



Barbican Estate Residents Consultation Committee

Date: MONDAY, 26 NOVEMBER 2012

Time: 6.30 pm

Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

Randall Anderson - Shakespeare Tower House Group	Mark Bostock - Frobisher Crescent
Tim Macer - Willoughby House	Francis Pugh - Gilbert House Group
Mary Hickman - Andrewes House Group	Robert Barker - Lauderdale House Group
Fiona Lean - Ben Jonson House	Patric Morley - Mountjoy House Group
Professor Chris Mounsey - Breton House	David Graves - Seddon House Group
John Taysum - Bryer Court House	Helen Wilkinson - Speed House Group
Gordon Griffiths - Bunyan Court House Group	Philip Sharples - Thomas More House Group
John Tomlinson - Cromwell Tower House Group	Janet Wells - John Trundle House Group
Chris Watkins - Defoe House	Mary Bonar - Wallside

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John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

2. **DECLARATIONS BY MEMBERS IN RESPECT OF ITEMS ON THIS AGENDA**

To agree the Minutes of the Barbican Residents Consultation Committee held on 10 September 2012

3. **MINUTES**

To agree the Minutes of the Residents' Consultation Committee held on 10 September 2012

(Pages 1 - 8)

4. **UPDATE REPORT**

Report of the Director of Community and Children's Services

For information

(Pages 9 - 44)

5. **SERVICE LEVEL AGREEMENTS REVIEW**

Report of the Director of Community and Children's Services

For information

(Pages 45 - 52)

6. **SALES REPORT**

Report of the Director of Community and Children's Services

For information

(Pages 53 - 58)

7. **REVENUE AND CAPITAL BUDGETS**

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

For information

(Pages 59 - 82)

8. **LIFT MAINTENANCE CONTRACT (UPDATE)**

Report of the Director of Community and Children's Services

For Information

9. **LIFT MAINTENANCE CONTRACT**

(Pages 83 - 88)

10. **REMEDIAL TOWER CONCRETE WORKS RESOLUTION**

Report of the Director of Community and Children's Services

For information

(Pages 89 - 112)

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

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

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE **Monday, 10 September 2012**

Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at Committee Room - 2nd Floor West Wing, Guildhall on Monday, 10 September 2012 at 6.30 pm

Present

Members:

Randall Anderson – Shakespeare Tower (Chairman)

Tim Macer – Willoughby House (Deputy Chairman)

Claire Sharples – Thomas More House

Monique Long – Mountjoy House

Helen Wilkinson – Speed House

Gianetta Corley – Gilbert House

Mark Bostock – Frobisher Crescent

Gordon Griffiths – Bunyan Court

Fiona Lean – Ben Jonson House

John Taysum – Bryer Court

John Tomlinson – Cromwell Tower

Jane Smith – Barbican Association

Robert Barker – Lauderdale Tower

Chris Mounsey – Breton House

David Graves – Seddon House

In attendance:

Gareth Moore – Deputy Chairman of the Barbican Residential Committee

Officers:

Michael Bennett – Community and Children's Services

Karen Tarbox – Community and Children's Services

Helen Davinson – Community and Children's Services

Anne Mason – Community and Children's Services

Petra Sprowson – Built Environment

1. APOLOGIES

Apologies were received from Patric Morley (represented by Monique Long); Philip Sharples (represented by Clare Sharples) and Francis Pugh (represented by Gianetta Corley)

2. DECLARATIONS BY MEMBERS OF ANY PERSONAL AND PREJUDICIAL INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA

There were no declarations.

3. MINUTES OF THE PREVIOUS MEETING

The Minutes of the Barbican Residents Consultation Committee of 28 May 2012 and the Minutes of the Special Barbican Residents Consultation Committee of 11 July 2012 were approved as a correct record.

4. **LISTED BUILDING MANAGEMENT GUIDELINES (ADOPTION)**

Members noted that a draft Supplementary Planning Document (SPD) for the Barbican Listed Building Management Guidelines had been issued for public consultation between May and July 2012. In response to comments received, a number of amendments had been proposed, as set out in Appendix 2 to the report, but the comments had no policy implications.

During the discussions and questions, the following matters were raised:

- A resident expressed general disappointment at the response to the Barbican Association's letter (pages 5 and 6 of the report) in respect of alterations made by other departments.
- Whether a portion of the first part of Volume 2 should be moved into Volume 1?
- Concern about possible knowledge gaps in some departments about Listed Buildings Guidelines.

The Chief Planning Officer's representative advised that the Director would be made aware of the concerns about possible knowledge gaps. Members noted that the document had been drafted to reduce the need for small, repetitive improvements but the officer acknowledged the more pertinent sections, such as exteriors. Officers had been holding liaison meetings more frequently of late and the report had been presented to the Barbican Occupiers User Group. The comments from the Residents' Consultation Committee (RCC) and Barbican Residential Committee (BRC) would be incorporated into the forthcoming report to the Planning and Transportation Committee.

The officer was very grateful for residents' awareness and contributions and the re-drafted report would be shared with the Working Party.

Cinema Development

Members had some very specific and serious concerns about the new cinema development; i.e. the removal of hoardings had left about 100 holes, some with metal plugs remaining. The Barbican Estate Office's Head of Technical confirmed that repairs would need to be done very carefully, especially as any metal left in could expand at different rates and cause cracks. Members strongly sought assurance that this would not happen again, particularly as the application for the YMCA site was now live. Members suggested that the use of angle grinders should be prohibited on the Estate and the consequences of damage should be included at the Contract stage.

The officer assured Members that the matter would be raised at the Officer Working Group. Members also noted that Technical Service officers had inspected the damage a few weeks ago and proposed to link the repairs with the works to the tower blocks, to ensure consistent treatment and outcomes. In

the interim, there would be some remedial repairs to fill the holes and remove metal plugs, where possible.

In concluding, Members asked the BRC to strongly note their concerns in this matter.

RECEIVED

5. **REVENUE OUTTURN 2011/12**

Members received the comparison of the revenue outturn for the services overseen by the BRC in 2011/12, with the final agreed budget for the year.

During discussions and questions, clarity was sought in respect of the following:

Annex A2

The increase in the IS recharge (£19k) had resulted from the charge for desktop computer maintenance. This had previously been charged as a direct cost under the supplies and services heading; being included in the IS recharge instead.

Annex B1

Upgrade to Safety and Security - the majority of the costs related to eyebolt testing. There had been some failures and eyebolts had to be replaced. Also new eyebolts had been installed at Brandon Mews at a cost of £9,360.

Asbestos - the main works had been the encapsulation in electrical distribution cupboards in Speed House (£16,069.55) and asbestos works in the roof plant rooms at Ben Jonson House (£8,930). Members noted that £6,875 had been included on this code for works to the ventilation ducts in Breton House. In addition, asbestos inspections were being carried out in various blocks.

RECEIVED

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

This report sought to clarify how the division of service charges in the 2011/12 Revenue Outturn Report relates to the service charge schedules provided to long lessees.

During discussions and questions, clarity was sought in respect of the following:

Annex 2

Special Works Safety and Security £93,600.51 - this item had been included in the asbestos works (£40,384.55) and the safety and security works (£53,216.06) mentioned above.

Engineers – The Head of Technical Service had been tasked with maximising efficiencies and managing the maintenance officer. The new resident engineer

would be living in a smaller property and this would be reflected in the service charge.

Water tank replacement – Members noted that these works were on hold as resources had been diverted to the concrete testing. Members noted that not all premises would require replacement tanks and the new Section 20 Notices would accurately reflect the level of works required.

Frobisher Crescent - The officer advised that, in respect of heating charges for Frobisher Crescent, there were no charges for boiler maintenance, just gas based on meter readings.

RECEIVED

7. **UPDATE REPORT**

This report updated Members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in May/June 2012 and other issues on the Estate.

During the discussion and questions, clarity was sought on the following:

Car parking – Members noted that an on-line payments system via the web site was on hold but the various options being considered would be put to the RCC/BRC in a future report. Older systems would run in tandem as new ones were trialled.

Barbican Area Streetscene Enhancement Strategy: Moor Lane – the Barbican Association (BA) had provided detailed comments on the design but received no feedback. They had asked, where possible, if benches could be located away from bars at City Point and the smoking areas.

Proposal to narrow Silk Street to Chiswell Street – Members were concerned that this would have implications during peak traffic periods. The Chairman felt that consultation had been inadequate and the Barbican Association offered to raise this. The Barbican Estate Manager agreed to liaise with the Street Scene Team regarding the communication and consultation on these projects.

Broken tiles on Ben Jonson Highway - A partially sighted resident was particularly concerned at this health and safety hazard and the RCC asked for the BRC to be made fully aware. The Estate Manager advised that he had today met with the new Highways Manager and that, under a new Highways contract, remedial works would be given a priority. Members also noted that the Barbican Estate Office would be taking the lead role for the management of the overall Barbican Estate and giving direction on co-ordination and stakeholders' budget allocation. Members also noted that the Health and Safety Risk would be transferred to the Director of Community and Children's Services. Furthermore, the Health and Safety Officer would be reporting directly to the Head of Technical Service.

Beech Gardens Podium: Drop-in sessions - Members were concerned that some pertinent questions, particularly in respect of Beech Gardens drainage and toxicity of the new pond lining, could not be answered at the sessions. The Head of Technical Service advised that the sessions had been very well attended and residents would receive a letter with a Q&A update, covering about 50 questions on the issues raised.

Redecorations – a Member asked if the new quality control system for the redecoration works could be included in future update reports.

Concrete testing – this report would be presented to the BRC on 24 September and the Chairman of the RCC would be attending as the residents' spokesperson. The report would be published later this week, as part of the BRC agenda, and RCC members would also receive a copy.

Frobisher Crescent heating system – further to the Minutes of 28 May 2012, Frobisher Crescent residents maintained their view in that the City should take this over after the winter of 2012/13, to ensure that all the hot water issues had been fully resolved.

Organisation Chart – Members asked if future charts could also cover the Technical Division of the Department.

RECEIVED

At 8.29 pm Members agreed to suspend standing orders in order to conclude the business on the agenda.

8. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

This report updated Members on the review of the estate wide implementation of Service Level Agreements for the quarter April to June 2012; detailed comments from House Officers and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.

RECEIVED

9. **PROGRESS OF SALES AND LETTINGS**

This report advised Members of the sales, lettings and surrenders of tenancies, which had been approved since the last meeting.

RECEIVED

10. **ANNUAL REVIEW OF RECOGNISED TENANTS' ASSOCIATIONS (RTAS)**

Having undertaken a thorough review of the levels of membership and constitutional make-up of the various Barbican Residents' Associations, this report outlined those which had met the required qualification for Recognised Tenants' Association (RTA) status. Members noted that all House Groups, which had applied for RTA status, had been successful. Members also noted that six groups had been operating an 'opt-out' membership, whereby all

residents would be members unless they chose not to be. Of these groups, the number of opt-outs had been very small. House Groups were recommended to consider adopting this style of membership, which would need to be formally agreed at the House Group AGM.

RECEIVED

11. **GARCHEY 5-YEAR REVIEW**

It was agreed to defer this report to November.

In the interim, a Member made the following observations and asked that they be included in the updated report to the November cycle of RCC and BRC meetings:

1. Could the financial analysis be revisited?
2. Is the capital works estimate realistic?
3. Could running costs be split over 2 service charge years, with works completed during 1 calendar year
4. Could the running costs over the next 20 years be revisited?
5. Usage had reduced considerably in recent years as a result of other recycling options and therefore should its removal be postponed for 5 years?
6. Could the Working Party review the updated report before it returns to Committee?
7. A Member suggested a survey of all residents.

DEFERRED

12. **RESPONSIVE REPAIRS AND MAINTENANCE CONTRACT**

This report advised Members of the outcome of the tender process for responsive building repairs and maintenance schedule of rates contract on the Barbican Estate.

Members asked if the recent changes to tendering and evaluation procedures could be set out in a future report to RCC/BRC. Officers agreed but advised that different contracts might have different quality assurance standards.

RECEIVED

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

14. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

Residents of Ben Johnson House were generally very unhappy at the sound level monitoring for the new cinema development. This had been discussed at the Barbican Association and the Chairman had scheduled a meeting with the Chairman of the Barbican Centre Board in early October.

Dates of future meetings (all at 6.30 pm):

26 November 2012

28 January 2012

25 March 2013 (AGM) – to include election of Chairman

The meeting ended at 9.00 pm

Chairman

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Agenda Item 4

Committee:	Date(s):	Item no.
Residents' Consultation Committee	26 November 2012	
Barbican Residential Committee	10 December 2012	
Subject: Update Report		
Report of: Director of Community and Children's Services		Public
<p><u>Executive Summary</u></p> <p>Barbican Estate Office</p> <ol style="list-style-type: none">1. Key Performance Indicators, Statistics - see appendix 12. Stores3. Subletting4. Security – see appendix 4 <p>Built Environment</p> <ol style="list-style-type: none">5. Barbican Area Street Scene Enhancement Strategy6. Podium Tiles7. Beech Street Tunnel <p>Open Spaces Department</p> <ol style="list-style-type: none">8. Open Spaces Update – see appendix 6 <p>Technical Services Division – see appendix 2</p> <ol style="list-style-type: none">9. Redecorations10. Redecorations Processes 2012/1311. Roof apportionments12. Beech Gardens Podium Works13. Tower Concrete Works		

14. Asset Maintenance Plan
15. Garchey 5 Year Review
16. Asbestos in Meter Cupboards
17. Water Pressure to Tower Blocks
18. Public lift availability
19. Upgrade of the Barbican Television Network
20. Technical Services Organisational Structure Proposed – **see appendix 5**
- City Surveyors Department – see appendix 3**
21. Barbican Occupiers Users Group
22. Crossrail
23. Barbican Arts Centre Cinema Relocation
- Fringe developments**
24. Frobisher Crescent
25. Milton Court Redevelopment
26. Moorgate Telephone Exchange
27. St Alphage House
28. Roman House
29. Public Lifts serving the Barbican Estate
30. YMCA

Recommendations 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

September 2012. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

1. Key Performance Indicators, Statistics

Appendix 1 includes a list of pending committee reports, Key Performance Indicators and statistics on Car Parking, Baggage Stores and Bicycle Stores.

2. Stores

The BEO is progressing the procurement of 50 new transportable baggage stores and 50 new bicycle lockers. The BEO is also liaising with Officers in the Department of Built Environment and TFL regarding the possibility of funding for Barbican residential bicycle storage schemes in the car parks.

3. Subletting

At the last Barbican Residential Committee the Comptroller and City Solicitor agreed to accept the suggestion that, if registrations for sub-lettings were made within the one month period specified in the leases, then the fee would be halved to £40 (inclusive of VAT). Furthermore, there would be no further payments for simply renewing a tenancy with the existing tenant.

A letter will be going out to all Long Leaseholders publicising this and there will be a further 1 month amnesty to £40 for all registrations from the date of the letter.

4. Security

A report by the Barbican Estate's Security Committee is contained in Appendix 4.

Built Environment

Officers from the Built Environment Department have provided the following updates:

5. Barbican Area Street Scene Enhancement Strategy

Officers from The Barbican Area Street Scene Enhancement Strategy have provided the following update.

Ben Jonson Highwalks - The installation of the replacement seating for Ben Jonson Highwalk was expected for October 2012 but the completion of the seating manufacture process has been delayed, we are awaiting a revised programme from the manufacturer. The restoration of the brickwork and lighting improvements will be progressed separately given the delay to the seating.

St Giles Terrace - The installation of the replacement seating for St Giles Terrace was also expected to begin in October 2012 but has similarly been delayed due to the seating manufacture process. Again the refurbishment of the lighting will be progressed separately given the delay to the seating.

Beech Street Tunnel - The City is currently in the process of initiating the project and a report will go to Projects Sub-Committee on 21st November.

6. Podium Tiles

The new Highways maintenance contractor has started to prioritise the tile replacement programme on the Barbican Estate Highwalks in conjunction with Officers from the Barbican Estate Office.

7. Beech Street Tunnel

The BRC agreed that the Planning and Transportation Committee be asked to consider improvements to Beech Street Tunnel as a matter of priority, given its significance within the cultural quarter.

Commercial Issues

Where possible redacted versions of commercial sensitive reports will be presented to the RCC before being reported to the Barbican Residential Committee on non public papers.

A number of projects have been moved to the City Surveyor's update as the Corporate Property Group are now taking a lead on these items. The Housing Services Commercial Manager will continue to work in liaison with the City Surveyors Corporate Property Group on these projects.

8. Open Spaces

An update on planting on the Podium is included in Appendix 6.

Background Papers:

Minutes of the Barbican Residential Committee 10 September 2012.

Minutes of Residents' Consultation Committee 24 September 2012.

Joy Hollister

Director of Community and Children's Services

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Appendix 1

Summary of Key Performance Indicators July to September 2012

PI No	Title of Indicator	Actual 2011/12	TARGET 2012/13	QTR 3 11/12	QTR 4 11/12	QTR 1	QTR 2	QTR 3	QTR 4	PROGRESS AGAINST TARGET	SUMMARY
H3	Answer all letters satisfactorily with a full reply within 10 working days	76%	100%	85%	70%	67%	77%			☹	Of the 11 that missed target, 5 refer to alterations where a new procedure was brought in towards the end of July.
H4	Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	92%	100%	96%	100%	95%	91%			☹	of the 7 that missed target, 2 refer to alterations where a new procedure was brought in towards the end of July.
H5	To resolve written complaints satisfactorily within 14 days	92%	100%	83%	100%	100%	75%			☹	4 complaints were received in total, 3 replied to within the agreed time.
H9	% 'Urgent' repairs (complete within 24 hours)	95%	90%	93%	92%	96%	98%			☺	
H10	% 'Intermediate' repairs (complete within 3 working days)	98%	95%	94%	94%	99%	91%			☹	
H11	% 'Non-urgent' repairs (complete within 5 working days)	92%	90%	89%	93%	94%	96%			☺	
H12	% 'Low priority' repairs (complete within 20 working days)	90%	90%	88%	94%	94%	94%			☺	
H21	% Overall Resident satisfaction of completed Major Works Projects (£50k+)	93%	90%	94%	91%	96%	NA			☺	

H29	% Resident satisfaction with estate cleaning standards	96%	90%	97%	86%	97%	97%			😊	
H45	No of reported incidents of antisocial behaviour	164	No Target	39	35	55	38			😊	11 of these were general noise complaints/rowdy behaviour. 5 were noise from TV or radio heard outside flats.
H46	% Payment of undisputed invoices within 30 days	92%	100%	88%	91%	94.5%	96%			😞	Out of 924 invoices, 33 were paid over the 30 day limit. 6 were SMEs.
H48B	To reduce commercial rent arrears to under 2% of annual debit	1.88%	<2%	0.8%	2.0%	1.9%	2.1%			😞	Just over £15000 of the debt relates to one tenant. The premises were recently repossessed and this invoice relates to charges due to the repossession date. The debt could not be pursued until the exact repossession date was known and the account was adjusted. It is now being pursued.

Baggage Stores at October 2012. Figures in brackets reflect the information presented to your last meeting

Let	Sold	Allocated (In process)	Unlettable	Allocated to BEO	In Query	Vacant	Total	Average Void time in days
1160 (1172)	70 (70)	9 (10)	6 (5)	2 (2)	12 (2)	7 (5)	1266 (1266)	44 (32)

The unlettable stores are due to flooding and leaking of stores which are being reviewed.

Waiting List

Do not have a Store	To Swap a store (to another location)	Additional Store – (where resident already has access to a single store)	Additional Store (where resident already has access to more than 2 stores)	Total
70 (67)	45 (39)	39 (39)	1 (3)	155 (148)

The BEO have reviewed the demand and locations and are now progressing the procurement of 50 new transportable baggage stores in Breton, Bunyan, Cromwell and Thomas More car parks, and the possibility of infill baggage stores across the estate.

Bicycle Stores

Let Stores	Vacant Stores	Waiting List	Total Stores
99 (99)	1 (1)	43 (31)	100 (100)

BARBICAN ESTATE - CAR PARKING BAYS

AS AT OCTOBER 2012

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (Aug 2012)
SOLD	16	3	1	10	34	8	21	12	5	43	153	155
RESIDENTIAL	90	77	80	55	117	57	73	99	84	5	737	737
COMMERCIAL	2	21	5	0	0	54	0	0	4	3	89	88
VACANT	27	138	123	27	9	36	11	39	61	58	529	528
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

FORMER CAR BAYS	2	30	45	9	5	21	29	26	18	21	206
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Former Car Bays - Reasons why no longer used as car bays:

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES

BAYS TOO SMALL / AWKWARD TO PARK

BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS

CAR PARKING OFFICES

ENTRANCES / EXITS TO BLOCKS

FIRE EXITS/FIRE HOSE REEL STORAGE

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

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

Visitors Bays

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

Heron Tower Development

180 car bays from Speed, 01 & 03 Willoughby car parks

to be purchased by Heron

40 Bays now Sold to Heron (30 Office & 10 EDF)

The 54 commercial bays at Speed House car park are temporary

Agenda Plan 2013

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report	Michael Bennett	28 January	11 February
Service Level Agreement Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Car Park Charging	Barry Ashton		
Garchey 5 Year Review	Mike Saunders		
Beech Gardens Project	Richard Thomas		
Residential Rent Review (BRC Only)	Mike Kettle		
RCC Annual Review		25 March	
Update Report	Michael Bennett	3 June	17 June
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Update Report	Michael Bennett	2 Sept	16 Sept
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Annual Review of RTAs	Town Clerks		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Revenue Outturn	Anne Mason		
Update Report	Michael Bennett	25 Nov	9 Dec

SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Revenue & Capital Budgets	Anne Mason		
Car Park Charging	Barry Ashton		

9. Redecorations

2012/13 Programme

A programme of works for redecorations for the following blocks has now been agreed for the following blocks:

- Shakespeare Tower – Internal Redecorations
- Thomas More House – Internal Redecorations
- Seddon House – External Redecorations
- Lambert Jones Mews – External Redecorations

Following the implementation of new project governance arrangements and quality control measures, work at Seddon House commenced with a sample area of work being completed and inspected by the house group's representatives. This was generally found to be of a good standard of work, with some minor changes agreed and work on the remainder of the block is now proceeding.

Project stage reviews are built into the project governance process and whilst minor issues are being dealt with as they arise the first full project review meeting will meeting will take place on 13th November 2012, with the Director of A C Beck.

10. Roof Apportionments.

BLOCK	CURRENT STATUS	Estimated Final Account Verification	Estimated Final Apportionments
Bryer Court	Final Apportionment to be carried out. Passed to Working Party Aug 2010	N/A	Jan 2013
Breton House	Final account checks to be carried out followed by provisional final apportionment.	Dec 2012	Mar 2013
Ben Jonson House	Final account checks to be carried out followed by provisional final apportionment.	Dec 2012	Mar 2013
John Trundle/ Bunyan Court	Final Apportionment to be carried out. Passed to Working Party Aug 2010	N/A	Jan 2013

Shakespeare Tower	Final Apportionment to be carried out. Passed to Working Party Dec 2009	N/A	Jan 2013
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A meeting with the Barbican Association Roof Sub-Committee took place on 1st November 2012. The draft final apportionments for John Trundle Court, Bunyan Court and Bryer Court were reviewed and there were a number of queries relating to these. Officers are to review the queries and respond to the Sub-Committee. In the meantime, the Roof Sub-Committee are reviewing the Shakespeare Tower draft final apportionment. It is intended to submit final apportionments for Bryer Court, John Trundle Court and Bunyan Court to your next committee

11. Beech Gardens Podium Works

Removal of soil and remaining soft landscaping:

Work to remove the soil and other soft landscaping commenced on 29th October and is expected to be completed within the agreed 12-week period.

Main Contract for Waterproofing works

Additional investigations requested by the City's project sub-committee in July have been completed and the findings were reported back to the committee in October 2012. The investigations related to the waterproofing detail from the podium tile edge to the ground level window frames in White Lyon Court. Consideration was given to the options of increasing the height of the window sill or directly applying the liquid membrane to the base of the window frame and glazing. The investigations and analysis concluded that there was insufficient cost benefit of increasing the window sill

height and the recommendation to proceed with the option of direct application of the liquid membrane was approved, subject to planning and listed building consents being granted.

The technical specification for White Lyon Court has now been completed and subject to approvals from Project subcommittee, work to complete a water proofing trial area – to test the success of the design, approach and product before proceeding with the main contract for the whole of White Lyon Court and the podium areas of Beech Gardens and John Trundle Highwalk, is expected to commence shortly. The area identified for this work is at the bottom of the ramp going into White Lyon Court extending to the pillars and expanding the full width of the walkway.

Upon removal of a proportion of the soft landscaping and soil, Bickerdike Allen Partners anticipate completion of the technical specification for Beech Gardens and John Trundle Highwalks by late Nov / early Dec and we will then be in a position to commence the procurement process for the main contract.

Drop in Sessions

Following the four ‘drop in’ sessions which took place on 21st August and 4th September at the Barbican Estate Office a further update letter was circulated on 15th October together with a Questions & Answer sheet, responding to the questions raised during the meetings. We are intending to hold a further lunchtime and evening meeting on the 11th December to provide further updates to residents and to respond to further queries. Details of these will be circulated shortly.

12. Asset Maintenance Plan

Unfortunately the meeting that was reported to take place on 24th August had to be cancelled. A meeting is now taking place on 9th November with the software supplier. This initial scoping meeting is to discuss the resources and information required to implement and populate the software. Once timescales have been agreed and implementation has started the Asset Management Working Party will attend a demonstration of the live system.

13. Garchey 5 Year Review

A number of observations were made at the last RCC regarding the Garchey 5 Year review report and Officers have been working with the Chamberlains Department to review these comments. The Garchey Working Party will review the report prior to submitting it to the RCC and BRC.

14. Asbestos in Meter Cupboards

The government has set a target that by 2019 all homes will have a smart meter for their electricity supply. A number of residents have had contact from EDF regarding changing their meter. In certain blocks, where the meter is contained in the cupboard next to the entrance door of the flat, the board on which the meter is secured may contain asbestos.

Whilst these areas form part of the demise of the flat and are therefore the responsibility of the leaseholder, we are liaising with EDF to work out a programme of replacement and removal of the asbestos at EDF's own expense.

15. Water Pressure to Tower Blocks

Following discussions with Thames Water, they have agreed in principle to install booster pumps to the 3 Tower Blocks. Contracts are currently being agreed with a potential installation during January 2013.

16. Concrete Works

Towers

The process of obtaining a petrographic report on core samples taken from all three towers is on-going, and represents a preliminary stage in preparing the listed building consent application for the appearance and composition of the finishing coat. English Heritage have advised on the appointment of a consultant, who will be working with the planning department to develop trial panels that can then form the basis of the application. This work is likely to take 2 months to complete. It will take a further 3 months for the application to be processed.

Low-rise blocks

Bickerdike Allen have prepared a specification for a “Make safe survey and concrete condition investigation” at Breton House and Mountjoy House. Quotations have been invited from the same three specialist contractors as the three towers, with a return date of Friday 23rd November 2012.

17. Public Lift Availability

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

Lift	From April 2011 to March 2012	From April 2012 to September 2012
Turret	99.98%	99.9%
Gilbert House	99.99%	100%

18. Upgrade of the Barbican Television Network

A draft license agreement has been produced by the City Solicitor. A meeting of the Television Working is due to take place on 22nd November 2012. The meeting will be to discuss the various key performance indicators that will be included in the license.

Meanwhile, VFM have been looking at the design of the system and will provide the City of London with design proposals and a programme of works.

The Working Party is made up of the following residents:

- Randall Anderson (Chairman) – Shakespeare Tower
- John Tomlinson – Cromwell Tower
- Matt Collins – Defoe House
- Matt Williams – Frobisher Crescent
- Ian Posner – Gilbert House
- James Burge – Frobisher Crescent
- Bruce Badger – Ben Jonson House
- Jane Smith - Seddon House
- Tim Macer – Willoughby House

19. Technical Services Proposed Organisational Structure

The current structure in Technical Services is one of a traditional reactive repairs and maintenance service which, whilst having served residents well to date, now needs to adapt its approach to become more focused on proactive asset management; aligning asset development opportunities and preventative maintenance alongside the provision of reactive repairs.

In developing the proposed structure consideration has been given to the Housing and Barbican service's strategic requirements, objectives of the business plan, current activities, current job roles, market practise and feedback received during the professional consultation period with staff and Union representatives.

This structure focuses on the following changes to support the desired changes in management and working practises:

- To maximise economies of scale the proposed structure is “shared” across Housing and Barbican estates.
- An operating model which focuses on having a “Planning” (Asset Management) team and a “Delivery” team (Property Services - Reactive Repairs, Cyclical maintenance and Special Projects, with improved project governance) to ensure a consistent and joined up approach to service delivery.
- Inclusion of team leaders to provide adequate supervisor support.
- Central point of contact for customer access, providing an improved speed of response and provision of a consistent, high quality response to customer enquiries.
- Flexible workforce management – through the introduction of more generic job roles, enabling improved resource matching with service demands.
- Centralised administration functions, with streamlined business processes to maximise efficiencies.
- The establishment of an Asset Management team will primarily identify long term asset management requirements to be delivered through planned maintenance programmes and special projects.
- Flexibility in establishment to procure specialist skills as determined by specific projects; e.g. CCTV installation, Lifts replacements.

Additional Comments:

The service name will change to Property Services and will be accountable for all property related services in regard to; Affordable Housing (development & refurbishment), Asset Management of residential and commercial assets and the repairs, planned maintenance and asset improvement services to Barbican and all Corporation Housing estates.

The proposed structure maintains the current “out of hour’s” emergency repairs and Garchey services to Barbican residents. However, having generic job roles for the property services officers will bring increased efficiencies during the normal working day by having the flexibility to work across estates.

By combining the customer response and admin teams we can provide an improved front line telephone service, completing administrative duties during less busy periods. Reducing the number of “touch points” within the internal business process will also bring efficiencies. e.g. insurance claims.

Through the use of time recording and other volumetric data, such as improved call statistics, we will also be able to ensure improved accuracy of costs attributed across the various service areas; e.g. management & supervision, special projects, responsive repairs and asset management.

The success of the proposed structure is also dependent on other factors, which whilst not exhaustive include the implementation of new project governance arrangements, implementation of identified improvements in internal processes and training in new skills for existing staff and staff in new roles. Some of these improvements are already being implemented as part of the internal service transformation programme.

However, some current job roles do not exist in the proposed structure and whilst the process of redeployment will follow the City of London’s “Model for Appointing staff to New Structure and Restructuring Procedure model” and therefore look to minimise or avoid compulsory redundancy, there will be a need for a competitive selection process for some roles to determine who is best suited to the post and this may result in unsuccessful candidates being placed on the redeployment list and being at risk of redundancy.

20. Organisational Chart

A copy of the proposed Organisational structure is included as Appendix 5.

City Surveyors Department Issues

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

21. Barbican Occupiers Users Group

The Barbican Occupiers Group met on 16 July where the Assistant Director of the Built Environment gave a presentation on the Barbican Area Street Scene Enhancement Strategy for Silk Street/Beech Street. The proposed scheme is in its final stages of the consultation process before going to Members in the Autumn.

The next meeting of the Barbican Occupiers User Group is scheduled for 12th November.

22. Crossrail

Progress of work on the site continues. Piling and works necessary for the ground stabilization are underway ready for the construction of the new station at Liverpool Street and associated tunnels. There will be on going disruptions in the area for the next few years until the station opens in 2018.

Barbican residents' concerns over the Highwalk Moorgate access have been addressed. There are still some management issues concerning the escalators and ponding of the Highwalk, which are under review.

23. Barbican Arts Centre Cinema Relocation

Practical Completion of the Barbican Cinema Scheme was achieved on 19 October 2012 which is later than the anticipated contract completion date of 10 August 2012.

City Surveyors have no update at this time regarding possible noise from the new machinery in Breton House Car park.

Fringe Redevelopments

24. Frobisher Crescent

The 3 units retained by the City (Flats 701, 801 and 901) are currently being marketed by Hamilton Brooks in association with Barretts Solicitors. Flat 901 is presently under offer.

25. Milton Court Redevelopment

Work progress remains on schedule – a 137 week construction period with practical completion due by Spring 2013. Fitting out works for the school have commenced.

26. Moorgate Telephone Exchange

This site was sold to a property vehicle owned by MGPA and CarVal managed funds. MGPA and Quadrant are the development manager. Construction of the new building is now underway and completion is due in 2014. Skanska are the contractor and a regular newsletter is provided to residents.

27. St Alphage House

Planning Permission was granted at the end of August 2011. Hammerson assigned their Option Agreement to Brookfield/ Oxford Properties (Canadian Developers) who simultaneously exercised the option and purchased the site in early July. Brookfield are still considering when they are likely to commence demolition or the development. Decisions on this are due to be made in December following a Board meeting.

28. Roman House

Planning permission for 90 residential dwelling was granted 23 December 2011. The change of use from offices includes external alterations including new windows and roof extension. Berkeley Homes are now on site. Completion anticipated Mid/late 2014 – Website for further information including newsletters available for local Barbican residents:-

www.roman-house-construction.co.uk

29. Public Lifts Serving the Barbican Estate (01/10/12 – 31/10/12)

CF: Lift Alarms and Monitoring

Under the Procurement and Procure to Pay (PP2P) initiative the City has amalgamated its lift maintenance into one contract with a single supplier, Apex. The contract covers 367 lifts and cradles and includes the six public lifts on and around the Barbican Estate. The Contract does not include any service chargeable Estate lifts.

In order to take advantage of this centralisation the following changes are proposed for the six public lifts:-

Lift Alarms

Existing arrangement

The lift alarm calls go to the Barbican Tower Lobby Porters. They call the Duty Manager who then calls out Apex to affect the release.

Proposed arrangement

The calls will go to a dedicated 24/7/365 call centre. This call centre will then call out Apex and alert the Barbican Tower Lobby Porters.

The proposed arrangement only has two steps instead of three, gives better resilience and reduces the risk of errors.

Dialogue with Barbican on process map still on-going. Agreed in principle, but waiting to finalise agreement.

EMU's (Elevator Measuring Units)

Existing arrangement

When a public lift stops working its EMU sends a signal to Housing Services who then call out the lift maintenance contractor.

Proposed arrangement

These signals will go direct to Apex (24/7/365) copied to the City Surveyor's Property Service Desk (08:00 to 18:00 Mon – Fri) as well as to the Barbican Estate. It is considered that the service will be improved especially out of hours because of the directness of the arrangement.

The inclusion of the City Surveyor's Property Service Desk provides more resilience.

These changes will introduce standardisation across the City's portfolio of lifts.

Negotiations to standardise are still under discussion.

Moorgate Escalators (For October Period)

Both escalators taken out of service 06/09/12 due to defects detailed in Allianz Insurance Inspectors Report Ref: E32441009454/5

Planning and Transportation Committee on 9th October agreed to the proposals to keep just one escalator going by using parts from the other:-

- Due to age of unit and a lack of available spares
- Forthcoming Cross Rail agreement to install 2 new units November 2014.

Works commenced on 3/4th November – 24/5th November to carry out repairs to provide an “up service” only, existing down service mothballed and used for future source of spares. Works are progressing well and are currently on-programme.

Public Lift & Escalator Performance & Comment

Detail of % Availability through period 01/10/12 -31/10/12

Speed House 98.34% (Testing during PPM)

Moor House 100%

Little Britton 100%

London Wall (E) 100%

London Wall (W) 89.5 % Lift trapping due to controller malfunction

London Wall Escalators

Up Service 86%*

Down Service 94%*

*Out of service period for replacement handrail installation Allianz Insurance Report Ref: E32441009393/4 “A” defect

30. YMCA

The market testing for the 2 Fann Street building is underway. Once this comes to an end a provisional analysis of the bids received will be reported to the Members of the Barbican Residential Committee to consider together with proposals for future engagement with stakeholders about the options for the future occupation of 2 Fann St.

Appendix 4

Barbican Estate Security Committee

- Summary report

Introduction This summary report has been prepared by the Barbican Estate Security Committee (BESC) as an update for members of the Residents' Consultation and Barbican Residential Committees and in response to questions raised previously in respect of security and cleaning issues within the Barbican Estate during 2011.

Background The BESC is a sub committee of the Barbican Association's General Council – the Barbican Association being the official residents' association of the Barbican Estate. It is chaired by David Bradshaw C.C. and committee members consist of resident representatives (appointed by individual House Groups); Barbican Estate Officers and City of London Police officers.

The BESC has been active since the early 1990's and its prime remit is to monitor, discuss and respond to actual or potential security risks and crime in and around the Barbican Estate and to offer comments, suggestions and proposals concerning the better detection and reduction of crime and the enhancement of security for residents.

CCTV (closed circuit television)

The possibility of extending CCTV across the estate has been raised a number of times over the years; most recently in the Autumn period last year when two residents of Andrews House suggested that additional CCTV coverage was required on the podium at strategic locations and also to cover terrace block staircases.

This suggestion was investigated by the BESC in November 2011 and again in June 2012 when the following issues were reviewed:

- Barbican Estate Listing
- Costs
- Security and Crime levels
- Resident Survey results
- Door Entry Working Party Project
- Logistical Installation and Monitoring

A quotation for Podium Door entry CCTV was sought in response to a request from the Andrewes House Group to cover 12 staircase entrances at the podium level with the images monitored and recorded by the Estate Concierge in the Andrewes House Car Park Box. To achieve this, an installation cost of some £50,000 would need to be charged to Andrewes House residents (long lessees) directly as would the on-going annual Servicing and Maintenance costs, which would also be significant.

The costs and proposed scheme were considered by the Andrewes House Group Committee and rejected.

It was subsequently concluded that CCTV across the Podium as well as terrace blocks staircase entrances would not be required at this stage, however, the BESC will review the case for additional CCTV again if the installation of the proposed digital television cabling is successful, as there may well be advantages in linking the two.

Security / Crime

In a year that the City has had 5 major security events (Occupy London, London Riots, Student Riots, Olympics and Paralympics), the City of London and the Barbican Estate has continued to reduce its crime statistics.

There were no reported serious crimes such as an Assault, Murder, Burglary or Stolen Vehicles.

Cycle theft is still high in the City; however the Barbican Estate only had one bicycle taken this year.

City of London Police Crime Statistics – Sept 2011 to Sept 2012

Barbican Estate Incidents	Resident	Non-Resident
ROBBERY	0	1
THEFT FROM PERSON	0	1
BURGLARY (Attempted)	1	0
CRIMINAL DAMAGE	1	3
THEFT	1	1
DRUGS	0	1
DOMESTIC INCIDENT	1	0
FRAUD	2	0
TOTAL	6	7

City of London Police have commented that residents, workers and visitors to the City are safer than at any point in the last ten years. The City of London Police's crime summary figures show crime fell by four per cent in 2011/12.

Violent crime is down; the fifth consecutive year the City has seen a fall in the total of sexual offences, robbery and violence against the person.

The number of theft offences has also fallen, while motor vehicle crime is down 28 per cent.

Residents Survey Results – March 2011

For security, in the May 2009 survey, 82% was achieved in the good and very good level. In March 2011 residents rated security as 87% in the very satisfied and fairly satisfied categories. Security in the Barbican is under constant review and the Barbican Estate Office works closely with the City Of London Police.

	Performance March 2007	Performance May 2009	Performance March 2011
	Very Good & Good Categories		Very Satisfied & Fairly satisfied categories
Concierge Staff	89%	91%	91%
Security	78%	82%	87%

Cleaning and Bins on the Podium

Waste bins were removed from the City of London and the Barbican Estate some years ago now mainly due to the potential bomb threat of the IRA; however bins are no longer viewed as a security risk.

Although some bins have been successfully introduced into the Car Parks (where cleaning services have been reduced to meet required savings) it is recommended to continue with the Podium Cleaners and not to introduce more bins across the estate. By retaining the current number of podium cleaning staff, activity will be maintained for the entire week with the whole podium area being cleaned every day and high profile areas twice a day.

The current KPI (key performance indicator) figures show that podium cleaning is at 92% for Good and Very Good and the Cleaning Manager is also extremely pleased with the standards of cleaning achieved.

Recommendations & concluding thoughts

- No additional CCTV coverage is required at this time
- No additional bins are required provided the level and frequency of the existing podium cleaning staff is maintained.

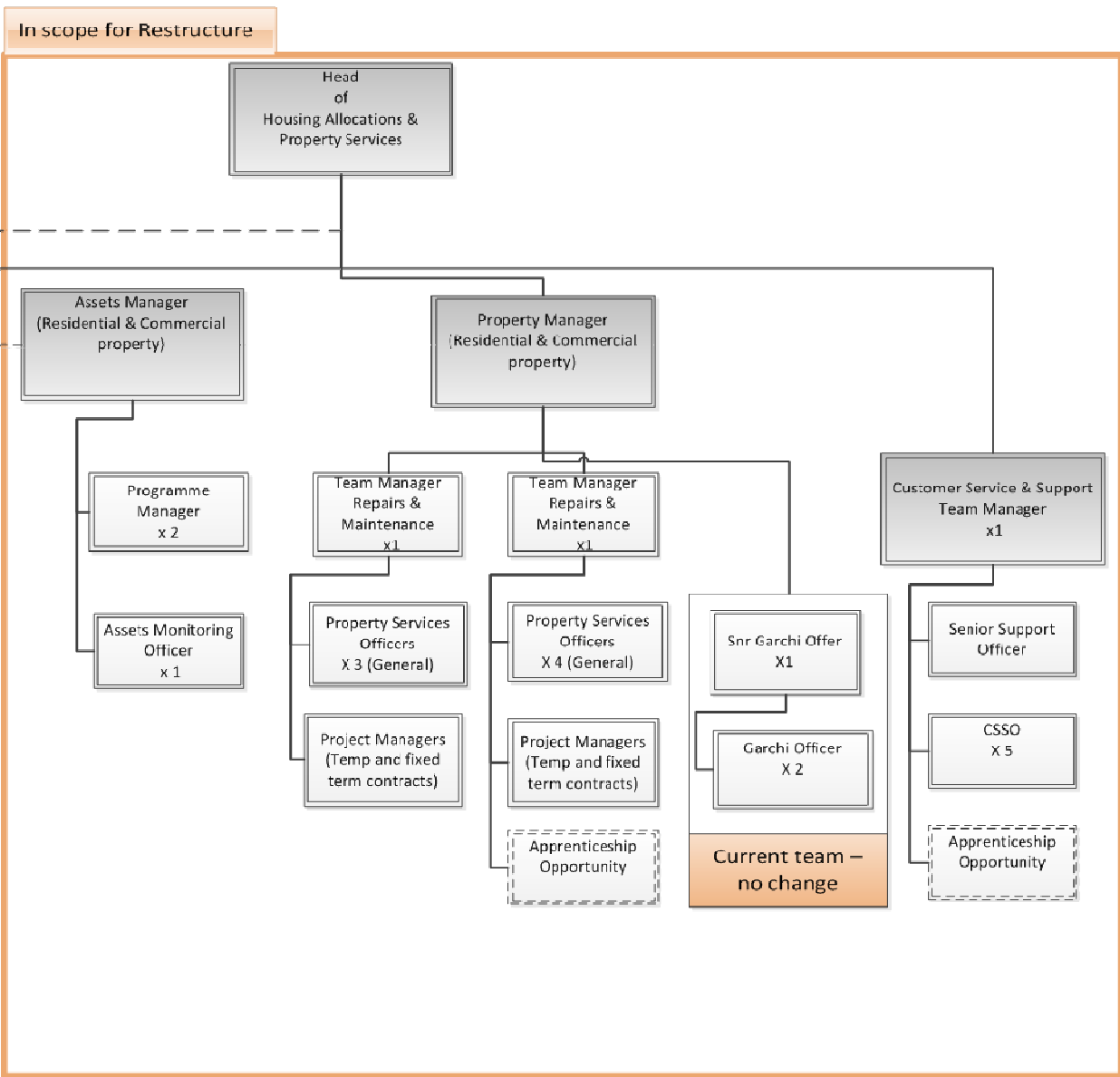
Although the Barbican Estate has low levels of most types of crime, this is not necessarily reflected in individuals' perception of the risk of being a victim of crime. The BESC believes it is important to ensure adequate maintenance of existing lighting levels and lines of sight along the podium walkways and all entrances to the Estate to reduce both the fear of crime and act as a deterrent to opportunistic crimes. Measures to improve these should be considered in badly lit / obscured areas. Furthermore, when building works impinging on access routes to the Estate / podium walkways are approved, lighting and security factors should be given due consideration to ensure adequate lighting / security during the carrying out of the works. Consideration should also be given to improvements that may be required following the boarding up of vacant buildings on the Estate podium etc which may adversely affect existing provision.

Barbican Estate Security Committee

23 October 2012

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Proposed Structure for Technical Services



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Background

1. 2 years ago, approximately 20% of the seasonal bedding for the podium highwalks was replaced with a combination of perennial shrubs and grass borders. With an initial outlay of £7880, this had produced annual savings of £15,300 for the Landlords budget for Garden Maintenance
2. No negative comments have been received by the Barbican Estate Office following this change.

Current Position

3. The Beech Gardens project has seen a significant proportion of the gardens being removed from the gardens' maintenance schedule. This has produced an annual saving of £24,000 to the Landlords budget for Garden Maintenance.
4. New planting within Sculpture Court will now be maintained by Open Spaces on behalf of the Barbican Estate Office. This cost will be born through the Landlords budget for Garden Maintenance.
5. The Barbican Estate Office, Open Spaces and the Gardens Advisory Group have reviewed all bedding across the Barbican Estate and believe further reductions of seasonal bedding on the Podium are feasible.
6. The replacement of seasonal bedding with perennial shrubs, herbaceous perennials and turf/mixed grass and meadow species does require an initial investment but does provide long term savings.
7. Perennial shrubs, herbaceous perennials and turf/mixed grass and meadow species are also considered to be much more sustainable as seasonal bedding is only left in for a short period and then composted. Depending on the plant types picked, they should also provide greater benefits for wildlife.
8. Generally, bedding requires greater levels of watering and maintenance.
9. The Barbican Estate Office, Open Spaces and the Gardens Advisory Group have also reviewed the condition of the planters across the estate. There are a number of planters reaching the end of their life and are in a state of disrepair, in particular the wooden tubs in front of both Cromwell and Lauderdale Tower.

Proposals

10. The Barbican Estate Office will remove seasonal bedding from various areas across the podium and replace with various perennial shrubs herbaceous perennials and turf/mixed grass and meadow species.
11. These works are being done bearing in mind the requirements of the Beech Gardens replanting options i.e. more sustainable, perennial planting that requires less watering.
12. The areas include, Speed Highwalk, Willoughby Highwalk and the north podium by Ben Jonson House.
13. Please see attached, illustrating plant choices as replacement planting. Plants have been chosen to: complement the existing planting, to provide seasonal interest and survive minimal watering.
14. The Barbican Estate Office and Open Spaces will further investigate the feasibility of introducing large concrete planters to the front of Cromwell and Lauderdale Tower. Options include purchasing new concrete planter rings (as was done for Shakespeare Tower approximately 4 years ago) or moving 4 of the large concrete planters behind Lauderdale Tower. It is anticipated that this would be done in 2013/14.
15. The concrete planters would replace the wooden planters outside both towers. These are reaching the end of their life. It has been suggested that 2 rings at either tower could work well.

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 26 November 2012 10 December 2012	Item no.
Subject: Service Level Agreements Quarterly Review July – September 2012		
Report of: Director of Community and Children's Services	Public	
<p style="margin: 0;">Executive Summary</p> <p style="margin: 10px 0;">This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements for the quarter July to September 2012. This report details comments from the House Officers and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.</p> <p style="margin: 0;">Recommendation</p> <p style="margin: 10px 0;">That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of Service level Agreements 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 July to September of the seventh year of the estate-wide implementation of the Service Level Agreements (SLA) 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 July to September.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent Service Level Agreement Working Party

review meeting in October and any new comments from the residents Working Party, House Officers, surveys, House Group meetings and complaints are incorporated into the July to September 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 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 June 2012 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 June 2012 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 Service Level Agreements.
7. The review of the Service Level Agreements for the quarter October to December 2012 will take place in January 2013 and details of this review will be presented at the January/February 2013 committees.

Conclusion

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

Background Papers: Quarterly reports to committee from 2005.

Joy Hollister

Director of Community and Children's Services

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SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2012

	REVIEW PERIOD	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
146*	Jul-Sept 2011	Mail deadline KPIs are very low for Quarter 2, and a new procedure is to be started to improve the response times.	Results are trending in the right direction. Quarter 1 was 67%, Quarter 2 is 77%.	
148*	Oct-Dec 2011	Method to be established to improve communication of any public areas/ podium works to residents.	Notice boards, direct mail, Barbicanews and estate wide email broadcasting are currently being used.	✓
154*	April - June 2012	Can the BEO provide notices estate wide on service issues such as the escalator outage?	Yes. Information from City Surveyors was email broadcast recently.	✓
155*	April - June 2012	To possibly trial a Drop-In Session at the BEO in the evening, hosted by the House Officers?	No positive or negative comments about this have been received from residents.	
157*	July-Sept 2012	Golden Lane/ Barbican Residents Meeting chaired by Deputy Joyce Nash has been booked for 20 Nov.	For comment only.	✓
158*	July-Sept 2012	There are issues of managing Will 03 car park, as it is being mis-used by McAlpine/ Heron.	Car Park Manager liaising with SRM regarding our complaints.	
Page 47		SLA Service Level Agreement	CGM City Gardens Manager	
		CPA Car Park Attendant	GAG Gardens Advisory Group	
		LP Lobby Porter	OS Open Spaces	
		ES Estate Services	RCC Residents Consultation Committee	
		RO Repairs Officer	ESM Estate Service Management	
		HO House Officer	DCCS Department of Children and Community Services	
		LHS Leasehold Services	SRM Sir Robert McAlpine	
		COG Core Operational Group - Barbican Estate Manager, Resident Services Manager & House Officers and Officers from Technical Services		
		BOG Barbican Operating Group - Barbican Estate Manager, Head of Property Services and Officers from TS		

APPENDIX 2 SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
122*	Oct to Dec 11	Supervisor to follow up on Joint Inspections more thoroughly.	This is now much improved.	✓
127*	April - June 12	Concierge - issues with staff not being at their box for long periods.	Much improved in last quarter - no issues noted - following review by Car Park Manager	✓
129*	April - June 12	Podium - slippy in some areas with severe wet weather.	Appropriate action taken where needed.	✓
130*	April - June 12	Bin areas need more focus.	Much improved across the estate	✓
133*	Jul - Sept 12	Resident request that cleaning staff are instructed to remove marks on walls within 24 hours of appearance.	Cleaners reminded to check for marks daily & remove where applicable - any marks that cannot be removed to be reported to Cleaning Supervisor.	✓
134*	Jul - Sept 12	Cleaning KPIS improving.	For comment only.	✓
135*	Jul - Sept 12	Resident complaint received about cleaning levels in car parks especially around block entrances.	Cleaning Manager has liaised with resident. Block entrances cleaned daily.	
137*	Jul - Sept 12	Managers to remind teams re lift curtain procedure.	Cleaning and Car Park Manager requested to do so.	
138*	Jul - Sept 12	Litter an issue on podium when BC is busier.	Twice daily litter picking is occurring.	

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145*	Oct-Dec 2011	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.	
153*	April-June 2012	On receipt of leak investigation reports the follow up remedial works orders are sometimes missed and updates for the Orchard repairs system not always added.	Much improved.	✓
154*	April-June 2012	TS need to prioritise work for contractors such as balcony linings where there is only a single contractor who can carry out a particular trade and the work is weather dependent.	TS reviewing.	
155*	July-Sept 2012	Communication plan required in the event of lift breakdowns so that the BEO are made aware and can keep residents updated on progress with repairs.	BEO has met with TS to agree new procedures.	
157*	July-Sept 2012	Resident feedback - Repairs Line improvement in answering phone and returning calls etc.	For comment only.	✓

APPENDIX 4 SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
88	April-June 2011	Tower blocks - concrete spalling - TS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys.	Repair works commenced on Shakespeare and Lauderdale in Feb and on Cromwell in March. Scaffolding removed April 2012. Remedial work still to be carried out subject to consent.	
94*	Jan-March 2012	Concrete survey - are other blocks to be tested?	The programme of concrete testing will be expanded to the terrace blocks towards the end of this financial year.	✓
95*	Jan-March 2012	Redecoration projects - which officer from technical services will be in charge of these projects and will there be a Clerk of Works?	Officer from TS now appointed to this role. CoW employed.	✓
99*	July - September 2012	Redecs 2012/13 have now commenced. Project Communications Plan now being implemented.	Will be reviewed throughout project.	

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
123*	Apr - Jun 12	How often does supervisor inspect?	Supervisor should spend 1.75 hours per week on Barbican Issues. Should inspect weekly. To inspect with HOs in the future plus joining the GAG walkarounds	✓
126*	Apr - Jun 12	Irrigation under BJH has been cut off by cinema project.	OS to hand water when and if required.	
128*	Jul - Sep 12	Resident feedback re private gardens - looking very nice at the moment.	for comment only.	✓
129*	Jul - Sep 12	Resident feedback re private gardens - concern about severe pruning in Thomas More Garden	for comment only.	✓
130*	Jul - Sep 12	Further seasonal bedding reductions being reviewed. GAG consulted.	for comment only.	✓

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Agenda Item 6

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 26 November 2012 10 December 2012	Item no.
Subject: Progress of Sales & Lettings		
Report of: Director of Community and Children's Services	Public	
<p style="text-align: center;"><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	M2A (1 bed)	2/1	£17,100	27/05/2011 26/05/2014	None given	22/01/2013

2	20 (1 bed)	4th	£19,400	04/02/2011 03/02/2014	None given	23/01/2013
3	13 (bedsit)	03	£10,350	29/07/2011 28/07/2014	None given	29/01/2013

RIGHT TO BUY

3.

	05 November 2012	29 August 2012
Sales Completed	1074	1074
Total Market Value	£89,611,908.01	£89,611,908.01
Total Discount	£29,030,964.26	£29,030,964.26
NET PRICE	£60,580,943.75	£60,580,943.75

OPEN MARKET SALES

4.

	05 November 2012	29 August 2012
Sales Completed	826	826
Market Value	£127,347,262.87	£127,347,262.87

5. Fourteen exchanges of sold flats have taken place with the sum of £620,254 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.

CASE	Block	Floor	Type	Price £	Remarks as at 5 November 2012
1	Breton House	6	F1A (bedsit)	£302,000	Proceeding
2	Breton House	4	F2A (Bedsit)	£376,000	Proceeding
3	Thomas More House	7	23 (1 bed)	£606,000	Proceeding

APPROVED LETTINGS

9. Since your last meeting, the letting detailed below has been approved.

CASE	Block	Floor	Type	Rent £pa	Tenancy Commences/ Expires
1	Cromwell Tower	32 th (4 bed)	1B	£34,950	11/12/2012 10/12/2015

10. SALES PER BLOCK

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	194	13,422,454.73	95.10
BRANDON MEWS	26	25	1,872,460.00	96.15
BRETON HOUSE	111	103	6,128,712.50	92.79
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	84	8,706,852.50	95.45
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	158	11,550,455.00	95.18
WILLOUGHBY HOUSE	148	144	13,000,670.50	93.91
TERRACE BLOCK TOTAL	1645 (1645)	1569 (1566)	122,142,473.23 (120,799,273.23)	95.38 (95.20)
CROMWELL TOWER	112	98	19,748,501.00	87.50
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	106	20,572,406.76	91.38
TOWER BLOCK TOTAL	345	317 (316)	63,024,687.39 (61,831,687.02)	91.88 (91.59)
ESTATE TOTAL	1990 (1990)	1886 (1882)	185,167,160.62 (182,630,960.25)	94.77 (94.57)

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.

Joy Hollister
Director of Community and Children's Services

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Agenda Item 7

Committee(s):	Date(s):	Item no.
Residents' Consultation	26 November 2012	
Barbican Residential	10 December 2012	
Subject: REVENUE AND CAPITAL BUDGETS - 2013/14		Public
Report of: The Chamberlain Director of Community & Children's Services		For Decision

Summary

This report is the annual submission of the revenue and capital budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2013/14, for subsequent submission to the Finance Committee. Details of the Committee's draft capital budget are also provided. The budgets have been prepared within the resources allocated to the Director.

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

Summary Of Table 1	Latest Approved Budget 2012/13 £'000	Original Budget 2013/14 £'000	Movement £'000
Expenditure	9,007	9,295	288
Income	(12,371)	(12,708)	(337)
Support Services and Capital Charges	3,555	3,560	5
Total Net Expenditure	191	147	(44)

Overall, the 2013/14 provisional revenue budget totals a deficit of £147,000, a decrease of £44,000 compared with the Latest Approved Budget for 2012/13. Main reasons for this decrease are :-

- Increase in income of £337,000, is due to the effect of the yearly rent renewals plus service charge increases due to increases in repairs and energy expenditure. This is partly offset by:-
- The repairs and maintenance budget is £199,000 higher than the latest approved budget. A detail of the two budgets showing the variances is set out in appendix 3.
- Other minor variances of £94,000

Recommendations

The Committee is requested to:

- review the provisional 2013/14 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- review and approve the draft capital budget;
- authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, corporate projects, changes to the Additional Works Programme and implications arising from Carbon Trading Allowances.

Main Report

Introduction

1. This report sets out the proposed revenue budget and capital budgets for 2013/14. The revenue budget management arrangements are to:
 - Provide a clear distinction between local risk, central risk and recharge budgets
 - Place responsibility for budgetary control on departmental Chief Officers
 - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.
3. The report also compares the current year's budget with the forecast outturn.

Proposed Revenue Budget for 2013/14

4. The proposed Revenue Budget for 2013/14 is shown in Table 1 overleaf analysed between:
 - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer’s control.
 - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
 - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.

5. The provisional 2013/14 budgets, under the control of the Director of Community & Children’s Services being presented to your Committee, have been prepared in accordance with guidelines agreed by the Policy and Resources and Finance Committees. These include continuing the implementation of the required budget reductions across both local and central risks, as well as the proper control of transfers of non-staffing budget to staffing budgets. The 2% efficiency savings to be achieved by 2014/15 comprise 1% saving in 2013/14 and a further 1% saving in 2014/2015. An allowance towards any potential pay and price increases of 1% for 2013/14 has been included, with 2% to be included for 2014/15. The budget has been prepared within the resources allocated to the Chief Officer.

TABLE 2 COMMUNITY & CHILDREN'S SERVICES SUMMARY – CITY FUND						
Analysis of Service Expenditure	Local or Central Risk	Actual 2011-12 £'000	Latest Approved Budget 2012-13 £'000	Original Budget 2013-14 £'000	Movement 2012-13 to 2013-14 £'000	Paragraph Reference
EXPENDITURE						
Employees	L	3,214	3,414	3,459	45	
Premises Related Expenses (see note i)						
Repairs and Maintenance	L	2,643	2,469	2,668	199	9
Other Premises Related Expenses	L	2,079	2,909	2,978	69	
Supplies & Services	L	139	215	190	(25)	
Total Expenditure		8,075	9,007	9,295	288	
INCOME						
Customer, Client Receipts (mainly rents and service charges)	L/C	(11,632)	(12,371)	(12,708)	(337)	10
Total Income		(11,632)	(12,371)	(12,708)	(337)	
NET INCOME BEFORE SUPPORT SERVICES AND CAPITAL CHARGES		(3,557)	(3,364)	(3,413)	(49)	
SUPPORT SERVICES AND CAPITAL CHARGES						
Central Support Services and Capital Charges		2,943	3,132	3,136	(46)	
Recharges within Fund		451	423	424	51	
Total Support Services and Capital Charges		3,394	3,555	3,560	5	
TOTAL NET INCOME		(163)	191	147	(44)	

Notes - Examples of types of service expenditure:-

(i) Premises Related Expenses – includes repairs & maintenance, energy costs, rates, water services, cleaning and domestic supplies

6. Income and favourable variances are presented in brackets. An analysis of this Revenue Expenditure by Service Managed is provided in Appendix 1. Only significant variances (generally those greater than £100,000) have been commented on in the following paragraphs.
7. Overall there is a decrease in the deficit of £44,000 in the overall budget between the 2012/13 latest approved budget and the 2013/14 original budget. The main movements are explained by the variances in the following paragraphs.
8. Increase in repairs, maintenance and minor improvements £199,000. A detailed breakdown of the elements that make up the 2012/13 and 2013/14 budget is shown in appendix 3.

9. Increase in customer, client receipts increase of £337,000 is due to the effect of rent renewals and services charges resulting from cost increases in repairs and maintenance and energy expenditure
10. Analysis of the movement in manpower and related staff costs are shown in Table 3 below

Table 3 - Manpower statement	Latest Approved Budget 2012/13		Original Budget 2013/14	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Supervision and Management	7	382	7	384
Service Charges				
Garchey	3	109	3	109
Cleaners	32	906	32	910
Estate Concierge (1/3)	10	416	10	440
Lobby Porters	12	591	12	561
House Officers	3	169	3	170
Total Service Charges	60	2,191	60	2,190
Landlord	0	9	0	5
Car Parking				
Estate Concierge (2/3)	20	832	20	880
TOTAL Barbican Residential	87	3,414	87	3,459

Potential Further Budget Developments

11. The provisional nature of the 2013/14 revenue budget recognises that further revisions may be required, including in relation to:
- budget reductions to capture savings arising from the on-going PP2P reviews;
 - budget adjustments relating to the implementation of the City of London Procurement Service; and
 - decisions on funding of the Additional Work Programme by the Resource Allocation Committee.

Draft Capital Budget

12. The Committee's draft capital and supplementary revenue project budgets are summarised in the Tables below. Estimated expenditure is analysed as follows:

- Committed – Projects which are contractually committed.
- Uncommitted – Projects which have been the subject of an options appraisal report but are not yet contractually committed.
- Options Appraisal costs – The costs of evaluating all other schemes approved to proceed to that stage.

	Exp. Pre 01/04/12 £'000	2012/13 £'000	2013/14 £'000	2014/15 £'000	2015/16 £'000	2016/17 £'000	Later Years £'000	Total £'000
<u>Evaluated schemes</u>								
- Uncommitted								
Barbican podium waterproofing		1334	2420					3,754
Total	0	1,334	2,420	0	0	0	0	3,754

	Exp. Pre 01/04/12 £'000	2012/13 £'000	2013/14 £'000	2014/15 £'000	2015/16 £'000	2016/17 £'000	Later Years £'000	Total £'000
<u>Evaluated schemes</u>								
- Committed								
Barbican Podium waterproofing	136	29						165
Total	136	29	0	0	0	0	0	165

13. The latest updated information on the capital project budgets is being submitted in a progress monitoring report to the Finance Committee on 11 December 2012. Summaries of these budgets will subsequently be used to determine overall financing, with the full capital and supplementary revenue project budgets being presented to the Court of Common Council for approval in March 2013.

Appendices

Appendix 1: Revenue Expenditure by Service Managed

Appendix 2: Support Service and Capital Charges from/to Community & Children's Services Committee

Appendix 3: Analysis of Repairs, Maintenance and Minor Improvements

Appendix 4: Resident's Consultation Committee Appendix.

Contact: Mark Jarvis (1221) or Alison Elam (1081)
Chamberlain's Department

APPENDIX 1

Analysis by Service Managed	Actual 2011-12 £'000	Latest Approved Budget 2012-13 £'000	Original Budget 2013-14 £'000	Movement 2012-13 to 2013-14 £'000	Paragraph Reference
CITY FUND					
Supervision & Management – Holding Account	0	0	0	0	
Service Charge Account	20	20	20	0	
Landlord Services	87	414	359	(55)	
Car Parking	163	218	229	11	
Stores	(144)	(159)	(170)	(11)	
Trade Centre	(416)	(461)	(450)	11	
Other Non-Housing	127	159	159	0	
TOTAL	(163)	191	147	(44)	

APPENDIX 2

Support Service and Capital Charges from/to Community & Children's Services Committee	Actual 2011/12 £000	Latest Approved Budget 2012/13 £000	Original Budget 2013/14 £000
Support Service and Capital Charges			
Insurance	356	353	354
IS Recharges - Chamberlain	107	73	69
Capital Charges	1,959	2,247	2,279
Support Services -			
Chamberlain	215	182	169
Comptroller and City Solicitor	137	118	112
Town Clerk	127	112	107
City Surveyor	20	21	21
Other Services*	22	26	25
Total Support Services and Capital Charges	2,943	3,132	3,136
Recharges Within Funds			
Corporate and Democratic Core – Finance Committee	(50)	(50)	(50)
HRA	397	421	421
Community and Children's Services Committee	104	52	53
TOTAL SUPPORT SERVICE AND CAPITAL CHARGES	3,394	3,555	3,560

* Various services including central training, corporate printing, occupational health, union costs and environmental and sustainability section.

**ANALYSIS OF REPAIRS, MAINTENANCE AND MINOR IMPROVEMENTS
ALL LOCAL RISK**

	Latest Approved Budget 2012/13 £'000	Original Budget 2013/14 £'000		Budget to Budget % Increase (Decrease)
	A	B		B/A
<u>Supervision & Management Holding Account</u>				
Estate Office - Breakdown Maintenance	9	9	E	
Total Supervision & Management Holding Account	9	9		0
<u>Service Charge Account</u>				
Costs to be charged to Long Lessees and Landlord. (The latter responsible for short term tenancies and voids).				
Breakdown Maintenance - Building	774	784	E	
- Electrical	54	54	E	
- Lifts	39	39	E	
- H & V	32	32	E	
Contract Servicing - Building	37	37	E	
- Electrical	16	16	E	
- Lifts	259	284	E	
Sub Total Breakdown Maintenance and Contract Servicing	1,211	1,246		
Garchey – Breakdown Maintenance	98	98	E	
External and Internal Redecorations:				
2012/2013 Programme	208	0	A	
2013/2014 Programme	0	248	A	
Upgrade safety/security installations	40	40	E	
Water supply works	61	81	E	
Concrete repairs contingency	190	200	E	
Consultants fees	18	28	A	

	Latest Approved Budget 2012/13 £'000	Original Budget 2013/14 £'000		Budget to Budget % Increase (Decrease)
Service Charge Account – Continued	A	B		B/A
Electrical testing	10	10	E	
Asbestos Encapsulation	40	50	A	
Emergency Lighting to Stairs, Corridors and Plant rooms	35	35	A	
Heating Condition Survey	0	99	A	
Asset Management	15	15	A	
Residual Current Device socket outlet	11	11	A	
Total Service Charge Account	1,937	2,161		12
<u>Services and Repairs - Landlords</u>				
Interior of flats let on short term tenancies and voids:				
Breakdown Maintenance - Building	89	92	E	
- Electrical	31	31	E	
Rechargeable works - Emergency work in sold flats, dilapidations and insurance claims	55	50	A	
External redecoration (70% of soffits)	19	34	A	
Consultants fees	3	3	A	
Drains – General	86	88	A	
Replacement of Estate Signage	10	0	A	
Replace corroded drainage pipes in North Barbican.	50	0	A	
Total Services and Repairs - Landlords	343	298		(13)
<u>Car Parking</u>				
Breakdown Maintenance - Building	101	91	E	
- Electrical	12	12	E	
Contract Servicing - Building	10	10	E	
Car Park Office Refurbishment	0	30	A	
Total Car Parking	123	143		16

	Latest Approved Budget 2012/13 £'000	Original Budget 2013/14 £'000		Budget to Budget % Increase (Decrease)
<u>Stores</u>	A	B		B/A
Breakdown Maintenance	6	6	E	
Total Stores	6	6		0
<u>Trade Centre</u>				
Breakdown Maintenance	5	5	E	
Contract Servicing	3	3	E	
Podium Works	41	41	E	
Total Trade Centre	49	49		0
<u>Other Non-Housing</u>				
Breakdown Maintenance	2	2	E	
Total Other Non-Housing	2	2		0
GRAND TOTAL BARBICAN RESIDENTIAL COMMITTEE	2,469	2,668		7

E = ESSENTIAL
A = ADVISABLE
D = DESIRABLE

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Total Barbican Residential Committee Revenue Accounts

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
Income								
Customer Receipts	11,633	12,619	12,371	(248)	(2)	12,708	89	1
	11,633	12,619	12,371	(248)	(2)	12,708	89	1
Direct Costs								
Employees	(3,214)	(3,478)	(3,414)	64	2	(3,459)	19	1
Premises	(4,722)	(5,459)	(5,378)	81	1	(5,646)	(187)	(3)
Transport	0	(1)	(1)	0	0	(1)	0	0
Supplies and Services	(139)	(250)	(214)	36	14	(189)	61	24
	(8,075)	(9,188)	(9,007)	181	2	(9,295)	(107)	(1)
Recharges								
Other Committees	(451)	(414)	(423)	(9)	(2)	(424)	(10)	(2)
Central	(2,944)	(2,861)	(3,132)	(271)	(9)	(3,136)	(275)	(10)
	(3,395)	(3,275)	(3,555)	(280)	(9)	(3,560)	(285)	(9)
Total Costs	(11,470)	(12,463)	(12,562)	(99)	(1)	(12,855)	(392)	(3)
Surplus / (Deficit)	163	156	(191)	(347)	222	(147)	(303)	194

B = Better, (W) = Worse

Supervision & Management Holding Account

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
Transfer of Recharges to other Accounts								
Service Charge	499	516	461	(55)	(11)	447	(69)	(13)
Landlords Services	481	514	446	(68)	(13)	434	(80)	(16)
Car Parking	164	162	152	(10)	(6)	148	(14)	(9)
Stores	27	18	25	7	39	24	6	33
Trade Centre	14	1	13	12	1,200	13	12	1,200
Other Non Housing	16	1	15	14	1,400	15	14	1,400
	1,201	1,212	1,112	(100)	(8)	1,081	(131)	(11)
Direct Costs								
Employees	(381)	(426)	(382)	44	10	(384)	42	10
Premises	(57)	(73)	(72)	1	1	(72)	1	1
Transport	0	(1)	(1)	0	0	(1)	0	0
Supplies and Services	(35)	(104)	(51)	53	51	(46)	58	56
	(473)	(604)	(506)	98	16	(503)	101	17
Recharges								
Insurance	(25)	(27)	(22)	5	19	(22)	5	19
IS Recharges	(107)	(87)	(73)	14	16	(69)	18	21
Central Support Services	(521)	(395)	(459)	(64)	(16)	(434)	(39)	(10)
	(653)	(509)	(554)	(45)	(9)	(525)	(16)	(3)
Community & Children's Services								
Technical Services	0	(1)	0	1	100	0	1	100
Supervision & Management	(75)	(96)	(52)	44	46	(53)	43	45
Service Charge - Cleaning	0	(2)	0	2	100	0	2	100
Total Costs	(1,201)	(1,212)	(1,112)	100	8	(1,081)	131	11
Surplus / (Deficit)	0	0	0	0	0	0	0	0

B = Better, (W) = Worse

Service Charge Account

	Actual 2011-12	Original Budget 2012-13	Latest Approved Budget 2012-13	Variance from Original Budget 2012-13 B/(W)	Variance from Original Budget 2012-13 B/(W)	Original Budget 2013-14	Variance from Original Budget 2012-13 B/(W)	Variance from Original Budget 2012-13 B/(W)	Original Budget 2012-13	Latest Approved Budget 2012-13	Original Budget 2013-14
	£'000	£'000	£'000	£'000	%	£'000	£'000	%	% of Total	% of Total	% of Total
Customer Receipts											
Fees and Charges	14	16	15	(1)	(6)	16	0	0			
Service Charges	6,569	7,488	7,428	(60)	(1)	7,639	151	2			
Recharges											
Cleaning & Lighting	137	168	158	(10)	(6)	158	(10)	(6)			
	6,720	7,672	7,601	(71)	(1)	7,813	141	2			
Direct Costs											
Employees	(1,998)	(2,212)	(2,191)	21	1	(2,190)	22	1	29%	29%	28%
Premises	(3,772)	(4,538)	(4,467)	71	2	(4,707)	(169)	(4)	59%	59%	60%
Supplies and Services	(34)	(68)	(87)	(19)	(28)	(73)	(5)	(7)	1%	1%	1%
	(5,804)	(6,818)	(6,745)	73	1	(6,970)	(152)	(2)	89%	89%	89%
Recharges											
Insurance	(24)	(24)	(24)	0	0	(25)	(1)	(4)	0%	0%	0%
Supervision & Management	(499)	(516)	(461)	55	11	(447)	69	13	7%	6%	6%
Technical Services	(413)	(330)	(391)	(61)	(18)	(391)	(61)	(18)	4%	5%	5%
	(936)	(870)	(876)	(6)	(1)	(863)	7	1	11%	11%	11%
Total Costs	(6,740)	(7,688)	(7,621)	67	1	(7,833)	(145)	(2)	100%	100%	100%
Surplus / (Deficit)	(20)	(16)	(20)	(4)	(25)	(20)	(4)	(25)			

B = Better, (W) = Worse

Landlords Services

	Actual 2011-12	Original Budget 2012-13	Latest Approved Budget 2012-13	Variance from Original Budget 2012-13 B/(W)	Variance from Original Budget 2012-13 B/(W)	Original Budget 2013-14	Variance from Original Budget 2012-13 B/(W)	Variance from Original Budget 2012-13 B/(W)	Original Budget 2012-13	Latest Approved Budget 2012-13	Original Budget 2013-14
	£'000	£'000	£'000	£'000	%	£'000	£'000	%	% of Total	% of Total	% of Total
Customer Receipts											
Sales	4	7	5	(2)	(29)	7	0	0			
Rental Income	2,079	2,088	1,890	(198)	(9)	1,906	(182)	(9)			
Fees & Charges	314	270	269	(1)	(0)	272	2	1			
	2,397	2,365	2,164	(201)	(8)	2,185	(180)	(8)			
Direct Costs											
Employees	(3)	(9)	(9)	0	0	(5)	4	44	0%	0%	0%
Premises	(499)	(470)	(445)	25	5	(453)	17	4	19%	17%	18%
Supplies and Services	(58)	(52)	(59)	(7)	(13)	(54)	(2)	(4)	2%	2%	2%
	(560)	(531)	(513)	18	3	(512)	19	4	21%	20%	20%
Recharges											
Capital Charges	(1,211)	(1,185)	(1,362)	(177)	(15)	(1,341)	(156)	(13)	47%	53%	53%
Insurance	(205)	(206)	(206)	0	0	(206)	0	0	8%	8%	8%
Supervision & Management	(481)	(514)	(446)	68	13	(434)	80	16	20%	17%	17%
Service Charge Account	(64)	(85)	(87)	(2)	(2)	(87)	(2)	(2)	3%	3%	3%
Technical Services	(13)	(43)	(14)	29	67	(14)	29	67	2%	1%	1%
Corporate & Democratic Core	50	50	50	0	0	50	0	0	-2%	-2%	-2%
	(1,924)	(1,983)	(2,065)	(82)	(4)	(2,032)	(49)	(2)	79%	80%	80%
Total Costs	(2,484)	(2,514)	(2,578)	(64)	(3)	(2,544)	(30)	(1)	100%	100%	100%
Surplus / (Deficit)	(87)	(149)	(414)	(265)	(178)	(359)	(210)	(141)			

B = Better, (W) = Worse

Car Parking

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
Customer Receipts								
Fees & Charges	76	84	78	(6)	(7)	80	(4)	(5)
Rental Income	1,132	1,201	1,232	31	3	1,282	81	7
	1,208	1,285	1,310	25	2	1,362	77	6
Direct Costs								
Employees	(832)	(831)	(832)	(1)	(0)	(880)	(49)	(6)
Premises	(231)	(212)	(246)	(34)	(16)	(266)	(54)	(25)
Supplies and Services	(8)	(19)	(10)	9	47	(9)	10	53
	(1,071)	(1,062)	(1,088)	(26)	(2)	(1,155)	(93)	(9)
Recharges								
Capital Charges	(70)	(133)	(211)	(78)	(59)	(211)	(78)	(59)
Insurance	(8)	(8)	(8)	0	0	(8)	0	0
Supervision & Management	(164)	(162)	(152)	10	6	(148)	14	9
Service Charge Account	(51)	(72)	(62)	10	14	(62)	10	14
Technical Services	(7)	(20)	(7)	13	65	(7)	13	65
	(300)	(395)	(440)	(45)	(11)	(436)	(41)	(10)
Total Costs	(1,371)	(1,457)	(1,528)	(71)	(5)	(1,591)	(134)	(9)
Surplus / (Deficit)	(163)	(172)	(218)	(46)	(27)	(229)	(57)	(33)
Net Expenditure before Capital charges as a %age of income	(233) (19)	(305) (24)	(429) (33)			(440) (32)		

B = Better, (W) = Worse

Stores

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
Customer Receipts								
Fees	0	2	0	(2)	(100)	0	(2)	(100)
Rental Income	336	359	350	(9)	(3)	360	1	0
	336	361	350	(11)	(3)	360	(1)	(0)
Direct Costs								
Premises	(4)	(6)	(6)	0	0	(6)	0	0
	(4)	(6)	(6)	0	0	(6)	0	0
Recharges								
Capital Charges	(151)	(151)	(152)	(1)	(1)	(152)	(1)	(1)
Supervision & Management	(27)	(18)	(25)	(7)	(39)	(24)	(6)	(33)
Service Charge Account	(8)	(6)	(6)	0	0	(6)	0	0
Technical Services	(2)	(1)	(2)	(1)	(100)	(2)	(1)	(100)
	(188)	(176)	(185)	(9)	(5)	(184)	(8)	(5)
Total Costs	(192)	(182)	(191)	(9)	(5)	(190)	(8)	(4)
Surplus / (Deficit)	144	179	159	(20)	(11)	170	(9)	(5)
Net Income before Capital charges	(7)	28	7			18		
as a %age of income	(2)	8	2			5		

B = Better, (W) = Worse

Trade Centre

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
Customer Receipts								
Fees & Charges	17	35	35	0	0	35	0	0
Rental Income	1,038	1,045	1,045	0	0	1,087	42	4
	1,055	1,080	1,080	0	0	1,122	42	4
Direct Costs								
Premises	(80)	(73)	(55)	18	25	(55)	18	25
Supplies and Services	(4)	(7)	(7)	0	0	(7)	0	0
	(84)	(80)	(62)	18	23	(62)	18	23
Recharges								
Capital Charges	(461)	(461)	(461)	0	0	(514)	(53)	(11)
Insurance	(73)	(73)	(73)	0	0	(73)	0	0
Supervision & Management	(14)	(4)	(16)	(12)	(300)	(16)	(12)	(300)
Technical Services	(7)	(3)	(7)	(4)	(133)	(7)	(4)	(133)
	(555)	(541)	(557)	(16)	(3)	(610)	(69)	(13)
Total Costs	(639)	(621)	(619)	2	0	(672)	(51)	(8)
Surplus / (Deficit)	416	459	461	2	0	450	(9)	(2)

B = Better, (W) = Worse

Other Non Housing

	Actual 2011-12 £'000	Original Budget 2012-13 £'000	Latest Approved Budget 2012-13 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %	Original Budget 2013-14 £'000	Variance from Original Budget 2012-13 B/(W) £'000	Variance from Original Budget 2012-13 B/(W) %
Customer Receipts								
Fees and Charges	19	19	19	0	0	19	0	0
Rental Income	35	5	5	0	0	5	0	0
	54	24	24	0	0	24	0	0
Direct Costs								
Premises	(79)	(87)	(87)	0	0	(87)	0	0
	(79)	(87)	(87)	0	0	(87)	0	0
Recharges								
Capital Charges	(66)	(61)	(61)	0	0	(61)	0	0
Insurance	(20)	(20)	(20)	0	0	(20)	0	0
Supervision & Management	(16)	(1)	(15)	(14)	(1,400)	(15)	(14)	(1,400)
	(102)	(82)	(96)	(14)	(17)	(96)	(14)	(17)
Total Costs	(181)	(169)	(183)	(14)	(8)	(183)	(14)	(8)
Surplus / (Deficit)	(127)	(145)	(159)	(14)	(10)	(159)	(14)	(10)

B = Better, (W) = Worse

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Agenda Item 9

Committee(s):	Date(s):	Item
Barbican Residents' Consultation Committee	26 th November 2012	8
Subject: Comprehensive Lift Maintenance Contract		For information
Report of: Director of Community & Children's Services		Public
<p><u>Summary</u></p> <ol style="list-style-type: none"> 1. The Lift Maintenance Service is currently carried out by Guideline Lift Services Ltd. who were appointed in 2005. The contract was for a period of 5 years with the option to extend a further 2 years. The option to extend was exercised and the contract was due to expire on 31st January 2012. 2. Lift Maintenance Services across the City of London Corporation were to be included as one lot in the Strategic Review of Procurement and Procurement to Pay Project (PP2P). However, it became evident that as the lifts are within residential blocks, there was a requirement under the Landlord and Tenant Act (1985) to carry out Statutory Consultation. 3. To avoid a delay in the overall project and potential savings, the Lift Maintenance Services for Barbican and Housing were excluded from the PP2P Project. 4. In September 2011 your committee approved a waiver of Standing Order 53(3) and Standing Order 52 (8) obviating the need for tenders and permitting the variation of the existing Lift Maintenance Services Contract for a period of 11 months. 5. The tender was advertised to Europe through the London Tenders Portal. 30 companies downloaded the tender documents and on the closing date of 9th October 2012, 9 companies submitted a tender. 6. The tenders were evaluated using a price quality matrix with 40% attributable to price and 60% attributable to quality. The evaluation was carried out by a panel of officers and a specialist lift consultant Butler and Young Lift Consultants Limited. 7. Tenderers were asked to submit 3 prices. One for the Barbican Estate, one for the Housing Estates and a combined price detailing any 		

discounts they would offer should they be awarded both contracts.

8. The recommended tender is from Guideline Lift Services Limited and at the time of this report Statutory Consultation is being carried out with Long Leaseholders recommending the acceptance of the tender from Guideline Lift Services Limited.

Recommendation

9. It is recommended that, subject to the results of Statutory Consultation, the tender from Guideline Lift Services Limited is accepted and that the City Solicitor is instructed to draw up a contract for a 5 year term with the option to extend a further 2 years.

Main Report

Background

10. Guideline Lift Services Ltd. were appointed in 2005 to carry out comprehensive lift maintenance services to all lifts managed by the Barbican Estate Office. The contract was for a period of 5 years with the option to extend a further 2 years. The option to extend was exercised and the contract was due to expire on 31st January 2012. A similar contract was awarded to Guideline to provide lift maintenance services to the City's social housing estates.
11. Lift Maintenance Services across the City of London Corporation were to be included as one lot in the Strategic Review of Procurement and Procurement to Pay Project (PP2P). However, it became evident that as the lifts are within residential blocks, there was a requirement under the Landlord and Tenant Act (1985) to carry out Statutory Consultation.
12. To avoid a delay in the overall project and potential savings, the Lift Maintenance Services for Barbican and Housing were excluded from the PP2P Project.
13. The timing of this decision meant that there was insufficient time to go through a full procurement process and to award a new contract before the existing contract ended on 31st January 2012. Therefore, in September 2011 your committee approved a waiver of Standing Order 53(3) and Standing Order 52 (8) obviating the need for tenders and permitting a variation to the existing Lift Maintenance Services Contract for a period of 11 months to end on 31st December 2012. Guideline agreed to the extension and further

agreed to provide the services at the same price they had charged throughout 2011.

14.A specialist lift consultant, Butler and Young Lift Consultants Limited (B&Y), was engaged to review the current lift specification to ensure the content met current regulations and to provide recommendations for additional items that may be included. There were 2 notable changes to the specification:

- The new contract specification will include the provision and maintenance of the lift monitoring software. This is currently procured outside of the lift maintenance contract and it was felt that a lift company would be able to secure a more economically advantageous price
- The current contract allows the contractor to charge for items not contained in the specification e.g. resetting the lift following mis-use. The new contract specification states that any call-outs not covered in the specification and up to the value of £350.00 are deemed to be included in the contract.

15. Prior to the contract being advertised, a panel made up of officers and B&Y was formed to determine the tender process and the evaluation matrix that would be used for the tender returns. It was agreed that the invitation to tender would be split into 3 lots. One for the Barbican Estate, one for the City's Social Housing Estates and a 3rd lot for a combination of lots 1&2. It was envisaged that the latter would attract a discount on lots 1&2.

16.The quality element of the evaluation was determined by scoring the various method statements that would be submitted by tenderers. The total score would then represent 60% of the total attainable score. From this the pricing score could be determined and would represent 40% of the total attainable score.

17.The quality submission was broken down into sections that were scored and sections that would result in the submission being a pass or fail. The pass fail sections included items that required tenderers to submit various company details and to confirm their status. The scored elements included sections that covered areas such as:

- Technical capability
- Experience of working with the types of lifts currently installed
- Strategy for obtaining spares
- Contract and resource management

- Customer care
- Health and Safety
- Equal opportunities

18. Prior to the invitation to tender, a benchmark price for both Barbican and Housing was calculated by B&Y. The strategy was to ensure procurement of a contractor that has provided a tender that covers all the requirements of the specification and who can accommodate all the duties that are required.

19. With quality of service delivery being a paramount consideration especially for the residents of the Barbican Estate, the calculations are based upon published labour rates available from the Lift and Escalator Industry Association which is a benchmark for all member companies. These rates include wages, expenses, overhead and profit. Individual companies may use different rates in competition. There are several factors that dictate the level of rates and in some cases the larger companies require a greater overhead contribution.

20. To achieve the correct balance, it is the opinion of Butler and Young Lift Consultants, that a medium to large sized independent company would suit this type of maintenance contract. This would ideally provide a good balance between cost and the availability of resources including labour, access to spares, flexibility and reactive performance within established operational process systems.

21. The time allowance for duties is clearly specified within the specification and the duties clearly defined. Sub-contractor costs are known and the 'comprehensive materials and breakdown risks' may be assessed using industry knowledge.

22. The calculations have also been measured against the historical charges for lift maintenance contract. This is used as a crude check against the benchmark.

Current Position

23. Tenders were received from 9 companies by the closing date of 9th October 2012 and the evaluation panel met on 15th October to review the tender submissions. The first stage of the process was to score the total annual price against the benchmark price.

24. The next stage of the evaluation process was to score the quality submissions. The panel agreed that those companies that achieved a score in the pricing stage of the process would be evaluated first to determine whether the remaining tenders could achieve a sufficient score and remain competitive.
25. It became evident from scoring the top 3 quality submissions and adding these to the price scoring that the remaining companies would not be able to achieve a quality score that would be sufficient enough to make their overall score competitive. The panel then decided not to score these submissions but agreed to review them at a later date in order to provide feedback to the unsuccessful companies. The panel did, however, score the submission made by Jackson Lift Group. This was done prior to seeking clarification on the pricing schedules.
26. The final stage of the evaluation process was to add the price scores to the quality scores to give an overall score for the tender submission.
27. The Guideline Lift Services Ltd tender return is compliant with the requirements of the Contract Documentation and the projected sum over the five year contract period offers value for money to the Barbican Estate and Housing Estates, reinforced by their experience as the current maintenance Contractor.

Financial Implications

28. Lift maintenance costs are recoverable through service charges in accordance with the lease. Tender submissions were broken down on a lift by lift basis. This will enable accurate calculations to be made on a block by block basis.
29. The award of this contract is subject to statutory consultation under the Landlord & Tenant Act 1985 Section 20 (as amended). This is currently being carried out and the recommendation to accept the tender submitted by Guideline Lift Services Ltd will be subject to the outcome of the statutory consultation process

Consultees

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

JOY HOLLISTER

Director of Community and Children's Services

Contact:

Eddie Stevens – Housing Services Director
020 7332 3015

Committee(s):	Date(s):	Item no.
Barbican Residential Committee	24 September 2012	
Subject: Barbican Estate – Concrete Investigation and Repairs		Public
Report of: Director of Community and Children’s Services		For Decision
<u>Summary</u>		
<p>1. This report follows the resolution of the Court of Common Council on 19 April 2012 requesting your Committee to consider the question raised by the Ward of Cripplegate, Within and Without that the City, as landlord, should not charge the cost of the work of the concrete investigations and repairs to the three Barbican towers to long leaseholders. This report provides a background as to why the work was necessary and evaluates whether the work can be considered to be the making good of a structural defect in the original construction.</p>		
Recommendations		
<p>2. That the Barbican Residential Committee is asked to consider this report and agree the conclusion that the works are not the rectification of a structural defect, but rather general repairs and maintenance, and that the lease stipulates that such work is recoverable through the service charge.</p>		

Main Report

Background

3. The majority of the concrete on Barbican is now approaching 50 years old. Previous inspections were carried out in 1986 and 1991 and the results were that the concrete was in good condition and free of major defects. Your Committee received a report in March 2012 regarding the results of the concrete investigation and repair works which had been necessary to be undertaken last year to the three Barbican Towers. The general conclusion was that the concrete had been assessed to be in

remarkably good condition for its age and that further works of this nature should not be necessary for 20 to 30 years. The new Asset Maintenance Plan which has been approved by Committee, will assist in this regard through the development of, for example, long term maintenance strategies.

4. On 19 April 2012, the following resolution was made from the Ward of Cripplegate, Within & Without to the Court of Common Council :
 - i. “Since the recent testing and remedial works to the concrete in the three Barbican Tower Blocks relate to structural matters, Barbican residents take the view that the costs for these works should be borne by the Landlord i.e. the City of London Corporation and not Long Lessees of the Barbican Estate. Does the Corporation not agree that this is a reasonable and correct assumption of Barbican residents? On what basis does the Corporation arrive at a different conclusion to residents and furthermore, what provision of the lease would justify charging Long Lessees for these works?”

It was resolved by the Court that the resolution be referred to the Barbican Residential Committee for consideration.

Summary of the work carried out

5. Following the removal of a loose section of concrete to Shakespeare Tower in June 2011, consultants Bickerdike Allen Partners were called in to provide specialist advice. Following receipt of their recommendations, arrangements were put in place to inspect all three Towers for loose concrete fragments due to the potential health and safety risk, and to carry out tests to determine the condition of the concrete generally.
6. As the estimated cost of the work results in the statutory limit for leaseholders’ contributions being exceeded, statutory consultation notice was issued to leaseholders concerning the investigative works. A further notice was despatched when the extent and cost of the repairs became known as a result of the examination and report by the Engineers.

The issue of a “structural defect” in relation to the concrete repairs

7. The term “structural defect” in this context relates to the original Housing right to buy legislation which stipulated that a local authority landlord could not recover the cost of correcting such defects from leaseholders. However, these costs could be recovered if the purchaser of the flat had been informed of the defect before the purchase or, if the defect did not become apparent to the landlord until at least 10 years after the sale.

8. For comparison purposes, in the case of the renewal of the Barbican roofs, carried out in the 1990's, the City Corporation agreed that it would pay for the cost of correcting structural defects as it was clear that a number of problems were caused by inadequate design or workmanship and these had been evident from the building's original completion. The cost of renewing building components associated with the defects that had failed through normal wear and tear were however recovered through the service charge provisions contained in the lease.

The nature of the concrete repairs identified

9. The results of the technical investigation carried out by the engineers have been analysed by consultants Bickerdike Allen Partners and their report is attached as Appendix A. In general terms, the repairs were entirely expected and usual for buildings of this age and, following laboratory analysis, the concrete was found to be of very high quality. The isolated problems discovered were typical of a building which is over 40 years old and were very minor in relation to the overall amount of exposed concrete. In contrast, an example of a problem discovered with older concrete buildings was the use of high alumina cement during construction which eventually results in a weakening of the concrete; fortunately this material was not used in Barbican concrete.
10. The repairs required were of a cosmetic nature rather than structural – i.e. they did not adversely affect the load bearing capacity – although they had to be classified as essential due to the health and safety risk. It is accepted that all elements of a building will deteriorate over time, and it is reasonable to expect that periodic inspection and maintenance work of this nature will be required to keep the property in good condition for the future.
11. Replacement of the Barbican roofs, which were known not to be fit for purpose, as they were leaking from the outset due to incorrect design, can be distinguished from the works to the concrete, which do not amount to works to make good a structural defect, but are works necessary to effect repairs and maintenance.

Corporate & Strategic Implications

12. The works contribute to the following aims of the City Together strategy: “supports our communities” and “protects, promotes and enhances our environment”.

Legal Implications

13. The Comptroller and City Solicitor has been consulted in the preparation of this report and his comments are incorporated.

Conclusion

14. Taking into consideration the nature of the repairs required, officers are of the view that the concrete investigation and resultant repairs should be regarded as periodic repair and maintenance of a building over the course of its life rather than making good a structural defect. In relation to the clause in the lease requiring the City to recharge for the cost, Clause 4 (3) of the standard lease provides that the tenant covenants to:-

- i. "Pay to the City in the manner and at the times hereinafter described a reasonable part of the costs of carrying out specified repairs and of insuring against risks involving specified repairs".
- ii. "the costs" means the costs of carrying out specified repairs and of insuring against risks involving specified repairs and "specified repairs" means repairs carried out in order:
 - (i) to keep in repair the structure and exterior of the premises and of the Building in which they are situated (including drains gutters and external pipes) not amounting to the making good of structural defects;
 - (ii) to make good any structural defect of whose existence the City has notified the tenant before the date hereof (such defects being listed in the Fourth Schedule hereto) or of which the City does not become aware earlier than five years after the grant hereof; and
 - (iii) to keep in repair any other property over or in respect of which the tenant has any deemed rights"

15. Therefore, even if the repairs amount to the making good of a structural defect, which they do not, long leaseholders still have a contractual obligation to contribute towards the costs incurred.

Background Papers:

Report to the Residents' Consultative and Barbican Residential
Committees: 12 March and 26 March 2012

Appendices

Appendix A – Bickerdike Allen report dated 16 March 2012

Contact:

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**Review report on Concrete Testing
Shakespeare, Cromwell & Lauderdale Towers
The Barbican, London**

**Dr R Casson
BSc, PhD, FCIOB, ACI Arb**

16 March 2012

Prepared for: City of London Corporation

0 Summary

- 0.1 Following the identification of small pieces of concrete that were spalled (ie split from the face of the concrete) but still retained on the external surface of the concrete of Shakespeare Tower, a 100% visual and hammer tap survey by abseilers was commissioned to identify other similar potential safety hazards on all 3 tower blocks.
- 0.2 Every panel was also spot checked for the thickness of the concrete cover to the reinforcement, and a selection of 90 panels per block were tested on their outer external surfaces to assess them for actual and potential deterioration.
- 0.3 The results obtained showed the reinforced concrete to be in very good condition for its age with only minor occurrences of normal types of defects. These have no structural implications but will require some intervention to prevent local deterioration in the future and the risk of detachment of further pieces of concrete.

1 Introduction

- 1.1 The City of London Corporation (the Corporation) has instructed Bickerdike Allen Partners (BAP) to review and comment on the testing and results obtained from some of the concrete in the three tower blocks that form part of the Barbican Estate. Any survey work carried out by BAP in connection with this commission is limited to the scope of that instruction
- 1.2 Following the identification of the spalling / detachment of a number of a number of small but not insignificant pieces of concrete from Shakespeare Tower, a survey of the safety of the external concrete surfaces that were likely to be at risk of generating further such occurrences was commissioned by the Corporation.
- 1.3 The safety survey and testing were carried out by specialist testers using abseil access following a tender process that was awarded on the basis of competence as well as price. A key element of the tender was the inclusion in the report of an interpretation of the test results obtained in terms of their significance to the durability and longevity of the tower structures, and the need for and detailed nature of any repairs required. BAP were also instructed to advise on the selection and evaluation of the bids for the work.
- 1.4 This report reviews the testing carried out by the contractor Structural Renovations Ltd and the interpretation of the results as offered by their specialist testing subcontractor Martech Technical Services Ltd. The full reports of the testing are available via the Corporation.

2 The need for the survey

2.1 In reinforced concrete structures, corrosion of embedded reinforcement is initially inhibited by the alkalinity of the concrete. This alkalinity is reduced gradually over time by the effects of exposure to carbon dioxide in the atmosphere, a process known as carbonation.

In good quality concrete, carbonation is likely to begin to put the steel reinforcement at risk after a period of 40-60 years, or less if there is low cover of concrete (ie the thickness of concrete) over the steel. In poor quality concrete (which can occur for several reasons) or if it contains calcium chloride (which in the 1960's and 70's may have been used to accelerate the setting of concrete) the risk of corrosion can be much higher.

2.2 The tower blocks in the Barbican were built at different times between the mid 1960's to the mid-1970's. The designs appear very similar and the structural design and concrete design were probably also essentially the same.

2.3 Parts of the concrete construction are made from precast concrete units but the majority of the concrete was cast in situ.

2.4 The concrete in the Barbican is now typically 40 – 50 years old and is approaching the age at which even good quality concrete may start to show some problems.

2.5 The detachment of the concrete pieces is an indication of possible potential problems, so there was a need to establish as quickly as possible the risk of further detachments, and the need for any intervention to prevent any more from developing in the future.

2.6 No information is available on the concrete mix as originally specified, and the cover to the steel although specified to be unusually high for the time may vary significantly from the specified thickness. The purpose of the survey was therefore:-

- i) To carry out an overall visual and hammer tapping inspection to identify areas of change or deterioration.
- ii) To carry out sample checks on cover to the reinforcement
- iii) To carry out tests on concrete samples to confirm whether it posed any additional risks.

3 The survey

3.1 The survey was undertaken in two distinct parts –

- i) The safety survey where all the external concrete surfaces over public areas were visually examined by an appropriately experienced abseiler, the cover to the reinforcement was assessed and the surfaces were tapped with a hammer to detect any loose concrete. Loose pieces were removed and safely brought down.
- ii) A distributed survey of typical structural elements on every elevation of each tower involving some standard concrete tests to establish if there may be aspects of the concrete condition that require further investigation.

3.2 The distributed testing was carried out to act as an indicator of possible issues with the concrete, as a full survey would have taken an extremely long time to carry out and hence prohibitively expensive. Distributed testing of a sample of structural members is not truly random sampling but is sufficiently representative to give an indication if there are patterns of defects that occur in similar structural members.

3.3 The testing was not designed or intended to identify isolated one-off defects; from experience the visual survey will reveal one-off defects that need immediate attention.

3.4 The testing consisted of a number of standard concrete tests namely cover to reinforcement, depth of carbonation and cement content. Initially some tests to assess the corrosion of the reinforcement were carried out but the results did not suggest that there was any worthwhile data to be obtained so this was discontinued.

4 Results

4.1 The observations and measurements from the safety survey are shown in the elevation drawings which are attached in **Appendix A** to the paper copy of this report at size A1, however in the electronic copy these are not easily read at A3 size.

4.2 The detailed results are given in the contractors reports for each tower block and in the marked-up elevation drawings. The test results from the 90 test areas (30 per elevation) are summarised in Table 1 below.

4.3 The results for the distributed test areas are reported as follows:-

Table 1 Reported concrete test results

The Elements tests are illustrated in Figure 1.

Shakespeare Tower									
Element	Depth of Cover			Depth of Carbonation			Chloride Content		
	(mm)			(mm)			(%)*		
	Min	Max	Mean	Min	Max	Mean	Min	Max	Mean
Landing Beam	3	67	43	<5	15	7	0.08	0.29	0.18
Wall	0	>80	53	<5	>50#	13	0.17	0.33	0.23
Spandrel Panel	29	>100	60	<5	20	8	0.10	0.73	0.20
Balcony	7	>100	42	<5	15	7	0.13	0.26	0.17
Column	0	>100	55	<5	>70#	10	0.08	0.33	0.20
Round Column	45	>80	61	<5	10	4	0.14	0.26	0.19
Cromwell Tower									
Element	Depth of Cover			Depth of Carbonation			Chloride Content		
	(mm)			(mm)			(%)*		
	Min	Max	Mean	Min	Max	Mean	Min	Max	Mean
Landing Beam	8	80	47	<5	40	11	0.08	0.93	0.39
Wall	13	89	54	<5	25	13	0.09	0.36	0.19
Spandrel Panel	22	99	53	<5	10	5	0.08	0.59	0.26
Balcony	0	88	41	<5	20	8	0.10	0.25	0.15
Column	28	95	62	<5	70	11	0.09	0.30	0.18
Round Column	3	81	67	5	10	8	0.22	0.29	0.25
Lauderdale Tower									
Element	Depth of Cover			Depth of Carbonation			Chloride Content		
	(mm)			(mm)			(%)*		
	Min	Max	Mean	Min	Max	Mean	Min	Max	Mean
Landing Beam	6	83	38	<5	40	9	0.16	0.42	0.26
Wall	6	>100	56	<5	15	6	0.13	0.30	0.22
Spandrel Panel	15	80	54	<5	10	5	0.15	0.41	0.25
Balcony	10	82	43	<5	25	7	0.10	0.45	0.18
Column	17	84	60	<5	35	5	0.14	0.34	0.23
Round Column	78	90	84	<5	10	6	0.23	0.35	0.30

Notes # deep results recorded only at poorly compacted / honeycombed areas

*Chlorides expressed as % ions by mass of cement using a calculated mean cement content of

Shakespeare = 20.7%, (17.2% to 22.7%)

Cromwell = 19.4%, (18.8% to 22.3%)

Lauderdale = 20.2%, (13.7% to 26.7%)

Depth of cover

- 4.4 The minimum spot cover for each area is shown in Appendix A and few show values less than 20mm. The minimum values in Table 1 are very localised; where they are 0 they are exposed bar ends or where the steel is visible in honeycombed concrete. Unless associated with spalling of the concrete cover the low cover would usually relate to locally misplaced reinforcement where the next bar would be deeper into the concrete.

Depth of Carbonation

- 4.5 The test results show the depth of carbonation is typically less than 5mm in dense concrete. This is an extremely low value and suggests that the typical concrete was dense and very high quality.
- 4.6 The relationship between depth of carbonation and time is such that if it has taken 40 years to carbonate 5mm the next 5mm will take a further 120 years. Consequently other than at locations of extremely low cover there appears to be little risk of carbonation induced corrosion on the outer faces of the concrete. The accessible and non safety-critical inner faces have not been assessed and it would be prudent to carry out testing of these faces at some time.

Chloride content

- 4.7 The chloride contents are generally below the 0.4% by mass of cement which for 40 year old damp alkaline concrete is the level at which a low risk of corrosion becomes moderate.
- 4.8 There are some isolated results which were higher than this threshold level but none were indicating a high risk of corrosion or appeared to have defects that might be associated with this. In the absence of evidence of deterioration at these locations should be investigated further as soon as practicable to confirm the results, and to identify the source of the chloride contamination. Initially these could be from the balcony for ease of access.
- 4.9 The significance of the chloride content results depends to some extent on the cement content results. The cement content results for Lauderdale appear very variable but they are within a normal range for precast and in-situ concretes, both of which were sampled in this survey. Taking the mean of this range as representing all the concrete is not unreasonable for a first assessment and the indications from the chloride contents is that there is nothing that gives cause for immediate concern, especially when considered with the low depth of carbonation.

Half cell potential and Resistivity

- 4.10 Half Cell Testing and Resistivity tests were carried out at 9 or 10 locations on each block. In general all the results indicated a low probability of corrosion but at a few locations in each building results indicating a higher probability were obtained. These were all associated with small concrete spalls which confirms that some corrosion was occurring at these locations but also indicates that where conditions were right for corrosion it was already manifested by spalling so it may be inferred that it is not occurring elsewhere.

5 Remedial works

- 5.1 The results indicate that a relatively small number of repairs are needed and only a small proportion of those require a volume of repair materials, the majority are small holes, cracks or shallow spalls.
- 5.2 Where there are indications of corrosion of the steel reinforcement some corrosion inhibition treatment would be justified and the least intrusive of these are the migrating corrosion inhibitors (mci) or vapour phase corrosion inhibitors (vpi). Both are introduced close to the steel via a drilled hole.
- 5.3 The typically low depth of carbonation means there is no need for a general anti-carbonation coating.
- 5.4 The remedial works contractor should propose materials and methods of executing these works, which can then be independently reviewed.

6 Review of the test reports

- 6.1 Bickerdike Allen Partners have reviewed the test reports and prepared the above summaries based on them. In our opinion the analysis, interpretation and recommendations presented by the test contractor are reasonable from the data obtained.
- 6.2 In our opinion it is reasonable to base strategies for any remedial works and maintenance on the reports.


7 Further investigations

The following suggestions for further investigations are offered by Bickerdike Allen Partners as a starting point for the development of a full repair and maintenance programme. They are not intended to be a full or complete analysis of whatever might be necessary to ensure the long term integrity of the structures.

- 7.1 The concrete structures of the Barbican Estate are of an age where deterioration might be expected to start and susceptible locations should be identified early to optimise any intervention for repairs.
- 7.2 The top surfaces of the balcony panels have numerous minor defects including holes drilled for glass balustrade supports and steel exposed by surface spalls. These can be accessed from the balconies and a systematic record should be made of all such items so that a programme of repairs can be carried out.
- 7.3 Similarly the balcony-facing concrete in the outdoor concrete on the inside of the outer envelope, the apartment walls and the ceilings over the balconies should be systematically checked by methods similar to those use to inspect and test the external faces of the envelope.
- 7.4 Even if these tests indicate there is little of current concern the results obtained will provide a baseline for further test results from future surveys that must be implemented to ensure the long term integrity of the structures.
- 7.5 Consideration should be given to carrying out a programme of safety checks on the external surfaces of the medium rise structures as these will be affected by the same physical and chemical deterioration processes as the high rise blocks and concrete falling from the 4th floor can be as injurious as that from the 34th floor.



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Figure 1
Elements of the buildings







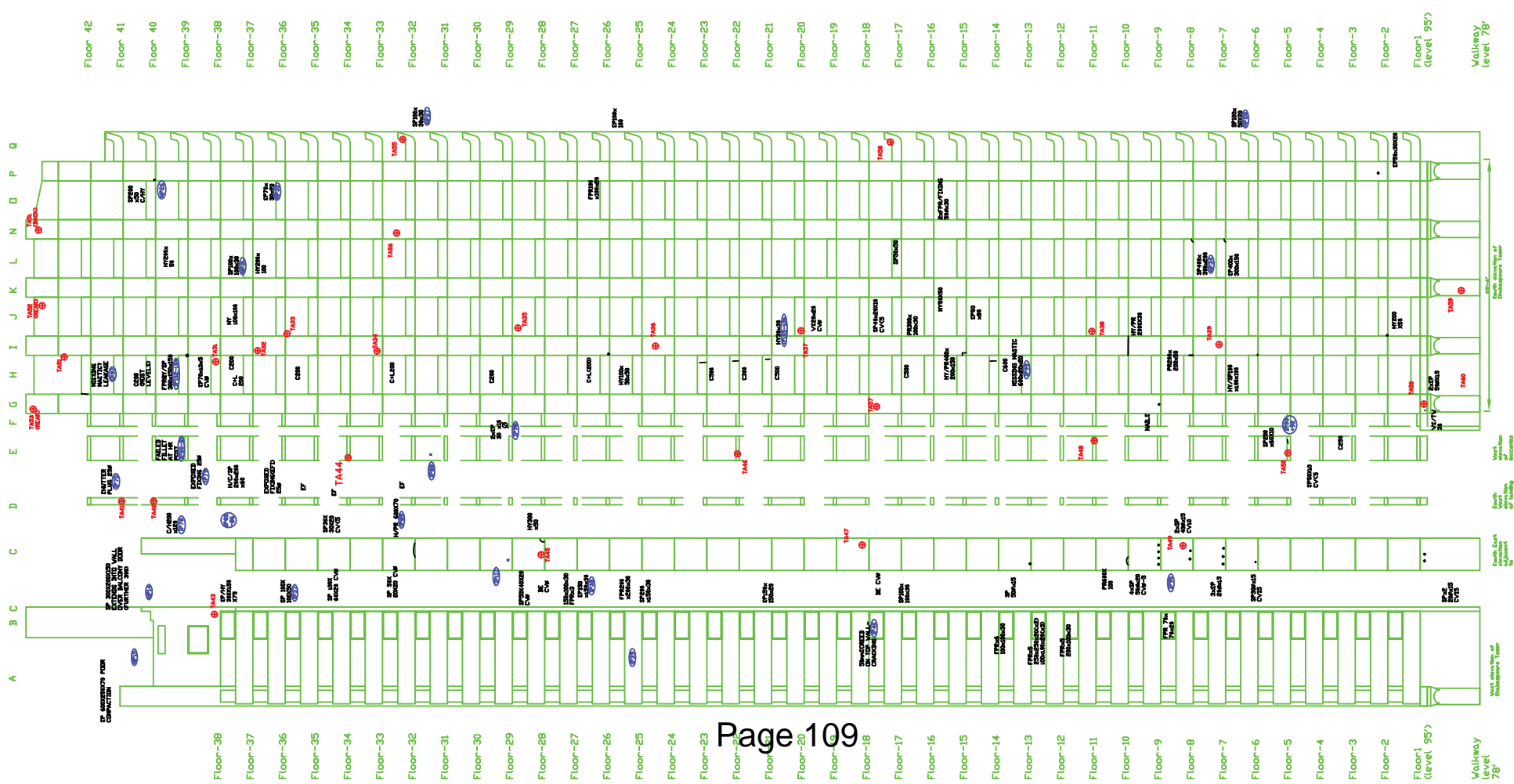
Round Columns

APPENDIX A

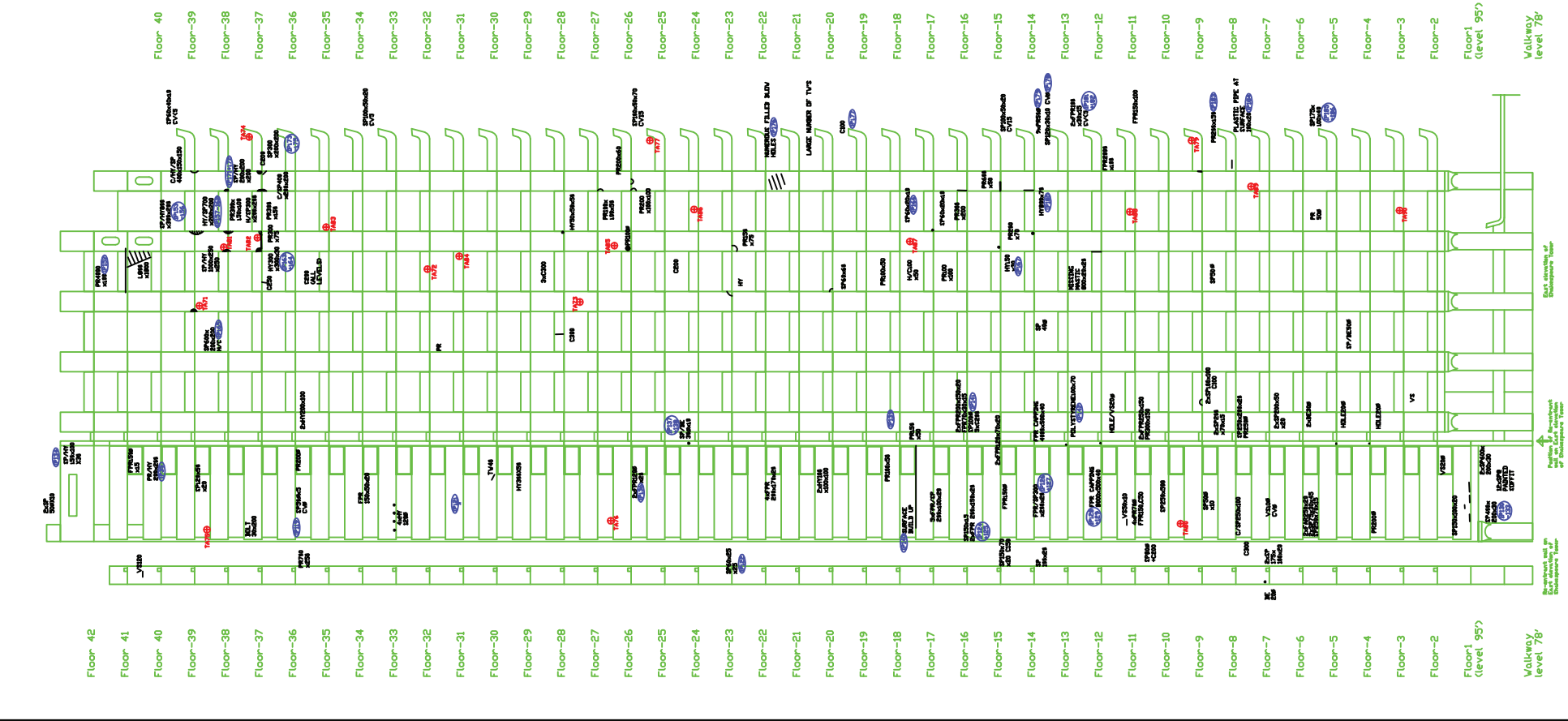
**SURVEY RESULTS FOR SHAKESPEARE, CROMWELL
& LAUDERDALE TOWERS**

LEGEND

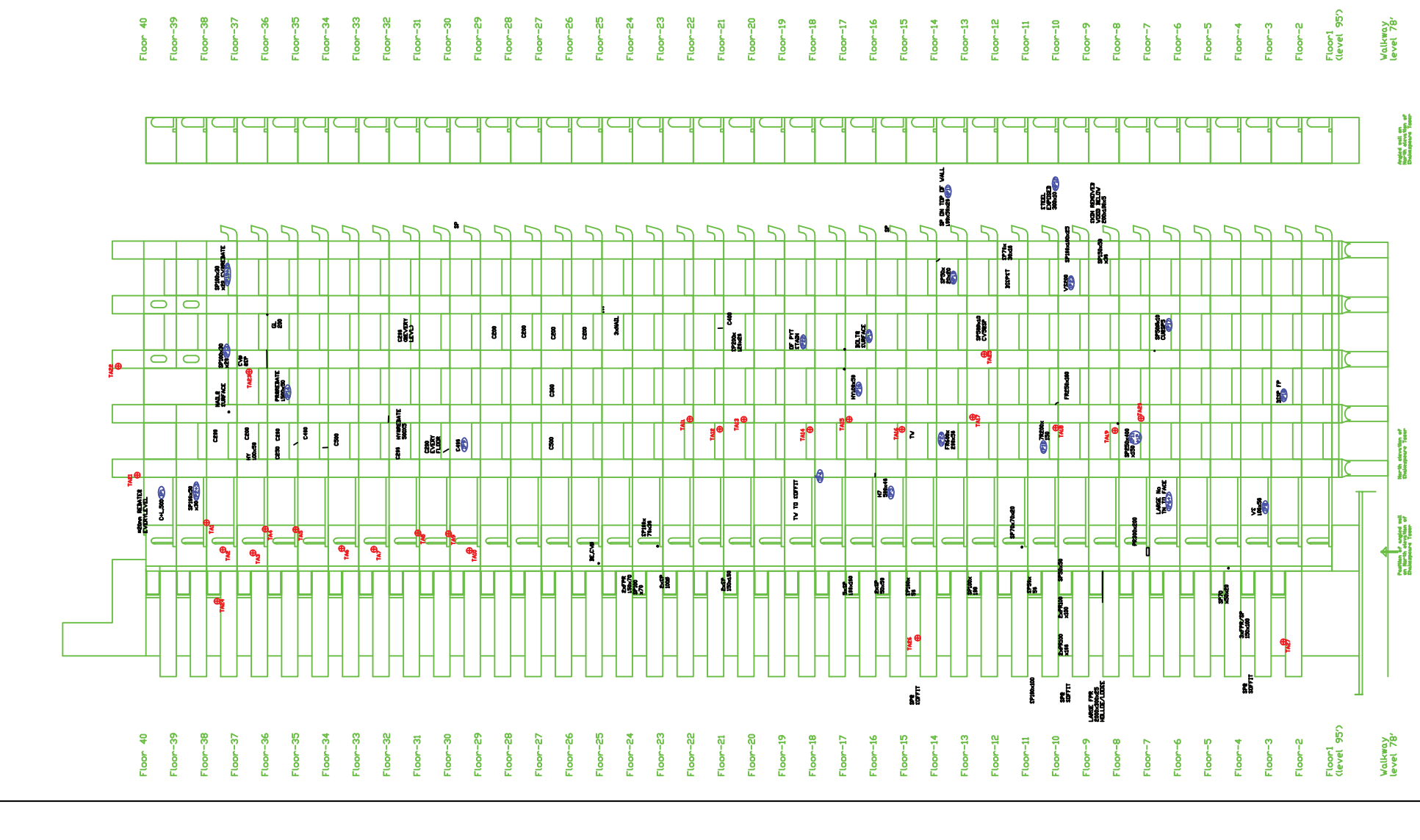
TA	Test Area Location and Reference
⊕ S	Sample Location and Reference
CV	Depth of Cover (mm)
BWK	Brickwork
CB	Depth of Carbonation (mm)
C+P	Clean and Passive Steel
SP	Spall
PR	Previous Repair
RS	Rust Spot/Stain
PY	Pyrite
BE	Bar End
B/O	Breakout to Expose Reinforcement
{ c	Crack
VS	Visible Steel
45	Rebar Location and Depth of Cover (mm)
HY	Honeycombing / poor compaction
SSC	Slight Surface Corrosion
SC	Surface Corrosion
H	Hollow



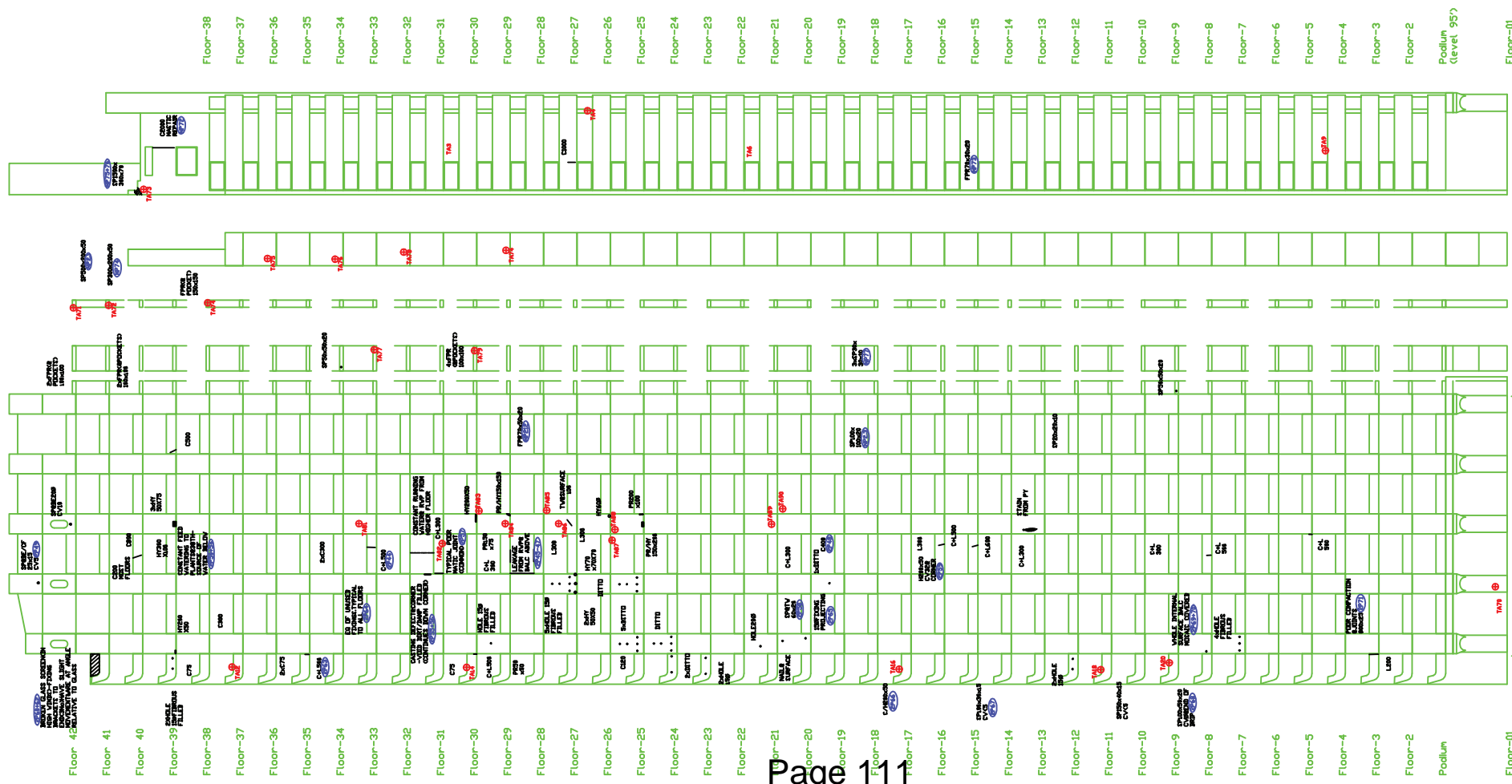
SHAKESPEARE ELEVATION A - SOUTH



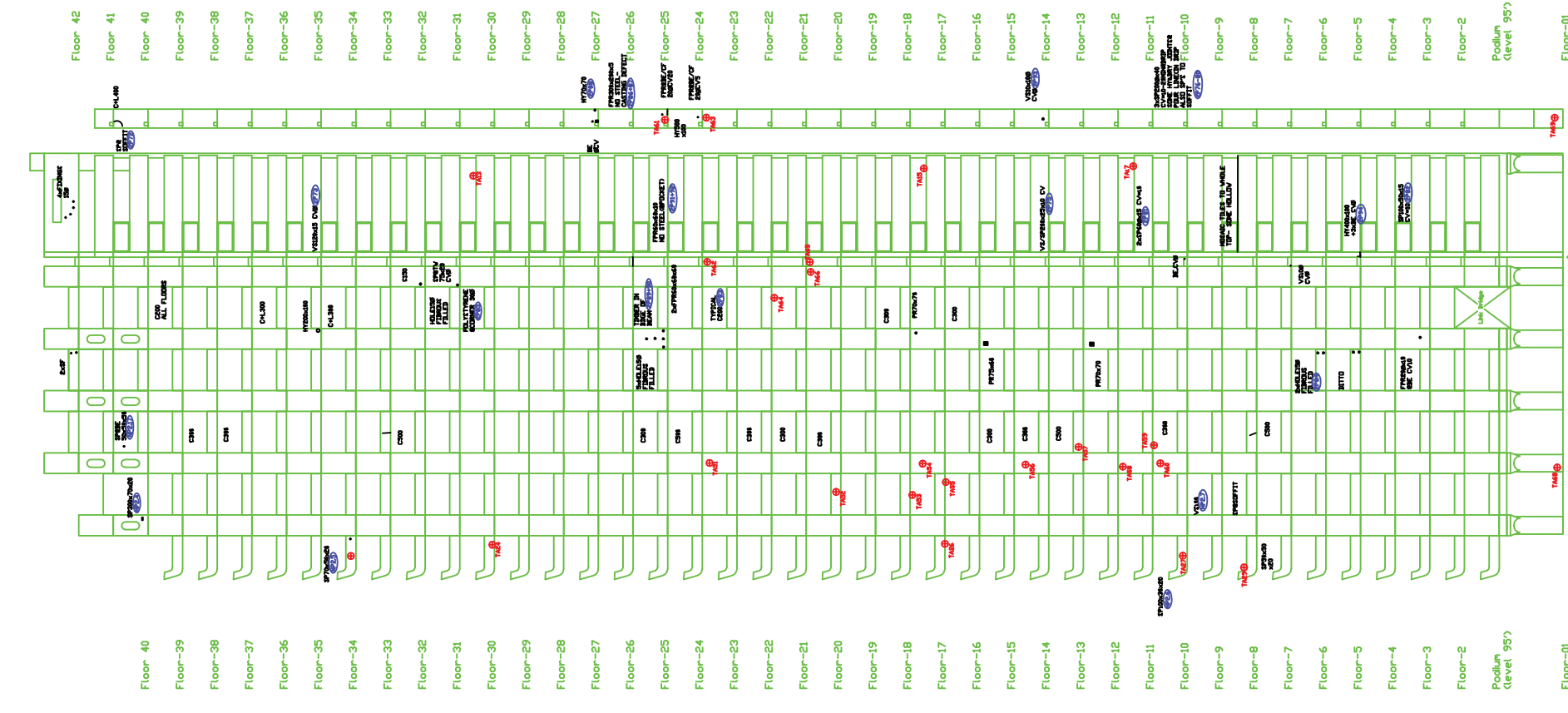
SHAKESPEARE ELEVATION B - EAST



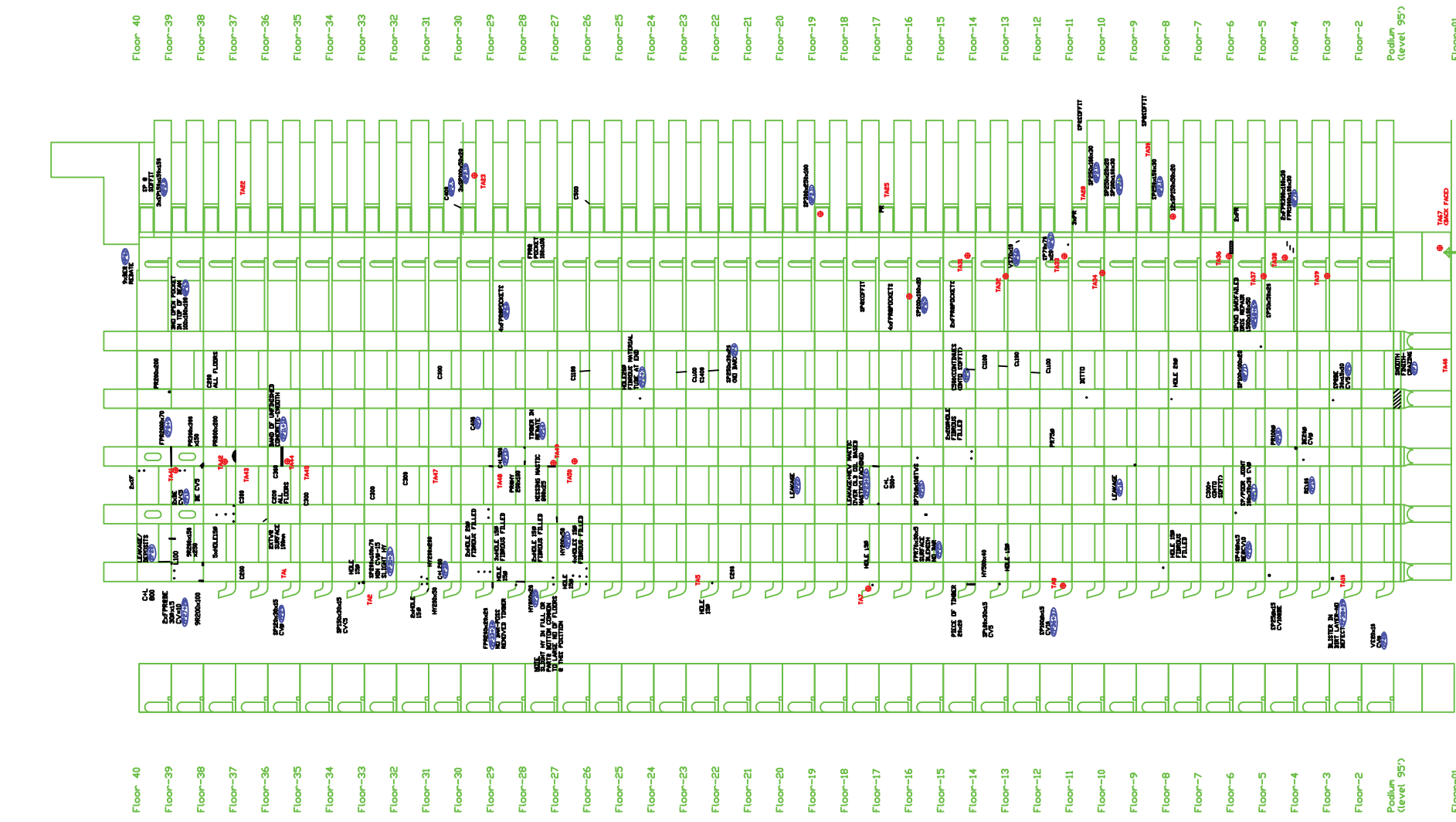
SHAKESPEARE ELEVATION C - NORTHWEST



LAUDERDALE ELEVATION - WEST



LAUDERDALE ELEVATION - NORTH



LAUDERDALE ELEVATION - SOUTH-EAST

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