



Barbican Estate Residents Consultation Committee

Date: MONDAY, 1 SEPTEMBER 2014

Time: 6.30 pm

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

Enquiries: Julie Mayer
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**John Barradell
Town Clerk and Chief Executive**

AGENDA

1. **APOLOGIES**

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

3. **MINUTES**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 2nd June 2014.

For Decision
(Pages 1 - 8)

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

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

For Information
(Pages 9 - 14)

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

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

For Information
(Pages 15 - 20)

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

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

For Information
(Pages 21 - 44)

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

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

For Information
(Pages 45 - 56)

8. **REVIEW OF WORKING PARTIES**

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

For Decision

(Pages 57 - 64)

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

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

For Information
(Pages 65 - 78)

10. **BACKGROUND UNDERFLOOR HEATING UPDATE**

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

For Information
(Pages 79 - 88)

11. **ROOF APPORTIONMENT FOR SHAKESPEARE TOWER**

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

For Information
(Pages 89 - 98)

12. **BEECH GARDENS PODIUM WORKS UPDATE**

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

For Information
(Pages 99 - 110)

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

To note the Minutes of the Beech Gardens Future Landscaping Working Party.

For Information
(Pages 111 - 120)

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

To note the Minutes of the Beech Gardens Project Board.

For Information
(Pages 121 - 142)

15. **ANNUAL RESIDENTS SURVEY**

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

For Information
(Pages 143 - 158)

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

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

For Information
(Pages 159 - 162)

17. **PROGRESS OF SALES AND LETTINGS**

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

For Information
(Pages 163 - 166)

18. **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 Information
(Pages 167 - 182)

19. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE -
INCLUDING QUESTIONS SUBMITTED IN ADVANCE**

(Pages 183 - 186)

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

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE **Monday, 2 June 2014**

Minutes of the meeting of the Barbican Estate Residents Consultation Committee
held at Guildhall on Monday, 2 June 2014 at 6.30pm

Members:

Tim Macer - Willoughby House
(Chairman)

Professor Chris Mounsey - Breton House
(Deputy Chairman)

Randall Anderson - Shakespeare Tower

Averil Baldwin - Thomas More House

Robert Barker - Lauderdale Tower

Gordon Griffiths - Bunyan Court

Helen Wilkinson - Speed House

Robin Gough – Defoe House

Dr Gianetta Corley – Gilbert House

John Tomlinson - Cromwell Tower

Gillian Laidlaw - Mountjoy House

Fiona Lean - Ben Jonson House

Natalie Robinson - Andrewes House

Jane Smith - Barbican Association

Professor Michael Swash - Willoughby

John Taysum - Bryer Court

Janet Wells - John Trundle House

Mark Bostock – Frobisher Crescent

In Attendance:

Gareth Moore – Past Chairman of the Barbican Residential Committee

Henrika Priest – Past Deputy Chairman of the Barbican Residential Committee

Officers:

Eddie Stevens

Helen Davinson

Mike Saunders

Anne Mason

Julie Mayer

- Community and Children's Services

- Community and Children's Services

- Community and Children's Services

- Community and Children's Services

- Town Clerk's

1. APOLOGIES

Apologies were received from David Graves.

2. DECLARATIONS OF INTEREST

There were no declarations.

3. MINUTES

The Minutes of the Barbican Residents' Consultation Committee (RCC) held on 3 March 2014 were approved.

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

The Committee received a report of the Director of the Built Environment which set out the Draft Barbican Listed Building Management Guidelines (Volume IV) – Landscape SPD. Members noted that the draft was being finalised and would be presented to the Planning and Transportation Committee, on 17 July 2014, in order to seek approval to carry out a public consultation during July/August/September. Once the consultation was complete and all comments collated, the final document would be presented to the RCC and

Barbican Residential Committee (BRC), prior to its approval and adoption by the Planning and Transportation Committee.

The Barbican Estate Office would publicise the consultation via an email broadcast, with a link to the website.

RESOLVED, that:

The report and public consultation exercise on the Barbican Listed Building Management Guidelines be noted.

5. SLA REVIEW

The Committee received a report of the Director of Community and Children's Services, which updated Members on the review of the estate-wide implementation of Service Level Agreements (SLAs) and Key Performance Indicators (KPI's) for the quarter January to March 2014.

During the discussion of this item, the following matters were raised:

- Residents were concerned at the mess and debris at Lakeside Terrace, which was attracting pigeons. The Chairman of the Barbican Association agreed to raise this at their next meeting with the Arts Centre (Planned for Monday 9th June).
- The concrete survey results were awaited and quotations for the remedial works were expected next month. House Groups had seen the latest specification (for Breton and Mountjoy Houses) which generally had a good prognosis. Officers would seek the advice of consultants before works commence on the other blocks.

RESOLVED, that:

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 be noted.

6. WORKING PARTY REVIEW - MINUTES OF THE GARDENS ADVISORY GROUP

The Committee received the Minutes from the Gardens Advisory Group, dating back to July 2013. During the discussion of the minutes, the following items were raised/noted:

- The Working Party had been running for 5 years and is attended by residents, Barbican Estate officers (Chaired by a BEO officer), officers from the Department of Open Spaces including the gardeners.
- The Group had last met in mid-May and had discussed the new concrete planters and visited Sculpture Court. Members noted that all wooden planters would be replaced eventually and they were very happy with the new concrete ones.

- In response to some concerns about tree removal, officers advised that this was generally a last resort, following advice from the Department of Open Spaces and consultation with the Gardens Advisory Group. The Chairman suggested and Members agreed, that future communications about tree removal should explain the reasons as well as the logistics. Members also noted that consultation on the current Listed Building Guidelines (at Item 4 on the Agenda) would further serve this issue.

RESOLVED, that:

The Minutes of the Gardens Advisory Working Party be noted.

7. PROGRESS OF SALES & LETTINGS

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

RESOLVED, that:

The Sales and Lettings report be noted.

8. 3 WHITE LYON COURT (LETTING APPROVAL)

The Committee received a redacted report in respect of a property at 3 White Lyon Court, which had been vacant since the previous tenant determined the lease by exercise of a break option.

During the discussion of this report, the following items were raised/noted:

- There should be no smoking near entrances, particularly near the day nursery.
- A resident had experienced some noise nuisance from the area below Da Vinci Parking and was concerned that it might worsen following this development. The Commercial House Officer will raise this directly with Da Vinci.

RESOLVED, that:

The report be noted and recommended to the Barbican Residential Committee on 16 June 2014.

9. UPDATE REPORT

The Committee received a report of the Director of Community and Children's Services on the issues raised at the last meeting of the RCC and BRC in March 2014. The report also provided updates on other issues on the estate.

During the discussion and debate on this report, the following matters were raised:

- The BEO were seeking quotes from specialised contractors re the 'tombstones' on St Giles' Terrace. The works would include re-grouting

the stones, replacing masonry bricks and a “conservation clean” of the stones.

- Residents asked for urgent action in respect of the “blown” tiles along the expansion joint on Ben Jonson Highwalk. The BEO had already raised this with the contractors.
- There would be a further update on the London Film School Lease negotiations in July. Members noted that there had been some delay whilst the LFS was being affiliated with Warwick University.
- In response to a query at the last meeting, Members noted that ‘compartmentation’ was the protection in flats to prevent fires spreading; (i.e. part of the Building Regulations).
- A decision on the roof apportionments would be taken in September.
- The Housing and Technical Services Director was due to meet with the TV Contractors on 3rd June and would advise residents on progress.
- Residents of Ben Jonson and Breton Houses asked to see a breakdown of the external redecoration costs.
- A meeting had been arranged with UHL in respect of the Heating at Frobisher Crescent.
- There was extensive rain damage to the balconies on the South West Corner of Frobisher Crescent and extra drainage would be required. It was noted that one flat was currently inhabitable as a result. Residents felt that the BEO had been very helpful but asked for the matter to be raised formally at the BRC on 16 June 2014. Residents asked if a City Surveyors’ representative could attend this meeting.

Antennae on Tower Bocks

- There would be no liability to residents, should the contractor cause any damage.
- Residents would be consulted if the contractor expected to use the lifts excessively and they would be reimbursed.

RESOLVED, That:

The Update Report and comments provided above be noted.

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

There were no questions.

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

In addition to the questions submitted in advance (at appendix 2 to these minutes), the Chairman permitted a further question, **as an item of urgent business.**

Members expressed some concerns about the car parking gate to the Heron spaces and the Heron door in the corner of the car park behind Moor Lane. Members were concerned about security in that the gate took a very long time to close and suggested that the timing be adjusted to be more appropriate and hence reduce tailgating. The door behind the lift was sometimes left open, to the extent that Speed House CPAs have to close it, rather than Heron security. Furthermore, the door behind the lift and the gate onto the ramp leading to Moor Lane were supposed to have an ASSA lock fitted on the outside for Barbican residents' use.

Residents suggested that a simple improvement would be to label the door buttons; i.e. one is for pedestrian use (just a few seconds) and the other for cars (which takes about 2 minutes)

Officers advised that the City Surveyor and Town Clerk were seeking to resolve the matter.

Finally, the Chairman announced the forthcoming retirement of Eddie Stevens, the Technical Services Director and thanked him for his outstanding work over many years. The Chairman felt that Eddie had been a 'friend' to the residents and not just an officer. This sentiment was echoed by the Barbican Association. In response, Eddie stated that the RCC was a great success and exemplary in conflict resolution and joint working between residents and officers.

The meeting ended at 8.00pm

Chairman

**Contact Officer: Julie Mayer tel.no.: 020 7332 1410
Julie.Mayer@cityoflondon.gov.uk**

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RCC QUESTIONS – 2 June 2014

1. **Q. Signage** – Former Barbican/COL insignia sign affixed to Willoughby House (removed whilst Heron marketing suite in situ) – could they be replaced?
A. The original signage is being sought and if not the BEO will look to replace it subject to the additional funding that is being sought for podium signage. We anticipate hearing confirmation of this funding in July.
2. **Q. Signage** – Estate plan/map boxes by Defoe staircase 1 – was damaged by storms – could this be replaced?
A. As per Q. 1 above the BEO will look to replace it along with other map boxes (Ben Jonson House/John Trundle Court) /signage subject to the additional funding that is being sought for podium signage. We anticipate hearing confirmation of this funding in July.
3. **Q. Signage** – Thomas More/Speed Lawn private gardens – could this be reviewed (some signage has been removed/covered by plant growth) in relation to ball games with possible laminated temporary notices in the meantime?
A. The BEO will review the wording and provision of the signage in the private gardens and will in the meantime post laminated temporary notices regarding ball games.
4. **Q. Provision of approved charging points for electronically powered vehicles** – could this be encouraged/explored further?
A. The BEO is currently reviewing and discussing the project with Officers from the Department of Built Environment, TfL and also the neighbouring residential developments who all offer such services.
5. **Q. Concrete Works** – Is Ben Jonson House being tested and if so how soon do we expect the quotations for the remedial works to be available?
A. Yes Ben Jonson House is being tested. This is subject to the Section 20 consultation process which is due to be carried out within the next two to three months. For indicative purposes only, the budget estimate from Structural Renovations for this block was £15,000.00.
6. **Q. Roof Apportionments for Ben Jonson House** – could we have an explanation for the postponement and a definite date when this matter will be brought to a conclusion?
A. A verbal update will be given at the RCC.

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

Summary

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

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

- Landlord Services

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

- Car Parking

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

- Baggage Stores

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

- Trade Centre

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

- Other Non Housing

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

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

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

- 2.

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

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

Recommendations

- | |
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| <p>5. It is recommended that this revenue outturn report for 2013/14 and the budgets carried forward to 2014/15 are noted.</p> |
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Main Report

Revenue Outturn for 2013/14

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

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

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

Local Risk Carry Forward 2013/14

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

Dr P Kane

Chamberlain

Ade Adetosoye

Director of Community &
Children's Services

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

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

Reasons for Significant Variations

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

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

Summary

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

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

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

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

Recommendations

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

Main Report

Revenue Outturn for 2013/14

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

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

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

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

Service Charge Reconciliation 2013/14

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

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

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

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

- **Appendices**

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

Contact: Colin Chuter (1465)
Chamberlain's Department

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

Main Report

BACKGROUND

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

THE OUTTURN REPORT

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

RECONCILIATION ANNEXES

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

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

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

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

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

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

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

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

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

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

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

Conclusion

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

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

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

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

GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference
Key to
ANNEXES 2 & 4

2013/14

**Final CBIS
Actual
ANNEX 4
£**

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

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

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

TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER

7,545,262.21

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

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

ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

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

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

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

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

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

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

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

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

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

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

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

ACTUAL COST OF SERVICES 1.4.13- 31.3.14 (LONG LESSEES)

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

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

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

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

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

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

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

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

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

Background

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

Current Position

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

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

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

Proposals

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

Conclusion

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

Background Papers: Quarterly reports to committee from 2005.

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APPENDIX 1

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

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

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2014

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

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2014

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

APPENDIX 4 **SLA AGREEMENT REVIEW - MAJOR WORKS 2014**

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

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2014

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

Barbican KPIs 2014-15

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

[illegible]

[illegible]

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

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Committee(s): Residents' Consultation Committee	Date(s): 01 September 2014
Subject: Working Parties - Formation and Review	
Report of: Director of Community and Children's Services	Public For Decision
<p>Executive Summary</p> <p>This report, which is for decision, looks at the process for setting up and running of our Working Parties.</p> <p>There should be an open and transparent process for setting up, running and appointing members of working parties, with the objective of ensuring that resident involvement in management of the Barbican Estate, as consultees and participants in Working Parties, should be as widespread as possible.</p> <p>A protocol has been drafted and it is for this committee to agree this. This protocol would then be adapted by the RCC at their annual review of Working Parties at their meeting in Spring 2015.</p> <p>Recommendation</p> <p>That the Committee reviews and agrees the draft protocol for the setting up and running of Working Parties so that it can be implemented at their annual review of Working Parties in Spring 2015.</p>	

Background

1. There have been a number of Working Parties (WP) set up over the years to look at specific projects/services, for example, Garchey waste disposal system, Background Underfloor Heating. There are also a number of ongoing WPs that continually monitor our services, for example, Service Level Agreement Review, Gardens Advisory Group.
2. Resident representatives for these WPs has generally been agreed by the RCC when the WP was set up at their respective quarterly meetings. There have been issues regarding maintaining membership of these WPs and obtaining volunteers to sit on these groups.

3. The current WPs are included in Appendix 1 listing details of Chairman, meeting dates, resident members and Officers. However, the processes involved in setting up and running these WPs could be improved upon.

Proposals

4. There should be an open and transparent process for setting up, running and appointing members of WPs, with the objective of ensuring that resident involvement in management of the Barbican Estate, as consultees and participants in WPs, should be as widespread as possible. This practice has been informally adopted by the formation of one of the more recent WPs in 2013, the Background Underfloor Heating WP which has generally worked well.
5. A review of these processes has taken place and how it would work for all WPs. A protocol has therefore been drafted by the RCC Chair and the Barbican Estate Manager and it is for this committee to agree this – see Appendix 2. This protocol would then be adopted by the RCC at their annual review of WPs at their meeting in Spring 2015, for implementation by each WP.

Conclusion

6. A protocol for how WPs are set up, membership progressed and the way they are administered would be a good way of demonstrating the transparency of our WPs to all stakeholders and facilitating the widespread involvement of residents in these groups.

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Appendix 1

Working Parties July 2014

Please find detailed below a list of working parties dealing with Barbican Estate issues.

Name	Chairman	Attended by:
Residents Consultation Committee		
Gardens Advisory Group Meeting Dates: 25/02/14 12/05/14 01/09/14 28/11/14 <i>Report to RCC: 2 June (WP Minutes for previous year)</i>	Helen Davinson	BEO Officers: Helen Davinson, Michael Bennett Open Spaces Officers 8 resident representatives: Paula Tomlinson, Berthe Wallis, Anne Naphthine, Nancy Chessum, Gillian Laidlaw, Sarah Hudson, Nathalie Robinson, Judith Serota
SLA Review Meeting Dates: 28/01/14 01/05/14 21/07/14 27/10/14 <i>Quarterly Report to RCC</i>	Michael Bennett	BEO Officers: Michael Bennett, Helen Davinson, Sarah Styles, Sheila Delaney 7 resident representatives – David Graves, Tim Macer, Randall Anderson, Robert Barker, Jane Smith, Chris Mounsey, Gianetta Corley Vacancies: 1
Asset Maintenance Meeting Dates:	Karen Tarbox	BEO Officers: Karen Tarbox, Mike Saunders, Michael Bennett 8 resident representatives – Randall Anderson, Robert Barker,

16/01/14 16/06/14 22/09/14 15/12/14 <i>Report to RCC: 24 November (WP Minutes for previous year)</i>		Tim Macer, Nigel Walmsley, Ted Reilly, Fiona Lean, Robin Gough, Richard Collins
Upgrading the Television System Meeting Dates: <i>Report to RCC: 2 June (WP Minutes for previous year)</i>	Randall Anderson (Lead Officer Mike Saunders)	BEO Officers: Mike Saunders, Michael Bennett 9 resident representatives – John Tomlinson, Matt Collins, Matt Williams, Ian Posner, James Burge, Bruce Badger, Jane Smith, Tim Macer, Randall Anderson
Beech Gardens Project – future Landscaping Meeting Dates: 16/01/14 06/03/14 27/03/14 <i>Report to RCC: 8 September (WP Minutes for previous year)</i>	Randall Anderson (Lead Officer Karen Tarbox)	BEO Officers: Karen Tarbox, Christopher Bate, House Officer, Michael Bennett Open Spaces Officers Representatives from Landscape Architects 15 resident representatives – Randall Anderson, Robert Barker, Rosie Harvey, Janet Wells, Tessa Bryde-Williams, Ronan Kavanagh, Peter Inskip, Paula Tomlinson, Berthe Wallis, Anne Naphine, Nancy Chessum, Gillian Laidlaw, Sarah Hudson, Fiona Lean & Nigel Walmsley
Background Underfloor Heating Meeting Dates: 07/01/14 27/01/14 24/02/14	Gareth Moore (Lead Officer Mike Saunders)	BRC representative BEO Officers: Mike Saunders, Mick McGee, David Downing, Anne Mason, Michael Bennett City Surveyors Officers: Paul Kennedy

24/03/14 28/03/14 14/07/14 29/09/14 08/12/14 <i>Report to RCC: 3 March (WP Minutes for previous year)</i>		8 resident representatives – Mary Hickman, Tim Macer, Ted Reilly, Kate Wood, Sarah Bee, Renu Gupta, Craig Allen & Garth Leder
Parcel Tracking System Meeting Dates: <i>Report to RCC: 24 November (WP Minutes for previous year)</i>	Barry Ashton	BEO Officers: Barry Ashton, House Officer 5 resident representatives - Chris Mounsey, Brian Parkes, John Taysum, Robert Barker, Matt Collins Vacancies: 3
Joint BRC / RCC Working Parties		
Sustainability – <i>on hold to review October 2014 (whilst Background Underfloor Heating WP ongoing)</i>	Gareth Moore	BRC representative BEO Officers: Mick McGee, Lochlan McDonald, Michael Bennett City Surveyors Officers: Paul Kennedy Resident representatives: Barbican Association Sustainability Group – Sarah Hudson, Garth Leder,
Other		
Beech Gardens Project Board Meeting Dates: First Wednesday of every month (exception - Wednesday 11 June 2014)	Karen Tarbox (Lead Officer Karen Tarbox)	BEO Officers: Karen Tarbox, Mike Saunders, Christopher Bate, Helen Davinson/Sheila Delaney, Michael Bennett City Surveyors Officers VolkerLaser representative

<i>Report to RCC: 8 September (WP Minutes for previous year)</i>		6 Resident representatives – Randall Anderson, David Murray, John Taysum, Janet Wells, Robert Barker & Garth Leder
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Officers:

Barry Ashton, Car Park & Security Manager
 Christopher Bate, Housing Surveyor
 Michael Bennett, Barbican Estate Manager
 Helen Davinson, Resident Services Manager
 Sheila Delaney, House Officer
 David Downing, Asset Monitoring Officer, Barbican & Housing
 Paul Kennedy, Corporate Energy Manager, City Surveyors
 Lochlan McDonald, Assistant Development Manager, Barbican & Housing
 Mick McGee, Senior Resident Engineer
 Rebecca Marshall, House Officer
 Mike Saunders, Asset Manager, Barbican & Housing
 Sarah Styles, House Officer
 Karen Tarbox, Head of Property Services, Housing Needs & Barbican
 Anne Mason, Revenues Manager, Barbican & Housing

Appendix 2

BARBICAN ESTATE WORKING PARTIES (WP) – FORMATION & REVIEWS

1. WP to have remit/Terms of Reference to be developed and agreed by the WP and presented to the RCC for approval.
2. WP to have Chairman/Deputy
3. WP to meet at least quarterly, or more frequently if required
4. WP minutes to be distributed ideally within 2 weeks of meeting.
5. WP minutes for all meetings to be presented once a year to RCC (agenda to plan a year in advance)
6. WP membership to be reviewed annually at the RCC AGM (which tends to be in the Spring)
7. Members to normally only serve for three years, after that time, they should stand down. If willing to continue, however, they may offer themselves for reappointment. If a member has not been able to attend at least 50% of the meetings called in the year, or been absent from the most recent three, their place will be offered to a new member.
8. WP will normally comprise eight resident appointees. In some cases some of those places may be direct nominees by the RCC (see WP List), with the remainder filled by advertisement. The appointment panel will have discretion to extend the number of members by one additional member, if exceptional circumstances warrant this.
9. Each WP to provide the number of vacancies in advance of the RCC AGM, which includes those that are standing down, have reached their term, or who have not fulfilled the attendance requirement, and lists any members who have reached their term but have stated they are willing to continue.
10. The appointment process will:
 - (a) advertise the positions estate-wide in an appropriate open and transparent way
 - (b) invite people to apply with a personal statement of what interest they have and/or experience they can bring to the WP
11. An appointment panel normally comprising the Estate Manager or Resident Services Manager, the RCC Chairman or Deputy, and the appointed WP chair, will review the applications and appoint members to the WP.
12. The selection criteria adopted by the panel is to be transparent. The aim is to create a balanced WP with respect to:

- a) residents with subject matter expertise vs. residents who simply express an interest in the business of the committee, recognising that it is beneficial to have expert and non-expert voices involved
 - b) residents who have previously served on the committee vs. those who have not previously served or not recently served, recognising that it is beneficial to introduce some 'fresh blood' while retaining some 'corporate memory' of recent or past activities
 - c) residents representing different parts of the Estate in as far as this is relevant to the work of that WP, e.g. towers vs. terrace blocks vs. mews blocks, or different geographies - e.g. eastern, western and northern areas of the Estate, recognising that the impact of the works or decisions that members are consulted on will have different impacts on different types of blocks or areas of the Estate.
 - d) residents who demonstrate they are willing to take on an Estate-wide representative role, recognising that working parties cannot accommodate a representative from each block - only the RCC can do this.
13. Appointments will not normally be made to existing WP other than at the AGM. If there is good reason for a WP to make an interim appointment, the member will stand down at the AGM, but they will be able to apply in the normal way.
14. In order to benefit from all offers to participate in WP and not refuse offers from residents volunteering to help, if advertising for members to join a WP results in many more applications than positions to fill, then the appointing panel should consider setting up a wider "Advisory Group" (AG) of residents.
- (a) AG members will be kept informed on at least a six-monthly basis
 - (b) Sent copies of minutes,
 - (c) May be consulted or invited to contribute to the work of the WP from time to time, as the WP considers appropriate.
 - (d) For simplicity, members of the WP will also be considered to be members of the advisory group.

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

Main Report

Background

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

Current Position

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

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

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

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

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

Annual Review

Residents Survey

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

Concierge Staff Survey

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

Proposal

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

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

Financial and Risk Implications

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

Strategic Implications

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

Consultees

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

Conclusion

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

Background Papers:

Car Park Strategy Working Group report 23 February 2005

Car Park Strategy report 18 July 2005

Car Park Strategy report 1 September 2008

Car Park Strategy report Stage 1 26 January 2009

Car Park Strategy update report 08 June 2009

Car Park Update Report 30 November 2009

Streets and Walkways Committee 21 March 2011

Barbican Estate Car Park Efficiency Strategy Working Party 12 September 2011

Automated Payment System for Temporary Car Parking 11 February 2013

On-Street Parking: Pay & Display 17 July 2014

Contact:

Barry Ashton, Car Park & Security Manager

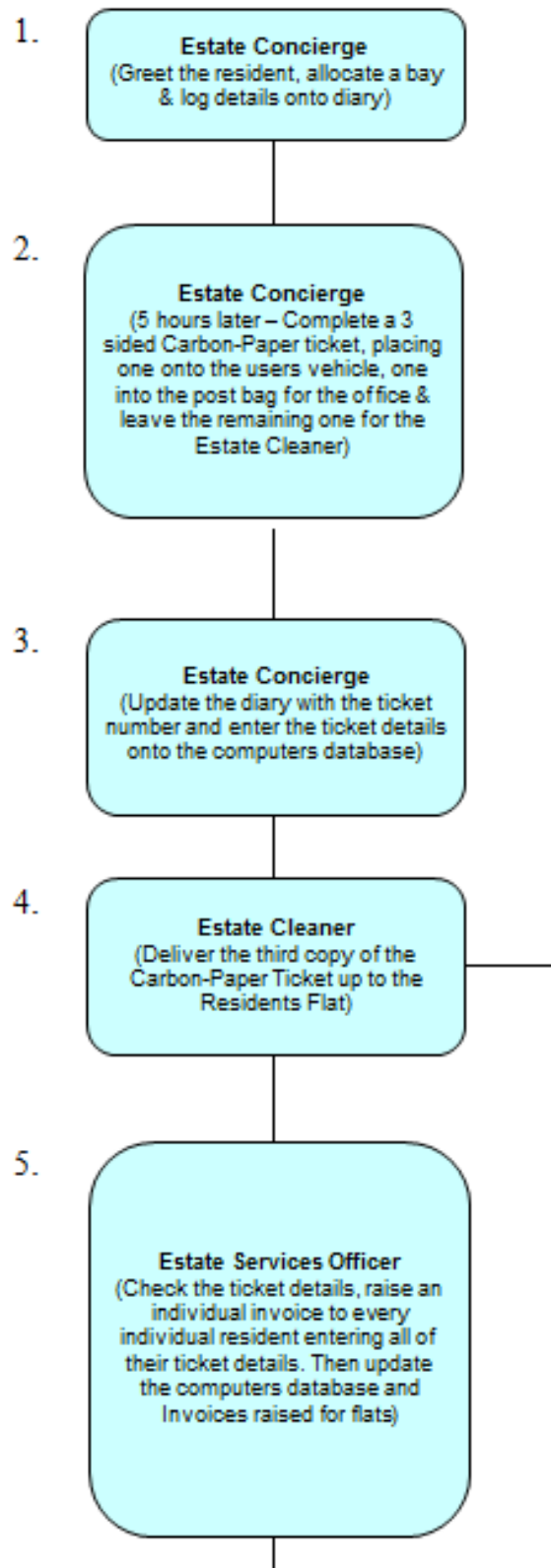
020 7029 3920

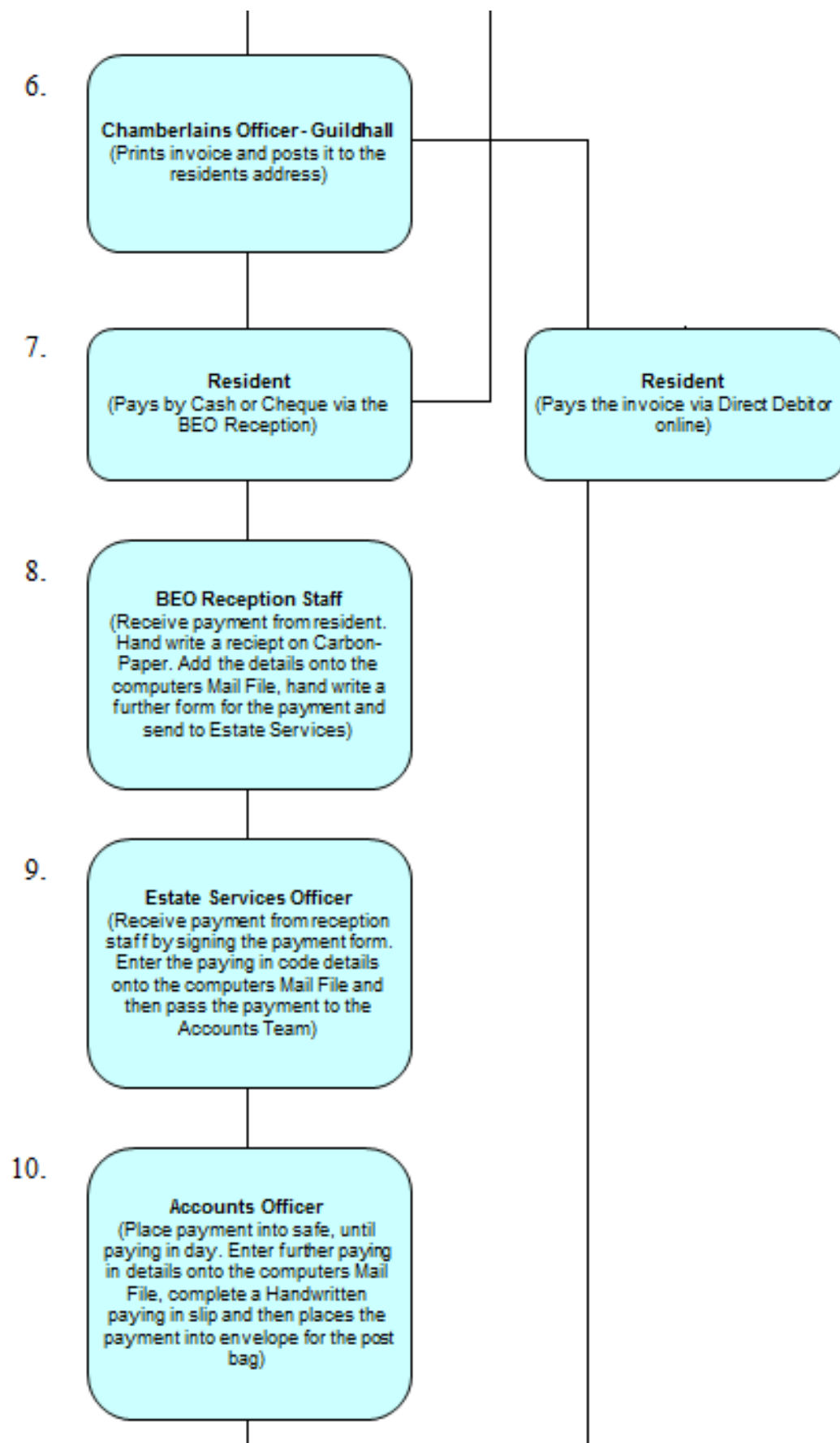
barbican.estate@cityoflondon.gov.uk

APPENDIX 1

Procedure for the Carbon-Paper temporary car parking system

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





11.

Messenger
(Hand delivers the payment from
the Accounts team BEO to the
Guildhall)

12.

Cashiers - Guildhall
(Enter the details to a computer
database)

13.

Messenger - Guildhall
(Takes the payment over to the
Bank)

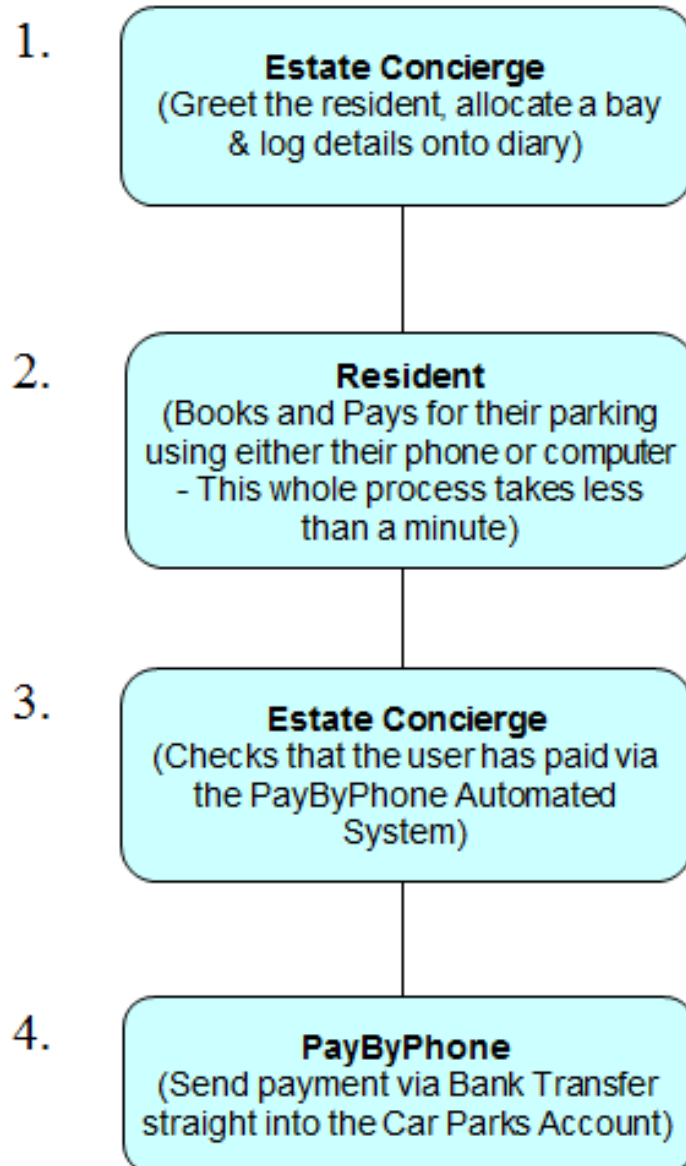
14.

Chamberlains Office
(Takes the details from the
computers database and updates
the Residents Account online)

APPENDIX 2

Procedure for the PayByPhone temporary car parking system.

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



APPENDIX 3

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

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

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

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

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

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

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

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

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

f. Don't Know - 0.00%

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

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

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

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

APPENDIX 4

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

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

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

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

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

3. How have you found using PayByPhone?

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

4. Do you need help with using the system?

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

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

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

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

6. Should it replace the paper tickets?

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

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

Main Report

Background

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

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

Current Position

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

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APPENDIX A

Barbican Underfloor Heating: Options and Next Steps

A discussion document

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

August 2014

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

1. Summary

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

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

2. Current assumptions and constraints

Current assumptions

- These assumptions are made on the basis of information provided by officers and engineers working for the Barbican Estate Office, as well as from working party members' understanding of the desires of Barbican Estate residents.
- The infrastructure is largely sound, and relatively cheap and easy to repair.
- The current control mechanism is highly reliable, but the inertia in the system and the crudeness of the controls means that flat temperatures are often too high or too low.
- Residents have expressed the desire for greater personal control of temperatures.
- Residents expect temperatures to be maintained at a level higher than 'background' heating, i.e. not to have to boost their temperatures using extra radiators, etc.
- To preserve the building fabric, the temperature should not fall below 15C.

Current constraints

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

- The City Solicitor is to review the various options listed below to determine what the affect each one will have on the lease and the likelihood that costs may be recovered

Concerns widely held by residents

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

3. Desire for greater control

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

Low-cost options

- **Leave the existing system as it is**
- Even under this option the system could be improved by adjusting the Cyclo control to shift the load within our current time profile, so charging takes place as late as possible during the off-peak hours, and the system no longer turns on for periods of less than an hour.
- **Advantages:** low capital cost; could probably be done without having to ask for residents' consent; might reduce energy use.
- **Disadvantages:** would not help flats that are too hot or too cold; would not give residents any additional personal control over the temperature in their flats.

- **Lease implications:** none.
- **Add minimal additional controls**
- **Using weather forecasts to determine next 24 hours charging levels**
- It appears that a feed from the Met Office would be feasible and inexpensive. This could work with or override the Cyclo system to provide less load in the night preceding a warm day and perhaps more load in the evening when night temperatures are mild but daytime temperatures are forecast to be low.
- **Advantages:** low cost; should improve comfort, particularly in conditions often experienced at the beginning and end of winter; might reduce energy use.
- **Disadvantages:** would not help flats that are too hot or too cold; would not give residents any additional personal control over the temperature in their flats.
- **Lease implications:** the control mechanism needs replacing: could be a modern equivalent standard, especially as it should make the system more efficient and save some costs.
- **Using feedback**
- There is currently no feedback in the control system; the delivered load takes no account of the current temperature of the blocks. A few monitors embedded in the blocks could be used; failing this a simple model could be developed to simulate the real temperature. Such a system would heat up more quickly during the autumn and cool down more quickly in the late spring.
- **Advantages:** low cost; should improve comfort; might reduce energy use.
- **Disadvantages:** might help only some flats that are too hot or too cold; would not give residents any additional personal control over the temperature in their flats.
- **Lease implications:** the control mechanism needs replacing: could be a modern equivalent standard, especially as it should make the system more efficient and save some costs.
- **Promoting supplementary heating as an option**
- Heat from the underfloor heating system is provided as “background heating” which residents may supplement. Some residents find the system delivers all the heat they require; others need to top up using their own (usually portable) heaters. It would be helpful to provide residents with guidance on the most efficient way to deliver supplementary heating, and on installations and controls that are particularly suitable in the Barbican.

- **Advantages:** gives residents individual control and also individual responsibility for the cost; might reduce pressure for the heating system to be turned on at cost unnecessary to neighbours.
- **Disadvantages:** no improvement over the status quo, or to efficiency.
- **Lease implications:** none.

- **Options with medium complexity and cost**

- **Installing a system of controls based on monitoring the temperature in individual flats¹**

- **No individual billing**

- Heating costs would continue to be shared by all the residents in the block regardless of how much energy each flat consumed. The system would learn the requirements of the occupants from monitors in each zone or room. Residents could reduce their desired temperature, down to a minimum level; a smart system would adjust the loads in neighbouring flats. The system could be tuned to bring flats currently "too cold" up to normal levels. Individual residents would not be able to raise the temperature in their flat above that agreed for the estate as a whole.

- **Advantages:** might help some flats that are too hot or too cold; might reduce energy use.

- **Disadvantages:** would involve capital expense up front, might not reduce energy use significantly; might need improved insulation to be effective.

- **Lease implications:** would probably require residents' consent for a change to the lease.

- **Individual billing**

- The system outlined in 3.2.1.1 could be extended to allow residents to increase their desired temperature, through individual metering supplied by the landlord, and separate from residents' domestic supplies. A smart system would adjust the loads delivered to neighbouring flats. Metering could easily log the different times of day, with different prices, at which this additional load was taken.

- **Advantages:** no flats should be too cold.

- **Disadvantages:** hard to decide the upper level of communally paid heating; insulation would need improving.

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

- **Lease implications:** this should fall outside the scope of the lease, as additional costs only apply to those opting for the additional heating and controls.

4. Heating outside the “season”

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

5. Improve the thermal efficiency of the Estate

• **Common parts**

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

• **Improve insulation to roofs and soffits**

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

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

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

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

6. Resident Engagement

- **Before changes are implemented**
 - Communication and engagement with residents is essential. The outcome of this process will be to present residents with a menu of possible changes, with objective information about:
 - The benefits that each proposed change would offer to personal comfort and amenity, environmental and sustainability, and potential cost savings;
 - Any direct cost to achieve the change;
 - How the change would be funded;
 - Any other implications.
- **After changes are implemented**
 - Any system changes would need a funded campaign of resident engagement to be effective. Residents should be given incentives to reduce energy use, such as by turning the heating down when away, or instead of opening windows.

Further work required

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

1. The inclusion of a wide range of options in the analysis is very appropriate and each should be maintained for as long as possible, until clearly proved unviable.
2. All analyses should take into account the ease or difficulty of implementation including resident engagement campaigns, and the management, staff and other resources required both to implement the system and to maintain it in the long term.
3. All analyses should also include 'what if' scenarios, to scope out unintended consequences and potential failure modes for the various options.

4. A detailed follow-up of the experience in the Brunswick Centre might prove instructive, especially with regard to individual control.
5. It may be possible to present some of the options as not wholly competitive with one another but as successive or complementary steps in a phased process, leading to incremental changes and improvements.
6. The existing building and electrical infrastructure, including the electrical system, was designed for a certain purpose (background heating) at a certain time: any analysis should evaluate the risk of stretching it too far.
7. It might be worth testing the two minimal addition controls, weather forecast and building feedback, to ascertain which looks more reliable and easy to maintain in practice.
8. In connection with hard-to-heat cold flats, that set the threshold for minimum temperatures, consider what might be done to the electrical infrastructure and control system to improve balance and deliver comfort more equitably than at present.
9. Any changes to insulation or ventilation also need to consider the fire compartmentalisation of the flats, to avoid increasing the risk of smoke being transmitted into other flats or the common parts of the building.

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

Summary

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

Recommendations

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

Main Report

Background

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

Current Position

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

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

The Apportionment of Costs

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

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

Historic costs

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

25. **The split of 109.02% (City) and -9.02% (qualifying leaseholders) is a final apportionment for Shakespeare Tower roof works.**
26. Of the sum attributable to long leaseholders, the City will pay its share of the costs, as usual, for those flats which are still City-owned and are tenanted or vacant awaiting sale. To date, 9 flats of the 116 flats Shakespeare Tower are rented. Of the 107 flats that have been sold, 6 were sold after the completion of works and 6 purchased their flats from the City after the declaration of structural defects and will bear their proportion of the full cost of the works.
- 27 The apportionment detailed above and in appendix A has been discussed and agreed with the Barbican Association's Roof Sub Committee

Financial Implications

28. Taking into account the adjustments referred to in paragraph 26 in respect of the City's share as landlord of unsold flats and flats sold since the declaration of structural defects the total amount recoverable from leaseholders is some £16,121.70
29. The financial effects on leaseholders with and without the Structural Defect (SD) contribution for all flat types in Shakespeare Tower are as follows, based upon the percentages in the lease:

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

Legal Implications

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

Consultees

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

Contact:

Mike Saunders

020-7332-3012

Mike.saunders@cityoflondon.gov.uk

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

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

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

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

Overview

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

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

Progress

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

	<p>will enable the filling of the raised beds with soil in Jan / Feb 2015, ready for planting in the spring, and the reinstatement of the pond.</p> <p>The project has also experienced recent waterproofing delays of approximately 3 weeks, due to issues arising from the use of hot bitumen in windy weather. To prevent similar issues throughout the project an alternative adhesive solution was sought and tested and approvals for the design change agreed.</p> <p>This has extended the overall project timescales to mid February 2015.</p> <p>Whilst Volker Laser is committing additional resources to the project to try to meet the original 62-week deadline, it is likely that some areas of tiling (not main walkways) will be completed beyond this timescale.</p> <p>Soft Landscaping (sub project) progress update:</p> <ul style="list-style-type: none"> • The landscaping working party has worked alongside Landscape Architects to develop the new planting scheme. Although a scheme was developed earlier this year, officers from Open Spaces, along with those from the BEO and working party had some concerns regarding the original concept design. These concerns were primarily in regard to: <ul style="list-style-type: none"> ○ The type and number of trees planned. ○ The sustainability of the planting scheme. ○ The viability of the proposed water retention system. ○ The overall loading of the scheme, given the number and type of trees proposed. ○ The lack of colour / variations in the scheme ○ The on-going maintenance requirements for coppicing etc. of the trees. ○ The ability for growth of other plants beneath the trees. <p>In view of this an alternative landscaping designer was approached and using information from the working party's brief an alternative scheme has been developed, which addresses the above concerns yet delivers an exciting planting scheme. This scheme was then the subject of wider consultation with residents.</p> <p>The format of the consultation included:</p> <ul style="list-style-type: none"> • An open afternoon and evening where residents
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	<p>were invited to see the designs and meet with the designer to put forward any questions or suggestions.</p> <ul style="list-style-type: none"> • Completion of a free format survey, where residents could comment on the proposed design. <p>Overall, we have received very positive feedback about the planting scheme, with some constructive suggestions for improvement, which have been passed to the landscape designer. The next step is to provide a detailed brief for the soft landscaping work and to secure the funding required. A report on the soft landscaping will go to project Sub committee in October 2014</p>
10. Programme	<p>Please refer to Appendix A for phasing programme. A time extension of 2 weeks has been agreed as a result of the change in design from the use of hot bitumen as the adhesive to a cold adhesive. The use of the cold adhesive is slightly more expensive than using hot bitumen but has positive benefits such as reduced health & safety risks and improved conditions for residents and commercial tenants as there is no smoke or fumes with the cold adhesive. The additional cost will be met from within the existing budget due to savings accrued as a result of other design items which are no longer required, e.g. removal of the garden bed up-stands.</p>
11. Communications	<p>Project board, which includes BEO Officers, City Surveyors, 1 elected member and representatives from the 5 houses immediately surrounding the Beech Gardens work site (Defoe, Lauderdale, John Trundle, Bryer and Bunyan) meet on a monthly basis.</p> <p>The Residents' meetings, previously held on a monthly basis have now been moved to a quarterly basis (subject to review) in lieu of a weekly update which is provided to residents. See Appendix B</p>
12. Benefits achievement	<p>Areas of waterproofing have been successful in preventing water penetration in those areas completed. However, this has meant that the water in areas that are still "work in progress" is simply finding other outlets. The areas will therefore not be free from leaks until the whole project is complete. We are continuing to actively work with commercial tenants who are affected by the leaks.</p>
13. Lessons	N/A

Appendices

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

Other

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

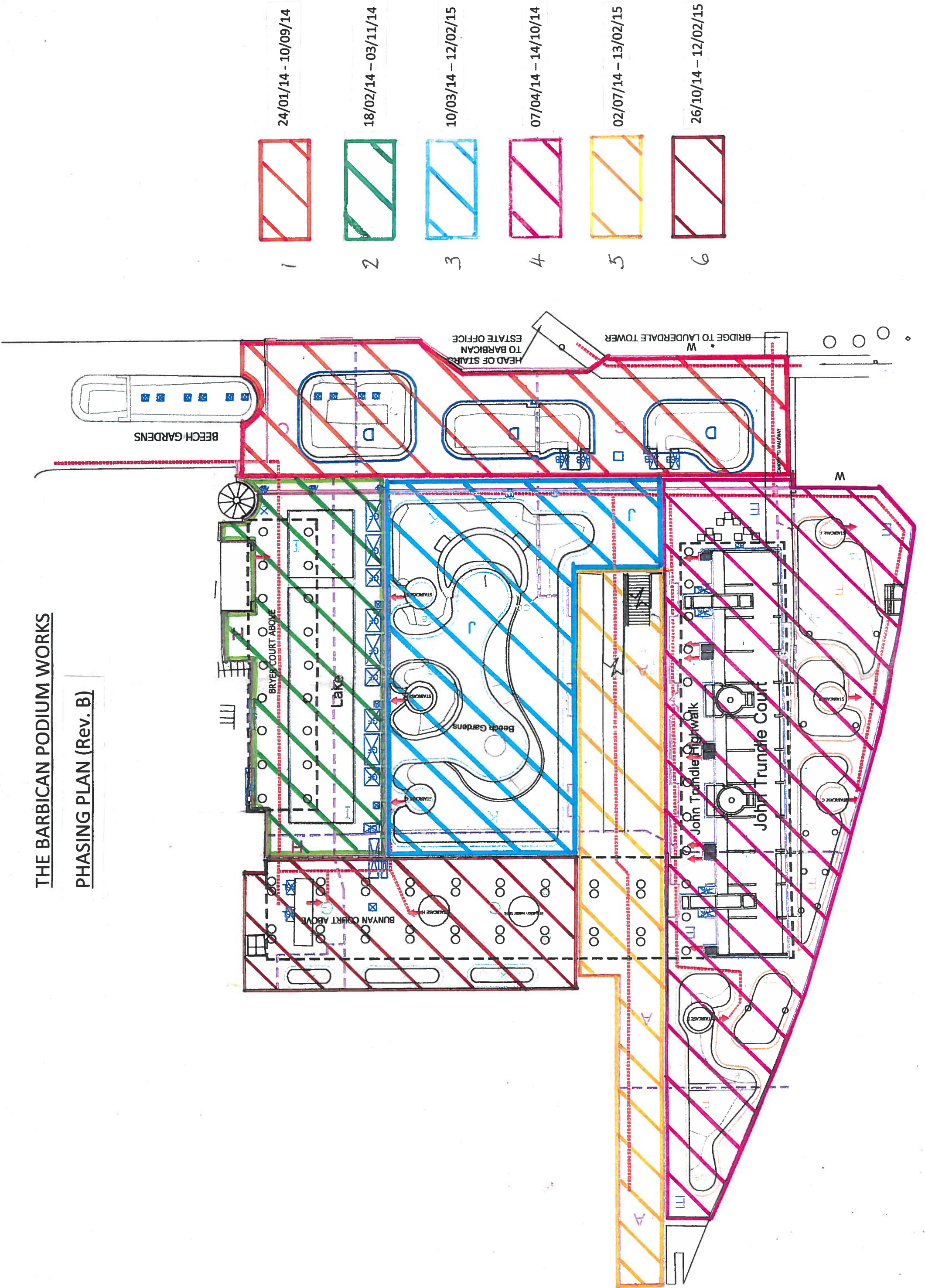
Contact

Report Author	Karen Tarbox
Email Address	karen.tarbox@cityoflondon.gov.uk
Telephone Number	02073321325

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THE BARBICAN PODIUM WORKS

PHASING PLAN (Rev. B)



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The Barbican Podium Works

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

1 Delayed due to presence of asbestos

2 Delayed due to design change from hot bitumen to cold adhesive

3 Delayed due to environmental noise issues

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What we have achieved this week

Main Works

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

Continuation of cleaning of tiles.

Re-commence removal of screed and tiles.

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

Re-commence installation of waterproofing works.

Bryer Court & Pond, refer to Phasing Plan Rev.

A area 2

Continuation of cleaning of tiles.

Re-commence removal of screed and tiles.

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

Continuation of the removal of screed and tiles.

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

John Trundle Court, refer to Phasing Plan Rev.

A area 4

Continuation of the removal of rainwater outlets.

Continuation of the installation of new rainwater outlets.

Continuation of the installation of the insulation layer.

Continuation of the waterproofing layer.

Continuation the removal of tile and screed layers.

White Lyon Court

Continuation of the removal of tile and screed layers.

Continuation of the installation of new rainwater outlets.

Commencement of the installation of the insulation layer.

What is planned for next week

Main Works

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

Continuation of the installation of new movement joints.

Continuation of cleaning of tiles.

Continuation of the installation of waterproofing layer.

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

Continuation of cleaning of tiles.

Continuation of the removal of screed and tiles.

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

Continuation of the removal of tile and screed layers.

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

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

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

Continuation of the installation of new rainwater outlets.

Continuation of the installation of the insulation layer

using bitumen cold applied adhesive.

Continuation of the waterproofing layer.

White Lyon Court

Completion of the removal of tile and screed layers.

Continuation of the installation of new rainwater outlets.

Continuation of the installation of the insulation layer.

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

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

No Saturday working August 23rd due to Bank Holiday weekend

What is planned for the next few weeks beyond that

Main Works

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

Re-commence screed and tiling activities.

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

Reinstatement of deck in area where smoke vent removed.

Structural assessment of further smoke vents for possible removal.

Continuation screed and tiling activities.

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

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

Continuation of the installation of the insulation layer.

Continuation of the installation of the waterproofing layer.

John Trundle Court

Continuation of the installation of the insulation layer.

Continuation of the waterproofing layer.

Commencement of screed and tiling activities.

Continuation of the removal of tile and screed layers.

Commencement of the waterproofing layer.

Commencement of screed and tiling activities.

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

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

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

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Annual Working Party Review – Minutes of Beech Gardens Landscaping Working Party – December 2013 – June 2014

Landscaping Working Party
16.12.13 @ 6.30

Present	Randall Anderson	Chair
	Nancy Chessum	Gardens Advisory Group (GAG)
	Anne Napthine	GAG
	Gillian Laidlaw	GAG
	Robert Barker	Asset Maintenance Working Party and Lauderdale
	Rosie Harvey	Defoe
	Sarah Hudson	GAG and Sustainability Working Party
	Janet Wells	John Trundle
	Tess Bryde-Williams	Bryer
	Karen Tarbox	CoL. Head of Property Services
	Christopher Bate	CoL. Project Manager, Beech Gardens
	Michael Bennett	CoL. Barbican Estate Manager
	Helen Davinson	CoL. Resident Services Manager
	Louisa Allen	CoL. City Gardens Manager
Apologies	Tim Macer	AM
	Paula Tomlinson	GAG
	David Murray	Bunyan
	Peter Inskip	Shakespeare

- Introductions
- Setting the scene
 - Waterproofing scheme
 - Construction trials have now started
 - Works will commence in New Year lasting 62 weeks
 - Landscaping scheme to run in parallel
 - Replanting to be agreed in advance
 - Commitment to put the planting back
 - Funding not yet full agreed. £300K has been approved in the interim.
 - Outlines back from Landscape Architect with indicative costings of £600K to £900K
 - These have not yet been looked at by a Quantity Surveyor so savings could possibly be made with soil and planting
 - Additionally some possible doubling up with main project
- Parameters
 - Cost. £300K interim approved
 - Constraints as to plant type
 - Review has shown that there is no obvious tree root incursion.
 - Will be weight restrictions
 - Structural weight load and waterproofing load may differ.

- Waterproofing project will have an insurance backed guarantee. BEO is yet to talk to insurers about Landscaping.
- To include pond re-establishment
- Gardens have a Listed Status of 2*
- Listing of Gardens is different to that of building in that it is advisory rather than statutory. (some members did not think this was the case and CB stated he would confirm again with Planners)
- Joanna Gibbons the commissioned Landscape Architect will also be working with Avanti to formulate the LBMG for Landscaping (Volume II)
- The Beech Gardens scheme will help to inform the guidelines
- Intention to put a planting scheme back that meets residents desires.
- Some areas are not so visual so perhaps cut down there (specifically the west of JTC)
- Possible Interim Measures
 - After works, there will a 12 month defects liability period.
 - BEO considering the possibility of waiting to the end of this period before major planting. Grass and/or sedum for the interim.
 - RB expresses the view that it's best to test to full load capacity during this period. Also would residents be prepared to wait another year?
- Irrigation
 - Dependent upon the scheme that's chosen
 - The brief was to look at sustainable planting
 - To grow from young to need less water
 - O/ground tanking in the first years a possibility
 - Very little room for piping
 - Where would the tanks be?
 - Will there be rainwater harvesting? No
 - The pipework will be sleeved so beds could be irrigated in the future
 - The fountain will still need water supply and this now needs to be chlorinated.
 - LA pointed out that when the trees get larger they will need more water
- Wishlist
 - Variety of height in time
 - Quick height in key areas
 - Important that children can play in and around planting
 - Seasonal change plus green in winter
 - 2/3 small trees – edible?
 - Christchurch Greyfriars (trad. Herbaceous) – this may need a twist for the Barbican
 - The Highline
 - Birdlife
 - Bird boxes
 - Good for insects (in turn good for birds)
 - Perfume
 - DINGLY DELL – privacy from podium to be retained.

- Some grass
 - Moving grasses
 - Undulation in beds
 - Sustainable planting with minimum watering needed
 - Aldersgate St side of JTC – to use air quality plants (silver birch, lavender and conifers)
 - To be careful about non plant structure (ongoing maintenance etc.)
 - A nod to existing planting further down Ben Jonson Highwalk
 - Flax
 - Not formal
 - Lawn edging (as used elsewhere on estate) to help stop soil runoff – has proved very successful.
 - Take into account the wind
- AOB
 - Flooding – currently the drains in the bed can't cope and flow out onto the podium. There are no extra drains within the BG area, there will now be channel from the beds to the drains. RM wanted to ensure that the channel covers would be of an approved material.
 - This is a prototype but there should be flow through to the rest of Ben Jonson Highwalk. How does this work with the Streetscene planting? KT will speak again with Streetscene officers again as BEO now has more influence and control over what happens on the podium.
 - Next steps.
 - Minutes and wish list to all
 - Wish list to be forwarded to Joanna
 - 2 schemes – RB stated these should be costed with provisional approval before consulting more widely.

Next meeting: 14 January – 6.30 – Residents' Meeting Room

MEETING	Landscaping Working Party	DATE	Tuesday 15th January @ 6.30 pm
OFFICERS ATTENDING	Randall Anderson (RA) - CHAIR -Working Party Chair Karen Tarbox (KT) - Head of Housing Needs, Property & Barbican Estate Housing Services Michael Bennett (MB) - Barbican Estate Manager Sarah Styles (SS) - House Officer Nick Day (ND) - Opitgreen Limited Johanna Gibbons (JG) - J&L Gibbons Kevin Jones (KJ) - J&L Gibbons		
RESIDENTS ATTENDING	Nancy Chessum -Gardens Advisory Group (GAG) Anne Naphine - GAG Gillian Laidlaw - GAG		

	Sarah Hudson - GAG & Sustainability Working Party Robert Barker - Asset Maintenance Working Party & Lauderdale Tower representative Rosie Harvey - Defoe House representative Janet Wells - John Trundle Court representative Tess Bryde-Williams - Bryer Court representative	
Apologies	Helen Davinson - Resident Services Manager Tim Macer - Willoughby Resident & RCC Chair Christopher Bate (CB) - Housing Surveyor Louisa Allen - City Gardens Manager Paula Tomlinson - GAG Ronan Kavanagh - Bunyan Court representative Peter Inskip - Shakespeare Tower representative	
Item no.	SUBJECT/DISCUSSION	Action
1.	<p>Introduction by JG about her working with Avanti and the City of London Planning Department to look at different approaches to be reviewed by the Working Party. Each approach would be looking at</p> <ul style="list-style-type: none"> • improving the water resource • taking into account the soil types, the wind directions, and that it is a south facing plot • the Dingly Dell • how it would fit into the other environments such as Fann Street • the biovitic city movement to understand the role of all gardens within the City • skateboard prevention • severe shading, large water bodies and artificial levels • the character of the landscape • the wishlist of the Working Party 	
2.	<p>Proposed approaches:</p> <ul style="list-style-type: none"> • Approach 1 :Plant it small, see it grow: an ecological priority • urban wildness to contrast with architectural formality • a sense of upland landscape and extension of the Fann Street wildlife garden • wild flowers and non-mow grass • edible agenda • provides an environment for wildlife • no automatic irrigation • Approach 2: Instant gratification: floral exotics and specimen multi-stems • ornamental grasses and mature, plotted plants • mixed shrub planting for year round foliage and floral interest • vines and passion fruit on climbing structures • automatic irrigation • Approach 3: High Biodiversity: urban orchard • Going back to the notion of the original planting • Fruit trees selected for heritage interest and significance • Roses on climbing structures 	

	<ul style="list-style-type: none"> no automatic irrigation <p>Opitgreen showed the construction of their green roofs to the Working Party. The system stores water and prevents pooling.</p>	
3.	<p>Further questions/ comments from Working Party following the presentation:</p> <ul style="list-style-type: none"> Have the insurers placed any constrictions eg the load of the landscaping? JG is aware of certain constraints, and RA confirmed that the City of London has not put a ban on any irrigation being installed. What about the effect on the wind? JG explained that planting will adapt, the plants are not staked to allow movement with the wind and the root ball adapts to the environment. The style of the approach will not influence the Listed Guidelines currently being worked on. Any climbers on the columns would have an air gap and be constructed of tension cables. Concern about vandalism if it was an urban orchard. Comments were given on the inclusion of statement plants, variations in heights, trees for the birds, the plan for the ongoing maintenance and if a different gardening skill level would be required, the maximum height of the plant materials, colours and seasonal change to be written into the design. Is the Listing of the gardens different to that of the Listed Building category? KT and CB will liaise with Planning Department for the answer. 	CB
4.	<p>Summary of feedback from Working Party:</p> <ul style="list-style-type: none"> The majority felt that Approach 1 with a small amount of Approach 3 with some additional structure from possibly floral exotics would be the best way forward JG preference is Approach 1 	
5.	<p>Further actions/ comments once feedback to the approaches was received:</p> <ul style="list-style-type: none"> JG to provide a shadow plan which shows how the growth will be in 5/10/15 years Approach 2 is the highest maintenance option Again officers confirmed that there will always be 2 planting schemes to be considered Consultation process to be in line with CoL projects/works consultation protocol being completed by the RCC and BRC. Frequency of the Working party meetings can be decided once JG and KT have reviewed the programme of works for VL. 	<p>JG</p> <p>KT & JG</p>

6.	Next meeting <ul style="list-style-type: none"> All agreed to meet in a month's time, date TBC. 	
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Beech Gardens Landscaping Working Party (BGLWP) minutes

MEETING	Residents Meeting Room	DATE	25/06/14 at 6.30pm
PRESENT	Randall Anderson – Chair Anne Naphine - Garden Advisory Group (GAG) Paula Tomlinson - GAG David Murray – Bunyan Court resident representative Sarah Hudson - GAG Janet Wells - John Trundle Court resident representative Tess Bryde-William - Bryer Court resident representative Robin Gough - Asset Maintenance Working Party (AMWP) Nigel Dunnett (ND) - Landscape Architect Ed Payne – Landscape Architect Karen Tarbox (KT) - COL- Head of Property Services & Barbican Christopher Bate - COL - Project Manager, Beech Gardens Michael Bennett – COL - Barbican Estate Manager Sheila Delaney - COL - House Officer Louisa Allen - COL - City Gardens Manager Bradley Vijoer - COL - City Gardens Development & Project Officer		
Apologies	Robert Barker – AMWP & Lauderdale Tower resident representative Nancy Chessum - GAG Gillian Laidlaw - GAG Tim Macer - AMWP Peter Inskip – Shakespeare Tower resident representative Rosie Harvey – Defoe House resident representative Nigel Walmsley - AMWP Fiona Lean – AMWP & Ben Jonson House resident representative Berthe Wallis - GAG		
Item no.	SUBJECT/DISCUSSION		Action/Date
1 - Re-setting the scene	<ul style="list-style-type: none"> KT - concerns about the previous 2 schemes for Beech Gardens (BG) proposed by J&L Gibbons. Concerns included - large amount of trees (and maintaining these), water retention system, irrigation, colour, load bearing issues. Consequently an alternative scheme was now being proposed. KT introduced ND ND - presentation to the group to discuss the concept of this new scheme & provided a first opportunity for him to discuss scheme with Group. KT - meeting also provides an opportunity to refresh Group with regards to deadlines e.g. funding approvals via Committee cycles, consultation process & planting. Following on from meeting - BEO to consult with all residents. 		

	<ul style="list-style-type: none"> • ND - presentation to BGLWP. <ul style="list-style-type: none"> - Presentation included examples of ND's previous works including Olympic Park, Queens Gallery entrance garden. - ND's proposed scheme was based on the following principles: irrigation, exposure & aspect, colour & human experience, biodiversity, maintenance, sustainability & cost effectiveness. - Different planting types were presented that suited planting zones according to light/shade at different times of day/year. There are 4 zones (sun/woodland edge/half sun & half shade/deep shade). - The zones incorporated biodiversity, e.g. flowers for pollination & sustainable robust planting which did not require much watering & no irrigation system. Robust planting to include careful choice of plant colours (e.g. light plants in shady areas) & multi-stemmed trees to give the effect of bushiness. This clumping of trees together would also assist the issues about air pollution. - Start up would include small trees which would take 5-10 years to develop, but this depended on soil depth. Some areas will not have soil depth for larger trees. - ND summed his proposed scheme as: <ul style="list-style-type: none"> • No requirement for seasonal bedding • No irrigation • Looks good all year around • Low maintenance - ND - scheme can be amended if necessary, but must be mindful of Listing implications. 	
2 – Comments , Questions & discussion about proposed scheme		
	<p>Environment</p> <ul style="list-style-type: none"> • There should be discussions around functional area of the gardens which are public, e.g. the use of space & who uses the garden. For example between 12noon to 2pm the original garden was very busy & used by the public. The 'Dingly Dell' in the centre attracts anti-social behaviour (asb) in the evenings & if made secluded & dense this could increase. Fann St Wild Life Garden offers secluded areas to residents, but Beech Gardens is open to the public. How can we reconcile issues? Can we design them out? • Concerns that opening the garden up too much would cause noise to travel across the podium more easily. • There will also be more people in the area with the onset of Crossrail & also the Barbican 'Cultural Hub'. • All of the new public spaces in the last few year have generally been respected by the public • ND - we can listen to residents' needs & alter the scheme to ensure it offers a balance between the need for denser greenery to counter pollution & less dense to deter any potential asb. <p>Hard Landscaping</p> <ul style="list-style-type: none"> • Will pond maintenance come under Open Spaces? Yes they will discuss with BEO via the new Management Plan. <p>Soft Landscaping</p> <ul style="list-style-type: none"> • Can we have some trees on Aldersgate St side of JTC? Yes the soil is sufficiently deep for this. • There is a deeper area on soil on the beds over Beech St tunnel. Can trees be planted here? Residents were advised that the roots were not source of water leaks. The mounds in this area make it difficult to water as the water runs off these steep mounds 	

	<ul style="list-style-type: none"> • There are no shrubs shown in ND's proposal, for bio-diversity. Should these not be included? Shrubs can be included, however woody plants need irrigation, but scheme can be altered • Can climbing plants be introduced, say on the turrets? Yes but watering climbers can cause problems & must be detached from the turrets. Climbers can damage fabric of the building & the turret roofs have also just been refurbished. There could also be Listing issues. The recently removed ivy near Ben Jonson Place had damaged the building. • The estate is very windy. Has this been considered in the new planting scheme? Yes, as the previous schemes raised concerns about dense single stem trees in shallow soil. There is a finite load bearing maximum load, as we need to know the height and weight of the trees in 15/20 years' time. This is why this scheme can propose clumping multi stem trees together. • Is the future proposed Streetscene planting scheme on Ben Jonson Place a separate issue? Planting in BG will form a template for other areas of estate in line with Listed Building Guidelines. • Most residents want more height in the schemes. Will this be considered? Again depends on the budget, but there will be a compromise with planting between this scheme & the ones previously proposed. <p>Funding</p> <ul style="list-style-type: none"> • What is the budget for the proposed schemes? Approval from Committee in September will be sought to review further funding (currently £300k has been secured). However considerations include, future maintenance, whole life costs etc. <p>Environmental</p> <ul style="list-style-type: none"> • What about the drainage system? Original drainage system is still there, but was cleaned out about 2 years ago & there will be ongoing maintenance in the future. There will also be new drainage channels to take water away from new beds. • Will proposed scheme deter skateboarders? There is a double thickness perimeter on the beds to deter skateboarders & also plants that grow over the perimeter edges, again this should deter skateboarders. <p>Irrigation</p> <ul style="list-style-type: none"> • Can the water from the Garchey system be used as recycling water to irrigate BG? Does the new scheme not require some kind of watering system? Can we have a water storage system of recycled water to water BG? Garchey water is 'grey' water not for suitable watering plants. There could be hand watering or a targeted irrigation system for the first year or so whilst the planting establishes itself. The scheme would utilise a water retention system. Currently no funding for a water storage/recycling system & funding is currently for a water proofing project. 	
3 - Actions/Timelines		
	<ul style="list-style-type: none"> • There were some concerns regarding the previous 2 schemes by J&L Gibbons. • It was agreed by the BGLWP that the new scheme appeared favourable in comparison with the previous one. • It was therefore proposed due to the concerns & deliverability over the previous proposed 2 schemes that the BEO would consult on only one scheme rather than the originally proposed two schemes. This was agreed with the BGLWP. 	

	<ul style="list-style-type: none"> • Timelines: <ul style="list-style-type: none"> - July - amendments to proposals following comments from BGLWP - July - consult with residents & acquire feedback. Include suggestion for residents to visit Olympic Park to view ND's work & link to ND's website. - July - Open Day to be held at BEO for residents to discuss & comment on chosen scheme. Open Day to include opportunity for residents to digitally manage aspects of ND's proposed scheme & to list criteria of design and parameters. - August - BGLWP to meet again & make decision on scheme chosen - August - Landscape Architects to produce final landscape design & detailed planting scheme - September - Report to Committee seeking funding. 	ND BEO BEO BGLWP ND BEO
4 – Date of next meeting		
	Please note - Date of next meeting TBC	ALL

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Annual Working Party Review – Minutes of Beech Gardens Project Board – December 2014 – July 2014

Beech Gardens Project Board minutes

MEETING	Residents Meeting Room	DATE	04/12/13 at 4pm
PRESENT	Karen Tarbox (KT) – Head of Property Services Christopher Bate (CB) – Project Manager Howard Hillier-Daines (HHD) – City Surveyors Nicola Newton (NN) - City Surveyors Michael Bennett (MB) – Barbican Estate Manager Mike Saunders (MS) – Property Services Rebecca Marshall (RM) – House Officer Stewart Catterall (SC) – Project Manager VolkerLaser Janet Wells (JW) – John Trundle Court David Murray (DM) – Bunyan Court John Taysum (JT) – Bryer Court Robert Barker (RB) – Lauderdale Tower Garth Leder (GL) – Defoe House		
Apologies	Eddie Stevens (ES) – Housing Services Director Randall Anderson (RA) – Chair Landscaping Working Party Dave Williams – Director VolkerLaser		
Item no.	SUBJECT/DISCUSSION		Action/Date
1 - Introduction / terms of reference			
	<p>KT opened the meeting and explained the roles within the Project Board. Future meetings will be chaired by ES.</p> <p>Suggestions from the group for the remit of the residents on the Project Board:</p> <ul style="list-style-type: none">• Check timelines and forward planning• Look at communication from the COL and consider whether the information included has the same points of interest for the COL and residents alike• Review points of access/egress during phasing of the project• Challenge why officers have chosen to carry out something a certain way• “Corridor Communication” day to day conversations with residents. Also residents have access to send out information via the individual communication methods an individual block may have		
2 – Progress Update			

	<p>Work has commenced on a trial area above Beech Street tunnel and work to a further trial area will start on 9 December at the south end of White Lion Court.</p> <p>The rubble from the trial area being stored in Bryer pond will be moved when the skip location at Fann Street has been finalised.</p> <p>Resident's consultation on hours of noisy work (9-5 or 10-4) to be circulated via the email broadcast to residents in the 5 affected blocks by 13 December.</p>	RM
3 – Communication Plan		
	The draft communication plan was reviewed during the meeting and has been re-drafted and a copy is included with these minutes.	MB
4 – Soft landscaping – update		
	<p>The 2 landscaping proposals to be sent to the Landscaping Working Party before the 16 December meeting. N.B (This information is not for a wider audience).</p> <p>Benches are not part of this project and the original benches will be reinstated where usable following minor repairs. Additional or new benches would require additional funding.</p>	CB
5 – AOB		
	<p>Provide a brief synopsis of the project to be sent out estate wide on the email broadcast.</p> <p>Review impact of skip location on Golden Lane residents and investigate whether a hoarding license required for the proposed skip location.</p> <p>Risk Workshop Meeting to be discussed at the next meeting in January.</p> <p>Noisy equipment - can consideration be given to using electric equipment rather than generators and also what the differing types of grinding equipment there are that could be used.</p> <p>Access/egress to the blocks and across the wider podium to be reviewed when further phasing and information is received from VolkerLaser.</p>	<p>ES</p> <p>CB</p> <p>All</p> <p>SC</p>
6 – Date of next meeting/s		

	1 st Wednesday of every month 4.00pm Residents Meeting Room next meeting 8 January 2014.	
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Beech Gardens Project Board minutes

MEETING		Residents Meeting Room	DATE	08/01/14 at 4pm
PRESENT		Karen Tarbox (KT) – Head of Property Services Christopher Bate (CB) – Project Manager Howard Hillier-Daines (HHD) – City Surveyors Michael Bennett (MB) – Barbican Estate Manager Rebecca Marshall (RM) – House Officer Stewart Catterall (SC) – Quantity Surveyor VolkerLaser Bob Morrison (BM) – Commercial Manager VolkerLaser Randall Anderson (RA) – Chair Landscaping Working Party Janet Wells (JW) – John Trundle Court John Taysum (JT) – Bryer Court Robert Barker (RB) – Lauderdale Tower Garth Leder (GL) – Defoe House		
Apologies		Mike Saunders (MS) – Property Services David Murray (DM) – Bunyan Court Dave Williams – Director VolkerLaser		
Item no.	SUBJECT/DISCUSSION			Action/Date
1 - Introduction / terms of reference				
	<p>KT opened the meeting and explained that she would be chairing future meetings.</p> <p>Suggestions from the group for the remit of the residents on the Project Board:</p> <ul style="list-style-type: none">• Check timelines and forward planning• Look at communication from the COL and consider whether the information included has the same points of interest for the COL and residents alike• Review points of access/egress during phasing of the project• Challenge why officers have chosen to carry out something a certain way• “Corridor Communication” day to day conversations with residents. Also residents have access to send out information via the individual communication methods an individual block may have			
2 – Progress Update				

	<p>Trials have progressed on White Lyon Court and Beech Gardens however these are dependent upon a period of dry weather for waterproofing to take place.</p> <p>Discussion on the extent of the noisy work prior to Christmas – SC confirmed that the noise during that period is representative of noise levels for the remainder of the contract.</p> <p>Contractors to follow a set lunch break time so that residents may plan their day around this period.</p> <p>CB circulated a revised map of Beech gardens – to be updated to include Bunyan yard. When larger areas of the podium are to be opened up for works these should be detailed on a sectioned map.</p>	CB
3 – Communication Plan		
	<p>Resident request – clear information to be provided on what is happening with Bryer pond and to identify what the knock on effect of works in one area may have upon another area.</p> <p>Working Hours consultation – there were 98 responses to the consultation 60/40 in favour of noisy working hours of 9-5 which will become the noisy work hours for the project.</p> <p>Use of the phrase “contact centre” could be confused with the Guildhall contact centre – to be clarified.</p> <p>Second update bulletin sent out 10/01/14</p>	KT
4 – Soft landscaping – update		
	Landscaping Working Party met on 14/01/14 and a further meeting is being planned for February.	
5 – AOB		
	<p>Review impact of skip location on Golden Lane residents and investigate whether a hoarding license required for the proposed skip location.</p> <p>Noisy equipment - can consideration be given to using electric equipment rather than generators and also what the differing types of grinding equipment there are that could be used.</p> <p>Access/egress to the blocks and across the wider podium to be reviewed when further phasing and information is received from VolkerLaser.</p>	<p>CB</p> <p>SC</p> <p>RM</p>

	<p>Scaffolding at Bunyan Court – could this affect the location of the scaffold and rubbish shoot to Bunyan yard?</p> <p>A podium drain at the corner of Beech gardens towards Defoe House is often blocked. A full survey of drains has been carried out and blocked drains in this area are tackled on a responsive basis.</p> <p>Insurance backed guarantee – current/future – CB to clarify details.</p> <p>Key points from the Project Board meeting to be transferred to the evening residents Q&A session.</p>	<p>CB</p> <p>CB</p>
6 – Date of next meeting/s		
	<p>Project Board meetings take place 1st Wednesday of every month 4.00pm Residents Meeting Room - next meeting 5 February.</p> <p>Residents open Q&A meetings to follow the Project Board meeting at 7pm on the same date.</p>	

Beech Gardens Project Board minutes

MEETING		Residents Meeting Room	DATE	05/02/14 at 4pm
PRESENT		Karen Tarbox (KT) – Head of Property Services Christopher Bate (CB) – Project Manager Howard Hillier-Daines (HHD) – City Surveyors Nicola Newton (NN) - City Surveyors Michael Bennett (MB) – Barbican Estate Manager Mike Saunders (MS) – Property Services Rebecca Marshall (RM) – House Officer Stewart Catterall (SC) – Quantity Surveyor VolkerLaser Randall Anderson (RA) – Chair Landscaping Working Party Janet Wells (JW) – John Trundle Court John Taysum (JT) – Bryer Court Robert Barker (RB) – Lauderdale Tower Garth Leder (GL) – Defoe House		
Apologies		David Murray (DM) – Bunyan Court Dave Williams (DW) – Director VolkerLaser Bob Morrison (BM) – Commercial Manager VolkerLaser		
Item no.	SUBJECT/DISCUSSION			Action/Date
1 – Previous Minutes and Terms of Reference				
	Remit of the residents on the Project Board: <ul style="list-style-type: none">• Check timelines and forward planning• Look at communication from the COL and consider			

	<p>whether the information included has the same points of interest for the COL and residents alike</p> <ul style="list-style-type: none"> • Review points of access/egress during phasing of the project • Challenge why officers have chosen to carry out something a certain way • “Corridor Communication” day to day conversations with residents. Also residents have access to send out information via the individual communication methods an individual block may have <p>Previous minutes</p> <p>Insurance backed guarantee – current/future – CB to clarify details. Meeting on insurance scheduled for next week.</p> <p>Curtilage of YMCA and use of Bunyan Yard – KT to follow up with City Surveyors Dept.</p>	<p>CB</p> <p>KT</p>
2 – Progress Update		
	<p>Revised map of Beech gardens was circulated with phasing details included – CB working with the City Surveyors, map to be updated to include:</p> <p>Bunyan yard location Colour coded phases numbered 1-6 Map to be marked subject to change, dated and version A Expansion joints to be made clearer Words “street level” removed.</p> <p>Previously circulated gantt chart has been modified and the programme changed to accommodate timings for the GSMD summer closure.</p> <p>VolkerLaser to highlight on the gantt chart details of when the noisiest periods of work within a particular period or phase will occur.</p> <p>Scaffolding at Bunyan Court is preventing VolkerLaser from constructing their hoist and rubbish shoot into Bunyan Yard. To liaise with the building surveyor Steven Murray about when it will be moved and future location. As of 06/02/14 work from the scaffolding is complete to be checked by building surveyor prior to the scaffolding being dismantled.</p>	<p>CB</p> <p>SC</p> <p>CB</p>

3 - Programme of works		
	Phase 2 of the works to commence on 18/02/14 which is the area adjacent to Bryer Court and the pond. Information required from CB to include in the Project Bulletin to advise residents.	
4 – Communication Update		
	<p>No complaints received from residents this period.</p> <p>Access/egress to the blocks and across the wider podium to be reviewed with RM, CB and VolkerLaser. RM to then set up meetings with affected blocks starting with Bryer Court and Lauderdale Tower.</p> <p>Gantt chart and map with phasing to be sent to residents when finalised.</p> <p>Key points from the Project Board meeting to be transferred to the evening residents Q&A session.</p> <p>AGMs – officers are available to attend to provide an update on Beech Gardens waterproofing project if this is required.</p> <p>Wording on bulletins to be reviewed as terms such as triflex etc. may not be clear to all residents.</p>	<p>RM</p> <p>CB</p> <p>MB</p> <p>RM</p>
5 – Soft landscaping – update		
	<p>Landscape Architect J & L Gibbons has been retained by the City. Meeting proposed for next week hasn't given residents enough notice – Johanna to be asked to give proper notice of future meetings.</p> <p>Consultation with various approaches for the soft landscaping to be sent to residents by the end of March 2014.</p> <p>LA will be drawing on the management guidelines and she is working with Avanti and Open Spaces on these guidelines although this is a separate process to the landscaping working party.</p>	
6 – Risk Management		
	Fire specialist has been engaged to look at access with regards to commercial and residential properties and this information will be used to update the Risk Assessments.	CB
7 – AOB		

	<p>Environmental Health have been onto site and carried out spot checks on noise levels will continue to do so during the project. CB met with EH Officer to review the impact of the project overall in terms of noise and fumes upon both residential and the commercial properties.</p> <p>Noisy equipment – a generator which was operating at a very loud level is no longer being used following advice from the EHO.</p> <p>Closure of the Aldersgate Street Bridge to be narrowed down; possibly consider having the closure in August when the Barbican Centre is closed for a month.</p> <p>Confirm Barbican Centre summer closure dates.</p> <p>Where work is going to be carried out close to or over an expansion joint then this information should be shared and included on the plan of works to be sent out via email broadcast.</p> <p>The agreement is to put the bridge over Bryer pond back as it was originally. However, there are some cleaning, Health and Safety, Height issues and this is an opportunity to resolve these. An agreed design is being reviewed which may require Listed Building Consent – the timescales for this are expected to be presented to the next PB meeting in March.</p> <p>The edge of Bryer Court pond where work has previously been carried out is permanent work and not to be redone.</p> <p>Reminder to contractors of being on site prior to 9am that sounds travels between the loading bay etc. even when they are not carrying out work.</p>	<p>CB</p> <p>RM</p> <p>CB</p> <p>CB</p> <p>SC</p>
8 – Date of next meeting/s		
	<p>Project Board meetings take place 1st Wednesday of every month 4.00pm Residents Meeting Room - next meeting 5 March.</p> <p>Residents open Q&A meetings to follow the Project Board meeting at 7pm on the same date.</p>	

Beech Gardens Project Board minutes

MEETING		Residents Meeting Room	DATE	05/03/14 at 4pm
PRESENT		Karen Tarbox (KT) – Head of Property Services Christopher Bate (CB) – Project Manager Howard Hillier-Daines (HHD) – City Surveyors Rebecca Marshall (RM) – House Officer Stewart Catterall (SC) – Site Manager VolkerLaser Dave Williams (DW) – Director VolkerLaser Randall Anderson (RA) – Chair Landscaping Working Party Janet Wells (JW) – John Trundle Court John Taysum (JT) – Bryer Court Garth Leder (GL) – Defoe House		
Apologies		Michael Bennett (MB) – Barbican Estate Manager Nicola Newton (NN) - City Surveyors		
Item no.	SUBJECT/DISCUSSION			Action/Date
1 –Terms of Reference				
	Remit of the residents on the Project Board: <ul style="list-style-type: none">• Check timelines and forward planning• Look at communication from the COL and consider whether the information included has the same points of interest for the COL and residents alike• Review points of access/egress during phasing of the project• Challenge why officers have chosen to carry out something a certain way• “Corridor Communication” day to day conversations with residents. Also residents have access to send out information via the individual communication methods an individual block may have			
2 – Progress Update				
	VolkerLaser to highlight on the gantt chart details of when the noisiest periods of work within a particular period or phase will occur. The agreement is to put the bridge over Bryer pond back as it was originally. However, there are some cleaning, Health and Safety, Height issues and this is an opportunity to resolve these. An agreed design is being reviewed which may require Listed Building Consent. Architect has been appointed to firm up a design for a replica bridge which hopefully won't require a full planning application.			CB

	<p>To be presented at the next board meeting pictures of how the bridge used to look and the present designs and proposals including the alternative effect as described for the stepping stones.</p> <p>(Anti) Skateboarding feature has been mocked up on Beech Gardens (picture circulated) and is a double thickness tile used as edging on the side of the bed.</p>	CB
3 - Programme of works		
	<p>Curtilage of the YMCA is to the edge of the fire staircase in the yard, there is also right of way and a fire escape from the GSMD and Virgin Active which must remain clear. There is the possibility of overlap with the YMCA works and KT to meet with Redrow and the City Surveyors to look operationally at the impact of this.</p> <p>Aldersgate Street Bridge due to be closed for 12 weeks – proper hoarding to be installed at either side of the bridge and additional signage to be displayed for alternative routes.</p> <p>Working as best can around the showers – medium term forecast is for improved weather.</p> <p>Proposal for Saturday works was tabled and will be revisited at the next project board meeting. Review process, what does noisy work include, resident consultation etc. Potential risk with soft landscaping if the time scales continue to slip due to poor weather.</p>	<p>KT</p> <p>CB</p>
4 – Communication Update		
	<p>Comments/Complaints form reviewed this period – 4 have been received. Revised list to be circulated at future meetings.</p> <p>Access/egress to the blocks and across the wider podium to be reviewed with RM, CB and VolkerLaser. RM has met with Bryer Court and Lauderdale Tower. JTC and Bunyan to follow.</p> <p>Gantt chart with phasing to be sent to residents when finalised.</p>	<p>RM</p> <p>RM</p> <p>CB</p>
5 – Soft landscaping – update		
	<p>Landscape Architect J & L Gibbons has been retained by the City.</p> <p>Consultation with various approaches for the soft landscaping and planting ideas to be considered by the working party at the next meeting.</p>	

	Landscape Architect to be advised re Redrow and the use of Bunyan yard for storage as there could be some work around needed.	
6 – Risk Management		
	Fire specialist has been engaged to look at access with regards to commercial and residential properties and this information will be used to update the Risk Assessments.	CB
	Fire specialist to review the proposed fire escape routes from the residential blocks when work is ongoing directly by an entrance/exit door (distance of travel etc.).	CB
	Where a “step” into or out from a block is created by tiling being removed, boarding or a ramp are to be put in place.	SC
7 – AOB		
	<p>AGMs – officers are available to attend to provide an update on Beech Gardens waterproofing project if this is required.</p> <p>GSMD do use their rehearsal space on a Saturday for early morning sessions may need to consider if Saturday working is done.</p> <p>Machinery/generators are not left running and unattended however a reminder has been given to staff.</p> <p>Damping down of dust – wet blast is being used there have been some comments from residents about increased levels of dust in the area.</p>	
8 – Date of next meeting/s		
	<p>Project Board meetings take place 1st Wednesday of every month at 4.00pm Residents Meeting Room - next meeting 2 April.</p> <p>The Residents open Q&A meetings where applicable follow the Project Board meeting at 7pm on the same date. The BEO reviewed these residents meetings and as no residents attended the March meeting and only 4 attended the one prior to that. These open Residents meetings will be quarterly with the next being at 7pm on 11 June.</p>	

Beech Gardens Project Board minutes

MEETING		Residents Meeting Room	DATE	02/04/14 at 4pm
PRESENT		Karen Tarbox (KT) – Head of Property Services Michael Bennett (MB) – Barbican Estate Manager Mike Saunders (MS) – Property Services Rebecca Marshall (RM) – House Officer Stewart Catterall (SC) – Site Manager VolkerLaser Dave Williams (DW) – Director VolkerLaser Randall Anderson (RA) – Chair Landscaping Working Party John Taysum (JT) – Bryer Court Garth Leder (GL) – Defoe House		
Apologies		Christopher Bate (CB) – Project Manager Janet Wells (JW) – John Trundle Court		
Item no.	SUBJECT/DISCUSSION			Action/Date
1 –Terms of Reference				
	Remit of the residents on the Project Board: <ul style="list-style-type: none">• Check timelines and forward planning• Look at communication from the COL and consider whether the information included has the same points of interest for the COL and residents alike• Review points of access/egress during phasing of the project• Challenge why officers have chosen to carry out something a certain way• “Corridor Communication” day to day conversations with residents. Also residents have access to send out information via the individual communication methods an individual block may have			
2 – Progress Update				
	The agreement is to put the bridge over Bryer pond back as it was originally. However, there are some cleaning, Health and Safety, Height issues and this is an opportunity to resolve these. Architect has come up with a design for a replica bridge which hopefully won't require a full planning application.			CB
	CB to set up a meeting with JT and GL to explain the plans/design for the bridge over the pond.			CB
	Renewal of the rain water outlets had been stalled due to difficulties which have now been overcome. Tiling had been delayed as the specified mortar leaves a stain on the tiles; this is being resolved by cleaning of the tiles after the mortar is applied.			

3 - Programme of works		
	<p>Curtilage of the YMCA is to the edge of the fire staircase in the yard, there is also right of way and a fire escape from the GSMD and Virgin Active which must remain clear. There is the possibility of overlap with the YMCA works and KT to meet with Redrow and the City Surveyors post April to look operationally at the impact of this (timings are dependent upon the planning application).</p> <p>Aldersgate Street Bridge - Potentially it may be possible to keep the bridge partially open during the works - to be confirmed at a meeting with City Surveyors later this month.</p> <p>Saturday working is currently not required but it may need to be revisited at a future project board meeting if it becomes necessary.</p>	<p>KT</p> <p>CB</p>
4 – Communication Update		
	<p>Comments/Complaints form reviewed this period – 1 complaint received from a Bunyan Court resident regarding contractor noise from Bunyan Yard. DW and SC from VL both contacted the resident.</p> <p>Look at wording used on the weekly bulletin to confirm coloured patches or zones where the contractors are working.</p> <p>Access/egress to the blocks and across the wider podium to be reviewed RM has arranged a meeting regarding JTC.</p>	RM
5 – Soft landscaping – update		
	<p>Landscape Architect J & L Gibbons has been retained by the City.</p> <p>Two meetings have taken place with the architect and two schemes drawn up, some concern over the colour and seasonality of these. Intention is to consult with residents in May/June on a choice of schemes.</p> <p>Plans of planting should acknowledge what plants were previously there.</p>	
6 – Risk Management		
	<p>The Fire specialist has reviewed the proposed fire escape routes from the residential blocks when work is ongoing directly by an entrance/exit door (distance of travel etc.). This information will be used to update the Risk Assessments.</p> <p>Bunyan Yard – a risk assessment has been conducted to</p>	

	<p>consider what services are currently provided and suggest temporary solutions for the use of the yard which is very busy and short of space due to this project. Actions will be implemented to as a result of this assessment to temporarily relocate some of the store facilities and services currently provided in the open yard.</p> <p>Estate Concierge role (CPA) role to be reviewed and explained following the risk assessment.</p>	MB/RM
7 – AOB		
	<p>Proposal for future meetings to start at 5.00pm – Janet and Robert to confirm that this is agreeable.</p> <p>Positive feedback has been received from residents on the professionalism of the VL team.</p> <p>Insurance backed guarantee – the insurers have pulled out of the market. VL and Col are looking at alternative insurers and avenues however it may not be possible to source another 25 year guarantee. Separate to this the materials and works are covered by their own guarantees.</p> <p>It is planned that the pond is waterproofed within the green phase of works which runs up to June 2014. 1) Ongoing works in the local area mean that it is not possible to waterproof the pond sooner as damage could be caused to the lining. 2) Agreement still needs to be reached with planning on the detailing of the pillars within the pond.</p> <p>CB to confirm the details including the finish and colour of the edges of the pillars and whether this will be above or below the water level?</p> <p>Specific update on the pond to be provided for the next meeting.</p>	<p>CB</p> <p>CB</p>
8 – Date of next meeting/s		
	<p>Project Board meetings take place 1st Wednesday of every month at 5.00pm Residents Meeting Room - next meeting 7 May.</p> <p>The Residents open Q&A meetings where applicable follow the Project Board meeting at 7pm on the same date. The BEO reviewed these residents meetings and as no residents attended the March meeting and only 4 attended the one prior to that. These open Residents meetings will be quarterly with the next being at 7pm on 11 June.</p>	

Beech Gardens Project Board minutes

MEETING		Residents Meeting Room	DATE	07/0514 at 5pm
PRESENT		Karen Tarbox (KT) – Head of Property Services Christopher Bate (CB) – Project Manager Michael Bennett (MB) – Barbican Estate Manager Helen Davinson (HD)– Resident Services Manager Stewart Catterall (SC) – Site Manager VolkerLaser Randall Anderson (RA) – Chair Landscaping Working Party John Taysum (JT) – Bryer Court Garth Leder (GL) – Defoe House Janet Wells (JW) – John Trundle Court David Murray (DM) – Bunyan Robert Barker (RB) – Lauderdale		
Apologies				
Item no.	SUBJECT/DISCUSSION		Action/Date	
1 –Terms of Reference				
	Remit of the residents on the Project Board: <ul style="list-style-type: none">• Check timelines and forward planning• Look at communication from the COL and consider whether the information included has the same points of interest for the COL and residents alike• Review points of access/egress during phasing of the project• Challenge why officers have chosen to carry out something a certain way• “Corridor Communication” day to day conversations with residents. Also residents have access to send out information via the individual communication methods an individual block may have			
2 – Progress Update				
	CB has met with JT and GL. The new drawings reflect those discussions. The edges will be bullnosed (as previous) Regarding the plinths upon which the bridge sits, will these be the same colour as the pond? Currently no, as we are not waterproofing them. To review this decision. Pillars in pond. Previously were not waterproofed. To waterproof 150ml above waterline. CB proposed <u>all</u> pillars and pond lining in “traffic grey” to match weathered lead already present. The base of all pillars will be in this colour.		CB <	

	<ul style="list-style-type: none"> Will the height of the waterproofing on the pond pillars match the height of the pillars outside the pond? Why that colour? <p>CB to produce table of colours with reasons as to why picked and why discounted (weathered grey, current concrete colour, white)</p> <p>Drainage channel sample provided to group.</p> <p>Use of drainage channel (from the edge of beds to drains) agreed in principal by Planning. Size and finish still to be agreed.</p> <p>CB to report back at next meeting on size and finish. To also report back on locations this will be used.</p>	CB
3 - Programme of works		
	<p>Bunyan Yard.</p> <p>Potential conflict between Volkerlaser and Redrow. Redrow unlikely to go before Planning Committee until September 2014. However KT will organise meeting between the 2 parties to iron out any potential issues.</p> <p>Aldersgate Bridge</p> <p>CB has met with City Engineers. All keen to avoid a full road closure. All happy that the works abutting the bridge can be done in 2 halves.</p>	KT
4 – Communication Update		
	<p>Comments/Complaints form reviewed this period – 1 complaint received from a Bunyan Court resident regarding contractors banging buckets. SC has spoken with contractors.</p> <p>Look at wording used on the weekly bulletin to confirm coloured patches or zones where the contractors are working. To look at simplifying amount of text as there is so much work going on now – reference to access routes & opening up of any areas is priority in future bulletins.</p> <p>To include maps more frequently with updates.</p>	RM
5 – Soft landscaping – update		
	<p>Open Spaces have concerns regarding current landscape architects designs. A.N.Other has been asked to provide a further scheme. Open Spaces much more comfortable. This will be presented to Landscaping Group shortly for their comment.</p> <p>Does this scheme require irrigation? Will be covered in their brief to WP.</p>	
6 – Risk Management		
	<p>Bunyan Yard.</p> <p>Area reviewed and Fire Risk Assessment carried out.</p> <p>Some actions including moving bulky items, and refuse bins</p>	

	inside the car park. Car washbay now suspended (space being used for bins) Resident deliveries (such as Ocado) not affected. A letter will be to go out imminently to all affected residents. This will reiterate that this is temporary (albeit long term)	MB/RM
7 – AOB		
	Positive feedback has been received from residents on the professionalism of the VL team.	
8 – Date of next meeting/s		
	Please note - Next meeting changed to 11.06.14 at 5pm. Open residents meeting will follow on at 7.00pm.	ALL

Beech Gardens Project Board minutes

MEETING		Residents Meeting Room	DATE	11/06/14 at 5pm
PRESENT		Michael Bennett (MB) – Barbican Estate Manager Sheila Delaney (SD) - House Officer Stewart Catterall (SC) – Site Manager VolkerLaser (VL) Dave Williams (DW) Director VolkerLaser Randall Anderson (RA) – Chair Landscaping Working Party John Taysum (JT) – Bryer Court Garth Leder (GL) – Defoe House Janet Wells (JW) – John Trundle Court David Murray (DM) – Bunyan		
Apologies		Karen Tarbox (KT) – Head of Property Services Christopher Bate (CB) – Project Manager Robert Barker (RB) – Lauderdale		
Item no.	SUBJECT/DISCUSSION			Action/Date
1 –Terms of Reference				

	<p>Remit of the residents on the Project Board:</p> <ul style="list-style-type: none"> • Check timelines and forward planning • Look at communication from the COL and consider whether the information included has the same points of interest for the COL and residents alike • Review points of access/egress during phasing of the project • Challenge why officers have chosen to carry out something a certain way • “Corridor Communication” day to day conversations with residents. Also residents have access to send out information via the individual communication methods an individual block may have 	
2 – Progress Update		
	<p>The pond edges will be bull-nosed (as previous). All parties now satisfied that no new Planning Application is required. Regarding the plinths upon which the bridge sits. Planning have advised that to keep this area grey and use Triflex as this will be a like for like replacement. This has now been agreed.</p> <p>CB proposed <u>all</u> pillars and pond lining in “traffic grey” to match weathered lead already present. The base of all pillars will be in this colour. This proposal has now been agreed.</p> <p>CB advised that proposal for drainage channels are that they would be ‘hidden’ and tiled over, i.e. slot drains. This means the drains can still be maintained and cleaned SC provided some diagrams of the details of the proposed drainage. These slot drains can be easily cleaned and maintained and only have the top edge visible.</p> <ul style="list-style-type: none"> • SC advised the use of the slot drains will be dependent on the depth. SC to confirm. • RA offered to update RB on this matter subject to any caveats confirmed by VL. <p>Lay of the tiles near expansion joint. Are VL using the same specification for BG as the other tiling which is ongoing on the estate?</p> <ul style="list-style-type: none"> • HD to check with the Department of the Built Environment and update PB. <p>Work around JTC stopped due to method of application (hot works) setting off fire alarms in commercial premises.</p> <ul style="list-style-type: none"> • VL to agree a cold method of application asap. VL to meet manufacturer on 12.6 to agree a new method. • COL to set up a meeting with VA to discuss compromises <p>SC - asbestos in smoke vents in this area and VL await an update from asbestos contractor about feasible solution for removal.</p>	<p>SC</p> <p>HD</p> <p>SC/DW</p> <p>KT/MB</p>

	<p>SC - first some vents can be dealt with in about a month which will form phasing of remainder of project.</p> <ul style="list-style-type: none"> VL to update on phasing in next meeting 	SC/DW
3 - Programme of works		
	<p>Bunyan Yard.</p> <p>Potential conflict between VL and Redrow. Organise meeting between the 2 parties to iron out any potential issues.</p>	KT
4 – Communication Update		
	<p>Comments/Complaints this month – 2 complaints received from JTC/BC residents regarding contractors bringing asphalt into the block. SC has spoken with contractors.</p> <p>2 complaints about the lay of the tiles feeling different to the old tiles. SC advised this was due to the way the tiles have been fired. The new tiles have anti-slip qualities and therefore there will be a miniscule difference in the way they feel when they are walked on.</p> <ul style="list-style-type: none"> BEO to contact RB to request he test tiles from a wheelchair users perspective. <p>1 x complaint about the staining on the tiles. SC confirmed that a new way of cleaning the tiles has now been agreed.</p> <ul style="list-style-type: none"> Trial area completed in front of Bryer Court. VL to confirm they have approved this method w/c 16.6 <p>1 x complaint about cleanliness of area under ramp by White Lyon Court where VL store items. More cleaning arranged in this area.</p> <p>1 x comment about planting. Update from the Open Spaces team is April would be latest for planting.</p> <p>MB - there is now a Bulletin for commercial tenants sent out on Thursdays.</p> <p>JT said Bulletins are not appearing on the boards in time.</p> <ul style="list-style-type: none"> SD to look into this and ensure the Bulletins are on the boards in good time. 	<p>SD/HD</p> <p>SC/DW</p> <p>SD</p>
5 – Soft landscaping – update		
	<p>Landscaping Working Party to meet on 25.6 to discuss latest proposals for soft landscaping.</p> <ul style="list-style-type: none"> BEO will update residents after this meeting. 	MB/SD
6 – Risk Management		
	<p>Bunyan Yard.</p> <p>Bunyan Yard change of use. Letters to residents - still awaiting updates from Cleansing. Letter to include that this is a temporary arrangement for 2-3 years & advise on nearest car washing facilities (Breton & Defoe car parks).</p>	MB/SD
7 – AOB		
	<p>Positive feedback has been received from residents on the professionalism of the VL team.</p>	
8 – Date of next meeting/s		

	Please note - Next meeting is 02.07.14 at 5pm. Next Open residents meeting TBC	ALL
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Beech Gardens Project Board minutes

MEETING	Residents Meeting Room	DATE	02/07/14 at 5pm
PRESENT	Karen Tarbox (KT) – Head of Property Services Christopher Bate (CB) – Project Manager Sheila Delaney (SD) - House Officer Stewart Catterall (SC) – Site Manager VolkerLaser (VL) Dave Williams (DW) Director VolkerLaser Randall Anderson (RA) – Chair Landscaping Working Party John Taysum (JT) – Bryer Court		
Apologies	Michael Bennett (MB) – Barbican Estate Manager Garth Leder (GL) – Defoe House Janet Wells (JW) – John Trundle Court David Murray (DM) – Bunyan Robert Barker (RB) – Lauderdale		
Item no.	SUBJECT/DISCUSSION	Action/Date	

1 –Terms of Reference

	Remit of the residents on the Project Board: <ul style="list-style-type: none"> • Check timelines and forward planning • Look at communication from the COL and consider whether the information included has the same points of interest for the COL and residents alike • Review points of access/egress during phasing of the project • Challenge why officers have chosen to carry out something a certain way • “Corridor Communication” day to day conversations with residents. Also residents have access to send out information via the individual communication methods an individual block may have 	
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2 – Progress Update

	Lay of the tiles near expansion joint. Are VL using the same specification for BG as the other tiling which is ongoing on the estate? <ul style="list-style-type: none"> • Further clarification to be provided with regard ensuring ‘Good Practice’ is maintained with contractors working on podium tiling. Problems with hot works Trial area completed, and a method of cold application agreed. The new material is odourless but has to come from Belgium and will not be in the UK until 8 July. There will be increased labour in areas without insulation until then. CB and architect viewed this trial area and satisfied with results. New material has been laboratory tested with water proofing manufacturer and will have no impact on the Triflex guarantee. VL trying to avoid any smells going into the intakes so it does not	KT/CB
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[illegible]

	<p>Travelling across the new tiles did not cause Robert any problems. He raised 4 questions:</p> <p>Have the tiles been laid using the same height profile as previously was?</p> <ul style="list-style-type: none"> • Yes <p>Are bricks/tiles uniform/standard with no upturned edges?</p> <ul style="list-style-type: none"> • This requires further investigation/discussion <p>Is the contractor laying the tiles properly (horizontally) to avoid creating an uneven surface?</p> <ul style="list-style-type: none"> • This requires further investigation/discussion <p>Variations in colour of tiles- do these have LB consent?</p> <ul style="list-style-type: none"> - Yes 	<p>KT/CB</p> <p>KT/CB</p> <p>KT/CB</p> <p>KT/CB</p>
5 – Soft landscaping – update		
	<p>Landscaping Working Party met on 25.6 to discuss latest proposals for soft landscaping.</p> <ul style="list-style-type: none"> • BEO to update residents. 	MB/SD
6 – Risk Management		
	<p>Bunyan Yard.</p> <p>Bunyan Yard change of use. Letters to residents - in draft form and being reviewed by MB.</p>	MB/SD
7 – AOB		
	<p>Previous minutes of meeting, 11.6.14</p> <p>Further clarification to be provided with regard to works on the Bridge, following on from a discrepancy in last minutes.</p> <p>Items 2 & 3 to be merged on forthcoming Agendas</p>	<p>CB</p> <p>SD</p>
8 – Date of next meeting/s		
	Please note - Next meeting is 06.08.14 at 5pm. Next Open residents meeting TBC.	ALL

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

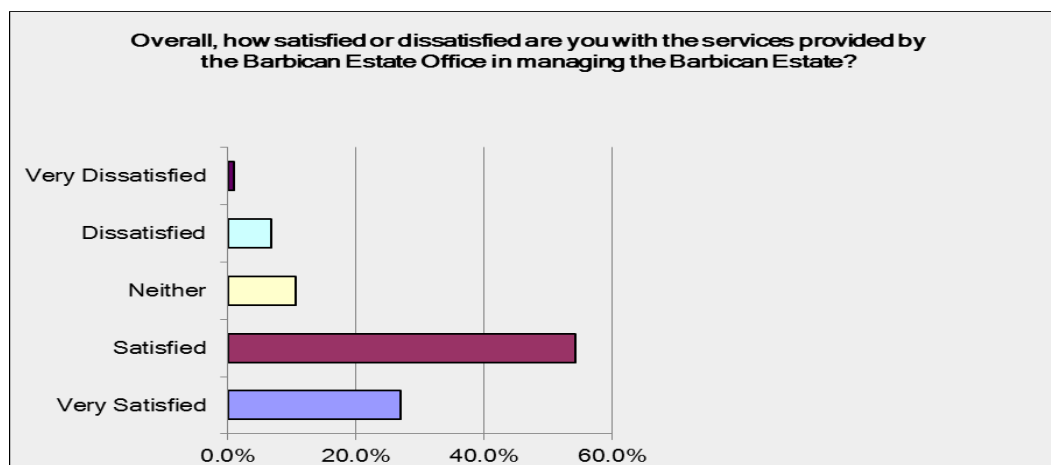
Background

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

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

Current Position

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

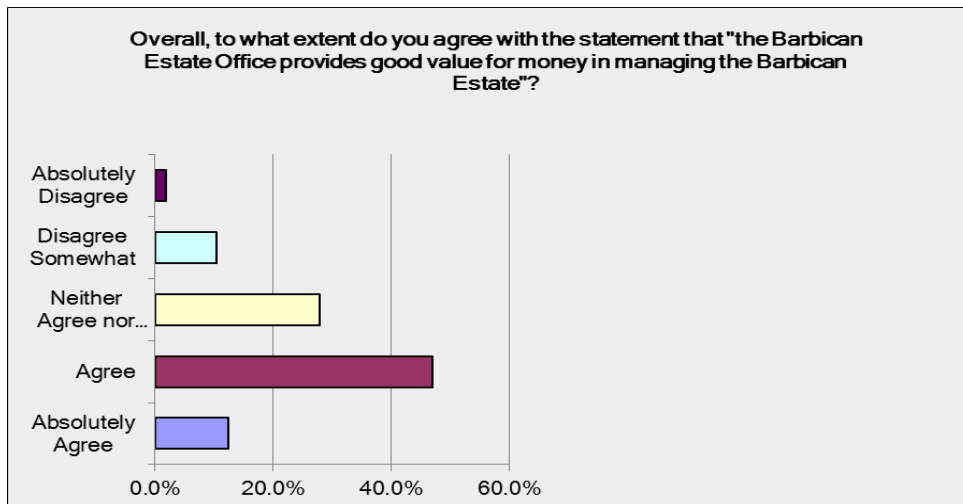


“Living in the Barbican is great. Thank you for all your good work.”

“Have always found everyone very approachable and sensible.”

“Think like business people!”

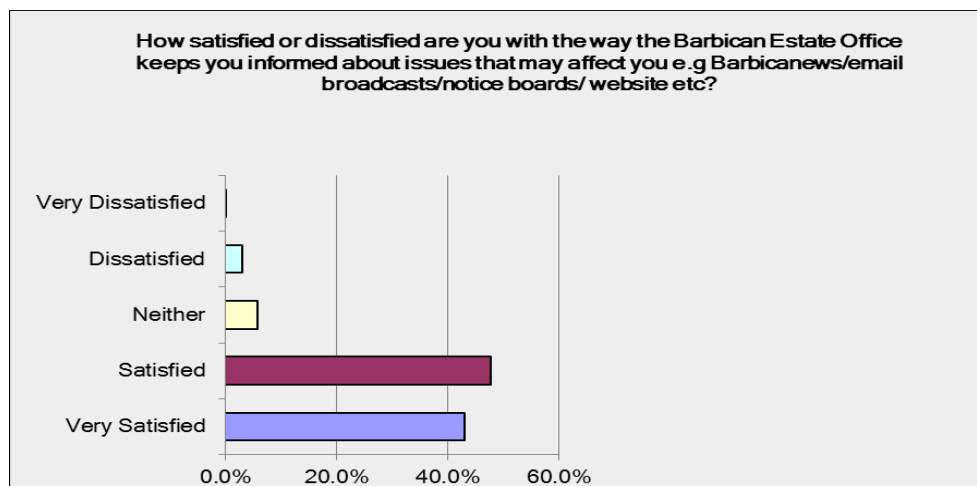
9. **Value for Money** - 60% of responses “absolutely agreed” and “agreed” with the statement that “the Barbican Estate Office provides value for money in managing the estate”. An increase of 5% on 2013.



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

"Always choosing the lowest cost provider is a false economy."

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

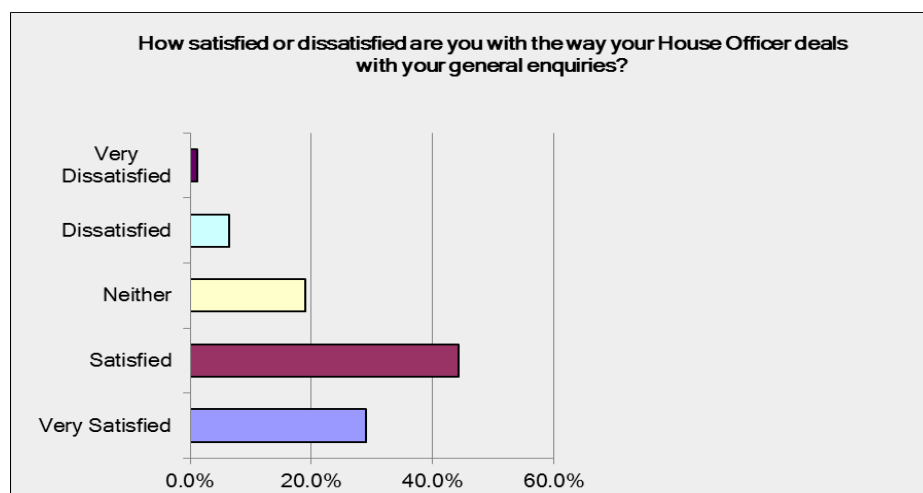


"Sometimes it seems there is lip service being paid to engagement rather than actual progress being made, or that prompt response equates to completion of projects."

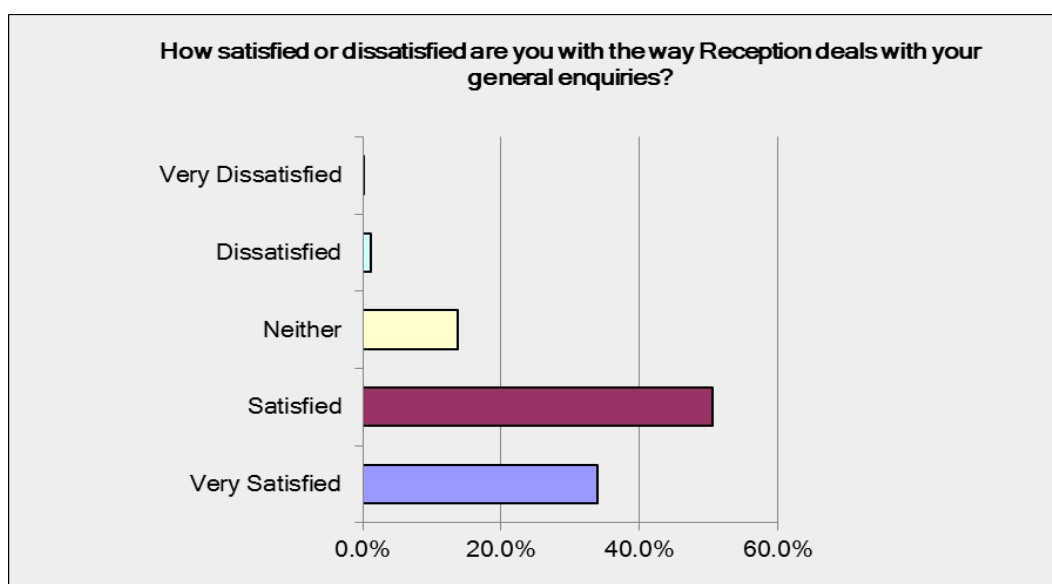
“Should like a clear and regularly updated list of all contact details for above services.”

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

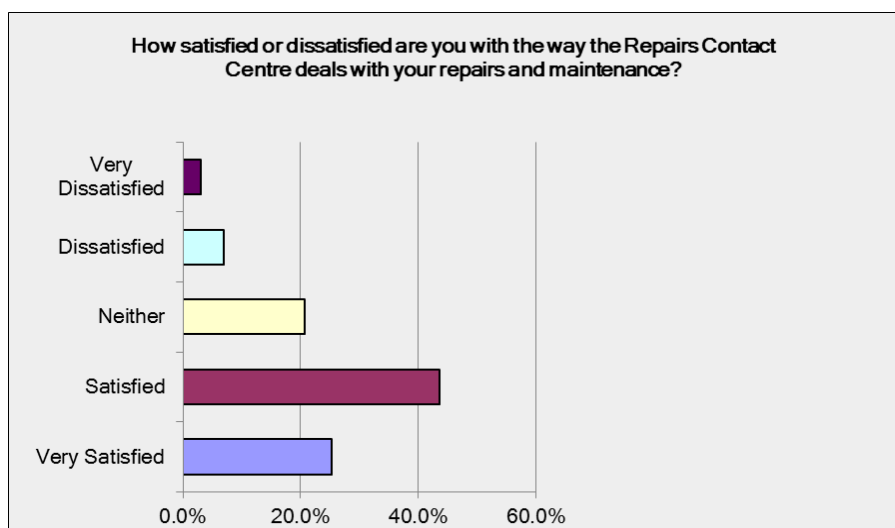
11. **House Officers** –73% satisfaction was achieved with 19% “neither satisfied or dissatisfied”. In 2013 70% satisfaction scores were achieved.



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

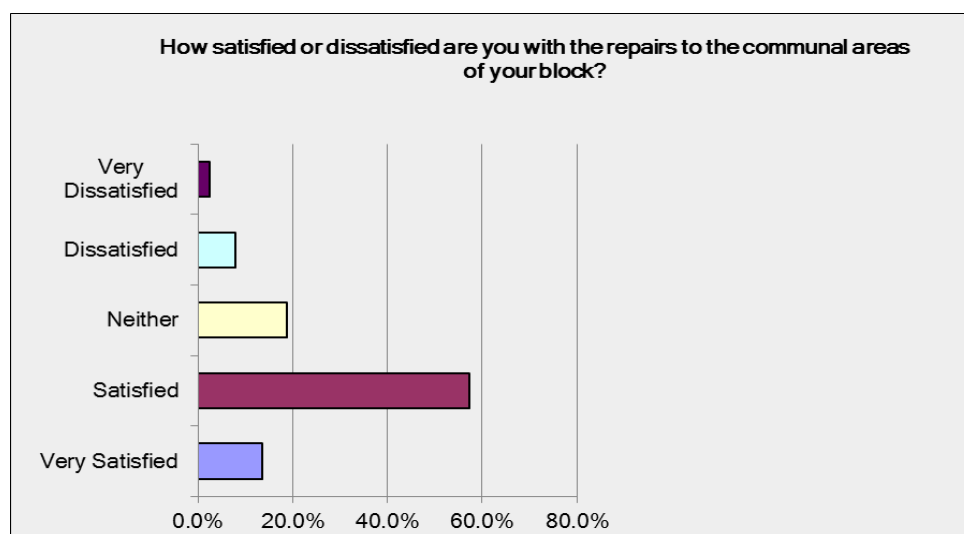


13. **Property Maintenance** – A result of 69% was achieved in the “very satisfied” or “satisfied” with the way Repairs Contact Centre dealt with the residents call for repair issues against 66% in 2013.



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

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



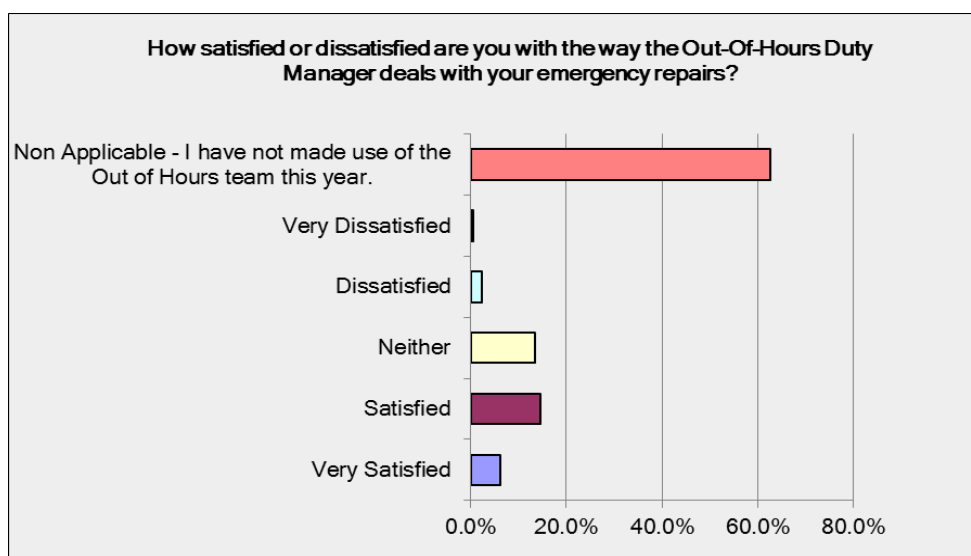
“Generally the standard and quality of maintenance is excellent.”

“No preventative maintenance work is carried out.”

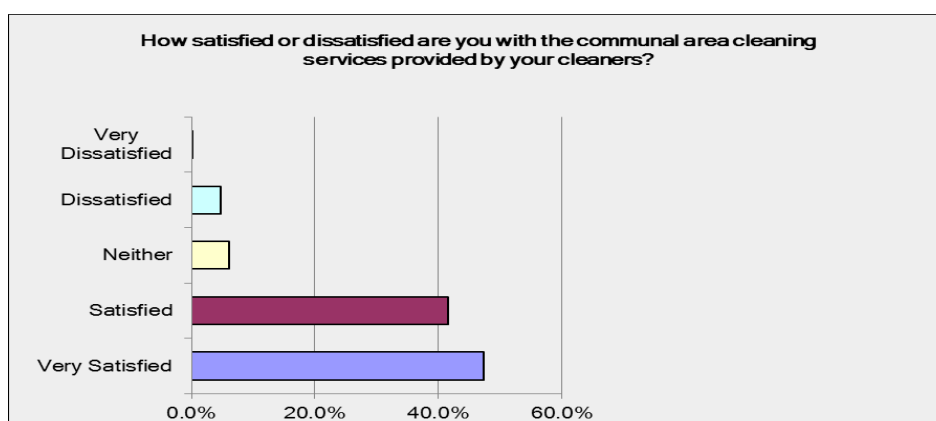
“How long need it take to replace dead light bulbs in corridors? In Willoughby House sometimes 3 weeks.”

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

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



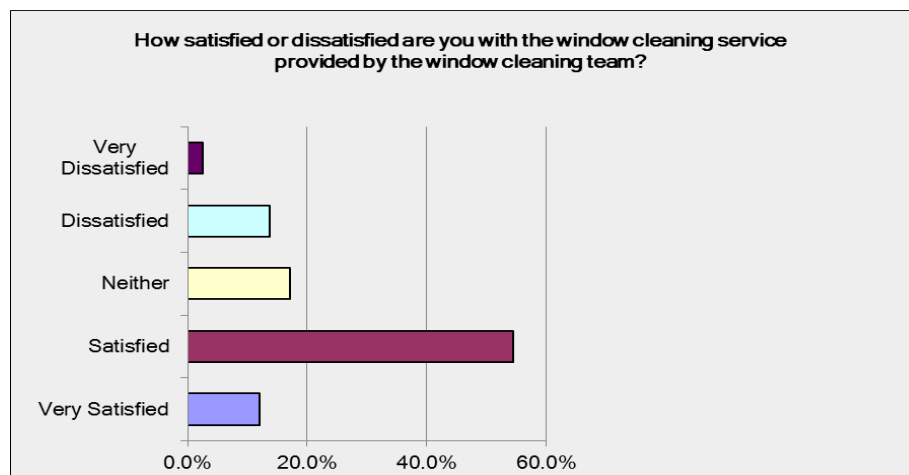
16. Following feedback given last year, a response choice of “not used this service” was added to the survey to give a true reflection of the standard of service received.
17. **Communal Area Cleaning** - 89% was achieved in the “very satisfied” or “satisfied” categories. This is down from 92% in 2013.



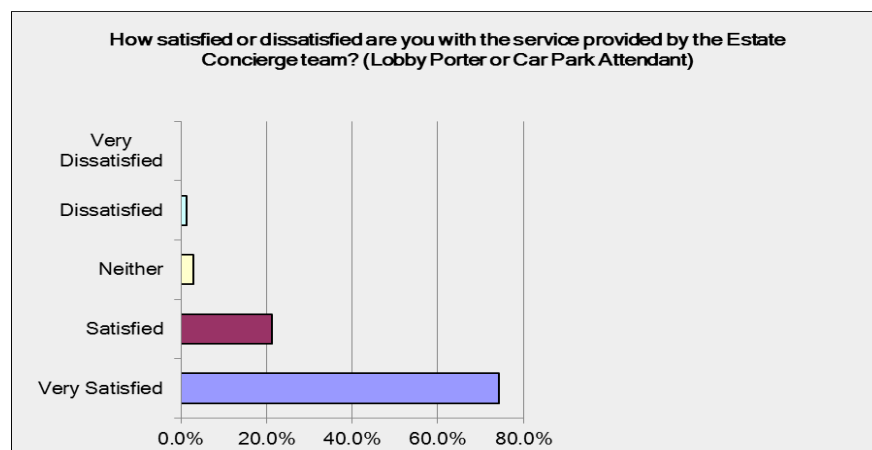
“Cleaning: internal block is fine, however, podium is never properly cleaned, machine comes along infrequently and area near the block is very dirty. Building works make a lot of dust.”

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

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



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

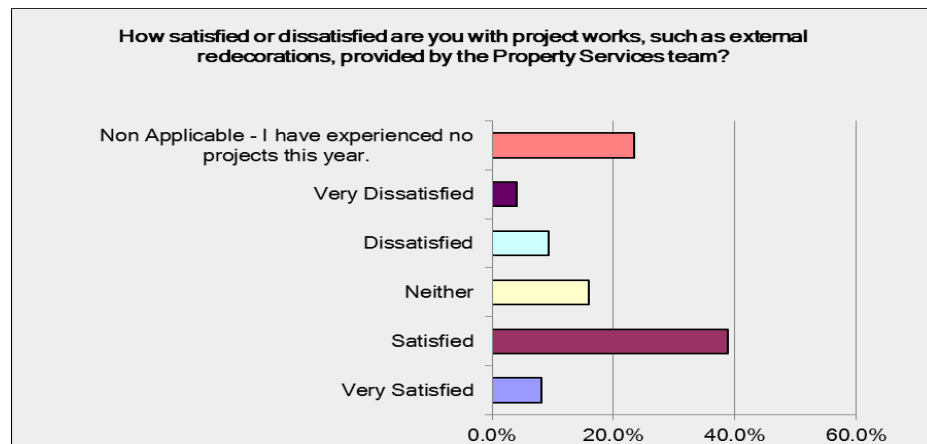


“Would like to mention that our porters (Defoe House car park) are incredibly helpful, courteous and kind to residents – often above and beyond what they are paid to do.”

“The car park guys are great.”

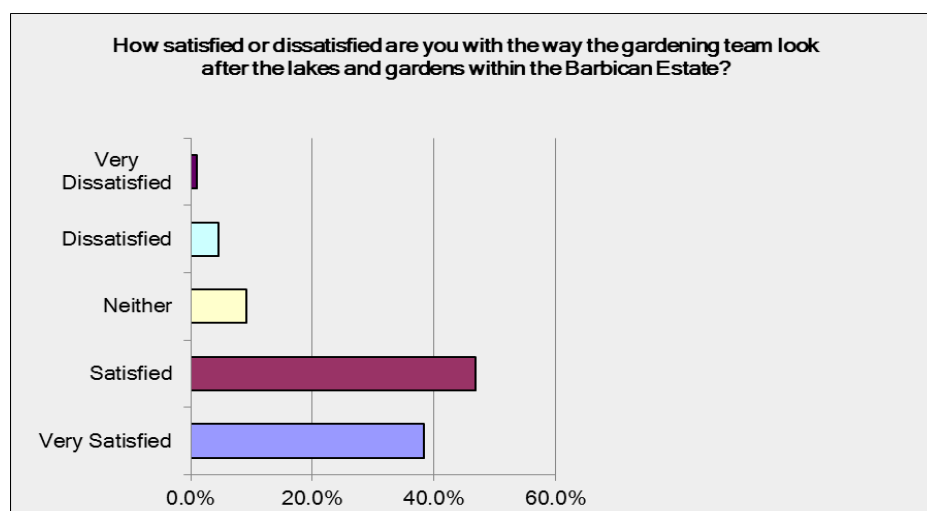
“Just a special mention for how fantastic the Lauderdale Tower porters are.”

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



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

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



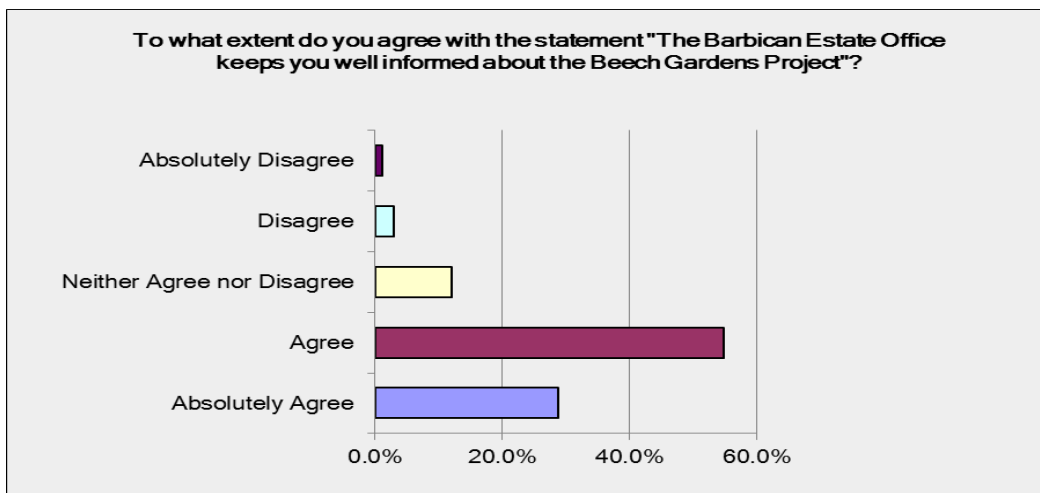
“The gardening team do their best with poor landscaping.”

“The gardens are gorgeous.”

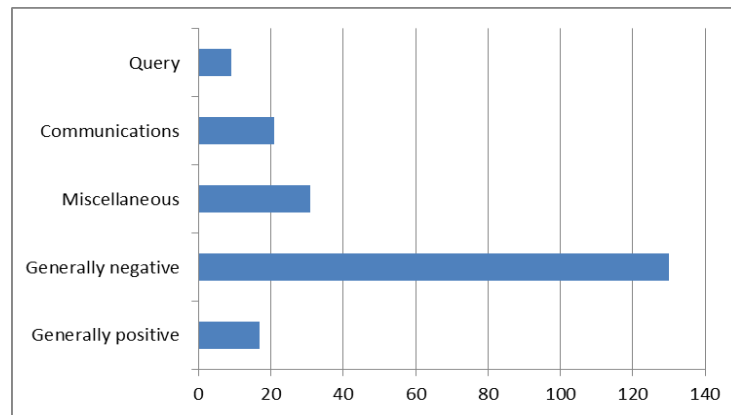
“On gardening, would like much greater reduction in size of trees in Thomas More Garden.”

“Also how stunning the gardens look.”

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



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



“They are taking a very long time”

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

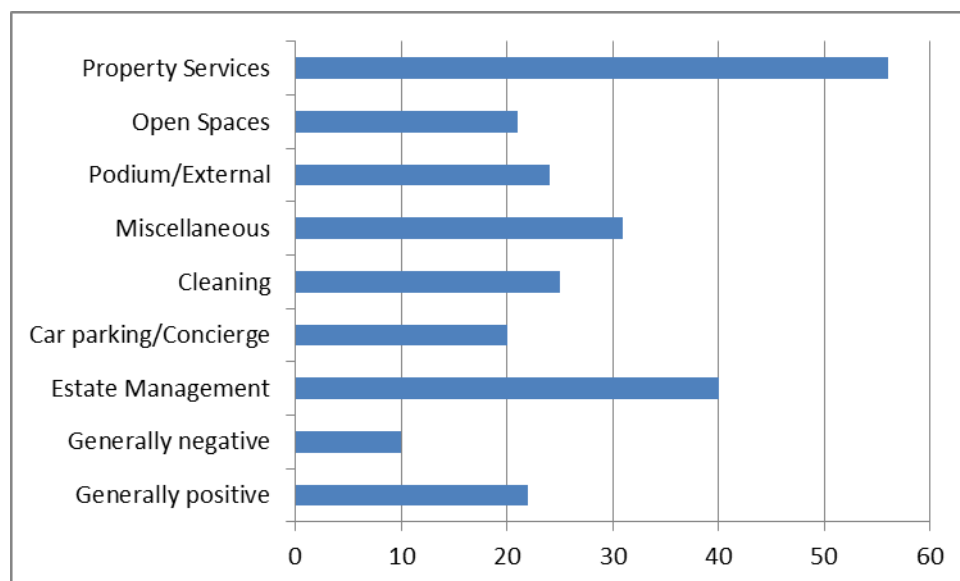
“The length of time this has taken, the noise, the mess – utterly depressing. Living in the Barbican is no longer attractive!”

“They feel very long drawn-out!”

“When is it scheduled to finish?”

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

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



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

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

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

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

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

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

Conclusion

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

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

RECOMMENDATION

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

Background Papers:

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

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



Resident Survey June 2014

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Done

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Committee(s): Residents Consultation Committee	Date(s): 1 September 2014
Subject: Wood Street Wine Bar 53 Fore Street, London EC2Y 5EL and 185 Andrewes House Barbican Estate – Letting to XXXXXXXXXXXXXXXX	Redacted
Report of: Director of Community and Children’s Services	For Information

Summary

1. This report, which is for decision, seeks approval to grant a new single lease of The Wood Street Bar & Restaurant (formerly Crowders Well Public House) and flat 185 Andrewes House to XXXX XXX XXX at an exclusive annual rental of £XXXXXX per annum for the bar and £XXXXXX per annum inclusive for the manager’s flat at 185 Andrewes House. The lease will be for 20 years and the rentals for the bar and flat will be subject to five yearly upward only rent reviews. The lease is to commence on 29 September 2014 with a rent deposit of £XXXXXX being held, this deposit may be returned after 29 September 2015 if the rent account and occupation of the premises have been conducted in a good and satisfactory manner. Normally a rent deposit would be XX of the annual rent however during negotiations the tenants were only prepared to offer XX as a deposit. Each party to bear their own legal fees.
2. XXXX XXX XXX was granted a Tenancy at Will in June 2013 and the grant of a 20 year lease to them formalises their occupation of the Bar and flat.

Recommendation

Members are asked to;

- Approve the grant of a single lease to XXXX XXX XXX at an exclusive annual rental of £XXXXXX per annum for the bar and £XXXXXX per annum inclusive for the manager’s flat at 185 Andrewes House commencing on 29 September 2014 with the payment by the tenant of £XXXXXX rent deposit which may be refunded after 29 September 2015 if the tenant has conducted its occupation and rent account in a satisfactory manner. Each party is to bear its own costs.
- Instruct the Comptroller and City Solicitor to prepare the necessary legal documentation.

- | |
|---|
| <ul style="list-style-type: none">• Any major changes to the proposed terms of the new lease be delegated to the Town Clerk in consultation with the Chairman and Deputy Chairman of your Committee.• Any minor changes to the proposed terms of the new lease be delegated to the Director of Community and Children's Services (in consultation with the Chamberlain for those of a financial nature). |
|---|

Main Report

Background

1. The bar and flat were originally let in 1970 for a term of forty two years, this headlease expired two years ago. An underlease was granted to XXXXX in 2006 of the whole of the premises until the end of the term of the headlease (with a nominal extension). XXXXX without the knowledge of the City sold the lease to the current tenants XXXX XXX XXX in 2012 who remain in occupation.
2. XXXX XXX XXX was granted a Tenancy at Will of the Bar and flat in June 2013. Under the Tenancy at Will, XXXX XXX XXX pay the City a rental of £XXXX per month which equates to £XXXXXXpa (exclusive of VAT, rates and any other taxes) for the Bar and flat. They have conducted the rent account in a good manner and are up to date with their rental payments.

Current Position

3. The bar remains open and trading and the tenant XXXX XXX XXX have:
 - Conducted a full year's trading under difficult local trading conditions with a large construction site nearby and closure of local offices
 - Improved facilities in the basement bar
 - Built relationships with local residents and resolved a complaint from a local resident
 - Reintroduced Sunday lunches which had previously been stopped
4. Matthews & Goodman, Property Advisors, were retained to advise on the terms of the new lease at a fixed fee of £XXX (see appendix 1). Further negotiations have taken place following this report in May 2014.

5. After negotiations an exclusive annual rent of £XXXXXX for the Bar and £XXXXXX per annum inclusive for the managers flat were agreed with XXXX XXX XXX. The tenant is responsible for all internal repairs to the Bar but not the flat. Matthews & Goodman recommended the acceptance of these terms as being favourable for the City.
6. The lease will not permit separate assignment of the flat.
7. The property has had rather a chequered past with periods when the property has been vacant and certainly over quite a few years it has not been possible to agree increases at rent review for the public house element of the property.
8. Prior to this lease the rent for the public house was £XXXXXXpa which was set in 1998 and £XXXXXXpa for the flat, which was set in 2005. It has been very difficult over the last several years to agree anything more than nominal increases for public houses so a £XXXXXpa uplift represents a decent improvement in the rent for the Wood Street bar.
9. We are satisfied that the deal represents a full market rental and retains an existing business. The premises have not been marketed on the open market but there has been no loss of income to the City as the property has been occupied under a Tenancy at Will. Furthermore this lease represents value for the City, as no rent free period has been offered which is normally the case for a new letting.

Corporate & Strategic Implications

10. The proposed lease and the negotiations have been reviewed and are in line with commercial lettings and the market on the terms offered.

Implications

11. If a lease is not granted, under the terms of the Tenancy at Will either party can terminate the arrangement with immediate effect which could if the tenant decides to leave, lead to loss of income and amenity for the City.

Consultees

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

Conclusion

13. The combined Bar and flat rental of £XXXXXX represents a good open market rent for the premises. The premises are a valuable amenity to the

residents on the estate and the current tenants have completed a full years trading under difficult circumstances.

14. The Wood Street Bar forms part of the original concept of the Barbican Estate which was a village in the City which included a church and pub.

Background Papers:

Wood Street Bar&Restaurant, formerly Crowders Well Public House

Report of: Director of Community & Children's Services (March 2009) (Not included for RCC)

Contact:

michael.bennett@cityoflondon.gov.uk

telephone number: 020 7029 3923

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 1 September 2014 15 September 2014
Subject: Progress of Sales & Lettings	
Report of: Director of Community and Children's Services	Public
<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	8A	18	£31,750	25/12/12/ 24/12/15	Death of Tenant	01/07/2014

RIGHT TO BUY SALES

3.

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

OPEN MARKET SALES

4.

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

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

APPROVED SALES

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

APPROVED LETTINGS

9. No lettings approved since your last committee

11. SALES PER BLOCK

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

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

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

Committee:	Date(s):
Residents' Consultation Committee	01 September 2014
Barbican Residential Committee	15 September 2014
Subject: Update Report	
Report of: Director of Community and Children's Services	Public
<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 1 2. Agenda Plan <p>Property Services – see appendix 2</p> <ol style="list-style-type: none"> 3. Redecorations 4. Roof apportionments 5. Beech Gardens Podium Works – see main report 6. Asset Maintenance Plan 7. Public lift availability 8. Upgrade of the Barbican Television Network 9. Concrete Works <p>City Surveyors Department – see appendix 3</p> <ol style="list-style-type: none"> 10. St Alphage House 11. Public Lifts 12. Frobisher Crescent 13. Conservation Works 	

14.City of London School for Girls – Gymnasium Extension

Recommendations that the contents of this report are noted.

Background

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

Barbican Estate Office Issues

1. “You Said; We Did” Action List

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

2. Agenda Plan

The follow table includes a list of pending committee reports:

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

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
SLA Review	Michael Bennett	24 Nov	8 Dec
Barbican Estate Managed Projects Working Party	Michael Bennett		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Service Charge Expenditure & Income Account - Latest Approved Budget 2014/15 & Original Budget 2015/16	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2014/15 and Original 2015/16 - Excluding dwellings service charge income & expenditure	Chamberlains		
Roof Apportionments for Breton & Ben Jonson House	Mike Saunders		
Working Party Review – Minutes of Asset Maintenance Working Party (RCC Only)	Karen Tarbox		
Annual Review of RTAs	Town Clerks		
Barbican Listed Building Management Guidelines – Volume IV – Landscaping SPD - TBC	Petra Sprowson		
Working Party Review – Minutes of Parcel Tracking System Working Party (RCC Only)	Barry Ashton		
Car Park & Baggage Stores Charging Policy	Barry Ashton		

Update Report <ul style="list-style-type: none"> • Agenda Plan 2014 • “You Said; We Did” • Property Services Update • City Surveyors Update 	Michael Bennett		
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Background Papers:

Minutes of the Barbican Residential Committee 02 June 2014.

Minutes of Residents’ Consultation Committee 16 June 2014.

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

Appendix 1

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

Actions from June 2014 RCC/BRC & other outstanding issues

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

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

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

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3. Redecorations

2014/15 Programme

The 2014/15 programme includes the following blocks:

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

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

The remaining blocks are currently being tendered

4. Roof Apportionments

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

5. Beech Gardens Podium Works - see main report

6. Asset Maintenance Plan

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

7. Public Lift Availability

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

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

8. Upgrade of the Barbican Television Network

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

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

9. Concrete Works

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

Financial year 2014/15

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

Financial year 2015/16

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

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

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City Surveyors Update

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

10. St Alphage House

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

11. Six Public Lifts serving the Barbican Estate

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

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

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

12.Frobisher Crescent

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

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

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

14. City of London School for Girls – Gymnasium Extension

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

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Pre RCC Member QUESTIONS

For 1 September 2014 RCC

1. **Q. Replacement seating on St Giles Terrace & Ben Jonson Place** – When will this be replaced?
 - A. **The Department of Built Environment have confirmed that the manufacturer has visited the site again to re-measure to ensure the replacement benches match the exact height and location of the previous benches. They are just finalising the details but the installation will be scheduled to be late September. Once everything has been confirmed Streetscene Officers from the Department of Built Environment will send through a further update with advance notice of the replacement dates to circulate to residents.**
2. **Q. Plinth repairs along Ben Jonson Highwalk** – When will they be replaced?
 - A. **A trial plinth referred to in the “You Said; We Did” update will be completed in October – if successful the remainder of the plinth works will follow.**
3. **Q. Podium Tiling** – When will the stair edge tiles be replaced?
 - A. **The update in the “You Said; We Did” update is current – there are no planned dates for these works.**
4. **Q. Public lift doors** – is it possible for the doors of the public lifts to be left open as standard to prevent the smells from polluting them?
 - A. **Lifts can be set to have doors open when parked but this is extremely unusual and invites vandalism, this arrangement also provides a slower service.**
5. **Q. Ben Jonson House scaffolding** – Why weren’t residents of Breton House informed about the scaffolding on Ben Jonson House? Whilst the scaffolding is on Ben Jonson House will the concrete investigations and remedies also be carried out?
 - A. **Subject to the procurement timetable including the second stage Section 20 procedure, and coordination of works, the intention is that scaffolding will be made use insofar as this is practicable. The scaffolding on Breton House was mentioned at the Residents Redecoration Open day in April, the external redecorations letter in July and the contractors update newsletter in August.**
6. **Q. Ongoing concrete repair works Breton House** - When will the concrete repairs on Breton House be completed (large chunks of concrete have been removed but no remedial action)?

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

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

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

Michael Bennett
Barbican Estate Manager
29 August 2014