



Barbican Estate Residents Consultation Committee

Date: MONDAY, 3 MARCH 2014

Time: 6.30 pm

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

Members:

Tim Macer - Willoughby House (Chairman)	John Tomlinson - Cromwell Tower
Randall Anderson - Shakespeare Tower	Gillian Laidlaw - Mountjoy House
Randall Keith Anderson	Fiona Lean - Ben Jonson House
Averil Baldwin - Thomas More House	Tim Macer - Willoughby House (Chairman)
Robert Barker - Lauderdale Tower	Professor Chris Mounsey - Breton House (Deputy Chairman)
Mary Bonar - Wallside	Natalie Robinson - Andrewes House
Mark Bostock - Frobisher Crescent	Jane Smith - Barbican Association
Dr Gianetta Corley - Gilbert House	Professor Michael Swash - Willoughby House
Robin Gough - Defoe House	John Taysum - Bryer Court
David Graves - Seddon House	John Tomlinson, Deputy
Gordon Griffiths - Bunyan Court	Janet Wells - John Trundle House
Helen Wilkinson - Speed House	

Enquiries: Julie Mayer
tel.no.: 020 7332 15010
Julie.Mayer@cityoflondon.gov.uk

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

2. **DECLARATIONS OF INTERESTS**

3. **MINUTES**

To agree the Minutes of the Barbican Residents' Consultation Committee (RCC) held on 25 November 2013 and the AGM held on 3 February 2014

For Decision
(Pages 1 - 18)

4. **UPDATE REPORT**

- Agenda Plan 2014
- "You said; we did"
- Property Services Update
- City Surveyors Update

Report of the Director of Community and Children's Services

For Discussion
(Pages 19 - 34)

5. **SLA REVIEW**

Report of the Director of Community and Children's Services

For Discussion
(Pages 35 - 44)

6. **BACKGROUND UNDERFLOOR HEATING**

Report of the Director of Community and Children's Services

For Discussion
(Pages 45 - 64)

7. **WORKING PARTY REVIEW - MINUTES OF THE BACKGROUND UNDERFLOOR HEATING WORKING PARTY**

For Information
(Pages 65 - 84)

8. **PROGRESS ON SALES AND LETTINGS**

Report of the Director of Community and Children's Services

For Decision
(Pages 85 - 88)

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

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

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 25 November 2013

Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at the Guildhall EC2 at 6.30pm

Present

Members:

Tim Macer (Chairman)	Gillian Laidlaw - Mountjoy
Randall Anderson (Deputy Chairman)	Fiona Lean - Ben Johnson
Robert Barker - Lauderdale	Jane Smith - Barbican Association
Mark Bostock - Frobisher	Prof M Swash - Willoughby
Dr Gianetta Corley - Gilbert	John Taysum - Bryer
Ald D Graves - Seddon	Deputy John Tomlinson – Cromwell Tower
Gordon Griffiths - Bunyan	Anthony Gisholt – John Trundle
Helen Wilkinson - Speed	
Natalie Robinson - Andrewes	

Officers:

David Bacon	- Chamberlain's Department
Julie Mayer	- Town Clerk's Department
James Goodsell	- Town Clerk's Department
Michael Bennett	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Anne Mason	- Community and Children's Services
Eddie Stevens	- Community and Children's Services
Karen Tarbox	- Community and Children's Services
Barry Ashton	- Community and Children's services

In attendance:

Gareth Moore	- Chairman of the Barbican Residential Committee
Jeremy Mayhew	- Member of the Barbican Residential Committee

1. APOLOGIES

Apologies were received from Janet Wells (John Trundle Court), who was represented by Anthony Gisholt and Chris Mounsey. The Committee noted that Mary Hickman had stood down as the RCC representative for Andrewes House and been replaced by Natalie Robinson.

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

There were no declarations

3. MINUTES

The minutes of the Barbican Estate Residents' Consultation Committee (RCC) held on 2 September 2013 were approved as a correct record

4. **BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE - PROPOSED AMENDMENTS TO TERMS OF REFERENCE**

The Committee received a tabled document, drafted by the Chairmen of the Barbican Residents Consultation Committee (RCC) and Barbican Association (BA). It set out a practical consideration for the split of responsibilities between the BA, RCC and the various working parties. It also sought to streamline consultation and enhance RCC engagement with the City. The Chairman suggested that the document be considered at the RCC's AGM on 3rd February 2014 (date to be confirmed). The Chairman also suggested that, at this time, the Committee might also wish to review its Terms of Reference. The Town Clerk confirmed that it was good practice to do so regularly.

5. **SLA REVIEW**

The Committee received a report of the Director of Community and Children's Services, which reviewed the estate-wide implementation of Service Level Agreements for the quarter July to September 2013.

6. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services, setting out the sales and lettings which had been approved since the last meeting.

7. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2013/14 AND ORIGINAL BUDGET 2014/15 (EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE)**

The Chairman proposed that items 7 and 8 be taken together. The Committee received two joint reports of the Chamberlain; one relating to revenue and capital budgets and the other to the service charge account. During the debate and discussion the following items were noted:

The treatment of asbestos. Members noted that inspection works had started and the original budgets were based on initial feedback. The Head of Property Services agreed to provide members with an update.

The treatment of original budgets and mid-way revisions.

Members agreed that it would be helpful to receive a variance analysis with the September Outturn Report. It was also suggested that it might be helpful to refer to 'original budgets' as either 'estimates' or 'latest approved forecasts' and include dates and a variance column, which would focus attention on the most significant changes. The Town Clerk suggested that a briefing session for members might be helpful, directly before the September Committee.

Concrete contingency. Members noted that repairs to Breton and Mountjoy were imminent and would be followed by the other low rise blocks but funds had not been committed.

Asset Management Strategy. Officers were working on a 5-year programme, which would assist with planned maintenance. An update would be presented to Committee early in 2014.

8. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2013/14 AND ORIGINAL BUDGET 2014/15**

The Committee received a joint report of the Director of Community and Children's Services and the Chamberlain.

9. **CAR PARK CHARGING**

The Committee received a report of the Director of Community and Children's Services, which sought to extend the charging policy for car parking on the estate for another year. Officers reported that occupancy was currently very good.

Members were concerned that, last year, the charges had come into effect a quarter later (i.e. June, not March) and therefore, the increase would be effective after just 9 months and not a full year. In order to correct the position the report would be revised for the Barbican Residential Committee for decision on 9 December 2013.

10. **RECOGNISED TENANTS' ASSOCIATIONS - ANNUAL REVIEW 2013**

The Committee received a report of the Town Clerk which set out the results of the 2013 RTA Audit. The Town Clerk was pleased to advise that all House Groups, which had applied, had achieved the RTA status. Members noted that the Town Clerk would formally notify the Chairmen of the House Groups, after the report had been presented to the BRC on 9 December 2013.

11. **UPDATE REPORT**

The Committee received a report of the Director of Community and Children's Services, which updated members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in September 2013. The report also provided updates on other issues on the estate.

During the debate and discussion, the following matters were noted/raised:

Frobisher Crescent. The House Group representative thanked the Barbican Estate Office for their input on the heating issues, which were being actioned.

Barbican Exhibition Hall 1 – Proposed Tenant – London Film School (LFS). The RCC agreed that the BA should progress the agreement on the lease terms.

Hand watering of podium gardens. The Barbican Estate Office would recharge the Barbican Centre as they had been responsible for the termination of the water supply to the irrigation system on Ben Jonson Highwalk.

Beech Gardens. Members noted that, due to an oversight, the grilles on the health and safety platforms on top of the turrets had been installed without listed building consent. The grilles were necessary for Health & Safety to prevent unauthorised persons access and had been painted black, as this was less obvious than a galvanised finish. The Head of Property Services agreed to investigate further and offered to report back to members. Members noted that the Project Board had been extended to include representatives from the

nearby houses and there was a vacancy for a representative from Defoe House.

Bunyan Court and John Trundle House Groups proposed a resolution, to the BRC on 9 December 2013, which sought assurance of delivery on the Beech Gardens project by the end of 2014. They also asked for further assurance of the control measures in place on similar projects. Residents remained frustrated that the works were taking a long time and had left part of the estate in a dilapidated condition, resulting in a loss of amenity.

The Housing Service Director explained that all City of London projects were subject to very robust scrutiny by the Projects Sub Committee (a sub group of the City's Policy and Resources Committee). The process included a detailed outcome report which, once works were complete, gave members an opportunity to analyse the lessons learnt. In addition to this, the project had been subject to (1) a full accounts audit and (2) a project management audit, which had been inspected by the Town Clerk.

The Director reminded Members that the podium had been leaking for some 30 years and various piecemeal works had failed to correct the defect. It was therefore essential to find a final, sustainable solution that would act as a benchmark for any future works. The Director acknowledged that the works were unsightly and, given the complex nature of the project, it had been a slow process. However, members were assured that a solution had been found, the contract had been let and the works were due to start in January 2014. The project was now at 'Gateway 6' in the City of London's Project Management Procedure - the outcome and lessons learnt being reported at 'Gateway 7'.

After hearing the Director's explanation, the Chairman asked members if they were amenable to deferring this resolution to the AGM in February 2014, which they agreed to do. In the interim, members asked to see the findings of the accounting and project management audits. The Town Clerk advised that Gateway 7 reports (to the Projects Sub Committee) were produced at the conclusion of the project and members asked if they could contribute to this report. Members also asked if the Director's explanation could be emailed to the House Groups.

Soft Landscaping Working Party. The first meeting had been arranged for 16 December 2013. The working party had requested information on the pre-condition and types of planting and the Director of Property Services agreed to provide this.

Asbestos. Members noted that the BEO held an asbestos register and there were regular examinations of all common areas. All phased removals, where necessary, would form part of the Asset Management Plan.

TV upgrade. Members noted that the contract had been signed on 22nd November 2013. The installation was likely to start in Shakespeare Tower, early in the new-year, with completion expected within 6 months. Members noted that the working party was likely to remain active during the installation

and the AGM in February could consider whether its role might need to change. Officers explained that residents would be able to leave keys with the estate office to allow access. The RCC thanked the working party for their hard work and commitment to this project.

Underfloor Heating Working Party. The Chairman reported that a working party had been convened after the last meeting. Given that there had been 26 expressions of interest for just 4 places, the Chairman had also formed an advisory group. The working party had met 3 times and the first set of minutes was included in the update report. They had also been extremely fortunate in sourcing monitoring equipment, free of charge.

Members noted that the working party would cover the re-award of the contract, and measurement of heat and current energy usage so that a usage profile can be formulated from which a more favourable energy tariff may be negotiated when the City goes out to tender for a new supplier next year. It will also consider other possible enhancements to improve efficiency and value (i.e. insulation and controls). Members noted that the system was far from life-expired, was running efficiently, its maintenance was inexpensive and failures were low.

Tiles on the plinths on Ben Jonson Highwalk. An update would be provided after the Streets and Walkways Committee meeting in January 2014.

Concrete Works. The Chairman of the Barbican Association (BA) advised that the BA and house groups of Lauderdale, Shakespeare, and Cromwell Towers continued to dispute whether the costs of the recent concrete repairs were fully recoverable from the long leaseholders. The Chairman of the BA and the groups were grateful to the Chairman of the BRC and officers of the BEO for their provision of information and willingness to give their time to meet with residents over this issue. However, their disagreement was not about the need for the repairs, or their nature, but a legal one as to what residents assert as defects to the structures and the provisions of the leases. The BA's Solicitor had sought Counsel's opinion and had written to the Comptroller and City Solicitor in the past 2 days, requesting a meeting.

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

The questions asked by members, in advance of the meeting, had been emailed and tabled (please see Appendix A to these minutes). There were no further questions.

13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business

The meeting closed at 8.40 pm

Chairman

Contact Officer:

Julie.Mayer@cityoflondon.gov.uk

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RESIDENTS CONSULTATION COMMITTEE (RCC) 25 November 2013 – PRE COMMITTEE QUESTIONS RAISED BY RCC MEMBERS

Q. When are we going to see the results of the consultation over the horrid chairs and tables by St. Giles and on the Ben Jonson Highwalk?

A. This was scheduled to go to Streets and Walkways Committee on 18 November. Unfortunately this report was not presented and will not be heard until January 2014.

Q. Page 66 – Proposed Tenant – London Film School – Can we please have it written into the lease terms that the public / visitors will not be allowed on to the premises after 23.00 so as to preserve the amenity of the residences nearby (and above); and if not, why not?

A. The BEO will pass on this request to the Barbican Centre.

Q. We understand that there is a Beech Gardens Project Board and that John Trundle, Bryer and Bunyan will be represented thereon. The LTHG Committee have asked me to enquire – Could officers also find space for a Lauderdale Tower rep, given that we overlook the space and have a principal exit at podium-level into the area?

A. After review, the BEO will be extending an invitation to join the Board, to a rep from both Lauderdale Tower and Defoe House.

Q. The question of tiling on the podium comes up repeatedly but I really would like to know when the dislodged tiles from the plinths on Ben Jonson High Walk are to be put back? It doesn't appear to be a case of waiting for replacements as the tiles are on the ground beside the plinths, so what is the delay? This simple maintenance job has been outstanding for years so could we have the matter dealt with as soon as possible.

A. The repair of the plinths forms part of the Streetscene project which covered Ben Jonson Highwalk and St Giles' Terrace. However funding for this repair will only be available if the Streets and Walkways Committee take the decision to retain the current benches. If there aren't the funds to carry out this work as part of Streetscene, then the BEO will add these to our tiling priorities list.

Q. Control of Vehicular Entry to and Parking on St Giles Terrace.

On Saturday 2 November two trucks, one carrying a small crane, and a very large pantechnicon entered St Giles Terrace. One vehicle had considerable difficulty in exiting through the available exit space at about 10.30pm that evening. It collided with the right hand bollard of the Terrace traffic barrier, knocked it onto the ground and breaking up the surrounding tiles. The noise was heard in nearby flats and at least a part of the collision was witnessed. This was a vivid reminder of the continuing need for better control and supervision of the vehicles entering the Terrace, in particular the very large and very heavy ones. Although there is a good recognition that access to the Terrace for service vehicles is necessary and has been agreed subject to certain conditions, there remains a query as to whether this access should permit all day parking. There is also a query as to whether there should be a limit on weight, size and the number of such large, heavy vehicles being on the Terrace at any one time.

Residents in houses overlooking the Terrace appreciate that a number of initiatives have been set in motion by CoL personnel during 2013 to put a system into place to attend to this matter. The solution has not yet been found though we welcome the recent swift repair of the barrier and the patching of the broken tile work.

At the RCC Meeting of 28th January 2013 the Gilbert House representative expressed concern (BOUG item 16. Appendix 3, page 23) about the level of apparently unauthorised parking on St Giles Terrace. This expression of concern was followed by an onsite meeting with CoL Officers in early March and a BOUG Meeting later in March when it was reported that this matter was thoroughly discussed. A plan for better control of traffic entering the Terrace was implemented and for a while and had some success when the barrier was closed. However the system fell away. A different plan involving the BEO Officer more directly was drawn up in the Summer but that too fell away, possibly because of the large number of service and construction vehicles entering the CLSG construction site.

The CoL officers in charge of the Terrace are asked for feedback about proposed action to ensure that the St Giles Terrace traffic barrier is properly used and that a regular system is set up for the sustained control and supervision of vehicles, particularly very large and heavy ones, entering the Terrace.

In March 2013 there was the suggestion that the long term solution might be reconsideration of an electronic traffic barrier. May we know if this idea or other options are still under consideration?

In March 2013 there was the suggestion that the long term solution might be reconsideration of an electronic traffic barrier. May we know if this idea or other options are still under consideration?

A. With regards to the damage to the bollard and tiling that has recently occurred, a temporary repair was promptly carried out and the BEO is liaising with City Surveyors and the School as to when the best time to complete the permanent tiling repair will be. The repair is expected to take 2 days to complete. This will be paid for by the contractors. This accident happened despite banksmen being present and the BEO does expect that all relevant bodies (be it the School, the Church or indeed residents) take responsibility for their deliveries and their contractors. The BEO does not have the resources to "police" St Giles' Terrace. However, working alongside the City's Surveyors and Highways departments, the BEO is aiming to improve the management of vehicular access to the estate, which will include a review of the type and weight of vehicles that are suitable, particularly those to the podium areas. The BEO will also raise this matter at the next Barbican Operation Users Group Meeting to be held on 28 November.

Regarding the barrier, this has been looked at previously and the BEO will ask that it be reviewed at the next Barbican Operation Users Group Meeting.

Q. Gilbert House Residents welcome the fact that the drains on St Giles Terrace have been reviewed and would welcome learning of the findings of the review. There are photos of the extensive pooling around two of the drains taken on 28th October and again on 3rd November when the pooling was still present.

A. The review referred to in the SLA appendices is that Estate Office staff were monitoring the drains on St Giles every time there was rain for a period on months to note if they blocked. The drains on St Giles Terrace are cleaned as part of the state-wide drain programme. At this time, following torrential rain and the storms of the previous weekend, there were a number of blocked drains across the estate. These were dealt with by our contractors. Property Services will be using the information on frequency of drain unblocking to help determine if the frequency of the cyclical work should be increased.

Q. p80 : It is difficult to tell from the meeting notes whether the references to "Working Party & Advisory Group" are to one group or two separate groups. Could this be clarified please? e.g. The second line of item 3 refers to 'group', implying one group, but the reference to 'Advisory Group' a few lines further down implies that it is separate from the Working Party.

The Working Party and the Advisory Group are 2 separate groups. The Advisory Group sits behind the Working Party, is able to view all minutes and papers and is able to discuss and offer advice to the Working Party. The Advisory Group is formed of residents and Tim Macer is the conduit between the 2 groups.

Q. p81 item 5 : It would be helpful to know the terms of reference that the working party is working to, please.

The Terms of Reference were agreed at the meeting held on the 21.11.13. These will be tabled at the RCC.

Q. p82 item 9 : Are minutes available yet from the meetings on 29th October and 18th November (probably too soon for the latter), or can we have an update at the RCC meeting? I looked on the "Working Parties & minutes" webpage, but the working party is not yet listed there.

The minutes will be available once agreed at the next meeting. Therefore minutes for the meeting of 29.10.13 are now available as they were agreed at the meeting held on 20.11.13. 29.10.13 minutes will be tabled at RCC. Minutes will be uploaded to Barbican Website week commencing Monday 25 November.

<http://www.cityoflondon.gov.uk/services/housing-and-council-tax/barbican-estate>

Q. I would like to know why the new roof we recently paid for which was white and is now greeny dirty white was not painted or cleaned during the external decoration contract.

This has not previously been included as part of the external redecoration programme. However future redecoration condition surveys are to include roof areas and will be included as part of the project where necessary.

Q. I would also like to see on our service bills the elements of the extra cost of the decorations separated from the normal service charge "not as it is" just one figure that is larger than usual. As we can't tell if the contract price has any extras or deductions from the quoted contract price we agreed too.

The invoice cannot be broken down. The schedule and letter (estimates June – actuals September) shows a clear break down. Redecorations come under Major Works, Redecorations.

Q. The Beech Gardens project has run on for so long now every time a start date is given it is later changed, I would like to let you know that Bunyan court residents as many other residents in the area are very un-happy with the progress and the moving of the goal post as to when this will be finished.

Noted.

Q. YMCA – We are now aware of the 1st meeting for residents to attend on the proposals of the YMCA, we would like to ensure that the locally affected resident's voice is heard and reviewed by the RCC in setting up a working party (done through the BA) and I would like to propose David Murray the chairman of Bunyan House Group to Chair this group.

This will be passed to the Barbican Association

Q. City of London sign's falling to the pavement. What is the city doing about their signage on buildings to ensure the public are not going to be killed by signs falling from buildings? (Shakespeare pub 27-10-2013)

The response to this question involves several departments. We will compile our answer and forward on to the Committee as soon as we have it.

Q. Renters – short term 6 to 12 months. As residents we all know when someone new moves into our block from the noise and lack of understanding any rules of living in the Barbican i.e. banging the sliding doors, putting rubbish out at weekends, drilling walls at all hours, putting furniture together on the balcony, hanging washing out and partying on the balcony. Our experience. We all know the **car park attendants know** who is moving in and moving out; can this be fed back to the estate office and house group for us and you to drop a welcome letter pointing out the Barbican rules; also you are missing out on the fee from the long term lease holder registering them? This is also a security issue with short term renters who have key access up to our front doors and we don't know who they are.

This is feedback to the BEO. Where the BEO knows of a new resident, a welcome pack is sent out. This information can't be passed on to House Groups unfortunately.

Q. Baggage Store Waiting List. Since the 08 March 2011 I have been on a waiting list for a baggage store in Bunyan Court Car Park as a swap for the one I have in JTC, because they are bigger, I already have a store room in Bunyan Court Car Park but on its own its not bigger enough. I understand from an officer "because you are waiting for a swap, other residents who do not already have a store will automatically be prioritised over you on the waiting list". As there is always a waiting list for stores, I guess I will never get a store room in Bunyan Court car park. I would suggest that when the store came up in Bunyan Court car park, I could have moved my stuff from JTC to the new store and made available the JTC for the waiting list = this would make everyone happy.

The BEO is prioritising the many swap requests for baggage stores over the next few months. In this particular instance the resident already has a store in Bunyan Car Park and this would be an additional store in Bunyan Car Park even though it is a swap. There are currently 3 residents waiting for a store in Bunyan Car Park who have no other store on the estate.

Q. Progress of Sales and Lettings. Why is Frobisher Crescent excluded from the report (see page 26)

The flats in Frobisher Crescent were sold by United House and not the City of London therefore we don't have that information to publicise.

Q. Update Report, Appendix 2 Frobisher Crescent. Please explain the last sentence: 'In relation to the fire compartmentation, UHL are arranging access to undertake a CCTV inspection'. What does this refer to? Page s 84 and 85

This relates to a potential issue that not all services penetrations were adequately fire-stopped. UHL are adamant that this is not the case and had building control inspections and sign off to support this. However they agreed to undertake a cctv survey to the area in question to confirm.

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**BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE
ANNUAL GENERAL MEETING
Monday, 3 February 2014**

Minutes of the meeting of the Barbican Estate Residents Consultation Committee
held at Guildhall on Monday, 3 February 2014 at 6.30 pm

Present

Members:

Tim Macer - Willoughby House	Gillian Laidlaw - Mountjoy House
Randall Anderson - Shakespeare Tower	Fiona Lean - Ben Jonson House
Averil Baldwin - Thomas More House	Professor Chris Mounsey - Breton House
Robert Barker - Lauderdale Tower	Natalie Robinson - Andrewes House
Mary Bonar - Wallside	Jane Smith - Barbican Association
Mark Bostock - Frobisher Crescent	Professor Michael Swash - Willoughby House
Dr Gianetta Corley - Gilbert House	John Taysum - Bryer Court
David Graves - Seddon House	Janet Wells - John Trundle House
Gordon Griffiths - Bunyan Court	Robin Gough – Defoe House
Helen Wilkinson - Speed House	
John Tomlinson - Cromwell Tower	

Officers:

Julie Mayer – Town Clerk's

1. APOLOGIES

Apologies were received from Jane Smith (Barbican Association) and Helen Wilkinson (Speed House), who was represented by Brian Parkes.

The Town Clerk welcomed Averil Baldwin as the new representative of Thomas More House. Members noted that Matt Collins had stepped down as one of the Defoe House representatives.

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

There were no declarations.

3. TO ELECT A CHAIRMAN

The Committee proceeded to elect a Chairman. The current Chairman, Mr Tim Macer, being the only member willing to serve, was duly elected Chairman for the ensuing year and took the Chair.

4. TO ELECT A DEPUTY CHAIRMAN

The Committee proceeded to elect a Deputy Chairman. Professor Chris Mounsey, being the only member willing to serve, was duly elected Deputy Chairman for the ensuing year.

5. **BA/RCC CONSULTATION WITH RESIDENTS ON THE CITY'S NEW RESIDENT CONSULTATION MODEL**

Members received the Chairman's report on the Barbican Association (BA) and Residents Consultation Committee (RCC) consultation with residents and House Groups. The Chairman took this item in conjunction with the next item on the agenda, the Committee's Terms of Reference.

During the discussion the following items were raised/noted:

- The RCC had been established 10 years ago, following residents voting 2/3^{rds} in its favour.
- The Consultation Model had been designed to avoid duplication of the business presented at RCC and BA meetings.
- Members noted that there might be some instances; i.e. the YMCA Building, which would initially fall within the remit of City Surveyors (and therefore a BA issue) but once the development impacted on residents (as a Barbican Estate issue), it might need to be reported to the RCC.
- The Consultation Model had received good response from residents and had been discussed at length at the BA General Council. The BAGC had recommended that the model should run for a year or 18 months then and be reviewed.
- Members noted that the Chairmen of the RCC and BA would draft a report to the Town Clerk, setting out the results of the consultation.
- The RCC had the benefit of being able to make representations to the Barbican Residential Committee (BRC) on all service charge matters, on behalf of both long and short leaseholders. Members noted that the Chairman and Deputy Chairman of the RCC attended the RCC/BRC agenda planning meetings with officers and the Chairman and Deputy Chairman of the BRC.
- Members were encouraged to consult their elected representatives when appropriate. The Housing Service Director had regular briefings with all Barbican Ward Members.
- The BA was an independent, subscription paying membership association, which could instruct legal counsel and Planning, Licensing and Environmental Health matters were within their remit. Members felt that the BA could therefore be used as a last resort to represent residents' interests, if the RCC was unable to achieve a satisfactory outcome.

6. **COMMITTEE'S TERMS OF REFERENCE**

Members received the RCC's current terms of reference. In light of the previous discussion, members felt that the existing Terms of Reference remained fit for purpose and did not require amendment.

- Members particularly commended the Update Report and the 'You Said, We Did' document.
- There was a general agreement that the questions asked in advance of the meetings were very helpful and kept the agendas focussed.
- Given that the City Surveyor contributed to the update report, it would be helpful if a City Surveyor representative could attend RCC meetings when there was relevant business.

7. **MEMBERS INFORMATION PACK**

Members received the new Members Information pack, which had been drafted by the Chairman and the Barbican Estate officers.

During the discussion, the following items were raised/noted:

- The pack was commended as an excellent document and members asked if it could be more widely available; i.e. with the link attached to an email broadcast and advertised on noticeboards and in lifts etc. The full document had been emailed to all House Group Chairmen.
- Members noted there were some ongoing issues with unregistered sub tenancies. The Chairman offered to raise this with the Chairman of the BRC, with a view to including it as a future agenda item at a future meeting.
- A summary version would be helpful, for circulating to all Barbican residents/tenants/sub tenants.
- Members agreed that it would be a helpful induction tool for new members.
- Members asked if it would be possible to hold some induction sessions for new members, or any members who wished to attend. The Chairman agreed hold such sessions periodically, when there was a demand.

8. **PROPOSED RESOLUTION IN RESPECT OF BEECH GARDENS**

Members received a briefing note on Beech Gardens, which had been circulated after the last meeting of the RCC on 25 November 2013. At this meeting, members had proposed a resolution to the BRC in respect of the slow progress on the Beech Gardens project.

There was a general agreement that this had provided a satisfactory explanation and, given there were no members present from either Bunyan or John Trundle Court, it was agreed that, for now, the proposed resolution would fall. Members noted that the Beech Gardens Project Board, scheduled for

Wednesday 4th February, would analyse the document further. The Chairman suggested that, if necessary, there could be a further debate at the RCC meeting scheduled for 3rd March 2014. Members asked if a link to the briefing could be provided on an email broadcast.

Whilst accepting that current EU procedures delayed large projects, members felt that communications could have been more effective. Members also noted that a previous attempt to correct the podium had failed within a couple of years and, therefore, the works had to be thorough and sustainable.

The Town Clerk reminded members that all City of London Projects were subject to Gateway 7 (Outcome Reports), which were presented to the City of London Corporation's Projects Sub Committee meetings, which were held in public. All Gateway 7 reports set out the lessons learnt, for members' scrutiny.

9. **REVIEW OF WORKING PARTIES AND SUB COMMITTEES**

Members received the current list of working parties and the Chairman thanked the volunteers who served on them. Members noted that the minutes of some of the working parties were included in the RCC/BRC agenda packs and the Chairman would continue to encourage all groups to share their minutes. Each Group was responsible for setting their own terms of reference.

The Chairman then went through each group in turn:

Gardens Advisory Group - 2 vacancies (members noted that gardening experience/interest and aesthetic awareness would be helpful). The chairman agreed to seek to fill these vacancies by appealing to House Group chairmen. In response to a question about the location of allotments, the Chairman suggested that this could be covered under a future RCC agenda item.

Service Level Agreement Review Group – 2 vacancies.

Asset Maintenance Group – 2 vacancies. Fiona Lean advised that she was a member of this group but was missing from the membership list. Robin Gough volunteered to fill one of the vacancies.

Beech Gardens – Members of the Gardens Advisory Group and the Asset Maintenance Group were co-optees. Members felt that the balance of the group was appropriate.

Television System – Randall Anderson was happy to continue chairing this group.

Underfloor Heating – this was a new group and had attracted a lot of interest.

Parcel Tracking – this was a new group and the following members volunteered during the meeting: Chris Mounsey, Brian Parkes, John Taysum, Rob Barker, Matt Collins (via Robin Gough). Further volunteers would be sought via the House Groups.

Members agreed that it would be helpful to look at 2 working groups, in depth, at each meeting of the RCC.

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

There were no questions.

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

The Chairman advised that residents would be receiving a communication on 4th February, from Visionfibre Media, in respect of the television upgrade. Members noted that the infrastructure would be installed between February and May 2014, with roll out to all blocks by July 2014. Two drop in sessions had been planned for 26 February (10 – 2) and (3 – 7) and members asked if this could be repeated.

The meeting ended at 8.25 pm

Chairman

Contact Officer: Julie Mayer
tel.no.: 020 7332 1501
Julie.Mayer@cityoflondon.gov.uk

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Agenda Item 4

Committee:	Date(s):	Item no.
Residents' Consultation Committee	03 March 2014	
Barbican Residential Committee	17 March 2014	
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. "You Said; We Did" Action List – see appendix 12. Open Spaces3. Podium/Car Park Works4. Agenda Plan <p>Property Services – see appendix 2</p> <ol style="list-style-type: none">5. Redecorations6. Roof apportionments7. Beech Gardens Podium Works8. Asset Maintenance Plan9. Public lift availability10. Upgrade of the Barbican Television Network11. Concrete Works <p>City Surveyors Department – see appendix 3</p> <ol style="list-style-type: none">12. St Alphage House13. Public Lifts14. Frobisher Crescent		

Recommendation:

That the contents of this report are noted.

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in November/December 2013. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues**1. "You Said; We Did" Action List**

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

2. Open Spaces

The Open Spaces team are carrying their usual winter works including the staining of benches within the private gardens.

The replacement concrete planters in various locations across the estate are due to be in place before the end of March.

3. Podium/Car Park Works

Works have commenced across the Podium and in the Car Parks to carry out the following:

- Treat/restrain and repair all the benches across the podium
- Repaint all the covered walkway ceilings
- Repaint the following car parks - Andrewes, Speed, Defoe, Thomas More, Willoughby
- Carry out replacement tiling works on Lauderdale Place, Defoe Place, Ben Jonson Highwalk, St Giles Terrace via extra resources/funding

The plinths along Ben Jonson Highwalk will now be repaired by the Barbican Estate Office alongside our colleagues in the Department of the Built Environment. Our Technical officers are liaising with Planning officers to find a permanent solution to the tiles continually falling off and

we have earmarked funds for this in financial year 2014/15.

An email broadcast was sent to residents in February to let them know of this good news and that none of these works are charged to the Service Charge account.

4. Agenda Plan

The table below includes a list of pending committee reports:

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

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report	Michael Bennett	2 June	16 June
SLA Review	Michael Bennett		
Working Party Review – Minutes of Gardens Advisory Group	Helen Davinson		
Working Party Review – Minutes of Upgrading the Television System Working Party	Mike Saunders		
Garchey 5 Year Review	Mike Saunders		
Automated Payment System for Temporary Car Parking Review	Barry Ashton		
Roof Apportionments for Shakespeare, Breton & Ben Jonson House	Mike Saunders		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		

Update Report	Michael Bennett	8 Sept	22 Sept
SLA Review	Michael Bennett		
Working Party Review – Minutes of Beech Gardens Future Landscaping Working Party	Karen Tarbox		
Working Party Review – Minutes of Beech Gardens Project Board	Karen Tarbox		
Annual Residents Survey	Helen Davinson		
Progress of Sales & Lettings	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	24 Nov	8 Dec
SLA Review	Michael Bennett		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Service Charge Expenditure & Income Account - Latest Approved Budget 2014/15 & Original Budget 2015/16	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2014/15 and Original 2015/16 - Excluding dwellings service charge income & expenditure	Chamberlains		

Working Party Review – Minutes of Asset Maintenance Working Party	Karen Tarbox		
Working Party Review – Minutes of Parcel Tracking System Working Party	Barry Ashton		
Car Park & Baggage Stores Charging Policy	Barry Ashton		

Background Papers:

Minutes of the Barbican Residential Committee 25 November 2013.
Minutes of Residents’ Consultation Committee 9 December 2014.

Contact Name Michael Bennett, Barbican Estate Manager
Tel: 020 7029 3923
E:mail: barbican.estate@cityoflondon.gov.uk

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

Actions from November/December 2013 RCC/BRC & other outstanding issues

Issue	Officer	Action Date
Customer Care		
Communications		
<ul style="list-style-type: none"> • Minutes of Working Parties & Barbican Occupiers User Group (from next March meeting) to be available on website – Working Party page set up - minutes to be loaded. • Publicise election of new Chairmen – December Barbicanews • Formal Q&A Annual Residents meeting – BEO reviewing for Winter 2013/14 • Inductions for new RCC members – RCC Information Pack presented with February RCC papers 	<p>Helen Davinson</p> <p>Michael Bennett</p>	<p>Ongoing</p> <p>Completed</p> <p>Ongoing</p> <p>Completed</p>
Revenue & Capital Budgets and Service Charge & Income Account Reports		
<ul style="list-style-type: none"> • Review of language e.g. original /latest approved budgets/variance columns/dates • Future revised budgets – Chamberlain to revise in consultation with BRC Chair/Deputy & nominated non-resident BRC member • Costs – Transport costs of £1,000 – staff travelling • Costs – ‘City widened Line’ underground tunnel – additional electricity costs – for ongoing costs for changes made to the underground line 	Mark Jarvis	<p>Ongoing</p> <p>Completed</p> <p>Completed</p>
Residents Survey		
<ul style="list-style-type: none"> • BEO to consider annual survey due to success of online survey & show comparative data in next survey • Advertise out of hours service - December Barbicanews 	Helen Davinson	<p>May 2014</p> <p>Completed</p>
Estate Services		
Services		
<ul style="list-style-type: none"> • Litter outside Gilbert House particularly at weekends – Cleaning Supervisors to carry out inspections in Spring – staffing levels/cleaning frequencies to then be reviewed • Willoughby/Speed Car parks – clarification of areas relating to Heron & blocking Bin Store areas now complete 	<p>Michael Bennett</p> <p>Helen Davinson</p>	<p>April</p> <p>Completed</p>
Car Park Charging		
<ul style="list-style-type: none"> • Report redrafted for BRC to reflect RPI charges based on 9 months i.e. three quarters of the RPI to be base for 2014 increases 	Barry Ashton	Completed

Property Maintenance		
Asbestos Works <ul style="list-style-type: none"> Budgets - routine annual inspections to monitor the condition of asbestos are carried out – budgets are set to ensure any possible remedial works are covered in the budget. 	Karen Tarbox	Completed
Major Works		
Completion of concrete repairs to the tower blocks	Christopher Bate/Karen Tarbox	Completed
Concrete Investigation & Repairs <ul style="list-style-type: none"> Report to March BRC. 	Karen Tarbox	March
Beech Gardens <ul style="list-style-type: none"> Black grilles on top of turrets installed during the recent reglazing works – necessary for health and safety to prevent unauthorised persons access - due to oversight installed without Listed Building Consent – painted black as less obvious than a galvanised finish - which has been approved by Planning. Brief summary of project to date – email broadcast Timelines of project – to residents on request & to RCC members Landscaping – pre-condition/types of planting to next Landscaping Working Party meeting 	Christopher Bate	Completed
	Eddie Stevens	Completed
	Karen Tarbox	February
Asset Management Strategy <ul style="list-style-type: none"> Update included in update report. 	Mike Saunders	March
Open Spaces		
SLA Review <ul style="list-style-type: none"> Wooden planters at Cromwell & Lauderdale Place in disrepair to be replaced with concrete – orders raised October – delivery of project before end of March 	Helen Davinson	March
Department of Built Environment (DBE)		
Podium Tiling <ul style="list-style-type: none"> An alternative stair edging is being developed using a grooved tile, matching what appears to be the original design that incorporates yellow finish material into the grooves. The City’s Head of Access has agreed in principle that this would be acceptable, subject to review of a trial area near Breton House – we are liaising with Planning. Tiling review required for ramp at Alban Gate, upper podium above Arts Centre & Defoe Place - priorities are Lauderdale Place, Defoe Place, Ben Jonson Highwalk, St Giles Terrace - being carried out over next few months. The plinths along Ben Jonson Highwalk will now be repaired by the Barbican Estate Office alongside our colleagues in the Department of the Built Environment. Our Technical officers are liaising with Planning officers to find a permanent solution to the tiles continually falling off and we have earmarked 	Helen Davinson	Ongoing
	Helen Davinson	Ongoing
	Michael Bennett/Helen Davinson	Ongoing

funds for this in financial year 2014/15.		
Barbican Area Streetscene Enhancement Works – St Giles Terrace/Ben Jonson Highwalk <ul style="list-style-type: none"> • A consultation framework for schemes in and around the Barbican Estate presented with February RCC papers 	Michael Bennett	Ongoing
Barbican Arts Centre		
Barbican Exhibition Hall 1 – Proposed Tenant - London Film School (LFS) (Update as previous) <ul style="list-style-type: none"> • The City has yet to reach agreement on lease terms with LFS. • City has agreed funding for the enabling works required to provide the tenancy space for the LFS. This will include works to relocate the Barbican Centre Marketing Department & works to re-provide engineering services to the retained spaces in ExHall1 and Exhall2 • The enabling works are planned to take place during 2014, will be subject to subject to committee approvals and planning permission. • With the completion of the enabling works in December 2014 we now expect the LFS to take over the space & commence their fit out works in early 2015. • We will be consulting with residents as the programme develops 	Michael Bennett	Ongoing
Contact: Michael Bennett, Barbican Estate Manager – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk		

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4. Redecorations

2013/14 Programme

Satisfaction surveys for the 2013/14 redecoration programme to Bryer Court, Bunyan Court and John Trundle Court have been carried out and although the response level was not high, residents were generally satisfied with the contractor and the work carried out.

2014/15 Programme

The 2014/15 programme includes the following blocks:

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

Condition surveys have been carried out and the work is deemed to be necessary to the blocks listed above. Statutory consultation is currently being carried out

5. Roof Apportionments.

BLOCK	CURRENT STATUS	Estimated Final Account Verification	Estimated Final Apportionments
Breton House	Draft final apportionment being completed before passing to Working Party	N/A	June 2014
Ben Jonson House	Draft final apportionment being completed before passing to Working Party	N/A	June 2014

Shakespeare Tower	Final Apportionment to be carried out. Passed to Working Party Dec 2009	N/A	June 2014
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At the time of this report, the Barbican Association Roof Sub-Committee and the City of London have agreed the draft final apportionment for Shakespeare Tower. A report detailing the final apportionment will be presented to your June Committee.

6. Beech Gardens Podium Works (As at 18 February 2014)

Procurement

The main contractor, VolkerLaser Ltd, commenced initial works in November 2013, started work on the main project in January 2014. The new tiles have been granted approval as a reserved matter under each of the Listed Building Consents issued in respect of White Lyon Court and the main Beech Gardens area. A further approval is required for the material and finished colour of the pond lining and a sample is being prepared for this purpose by VolkerLaser Ltd.

Soft Landscaping

An initial meeting of the Landscaping Working Party have been convened, and Johanna Gibbons, Landscape Architect has been commissioned to provide design consultancy. The next meetings of the Beech Gardens landscaping working party are to be held on 6th and 27th of March. Following these it is anticipated that a consultation exercise will be carried out in order to inform the final design of the landscaping scheme.

Work in progress

VolkerLaser Ltd are presently working at the south end of White Lyon Court, above GSMD and adjacent to the Virgin Active gym, and above the Beech Street Tunnel. Works are about to commence around the pond beneath Bryer Court. The recent wet weather has meant that the liquid applied waterproofing system cannot be used, and this element of the works is now moving forward with the advent of improved conditions. In the interim, VolkerLaser Ltd have been concentrating on removal of the tiles and screed, and preparation of the underlying surface in order to receive the waterproofing solution.

7. Asset Maintenance Plan

The Asset Management software has been deployed onto a COL server and all Barbican assets have been loaded. Over the next 3 months asset data held in various formats will be populated onto the system which will allow Property Services to produce a detailed forward programme which will be included in the Asset Management Strategy. A meeting has taken place with the Barbican Asset Management Working Party to go through a draft of the strategy.

8. Public Lift Availability

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

Lift	From April 2012 to March 2013	From April 2013 to December 2013
Turret (Thomas More)	99.9%	98.62%
Gilbert House	100%	99.99%

9. Upgrade of the Barbican Television Network

Work has commenced in the subway to upgrade the existing television network and install a new fibre optic broadband network. Email broadcasts have been sent out and information has been posted on the noticeboards. Fortnightly updates will be provided detailed the progress of works.

An open day has been organised for 26th February 2014 where residents can visit and find out more about the services on offer.

10. Concrete Works

A report following the resolution from the Grand Court of Ward Mote (Court of Common Council 19th April 2012) is to be presented to the Barbican Residential Committee on 17th March 2014.

City Surveyors Update

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

12. St Alphage House

Demolition underway. Building due to start in July 2014 leading to completion of the buildings by March 2017. More information will be provided by Brookfield Multiplex in the news letter sent to Barbican residents and consultation meetings taking place 18 and 19th of February. Schroders a global asset management company have signed a legal agreement to occupy 1 London Wall Place (Eastern building) as their new HQ from late summer 2017.

13. Six Public Lifts serving the Barbican Estate

Public Lift report for the period 06/11/2013 to 31/01/2014

Location And Age	Status	% of time in service between 06/11/2013 and 31/01/2014	Period of time Not in Use Between 6/11/2013 to 31/01/2014	Comments Where the service is 95% or less or by exception
Little Britain Modernised 2007	IN SERVICE	97.67%	48 Hours	
London Wall (No.1) Lift Eastern Pavilion 2003	IN SERVICE	99.81%	4 Hours	
London Wall (No.1) Lift Western Pavilion 2003	IN SERVICE	98.74%	26 Hours	
London Wall (No.1) Western Pavilion Escalator (DOWN) 2003	IN SERVICE	94.36%	116.5 Hours	Common occurrences of unit needing reset due to user issues. Also lost time due to required investigations surrounding an incident of item of clothing becoming trapped in escalator

Location And Age	Status	% of time in service between 06/11/2013 and 31/01/2014	Period of time Not in Use Between 6/11/2013 to 31/01/2014	Comments Where the service is 95% or less or by exception
London Wall (No.1) Western Pavilion Escalator (UP) 2003	IN SERVICE	98.74%	26 Hours	
Moor House 2005	IN SERVICE	100%	0 Hours	
Moorgate Escalator (UP) 1973	IN SERVICE	96%	82.5 Hours	
Wood Street Public Lift (Royex House) 2008	IN SERVICE	99.71%	6 Hours	
Speed House	IN SERVICE	99.35%	13.5 Hours	

***Operating times of in service are based on 86 days equalling 2064 hours**

14. Frobisher Crescent

The planned health checks to each flat have now been completed with no issues reported. There have been no system shut downs or outages since the last report. The DSL planned main boiler maintenance has also been completed.

Investigation of compartmentation between flats 703/803 is ongoing. The recent excessive rainfall has highlighted a potential issue with the adequacy of drainage from balconies and water penetration has caused damage to a flat on the 8th floor. This is currently being investigated.

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 03 March 2014 17 March 2014	Item no.
Subject: Service Level Agreements Quarterly Review October – December 2013		
Report of: Director of Community and Children's Services	Public	
<p style="text-align: center;">Executive Summary</p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter October to December 2013. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the five SLAs.</p> <p style="text-align: center;">Recommendation</p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of SLAs and KPIs estate-wide and to identify and implement actions where appropriate, to improve services.</p>		

Background

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

Current Position

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

David Graves, Robert Barker), House Officers, surveys, House Group meetings and complaints are incorporated into the October to December comments.

4. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1, 2, 3, 4 and 5. The KPIs are included in Appendix 6. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party. All of the unresolved issues from the previous quarterly reviews to September 2013 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 September 2013 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

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

Conclusion

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

Background Papers: Quarterly reports to committee from 2005.

Contact: *Michael Bennett, Barbican Estate Manager*
020 7029 3923
barbican.estate@cityoflondon.gov.uk

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2013

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
156	April - June 2012	SC	House Officers sporadically receiving copies of complaint letters to Technical Services (now Property Services).	BEO Manager attending Property Services weekly meetings which should improve communications but as the issue remains, further work needs to be done. PS responses to copy in the relevant HO.	
161	Apr - Jun 2013	SC	From Resident Survey. Could a standard letter (or Bbnews article) be produced explaining security on doors and windows to make Contents Insurance easier to apply for?	This will be in the December issue of Barbicanews in the form of an FAQ	✓
164	Apr - Jun 2013	SC	To review communication with off site long lessees (in terms of blockwide notices).	Currently being reviewed as part of the BEO Communications Strategy. Email address could also be used once this information has been gathered.	
167	July - Sept 2013	SC	The Section 20 notices have been improved with more background information on them.	Positive comments about the changes have been received.	✓
168	Oct-Dec 2013	SC	Property Services are looking to use all the resident data to improve the service eg. sending water pen letters to absentee landlords		
169	Oct-Dec 2013	LL	Website being monitored and updated weekly.	For comment only.	✓
170	Oct-Dec 2013	LL	Beech Gardens Project Communication Plan has been discussed and approved with the Project Board and is currently in operation.		
Page 37	Jan-14		Extra column added to clarify where these comments sit - is it a Landlords area or the Service Charge?	For comment only.	✓
			Quarter - at the end of each quarter issues are raised by the House Officers and SLA Working Party which are then presented to service providers		
			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			SLA Service Level Agreement	LS Leasehold Services	
			CPA Car Park Attendant	DCCS Department of Children and Community Services	
			LP Lobby Porter	COG Core Operational Group	
			ES Estate Services	BOG Barbican Operational Group	
			BAC Barbican Arts Centre	ESM Estate Service Management	
			OS Open Spaces	DMT Departmental Management Team	
			WP Working Party	PS Property Services	
		GAG Gardens Advisory Group	LL/SC Landlord/Service Charge cost		

APPENDIX 2
SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2013

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
139	Oct - Dec 12	LL	Cromwell railings - to monitor if bicycles being locked on, is now more of an issue with the cinemas open.	BEO has requested an update from BC as to their bicycle railings outside the cinemas.	
144	Apr - Jun 13	LL	Following Resident Survey. Cleaning Manager reviewing podium cleaning levels/staffing at weekends	Supervisors will be carrying out weekend inspections in the Spring and staffing levels and cleaning frequencies will be altered then.	
150	Apr - Jun 13	SC	Following Resident Survey. Handover to temporary concierge can be problematic.	Line Manager reviewing.	
151	Jul - Sep 13	LL	Cleaning team will now be carrying out the weed spraying on the podium in addition to the Open Spaces team.	For comment only.	✓
152	Jul - Sep 13	SC	Cleaning Supervisors to pick up and action cleaning issues as outlined in inspection reports.	House Officers continuing to monitor.	
153	Oct - Dec 13	SC	Cleaning team now based in BEO. This helps with getting letters out and communicating with the team.	For comment only.	✓
154	Oct - Dec 13	SC/LL	Cleaning KPIs have dropped this quarter. Cleaning Manager to ensure action plans are followed.		
155	Oct - Dec 13	CP	Pay By Phone proving to be very successful with 413 new users in December.	For comment only.	✓

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2013

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145	Oct-Dec 2011	SC	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.	Reviewed and letters updated. Further monitoring following changes. Letters still not being sent to off site addresses. Reiterated to PS.	
163	Jan - Mar 13	SC	Asset Maintenance WP - more detail about the actual assets and current cyclical programmes to be forthcoming	Draft Asset Management Strategy was discussed at the Jan 2014 WP meeting. Further WP meetings to follow.	
165	Apr - Jun 2013	SC	From Resident Survey. Communication and follow up from Repairs can be patchy.	Fed back to PS team but still being monitored	
167	July - Sept 2013	LL	Lighting in public areas is being looked at eg Defoe/John Trundle. Some improvements have already taken place.	For comment only. John Trundle lighting project proving a success.	✓
168	July - Sept 2013	LL	Podium tiling (Landlords items) are being reviewed and prioritised by BEO.	Priorities are Lauderdale Place, Defoe Place, Ben Jonson Highwalk, St Giles Terrace - to be carried out over next few months. Work has commenced and is on-going.	
169	July - Sept 2013	SC	Resident comment - reasons for things to be included in letters to residents (such as water outages)	Noted and for comment only.	✓
171	Oct-Dec 2013	SC	Repairs Call Centre - issues with raising orders and updating feedback following leak investigations.		
171	Oct-Dec 2013	SC	Accuracy of water penetration letters can cause problems when incorrect information is sent out regarding the cause of a leak or what remedial work is planned to cure a leak.		
172	Oct-Dec 2013	SC	PS short staffed at moment. New Surveyor starting soon.		

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APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2013

	<u>Quarter</u>	<u>LL/SC</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.	Works now complete to the tower blocks.	✓
94	Jan-March 2012		Concrete survey - are other blocks to be tested?	The concrete consultants in their report on the Towers recommended that a programme of checks and tests be carried out on the low rise blocks. Following expiry of the S20 notice period, orders have been placed for both Breton House and Mountjoy House. Following installation of abseiling anchors to both blocks the testing works are now complete and surveys are awaited from PS.	
104	Jan - Mar 2013	SC	Roof guarantee information - an article for barbicanews about next blocks to expire?	For Dec 2013 issue. Next block is Andrewes in Oct/Nov 2014. Completed.	✓
111	July - Sept 2013	SC	The 'Lessons Learnt' exercise will be done after the redecoration projects of 2013/14.	Carried out and used to inform specific details for the 2014/15 projects.	✓
112	July - Sept 2013	SC	No major issues have been raised by residents during the recent concrete repairs to the 3 towers carried out since Sept 13	For Comment Only.	✓
113	Oct-Dec 2013	SC	2014/15 redecoration project is a large project with a number of blocks included - work is on-going with tendering. Condition surveys are complete.		
114	Oct-Dec 2013	SC	Scaffolding arrangements for redecoration projects are being reviewed. The scaffolding is going to be more precisely specified to prevent the issues encountered in 2013/14		
115	Oct-Dec 2013	SC	Redecoration project - where scaffolding is being used for inaccessible areas of a block - all other repairs in that area should also be covered.		

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APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2013

	<u>Quarter</u>	<u>LL/SC</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
126	Apr - Jun 12	LL	Irrigation under BJH has been cut off by cinema project.	OS to hand water where required. In 2014/15 BEO will charge Barbican Centre for any extra hand watering incurred because of this.	✓
127	Jul - Sep 12	SC&LL	Various difficult to access areas - problems with safety equipment currently being reviewed.	TM hanging gardens - quote from VT. PS now looking at design for LBC application Frobisher Buttresses - a satisfactory method now found. Contractors will abseil in Spring 2014. One (possibly 2) visits per year.	
133	Oct - Dec 12	LL	Concrete Planters @ Cromwell Tower and Lauderdale Tower. To speak with House groups about BEO's option of moving the larger concrete planters to replace the worn out smaller wooden tubs.	Orders placed with Open Spaces for replacement planters	✓
134	Oct - Dec 13	LL	Allotment project to be extended in the Spring		
135	Oct - Dec 13	SC	Issues with OS contractors using loud machinery at weekends. Open Spaces Officers will monitor more carefully in future.		
136	Oct - Dec 13	SC	Tree removal in Thomas More Garden went well. Now it's gone, lots of positive comments received about how much lighter the garden is.	For comment only.	✓

APPENDIX 6

Barbican KPIs 2013-14

Title of Indicator	Actual 2012/13	TARGET 2013/14	OCT-DEC 2012	JAN - MAR 2013	APR - JUN 2013	JULY-SEPT 2013	OCT - DEC 2103	JAN - MAR 2014	PROGRESS AGAINST TARGET	SUMMARY
Customer Care										
Answer all letters satisfactorily with a full reply within 10 working days	83%	100%	91%	98%	93%	92%	96%		☹	3 out of 75 letters were responded to past the target date
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	96%	100%	97%	100%	95%	100%	89%		☹	4 out of 38 emails were responded to past their target date
To resolve written complaints satisfactorily within 14 days	92%	100%	100%	100%	96%	97%	100%		☺	
Repairs & Maintenance										
% 'Urgent' repairs (complete within 24 hours)	98%	95%	97%	99%	97%	96%	98%		☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	95%	98%	96%	98%	98%		☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	97%	97%	96%	97%	98%		☺	
% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98%	98%	97%	96%		☺	
Availability % of Barbican lifts	N/A	New			Tower lifts 99.78%	Tower lifts 98.47%	Tower lifts 97.08%		☹	Tower Lift availability suffered due to major repair works undertaken to Lift C in Shakespeare and Lift A in

Availability % of lifts	N/A	Target			Terrace lifts 99.52%	Terrace lifts 99.27%	Terrace lifts 99.42%		😊	Shakespeare and LIRA in Lauderdale. The former causing the lift to be out of service for over thirteen days.
Percentage of communal light bulbs - percentage meeting 5 working days target	85%	90%	87%	85%	83%	98%	96%		😊	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 74% Partial 92%	Total 90% Partial 90%	Total 62% Partial 95%	Total 86% Partial 89%	n/a	n/a	Total 85% Partial 100%		😞	await info from PSOs for update
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	Will 0% Ben J 0% Sed 0%	0%	0%	0%	0%	0%	0%		😊	
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	94%	87%	85%	95%	83%		😞	Due to the age of/different types of fittings, replacing tubes does not always work. Parts sometimes need to be ordered which can prolong job beyond target date
Estate Management										
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	94%	90%	100%	82%	92%	87%	82%		😞	5 inspections were Satisfactory, 2 were Poor. Action plans in place for affected blocks. (31 of the 38 were good or very good)
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	91%	80%	95%	97%	80%	94%	79%		😞	7 of 34 were Satisfactory
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	94%	80%	97%	95%	92%	87%	96%		😊	

House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	94%	80%	100%	90%	97%	94%	84%		😊	
Open Spaces										
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	94%	80%	100%	100%	100%	100%	100%		😊	
Major Works										
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	n/a	n/a	n/a	n/a	91%		😊	based on low response rate

Agenda Item 6

Committee(s):	Date(s):	Item
Residents' Consultation Committee	3 March 2014	
Barbican Residential Committee	17 March 2014	
Subject: Barbican Estate Background Underfloor Heating System		For Information
Report of: Director of Community & Children's Services		Public
<u>Summary</u>		
<ol style="list-style-type: none">1. In September 2013 your committee approved the setting up of a working party to review the current background underfloor heating system and potential alternatives. This report, which is for information, updates Members on the progress made by the working party.2. The working party was formed and first met on 8th October 2013 comprising of officers and resident members. A list of the members can be found in Appendix 1. The terms of reference for the working party can be found in Appendix 2.3. The initial focus of the working party has been to review the current contract with EDF Energy and the future energy provider from 1st October 2014. The working party has also started to look at the performance of the existing system by setting up temperature monitoring trials in various flats across the Barbican Estate.		
Recommendation		
<ol style="list-style-type: none">4. That the Committee notes the progress of the Background Underfloor Heating Working Party.		

Main Report

Background

5. The electric background underfloor heating system on the Barbican Estate has been in existence for over 40 years and has been an integral part of the electrical services provided to flats during this time.

6. The background underfloor heating system remains unchanged from its original design. A high standard of maintenance, servicing and minor repairs has enhanced the life of the system.
7. With the approval of your committee on 26 February 2004 a full technical survey was undertaken by specialist consultants NIFES Consulting Group following a successful tender bid. The purpose of their survey was to determine the life expectancy of the existing system and to consider possible replacement heating systems taking into consideration latest legislation, best practice and modern techniques. The survey was completed on 19 May 2006.
8. The survey concluded that the existing background heating system, embedded electric heating cables on an off-peak supply, was the most appropriate for the Barbican Estate at that time.
9. EDF Energy and UKPN were formerly part of London Electricity Board (LEB). The current contract for the supply of electricity was taken out in 1982 with LEB and provides for a 13-hour off-peak charging period with prices per kWh fixed every 2 years. However, due to the changes in the electrical supply industry, UKPN and EDF Energy now operate as separate companies.
10. There is no formal agreement between either EDF Energy or UKPN to maintain the Cyclo-Control or indeed between UKPN and CoLC. EDF Energy stated that they intended to withdraw from the electricity supply agreement with the COLC for the supply of electricity to the background underfloor heating system. This is in accordance with the termination notices contained within the original contract set up with LEB

Current Position

11. A working party has been established and consists of residents and officers. The working party is chaired by the Chairman of the Barbican Residential Committee. A list of members can be found in Appendix 1. As there were a number of residents who offered to be a member of the working party it was agreed that a separate advisory group be set up. This group would provide an additional resource and expertise via an online forum. The advisory group is administered by the RCC Chairman.

12. At the time of this report the working party has met on 6 occasions and a summary of their work to date is as follows:

- Terms of Reference agreed (Appendix 2)
- Communications Plan agreed (Appendix 3)
- Review 3 year breakdown costs and faults over the previous financial year (Appendix 4). The underfloor heating system continues to function well with less than £10,000 per year being spent on repairs. The majority of call outs attended by Property Services Officers have been for trimmer adjustment, no fault found, failure of trimmer (temperature control unit) or blown fuses.
- Review of current contract with EDF Energy. The existing contract with EDF Energy for the supply of electricity to the underfloor heating system came to an end in January 2014. The City has negotiated an extension to May 2014 (the end of the current heating season). The tariff during the extended contract is similar to the current tariff and based on previous usage, the cost will be slightly lower. A condition of the extension is to replace the existing single rate meters with dual rate meters. The working party is considering changing the meters to ½ hourly meters. This would satisfy the condition set by EDF Energy but may also increase the tariff options available for any future energy supply contract.
- Review the progress of the new electricity supply contract from September 2014. The working party have discussed the options available for a 1-2 year contract whilst the review of the underfloor heating system continues.
- Review of existing control systems. Appendix 5 details how the current system is controlled. The working party is reviewing this system and has commissioned a trial to monitor temperatures across a range of Barbican flat types. Details of the monitoring project can be found in Appendix 6. It is important to note that the project is being delivered at zero cost. The equipment has been provided by Reading University and the data will be analysed by working party members
- Produce a consultant's brief for the future options of the background underfloor heating system.
- The RCC Chairman has produced an update for Leaseholders on the work of the working party which will be included in a letter that is shortly to be sent by the Revenues and Service Charge section to all long leaseholders. A copy can be found in Appendix 7.

13. The working party will continue to meet on a regular basis and thanks should go to all the resident members who have been actively involved in all areas of work.

Contact:

Mike Saunders

Asset Manager

020 7332 3012

Mike.saunders@cityoflondon.gov.uk

APPENDIX 1

Working Party Members

Gareth Moore – Chair and BRC Chair
Tim Macer – Willoughby House Resident and RCC Chairman
Ted Reilly – Shakespeare Tower Resident
Renu Gupta – Willoughby House Resident
Craig Allen – Shakespeare Tower Resident
Garth Leder – Defoe House Resident
Kate Wood – Brandon Mews Resident
Sarah Bee – Shakespeare Tower Resident
Mary Hickman – Andrewes House Resident
Helen Davinson - Resident Services Manager
Sarah Styles – House Officer
Mike Saunders – Asset Manager, Barbican & Housing
Lochlan MacDonald – Asset Programme Manager, Barbican & Housing
Michael Bennett – Barbican Estate Manager
Paul Kennedy – Corporate Energy Manager, City Surveyor’s Dept
Anne Mason – Revenues Manager
Mick McGee – Senior Engineer, Barbican & Housing
David Downing – Asset Monitoring Officer, Barbican & Housing

In addition to the working party members listed above an advisory group has been set up consisting of approximately 13 resident members. Information to and from this group is managed by the RCC Chairman.

APPENDIX 2

Background Underfloor Heating Working Party (“UHWP”)

Terms of Reference

1. EDF Energy have given notice of their intention to withdraw from their contract with the City of London Corporation (COLC) for the supply of electricity for the Barbican Residential Estate’s background underfloor heating system (currently 13 hours off-peak energy) by either January 2014/April 2014. Therefore, the COLC must tender a new contract for the supply of electricity from either January or October 2014 (the next winter heating period). The UHWP should:

- propose a (i) energy supply profile and (ii) tariff structure for the supply of electricity for the background underfloor heating system from 2014 onwards;
- determine whether that new supply contract should be on a short, medium or long-term basis (in part on the basis of their findings in relation to the second point below).

The UHWP should also consider, amongst other things:

- COL (and Barbican Residential Estate) economies of scale and negotiating power.
- Alternative supply arrangements, such as using energy brokers, direct negotiation with energy wholesalers/electricity generating companies, international suppliers.

The UHWP should inform the RCC and BRC of its recommendations.

Milestone: as a matter of urgency, with a requirement of 31 January 2014 to prepare a report with recommendations for the RCC and BRC, to allow the COLC to get a new contract in place by 1 October 2014.

2. The current electric background underfloor heating system on the Barbican Residential Estate has been in place for over 40 years. UKPN have given notice that it will cease to maintain the Cyclo-Control (control and switching system) beyond March 2015. The lease requires the provision of *background heating* to the flats from 1 October to 30 April in each year and at other reasonable times. The UHWP should determine its view on, *inter alia*, each of the following options (or a combination thereof):

- **Maintain both the current heating and control systems with on-going repairs as and when required.** Consider, amongst other things: the efficiency of the systems; cost of the electricity supply; current/future projected maintenance costs; availability of a maintenance provider; and basic terms of any Service Level Agreement. Also consider potential improvements, such as: hours of charge; triggers for charge (forecast/current temperature); and adding individual heating controls;
- **Replace both the current heating and control systems.** Consider: efficiency and sustainability; different heating systems both at an individual flat level (e.g. storage heaters, radiators) and at a Barbican Residential Estate level; systems used on other COL and local estates and buildings (including the system used in Frobisher Crescent (which is out of the scope of this UHWP)); feasibility and costs of retro-fitting a new heating system in all flats (whether underfloor heating or other); and other appropriate issues and feasible solutions. This includes consideration of various energy generation sources (including, but not limited to, Ground Source Heat Pumps (GSHP), Combined Heat & Power (CHP), Micro-generation sources (eg solar PC, micro-wind), biomass, and heat recovery systems) and, where possible, swift elimination of those sources which are not feasible for use on the Barbican Residential Estate. In terms of the control system, consider, amongst other things: the desirability, availability and cost of new controllers; remote Cyclo-Control transmitters; and individual flat/room controls;
- **Replace the current control mechanism, but maintain the rest of the heating system.** As above, consider the desirability, availability and cost of new controllers; transmitters; individual flat/room controls; and whether any improvements to the rest of the heating system are available/desirable;
- **Replace the current heating system, but retain the control mechanism.** Consider same points as above in relation to replacement of the heating system, and whether any improvements to the control mechanism are available/desirable.

In addition, the UHWP should also address:

- **Benchmarking.** Evaluation of the current system to allow for meaningful comparison to any proposed or implemented changes. This will include, without limitation:

- review of the data from EDF Energy’s proposal to carry out half hourly monitoring in 2 blocks on the Barbican Residential Estate; and
- the collection of temperature data in a selection of flats on the Barbican Residential Estate
- analysis and modelling the gathered data and comparison with each other and any other relevant sources of information;
- **Minimising heat loss/wastage.** Consider improving insulation of flats, repair/replacement of windows and doors (in flats and common areas), level of double glazing, increased maintenance standards;
- **What the requirements of the lease are.** The UHWP’s view of “background heating” and how that should be monitored/judged going forward;
- **Any possible funding options.**

Following consideration of these issues, the UHWP should inform the BRC and RCC of its findings and recommendations. The UHWP should also consider whether an on-going residents committee is advisable to consider these issues on a long-term basis.

Milestone: To prepare a report on the options considered and give recommendations on which are most feasible. **Timescale:** to the extent that it impacts on the first point, as soon as possible, otherwise, on a timescale to be determined by the RCC.

3. The UHWP should determine whether they require a specialist consultant(s) to advise it, and if so, specify (i) the scope of each consultant’s remit and (ii) their preferred consultant(s). The scope of each consultant’s report and the indicative costs are to be approved by the RCC and BRC, so the information should be provided to them as soon as possible.

APPENDIX 3**Background Underfloor Heating Communications Plan – November 2013**

Communication	What for?	Responsibility	Frequency	Comments
Email broadcast	Minutes Links to Committee papers General updates	BEO	As required Quarterly As required	
Website	Working Party page – minutes/General updates	BEO	As required	
Letters	Consultations Surveys	BEO	As required	
Noticeboards	General updates General Meetings	BEO	As required	
RCC/BRC	Reports Update reports	BEO	Quarterly	
Minutes Minutes - Actions & requests for information via email	Working Party	BEO BEO – HD/MB	As required	
Closed Online Forum	Share technical skill/expertise for WP & Advisory Group	RCC Chair - TM	As required	
Barbicanews	General updates	BEO	June/December	
Service Charge Letters	Summary Updates	BEO/WP	February/May/September/ November(separate communication)	

APPENDIX 4

BRIEF HISTORY OF HEATING FAULTS 2012 – 2013 HEATING SEASON

1. The total number of recorded faults to the background heating system during 2012/2013 heating season was **518**.
2. The first visit to each reported fault is attended to initially by one of the Barbican Estate Resident Property Service Officers (PSO's).
3. Of the **518** reported faults approx. **50%** were for one of two reasons:
 - An adjustment to the trimmer only. The reasons for this vary but can often be attributed to previous adjustments carried out during a period of high or low charge.
 - 'No fault found'. This is linked to the above reported faults. There is a perception that the system is faulty if external conditions prevail. i.e if a cold day follows a mild evening or vice versa. Checks are still carried out by the PSO's to make sure the system is functioning correctly.
4. The remaining **50%** of calls were genuine faults or failures and were for various reasons:-

Failure of trimmer device (total for 2012/2013 was 37)

Failure of main fuse to property.

Failure of main fuse supplying the main riser to a number of properties.

Failure of individual heating mat fuse.

Failure of individual heating mat, this is referred on to a specialist contractor (total for 2013/2014 was 12) the contractor is usually able to accurately locate the break in the heating cable and repair accordingly. During this period there were heating mats at three properties that were not repaired due to installation of wooden or laminate floors.

Fault or failure of distribution boards within property. We now replace with modern type boards incorporating RCD and MCB circuit breakers

Failure of main 400amp contactors. Two incidents of this during 2012/13. The contactors were rebuilt by specialist contractor using spare parts held in stock by the Barbican Estate Office.

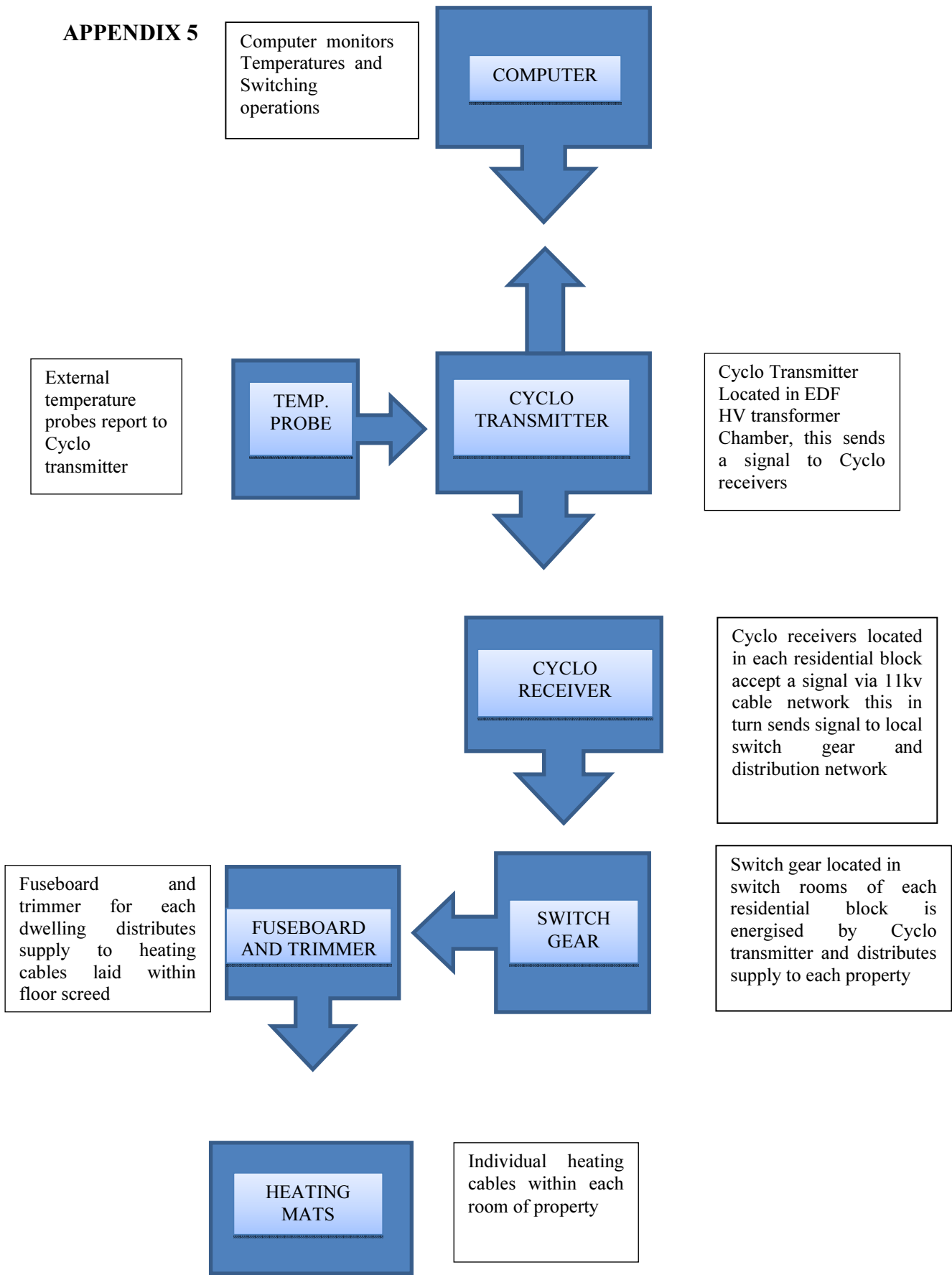
APPENDIX 4

Barbican Background Underfloor Heating

Breakdown of Costs

	Repairs	Parts	Other	Total	Notes
2011/12	£4,740	£60	£1,269	£6,069	Other relates to upgrade of BMS Repairs includes £2,247 in respect of storage heater repairs/replacement
2012/13	£7,496	£643		£8,139	Repairs includes £685 in respect of storage heater repairs/replacement
April 2013 - Nov 2013	£7,943	£6,202		£14,145	Repairs includes 2 major repairs to underfloor heating controls totalling £5,403 Parts includes cost for 40 spare trimmers - £5,800

APPENDIX 5



Temperature Monitoring Project

Proposal to the Barbican Estate Underfloor Heating Working Party

1. Background

This project is a response to the urgent need to get an idea of the range of temperatures which can be found in Barbican flats during the heating season.

Its scope and management must be viewed in the context of very limited, if any, funds which are currently available for this work.

As the Working Party continues its investigations it may be that more comprehensive investigations will need to be carried out, which may involve some expenditure.

2. Objectives

To compare actual temperatures in flats with external temperatures over the winter heating period to test the effectiveness of the existing heating regime. The measured temperature will be related to energy consumption data provided by EDF Energy. This data will then be available to model the effectiveness of any future heating proposals. The data will give an indication of the variation of temperature with height and aspect in Barbican flats.

3. Measurement method

The aim is to obtain a continuous record of internal air temperatures over the winter heating period in a vertical profile of flats in a terrace block and a 360° profile on two tower block floors. The air temperature will be recorded in 15 flats at 30-minute intervals over the winter heating period starting on December 1st.

The temperature will be recorded at one fixed location in each flat. Wherever possible the temperature will be measured in the main sitting room on an internal wall away from heating sources and out of direct sunlight.

Temperatures will be recorded on each floor of a terrace block (9 monitors) and on each aspect of two tower block floors (6 monitors).

Once a changeover protocol has been developed it may be possible to include other flat types. A record of external air temperatures over the same period will be obtained from publicly available sources and from our Cyclo switch. The switching cycle times for the Cyclo system will also be recorded, which will provide a good proxy for energy consumption.

4. Additional variables to consider

There are many other factors that can affect the temperature achieved in any flat, some of which will be more difficult to control for in this measurement exercise than others.

4.1 External

The three major external variables, which need to be considered, are

- Ambient temperature,
- Sunshine,
- Wind speed and direction.

Data for these variables are available from public sources. The data for Sunshine, solar radiation in megajoules per square metre (MJ/m²) is available for two stations about 12 miles from here

4.2 Internal

The major factor here is the level of underfloor heating that is deployed in the flat, including trimmers and any fuses that have been removed to isolate heating pads. This information can be provided by the resident, but it would be better checked by our resident engineers, as residents are sometimes unaware of the exact situation.

Additionally the way the flat is managed needs to be recorded. The information and the manner of its collection are specified in the questionnaire. The major factors will be use of supplementary heating, the use of doors and windows for heat control and occupancy patterns of the flat including periods of absence.

5. Recruitment

The location of flats used during the monitoring period will be driven by the location of the EDF Energy half-hourly meters. Volunteers will be sought by direct approach in the relevant blocks with the help of the relevant RCC representatives for the selected blocks and their respective House Group Chairs. At the end of the measurement period volunteers, if they choose, will

be presented with a confidential detailed analysis of their own flat temperature profile comparing it with external variables

Residents will fill in a questionnaire providing additional information during recruitment. There may also be additional questionnaires for them to complete during the measurement programme.

In the past, residents have been very willing to cooperate with such measurement activities and it should not be difficult to recruit volunteers.

Once the panel has been established, flats can be selected on the basis of their location with respect to the sample frame.

6. Consent

Participation by residents in the research will require informed consent. A consent form will be prepared this will be based on the University's standard consent form modified for our special circumstances. Information to be processed will be anonymised. There is no need for any personally identifiable data to be retained once meters and any other data have been collected, and it will be uncoupled from the data collected and destroyed after a reasonable period.

Energy information will be supplied by EDF Energy, with the consent of the City of London Corporation, in its role of the provider of residential services to the Barbican Estate.

20 measurement devices are being provided free of charge by the Department of Meteorology at The University of Reading as a part of the wider research undertaken by the University. In return the Barbican Residential Estate will give permission to the University to use data obtained from this measurement programme, in its own research, provided it is anonymised and no personal data are involved.

Personal data will include the name and any other contact information for residents participating the measurement programme, their flat number or exact location within the block (to less than one in ten flats) and any other data which may make that individual identifiable.

7. Technical

Fourtec Microlite monitors will be used to record the temperature and humidity. These devices, which are slightly larger than a USB pen drive. They can record 16,000 readings with an accuracy of $\pm 0.3^{\circ}\text{C}$, which is adequate for our purposes. With half hourly readings these readings will cover the winter heating period, but the data will be downloaded on a monthly basis. 15

monitors will be deployed for recording and five monitors will be retained for exchange during these changeover times. At the end of the period the equipment will be returned to the University of Reading.

8. Management of the programme

The monitors will be distributed and set up by House Officers or others from the Barbican Estate Office,) in conjunction with volunteers from the Working Party, and under the guidance of Prof. Sue Grimmond.

APPENDIX 7

Background Under-floor Heating: An update for Long leaseholders.

Since the news in September that EDF Energy would be ending the advantageous tariff the Barbican Estate enjoys for its under-floor heating by the end of the year, a working party chaired by the Barbican Residential Committee Chairman, Gareth Moore CC, and comprising BEO and other City officers, plus eight residents, has set to work on finding the best way to keep our heating going without incurring a major increase in costs.

This working party is also supported by a 20-strong advisory group of residents who also responded to my appeal last year for volunteers. There have been very many good ideas and practical suggestions emerging from both groups.

The core of the problem is that the Estate had long benefited from a tariff with 13 hours off-peak electricity per day, whereas standard tariffs on offer now tend to provide only seven hours off-peak energy. That is not enough to provide the warmth we are used to, especially in colder periods. A major concern was that drawing up to five hours at peak rate would see our heating bills soar, and could lead to demands from some residents to decrease the amount of heating – which would not be satisfactory to other residents.

Our working party is pleased to report that is very unlikely to happen, thanks to some very detailed investigations carried out by both officers and resident volunteers. At the end of our first stage of work, we have achieved five outcomes we would like all long-leaseholders to be aware of:

1.A successful renegotiation of the existing tariff from EDF Energy from January 2014 to the end of the current heating season in May has been achieved, so that there will be no price increase during the current financial year.

2.A detailed investigation into the reliability and cost effectiveness of the current system has concluded that the system is in a good state of repair, that there is no justifiable reason to replace it. The failure rate is

low, and is not increasing. Where failures do occur, they are easily and inexpensively repaired. (Even a failed floor pad, which happens rarely, can be revived in most cases with a small in-situ spot repair, unless the occupier has installed hard flooring, as that makes repairs very difficult).

3.The same investigation identified that there would be benefit in changing the Estate-wide control system, to determine the level of overnight charge using predicted temperature rather than actual temperature, which is used at present. This will mean the system can anticipate cold snaps, and also avoid waste when a cold night is followed by a much warmer day.

4.A separate investigation into the detailed load distribution – the actual energy used – and how this varies, hour by hour across the heating season, has shown that we could be paying a lower price overall (compared to the new EDF Energy tariff) by moving to a wholesale contract shaped around our demand profile and based on negotiated 30-minute fixed cost periods throughout the day. Most of our consumption falls at times when prices on 30-minute wholesale tariffs are at their lowest.

5.Some recent exploration by the working party into some of the special energy deals offered to local government buyers (which are still ‘dual tariff’, based on a peak and an off-peak rate) have shown these too could result in a much better rate than that offered by our current supplier.

As the City starts the actual procurement process for a new supplier, we are therefore in the much more comfortable position of having a well-defined and predictable demand profile worked out, and several supply options already identified. We are confident that this will result in a new supplier being selected for the next heating season with a tariff that will see very little overall increase in energy costs than at present.

The other part of the working party’s investigations are continuing – and that is to look for ways in which the Estate can make more efficient use of the heating energy it consumes. At present, with the generous support of the University of Reading, we have put in place a detailed monitoring programme in a sample of flats in both one of the towers and a terrace block.

We will need to collect data until the end of the heating season in May, and it will then take time to analyse the data and make sense of it. In the meantime, the working party is starting to look at more sophisticated control systems, and some of the viable options for cutting down on wastage through improved insulation in flats, for example, and whether such measures can be cost-justified.

No improvement schemes will be pursued, however, or costs incurred without extensive consultation with residents first. The primary assumption of the working party is to maintain or improve the heating provided without incurring cost – which includes seeking ways to avoid exposing ourselves to increased costs over the long term, as energy becomes more expensive.

If you would like to know more, please speak to your House Officer, or take a look at the minutes of the Underfloor Heating working party. These will be included in the RCC papers for its March meeting, and will be available for download from the Committees microsite of City of London's website at <http://democracy.cityoflondon.gov.uk>. Look under "Committees" then "Consultative Committees" for the Barbican Estate Residents Consultative Committee page.

The Working Party will provide another update in a few months' time. The officers and resident volunteers who have collaborated on this working party are to be congratulated for their diligent work in achieving a better outcome for all residents in such a short period of time.

Tim Macer
Chairman
Residents Consultation Committee

Agenda Item 7

Working Party Review - Minutes of Background Underfloor Heating Working Party - October 2013 - January 2014

Background Underfloor Heating Working Party

MEETING	BOG	DATE	Tuesday 8 th October @ 6.30 pm
OFFICERS ATTENDING	<p>Gareth Moore - CHAIR - Barbican Residential Committee Chair and Common Councillor for Cripplegate Ward</p> <p>Michael Bennett - Barbican Estate Manager Mike Saunders - Asset Manager, Barbican & Housing Mick McGee - Senior Engineer, Barbican & Housing Helen Davinson - Resident Services Manager Lochlan McDonald - Asset Programme Manager, Barbican & Housing Paul Kennedy - CoL Corporate Energy Manager</p>		
RESIDENTS ATTENDING	<p>Mary Hickman - Andrewes Resident Tim Macer - Willoughby Resident Ted Reilly - Shakespeare Resident Kate Wood - Brandon Resident Sarah Bee - Shakespeare Resident Renu Gupta - Willoughby Resident</p>		
Apologies	<p>Anne Mason - Revenues Manager</p> <p>Craig Allen - Shakespeare Resident Garth Leder - Defoe Resident</p>		
Item no.	SUBJECT/DISCUSSION	Action	
1.	<p>Introduction by Chair, Gareth Moore</p> <p>He explained that it was a RCC WP with associated costs charged to the Service Charge Account. It is a resident led working party with the decision to be taken by the resident reps.</p> <p>Whatever solution is decided upon needs to be presented by this working group to all residents along with projected costs.</p>		
2.	<p>Deputy Chair.</p> <p>Gareth Moore put forward Garth Leder as Deputy Chair of the group. It was confirmed that he was happy to take on this role. AGREED</p>		

3.	<p>Working Party & Advisory Group Suggested outline for group put forward by GM</p> <ul style="list-style-type: none"> • A minimum of 5 resident members to be quorate • Chair or Deputy Chair has to be present • Deputy Chair to be included in number of resident members present • Officers - as and when needed <p>AGREED</p> <p>TM explained the purpose of the Advisory Group</p> <ul style="list-style-type: none"> • Formed of residents who also put themselves forward following the open invite • A great deal of technical skill and expertise in the AG • Resource of the Working Party • All papers and minutes will be shared with them via TM • There will be a closed online forum open to all WP and AG members 	
4.	<p>Communications</p> <ul style="list-style-type: none"> • Online forum for WP and AG • MB will circulate at next meeting all the various methods the BEO uses to communicate with residents as basis for discussion on best methods to communicate the work of the WP • Minutes of WP will be circulated to RCC and BEO • A link to these reports and minutes is then circulated on the BEO email broadcast service (approx. 1100 addresses) • Minutes will also be available on BEO website www.cityoflondon.gov.uk/services/housing-and-council-tax/barbican-estate <p>GM will help to ensure all information required by the WP from the city will be produced in a timely fashion</p>	MB
5.	<p>Terms of Reference</p> <p>Working Party will produce their own terms of reference and circulate within the Group. To complete prior to next meeting</p>	WP
6.	<p>EDF Update (brief summary) from Paul Kennedy Paul Kennedy's primary role is a focus on the energy supply contracts rather than the direct operational issues surrounding the Barbican.</p> <p>UKPN responsible for Cyclo Control System. They gave notice they won't support beyond Jan 14. EDF not prepared to pay for it. EDF then took this opportunity to withdraw from the contract.</p> <p>Tariff. 13 hour off peak tariff. Agreement dating back to 1982. This has been reviewed by CoL legal in terms of EDF withdrawing.</p> <p>Working with EDF to support until the end of heating season (Spring 2014). Agreement in principle but not yet in writing. There is an issue with their billing system (need to move from residential to commercial) CoL does need an assurance from EDF.</p>	

	<p>There are others that are affected by the withdrawal of this tariff but not on scale of Barbican.</p> <p>We are looking for a new supply contract with hopefully, a new control system. Cylco Control could continue but this is not ideal. It controls block by block and not individually. In the short term we don't need to worry about the maintenance.</p> <ul style="list-style-type: none"> • To provide a technical statement of cyclo control system (for next mtg) • To provide a system diagram, who owns what and who is responsible for it (for next mtg) <p>EDF looking to install half-hourly type metering for this winter on 2 blocks for monitoring purposes.</p>	<p>MM</p> <p>MM</p>
7.	<p>Item and Condition Survey Property Services (PS) carrying this out. Will form part of the Asset Register and can be used by any consultants that may be appointed in the future. The aim is for completion by the end of October</p>	MM/PS
8.	<p>Consultant To defer discussion to next meeting</p>	
9.	<p>Dates of next meetings Tuesday 29th October at 6.30 Monday 18th November at 6.30 All meetings to be held in Residents' Meeting Room, BEO</p>	
10.	<p>AOB</p> <ul style="list-style-type: none"> • With regard to the EDF half hourly monitoring. Good to get some flat temperatures to correspond. Ted Reilly to put together proposal for next meeting (or prior) to install sample "thermocrons". This should be low level expenditure which monies will be made available for. • PK to provide information about possible tariff structures (E7 an E10 as a minimum). Does moving from residential to commercial provide us with more tariff options? • PK to provide infrastructure replacement possibilities • <i>Communications and queries from the WP to CoL officers. So that officers aren't overwhelmed and there is one point of reference for collation purposes, all queries to MB and HD who will forward on accordingly please.</i> 	<p>TR</p> <p>PK</p> <p>PK all</p>

Background Underfloor Heating Working Party

MEETING	Background Underfloor Heating Working Party	DATE	Tuesday 29 th October @ 6.30 pm
OFFICERS ATTENDING	<p>Gareth Moore - CHAIR - Barbican Residential Committee Chair and Common Councillor for Cripplegate Ward</p> <p>Michael Bennett - Barbican Estate Manager Mike Saunders - Asset Manager, Barbican & Housing Mick McGee - Senior Engineer, Barbican & Housing Lochlan McDonald - Asset Programme Manager, Barbican & Housing Paul Kennedy - CoL Corporate Energy Manager Anne Mason - Revenues Manager Sarah Styles - House Officer</p>		
RESIDENTS ATTENDING	<p>Tim Macer - Willoughby Resident Ted Reilly - Shakespeare Resident Kate Wood - Brandon Resident Sarah Bee - Shakespeare Resident Renu Gupta - Willoughby Resident Craig Allen - Shakespeare Resident Garth Leder - Defoe Resident</p>		
Apologies	<p>Mary Hickman - Andrewes Resident Helen Davinson - Resident Services Manager Lochlan McDonald - Asset Programme Manager, Barbican & Housing</p>		
Item no.	SUBJECT/DISCUSSION	Action	
1.	Introduction by Chair, Gareth Moore, thanking residents and officers present. The Working Party was quorate.		
2.	<p>Terms of Reference</p> <ul style="list-style-type: none"> • Agreed that Working Party “to explore and recommend an electricity supply profile that gives supply, a tariff and value for money” • Working Party to finalise the Terms of Reference 	WP	
3.	<p>EDF Update by PK</p> <ul style="list-style-type: none"> • EDF have said that they will try to honour the current tariff until the end of the 13/14 heating season • PK will update the Working Party as soon as he hears the outcome 	PK	
4.	<p>Temperature Monitoring Project - see Appendix 1</p> <ul style="list-style-type: none"> • Reading University and TR to collect data and send on • For the external temperature, TR is using the gauge on Breton House roof and Reading University are providing a gadget for the solar radiation data • Working Party to arrange locations • Data protection is not an issue as the data does not identify individual residents. A standard disclosure form will be used 	WP	

5.	<p>Tariff Structures</p> <ul style="list-style-type: none"> • PK thanked SB for her work with this • No off-peak tariffs are published, but PK will provide details of what is publicly available - though it would be a generalisation • It was advised that half hourly check meters would be useful. Especially from 4-7pm in January which would show the examples of the different tariffs. 	PK
6.	<p>Possible infrastructure replacement possibilities & the Cyclo-Control System</p> <ul style="list-style-type: none"> • Additional information handed out to Working Party by MM • See Appendix 2 - Cyclo-Controls System Technical Statement and system diagram 	
7.	<p>Item & Condition Survey</p> <ul style="list-style-type: none"> • MM to provide factual account of failures • It was agreed that the current system is not at the end of its working life and is extremely efficient • MM and AM to provide repair costs 	MM MM/AM
8.	<p>Communications</p> <ul style="list-style-type: none"> • MB to redraft Communications Plan • Minutes of WP will be circulated to RCC and BRC • A link to these reports and minutes is then circulated on the BEO email broadcast service (approx. 1200 addresses) • Minutes will also be available on BEO website www.cityoflondon.gov.uk/services/housing-and-council-tax/barbican-estate • All information to be published must go via MB and HD • TM will produce a summary on behalf of the Working Party which can be sent out quarterly with the BEO mail outs e.g. the Service Charge mail outs or separately by Barbican Estate staff in Feb/May/Sept/Nov. 	MB TM
9.	<p>Consultant</p> <ul style="list-style-type: none"> • Working Party to look at scope of work of consultant • The tendering/procurement procedure and the dates of the RCC and BRC will give guidance to the timeline of this part of the project • Working Party asked to be provided with a copy of a previous consultants scope so they can use it as an example 	WP MS
10.	<p>Dates of next meetings: 21 November, 9 December, 7 January and 27 January at 6.30pm All meetings to be held in Residents' Meeting Room, BEO</p>	ALL
11.	<p>AOB</p> <ul style="list-style-type: none"> • TM will set the online forum for the Working Party and Advisory Group • Chairman thanked all for their input 	TM

Background Underfloor Heating Working Party

MEETING	Background Underfloor Heating Working Party	DATE	Thursday 21st November @ 6.30 pm
OFFICERS ATTENDING	Gareth Moore - CHAIR - Barbican Residential Committee Chair and Common Councillor for Cripplegate Ward Mike Saunders - Asset Manager, Barbican & Housing Lochlan McDonald - Asset Programme Manager, Barbican & Housing Henrika Priest - Barbican Residential Committee Deputy Chair		
RESIDENTS ATTENDING	Tim Macer - Willoughby Resident Ted Reilly - Shakespeare Resident Kate Wood - Brandon Resident Sarah Bee - Shakespeare Resident Renu Gupta - Willoughby Resident Craig Allen - Shakespeare Resident Garth Leder - Defoe Resident Mary Hickman - Andrewes Resident		
Apologies	Helen Davinson - Resident Services Manager Mick McGee - Senior Engineer, Barbican & Housing Michael Bennett - Barbican Estate Manager Paul Kennedy - CoL Corporate Energy Manager Anne Mason - Revenues Manager Sarah Styles - House Officer		
Item no.	SUBJECT/DISCUSSION	Action	
1.	Introduction by Chair, Gareth Moore, thanking residents and officers present. The Working Party was quorate. Minutes of last meeting - TM advised that item 11, AOB should read 'TM to set UP the online forum...'. Otherwise agreed.		
2.	Terms of Reference <ul style="list-style-type: none"> • RG advised that the following should be included in the terms of reference: "To determine a preferred electricity provider for the supply of electricity for the background under floor heating system from 2014 onwards." • Otherwise, Terms of Reference agreed. • TM to share Terms of reference with the Advisory Group 	TM	
3.	Communication Plan <ul style="list-style-type: none"> • GM asked that an extra box be added for Email Broadcasts, which will give WP updates, responsibility of RCC and TM, to be done as and when required. • Barbican Talk - GM advised that this is up to individual residents to determine what is posted on here. TM to post updates on behalf of the WP • Website in Communications Plan refers to the City of London website and what is posted on here will have to be agreed between TM and the BEO. • An update for Barbican News is to be drafted by MB and TM • Otherwise agreed. 	MB/TM	

4.	<p>EDF Update regarding honouring of tariff until the end of heating system.</p> <ul style="list-style-type: none"> MS advised that PK had met EDF on 18th November and that an interim temporary contract had been agreed to run from January to May 2014 inclusive. Actual document should be with PK before end of November. Comptroller and City Solicitor will have to agree contract before it is signed There is a contract caveat from EDF that all single rate meters need to be changed to dual rate meters. Consensus was for half hourly meters to be installed which would allow for more detailed data and the possibility to procure a wider range of rates when tendering the new supply. PK and MM to take this forward. Once the contract is fully agreed, PK is to advise so that information on this can be communicated to residents via TM. Consumption Information from the last year and on an on-going monthly basis, is to be provided. MS will ask engineers to do such a calculation based on loads, and MM will provide info to TR, as well as identifying meters within blocks. As the new contract is going to cost about £850,000 MS will speak to AM regarding Section 20 and possible LVT dispensation. 	<p>PK/MM PK/TM MS/MM MM</p>
5.	<p>EDF Tariff Structure- what's available?</p> <ul style="list-style-type: none"> MS advise PK has not yet got the information but will have this in time for the next meeting. 	<p>PK</p>
6.	<p>Locations for Temperature Monitoring</p> <ul style="list-style-type: none"> TR advised that locations had been agreed as follows: Internal Monitors: six flats in Shakespeare Tower, which gives two complete rings 11 floors apart. 7 flats (8 floors) on a single staircase in Defoe House. External Monitors: On the top of Cromwell Tower and Gilbert House. An additional monitor will be placed as near to the ground as possible at either the roof of a mews house or on Beech High Walk, which will need to be cleared by the planning department. A method statement and a risk assessment for the erection of these monitors will be prepared by TR. TR will also document locations and report findings 	<p>TR TR</p>
7.	<p>Account of Failures on System</p> <ul style="list-style-type: none"> MS Presented a sheet giving a brief history of failures and costs for repairs for 2011/12 and 2112/13 (appendix one). MS commented that costs are fairly consistent though slight increases each three years at times when trimmers are sent for repairs. A large proportion of the repairs are replacement fuses. In 2012 season, of 50 calls, the greater proportion of faults were for trimmers and a far lesser proportion for damaged mats . 	<p>WP</p>

8.	<p>Repair Costs for System</p> <ul style="list-style-type: none"> • These have been provided and costs have remained largely static year on year. • Figures for repair costs need to be collected by MM and sent to TR promptly, at the beginning of each month (for the previous month's repairs, if possible). • Some of the barrel roof flats have storage heaters as well as under floor heating. • In other properties, where the under floor heating has failed, storage heaters have been installed rather than repairing the original system but there is no way of knowing how many, though it is not that many. • Repairs to storage heaters are charged to the under floor heating budget. 	
9.	<p>Scope for Consultant</p> <ul style="list-style-type: none"> • WP are to take Brief away and report back once a decision has been made on the scope of the work that the consultant will be required to undertake. TM to advise on decision. 	TM
10.	<p>Any other Business.</p> <ul style="list-style-type: none"> • None 	
11.	<p>Dates of next meetings: 9 December, 7 January and 27 January at 6.30pm All meetings to be held in Residents' Meeting Room, BEO</p>	ALL

Background Underfloor Heating Working Party

MEETING	Background Underfloor Heating Working Party	DATE	Monday 9th December @ 6.30 pm
OFFICERS ATTENDING	<p>Gareth Moore - CHAIR - Barbican Residential Committee Chair and Common Councillor for Cripplegate Ward Mick McGee - Senior Engineer, Barbican & Housing David Downing - Asset Monitoring Officer, Barbican & Housing</p>		
RESIDENTS ATTENDING	<p>Tim Macer - Willoughby Resident Ted Reilly - Shakespeare Resident Renu Gupta - Willoughby Resident Craig Allen - Shakespeare Resident Garth Leder - Defoe Resident</p>		
Apologies	<p>Michael Bennett - Barbican Estate Manager Helen Davinson - Resident Services Manager Sarah Styles - House Officer Mike Saunders - Asset Manager, Barbican & Housing Lochlan McDonald - Asset Programme Manager, Barbican & Housing Paul Kennedy - CoL Corporate Energy Manager Anne Mason - Revenues Manager</p> <p>Kate Wood - Brandon Resident Sarah Bee - Shakespeare Resident Mary Hickman - Andrewes Resident</p>		
Item no.	SUBJECT/DISCUSSION	Action	
1.	<p>Introduction by Chair, Gareth Moore, thanking residents and officers present.</p> <p>The Working Party was quorate.</p> <p>Minutes of last meeting - RG queried whether the amendment to the wording for the Terms of Reference (item 2) had been applied. TM advised that this remained outstanding but he would ensure that this change was made. Otherwise agreed.</p>	TM	
2.	<p>EDF update regarding honouring of the tariff until the end of the heating system.</p> <ul style="list-style-type: none"> • Paul Kennedy was unable to attend through ill health but has provided an email update from his contact at EDF. The update states that the terms of the supply agreement were to be discussed internally with EDF legal advisors (Monday 9th December), ahead, all going well, of the release of the documents. • The Working Party commented that little seemed to have 		

	<p>changed from the last update at the prior meeting.</p> <ul style="list-style-type: none"> It was agreed that PK should inform the Working Party (via TM) as soon as any news on this agreement with EDF was received. 	PK
3.	<p>EDF Tariff Structures</p> <ul style="list-style-type: none"> TM reported that the Working Party had received indication from EDF that they should be able to provide an estimate on the Economy 7 tariff if sufficient load distribution data was supplied. MM confirmed that the necessary data was available but may need explanation and annotation. It was agreed that for a clearer idea on potential tariffs (assuming no changes to the control systems) after the termination of the existing agreement, MM would supply the requested data to PK for him to forward on to his contacts at EDF. MM and TR to provide support for EDF on interpreting data as required. TM and MB to be copied in to all correspondence. The Working Party queried at what stage of the process would the CoL start to talk to EDFs competitors. GM confirmed that the tender process should run through the BEO to PK but would require profiling data before going to tender. TR confirmed that profiles based on current load distribution are available now (which should be sufficient as no significant changes are likely to be in place to the control system ahead of the start of the 2014/15 heating system). It was agreed that when PK is provided with current profiles, he is to begin gathering indications as to what is potentially available with other electricity suppliers. PK should also set out milestones, targets and time scales for the procurement process to allow the Working Party to monitor progress through that process. GM to communicate via Michael Bennett the actions allocated to PK (in light of his absence) to ensure no undue delay in completing tasks. 	<p>MM/PK</p> <p>TR & PK</p> <p>PK</p> <p>GM</p>
4.	<p>Locations of monitoring equipment</p> <ul style="list-style-type: none"> TR confirmed that all internal monitoring equipment was now in place (in a representative sample covering each flat type across 9 floors) and that data collection had started which would be picked up on a monthly basis. External monitors will be in place shortly following the installation of scaffold bars on top of Cromwell Tower. TR also confirmed that all podium monitors have been signed off by CoL Planning Department. Preliminary analysis will be presented by TR to the Working 	TR

	<p>Party in the meeting scheduled for 27th January 2014.</p> <ul style="list-style-type: none"> GM queried as to whether the appropriate method statements/risk assessments were in place regarding the installation of external monitors. TR to request copy from University of Reading and distribute for Working Party approval before they start working in these areas. 	TR
5.	<p>Scope for consultant</p> <ul style="list-style-type: none"> TM confirmed that this was still a work in progress and will report back once complete. 	TM
6.	<p>AOB</p> <ul style="list-style-type: none"> TR suggested that it may now be appropriate for the Working Party to start looking at different alternatives for upgrading the control systems for the UFH, with the system installed in the Girls School being a good place to start, and possible options for improving insulation in line with that recently carried out within Frobisher Crescent. It was agreed that a Working Party sub-group would be formed (coordinated by GL and to include resident members of the Working Party plus MM) to investigate these issues. MM to confirm with Mike Saunders the appropriate officer to advise the Working Party on insulation and to supply list of relevant terms to GL for familiarisation research. TM provided an update on resident communications; a 300 word piece has gone out in Barbican News with a commitment to update further in January 2014. 	GL MM
11.	<p>Dates of next meetings:</p> <p>7 January and 27 January at 6.30pm All meetings to be held in Residents' Meeting Room, BEO</p>	ALL

Background Underfloor Heating Working Party

MEETING	Background Underfloor Heating Working Party	DATE	Tuesday 7th January @ 6.30 pm
OFFICERS ATTENDING	<p>Gareth Moore - CHAIR - Barbican Residential Committee Chair and Common Councillor for Cripplegate Ward Michael Bennett - Barbican Estate Manager Paul Kennedy - CoL, City Surveyor's Dept, Corporate Energy Manager Anne Mason - Revenues Manager Mick McGee - Senior Engineer, Barbican & Housing David Downing - Asset Monitoring Officer, Barbican & Housing</p>		
RESIDENTS ATTENDING	<p>Ted Reilly - Shakespeare Resident Renu Gupta - Willoughby Resident Craig Allen - Shakespeare Resident Garth Leder - Defoe Resident Kate Wood - Brandon Resident Sarah Bee - Shakespeare Resident Mary Hickman - Andrewes Resident</p>		
Apologies	<p>Helen Davinson - Resident Services Manager Sarah Styles - House Officer Mike Saunders - Asset Manager, Barbican & Housing Lochlan McDonald - Asset Programme Manager, Barbican & Housing Tim Macer - Willoughby Resident</p>		

Item no.	SUBJECT/DISCUSSION	Action
1.	<p>Introduction by Chair, Gareth Moore, thanking residents and officers present.</p> <p>The Working Party was quorate.</p> <p>Minutes of last meeting:</p> <p>TM, via email, had proposed an amendment to text under item 5 to read "TM confirmed that this was still under review, but had been deferred until the New Year, when some of the current investigations have provided more information". The Working Party approved the amendment, DD to action the change.</p> <p>TR queried whether the approval of University of Reading risk assessments (item 4, point 3) would be the responsibility of the BEO rather than the Working Party as stated. DD to action the change. GM advised that this would be discussed further under item 4 of current meeting agenda.</p>	<p>DD</p> <p>DD</p>

2.	<p>Update on agreement with EDF regarding the honouring of existing tariff until the end of current heating season.</p> <ul style="list-style-type: none"> • PK confirmed that a copy of the legal agreement regarding the honouring of the tariff was received by CoL from EDF on Friday 13/12/13. • This agreement extends the cover of the existing tariff until the end of May 2014, upon condition of replacing, by this date, the currently installed single rate meters with two rate (or multi-rate) meters to differentiate between day and night periods. • PK estimated the contract value for the period 19/01/14 - 31/05/14 at £1million. • GM confirmed that the agreement is to be signed off via urgent action, under existing standing orders, by the Chairman and Deputy Chairman of the BRC imminently. • PK advised that if no new contract was in place after the end of May 2014 then the supply would default to EDFs standard deemed rates. • He also highlighted the financial favourability of timing the renewal of energy supply contracts outside of the winter months. 	
3.	<p>Update on potential tariff structures for next heating season and timescales for the procurement process.</p> <p>Tariff Structures:</p> <ul style="list-style-type: none"> • PK has been working with LASER Energy Buying Group (used by CoL as procurement agent for all major energy contracts) to provide this information. • He presented a spreadsheet of projections of potential costs across deemed single rate, standard Economy 7, fixed term fixed price Economy 7 & flexible light Economy 7 tariffs based on the day/night usage split data provided to them (29% day/71% night). PK stressed that any change to this day/night split would significantly affect the projected cost. (Night period deemed to extend from midnight to 7am). • He confirmed that the existing Cyclo controls could be used with any of these tariffs if required. • PK will forward the data, with accompanying introduction, caveats and explanatory notes, to DD ahead of distribution to TM and the wider Working Party. • Projection of a full flexible E7 tariff would require data from half hourly meters. Two locations Thomas More House (two meters) and Bryer Court (one meter) currently have half hourly meters installed on the Estate (at EDFs expense) as check meters. • PK to look at these half hourly meters and extract data as required. MM to facilitate access for Paul. 	<p>PK & DD</p> <p>MM</p>

	<p>Timescales:</p> <ul style="list-style-type: none"> • Once the current agreement lapses the tariff would default to EDFs deemed two rate cost. PK is confident that this would have little immediate impact due to relative low predicted usage outside of the normal heating season. • PK advises that a new agreement would need to be in place by July/August at the latest ideally for a 1st September start. • The tender itself could go out at almost any time once decisions were made, as LASER have a rolling advertisement in OJEU with all applicable compliance issues already in place. • PK confirmed that the only required steps prior to tendering would be to improve the accuracy of the day/night split data and to determine whether or not there is any advantage to install half hourly meters to enter that tariff market. • Once these steps were complete, the exact timing of the tendering would be at the discretion of PK and the City's Procurement Service (CLPS) in discussion with Barbican estate Officers and utilising the expertise of LASER in judging the market. • Should approval be necessary through the committee process, the latest BRC meeting that would allow the agreement to be in place for the forthcoming heating season would be the 2nd June meeting, which would require the draft report to be finalised by the end of April. • It was agreed that a decision on the type of metering to be installed will be required by the end of March (to allow for a 2 month lead time for the installation to take place). • AM confirmed that a Section 20 consultation is not required as UFH was already included in a 1st Stage consultation on electricity in general which had already gone out. • TR & MM are to interrogate additional historical usage data with a view to increasing confidence in the quality of the day/night split figure. • PK (in conjunction with LASER) to investigate the advantages/disadvantages of half hourly meters, the comparative costs associated, and provide a general overview of how meters are paid for. 	<p>TR & MM</p> <p>PK</p>
4.	<p>Review of University of Reading risk assessments for external monitoring equipment.</p> <ul style="list-style-type: none"> • It was confirmed that the University of Reading's risk assessment had been approved by the BEO. No outstanding issues. 	

5.	<p>Update from Working Party sub-group on preliminary investigations into potential control systems and energy efficiency.</p> <ul style="list-style-type: none"> • GL confirmed that initial investigations had identified control systems that might be suitable for long leases and also identified the technical challenges for the off the shelf systems. • MM to arrange, via GL, a meeting of the Working Party sub-group with appropriate CoL technical staff to explore further potential control solutions and also address scope for improvements to energy efficiency. 	MM
6.	<p>Update on scope for consultant.</p> <ul style="list-style-type: none"> • As above, this is still under review pending current investigations. 	
7.	<p>AOB</p> <p>None raised.</p>	
8.	<p>Date of next meeting:</p> <p>27 January at 6.30pm</p> <p>All meetings to be held in Residents' Meeting Room, BEO.</p> <p>List of potential dates for further meetings to be drawn up by MB and DD.</p>	<p>ALL</p> <p>MB & DD</p>

Background Underfloor Heating Working Party

MEETING	Background Underfloor Heating Working Party	DATE	Monday 27th January @ 6.30 pm
OFFICERS ATTENDING	<p>Gareth Moore - CHAIR - Barbican Residential Committee Chair and Common Councilor for Cripplegate Ward Michael Bennett - Barbican Estate Manager Mike Saunders - Asset Manager, Barbican & Housing Paul Kennedy - Corporate Energy Manager, City Surveyor's Dept Anne Mason - Revenues Manager Mick McGee - Senior Engineer, Barbican & Housing David Downing - Asset Monitoring Officer, Barbican & Housing</p>		
RESIDENTS ATTENDING	<p>Tim Macer - Willoughby Resident Ted Reilly - Shakespeare Resident Renu Gupta - Willoughby Resident Craig Allen - Shakespeare Resident Garth Leder - Defoe Resident Kate Wood - Brandon Resident Sarah Bee - Shakespeare Resident</p>		
Apologies	<p>Helen Davinson - Resident Services Manager Sarah Styles - House Officer Lochlan McDonald - Asset Programme Manager, Barbican & Housing Mary Hickman - Andrewes Resident</p>		
Item no.	SUBJECT/DISCUSSION	Action	
1.	<p>Introduction by Chair, Gareth Moore, thanking residents and officers present.</p> <p>The Working Party was quorate.</p> <p>Minutes of last meeting: Agreed with no changes.</p>		
2.	<p>Update on historical day/night usage data.</p> <ul style="list-style-type: none"> • Usage data has been supplied to TR covering every day for the past three years. Analysis is ongoing. TR to report at next UFH Working Party meeting 	TR	
3.	<p>Overview of advantages/disadvantages of half hourly metering and meter supply arrangements.</p> <p>PK presented a commentary on half hourly metering (copy supplied). A definitive solution is not yet apparent with further review required.</p> <ul style="list-style-type: none"> • PK raised the possibility that should non-half hourly meters be installed and they subsequently record maximum demands in 		

	<p>excess of 100kW in any 30min period, the network may enforce a change to half hourly metering anyway.</p> <ul style="list-style-type: none"> • PK confirmed that EDF have indicated that half hourly meters would satisfy the pending requirement for two rate metering by the end of the current extended agreement. • CoL will need to appoint a meter operator (usually on a five yearly basis). Current operator is EDF. LASER have already gone out to (OJEU compliant) tender on behalf of CoL, Barbican Estate UFH meters could be added to this list if desired. • PK has meetings arranged with EDF (metering & customer liaison), LASER and BEO Officers to clarify metering requirements and with CLPS (City of London Procurement Service) on the procurement side. PK to report on outcomes of both meetings at next UFH Working Party meeting. • Recent changes to CoL procurement regulations should mean that the tender can be signed off under delegated authority rather than passing through the Committee process. • Any contract is likely to last for 1 or 2 years in duration. • PK to supply background data on make-up of energy pricing and volatility of energy market over past 10 years for information only. 	<p>PK</p> <p>PK</p>
<p>4.</p>	<p>Report on temperature monitoring exercise.</p> <p>TR presented preliminary data from the temperature monitoring exercise (corrected copy to be supplied).</p> <ul style="list-style-type: none"> • Solar and wind data are still pending and will be required for meaningful modelling. • Data collection is ongoing and is scheduled to conclude in May at which time full analysis (either via University of Reading or consultant) can start. This should nominally be ready in September. • TR confirmed that the external temperature monitors were now in place and that data collection from these would now commence. 	<p>TR</p>
<p>5.</p>	<p>Update from Working Party sub-group on preliminary investigations into potential control systems and energy efficiency.</p> <p>The sub-group has made progress with their investigations into potential control systems and are actively considering energy efficiency measures. In so doing they have identified a number of options and challenges (copy supplied from GL), the complexity of which highlights the need for a consultant. The following, however, were agreed as actions for the short term:</p> <ul style="list-style-type: none"> • MM to organise sub-group visit to CoL Girls School (open to all resident members of the Working Party). • BEO to prepare briefing note for residents highlighting potential draught proofing measures (as covered by service charge) and recommending best practice use of ventilation (window vent 	<p>MM</p> <p>MB</p>

	<p>operation, cleaning of kitchen & bathroom extraction). BEO to distribute to residents block by block to stagger impact on reactive repairs service.</p> <ul style="list-style-type: none"> • CA reported that many residents were refusing window vent works as the non-original replacement parts were not aesthetically pleasing (although offering improved performance). MM to investigate options for improving the aesthetic quality of replacement window vents. • Any surveying of the wider resident body would be the responsibility of the resident members of the Working Party. • MS to investigate and report on energy efficiency measures taking place in CoL VOID flats. Report to be sent to TM for wider distribution. <p>In addition, AM issued a reminder that the leasehold agreement specifies that communal ‘background heating’ would be supplied only. Any investigation of future control systems should bear in mind that a switch to individually controllable heating would almost certainly necessitate an unprecedented change in lease agreements. The support of a large majority of residents would be essential to have any chance of changes being ratified. The Working Party agreed that this was not desirable and would continue to investigate control systems that could operate within the provision of the current lease agreements.</p>	<p>MM</p> <p>MS</p>
6.	<p>Update on draft committee report.</p> <ul style="list-style-type: none"> • Work on a draft committee report is ongoing ahead of submission for March committee meeting. It will be an information report/position paper summarising works, activities and achievements to this point. MS & MB to finalise and distribute to TM for circulation and comment from resident members of the Working Party. • AM reported that the first stage consultation on lighting & power (including UFH) was now complete and an application will be sent to the First-tier Tribunal Property Chamber (formerly LVT) for consideration. Outcome is expected by the end of March. 	<p>MS & MB</p>
7.	<p>Update on scope for consultant.</p> <ul style="list-style-type: none"> • This is still under review pending current investigations. 	
8.	<p>AOB</p> <ul style="list-style-type: none"> • Any requests from residents for the UFH to remain on outside the normal heating season should be passed to the BEO through normal residents channels as per current established processes. 	

9.	<p>Dates of next meetings:</p> <p>Dates were agreed for the next three meetings of the Working Party:</p> <p>Monday, 24th February - 6:30pm Monday, 24th March - 6:00pm Monday, 28th April - 6:30pm</p> <p>All meetings to be held in Residents' Meeting Room, BEO.</p>	
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Agenda Item 8

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 3 March 2014 17 March 2014	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	8C	18	£39,700	Periodic tenant	Non given	31/01/2014
2	67/68	02/2	£44,300	Periodic tenant	Moving abroad	13/12/2013

RIGHT TO BUY SALES

3.

	06 February 2014	08 November 2013
Sales Completed	1075	1074
Total Market Value	£90,761,908.01	£89,611,908.01
Total Discount	£29,130,964.26	£29,030,964.26
NET PRICE	£61,630,943.75	£60,580,943.75

OPEN MARKET SALES

4.

	06 February 2014	08 November 2013
Sales Completed	833	832
Market Value	£130,994,262.97	£130,234,262.87

5. Fifteen exchanges of sold flats have taken place with the sum of £720,254 being paid to the City of London.
6. The freeholds of 14 flats in Wallside have been sold with the sum of £35,000 being paid to the City of London.
7. A 999 year lease has been completed with the sum of £43,200 being paid to the City of London.

APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 10 February 2014
1	Ben Jonson House	3/4	4 bed	£710,000.10	Completed 06/02/14

APPROVED LETTINGS

9.

CASE	Block	Floor	Type	Rent £pa	Tenancy Commences/ Expires
1	The Postern	02/2 (4 bed)	67/68	£51,750	To be agreed

11. SALES PER BLOCK

BLOCK	TOTAL NO. OF FLATS IN EACH BLOCK	TOTAL NO. SOLD IN EACH BLOCK	NET PRICE £	% NO. OF FLATS SOLD IN EACH BLOCK
ANDREWES HOUSE	192	182	14,913,260.00	94.79
BEN JONSON HOUSE	204	195	14,132,454.83	95.59
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	105	6,806,712.50	94.59
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	170	14,644,782.50	95.51
GILBERT HOUSE	88	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	161	13,217,455.00	96.99
WILLOUGHBY HOUSE	148	145	13,542,670.50	97.97
TERRACE BLOCK TOTAL	1645 (1645)	1575 (1574)	124,924,473.33 (124,214,473.23)	95.74 (95.68)
CROMWELL TOWER	112	99	20,663,501.00	88.39
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	107	21,622,406.76	92.24
TOWER BLOCK TOTAL	345 (345)	319 (318)	64,989,687.39 (63,939,687.39)	92.46 (92.17)
ESTATE TOTAL	1990 (1990)	1894 (1892)	189,914,160.72 (188,154,160.62)	95.18 (95.08)

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.

