



Barbican Residential Committee

Date: MONDAY, 13 JUNE 2016
Time: ** 11.00 am ** PLEASE NOTE START TIME
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

Randall Anderson	Jeremy Mayhew*
Alex Bain-Stewart*	Gareth Moore*
Deputy John Barker	Deputy Joyce Nash
Chris Boden*	Graham Packham*
David Bradshaw	Chris Punter*
Deputy Billy Dove*	Stephen Quilter
Deputy Stanley Ginsburg*	Angela Starling
Ann Holmes *	Deputy John Tomlinson
Michael Hudson*	Dhruv Patel (Ex-Officio Member)
Vivienne Littlechild	
Professor John Lumley	

** non-resident Members*

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

Lunch will be served in Guildhall Club at 1PM
NB: Part of this meeting could be the subject of audio or video recording

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

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

3. **ORDER OF THE COURT**

To receive the Order of the Court dated 21 April 2016.

For Information
(Pages 1 - 2)

4. **ELECTION OF CHAIRMAN**

To Elect a Chairman in Accordance with Standing Order 29.

For Decision

5. **ELECTION OF DEPUTY CHAIRMAN**

To Elect a Deputy Chairman in Accordance with Standing Order 30.

For Decision

6. **MINUTES**

To approve the public minutes of the meeting held on 14th March 2016.

For Decision
(Pages 3 - 8)

7. **UPDATE REPORT**

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

For Information
(Pages 9 - 16)

8. **'YOU SAID: WE DID'- ACTIONS UPDATE**

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

For Information
(Pages 17 - 18)

9. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

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

For Information
(Pages 19 - 32)

10. **PROGRESS OF SALES AND LETTINGS**

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

For Information
(Pages 33 - 36)

11. **BARBICAN ESTATE RESIDENTIAL BAGGAGE STORE/STORAGE SPACE
INSTALLATION - GATEWAY 2 - PROJECT PROPOSAL**
Report of the Director of Community and Children's Services.
- For Decision**
(Pages 37 - 40)
12. **WATER SYSTEM SAFETY WORKS - GATEWAY 3/4 OPTIONS APPRAISAL**
Report of the Director of Community and Children's Services.
- For Decision**
(Pages 41 - 48)
13. **REPORT OF URGENT ACTION TAKEN: ISSUES REPORT - COMMUNAL
REPAIRS AND REDECORATIONS PROGRAMME FOR THE BARBICAN ESTATE**
Report of the Town Clerk.
- For Information**
(Pages 49 - 50)
14. **MINUTES FROM THE BARBICAN ESTATE RESIDENTS CONSULTATION
COMMITTEE (RCC) - TO FOLLOW**
To receive the draft minutes of the RCC dated 6 June 2016.
15. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
16. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
17. **EXCLUSION OF THE PUBLIC**
MOTION – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.
- For Decision**
18. **ARREARS UPDATE**
Report of the Director of Community and Children's Services.
- For Information**
(Pages 51 - 58)
19. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE
COMMITTEE**
20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND
WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE
PUBLIC ARE EXCLUDED**

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Agenda Item 3

MOUNTEVANS, Mayor	RESOLVED: That the Court of Common Council holden in the Guildhall of the City of London on Thursday 21st April 2016, doth hereby appoint the following Committee until the first meeting of the Court in April, 2017.
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BARBICAN RESIDENTIAL COMMITTEE

1. **Constitution**

A Non-Ward Committee consisting of,

- 11 Members who are non-residents of the Barbican Estate elected by the Court of Common Council, at least one of whom shall have fewer than five years' service on the Court at the time of their appointment
- three Members nominated by each of the following Wards:-
 - Aldersgate
 - Cripplegate Within
 - Cripplegate Without
- the Chairman or Deputy Chairman of the Community & Children's Services Committee (ex-officio)

The Chairman and Deputy Chairman of the Committee shall be elected from the Members who are non-residents of the Barbican Estate.

2. **Quorum**

The quorum consists of any four Members who are non-residents of the Barbican Estate.

3. **Membership 2016/17**

Non-Residents:-

- 4 (4) Alex Bain-Stewart, J.P.
- 4 (4) Christopher Paul Boden
- 17 (3) Stanley Ginsburg, J.P., Deputy
- 4 (3) Ann Holmes
- 6 (2) William Harry Dove, O.B.E., J.P., Deputy
- 5 (2) Jeremy Paul Mayhew
- 8 (2) Gareth Wynford Moore
- 2 (2) Christopher Punter
- 8 (1) Michael Hudson
- 4 (1) Graham David Packham
- Vacancy*

Residents:-

Nominations by the Wards of Aldersgate and Cripplegate (Within and Without), each for the appointment of three Members

Aldersgate

Randall Keith Anderson
John Stuart Penton Lumley, Professor
Joyce Carruthers Nash, O.B.E., Deputy

Cripplegate (Within)

David John Bradshaw
Vivienne Littlechild, J.P.
Angela Mary Starling

Cripplegate (Without)

John Tomlinson, Deputy
Stephen Douglas Quilter
John Alfred Barker, O.B.E., Deputy

together with the ex-officio Members referred to in paragraph 1 above.

4. **Terms of Reference**

To be responsible for:-

- (a) the management of all completed residential premises and ancillary accommodation on the Barbican Estate, e.g. the commercial premises, launderette, car parks, baggage stores, etc. (and, in fulfilling those purposes, to have regard to any representations made to it by the Barbican Estate Residents' Consultation Committee);
- (b) the disposal of interests in the Barbican Estate pursuant to such policies as are from time to time laid down by the Court of Common Council.

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BARBICAN RESIDENTIAL COMMITTEE

Monday, 14 March 2016

Minutes of the meeting of the Barbican Residential Committee held at Guildhall on
Monday, 14 March 2016 at 11.30 am

Present

Members:

Gareth Moore (Chairman)
Ann Holmes (Deputy Chairman)
Randall Anderson
Alex Bain-Stewart
Deputy John Barker
Chris Boden
David Bradshaw
Deputy Billy Dove
Deputy Stanley Ginsburg
Michael Hudson

Vivienne Littlechild
Professor John Lumley
Jeremy Mayhew
Deputy Joyce Nash
Graham Packham
Chris Punter
Angela Starling
Deputy John Tomlinson

In Attendance

Officers:

Julie Mayer	- Town Clerk's Department
Mark Jarvis	- Chamberlain's Department
Michael Bennett	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Anne Mason	- Community and Children's Services
Mike Saunders	- Community and Children's Services
Alan Bennetts	- Comptroller and City Solicitor's Department
Paul Murtagh	- Community & Children's Services Department

1. APOLOGIES

Apologies were received from Philip Woodhouse and Dhruv Patel.

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

Members declared the following pecuniary interests:

- Mr Bradshaw - Item 8, Service Based Review and Item 9, Car Park Charging
- Mrs Littlechild – Item 9, Car Park Charging
- Mr Anderson and Mrs Littlechild – Item 17 (Rent Review – to be considered under Urgent Business in the non-public agenda)

3. **MINUTES OF THE PREVIOUS MEETING**

RESOLVED, that – the public minutes and non-public summary of the meeting held on 14 December 2015 and the special meeting held on 14 January 2016 be approved.

Matters arising

In response to a question about the concrete works, recorded under agenda item 11, Members noted that Counsel was reviewing the expert's responses and drafting proceedings. Members were very frustrated at the amount of time taken to bring this matter to a conclusion and, as it had been 3 years, felt this should be emphasised more explicitly in the reports and minutes. Furthermore, the amount of time being taken to draft proceedings was challenged and it was suggested that the Barbican Association's issues be treated separately.

Members noted that the City Solicitor dealing with this matter would provide an interim update and, if matters had not progressed satisfactorily by the time of the next meeting, he would attend the meeting and provide an oral update.

4. **'YOU SAID; WE DID' ACTIONS UPDATE REPORT**

The Committee received the '*You Said: We Did*' Outstanding Actions Report of the Director of Community and Children's Services. In response to a question about electric vehicle charging, which had been discussed at the Barbican Estate Residents' Consultation Committee (RCC), Members noted that this would be the subject of an update to the next Committee.

RESOLVED, that – the outstanding actions list be noted.

5. **UPDATE REPORT**

Members received the update report of the Director of Community and Children's Services and during the discussion on this item, the following points were raised/noted:

In response to a question about the broadband and TV upgrade, Members noted that, in order to accommodate changes in service provision; i.e. Sky Q and similar upgrades, VFM will be asking for an amendment to the initial Licence. Members expressed some frustration as to the length of time the project had taken but noted that practical completion of the broadband installation was in hand.

Members also expressed their on-going frustrations at the poor lift performance and, in particular, those at the St Alphage/Wood Street Junction and Silk Street. Members noted that, as they were outside the Terms of Reference of the Barbican Residential Committee, their performance data was reported to the Planning and Transportation Committee. There were some Members of the Planning and Transportation Committee in attendance and they advised that the last lift performance report had covered the recent outages and provided explanations. However, Members stressed that the outages were extremely

inconvenient, particularly to disabled and elderly residents and suggested it could be mitigated with better signage, early email communications about the outages and updates on the web site, possibly with a dedicated page for the lift status. In answer to a question, if officers received these updates from City Surveyors they would communicate them to residents via the email broadcast.

The officers advised that the Beech Gardens drainage issues had been raised at the Ward Members' meeting the previous week and Members noted that arrangements had been made to clean the tiles. A further update would be communicated this month in the residents' email bulletin.

RESOLVED, that – the update report be noted.

6. **PROGRESS OF SALES AND LETTINGS**

Members received a report of the Director of Community and Children's Services in respect of progress with sales and lettings on the Barbican Estate.

RESOLVED, that – the report be noted.

7. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

The Committee received a report of the Director of Community and Children's Services in respect of the quarterly review of Service Level Agreements.

RESOLVED, that – the report be noted.

8. **SERVICE BASED REVIEW - GENERATING INCOME FOR CAR PARKING AND BAGGAGE STORES FOR 2017/18**

Members considered a report of the Director of Community and Children's Services in respect of the Service Based Review Proposals, which aimed to deliver sustainable savings and/or increased income in order to balance City Fund and City's Cash over the medium term.

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

- There would be a further analysis of elasticity as part of the next review and Members suggested that a survey would be helpful as part of the exercise.
- Some Members preferred the convenience of parking under their blocks but London Wall car park was generally dryer and £450 pa cheaper. Officers would send details of London Wall car park to resident members. Members noted that the City of London Police might acquire London Wall car park in the future.
- In the future, the Local Plan was likely to discourage car use in the City.
- Should Option 6 be explored in the future, could this be achieved from natural wastage and on a temporary basis?

- In respect of options 2 and 4, given that the flats generally lacked storage space and there was a waiting list of 260 people, could there be a provision for more than 100-200 stores?
- Despite the residents supporting the provision of additional storage (Option 4) they remained concerned about compromising security and therefore access should be limited to residents only.
- Members to be offered a tour of the Estate to be updated on the services that are offered to residents.

RESOLVED, that – the following options be progressed:

1. The provision of essential Car Parking for the Blake Tower Development of 76 flats be progressed, with a potential income generation of £20,000 pa.
2. The provision of additional residential stores/storage space, with a potential income of £40-£80,000 pa. (Noting some 260 residents are on the waiting list).
3. The Consolidation Centre (parcel delivery centre), with a potential income generation of £50 – 60,000 pa.
4. It was proposed by Mr Boden, Seconded by Deputy Dove and agreed that the next meeting of the Barbican Residential Committee receive a report on the feasibility of commercial parking in terms of planning consent.

9. **CAR PARK CHARGING**

The Committee considered a report of the Director of Community and Children's Services in respect of the current charging policy for car parking on the Estate, for a further nine months, from June 2016 to March 2017.

RESOLVED, that:

1. That all car parking licence fees be subject to review from 24 June 2016 to allow appropriate notice to be given to car park users. (The increase to be calculated by reference to the increase in RPI published by the Office for National Statistics between December 2014 (257.5) and December 2015 (260.6). The RPI published in December 2015 showed a year on year increase of 1.2%.)
2. At current levels of occupancy, these measures should increase car park revenue for the period of 24 June 2016 to 24 March 2017 by an estimated £8,855. (The charging policy to be reviewed again in December 2016 in order to be in line with the City of London's full financial year.)
3. Temporary Car Parking becomes a cashless system, with payments to be made by Direct Debit, Credit/Debit Cards and Online payments.

10. **DRAFT MINUTES OF THE BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC)**

The Committee received the draft minutes of the RCC meeting of 29th February and particularly noted the comments made in respect of Agenda Item 8 above (Service Based Review – Generating Income for Car Parking and Baggage Stores for 2017/18).

RESOLVED, that – the draft minutes of the RCC Meeting of 29th February be noted.

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

There were no questions.

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

There were no items.

13. **EXCLUSION OF THE PUBLIC**

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

Item Nos

14 – 17

Paragraph Numbers

1, 2 & 3

14. **NON-PUBLIC MINUTES**

RESOLVED, that – the non-public minutes of the meeting held on 14 December 2015 and the special meeting held on 14 January 2016 be approved.

15. **ARREARS UPDATE**

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

16. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

The Committee agreed to accept the following item of urgent business, which had been circulated a month before this meeting and Members had been offered a briefing in January when it was being drafted. The Town Clerk had emailed the report to Members and laid copies around the table.

RENT REVIEW 2016

The Committee considered a report of the Director of Community and Children's Services, which reviewed the rent for homes on the Barbican Estate, let under City of London tenancies. Members noted that, in assessing potential rent increases, the market value of properties was ascertained and two Estate agencies were appointed to assist with this review.

RESOLVED, that –

The following increases over 2015 rental levels are implemented, effective for all tenants renewing their leases from 1 July 2016 to 30 June 2017.

Studio Flats 13.23%
1 bedroom flats 2.15%
2 bedroom flats 2.71%
3-4 bedroom flats 2.97%

The meeting ended at 1.15 pm

Chairman

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

Committee:	Date(s):
Barbican Residential Committee	13 June 2016
Subject: Update Report	
Report of: Director of Community and Children's Services Report author: Michael Bennett, Estate Manager	Public For Information

Executive Summary

Barbican Estate Office

1. Service Based Review (generating income for car parking & stores 2017/18)
2. Agenda Plan

Property Services – see appendix

3. Redecorations
4. Public lift availability
5. Upgrade of the Barbican Television Network
6. Concrete Works

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 February/March 2016. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

1. Service Based Review (generating income for car parking & stores 2017/18)

The Barbican Residential Committee approved a number of options to be progressed and that a report on the feasibility of commercial parking in terms of planning consent be presented. The updates are detailed below:

Blake Tower residential Car Parking

There has been interest from several potential future leaseholders of Blake Tower and these have been placed on our waiting list.

Additional residential stores/storage space

- Officers are progressing with the provision of 300 stores/storage spaces
- The residents survey highlighted a demand for a number of larger stores which will form part of the project
- A bid proposal for funding via a Gateway 1/2 report is being presented to the City's Corporate Projects Board on 8 June (see Project Proposal report in the agenda)
- A review of the car parks has been carried out in terms of availability for existing users, future potential residential stores/Consolidation Centre/commercial car parking, Cultural Hub/Beech Street possible potential plans to ensure that all of the stakeholders needs are met. This will form part of our planning application.
- Officers have been liaising with the Planning Department and a planning application is being prepared and will be presented in June

Consolidation Centre

- There is still interest from the provider who was looking to set up a temporary contract for a Consolidation Centre in November/December 2015 and officers are progressing this
- A site visit to view their operation has taken place in May

- Market research is being carried out for alternative Consolidation Centre operators
- BEO are also liaising with officers/TFL regarding the ‘Low Emission Neighbourhood’ in the Barbican area and the possibility of potential funding for Consolidation Centre/Electric Vehicle Charging points

Feasibility of commercial parking in terms of planning consent

Following discussions with the City Planners the position is the following:

Planning permission would be required for use of the Barbican Estate car parks for car parking by those not resident on the Estate. This is because it would be a material change of use that constitutes development as a result of section 55(1) of the Town and Country Planning Act 1990.

At present the use of the Barbican Estate car parks falls within class C3 (dwelling houses) as the car park is for the use of Barbican Estate residents and is ancillary to the residential use of the estate. Condition 7 of the Outline Planning Permission dated 12 December 1962 states:

“ the space shown on the plan to be approved as providing for car parking, as required in condition (4) (vii) and (viii) shall be provided and retained permanently for the accommodation of vehicles of occupiers and users of the buildings only and shall not be used for any other purpose; provided that in the case of car parking or lorry parking provided in respect of non-residential accommodation, nothing in this condition shall prevent the use of such car parking accommodation or any part thereof, by persons or bodies for such periods and at such times as the Council may from time to time approve in writing;”

Using the car parks or parts of them for commercial parking would be contrary to the above condition and would form a new planning unit with a new land use, i.e., car parking. This use would be *sui generis* (a use that does not fall within a use class) and the change of use from use class C3 (dwelling houses) to the *sui generis* use of car parking would constitute development requiring planning permission.

A new public car park not ancillary to the Barbican Estate would be contrary to adopted planning policy DM 16.6, which states that “No new public car parks will be permitted in the City, including the temporary use of vacant sites”. A commercial car park created from the car parking ancillary to the Barbican Estate would be a new public car park in planning terms. If an application for a change of use to a commercial car park were to be received, the Planning and Transportation Committee would need to assess the harm that would be likely to result from the non-compliance with policy DM 16.6, such as likely increased commuting to the City by car, and the resulting increases in traffic congestion and air and noise pollution, and weigh them against any benefits that the proposal may result in.

2. Agenda Plan

The table below includes a list of pending committee reports:

Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	5 Sept	19 Sept
SLA Review	Michael Bennett		
Service Based Review Update – Generating income for Car Parking & Stores for 2017/18	Barry Ashton		
Brandon Mews Lease Variation	Barry Ashton		
2015/16 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2015/16 Revenue Outturn for the Residential Service Charge Account including Reconciliation between the closed accounts and amount to be charged to long leaseholders	Chamberlains		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> • Agenda Plan 2016 • Property Services Update • City Surveyors Update (RCC Only) 	Michael Bennett		

Arrears Report (BRC Only)	Anne Mason		
“You Said; We Did” Actions (Separate list for RCC & BRC)	Michael Bennett	28 Nov	12 Dec
SLA Review	Michael Bennett		
Car Park Charging	Barry Ashton		
Service Charge Expenditure & Income Account - Latest Approved Budget 2016/17 & Original Budget 2017/18	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2016/17 and Original 2017/18 - Excluding dwellings service charge income & expenditure	Chamberlains		
Annual Review of RTAs	Town Clerks		
Progress of Sales & Lettings	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> • Agenda Plan 2016 • Property Services Update • City Surveyors Update (RCC Only)	Michael Bennett		
Arrears Report (BRC Only)	Anne Mason		

Background Papers:

Minutes of the Barbican Residential Committee 29 February 2016.

Minutes of Residents’ Consultation Committee 14 March 2016.

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

3. Redecorations**2016/17-2019/20 Programme**

Committee approval has been received for the forward programme of redecoration works. The contract is being set up and the first year's work is due to start in the summer

4. Public Lift Availability

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

Lift	From April 2014 to March 2015	From April 2015 to March 2016
Turret (Thomas More)	98.72%	99.75%
Gilbert House	99.68%	99.85%

5. Upgrade of the Barbican Television Network and Broadband Services

Handover of the upgraded television network is still progressing.

As part of an ongoing programme across the City BT Openreach are now currently looking to upgrade the existing cabling to the Barbican and are proposing to, initially, install a fibre network to the basement of the 3 tower blocks during the summer. This will be followed by an upgrade to the terrace blocks by December 2016 where they propose to install cabinets at street level.

Residents will then have the choice to use VFM who provide 'Fibre to the Home' or a number of service providers for Broadband services using the proposed 'Fibre to the Basement' provided by Openreach.

6. Concrete Works

Concrete testing is now complete. We are awaiting detailed reports from the consultant to determine a programme of works that may be required

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**Actions from March 2016 BRC & other outstanding issues
(updates appear in italics)**

Issue		Source	Officer	Action Escalation
Electric Vehicle Charging				
The possibility of providing charging points for electric vehicles in the car parks is being progressed as a City Project led by the Department of the Built Environment in conjunction with City Procurement – <i>we are awaiting an update as to the current position.</i>		Dec 2015 BRC	Barry Ashton	
Barbican Towers Concrete & Structural Defect update				
<i>A verbal update will be given at committee.</i>		March 2016 BRC	Alan Bennetts	
Short-term holiday lets				
<i>The March bulletin to residents and the April quarterly letter to leaseholders provided an update on short-term holiday lets. The BEO continue to follow up on leads from the Estate Concierge and residents with the appropriate stage 2/3 letters to leaseholders regarding breaches to the lease.</i>		Ongoing updates	Michael Bennett	
		Contact: Michael Bennett, Barbican Estate Manager – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk		

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	06 June 2016 13 June 2016
Subject: Service Level Agreements Quarterly Review January – March 2016	Public
Report of: Director of Community and Children's Services. Report Author: Michael Bennett, Estate Manager.	For Information

Summary

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 January – March 2016. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

Recommendation

Members are asked to note the report.

Main Report

Background

1. This report covers the review of the quarter for January – March 2016 following 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 January – March.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in April to review the SLAs and KPIs.
4. New comments from the residents Working Party (Tim Macer, Randall Anderson, Jane Smith, David Graves, Robert Barker, Gianetta Corley, Graham Wallace, Fiona Talbot), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the January – March comments.

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 6.
6. The KPIs are included in Appendix 7. 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.
7. All of the unresolved issues from the previous quarterly reviews to December 2015 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.
8. All of the resolved issues to December 2015 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

9. 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.
10. The review of the SLAs and KPIs for the quarter April to June 2016 will take place in July and details of this review will be presented at the September committees.

Conclusion

11. 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.

Appendices

- Appendices 1- 6 - SLA Action plans
- Appendix 7 – Key Performance Indicators

Background Papers

Quarterly reports to committee from 2005

Michael Bennett
Barbican Estate Manager

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APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
204	Jan - Mar 16	RCC	Frobisher Crescent leaseholders relationship with the Barbican Centre would be considered at the SLA WP meeting to find a way to improve the channel of communication between Frobisher Crescent and the Centre.	The RCC representative for Frobisher Crescent was invited to the SLA Working Party meeting in April to discuss how to improve communication with the Barbican Centre. Officers are progressing this with members of the relevant committee.	
203	Jan - Mar 16	Res	Underfloor Heating - procedure for switching on and off are different. Can this be discussed please and can it be formalised so switching on replicates switching off?	On - minimum number of requests plus review of weather forecast. Off - review of weather forecast only. Discussed at working party meeting. To discuss again Aug 2016 post tender.	
202	Jan-Mar 2016	RCC Qs	Is the SLA response for emails 10 working days or calendar days and can an automatic response be reviewed?	10 workings days. This will be reviewed as part of SLA booklet review by the SLA working party.	✓
201	Jan - Mar 15	RCC Qs	What is the Disputes Resolution Panel in the RCC Terms of Reference?	Was set up by the RCC over 10 years ago and has only met once. CoL Complaints procedure is now used. This will be reviewed as part of the SLA & RIP booklet review with the SLA working party.	✓
200	Jan-Mar 2016	BEO	New Duty Manager and Reception team member will help the standard of service to improve.	Comment only	✓
199	Oct-Dec 2015	ES	Car Park Box to be trialed as a "Communications Point" so that residents who are not online can remain informed.	Currently proposing that Thomas More Box be the trial area as the HG have expressed concern about being residents who are not online.	
198	July-Sept 2015	HO	Residents private alterations causing a nuisance to other residents. A periodic issue.	First stage review of the Home Improvements Pack has been carried out with the SLA Working Party. The second stage invited nominated representatives from the House Groups to comment in January. Third draft of HIP presented for final comments by 25.04.16. Fourth stage - draft to RCC for approval.	

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2016

189	Jan - Mar 15	RCC	BEO review of communications – following RCC comments at their AGM - BEO are prioritising the following areas of communications – quarterly bulletins via the email broadcast, SLA, RIP & Alterations handbooks & welcome packs, increasing resident awareness/usage of email broadcasts, car park offices/lobby desks as sources of information for residents, quarterly messages/updates via leaseholder letters, website.	Ongoing - part of the Comms Plan. Quarterly bulletins ongoing. Draft SLA/RIP/Alterations booklets being reviewed as per HIP (see 198). Quarterly leaseholder letters ongoing. Website now live.	✓
187	Jan - Mar 15	AGM	It was requested that BEO send a letter out to all absentee landlords to arrange emergency key access for their properties. This is very useful with cases of water penetration investigations.	Message gone out in Barbican Manager's letter - some details already received following this request	✓
Page 22	Oct-Dec 2013	HO	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. The introduction of Oracle in 2015 may help with this. Ongoing.	
			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	
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			ES Estate Services	COG Core Operational Group	
			BAC Barbican Centre	BOG Barbican Operational Group	
			OS Open Spaces	ESM Estate Service Management	
				BOUG Barbican Occupiers Users Group	
			Source of comments		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
			RC Residents General Comments	AGM House Group Annual General Meeting	

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
186	Jan - Mar 16	SLA	New powers of Fixed Penalty Notices for fly tipping. Will BEO be liaising with Cleansing about various problem areas around the Estate?	Cleaning Manager liaising with Cleansing Department about this.	
185	Jan - Mar 16	HO	Podium Cleaning - KPI very low this quarter. Cleaning Manager to put in place an action plan for improvement.	This is still being monitored by House Officers when carrying out block inspections There are a number of areas where tiles are dirty or have scale built up on them.	
184	Jan - Mar 16	HO	Next round of balcony & Lobby inspections are due to start again in line with London Fire Brigade and FHS regs	For comment only.	
183	Jan - Mar 16	HO	Can it be reflected in the cleaning inspection report when the regular cleaner is not responsible for inspections that are graded less than the expected requirement of 'good' ? Suggestion is that HO can clarify that the report was completed whilst a temporary cleaner was present	House Officers will mention in the report if there is a change to regular cleaner etc. however the inspection is of the block, not the cleaner.	✓
182	Jan-Mar 16	RCC Qs	Can fox repellent application/use of mesh on perimeters rectify the situation of foxes damaging residents' cars in Bunyan Car Park?	Officers are seeking advice from our wildlife contractor - when received we will update the affected residents.	
177	July-Sept 15	SLA	Beech Street tunnel Garchey bay - cleanliness has deteriorated.	Cleaning Manager reviewing cleaning schedules. * New signage to be installed in this area (not to dump builders waste) to be monitored by H.O.s This is being reviewed. Currently it is being more thoroughly cleaned	✓
172	Jan-Mar 15	HO	Cover staff working in Lobbies or non regular block cleaners.	House Officers should be informed in both instances to be aware of any issues arising. Continue to monitor with Security Manager & Cleaning Manager to ensure good communication. Uniform & ID being reviewed for all Lobby Concierge temporary staff cover. Still being monitored - Temp Cleaners are expected to maintain regular cleaning standards & understand the idiosyncrasies of each block	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
196	Jan - Mar 16	HO	Does PS have a skills shortage in terms of plumbing expertise (in house or contractor)? Can this be reviewed?		
195	Jan - Mar 2016	RCC QS	What can be done to stop contractors leaving equipment on balconies? Can dates of work be provided?	PS are liaising with contractors to provide programme dates which can be passed onto House Officer.	
194	Jan - Mar 2016	HO	Noisy work being organised by BEO with our contractors. No notification issued during recent works at Brandon Mews when Kango was being used. Health and Safety issues raised by BM Leaseholder with regard to trailing cables left by contractor	More communication from Property Services team with relevant House Officer, so these issues do not come as a surprise to residents	
193	Jan - Mar 2016	HO	Repairs orders to have more meaningful information e.g. not just complete works as per estimate. More accurate information could be the exact location of where the work is taking place and also if the work is being completed following water leak to a particular flat.	(Examples of works orders are 2110313 and 2107453 - Are these works on gullies planned maintenance, or following reports of leaks to flats?)	
192	Oct - Dec 2015	Res	Comments received with regard to main contractor's workmanship in terms of making good/bigger picture. This can be haphazard.		
191	Jul-Sept 2015	SURV	Issue with Repairs Contact Centre communicating with some residents. Little follow up with residents.	Any specific issues are now raised directly with PS	✓
190	Jul-Sept 2015	Res	Issues with damage to building by VFM contractors, e.g. carpet traps in Gilbert House, ceiling tiles in Frobisher Crescent	All repairs raised once installation programme has finished, and recharged back to VFM.	✓
189	Jul-Sept 2015	House Group	Results of the water testing, can these be disclosed to the House Group?	Property Services in the process of sending the last water testing results to the House Group.	✓
185	Jan - Mar 2015	HO	With regard to planned maintenance on the tower tanks, an inspection of the internal drains under the tanks to be added to maintenance, as these can get blocked.	Property Services confirmed that this will be added to future planned maintenance.	✓

APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
141	Jan - Mar 2016	SLA	Frobisher Crescent gable end project. End date keeps being put back.		
140	Jan - Mar 2016	RCC Qs	When will residents know the actual costs and results of the concrete testing?	Testing element actual costs in May/June. Repair costs are dependent on testing outcome and estimates are anticipated to be known June/July before going to tender.	✓
139	Jan - Mar 2016	RCC Qs	Frobisher Crescent heating/hot water - is there an update?	PS are currently liaising with City Solicitor on the details of the proposed contract. A report will be submitted to a future committee for information.	
138	Jan - Mar 2016	HG	House groups wish to see results of the concrete surveys.	Results and information to be provided at end of the project which is still ongoing.	✓
137	Jan - Mar 2016	HO	Another update is due from VFM with regard to tv services.	Email broadcast update to be arranged.	
136	Oct - Dec 2015	RCC Qs	Redecoration costs for Frobisher. Query about when work was last carried out and condition survey at time of development.	City Surveyors do not have a copy of the condition survey. Raised at last BOUG - Barbican Centre to look into.	
135	Oct-Dec 2015	PS	Concrete Survey for the rest of estate has now commenced.	Information only	✓
134	Oct-Dec 2015	PS	Redecs Project now commencing 2016/17: Lauderdale Tower External and Shakespeare Tower External	Pre-start meet the contractor meeting being arranged during May for Shakespeare Tower redecoration work. Colour consultation ongoing for Lauderdale Tower redecorations.	✓
133	Jul-Sept 2015	BEO	PS are liaising with the TV consultants & contractor as to the start date of the KPIs for the new Barbican TV network to begin to be monitored (which will be the handover date).	For latest, please see Property Services, Appendix 3, Update Report.	
132	Jul-Sept 2015	RCC	The Contract award for the works to the Frobisher Crescent west gable end is being progressed.	The works have started. Monthly updates being sent to HG, members and weekly to affected residents.	✓
130	April- June 2105	HO	Frobisher Crescent redecoration work has commenced		✓
128	April - June 2015	HO	Cromwell Tower external redecoration nearing final stages.	Resident walkabout being arranged and satisfaction survey out next month. Satisfaction survey going out late October. Most issues were to do with access, and will form part of the lessons learnt review of the project. Residents and contractors to cooperate with each other with regard to access issues. Project complete.	✓

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
166	Jan - Mar 16	OS	Mulch from Royal Gardens has been provided by Open Spaces to help enrich the soil	For comment only	✓
165	Jan - Mar 16	GAG	Allotment Survey feedback.	Feedback from GAG has been provided and the information was shared via the Estate wide Email Broadcast	✓
164	Jan - Mar 16	BEO/OS	Willoughby Planters are in place and been filled	For comment only	✓
163	Oct-Dec 15	RES	Positive comments received about removal of wisteria in Speed Gardens and suitable replacement choice of Trachelospermum jasminoides (evergreen)	For comment only	✓
162	Oct - Dec 15	BEO	Barbican Lakeside path (Speed House side) - path is to be lifted and relayed with root barrier due to root growth of wisteria	For comment only	✓
161	July-Sept 15	SLA	Planter removal on Lauderdale Place a concern for Seddon and Lauderdale residents	This decision was taken by the BEO following discussion by the GAG. 3 Planters on order for Lauderdale Place.	✓
160	July-Sept 15	SLA	Lake appears to have more litter present.	Passed on to City Gardens Manager. Contributing factor School bins are were not being regularly emptied - this is now being done on a daily basis. Much improved.	✓
159	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
157	Jul-Sept 15	SURV	Speed Lawn - new wildflower bed summer 2015 not a great success.	GAG have already discussed - will be rethought with OS plans presented to next GAG meeting	✓
156	Jul-Sept 15	BEO	Planting to be cut back	Planting (shrubbery) around Breton & Ben Jonson to be cut back in order to reduce abuse of the area.	✓
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Drainage engineer to review the areas. Awaiting update from independent drainage specialist. Cleaners to sweep away water from pathway until further solution becomes available.	

APPENDIX 6

SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
28	Jan-Mar 2016	RCC Qs	Can an automatic barrier to St Giles terrace be installed?	St Giles' barrier is a City Asset of DBE. DBE have confirmed there is no budget at this time to do this.	✓
27	Jan-Mar 2016	Com	Positive comments about communication with regard to the public lift Speed Highwalk outage. Comment was "well done the team, clear and helpful"	For comment only	✓
26	Oct - Dec 2015	RCC Qs	Podium maintenance - issues with drainage causing leaks	Additional monies approved for drainage in 2015/16 for the cyclical programme. Longer term strategy for leaks through podium being reviewed.	
24	Oct - Dec 2015	RCC Qs	Frobisher Crescent lifts - to provide KPIs for the specific lifts	Current lift contract only includes KPIs for planned maintenance not reactive repairs. Barbican Centre looking to get performance reports incorporated into this current contract and for new contract (due 2017) to have KPIs for both planned maintenance and reactive repairs. A lift service report is being prepared by the City for the Barbican Centre for Jan - Mar 16 and this will be forwarded onto the HG when received - in the future these will be reported with other lift KPIs	
24	Oct-Dec 2015	PS	The amount of podium tiling repairs has increased and the new stair tile edges are being completed.	Information only. White paint being redone.	✓
23	Oct- Dec 2015	BEO	Beech Gardens Fountain Survey to be sent out in 2016.	Actions to follow from the responses.	✓
21	July-Sept 2015	HO	Signage Review - should the Bylaws for the Public Highwalk be more prominent than they are now?	Additional vinyl signs now purchased and installed	✓

Appendix 7. Barbican KPIs 2015-16

Title of Indicator	TARGET 2014/15	TARGET 2015/16	OCT - DEC 2104	JAN - MAR 2015		APR - JUN 2015	JULY - SEPT 2015	OCT - DEC 2105	JAN - MAR 2016	PROGRES S AGAINST TARGET	SUMMARY	Actual 2015/16
Customer Care												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	94%	97%		100%	96%	100%	100%	☺	37/37	99%
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	94%	100%		100%	96%	100%	95%	☹	38/40	98%
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%	100%	100%	☺	No complaints received	100%
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	97%	97%		99%	99%	99%	99.2%	☺		99.0%
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	98%	99%		99%	97%	99%	99.5%	☺		98.6%
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	99%	99%		99%	98%	100%	99.7%	☺		99%

Title of Indicator	TARGET 2014/15	TARGET 2015/16	OCT - DEC 2104	JAN - MAR 2015		APR - JUN 2015	JULY - SEPT 2015	OCT - DEC 2105	JAN - MAR 2016	PROGRES S AGAINST TARGET	SUMMARY	Actual 2015/16
% 'Low priority' repairs (complete within 20 working days)	95%	95%	100%	100%		95%	96%	99%	100%	☺		97.5%
Availability % of Barbican lifts	99%	99%	Tower lifts 98.98%	Tower lifts 99.03%		Tower lifts 98.49%	Tower Lifts 98.76%	Tower Lifts 97.45%	Tower lifts 99.36%	☺		98.5%
			Terrace lifts 97.96%	Terrace lifts 99.25%		Terrace lifts 99.54%	Terrace Lifts 99.17%	Terrace Lifts 98.89%	Terrace lifts 98.42%	☹	Missed the KPI target by 0.58%	99.0%
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	96%	96%		90%	96%	94%	89%	☹	284 out of 318 lights met the KPI. Missed the KPI target by 1%	92%
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 90% Partial 90%	Total 95% Partial 100%	Total 88% Partial 98%		N/A	N/A	Total 100% Partial 100%	Total 100% Partial 99%	☺	11 orders Total loss & all in target. 89 orders partial loss, 1 out of target	Total 100% Partial 99.5%
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%		0%	0%	0%	0%	☺		0%
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	100%	93%		100%	100%	100%	91%	☺	21 out of 23 lights met the KPI	98%

Title of Indicator	TARGET 2014/15	TARGET 2015/16	OCT - DEC 2104	JAN - MAR 2015		APR - JUN 2015	JULY - SEPT 2015	OCT - DEC 2105	JAN - MAR 2016	PROGRES S AGAINST TARGET	SUMMARY	Actual 2015/16
Estate Management												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	90%	90%	92%	89%		93%	98%	100%	95%	☺	36/38	97%
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	87%	76%		87%	98%	95%	97%	☺	37/38	94%
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	91%	95%		73%	85%	88%	68%	☹	26/38 Improvement being implemented by Cleaning Manager.	79%

Title of Indicator	TARGET 2014/15	TARGET 2015/16	OCT - DEC 2104	JAN - MAR 2015		APR - JUN 2015	JULY - SEPT 2015	OCT - DEC 2105	JAN - MAR 2016	PROGRES S AGAINST TARGET	SUMMARY	Actual 2015/16
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	80%	100%	81%		80%	90%	95%	100%	☺	36/36	91%
Open Spaces												
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	80%	80%	100%	100%		100%	100%	100%	100%	☺		100%
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	n/a	Breton 66% Ben Jonson 86%		NA	N/A	75%	NIA	☺		

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Committee(s) Barbican Residents Consultation Committee Barbican Residential Committee	Date(s): 06062016 13062016
Subject: Progress of Sales & Lettings	
Report of: Director of Community and Children's Services Report author: Ann Mason, Revenues Manager	Public Information

Summary

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.

Recommendation:

That the report be noted.

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	21	4	£22,050	25/12/2015 24/12/2018	Tenant deceased	09/2/2016
2	21	4	£22,050	Service tenancy	Management move	14/03/2016

3	26	3	£24,400	18/01/2015 17/01/2018	Tenant deceased	01/04/2016
4	1B	15	£31,400	25/12/2013 24/12/2016	Tenant deceased	08/04/2016

RIGHT TO BUY SALES

3.

	3 May 2016	2 February 2016
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
NET PRICE	£65,007,843.75	£65,007,843.75

OPEN MARKET SALES

4.

	3 May 2016	2 February 2016
Sales Completed	840	838
Market Value	£137,923,771.97	£136,288,771.97

~~Fifteen exchanges of sold flats have taken place with the sum of £720,254 being paid to the~~

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

APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 3 May 2016
1	Lauderdale Tower	27	1B 4 bed	£1,850,000	Proceeding

2	Cromwell Tower	31	1A 4 bed	£1,850,000	Proceeding
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APPROVED LETTINGS

9.

CASE	Block	Floor	Type	Annual Rent	Remarks as at 3 May 2016
1	Thomas House	4	21 2 bed	£23,050	Service Tenancy Completed 14/03/2016

COMPLETED SALES

10. Since the last report two sales have completed. The sale of 533 Willoughby House completed on 11 March and of 37 Andrewes House completed on 13 April.

SALES PER BLOCK

11.

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	184	16,648,760.00	95.83
BEN JONSON HOUSE	204	195	14,132,454.83	95.59
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	106	7,201,712.50	95.50
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	87	11,046,452.50	98.86
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	146	14,337,670.50	98.65
TERRACE BLOCK TOTAL	1645 (1645)	1583 (1581)	130,640,573.33 (129,005,573.33)	96.23 (96.11)
CROMWELL TOWER	112	100	21,700,801.00	89.29
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	109	25,225,415.76	93.97
TOWER BLOCK TOTAL	345 (345)	322 (322)	69,629,996.39 (69,629,996.39)	93.33 (93.33)
ESTATE TOTAL	1990 (1990)	1905 (1903)	200,270,569.72 (198,635,569.72)	95.73 (95.63)

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.

Committees:		Dates:
Projects Sub Committee Barbican Residents' Consultation Committee Barbican Residential Committee		29/06/2016 06/06/2016 13/06/2016
Subject: Barbican Estate Residential Baggage Store/Storage Space Installation	Gateway 2 Project Proposal	Public
Report of: Director of Community & Children's Services		For Decision
Report author: Barry Ashton – Car Park Manager		

Project Summary

1. Context	The Barbican Residential Committee (BRC) approved the 3 year budget reduction plan of generating income for 2017/18 of £124,000 for car parking and £30,000 for baggage stores as part of the City's Service Based Review in 2014.
2. Brief description of project	<p>Baggage Stores are very popular and the Barbican Estate Office has an opportunity to install a further 300 stores/storage space as part of a development project within unoccupied car park areas.</p> <p>The stores provide a good financial income for the Barbican Estate and there are currently over 260 residents on the waiting list for a new store.</p>
3. Consequences if project not approved	If no action is taken an opportunity to improve the operation efficiency will be lost, the waiting list will not reduce and if there is anticipated to be a shortfall in achieving the 2017/18 budget plan then an option for a reduction in staff costs &/or increase to charges would need to be considered.
4. Success criteria	<ul style="list-style-type: none"> • New baggage stores/storage space for all residents on waiting list (currently 260) and immediate future. • Increased annual income of circa £132k from letting. • Best use of BEO asset and making use of an unoccupied space with an infill opportunity. Overall car park occupancy at 67% (498 vacant bays):- <ul style="list-style-type: none"> ○ Andrewes CP - 82% occupancy and 24 vacant bays ○ Breton CP - 42% occupancy and 125 vacant bays ○ Bunyan CP - 35% occupancy and 135 vacant bays ○ Cromwell CP - 73% occupancy and 25 vacant bays

	<ul style="list-style-type: none"> ○ Thomas More CP - 66% occupancy and 47 vacant bays ○ Willoughby House CP - 73% occupancy and 84 vacant bays ● Stakeholder consultation with Cultural Hub Project Board and the Beech Street Project Board to ensure best use of assets.
5. Notable exclusions	None
6. Governance arrangements	<p>Spending Committee: Barbican Residential Committee</p> <p>Senior Responsible Officer: Michael Bennett (Author: Barry Ashton)</p> <p>It is not envisaged that a separate project board will be set up to monitor this project, it will form part of the Housing Programme Board which oversees all projects on the Housing and Barbican</p> <p>Project Board: No</p>

Prioritisation

7. Link to Strategic Aims	2. To provide modern, efficient and high quality local services and policing within the Square Mile for workers, residents and visitors with a view to delivering sustainable outcomes
8. Links to existing strategies, programmes and projects	This will form part of development opportunities being reviewed by City Surveyors for the Barbican Estate.
9. Project category	3b. Income generating
10. Project priority	A. Essential

Options Appraisal

11. Overview of options	<ol style="list-style-type: none"> 1) Do nothing 2) Possibility of altering:- <ol style="list-style-type: none"> a) Specific Car Park Bay Locations b) Store Design c) Construction Materials d) Store Sizes e) Number of Stores
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Project Planning

12. Programme and key dates	<p>Overall programme: 12 Months, completion before March 2017</p> <p>Key dates: Procurement / Installation Start – October 2016</p> <p>Other works dates to coordinate: None</p>
13. Risk implications	<p>Overall project risk: Amber</p> <ul style="list-style-type: none"> Possible Planning Application required for change of use from resident car park amenity to resident storage facilities
14. Stakeholders and consultees	Property Services officers, BE Office staff, Town Clerk's Cultural Hub Property Director, City Surveyors, Chamberlains, City Planning and BE residents.

Resource Implications

15. Total estimated cost	<p>2. £250k to £5m</p> <p>Likely cost: Approx. £300K and £37,500 for fees & staff costs</p>
16. Funding strategy	The project will be funded by a bid to the City Fund New Projects £2m reserve for 2016/17.
17. On-going revenue implications	<p>The additional income generated will help fund the required overall annual SBR savings.</p> <p>On-going costs associated with stores contained within existing revenue budgets.</p>
18. Investment appraisal	Baggage Stores - City Fund with a payback period of approx. 2.6 years.
19. Procurement strategy	<p>Contact CLPS:-</p> <ul style="list-style-type: none"> Advice on alternative procurement options Ask them to identify companies Receive Quotations <p>Build as per existing blocks of baggage stores in car parks via Barbican Estate's Property Services Team.</p>
20. Legal implications	Possible Planning Application required for change of use from resident car park amenity to resident storage facilities
21. Corporate property implications	Possible Cultural Hub and Beech Street project implications
22. Traffic implications	None
23. Sustainability and energy implications	Lighting

24. IS implications	None
25. Equality Impact Assessment	An equality impact assessment will be undertaken

Recommended Course of Action

26. Next steps	Gateway 3 report – Project Sub-Committee <ul style="list-style-type: none">• Liaise with Planning Officers• Review options and liaise with City Procurement to determine the best route to market• Build as per existing blocks of baggage stores in car parks via Barbican Estate’s Property Services Team.															
27. Approval track and next Gateway	Approval track: 3. Light Next Gateway: Gateway 3/4 - Options Appraisal (Regular)															
28. Resource requirements to reach next Gateway	<table><tr><th>Item</th><th>Reason</th><th>Cost (£)</th><th>Funding Source</th></tr><tr><td>Staff</td><td>Staff Costs</td><td>£2k</td><td>Local Risk</td></tr><tr><td>Consultant</td><td>Develop options for the locations</td><td>£5k</td><td>Local Risk</td></tr></table>				Item	Reason	Cost (£)	Funding Source	Staff	Staff Costs	£2k	Local Risk	Consultant	Develop options for the locations	£5k	Local Risk
Item	Reason	Cost (£)	Funding Source													
Staff	Staff Costs	£2k	Local Risk													
Consultant	Develop options for the locations	£5k	Local Risk													

Contact

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Committees:	Dates:	
Housing Management and Alms-houses Sub Committee	25/04/2016	
Barbican Residents Consultation Committee	06/06/2016	
Barbican Residential Committee	13/06/2016	
Projects Sub	29/06/2016	
Subject: Water System Safety Works at Residential Housing Estates	Gateway 3/4 Options Appraisal	Public
Report of: Director of Community & Children's Services		
Report author: Jason Crawford, Asset Programme Manager	For Decision	

Summary

Dashboard

Project Status	Green	
Time Line	Procurement – to December 2016 Gateway 5 / Authority to Commence Works – January 2017 Contractor Appointed – February 2017 Works Start - April 2017	
Programme status	Pending Approval of Gateway 3/4 – Options Appraisal	
Latest estimated cost of works	HRA Housing Estates £500,000	Barbican Estate £800,000
Expenditure to date	£4,000	
Total Project Cost	HRA Housing Estates £562,000	Barbican Estate £900,000

Progress to date (including resources expended and any changes since previous Gateway

The Gateway 1/2 report outlined a project approach to address the statutory requirement of risk assessments, monitoring & testing and the completion of remedial, minor and major works. An issue report was presented to the Residents Consultation Committee and the Barbican Residential Committee recommending separate procurement for Risk Assessment and Monitoring & testing contracts.

The statutory obligation to carry out monitoring, testing and risk assessments have now been completed, and form the basis of this report which seeks approval of the programme and budget prior to procurement for a contractor to complete these works.

Overview of options

Option 1 – completing works reactively as they are identified. Any items which have been identified as high risk through the recent risk assessment programme must be completed as soon as reasonably practicable, items of a lesser risk may be completed as their risk level increases or items fail over the next 2-5 years.

Option 2 – completing a planned programme of works using the results of the risk assessments to prioritise the works.

Proposed way forward

The proposed way forward is to proceed with Option 2.

Procurement Approach

If the recommended option proceeds, the procurement approach will be to advertise the works as one contract openly on the City's procurement portal.

Table with financial implications

	HRA Housing Estates		Barbican Estate	
Description	Option 1: Immediate completion of High risk work items & reactive completion of remaining works	Option 2: Planned programme of all works	Option 1: Immediate completion of High risk work items & reactive completion of remaining works	Option 2: Planned programme of all works
Works Costs	£693,500	£500,000	£1,108,057	£800,000
Fees & Staff Costs	£86,687	£62,500	£138,057	£100,000
Total	£780,187	£562,000	£1,246,564	£900,000
Funding Strategy	HRA: £762,187 (30% recovery of £228,656) Almshouses Trust: £12,000 (0% recovery) City Fund – Spitalfields £6,000 (50% recovery of £3,000)	HRA £547,000 (30% recovery of £164,100) Almshouses Trust £10,000 (0% recovery) City Fund – Spitalfields £5,000 (50% recovery of £2,500)	City Fund and 96% proportional recovery (£1,196,701) from long leaseholders	City Fund and 96% proportional recovery (£864,000) from long leaseholders
Items in parentheses are proportional recovery from long leaseholders, as applicable depending upon location of work.				

Recommendations

1. Approval to proceed with Option 2.
2. Take note of the estimated budget of £562,000 for HRA Housing Estates and £900,000 for Barbican Estate.
3. Approval of the additional budget now requested to reach Gateway 5 (£25,000 for HRA Housing Estates and £40,000 for Barbican Estate).

Options Appraisal Matrix

See attached.

Contact

Report Author	Jason Crawford, Asset Programme Manager
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Options Appraisal Matrix

	<i>Option 1 – reactive work</i>	<i>Option 2 – planned programme</i>
1. Brief description	Completing any high risk items immediately but dealing with medium and low risk items reactively – for example, as they become high risk or as items fail.	Using the results of the risk assessments to tender a 3 to 5 year works programme. This programme will address the works in priority order – addressing high, medium and low risk items.
2. Scope and exclusions	<p>Scope: All water supply systems for which the City is responsible at the Barbican and the Housing Revenue Account (HRA) Estates. This includes communal hot/cold water storage tanks, communal pipework, individual hot/cold storage tanks and pipework in tenanted properties, hot/cold water tanks and pipework in estate offices.</p> <p>Exclusions: Hot/cold water tanks, calorifiers and pipework within properties that are owned by long leaseholders.</p>	
<i>Project Planning</i>		
3. Programme and key dates	<p>Procurement – to December 2016</p> <p>Gateway 5 / Authority to Commence Works – January 2017</p> <p>Contractor Appointed – February 2017</p> <p>Works Start - April 2017</p>	
4. Risk implications	<p>High Risk Approach</p> <p>(1) Ensuring the safety of the systems that provide water is a statutory duty.</p>	<p>Medium Risk Approach</p> <p>(1) Ensuring the safety of the systems that provide water is a statutory duty.</p>

	<i>Option 1 – reactive work</i>	<i>Option 2 – planned programme</i>
	(2) Carrying out works reactively could put systems at risk while works are specified and procured.	(2) We are currently in a position where the risk assessments have identified the risk levels of all items of water equipment in our properties. (3) Instigating a programme which addresses the works in priority order – high, medium and low – will ensure that following a fixed period of time no high or medium risk items will remain in our properties.
5. Benefits and disbenefits	<p>Benefits:</p> <ul style="list-style-type: none"> Statutory compliance is achieved – as each item of risk is identified and removed. <p>Disbenefits:</p> <ul style="list-style-type: none"> Higher cost by not procuring a large contract. Need to procure any item over £10,000, causing delays to works. 	<p>Benefits:</p> <ul style="list-style-type: none"> Statutory compliance is achieved via a planned programme which addresses high, medium and low risk items in priority order. Lower cost by procuring a larger contract.
6. Stakeholders and consultees	<p>Members and Ward Members.</p> <p>Residents, including leaseholders via statutory Section 20 consultation.</p> <p>Departments of City Surveyor's, Comptroller and City Solicitor, Town Clerks and Chamberlain's (including City Procurement).</p>	
<i>Resource Implications</i>		

	<i>Option 1 – reactive work</i>	<i>Option 2 – planned programme</i>
7. Total Estimated cost	HRA Housing Estates £562,000	Barbican Estate £900,000
8. Funding strategy	<ul style="list-style-type: none"> Barbican Estate and Spitalfields properties - City Fund with a respective 96% and 50% proportional recovery from long leaseholders. Almshouses - Almshouses Trust and there is no proportional recovery from long leaseholders. HRA - The proportional recovery from long leaseholders across the HRA estates is estimated to be in the overall region of 30%; however this is likely to differ across individual estates and will be reviewed in greater detail at Gateway 5. 	
9. Estimated capital value/return	N/A.	
10. Ongoing revenue implications	There will be a minor decrease in annual costs. This is owing to the fact carrying out major works will reduce the risks in some locations (for example, replacing an ageing water tank with a modern one translates into a lower-risk item) Low risk items are not required to be risk assessed as frequently as higher risk ones.	
11. Investment appraisal	Carrying out works reactively is poor investment practice where works could be specified, prioritised and programmed.	Timely intervention to complete works reduces spend on reactive repairs and maintenance as unexpected failures occur less frequently.
12. Affordability	The works have been factored into the Asset Management plans for both the Barbican and HRA Estates.	
13. Legal implications	Water systems that include tanks or areas that are not regularly flushed with running water pose a risk of harbouring bacteria. There could be legal consequences where failure to monitor and maintain equipment	

	<i>Option 1 – reactive work</i>	<i>Option 2 – planned programme</i>
	has caused exposure to bacteria and led to illness.	
14. Corporate property implications	It is important that the City's assets remain in good, safe and statutory compliant condition. Therefore all necessary action should be taken to ensure that assets are kept as such throughout the assets' lifetime.	
15. Traffic implications	The detail of the traffic plan for the installation phase will be agreed with the successful contractor.	
16. Sustainability and energy implications	Should pipework be replaced or re-configured this may improve water flow rates with a marginal reduction in pumping requirements and therefore energy. However, the work may also involve tasks such as adjusting settings on hot water equipment to achieve higher temperatures for safe storage. A consequence may be higher energy usage.	
17. IS implications	N/A.	
18. Equality Impact Assessment	The proposed works will not have an impact on equality or protected characteristics. The delivery phase of the works will be carefully planned and implemented in conjunction with residents to ensure no adverse impacts. Failure to deliver these works would have a higher potential impact upon the elderly and vulnerable as they are at greater risk of Legionellosis (which includes Legionnaires' disease, Pontiac fever and Lochgoilhead fever.)	
19. Recommendation	Not recommended	Recommended
20. Next Gateway	Gateway 5 - Authority to Start Work	Gateway 5 - Authority to Start Work

	Option 1 – reactive work				Option 2 – planned programme	
21. Resource requirements to reach next Gateway			HRA, Almshouses and Spitalfields		Barbican Estate	
	Item	Reason	Cost (£)	Funding Source	Cost (£)	Funding Source
	Staff Costs	Liaise with consultants and city procurement	£7,000	HRA £22,000 (30% recovery of £6,600)	£10,000	City Fund (96% recovery of £38,400).
	Consultancy	Design and specification of works.	£18,000	Almshouses Trust £2,000 (0% recovery)	£30,000	
	Total		£25,000	City Fund – Spitalfields £1,000 (50% recovery of £500)	£40,000	
	Items in parentheses are proportional recovery from long leaseholders, as applicable depending upon location of work.					

Committee: Barbican Residential Committee	Date: 13 June 2016
Subject: Report of Urgent Action Taken Issues Report: Communal repairs and redecorations programme for the Barbican Estate	Public
Report of: Town Clerk Report author: Julie Mayer	For Information
<p style="text-align: center;">Summary</p> <p>This report advises Members of action taken by the Town Clerk since the last meeting of the Committee, in consultation with the Chairman and Deputy Chairman, and in accordance with Standing Order No. 41.</p> <p>Recommendation:</p> <p>Members are asked to note the following decision, taken under urgency procedures, since the last meeting:</p> <p>Communal Repairs and Redecorations Programme for the Barbican Estate (3-5 year programme of works) – Issue Report</p>	

Summary of Issue

Following the procurement process, the total project budget for the 3-5 year Communal Repairs and Redecorations Programme for the Barbican Estate, encompassing the winning tender and associated staff, costs & fees, exceeded the estimated budget range approved by the Projects Sub Committee, at Gateway 3/4, by £584,450.

Background/Proposal

A budget of £1,128,000 for the first year's works of the programme was approved by your Committee on 14th December 2015. The budget for subsequent year's works within the programme would normally be presented to the Barbican Residential Committee for approval on a yearly basis. However, in order to let the contract, approval of the additional budget for the full programme of works was required in April 2016, as per paragraph 38 of the project procedure, in order to advance the project.

Financial Implications

The project is funded by the City Fund, the majority (circa 95%) of the cost is recoverable by way of service charges from leaseholders and the remainder (circa 5%) is funded from on-going annual Barbican Residential local risk revenue budgets.

A budget of £1,128,000 for the first year's works of the programme was approved by your Committee on 14th December 2015. Approval of the remainder of the project budget, for works in year's 2-5 of the programme, was required in order to advance the project.

Reasons for Urgency

- The Chamberlain advised that, as the tendered amount was more than 5% above the amount approved by the Projects Sub Committee at Gateway 3/4, it would need to be approved by the Projects Sub Committee. An Issues Report was therefore presented to the Projects Sub Committee on 11th May 2016 and subsequently approved.
- Delaying the approval of the report to the next meeting of the Barbican Residential Committee, on 13th June 2016, would have resulted in the external redecorations to some of the blocks being delayed until the Autumn/Winter of 2016. The greatly increased chance of inclement weather in the latter part of the year would have put the timely delivery of the programme at significant risk and may have caused costs to increase. Approval under urgency would allow external works to commence by late Spring/early Summer and make optimal use of the good weather. The requirement to submit an Issue Report was only apparent post the last Barbican Residential Committee Meeting on 14th March 2016.

Options

1. Approve the increase in project budget to a total of £2,271,950. This is the recommended option.
2. Undertake a new tender.

Recommendation

With the construction and maintenance industry continuing to inflate, re-tendering the works was likely have increased costs further. In addition, the concomitant programme delay, whilst works were being re-tendered, would have caused the recommended existing paint product lifecycles to be exceeded, to the detriment of the structure of the Grade II Listed Barbican Estate and its associated high reputation and property values. Re-tendering was therefore not recommended.

The Town Clerk, in consultation with the Chairman and Deputy Chairman of the Barbican Residential Committee, therefore approved an increased total project budget of £2,271,950, to allow the project to proceed on track.

Julie Mayer
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