
5. The reason for the refund to Long Leaseholders is due to the allowance for historic repair costs since the declaration of the structural defect.

Recommendations

6. The Barbican Residential Committee is recommended to approve the final apportionment of costs for roofing repairs at Shakespeare Tower being 109.02% to the City and -9.02% to qualifying Long Leaseholders

Main Report

Background

7. On 27 February 1995 the Barbican Estate Managing Director declared, on behalf of the City, the existence of structural defects to terrace blocks in relation to elements of the roof design and associated works.
8. Under housing legislation and the terms of the lease, the costs for those aspects of the works to roofs that relate to structural defects are expected to be borne by the City so far as qualifying long leaseholders are concerned.
9. Qualifying long leaseholders are those who purchased their flats before the declaration date of 27 February 1995, or those who bought from such a leaseholder subsequently. Any flats sold by the City after those dates are flats where the leaseholder is liable for the full charge, commensurate with the percentage in the lease, of such works.

Current Position

10. The principles for determining the apportionment of costs resulting from structural defects are based on the methodologies agreed for Speed and Willoughby Houses approved by your Committee on the 17 September 2001 and endorsed by the Finance Committee on the 24 September 2001. These principles have been ratified by the Roof Sub Committee of the Barbican Association.
11. In essence the City meets the cost of rectifying structural defects (as far as the qualifying Long Leaseholders are concerned), whilst qualifying Leaseholders pay for the renewal of existing waterproof coverings, health and safety type items, improvements consequent upon new building guidelines, and routine repairs and maintenance which are being undertaken whilst the scaffolding is in place.
12. The principle of the template is based on each item of work being assessed on technical grounds, as a structural defect or not, and an allowance is made, for historic costs. Consequently the percentage of contribution paid by the City for each roof contract will vary depending on the details in each block.

13. To determine the relative contributions it is necessary to carry out a detailed exercise for each block's roof contract, to establish the type of work, the reasons for the work and the costs.
14. A summary of the costs incurred at Shakespeare Tower and the degree to which they are, or are not, considered to relate to a structural defect, is shown in Appendix A. An adjustment has been made for the historic costs of roof maintenance and the template gives a final percentage contribution payable by the City and therefore enables the final calculation for service charge purposes to be made.
15. Your Committee is asked to approve the final cost-apportionment, as outlined in this report, based on the template in Appendix A.
16. Intensive work was carried out into the technical, legal and financial issues surrounding the need to replace roof coverings of terrace blocks on the estate. The formal declaration under housing legislation of structural defects existing in the roofs and associated elements on terrace blocks was made, together with a report on roofs, at your Committee on 27 February 1995. A report outlining the provisional apportionment was accepted by your Committee on 3 December 2001. That report assessed the apportionment as being 83.41% the City and 16.59% qualifying Long Leaseholders.
17. The contract for works at Shakespeare Tower started in October 2001. The contract was let to Apollo (London) Limited for the fixed price of £193,982.00 including contingencies, provisional sums and preliminaries following competitive tender. As with all refurbishment work, the final cost depends to a degree on matters arising during the contract and issues coming to light when the building fabric is opened up.
18. The final account was in the sum of £192,385.27. Added to this final account figure are staff costs of £15,450.00 and consultant's fees of £11,550.00. This gives a total outturn cost for the project of £219,385.27 which forms the basis of the final cost apportionment.

The Apportionment of Costs

19. In order to establish the apportionment of costs for these works, the final account has been laid out in the template format and a copy of this is attached in Appendix A. The work comprised the renewal of the whole covering of the plant room, stairwells and main roofs, including the glazed conservatory areas. In addition, alterations have been made to areas that include glazing supports; flashings; gutter constructions; the top surfaces of perimeter upstands and rendered upstands to vertical concrete faces.

20. The design of the roofs varies from block to block and therefore the extent and type of remedial works also varies. Nevertheless certain items, judged to be structural defects, are appearing across most blocks to date. For example, improvements made to drainage arrangements have been taken wholly as the City's cost.
21. The roof at Shakespeare Tower has been in use since 1972. It is apparent that the roof surface would have to be re-laid at some point after twenty five years, and this cost should be legitimately charged to leaseholders.
22. Several items contained in the provisional apportionment have been reviewed with the roof Sub-Committee and adjusted where appropriate to conform to the agreed principles for determining the apportionment of costs. When the apportionment of the works items is totalled the proportion to be contributed by each party can be expressed as a percentage of the total. It will be seen from Appendix A that, if this report's recommendations are approved, the percentage split of the 'roof works' costs alone are 95.77% to the City and 4.23% to qualifying long leaseholders. The former percentage has been applied in determining the historic costs adjustment.
23. These percentages have been used to apportion the general items such as preliminaries to share the cost of these between City and leaseholders. This exercise is also carried out for staff costs and fees. It should be noted that time spent on the 'apportionment' exercise was recorded separately and specifically within the Estate's timesheet system as a landlord cost.

Historic costs

24. Repair costs relating to this block prior to 1995/96 were not recorded in a manner that enables the cost of roof repairs to be separately identified from other general repairs. Historic costs have therefore been assessed in a similar manner to that adopted for other blocks. The estimated total cost of roofing works based on these calculations is £30,333.00. Using the percentage from paragraph 22 above (95.77%), the figure attributable to historic repairs in respect of structural defects as the City's contribution to qualifying leaseholders is estimated to be £29,051.17. This sum has been added to the City's costs and deducted from the leaseholders' costs. This brings the percentage split of project costs for Shakespeare Tower to 109.02% City and -9.02% leaseholders.

25. **The split of 109.02% (City) and -9.02% (qualifying leaseholders) is a final apportionment for Shakespeare Tower roof works.**

26. Of the sum attributable to long leaseholders, the City will pay its share of the costs, as usual, for those flats which are still City-owned and are tenanted or vacant awaiting sale. To date, 9 flats of the 116 flats Shakespeare Tower are rented. Of the 107 flats that have been sold, 6 were sold after the completion of works and 6 purchased their flats from the City after the declaration of structural defects and will bear their proportion of the full cost of the works.

27 The apportionment detailed above and in appendix A has been discussed and agreed with the Barbican Association's Roof Sub Committee

Financial Implications

28. Taking into account the adjustments referred to in paragraph 26 in respect of the City's share as landlord of unsold flats and flats sold since the declaration of structural defects the total amount recoverable from leaseholders is some £16,121.70

29. The financial effects on leaseholders with and without the Structural Defect (SD) contribution for all flat types in Shakespeare Tower are as follows, based upon the percentages in the lease:

Type	Without SD Contribution	With SD Contribution
4A	£4,233.23	-£350.14
4B	£4,496.31	-£371.90
4C	£5,041.61	-£417.00
8A	£1,994.64	-£164.98
8B	£1,994.64	-£164.98
8C	£1,994.64	-£164.98
9A	£1,994.64	-£164.98
9B	£1,994.64	-£164.98
9C	£1,994.64	-£164.98

Legal Implications

31. The apportionment calculation follows the agreed template and will enable closure of the service charge account in respect of the roofing works in accordance with legislation, the standard lease and the template.

Consultees

32. The Comptroller & City Solicitor and Chamberlain have been consulted in the preparation of this report and their comments incorporated.

Contact:

Mike Saunders

020-7332-3012

Mike.saunders@cityoflondon.gov.uk

SHAKESPEARE TOWER FINAL ROOF APPORTIONMENT				
Bill Item Page No	Comments	Corporation Cost	Long Leaseholder	Total
Works Items				
Apportioned on Structural/non structural defect basis				
GENERAL				
Scaffold/Access	Included in Preliminaries			
Lift Motor Rooms				
P 4 ITEM C	Take up existing roof coverings	0.00	1,218.00	1,218.00
P 4 ITEM D	Remove existing lightning conductor	0.00	477.00	477.00
P 4 ITEM E - G	Prepare surfaces	0.00	455.00	455.00
P 4 ITEM H	Supply and fit profile edge trim	1,480.00	0.00	1,480.00
P 4 ITEM I	Lay roof coverings	0.00	1,796.00	1,796.00
P 5 ITEM A - C	Lay roof coverings	0.00	853.00	853.00
P 5 ITEM D	Provide rainwater outlet	300.00	0.00	300.00
Level 42				
P 5 ITEM E - H	Renewal of sloping roof	617.00	0.00	617.00
P 5 ITEM I	Supply and fit profile edge trim	232.00	0.00	232.00
P 5 ITEM J	Lay roof coverings	646.00	0.00	646.00
P 6 ITEM A - C	Lay roof coverings	353.00	0.00	353.00
P 6 ITEM D	Erect temporary roof over flat 411	1,626.00	0.00	1,626.00
P 6 ITEM E - I	Prepare surfaces	931.00	0.00	931.00
P 6 ITEM J	Supply and fit profile edge trim	257.00	0.00	257.00
P 6 ITEM K	Apply primer	45.00	0.00	45.00
P 7 ITEM A - B	Install handrails	1,120.00	0.00	1,120.00
P 7 ITEM D - H	Lay roof coverings	1,295.00	0.00	1,295.00
P 7 ITEM I	Provide rainwater outlet	150.00	0.00	150.00
Level 41				
P 8 ITEM A	Erect temporary roof over flat 392	3,972.00	0.00	3,972.00
P 8 ITEM B - E	Prepare surfaces	2,852.00	0.00	2,852.00
P 8 ITEM F - I	Erect steelwork	7,163.00	0.00	7,163.00
P 9 ITEM H - J	Prepare surfaces	706.00	0.00	706.00
P 9 ITEM K	Supply and fit profile edge trim	642.00	0.00	642.00
P 9 ITEM L - M	Lay roof coverings	4,245.00	0.00	4,246.00
P 10 ITEM A - G	Lay roof coverings	1,270.00	0.00	1,270.00
P 10 ITEM H - I	Form gutter	818.00	0.00	818.00
P 11 ITEM A	Form gutter	510.00	0.00	510.00
P 11 ITEM B	Provide rainwater outlet	600.00	0.00	600.00
P 11 ITEM C	Encase gutter with MDF	182.00	0.00	182.00
Level 39/ Fire Escape Staircase				
P 11 ITEM E	Erect temp roof over flat 373	5,514.00	0.00	5,514.00
P 11 ITEM F - K	Remove existing coverings	5,705.00	0.00	5,705.00
P 11 ITEM L	Overhaul screed	65.00	0.00	65.00
P 12 ITEM A	Roof over fire escape staircase	780.00	0.00	780.00
P 12 ITEM B - H	Install steelwork	11,831.00	0.00	11,831.00
P 12 ITEM I - K	Install ballustrade	705.00	0.00	705.00
P 13 ITEM A - C	Prepare surfaces	712.00	0.00	712.00
P 13 ITEM D	Supply and fit profile edge trim	616.00	0.00	616.00
P 13 ITEM E - F	Prepare surfaces	378.00	0.00	378.00
P 13 ITEM G - H	Lay roof coverings	3,178.00	0.00	3,178.00
P 14 ITEM A - E	Lay roof coverings	1,298.00	0.00	1,298.00
P 14 ITEM F - G	form gutter	1,128.00	0.00	1,128.00
P 14 ITEM H - J	Encase gutter with MDF	870.00	0.00	870.00
P 15 ITEM A	rainwater outlet	450.00	0.00	450.00
Conservatory Roofs				
P 15 ITEM C - F	Glazed roofs	51,470.00	0.00	51,470.00

P 15	ITEM I	Jet rainwater outlets	0.00	1,000.00	1,000.00
	Additions				
CI 1.1		Eye bolt installation	966.00		966.00
CI 2.1		Proceed with works in no>373 - out of sequence	2,492.25		2,492.25
CI 2.2		Remove all Purlins in 411 Conservatory and make good	385.00		385.00
CI 2.3		Supply 90mmx60mm wall plate to rear wall in 411 conservatory	132.00		132.00
CI 2.4		Box in eaves timber with steel plate	247.50		247.50
CI 2.5		Removal of asbestos tiles	605.00		605.00
CI 2.7		Take out and replace stair grilles	253.00		253.00
CI 2.8		Clear and reinstate resident's effects from 411 & 392	885.50		885.50
CI 2.9		Please supply 2no 50x50mm paving slabs for ladder on top of lift motor room	30.00		30.00
CI 2.10		Supply and fix mild steel handrail above staircase in 392	241.00		241.00
CI 3.1		Build up upstand 150mm on side of 411 conservatory to allow flashings to be fixed	148.50		148.50
CI 3.2		supply and fix new mild steel hand rail between well on 392, next to 411.	482.00		482.00
CI 3.3		Flush up existing chase at rear wall of 411	161.00		161.00
CI 4.1		Build up side wall for flashing upstand flat 392	179.30		179.30
CI 4.2		Supply and fix timber kerb to raise upstand for glazing	17.49		17.49
CI 4.3		Break out gutter on 392 (existing gutter) to allow gutters to join	91.00		91.00
CI 4.4		Decorate walls in 411	474.38		474.38
CI 4.5		Supply and fix MDF panels around vent frills in 392	230.00		230.00
CI 5.1		Build up upstand with 4x2 to allow new Ali flashing to be fixed to side wall 373	206.80		206.80
CI 5.3		Build up upstand in well's 50mm to receive new glass	154.00		154.00
CI 5.4		Remove glass doors at rear of Lean to and make good	474.10		474.10
CI 5.5		Provide and install 15No Wire Bal	150.00		150.00
CI 5.6		Remove old conservatory doors and supply new doors	2,830.85		2,830.85
CI 6.1		Extra protection works in 373	1,392.60		1,392.60
CI 6.2		Provide labour to transport plants etc to Barbican Centre	517.50		517.50
CI 6.3		Disconnect and later reconnect lighting in conservatory of 373	560.00		560.00
CI 6.4		Take up "coconut" floor matting and clear away	86.00		86.00
CI 7.1		Abortive costs, 2 glaziers standing time (unable to transport materials dur to lift "B" being out of service)	345.00		345.00

Total roof work items		131449.77	5799.00	137249.77
		95.77%	4.23%	
Preliminaries		49,122.55	2,167.08	51,290.00
Contingencies / Provisional Items		1,858.50	81.99	1,940.50
P 2 ITEM G	Transporting materials by block lifts	172.39	7.61	180.00
P 11 ITEM D	Repairs to residents' decorations	1,652.10	72.88	1,725.00
P 15 ITEM B	Repairs to residents' decorations	0.00	0.00	0.00
P 15 ITEM G	Roof glazing additional work	0.00	0.00	0.00
TENDER FIGURE		184,255.31	8,128.55	192,385.27
Fixed consultant fees		11,061.91	488.00	11,550.00
Staff Costs,		14,797.10	652.78	15,450.00
Allowance for historic costs (£30,333)		29,051.17	-29,051.17	
30,333.00				
GRAND TOTAL		239,165.49	-19,781.82	219,385.27
		109.02%	-9.02%	

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Committee(s):	Date(s):	Item no.
Barbican Residential Consultative Committee	1 Sept 2014	
Barbican Residential Committee	15 Sept 2014	
Subject: Beech Gardens (NW Podium) Waterproofing Project - Progress Report		Public
Report of: Director of Children and Community Services		For Information
<u>Summary</u>		
<p>Brief description of project To provide a suitable waterproofing remedy, with appropriate guarantees, for the North West Barbican Podium covering the areas known as White Lyon Court, John Trundle High Walk, Beech Gardens and Bryer Court Pond.</p> <p>Purpose of report The purpose of this report is to provide the committee with a position statement on the progress of the project.</p> <p>Recommendation The report is for information only.</p>		

Overview

1. Success Criteria	<p>Replacement of waterproofing membrane to remedy leaks within the Barbican podium in the areas of White Lyon Ct, John Trundle High Walk, Beech Gardens and Bryer Court Pond.</p> <p>Replacement of tiling, hard and soft landscaping.</p> <p>Provision of a 20 year manufacturer's guarantee on the competence of the waterproofing remedy.</p>
2. Project Scope and Exclusions	<p>The project scope includes the design and implementation of a suitable waterproofing membrane to remedy leaks within the Barbican podium in the areas of White Lyon Ct, John Trundle High Walk, Beech Gardens and Bryer Court Pond.</p>
3. Link to Strategic Aims	<p>Provide valued services to London and the nation</p>
4. Within which category does the project fit	<p>Asset enhancement/improvement</p>
5. What is the priority of	<p>Urgent to remedy leaks and comply with terms of</p>

the project?	commercial lease agreements.
6. Governance arrangements	Project Manager reports to internal Project Board & SRO and then to Project Subcommittee.
7. Resources Expended / Committed To Date	Within budget.

Progress

8. Reporting Period	February 2014 to August 2014
9. Summary of progress since last report	<p>Due to inclement weather over the January to March 2014 period, it was not possible to proceed with the waterproofing element of the project as the waterproofing membrane must be applied in dry weather and have sufficient time to cure (1 – 2 hours) before getting wet.</p> <p>This resulted in the need to carry out more excavation work in parallel so that the workforce were fully occupied and to ensure that the project timescales were not detrimentally affected by the lack of progress on the waterproofing.</p> <p>Waterproofing Works progress update:</p> <ul style="list-style-type: none"> • Works to the area above Beech Street (excluding open walkways) are 95% complete, with minor works such as tile cleaning to be completed. • Works at John Trundle high walks have been excavated and have insulation and waterproofing applied and are 50% complete. Delays have occurred in this area due to issues regarding the use of hot works and the impact to air intake vents into commercial premises. • Below Bryer Court – Area completed, pending tile cleaning • Beech Gardens (including space under Bunyan & Bryer blocks) – excavated, except areas above offices, which were curtailed due to statutory nuisance impact (noise). Excavation works to these areas are now restricted to Saturday mornings only. • White Lyon Court – trial areas completed. Excavation completed along side Virgin Active gym. <p>Whilst the project progress suffered delays during the first 3 months of work, due to the very heavy rainfalls experienced, the contractors have made good progress during the recent drier months and are on target to complete the majority of the work by January 2015, which</p>

will enable the filling of the raised beds with soil in Jan / Feb 2015, ready for planting in the spring, and the reinstatement of the pond.

The project has also experienced recent waterproofing delays of approximately 3 weeks, due to issues arising from the use of hot bitumen in windy weather. To prevent similar issues throughout the project an alternative adhesive solution was sought and tested and approvals for the design change agreed.

This has extended the overall project timescales to mid February 2015.

Whilst Volker Laser is committing additional resources to the project to try to meet the original 62-week deadline, it is likely that some areas of tiling (not main walkways) will be completed beyond this timescale.

Soft Landscaping (sub project) progress update:

- The landscaping working party has worked alongside Landscape Architects to develop the new planting scheme. Although a scheme was developed earlier this year, officers from Open Spaces, along with those from the BEO and working party had some concerns regarding the original concept design. These concerns were primarily in regard to:
 - The type and number of trees planned.
 - The sustainability of the planting scheme.
 - The viability of the proposed water retention system.
 - The overall loading of the scheme, given the number and type of trees proposed.
 - The lack of colour / variations in the scheme
 - The on-going maintenance requirements for coppicing etc. of the trees.
 - The ability for growth of other plants beneath the trees.

In view of this an alternative landscaping designer was approached and using information from the working party's brief an alternative scheme has been developed, which addresses the above concerns yet delivers an exciting planting scheme. This scheme was then the subject of wider consultation with residents.

The format of the consultation included:

- An open afternoon and evening where residents

	<p>were invited to see the designs and meet with the designer to put forward any questions or suggestions.</p> <ul style="list-style-type: none"> • Completion of a free format survey, where residents could comment on the proposed design. <p>Overall, we have received very positive feedback about the planting scheme, with some constructive suggestions for improvement, which have been passed to the landscape designer. The next step is to provide a detailed brief for the soft landscaping work and to secure the funding required. A report on the soft landscaping will go to project Sub committee in October 2014</p>
<p>10. Programme</p>	<p>Please refer to Appendix A for phasing programme. A time extension of 2 weeks has been agreed as a result of the change in design from the use of hot bitumen as the adhesive to a cold adhesive. The use of the cold adhesive is slightly more expensive than using hot bitumen but has positive benefits such as reduced health & safety risks and improved conditions for residents and commercial tenants as there is no smoke or fumes with the cold adhesive. The additional cost will be met from within the existing budget due to savings accrued as a result of other design items which are no longer required, e.g. removal of the garden bed up-stands.</p>
<p>11. Communications</p>	<p>Project board, which includes BEO Officers, City Surveyors, 1 elected member and representatives from the 5 houses immediately surrounding the Beech Gardens work site (Defoe, Lauderdale, John Trundle, Bryer and Bunyan) meet on a monthly basis.</p> <p>The Residents' meetings, previously held on a monthly basis have now been moved to a quarterly basis (subject to review) in lieu of a weekly update which is provided to residents. See Appendix B</p>
<p>12. Benefits achievement</p>	<p>Areas of waterproofing have been successful in preventing water penetration in those areas completed. However, this has meant that the water in areas that are still "work in progress" is simply finding other outlets. The areas will therefore not be free from leaks until the whole project is complete. We are continuing to actively work with commercial tenants who are affected by the leaks.</p>
<p>13. Lessons</p>	<p>N/A</p>

Appendices

Appendix A	Phasing programme and programme position
Appendix B	Example of weekly update notice to residents

Other

Soft Landscaping – Design and Survey results hard copy for viewing will be made available at the committee meetings

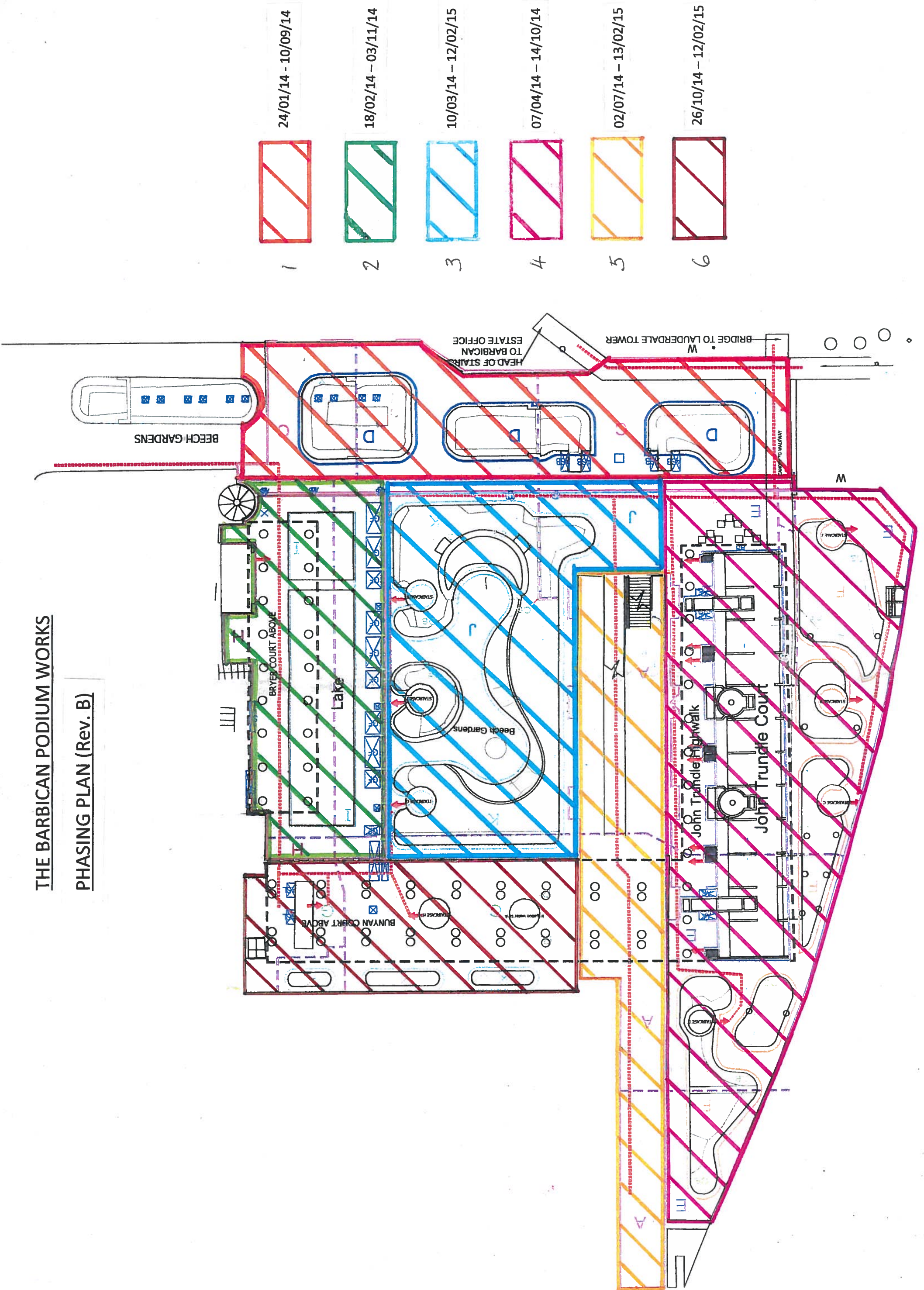
Contact

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THE BARBICAN PODIUM WORKS

PHASING PLAN (Rev. B)



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The Barbican Podium Works

Location	Remove Surfaces		Deck Preparation		Insulation		Waterproofing		Screed & Tiles	
	Programme	Actual	Programme	Actual	Programme	Actual	Programme	Actual	Programme	Actual
	%	%	%	%	%	%	%	%	%	%
Beech Gardens (over tunnel)	100	97	100	97	n/a	n/a	100	95	100	95
Bryer Court	70	70 ¹	50	50 ¹	n/a	n/a	60	60 ¹	50	50 ¹
Beech Gardens	100	90 ³	100	75	50	10 ²	0	0 ²	0	0 ²
John Trundle Ct	80	90 ³	80	70 ³	80	30 ²	80	15 ²	15	0 ²
White Lyon Ct	0	35	0	25	0	25	0	5	0	0
Overall	70	76	66	63	26	22	48	35	33	29

- 1 Delayed due to presence of asbestos
- 2 Delayed due to design change from hot bitumen to cold adhesive
- 3 Delayed due to environmental noise issues

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What we have achieved this week

Main Works

Beech Gardens, above Beech Street Tunnel, refer to Phasing Plan Rev. A area 1

Continuation of cleaning of tiles.

Re-commence removal of screed and tiles.

Re-commence preparation of the deck ready for waterproofing works.

Re-commence installation of waterproofing works.

Bryer Court & Pond, refer to Phasing Plan Rev. A area 2

Continuation of cleaning of tiles.

Re-commence removal of screed and tiles.

Beech Gardens, refer to Phasing Plan Rev. A area 3

Continuation of the removal of screed and tiles.

Re-commence preparation of the deck ready for waterproofing works.

John Trundle Court, refer to Phasing Plan Rev. A area 4

Continuation of the removal of rainwater outlets.

Continuation of the installation of new rainwater outlets.

Continuation of the installation of the insulation layer.

Continuation of the waterproofing layer.

Continuation the removal of tile and screed layers.

White Lyon Court

Continuation of the removal of tile and screed layers.

Continuation of the installation of new rainwater outlets.

Commencement of the installation of the insulation layer.

What is planned for next week

Main Works

Beech Gardens, above Beech Street Tunnel, refer to Phasing Plan Rev. B area 1

Continuation of the installation of new movement joints.

Continuation of cleaning of tiles.

Continuation of the installation of waterproofing layer.

Bryer Court & Pond, refer to Phasing Plan Rev. B area 2

Continuation of cleaning of tiles.

Continuation of the removal of screed and tiles.

Beech Gardens, refer to Phasing Plan Rev. B area 3

Continuation of the removal of tile and screed layers.

(noisy works but on the other side of the structural movement joint from Bryer Court)

Continuation of the preparation of the deck ready for the installation of the insulation layer.

John Trundle Court, refer to Phasing Plan Rev. B area 4

Continuation of the installation of new rainwater outlets.

Continuation of the installation of the insulation layer using bitumen cold applied adhesive.

Continuation of the waterproofing layer.

White Lyon Court

Completion of the removal of tile and screed layers.

Continuation of the installation of new rainwater outlets.

Continuation of the installation of the insulation layer.

Delivery of insulation materials Wednesday 20th August 7pm-9pm

Saturday working commencement date 2nd August 2014 for 7 weekends, locations to be advised in advance.

No Saturday working August 23rd due to Bank Holiday weekend

Next Resident Meeting – Wednesday 3 September Residents' Meeting Room BEO at 7.00pm

What is planned for the next few weeks beyond that

Main Works

Beech Gardens, above Beech Street Tunnel, refer to Phasing Plan Rev. B area 1

Re-commence screed and tiling activities.

Bryer Court & Pond, refer to Phasing Plan Rev. B area 2

Reinstatement of deck in area where smoke vent removed.

Structural assessment of further smoke vents for possible removal.

Continuation screed and tiling activities.

Beech Gardens, refer to Phasing Plan Rev. B area 3

Continuation of the preparation of the deck ready for the installation of the insulation layer.

Continuation of the installation of the insulation layer.

Continuation of the installation of the waterproofing layer.

John Trundle Court

Continuation of the installation of the insulation layer.

Continuation of the waterproofing layer.

Commencement of screed and tiling activities.

Continuation of the removal of tile and screed layers.

Commencement of the waterproofing layer.

Commencement of screed and tiling activities.

Saturday working commencement date 2nd August 2014 for 7 weekends, locations to be advised in advance.

No Saturday working August 23rd due to Bank Holiday weekend.

Next Resident Meeting – Wednesday 3 September Residents' Meeting Room BEO at 7.00pm

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Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 01 September 2014 15 September 2014
Subject: Residents' Survey Results September 2014	
Report of: The Director of Community and Children's Services	Public For Information
Ward (if appropriate):	
<p><u>Executive Summary</u></p> <p>This report informs the committee of the results of the Residents' Satisfaction Survey which was undertaken in July 2014.</p>	

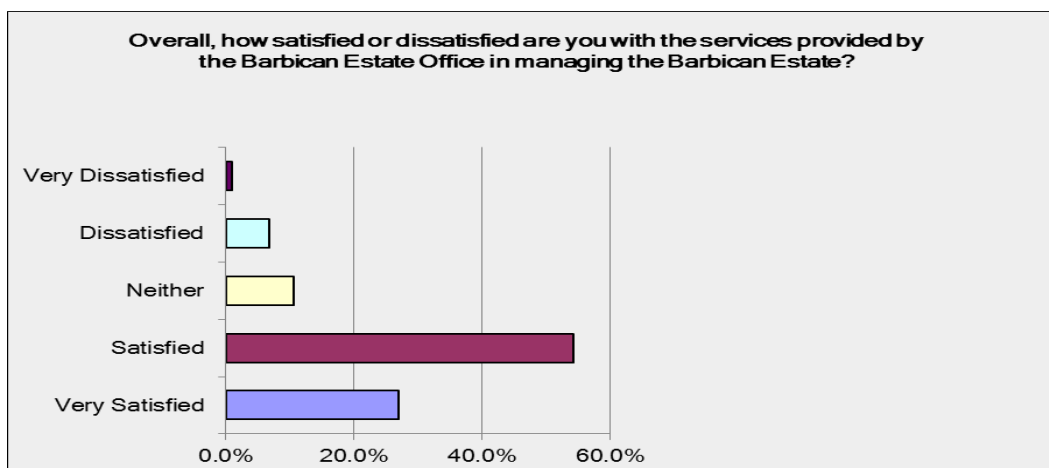
Background

1. In July 2014 a residents' satisfaction survey was undertaken to gauge current satisfaction levels with the services provided or managed by the Barbican Estate Office. A copy of the survey form is attached as Appendix 1.
2. This was the second time that an online survey was used, with paper copies advertised as being available upon request.
3. The survey asked residents to rate services against one of five criteria: very satisfied, satisfied, neither, dissatisfied and very dissatisfied.
4. An additional field at the end of the survey enabled residents to add their comments. A selection of these comments both positive and negative, are detailed in the relevant sections. As with previous surveys, all comments received were circulated to staff and service providers. This was very motivational to them as they felt their efforts were valued and highlighted behaviours which residents appreciated as well as common themes and trends that needed to be addressed.

5. The response rate of 500 was made up of 498 online entries and 2 in paper format. This equates to 25% of households and is an increase from the 467 responses received in 2013.
6. The results of the survey will be published via email broadcast in September 2014 and on the Barbican section of the City of London website.
7. Whilst not an item paid for directly by the residents, a question about the Beech Gardens project was added into this year's survey following a great deal of comment last year. It was also felt that in 2013, the scores for Open Spaces and Property services may have been skewed because of Beech Gardens.

Current Position

8. **Customer Care** –A result of 81% was achieved in the “satisfied” or “very satisfied” categories, 1% down on 2013.

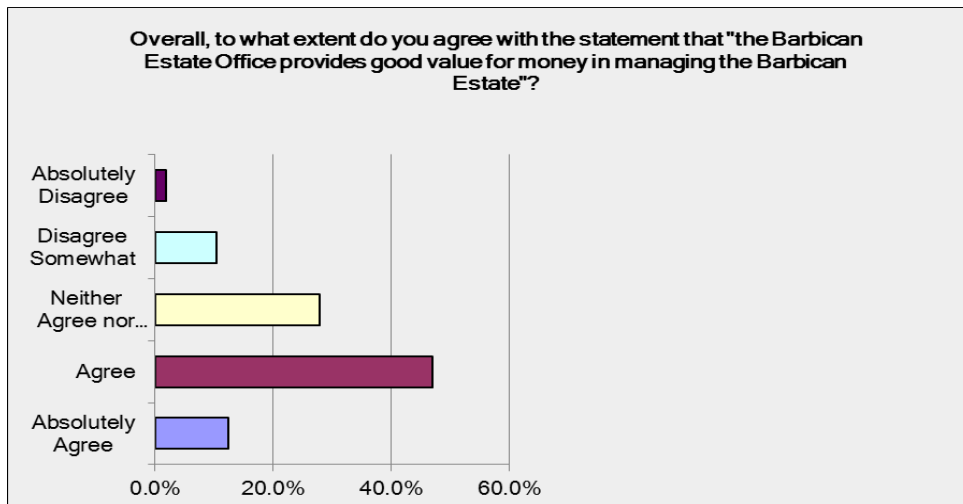


“Living in the Barbican is great. Thank you for all your good work.”

“Have always found everyone very approachable and sensible.”

“Think like business people!”

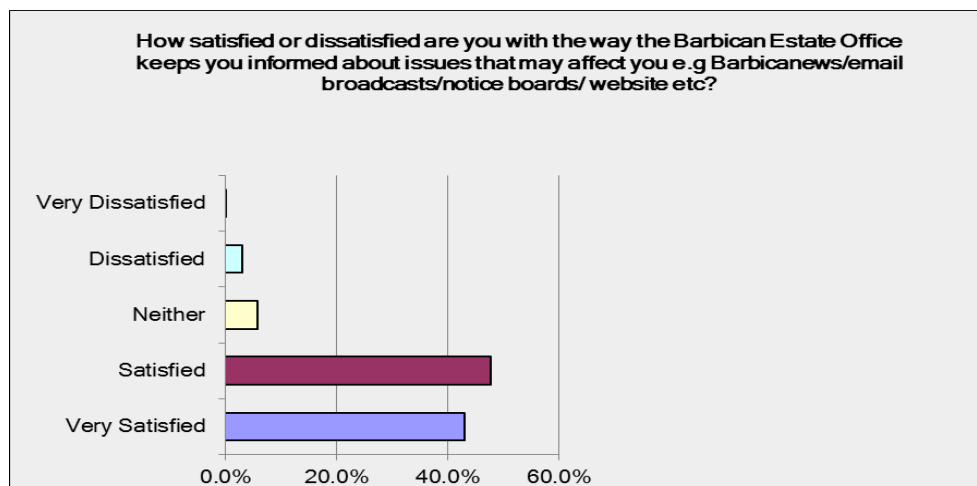
9. **Value for Money** - 60% of responses “absolutely agreed” and “agreed” with the statement that “the Barbican Estate Office provides value for money in managing the estate”. An increase of 5% on 2013.



“The Estate seems very well managed and the cost seems proportionate. We are fortunate to have a team which includes many friendly and professional members, who area pleasure to deal with.”

“Always choosing the lowest cost provider is a false economy.”

10. **Communications** - 91% was achieved in the “satisfied” or “very satisfied” categories in the methods of keeping the Barbican residents informed about matters that concern them. This is an increase of 4% from 2013. This year 3% were dissatisfied, down from 6% in 2013. We are particularly pleased with the increase in satisfaction as a lot of thought and work has gone into establishing the communications protocol for the Barbican Estate.

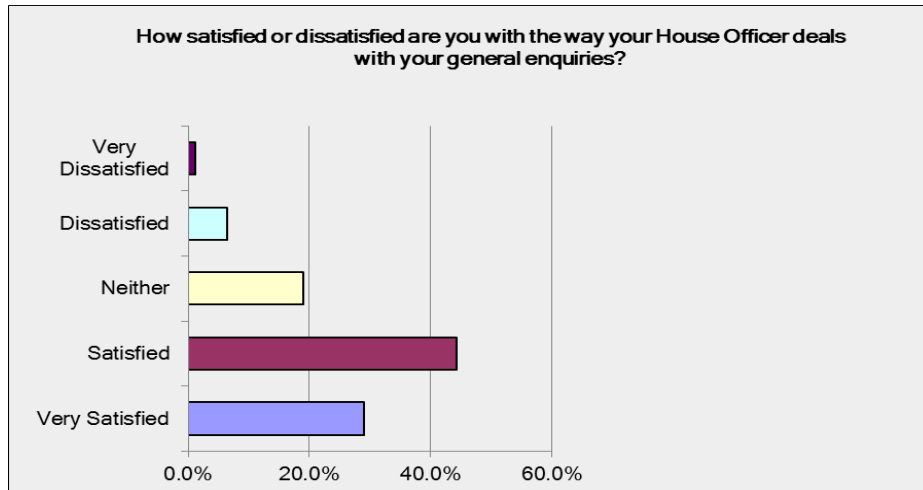


“Sometimes it seems there is lip service being paid to engagement rather than actual progress being made, or that prompt response equates to completion of projects.”

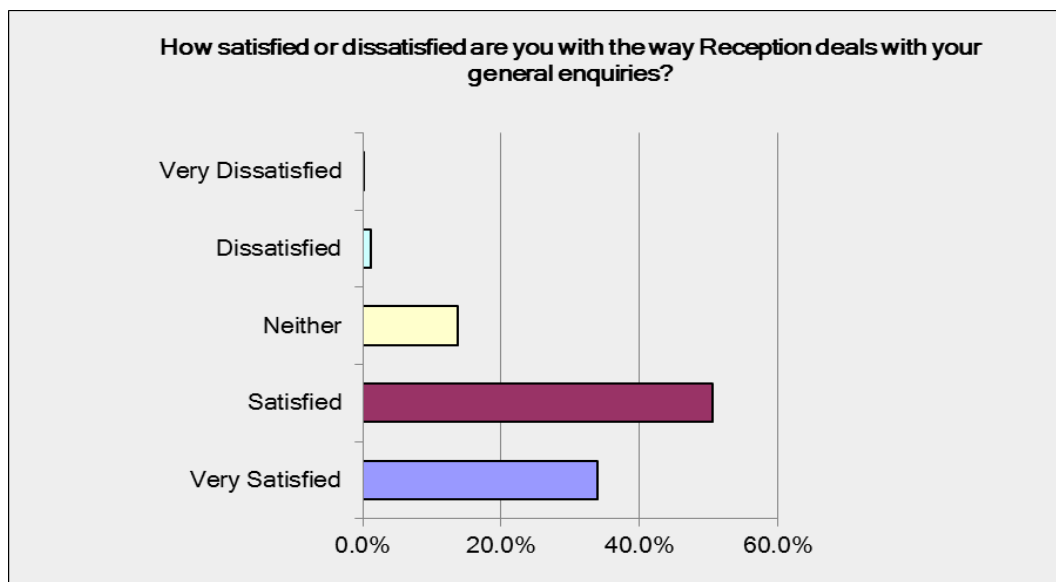
“Should like a clear and regularly updated list of all contact details for above services.”

“The very good and clear communication is all one way – points made by residents seem to be not acted upon (eg. window cleaning, lighting).”

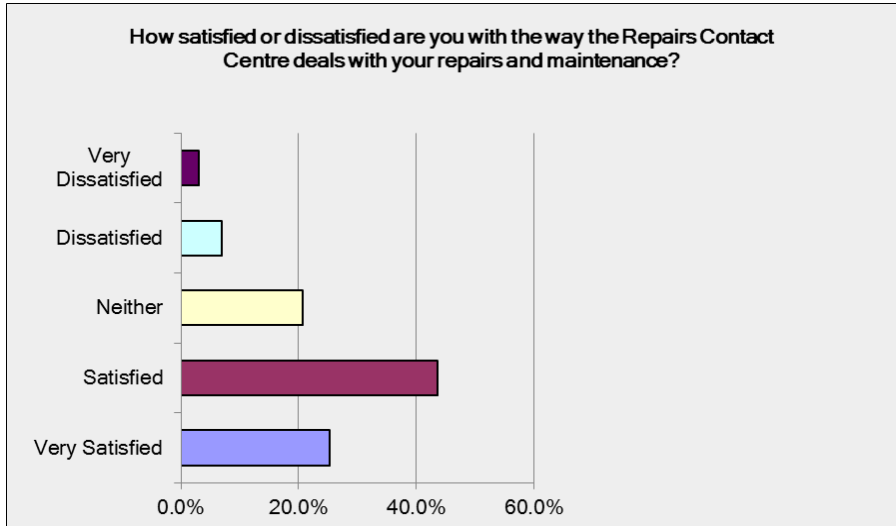
11. **House Officers** –73% satisfaction was achieved with 19% “neither satisfied or dissatisfied”. In 2013 70% satisfaction scores were achieved.



12. **Barbican Estate Office Reception** – A result of 85% was achieved in the “satisfied” or “very satisfied” categories in the way the Reception deals with their general enquiries, an increase of 6% on 2013.

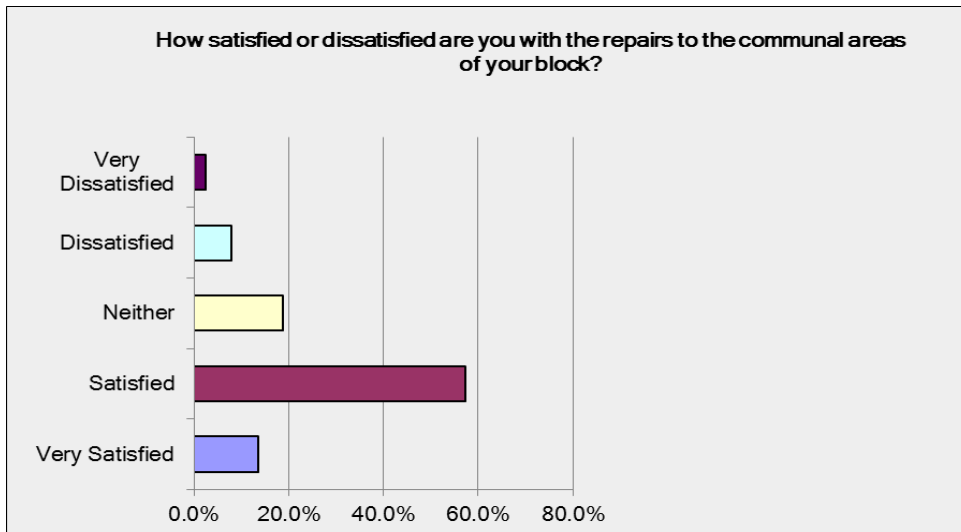


13. **Property Maintenance** – A result of 69% was achieved in the “very satisfied” or “satisfied” with the way Repairs Contact Centre dealt with the residents call for repair issues against 66% in 2013.



“Would like more communication when a complex repair (eg. to exterior) is in progress, especially to know when it is complete.”

14. **Property Maintenance in communal areas-** 71% satisfaction was achieved. This represents an increase of 8% on satisfaction levels. Dissatisfaction levels have also decreased by 7%.



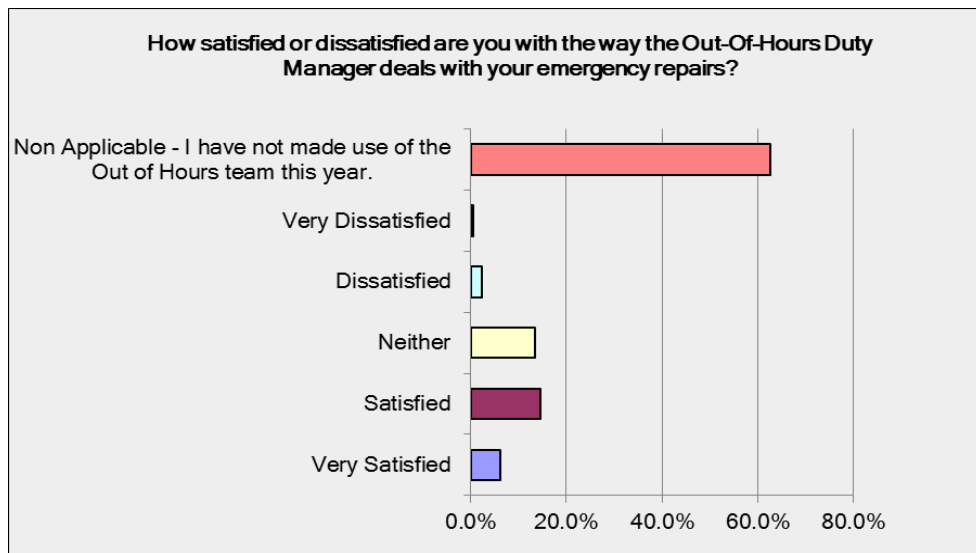
“Generally the standard and quality of maintenance is excellent.”

“No preventative maintenance work is carried out.”

“How long need it take to replace dead light bulbs in corridors? In Willoughby House sometimes 3 weeks.”

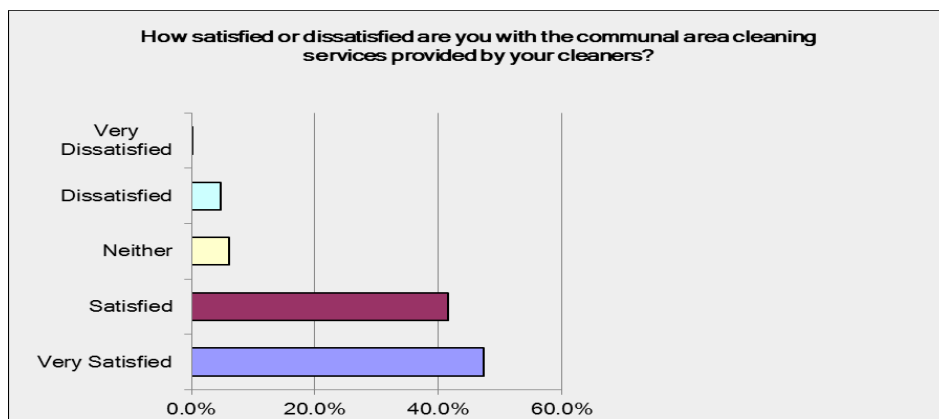
“A lot more attention should be paid to checking work undertaken by contractors is up to standard. The response to repairs has been extremely slow and has been forgotten despite an order being placed.”

15. **Out of Hours Emergency Service** –Taking into account the 63% not having used the service, of the remaining respondents, 56% were “satisfied” or “very satisfied”.



16. Following feedback given last year, a response choice of “not used this service” was added to the survey to give a true reflection of the standard of service received.

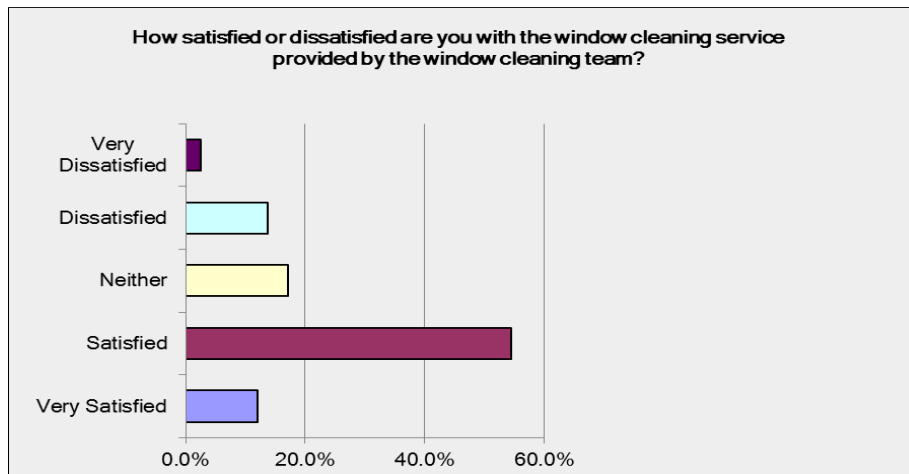
17. **Communal Area Cleaning** - 89% was achieved in the “very satisfied” or “satisfied” categories. This is down from 92% in 2013.



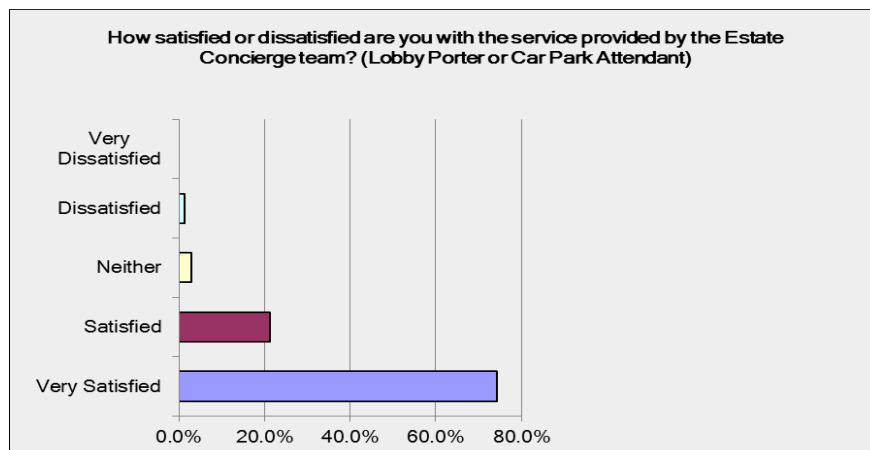
“Cleaning: internal block is fine, however, podium is never properly cleaned, machine comes along infrequently and area near the block is very dirty. Building works make a lot of dust.”

“ A lot of rubbish builds up on the estate over the weekends. I wonder whether sufficient bins are provided?”

18. **Window Cleaning** - 66% was achieved in the “very satisfied” or “satisfied” categories with 17% being “neither satisfied or dissatisfied”. This is the same satisfaction level as last year.



19. **Estate Concierge team** – A result of 96% was achieved in the “very satisfied” or “satisfied” categories. This is the same very high satisfaction level as last year.

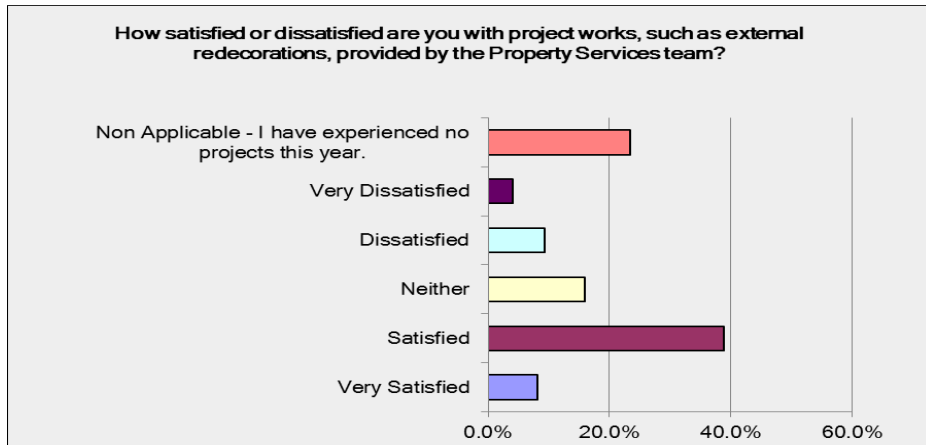


“Would like to mention that our porters (Defoe House car park) are incredibly helpful, courteous and kind to residents – often above and beyond what they are paid to do.”

“The car park guys are great.”

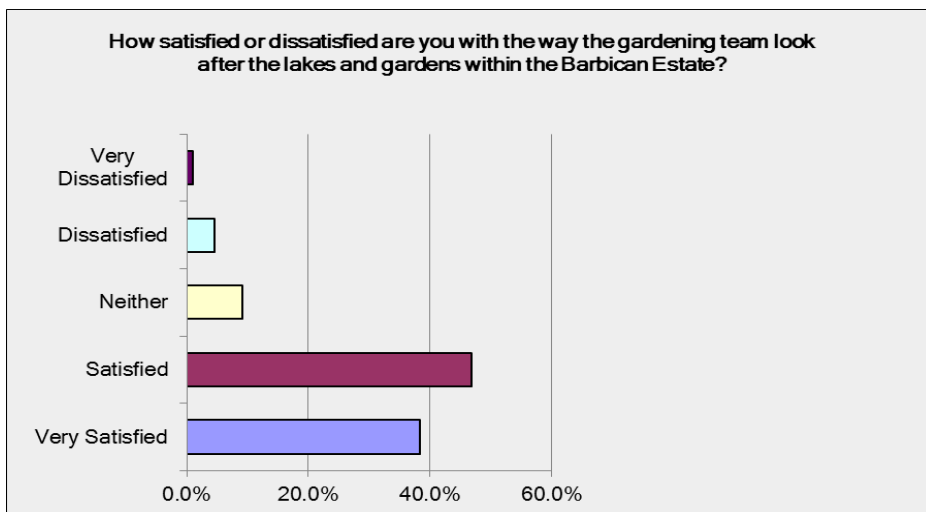
“Just a special mention for how fantastic the Lauderdale Tower porters are.”

20. **Major Works** - 47% was achieved in the “very satisfied” or “satisfied” categories with project works, such as external re-decorations, provided by the Property Services Team. 16% were “neither satisfied or dissatisfied” and 24% noted that they had no experience of a project this year. Satisfaction levels remain the same as in 2013.



“Re-painted surfaces on balcony rails started blistering quite quickly, suggesting they were not well prepared; hope it will be better this time.”

21. **Open Spaces** - 85% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This represents an increase from 9% from 2013.
22. In 2013, the comments received about Open Spaces were heavily weighted towards the Beech Gardens project.



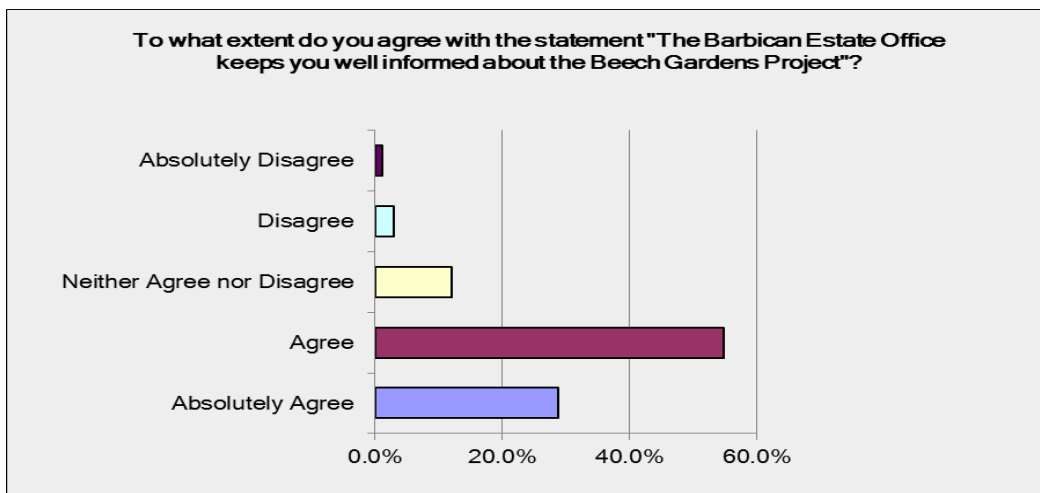
“The gardening team do their best with poor landscaping.”

“The gardens are gorgeous.”

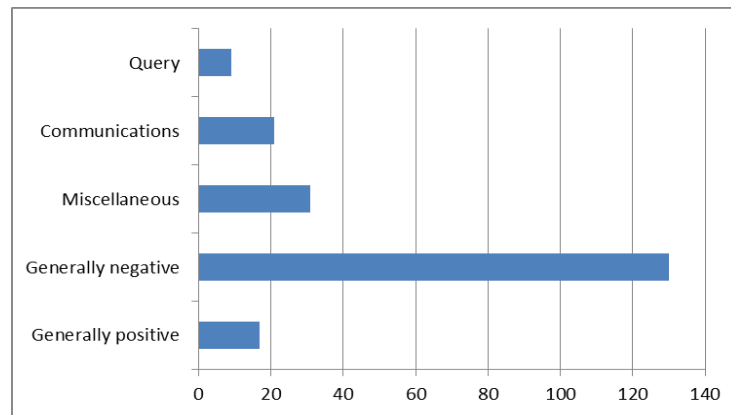
“On gardening, would like much greater reduction in size of trees in Thomas More Garden.”

“Also how stunning the gardens look.”

23. **Beech Gardens** – 84% agreed with the statement that, “The Barbican Estate Office keeps you well informed about the Beech Gardens Project”



24. The majority of comments from the May 2013 survey concerned the Beech Gardens project. To give residents the opportunity to comment about both Beech Gardens and other areas of the service provided by the Barbican Estate Office an extra commentary box was added this year.
25. 201 comments were received about Beech Gardens. These have been analysed and subdivided into the following categories
- Generally positive
 - Generally negative
 - Miscellaneous
 - Communications
 - Query



“They are taking a very long time”

“Communication about the project has got noticeably better in the past month or so. Prior to that, it was dire. Unacceptable for such a major project, with such visible impact, for such a long, long time.”

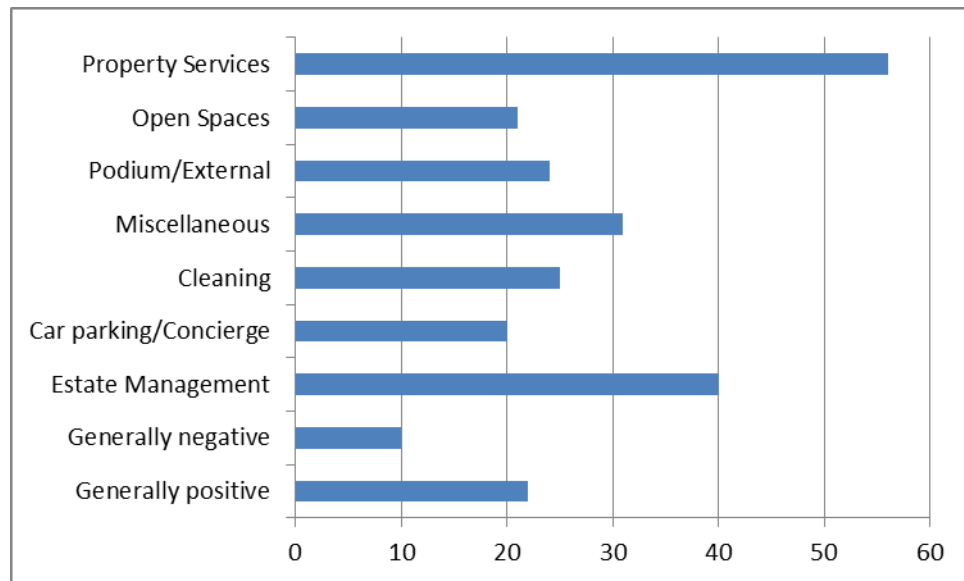
“The length of time this has taken, the noise, the mess – utterly depressing. Living in the Barbican is no longer attractive!”

“They feel very long drawn-out!”

“When is it scheduled to finish?”

“There is a lot of information about what is going on but less about why it is taking so long.”

26. A further 200 responses were received to the question, “Do you have any further comments/queries/suggestions regarding the services provided to you?”
27. These have been analysed and subdivided into 9 categories.



28. Some comments covered areas not under Barbican Estate control or were not directly linked to services we provide. Where appropriate, these comments will be passed on to the departments responsible.

“I wish the Barbican estate had control over cleaning the stairs down to Barbican station. They are a disgrace.”

“Please get the Arts Centre to do something about the brickwork right on the lakeside where it is crumbling away. It’s been neglected for years. Or can’t the Estate just take action?”

“Please spend time on St Giles’ Terrace and finish off new seats, parking concerns and barrier.”

“Please sort out the evening noise issue from the Girls’ School as it is intolerable and unacceptable.”

29. The House Officers have reviewed all the comments received. Where necessary they have also followed up if action was required.

Conclusion

30. Where residents have made specific comments or queries on the survey form, the House Officers have addressed these on an individual basis. Although as the BEO does not know who made the comments, we have not responded individually.

31. General comments and common themes and trends have been fed back to the individual service providers and will be included within the Service Level Agreement Action Plans.
32. Satisfaction levels are high but we will aim to improve service levels where results have identified areas of concern by ongoing stringent monitoring of the Service Level Agreements, block and estate inspections, monthly meetings with the service providers and responding to residents' comments.
33. A further review of response categories will occur before the BEO sends the next resident survey in 2015.

RECOMMENDATION

- (i) *That the Committee note the contents of this report.*

Background Papers:

October 2004 Residents Satisfaction Survey
October 2005 Residents Satisfaction Survey
March 2007 Residents Satisfaction Survey
May 2009 Residents Satisfaction Survey
March 2011 Residents Satisfaction Survey
September 2013 Residents Satisfaction Survey

Contact Officer: Helen Davinson, Resident Services Manager:
Tel: 0207 029 3963
e-mail: barbican.estate@cityoflondon.gov.uk



Resident Survey June 2014

1. Overall, how satisfied or dissatisfied are you with the services provided by the Barbican Estate Office in managing the Barbican Estate?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

2. Overall, to what extent do you agree with the statement that "the Barbican Estate Office provides good value for money in managing the Barbican Estate"?

- Absolutely Agree
- Agree
- Neither Agree nor Disagree
- Disagree Somewhat
- Absolutely Disagree

3. How satisfied or dissatisfied are you with the way the Barbican Estate Office keeps you informed about issues that may affect you e.g Barbicanews/email broadcasts/notice boards/ website etc?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

4. To what extent do you agree with the statement "The Barbican Estate Office keeps you well informed about the Beech Gardens Project"?

- Absolutely Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Absolutely Disagree

5. Do you have any further comments to make about the Beech Gardens Project?

6. How satisfied or dissatisfied are you with the way your House Officer deals with your general enquiries?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

7. How satisfied or dissatisfied are you with the way Reception deals with your general enquiries?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

8. How satisfied or dissatisfied are you with the way the Repairs Contact Centre deals with your repairs and maintenance?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

9. How satisfied or dissatisfied are you with the repairs to the communal areas of your block?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

10. How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- Non Applicable - I have not made use of the Out of Hours team this year.

11. How satisfied or dissatisfied are you with the communal area cleaning services provided by your cleaners?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

12. How satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

13. How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

14. How satisfied or dissatisfied are you with project works, such as external redecorations, provided by the Property Services team?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- Non Applicable - I have experienced no projects this year.

15. How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied

16. Do you have any further comments/queries/suggestions regarding the services provided to you?

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Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 1 September 2014 15 September 2014
Subject: Progress of Sales & Lettings	
Report of: Director of Community and Children's Services	Public For information
<p><u>Executive Summary</u></p> <p>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.</p> <p>Recommendation: That the report be noted.</p>	

Main Report

BACKGROUND

1. The acceptance of surrenders of tenancies and the sale and letting of flats are dealt with under delegated authority and in accordance with Standing Orders 77a and 77b.

SURRENDERS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	8A	18	£31,750	25/12/12/ 24/12/15	Death of Tenant	01/07/2014

RIGHT TO BUY SALES

3.

	12 August 2014	12 May 2014
Sales Completed	1076	1076
Total Market Value	£91,536,908.01	£91,536,908.01
Total Discount	£29,230,964.26	£29,230,964.26
NET PRICE	£62,305,943.75	£62,305,943.75

OPEN MARKET SALES

4.

	12 August 2014	12 May 2014
Sales Completed	834	834
Market Value	£131,395,262.97	£131,395,262.97

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.

APPROVED SALES

8. No sales have been approved since your last committee.

APPROVED LETTINGS

9. No lettings approved since your last committee

11. SALES PER BLOCK

BLOCK	TOTAL NO. OF FLATS IN EACH BLOCK	TOTAL NO. SOLD IN EACH BLOCK	NET PRICE £	% NO. OF FLATS SOLD IN EACH BLOCK
ANDREWES HOUSE	192	182	14,913,260.00	94.79
BEN JONSON HOUSE	204	195	14,132,454.83	95.59
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	105	6,806,712.50	94.59
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	170	14,644,782.50	95.51
GILBERT HOUSE	88	85	9,381,852.50	96.59
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	104	8,933,148.50	91.23
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	145	13,542,670.50	97.97
TERRACE BLOCK TOTAL	1645 (1645)	1577 (1577)	126,050,473.33 (126,050,473.33)	95.87 (95.87)
CROMWELL TOWER	112	99	20,663,501.00	88.39
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	107	21,622,406.76	92.24
TOWER BLOCK TOTAL	345 (345)	319 (319)	64,989,687.39 (64,989,687.39)	92.46 (92.46)
ESTATE TOTAL	1990 (1990)	1896 (1896)	191,040,160.72 (191,040,160.72)	95.28 (95.28)

The freeholds of 14 Flats in Wallside have been sold. The net price achieved for the purchase of the original leasehold interest and the subsequent freehold interest is £3,459,500. The figures in brackets are as stated at your last meeting.

Contact: Anne Mason
anne.mason@cityoflondon.gov.uk
Telephone Number: 020 7029 3912

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE **Monday, 1 September 2014**

Minutes of the meeting of the Barbican Estate Residents Consultation Committee (RCC) held at Guildhall on Monday, 1 September 2014 at 6.30 pm

Members:

Tim Macer - Willoughby House
(Chairman)

Professor Chris Mounsey - Breton House
(Deputy Chairman)

Randall Anderson - Shakespeare Tower

Averil Baldwin - Thomas More House

Robert Barker - Lauderdale Tower

Gordon Griffiths - Bunyan Court

Helen Wilkinson - Speed House

Robin Gough – Defoe House

Dr Gianetta Corley – Gilbert House

John Tomlinson - Cromwell Tower

Gillian Laidlaw - Mountjoy House

Fiona Lean - Ben Jonson House

Natalie Robinson - Andrewes House

Jane Smith - Barbican Association

Professor Michael Swash - Willoughby

John Taysum - Bryer Court

Janet Wells - John Trundle House

Mark Bostock – Frobisher Crescent

In Attendance:

Professor John Lumley – Member of the Court of Common Council, ward of Aldersgate

Officers:

Karen Tarbox	- Community and Children's Services
Michael Bennett	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Mike Kettle	- Community and Children's Services
Anne Mason	- Community and Children's Services
Amy Carter	- Community and Children's Services
Colin Chuter	- Chamberlain's
Julie Mayer	- Town Clerk's

1. APOLOGIES

Apologies were received from John Tomlinson, Jane Smith, David Graves and Gareth Moore (Chairman of the Barbican Residential Committee).

The Chairman congratulated Karen Tarbox in her new role as Assistant Director, Barbican and Property Services and welcomed Colin Chuter from Chamberlains and Amy Carter (Community and Children's Services) to their first meetings.

2. DECLARATIONS BY MEMBERS IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

The Frobisher House representative asked for an amendment in respect of page 4 of the minutes in that the House Group had asked that the RCC to be alerted to a potential dispute. There was also an error in the text in that inhabitable should have read 'un-inhabitable'.

Subject to the above, the Minutes of the meeting held on 2 June 2014 were approved as a correct record.

4. **2013/14 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)**

The Committee received a joint Outturn Report of the Chamberlain and Director of Community and Children's Services. Members welcomed the simplified format of the reports and some had also attended a briefing session prior to this RCC meeting, which had been very helpful.

RESOLVED, that:

The Revenue Outturn Report for 2013/14 and the budgets carried forward to 2014/15 be noted.

5. **2013/14 REVENUE OUTTURN FOR THE RESIDENTIAL SERVICE CHARGE ACCOUNT INCLUDING RECONCILIATION BETWEEN THE CLOSED ACCOUNTS AND AMOUNT TO BE CHARGED TO LONG LEASEHOLDERS**

The Committee received a joint report of the Chamberlain and the Director of Community and Children's Services, which provided a summary of expenditure chargeable to the Barbican Estate's long leaseholders.

RESOLVED, that:

The Revenue Outturn Report for 2013/14 and the service charge reconciliation be noted.

6. **RELATIONSHIP OF BRC OUTTURN REPORT TO SERVICE CHARGE SCHEDULES**

The Committee received a report of the Director of Community and Children's Services, which sought to clarify how the service charge division in the 2013/14 Revenue Outturn Report relates to the service charge schedules provided to long lessees.

During the discussion of this item, the following points were raised/noted:

- Lauderdale residents would challenge being charged for the replacement glass at roof level as it related to work that recently been done and should be under warranty.
- Water tanks were tested on a regular basis.
- The drainage issues at Frobisher Crescent were considered to be service chargeable and will continue to be so unless evidence arises to the contrary.
- Members commended the helpful format of the report.

RESOLVED, that:

The report be noted.

7. **SERVICE LEVEL AGREEMENT (SLA) REVIEW**

The Committee received a report of the Director of Community and Children's Services, which updated Members on the review of the estate-wide implementation of Service Level Agreements and Key Performance Measures for the quarter April to June 2014.

During the discussion on this item, the following points were raised/noted:

- A meeting had been arranged with the Cleaning Manager for later this week, in order to look at spot checks on the podium and other problem areas.
- There was currently no finance available for bike lockers but some TfL funding had recently become available for bike racks and bike cages, which were very popular with residents. Members noted that there may be some modest charges for these such as to cover key administration, and residents would be updated once officers had received further clarity.
- Members noted that the SLA working party considered both leaseholder and service chargeable issues, as there were overlaps with officer responsibilities but the report indicates which account each item belongs to.
- Andrewes House had been extremely concerned about two recent intrusions, where entry had been gained via an open escape door (either left open or not closed properly). Residents noted that this had now been escalated to the Assistant Director, Barbican and Property Services, who would undertake a further investigation and update residents by the end of this week. Furthermore, the outcome and improvements would be fed into the wider security procedures on the estate and raised at the next SLA Working Party.

RESOLVED, that:

The report be noted.

8. **REVIEW OF WORKING PARTIES**

The Committee received a report of the Director of Community and Children's Services, which sought a decision on the process for setting up and running the RCC's working parties.

Members particularly welcomed receiving the Minutes of the working parties as it promoted transparency as well as tracking progress. Some Members suggested that an annual report and summary of the work of each group would also be helpful and this could be circulated more widely to residents.

The Chairman advised that vacancies would be filled at the AGM, along with reviewing terms of reference and setting time limits on the working parties, where necessary.

RESOLVED, that:

The draft protocol for setting up and running the Working Parties be reviewed in light of the comments raised, so that it could be considered further and implemented at the RCC's Annual General Meeting in Spring 2015.

9. **AUTOMATED PAYMENT SYSTEM FOR TEMPORARY CAR PARKING REVIEW**

The Committee received a report of the Director of Community and Children's Services, which considered the efficiencies in delivering the temporary car parking service. Members were reminded that the Barbican Residential Committee had approved the introduction of an Automated Payment System in February 2013 and this report reviewed the system after its first year of operation.

Members noted that the car park attendants would assist those visitors lacking confidence in using any of the Pay-by-Phone methods. There was also an internet console within the attendant's office, for those without mobile phones.

RESOLVED, that:

It be noted that the system be reviewed again in 2015, with a view to eventually phasing out the physical use of the old Carbon-Paper tickets.

10. **BACKGROUND UNDERFLOOR HEATING UPDATE**

The Committee received a report of the Director of Community and Children's Services, which updated Members on the progress made by the Barbican Underfloor Heating Working Party since the last update in January 2014.

Members noted that a decision on budgets for a consultants brief would be taken in December 2014 and welcomed the range of options presented in the report. Officers advised that the new heating contract would commence on 1 October 2014.

RESOLVED, that:

The progress of the Background Underfloor Heating Working Party be noted.

11. **ROOF APPORTIONMENT FOR SHAKESPEARE TOWER**

The Committee received a report of the Director of Community and Children's Services which sought approval, by the Barbican Residential Committee, to the final apportionment of costs between qualifying Leaseholders and the City of London Corporation in relation to the roof repairs at Shakespeare Tower. The Shakespeare Tower representative confirmed that the House Group was content with the report.

RESOLVED, that:

The Barbican Residential Committee be recommended to approve the final apportionment of costs for roofing repairs at Shakespeare Tower, being 109.2% to the City and -9.02% to qualifying long leaseholders.

12. **BEECH GARDENS PODIUM WORKS UPDATE**

The Committee received a report of the Director of Community and Children's Services, which sought to provide a suitable waterproofing remedy, with appropriate guarantees, for the North West Barbican Podium covering the areas known as White Lyon Court, John Trundle High Walk, Beech Gardens and Bryer Court Pond.

The Bryer Court House Group Member asked for the Group's discontent at the pace of this project to be recorded. The Assistant Director advised that a further Project Board and residents' meeting had been planned for this week, to address their issues. Members were reminded that the project was a pilot for waterproofing the whole of the podium which had, so far, been successful. The report before Members today had been intended as a position statement for the whole estate and the Project Board would receive a more detailed report.

RESOLVED, that:

The report be noted.

13. **WORKING PARTY REVIEW - MINUTES OF BEECH GARDENS FUTURE LANDSCAPING WORKING PARTY**

Members received the minutes of the Beech Gardens Future Landscaping Working Party. Officers advised that the design had been supported by the Working Party, following feedback from consultation with residents and an open-day hosted by the Architect. The Assistant Director, Barbican and Property Services, advised that she would be taking a report to the October Projects Sub Committee, in order to obtain funding approval.

14. **WORKING PARTY REVIEW - MINUTES OF BEECH GARDENS PROJECT BOARD**

Members received the minutes of the Beech Gardens Project Board.

15. **ANNUAL RESIDENTS SURVEY**

The Committee received a report of the Director of Community and Members Services, which advised Members of the results of the Residents' Satisfaction Survey, which was undertaken in July 2014.

Members welcomed a very encouraging report and particularly commended the new format. Officers advised that the exact percentages, as shown in the previous report, were available on request and would be shared with the SLA Working Party. In respect of the cleaning, which had recorded a downturn in satisfaction, officers assured Members that they worked to very high standards and would seek to rectify this as soon as possible. In respect of specific comments and suggestions made by residents, such as the Art Centre's crumbling brickwork on the Lakeside, officers advised that all of these items would be picked up under '*You said; We Did*' and communicated back to residents, so they are aware that their feedback has been acted upon.

RESOLVED, that:

The results of the Barbican Residents Survey, undertaken in July 2014, be noted.

16. **53 FORE STREET - WOOD STREET BAR AND RESTAURANT - NEW LEASE**

Members received a redacted report in respect of granting a new single lease to the Wood Street Bar and Restaurant (formerly Crowders Well Public House) and flat 185 Andrewes House.

Members noted that the application would be subject to a decision by Barbican Residential Committee (BRC) on 15th September 2014 but the final terms of the licence would fall under the jurisdiction of the Licensing Committee. In respect of a recent complaint about noise, Members noted that this had been resolved.

RESOLVED, that:

The report be noted.

17. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services, which sought to advise Member of the sales and lettings which had been approved by officers since the last meeting.

RESOLVED, that:

The report be noted.

18. **UPDATE REPORT**

The Committee received a report of the Director of Community and Children's Services, which updated Members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in June 2014. This report also provided updates on other issues on the estate.

Former Barbican/COL insignia affixed to the end of the Willoughby House Car Park ramp - Members were disappointed that this had taken so long to resolve and felt that it should have been covered by a planning condition and replaced at Heron's expense. Officers noted residents' comments, which would be reported to Legal Services.

North elevation scaffolding - Members asked if both the painting and concrete testing works could be carried out whilst this was in place.

TV upgrade – Officers advised that residents would be able to keep their existing TVs. However, there was some dissatisfaction about the level of communication generally and Members asked for clarity and further publicity about the meeting with VFM, which had been planned for 15th September in Shakespeare Tower.

Podium tiling - the Assistant Director apologised for the delay in the supply of the step edges but advised that there had been an issue with the manufacturer. The outcome would be reported under '*You Said; We Did*', or sooner if possible.

RESOLVED, that:

The update report be noted.

19. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

The questions received in advance and their responses had been circulated and would be appended to this set of minutes.

20. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

The Town Clerk was heard in respect of the suggested dates for RCC Meetings in 2015 and Members agreed that they would keep to the usual cycle; i.e. Monday's at 6.30pm, two weeks before the Barbican Residential Committee. Members agreed that, for those dates in 2015/16, where the respective Mondays fall on a Bank Holiday, the RCC meetings would still take place on a Monday but one before the BRC meeting; i.e.

- 7 September 2015
- 6 June 2016

The Town Clerk undertook to complete the draft minutes as soon as possible in time for the Grand Committee meetings the following week.

The AGMs for 2015 and 2016 would be scheduled for a Monday evening in April of both years and dates would be advised shortly. All other dates were now available on the web site.

The meeting ended at 8.30 pm

Chairman

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Pre RCC Member QUESTIONS

For 1 September 2014 RCC

1. **Q. Replacement seating on St Giles Terrace & Ben Jonson Place** – When will this be replaced?
 - A. **The Department of Built Environment have confirmed that the manufacturer has visited the site again to re-measure to ensure the replacement benches match the exact height and location of the previous benches. They are just finalising the details but the installation will be scheduled to be late September. Once everything has been confirmed Streetscene Officers from the Department of Built Environment will send through a further update with advance notice of the replacement dates to circulate to residents.**

2. **Q. Plinth repairs along Ben Jonson Highwalk** – When will they be replaced?
 - A. **A trial plinth referred to in the “You Said; We Did” update will be completed in October – if successful the remainder of the plinth works will follow.**

3. **Q. Podium Tiling** – When will the stair edge tiles be replaced?
 - A. **The update in the “You Said; We Did” update is current – there are no planned dates for these works.**

4. **Q. Public lift doors** – is it possible for the doors of the public lifts to be left open as standard to prevent the smells from polluting them?
 - A. **Lifts can be set to have doors open when parked but this is extremely unusual and invites vandalism, this arrangement also provides a slower service.**

5. **Q. Ben Jonson House scaffolding** – Why weren’t residents of Breton House informed about the scaffolding on Ben Jonson House? Whilst the scaffolding is on Ben Jonson House will the concrete investigations and remedies also be carried out?
 - A. **Subject to the procurement timetable including the second stage Section 20 procedure, and coordination of works, the intention is that scaffolding will be made use insofar as this is practicable. The scaffolding on Breton House was mentioned at the Residents Redecoration Open day in April, the external redecorations letter in July and the contractors update newsletter in August.**

6. **Q. Ongoing concrete repair works Breton House** - When will the concrete repairs on Breton House be completed (large chunks of concrete have been removed but no remedial action)?

- A. The remedial works to both Breton and Mountjoy House were completed in August.**
7. **Q. Breton/Mountjoy Houses concrete repairs/costings report** – Will a full report on the Breton/Mountjoy concrete repair works including costs be presented to the RCC/BRC?
- A. This has not previously been requested but can be provided. The concrete condition survey report was provided to Breton and Mountjoy House Group Chairs earlier in the year.**
8. **Q. Ben Jonson Place Waterproofing** - Is a date planned for the waterproofing of Ben Jonson Place? Have the London Film School asked that these areas are waterproofed?
- A. City Surveyors have confirmed that reconfiguring the Exhibition Hall into an internationally recognised Film School is going to involve a significant amount of works, both by the City of London and LFS itself. There are not currently any proposals to re-seal the Breton House area but given the leaks from the podium and the desire to prevent the leaks in the future similar works to those undertaken in the Beech Street Gardens area may well occur in the future.**
9. **Q. TV broadband upgrade** – Why was the fibre broadband installation projected for August moved back to October? What works have been completed, what is being done now and what is still to be done – is this on track?
- A. Installation of the ‘dark fibre’ onto the estate has taken place. Works to install the main fibre ring around the estate within the subway continues. The lead-in time for some of the major components resulted in the delay from August to October. We are still on track to commence connections into individual flats in October.**
10. **Q. Beech Gardens project** – When is the Beech Gardens project due to be completed? Where are the minutes of the Project Board meeting 6 August?
- A. The project is due to be completed in February 2015 (see separate progress report). The most recent Project Board minutes missed the Committee deadlines for reports.**
11. **Q. Podium drains** - Following recent heavy rains and the ensuing failure of the drains on the podiums – has thought been given to a major overhaul of the water collection system?
- A. This will be considered as part of the Asset Management Strategy. Existing drains are subject to an annual planned maintenance programme. The recent heavy rain we have experienced is beyond what we would normally expect and drain failures were not limited to the Barbican Estate.**
12. **Q. Public Gardens and Watering** – how much has been spent on the North podium now that the sprinkler system is not in use?

- A. Hand watering costs for 2013/14 were £1,591 and for 2014/15 £2,674.
13. **Q. Recruitment – Estate Concierge/Car Park Attendants** – what are the replacement plans for the up and coming Estate Concierge/Car Park Attendants who are due to retire over the next year or two?
- A. **The Barbican Estate Office has been able to progress with the recruitment of 8 new starters for the Estate Concierge team. A further 6 positions have been advertised externally and we anticipate being able to announce these new team members during the Autumn, which will provide us with a full complement of permanent staff – 28 in total. Moving forward we will recruit into those positions as and when there are confirmed retirement dates from the team members.**
14. **Q. Carry forward budgets** - £50,000 carry forward budget for car park signage and emergency lighting – what else was competing for expenditure and why was the decision made to use it on car park signage and emergency lighting?
- A. **At the beginning of the financial year the Department of Community & Children’s Services ask divisions to put forward prioritised projects for any potential departmental underspends from the previous year. The BEO team will review any possible landlord charged projects, for example, car park works, podium works including planters, signage, tiling and put forward a prioritised list. The car park signage and emergency lighting was prioritised following recent Fire Risk Assessments in those areas.**
15. **Q. Frobisher Crescent – Drainage on balconies** – can we have an update/position statement?
- A. **A meeting has been scheduled for the Frobisher Crescent House Group with the Barbican Estate Office on 9 September to update on the position.**
16. **Q. Frobisher Crescent – Heating system** - There was a lot of discussion in 2013 with the residents and the BEO, The City Surveyor, DSL and UHC on the issue of the future maintenance of the heating system including the need for annual health checks. It was agreed that the first one would be done before the effective handover of the system to the City by the developer, UHC which was thought to take place in April 2014. The last one was done in all the flats in autumn 2013. As a precursor to any handover of the heating system, we believe that the second health check needs to be undertaken by DSL. Can we be advised when this will happen?
- A. **An update will be provided via the next ‘You Said; We Did’ and to the Frobisher Crescent House Group when received from the City Surveyor.**

17. **Q. Underfloor Heating System** - While the Underfloor Heating Working Party is looking at the potential for improvements, such as increased individual controls, as part of identifying options for a future upgrade, we face a number of heating seasons before such improvements might be introduced. What can be done in the short term to alleviate the situation for flats which are cold during periods of reduced temperature outside the heating "season" [such as those immediately above podium level? Is it possible to change the background heating period to [say] September-May.?
- A.** The lease states for 'the provision of underfloor heating at other reasonable times' - the Barbican Estate Office already does this – in April/May and September we review the forecasted minimum night time temperatures, the potential overnight charging times of the system and the amount of resident feedback. The BEO will then decide whether to keep the system running in May and or turning the system on early in September which has been done a number of times over the years.
18. **Q. Bin store under Speed/Willoughby** - What are the plans and what is the timetable?
- A.** It remains our intention to provide a further Bin Store for the Willoughby House area in this financial year. We are currently liaising with Property Services, the Cleansing Department and the Planning Department regarding further building requirements.

Michael Bennett
Barbican Estate Manager
29 August 2014

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