



Barbican Residential Committee

Date: MONDAY, 19 SEPTEMBER 2016
Time: 11.00 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

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

*Non-resident members**

Enquiries: Julie Mayer
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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. **MINUTES OF THE PREVIOUS MEETING**
To approve the public minutes and summary of the meeting held on 13th June 2016.
For Decision
(Pages 1 - 8)
4. **DRAFT MINUTES OF THE BARBICAN RESIDENTS CONSULTATION COMMITTEE**
To receive the draft minutes of the meeting held on 5th September 2016.
For Information
(Pages 9 - 14)
5. **UPDATE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 15 - 22)
6. **'YOU SAID: WE DID' - OUTSTANDING ACTIONS LIST**
Report of the Director of Community and Children's Services.
For Information
(Pages 23 - 24)
7. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**
Report of the Director of Community and Children's Services.
For Information
(Pages 25 - 40)
8. **2015/16 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 41 - 46)
9. **2015/16 REVENUE OUTTURN FOR THE RESIDENTIAL SERVICE CHARGE ACCOUNT - INCLUDING RECONCILIATION BETWEEN THE CLOSED ACCOUNTS AND THE AMOUNT TO BE CHARGED TO LONG LEASEHOLDERS**
Report of the Chamberlain.
For Information
(Pages 47 - 52)
10. **PROGRESS OF SALES AND LETTINGS**
Report of the Director of Community and Children's Services.
For Information
(Pages 53 - 56)

11. **2016 RESIDENTS' SURVEY**
Report of the Director of Community and Children's Services.
For Information
(Pages 57 - 78)
12. **FUNDING FOR A LOW EMISSIONS NEIGHBOURHOOD**
Report of the Director of Markets and Consumer Protection.
For Information
(Pages 79 - 82)
13. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
15. **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
16. **NON-PUBLIC MINUTES**
To approve the non-public minutes of the meeting held on 13th June 2016.
For Decision
(Pages 83 - 84)
17. **BRANDON MEWS LEASE VARIATION**
Report of the Director of Community and Children's Services.
For Decision
(Pages 85 - 92)
18. **BARBICAL ARREARS UPDATE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 93 - 102)
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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BARBICAN RESIDENTIAL COMMITTEE

Monday, 13 June 2016

Minutes of the meeting of the Barbican Residential Committee held at Guildhall
on Monday, 13 June 2016 at 11.00 am

Present

Members:

Randall Anderson	Jeremy Mayhew
Deputy John Barker (in the Chair)	Gareth Moore
Christopher Boden	Deputy Joyce Nash
Deputy Billy Dove	Graham Packham
Ann Holmes	Stephen Quilter
Michael Hudson	Angela Starling
Professor John Lumley	Deputy John Tomlinson

In Attendance

Officers:

Julie Mayer	Town Clerk's
Alan Bennetts	Comptroller and City Solicitor's Department
Mark Jarvis	Chamberlain's Department
Ade Adetosoye	Director of Community and Children's Services
Michael Bennett	Community and Children's Services
Mike Saunders	Community and Children's Services
Helen Davinson	Community and Children's Services
Barry Ashton	Community and Children's Services
Craig Stansfield	Department of the Built Environment (Planning)
Paul Robertshaw	Department of the Built Environment (Planning)
Alison Hayes	Department of the Built Environment (Planning)
Michael Bradley	City Surveyor's Department

1. APOLOGIES

Apologies were received from David Bradshaw, Stanley Ginsburg, Vivienne Littlechild, Chris Punter and Dhruv Patel.

It was proposed by Deputy Joyce Nash, seconded by Mr Graham Packham and moved that Deputy John Barker take the Chair.

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

There were no declarations.

3. ORDER OF THE COURT

The Committee received the Order of the Court of Common Council, dated 21 April 2016.

4. ELECTION OF CHAIRMAN

The Committee proceeded to elect a Chairman, from the non-resident Members of the Committee, in accordance with Standing Order No. 29. A list of Members eligible to stand was read and Ms Ann Holmes, being the only Member expressing a willingness to serve, was duly elected Chairman for the ensuing year and took the Chair.

VOTE OF THANKS

RESOLVED UNANIMOUSLY – That, the Members of the Barbican Residential Committee wish to place on record their sincere appreciation to GARETH MOORE for the caring, diligent and affable manner in which he has chaired their Committee since 2013.

UNDER his Chairmanship, internal and external communications have improved and regular electronic bulletins are now sent to over 1,500 residents, as well as quarterly newsletters to leaseholders. The residents' working party network has strengthened and a new working party to review leasehold service charges has been established. Publications aimed at residents have been improved, along with the estate's pages on the City's website.

IN ORDER TO improve both the quality of life and safety of residents; a new long-term agreement will soon commence for the internal and external redecorations of the common parts of the residential blocks. The concrete testing and surveys for the terrace blocks are due to complete shortly, along with the associated reports. New planters have been delivered to Willoughby Highwalk and the podium's drainage clearance programme has been enhanced. The Barbican area CCTV project, which includes the walkways on the estate, is being progressed by the City's procurement team.

LOOKING TO THE FUTURE and from a corporate perspective; the Committee has deliberated over options to achieve additional car park/store income for 2017/18 as part the City's service based review targets. The options being progressed include additional residential stores/storage space and a parcel delivery centre.

FINALLY, the Committee wishes to place on record its recognition of his care and dedication to the Barbican Residential Committee and the estate's residents, along with his warm spirit of hospitality, as shown at the annual committee dinners. His colleagues would like to convey their gratitude and best wishes for the future.

5. ELECTION OF DEPUTY CHAIRMAN

The Committee proceeded to elect a Deputy Chairman, from the non-resident Members of the Committee, in accordance with Standing Order 30. As immediate past Chairman, Mr Gary Moore exercised his right to act as Deputy Chairman for the ensuing year.

6. MINUTES OF THE PREVIOUS MEETING

RESOLVED, that:

The public minutes and non-public summary of the meeting held on 14th March 2016 be approved, subject to an amendment as set out below under 'matters arising'.

Matters arising

- A Member sought to clarify a point made at the last meeting in that the City Solicitor had not agreed to allow the member of staff dealing with the concrete works to attend the Committee to explain any delays. This amendment to the minutes was accepted. The City Solicitor advised Members that proceedings had been issued at the County Court Money Claims Centre in Salford and would be served on the eight lessees, who had not paid for the concrete works, within the next day or so. If any defences were filed to the City's claim within the next 14 days, the matters would be transferred to the First Tier Tribunal (Property Chamber).
- A resident Member, who had attended the tour of the Barbican Estate as part of Member Development Week on 26 May 2016, had been disappointed at the lack of attendance by non-resident Members of the Barbican Residential Committee. However, the Town Clerk advised that the new Chairman of the Planning Committee had attended and found the tour very helpful. Officers advised that they would be offering another tour in September, to coincide with a report being presented on Lease Variations. Members asked if Fridays could please be avoided when arranging such events.

7. UPDATE REPORT

The Committee received a report of the Director of Community and Children's Services, which updated Members on issues raised by the Barbican Estate Residents' Consultation Committee (RCC) and Barbican Residential Committee (BRC) at their meetings in March 2016. It also provided updates on other issues on the estate.

During questions, the following matters were raised/noted:

- Under the terms of VFM's contract, the City of London Corporation were not able to actively promote other suppliers. However, the license did not preclude BT from upgrading their existing infrastructure and this is proceeding. Furthermore, officers were not precluded from providing factual, helpful information to residents and BT reserved its statutory rights to provide a fair, competitive service. Officers advised that BT would be using the existing network via Open Reach and the City Solicitor had advised that this would not constitute a breach of the Contract.

- In response to a question about the lease of parking spaces to Roman House, which was not part of the Barbican Estate, officers confirmed that they were not taking any further enquiries. In response to a question about the need for retrospective planning approval in respect of the above lettings, the Planning Officer advised that, technically, this would be required but given this was such a minor issue, it was not suggested at this time.
- Members noted that the lift performances referred to in the report: Turret – (Thomas More) and Gilbert House, were the only two which fell within the remit of the Barbican Residential Committee. Members were advised that if they had issues with the performance of any other lifts on the Estate, this fell within the remit of the Planning and Transportation Committee.

RESOLVED, That – the report be noted.

8. YOU SAID: WE DID – ACTIONS UPDATE

Members received the 'You Said; We Did' actions update in respect of the Barbican Residential Committee and particularly noted the following:

- An update on concrete testing was been provided under 'matters arising', as set out at item 6 above.
- Officers agreed to circulate statistics on their work in respect of short term holiday lets.

RESOLVED, that – the report be noted.

9. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW

The Committee received a report of the Director of Community and Children's Services, which provided Members with an update on the review of the estate wide implementation of Service Level Agreements (SLA's) and Key Performance Measures (KPI's) for the quarter January to March 2016.

RESOLVED, That - the SLA quarterly review be noted.

10. PROGRESS OF SALES AND LETTINGS

The Committee received a report of the Director of Community and Children's Services in respect of sales and lettings approved, under delegated authority, since the last meeting of the Barbican Residential Committee.

RESOLVED, That – the report be noted.

11. BARBICAN ESTATE RESIDENTIAL BAGGAGE STORE/STORAGE SPACE INSTALLATION – GATEWAY 2 – PROJECT PROPOSAL

The Committee considered a report of the Director of Community and Children's Services in respect of baggage stores/storage space installation. Members noted that the report had been approved by the Corporate Projects

Board and would be presented to the Projects Sub Committee at the end of June 2016. Two Planning Officers were in attendance to respond to Members' queries.

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

In respect of 'change of use from resident car park amenity to resident storage facilities', Members noted that specific usage; i.e. residents/closeby residents would be a matter for a future Barbican Residential Committee Policy decision. Members were reminded that current car parking use was not limited to Barbican residents. Whilst accepting this, Members noted and agreed that any future policy decision in respect of limiting use; i.e. to residents/closeby residents, would need to be made very clear.

The Planning Officers advised that, that if the storage units were demolished, the use would revert to the original planning permission for car parking but, if residents wanted to park inside the storage units, then an application for flexible use should be submitted. Members noted that the numbers would need to be specific but the sizes would be variable and further details, such as building materials, would be picked up as part of the planning application and in the later 'Gateway' project reports.

RESOLVED, that - the project proceed to Gateway 3 of the Project Procedure, as follows:

1. Liaison with Planning officers.
2. Review of options and liaison with City Procurement in order to determine the best route to market.
3. Build as per existing blocks of baggage stores in car parks, via Barbican Estate's Property Services Team.

12. WATER SYSTEM SAFETY WORKS – GATEWAY 3-4 OPTIONS APPRAISAL

The Committee considered a report of the Director of Community and Children's Services in respect of the Water System Safety Works at Residential Housing Estates. Members noted that the RCC had asked to see a summary of the risk assessment findings, in respect of the high risk items, and this would also be provided to Barbican Residential Committee Members.

In response to questions, Members noted that Option 2 would provide the same level of urgency to the high risk items, which had been scheduled for the first 1-2 years. The Officer advised that the company (which had conducted the risk assessments) was comfortable with the schedule, regular water testing would continue and any urgent high risks would continue to be dealt with as responsive repairs.

In respect of the estimates, as set out in the report, officers explained that there were over 90 water tanks on the Barbican Estate and, therefore, this would be a far more complex project than would be the case for the City's other estates. The shortfall would fall to the long lessees and Members noted that this would

be one of the matters under consideration by the new Leaseholder Service Charges Working Party.

RESOLVED, that – Option 2, as set out in the report, be approved; i.e. to complete a planned programme of works, using the results of the risk assessments to prioritise the works.

13. REPORT OF URGENT ACTION TAKEN

The Committee received a report of the Town Clerk in respect of an Urgent Decision taken by the Town Clerk, in consultation with the Chairman and Deputy Chairman of the Barbican Residential Committee, in order to approve the Communal Repairs and Redecorations Programme for the Barbican Estate (3-5 Year Programme of Works). Members noted that delaying the approval to the next meeting of the Barbican Residential Committee would have resulted in the external redecorations to some of the blocks being delayed until the Autumn/Winter of 2016. The greatly increased change 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.

RESOLVED, that – the Report be noted.

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

The draft minutes of the Meeting of the RCC on 6th June 2016 were received.

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

In response to a question about the allocation of charges between the service charge accounts, officers advised that when Frobisher Crescent had joined the estate, the costs to leaseholders had been reduced accordingly and there would be a further reduction once Blake Tower joined.

16. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items.

17. EXCLUSION OF THE PUBLIC

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

Item no
18 - 20

Para no
1,2 & 3

18. ARREARS UPDATE

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

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

There were no questions.

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

There was one item of urgent business considered whilst the public were excluded.

The meeting ended at 12:20 pm

Chairman

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 5 September 2016

Minutes of the meeting of the Barbican Estate Residents Consultation Committee
held at Guildhall on Monday, 5 September 2016 at 6.30 pm

Present

Graham Wallace (Chairman)
Tim Macer (Deputy Chairman)
Robert Barker (Deputy Chairman)
Mark Bostock - Frobisher Crescent
Nancy Chessum - Andrewes House
Bethan Cobley - Mountjoy House
Richard Dykes - Gilbert House
Robin Gough - Defoe House

Gordon Griffiths - Bunyan Court
Fiona Lean - Ben Jonson House
Christopher Makim - Speed House
Fred Rodgers - Breton House
Jane Smith - Barbican Association
John Tomlinson - Cromwell Tower
Janet Wells - John Trundle House
Ted Reilly - Shakespeare Tower

Barbican Residential Committee:

Ann Holmes (Chairman)
Deputy John Barker
Professor John Lumley

Officers:

Julie Mayer	-	Town Clerk's
Helen Davinson	-	Community and Children's Services
Michael Bennett	-	Community and Children's Services
Mike Saunders	-	Community and Children's Services
Anne Mason	-	Community and Children's Services
Paul Murtagh	-	Community & Children's Services Department
Jon Averbs	-	Markets & Consumer Protection Department
Mark Jarvis	-	Chamberlain's Department

1. APOLOGIES

Apologies were received from John Taysum, Averil Baldwin, David Graves and Sandy Wilson (who was represented by Ted Reilly).

Before commencing the business on the agenda, the Chairman thanked Robin Gough (Defoe House representative) who would be standing down from the Committee, following many years of service.

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

The Deputy Chairman, Mr Robert Barker, declared a non-pecuniary interest in respect of item 12 (update report) as he had recently been elected as the Chairman of the City of London Access Group.

3. MINUTES

The minutes of the meeting held on 6th June were approved.

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

Members received the actions update report of the Director of Community and Children's Services. Members noted that the list was up to date, with all items having been discharged either before or during this meeting.

RESOLVED, that – the report be noted.

5. **SLA REVIEW**

The Committee received a report of the Director of Community and Children's Services in respect of the quarterly SLA Review for April – June 2016.

RESOLVED, that – the report be noted.

6. **RESIDENTS' SURVEY**

The Committee received a report of the Director of Community and Children's Services in respect of the 2016 Residents' survey. In response to questions about the format of the survey, the Members noted that the Estate Office no longer had the resources to conduct a paper based, data-entry survey and the simplicity of the electronic survey enabled it to be completed annually.

Members noted that this survey response had been lower than for the previous 2 years but was not necessarily low for an exercise like this and had provided a good enough response rate to be meaningful. Finally, Members agreed keep with an annual survey as this enabled sufficient time to correct any issues, which might otherwise go unchecked for another year.

RESOLVED, that:

1. The results of the 2016 Residents Survey be noted.
2. The Residents' Survey continue to be conducted on an annual basis.

7. **REVENUE OUTTURN 2015/16- EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT**

The Committee received a joint report of the Chamberlain and the Director of Community and Children's Services in respect of the 2015/16 Revenue Outturn (excluding the Residential Service Charge Account). All Members had been invited to attend a briefing with finance officers from Community and Children's Services and the Chamberlain's Department, immediately prior to this meeting.

In response to a question about the £55,000 variance, Members noted that this had occurred as a result of the additional cost of tiling and drainage works and a shortfall in car park income. Officer reminded Members of on-going policy development to increase the revenue from car parking and storage.

RESOLVED, that – the Revenue Outturn Report for 2015/16 and the budgets carried forward to 2016/17 be noted.

8. **2015/16 REVENUE OUTTURN FOR THE DWELLINGS SERVICE CHARGE ACCOUNT INCLUDING RECONCILIATION BETWEEN THE CLOSED ACCOUNTS AND THE FINAL SERVICE CHARGE**

The Committee received a report of the Chamberlain in respect of the 2015/16 Revenue Account for the Dwellings Service Charge Account, including the reconciliation between the closed accounts and the final service charge.

Members noted that the tender process for the redecoration works had taken longer than expected and the cost had changed as a result, but the project had now caught up.

In respect of a query about the increase in the estimated repairs and maintenance costs, mainly related to Frobisher Crescent Balcony works and concrete testing, Members noted that the figure quoted in the report included staff costs.

RESOLVED, that – the revenue report for 2015/16 and the service charge reconciliation be noted.

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

The Committee received a report of the Director of Community and Children's Services in respect of the relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules provided to long lessees.

In response to a question about Frobisher Crescent, Members noted the charge to the Art Centre for the share of relevant repairs, as set out in Annexe 5 to the report.

RESOLVED, that – the report be noted.

10. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services in respect of sales and lettings approved by officers since the last meeting.

RESOLVED, That – the report be noted.

11. **FUNDING FOR A LOW EMISSION NEIGHBOURHOOD**

Members received a report of the Director of Markets and Consumer Protection in respect of funding for a low emission neighbourhood, which would focus on the Barbican, Guildhall and St. Barts. The report was well received and Members congratulated the Director and his officers on their successful funding bid. Members noted that Markets and Consumer Protection officers would continue to work with colleagues in the Department of the Built Environment and with other local authorities and an update was expected in early 2017. A measurement of achievements was available in the full report, which had been emailed and tabled for Members.

Members were reminded that a future decision on Beech Street Tunnel would be part of a wider project and consultation exercise.

12. **UPDATE REPORT**

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

In respect of the pre-Committee questions, Members noted that due to a technical problem, it had not been possible to circulate these before the meeting but the Town Clerk would email them to Members the following morning.

In response to several questions about Crossrail and Willoughby House, the Assistant Director provided the following verbal update:

The Assistant Director, Barbican and Property Services advised that he was one of a group of senior officers of the City of London, who met regularly with Crossrail in relation to the City-wide impact of the new tunnel.

With specific regard to the Barbican residential areas, Members noted that an independent consultant, Campbell Reith, had been appointed to represent the City in negotiations with Crossrail in relation to the Barbican Estate's common areas. The Assistant Director confirmed that he was due to meet with Campbell Reith again next week.

Prior to starting the tunnelling works, Crossrail had undertaken a large number of surveys of common areas on the Barbican and internal surveys to a number of homes. The Assistant Director advised that he was in receipt of many of the pre-surveys, which Crossrail would use in determining and processing any subsequent claims. The monitoring period had ended at the end of July 2016, by which time Crossrail expected that any movement would have stabilised and any issues arising would have become evident. Members noted that Leaseholders should contact Crossrail directly in respect of minor non-structural issues within properties. The Assistant Director felt that Crossrail was being responsive but was happy to assist claimants, where necessary.

There was a supplementary question about whether the City's responsibility for common areas should be separate to its responsibility to leaseholders. Members noted that 2 flats had been substantially affected, which would warrant a further survey but, overall, the number of residents affected was fairly low. Crossrail had advised that the number of claims submitted was considerably lower than expected and Members asked for confirmation as to whether they would be time limited.

The Assistant Director agreed that severe cracking and movement would be picked up by Crossrail, whether to common parts or within the properties themselves. In all such cases, our consultant, Campbell Reith, would act on behalf of the City and negotiate with Crossrail in relation to any remedial works. Members were assured that the Barbican Estate Office was taking this matter very seriously and the Assistant Director had been in touch with a number of affected residents. In response to further questions about the expansion joint in

Willoughby House and damage to the podium, the Assistant Director agreed to investigate further and report back to residents.

In response to further questions, Members noted the following:

In respect of possible disturbance from the Consolidation Centre, officers advised that they were working with the Low Emission Neighbourhood Project Manager and potential provider and they would be conducting a mock scenario of possible disturbances. They would also consult with the Barbican Association and it was anticipated that there would be a short term pilot.

The Deputy Chairman (also Chairman of the City of London Access Group) advised that he would email the Assistant Director with his requirements in respect of the upper portion of the Aldersgate Turret (the turret containing a public lift). The Assistant Director assured Members that there would be no downgrade to any facilities already in place.

The remainder of the podium works; commencing with the areas to the east of the podium would be the subject of a report to the Projects Sub Committee in the autumn of 2016. Officers advised that the report would include a proposal to remove the “yellow shed”.

The first new set of baggage stores were expected to be let in Spring/Summer of 2017. Officers agreed to respond to a query about Planning Permission for storage space outside of the meeting.

Officers were waiting on the full consultant reports on the concrete works but initial findings were better than anticipated, with major repairs expected to be less than those required to the tower blocks.

RESOLVED, that – the update report be noted.

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

There were no questions.

14. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items.

The meeting ended at 7.35 pm

Chairman

Contact Officer: Julie Mayer
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Committee:	Date(s)
Barbican Residential Committee	19 September 2016
Subject: Update Report	For Information
Report of: Director of Community and Children's Services Report author: Michael Bennett – Barbican Estate Manager	Public

Summary

Barbican Estate Office

1. Service Based Review (generating income for car parking & stores 2017/18)
2. Short-term holiday lets
3. Electric Vehicle Charging
4. Agenda Plan (*see appendix*)

Property Services (*see appendix*)

5. Redecorations
6. Public lift availability
7. Upgrade of the Barbican Television Network
8. Concrete Works
9. Background Underfloor Heating Working Party

Recommendation: that the contents of this report are noted.

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in June 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 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

- A further residents survey in July highlighted a demand for a number of larger stores which will form part of the project
- Officers are progressing with the provision of 300 stores/storage spaces (including larger stores) some of which will be available as 'work space areas' subject to residents progressing an application for planning and change of use
- The bid proposal for funding via the Gateway 2 report was approved by Projects Sub Committee in June. A Gateway 3 /4 options appraisal report is being drafted for presentation to October Projects Sub Committee
- 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.

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
- BEO are also liaising with officers regarding the 'Low Emission Neighbourhood' in the Barbican area and the possibility of potential funding for Consolidation Centre/Electric Vehicle Charging points. Please see Funding for a Low Emission Neighbourhood report.

2. Short-term holiday lets

The July bulletin to residents and the August 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. Statistics for the April – June quarter:

	April to June 2016
Possible STHL reported to BEO because of noise or nuisance	0
Possible STHL reported to BEO and found on a website	1 (1 block but not flat number identifiable)
STHL advertised on website and location being investigated by BEO	7
STHL at Stage 1	0
STHL at Stage 2	0

3. Electric Vehicle Charging

Tenders for the provision of charging points for electric vehicles in the car parks have been reviewed as part of the City Project led by the Department of the Built Environment in conjunction with City Procurement (including officers from the BEO). A contractor has been selected and City Procurement are progressing this to the next stage. The principle for the Barbican Estate is for the provision of central charging points in some of the bays in some of the car parks and for residents to subscribe directly to the contractor for this service.

Background Papers:

Minutes of the Barbican Residential Committee 6 June 2016.
Minutes of Residents' Consultation Committee 13 June 2016.

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

4. 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	28 Nov	12 Dec
SLA Review	Michael Bennett		
Car Park & Stores Charging Policy	Barry Ashton		
Barbican Estate Residential Baggage Store/Storage Space Installation – Gateway 3/4 Options Appraisal	Barry Ashton		
Background Underfloor Heating Update	Mike Saunders		
Concrete Investigations – Barbican Terrace Blocks	Mike Saunders		
Repairs & Maintenance to roofs/balconies following water penetration	Paul Murtagh		
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"> • Main update - Blake Tower service charge related issues (RCC only)/Service Based Review/Short-term holiday lets/Electric Vehicle Charging/Agenda Plan 2016 • Property Services Update City Surveyors Update (RCC Only)	Michael Bennett		
Arrears Report (BRC Only)	Anne Mason		

Property Services Update

5. Redecorations

2016/17-2019/20 Programme

Works are progressing well on the 2016/17 programme

At the time of this report (11th August 2016) Lauderdale Tower is 70% complete, Shakespeare Tower is 40% complete and Defoe House commenced on 1st August

Regular meetings take place with Housegroup representatives and the feedback has been positive

6. 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 June 2016
Turret (Thomas More)	98.72%	99.96%
Gilbert House	99.68%	99.83%

7. Upgrade of the Barbican Television Network and Broadband Services

Works to upgrade the existing television network commenced on the 1st August. Works are programmed to take 12 weeks.

BT have commenced work to install Fibre to the Basement in the Tower blocks. Residents will receive information direct from BT once the work is complete.

8. Concrete Works

Reports have now been received and are currently being reviewed by officers. Initial findings are that the concrete is in good condition with limited major repairs required

Once reviewed, a programme of works will be formulated. This is likely to take 3 months to complete

Subject to consultation, the tender process is likely to take approximately 6 months (including consultation) with works commencing in the summer of 2017.

9. Barbican Roof Working Party

Following the last RCC and BRC meetings, a working group has been set up to review the report that was withdrawn

At the time of this report, the working party were due to meet on 18th August. A revised report will be presented to a future committee

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

Issue		Source	Officer	Action Escalation
Electric Vehicle Charging				
<i>To be included in current and future update reports.</i>		Dec 2015 BRC	Barry Ashton	Completed
Short-term holiday lets				
<i>To be included in current and future update reports with quarterly statistics.</i>		BRC Sept 15	Michael Bennett	Completed
	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	05 September 2016 19 September 2016
Subject: Service Level Agreements Quarterly Review April – June 2016	Public
Report of: Director of Community and Children's Services Report author: Michael Bennett – Barbican Estate Office 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 April – June 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 April – June 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 April – 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.
4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Robert Barker, Gianetta Corley, Graham Wallace, Fiona Talbot, Fred Rogers), House Officers, surveys, House Group meetings, RCC and

resident general comments/complaints are incorporated into the April – June 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 March 2016 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 March 2016 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 July to September 2016 will take place in October and details of this review will be presented at the November/December 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

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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>
208	Apr-June 16	BEO	On reviewing the Terms of Reference (TOR) for the new Leaseholder Service Charge Working Party it was noted that there was not a TOR for the SLA Working Party. A draft is enclosed for the SLA Working Party to review/provide comments.	SLA WP to review for next meeting.	
207	Apr-June 16	RCC Qs	When will the email protocol (in terms of response times) be reviewed?	As part of SLA review (which will follow same procedure as HIP and RIP)	✓
206	Apr-June 16	BEO	Large Baggage Store Survey has been sent out	Results will be publicised.	
205	Apr-June 16	BEO	Residents Survey 2016 has been sent out	Results will be publicised.	✓
Page 27 203	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 senior officers at the Arts Centre. Protocol currently being circulated for comment and review	
	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.	
199	Oct-Dec 2015	ES	Car Park Box to be trialed as a "Information Point" so that residents who are not online can remain informed.	Thomas More Box is trial area as the HG have expressed concern about being residents who are not online. This is now up and running and information on the location was included in the Quarterly Leaseholder Letter.	✓
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. Fourth stage - draft to RCC for approval. HIP approved in June.	✓

APPENDIX 1 **SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2016**

			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			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>
188	Apr-June 16	BEO	Meeting to be arranged with Cleansing, Barbican Cleaning Manager and the relevant House Groups about use of Garchey Bay	Possible changes to the use of this areas especially in relation to the bulky items being disposed of	
187	Apr-June 16	BEO	Window Cleaning Schedule to be sent out regularly	Issues not being reported by residents in a timely manner - (schedules to be re-posted on noticeboards now we are on the reverse side of schedule). Also update residents again about the protocol for reporting window cleaning issues as some residents wait until a House Group meeting.	
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. Cleansing have been chased up by Barbican Cleaning Manager for an update	
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. New podium cleaning machine has been purchased - we will be looking for improvements in the results for the next July - September quarter	
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. BEO's policy regarding wildlife has been clarified to the affected residents	✓
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>
200	Apr - June 2016	BEO	Repairs & Maintenance contract to be tendered 2016/17 - resident representatives required to volunteer to help determine the new contract.	SLA Working Party will be invited to be involved in the new contract and review tender specification. KPIs will be important factor and penalties introduced for failure to meet KPIs will be considered. Tender process to start around November with resident reps meeting prior to this to look at ways to improve the service through the new contract. Comments will be fed back to RCC by SLAWP. New contractor likely to be in place at the latest July 2017	
199	Apr - June 2016	RCC QS	Are blocks with access to just one lift given priority in terms or repairs?	The contract does not differentiate between "staircase" lifts and "corridor" lifts. The House Group that raised this query has a number of concerns. Meeting arranged with Thomas More House Group during August	
198	Apr - June 2016	HO	Some residents have complained about the lack of protocol from our own contractors, e.g. being on balconies prior to 9am.	Property Services to remind Barbican Estate contractors about procedures with regard to working restrictions and protocol. For example: times access to residents' balconies, buzzing up first, noisy work times etc. To be raised at BOG	
197	Apr - June 2016	HO	Additional resource (painter) taken on by the on site contractor (Metwin). Metwin have caught up on painting jobs and there has been good feedback received from residents	For comment only	✓
196	Jan - Mar 16	HO	Does PS have a skills shortage in terms of plumbing expertise (in house or contractor)? Can this be reviewed?	Issue has been raised at the BOG and is currently being monitored.	
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. This is still being monitored and improvement still required.	
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. This is still being monitored and improvement still required	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2016

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?). This is still being monitored and improvement still required. SLAWP wanted to know what was being done with regard to ensuring improvements with regard to points, 195, 194, 193 and 192. These are comments made by the House Officers who believe more improvement is still required.	
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.	Some examples have been provided and this issue will be raised at BOG	

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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>
145	Apr - Jun 2016	RCC Qs	Frobisher Crescent drainage project - slippage in completion date. Is the delay due to poor management?	Delays are due to the manufacture and installation of the balcony doors. Officers are pressing contractors to achieve their amended completion dates.	
144	Apr-Jun 2016	PS	Estatewide Concrete Surveys update	Surveys are now completed and being analysed. SLAWP wanted the costs involved to be made transparent to residents. Please see Property Services September 2016 Update Report	
143	Apr-Jun 2016	HO	Two new members of staff (projects and major works) have joined the Property Services Team	Head of New Developments & Major Projects: Chartered Architect with over 30 years of experience in both the Public & Private Sector including Planned & Capital Works, Housing & Regeneration. Senior Surveyor & Team Leader: Nearly 20 years on property maintenance, repair, refurbishment & renewal including experience in managing contracts & contractors & Communal TV/Electrical/Electric Heating/Lift upgrades, Fire Risk Assessment & Safety & Building Refurbishment. The Project Delivery Team will be responsible for delivering projects across the Barbican & Housing Estates. The work they carry out is recorded on a time recording system & this time is allocated to each project at year end.	
142	Apr - Jun 2016	HG/BEO	Frobisher Crescent, drainage project - update	A protocol has now been agreed with BEO and the three affected residents. They now receive a weekly update about the progress of the work. Work scheduled for completion in August.	
139	Jan - Mar 2016	RCC Qs	Frobisher Crescent heating/hot water - is there an update?	City Surveyors reviewing latest Heating & Hot Water report from the consultants.	
137	Jan - Mar 2016	HO	Another update is due from VFM with regard to TV services.	An email broadcast estate wide to residents in August with information about start date for TV install. VFM installing fibre in basements. Likely to be a 12 week project.	
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.	
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 2, Update Report.	

APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2016

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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>
162	Apr-June 16	RCC Qs	Lauderdale Place - will the planters that were close to Lauderdale Tower and to the layby entrance, be replaced?	Currently, there is no plan to replace them	✓
161	Apr-June 16	OP	Potential changes to some flower beds on the podium to stop soil runoff.	There are some proposed improvements planned for some of the flower beds to prevent soil spilling off the beds and blocking up drains and soling tiles. BEO to meet with Open Spaces in the next few weeks to review what works can be carried out.	
160	Apr-June 16	BEO	Garden Events proving very popular	comment only	✓
159	Apr-June 16	BEO	Mountjoy House won the Gardens in Bloom Award 2016	comment only	✓
158	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
157	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Initial survey carried out by new Housing Surveyor (July 16) - further survey with options pending. Cleaners to sweep away water from pathway until further solution becomes available.	

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[illegible]

APPENDIX 6
SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

Appendix 7. Barbican KPIs 2016-17

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR - JUN 2016	JULY - SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
Customer Care												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	99%		100%	%	%	%	😊	39/39	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	98%		100%	%	%	%	😊	82/82	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	%	%	%	😊	1 complaint about breaches of lease with wooden flooring	
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99%		100%	%	%	%	😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99%		99%	%	%	%	😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99%		99%	%	%	%	😊		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98%		98%	%	%	%	☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 98.5%		Tower lifts 97.94%	Tower Lifts %	Tower Lifts %	Tower lifts %	☹	Potential faulty EMU (Electronic Monitoring Unit) which showed the lift out of service when it was actually in service (Cromwell B Lift)	
			Terrace lifts 99%	Terrace lifts 99%		Terrace lifts 99.37%	Terrace Lifts %	Terrace Lifts %	Terrace lifts %	☺		
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	92%		99%	%	%	%	☺		
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 90% Partial 90%	Total 90% Partial 90%	Total 100% Partial 99.5%		N/A	N/A	Total % Partial %	Total % Partial %	☺		
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%		0%	%	%	%	☺		0%

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	90%	98%		100%	%	%	%	☺		
Estate Management												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	90%	90%	90%	97%		89%	%	%	%	☹	1% below target	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	80%	94%		97%	%	%	%	☺		
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	80%	79%		66%	%	%	%	☹	25/38 - new podium cleaning machine recently purchased - ongoing monitoring of performance by Cleaning Manager	

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT- DEC 2016	JAN- MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	80%	80%	91%		86%	%	%	%	☺		
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%	80%	100%		100%	%	%	%	☺		
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	75%		91%	%	%	%	☺	Cromwell Tower redec. 11 responses	

Committee(s)	Dated:
Residents' Consultation Committee	5 September 2016
Barbican Residential Committee	19 September 2016
Subject: 2015/16 Revenue Outturn (Excluding the Residential Service Charge Account)	Public
Report of: The Chamberlain and Director of Community & Children's Services	For Information
Report author: Mark Jarvis Head of Finance, Chamberlains	

Summary

This report compares the revenue outturn for the services overseen by your committee in 2015/16, with the final agreed budget for the year.

These accounts do not include income and expenditure in relation to dwellings service charges, which is the subject of 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 1,013 (67.2%) are currently occupied.

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,290 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, 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.

1. Total net expenditure during the year was £3,006,000, whereas the total agreed budget was net expenditure of £2,951,000, representing an overspend of £55,000. This is summarised in the table below:

- 2.

Summary Comparison of 2015/16 Revenue Outturn with Final Agreed Budget – Barbican Residential Committee			
	Latest Agreed Budget £000	Revenue Outturn	Variations Increase/ (Reduction)
	£000	£000	£000
Expenditure	2,791	2,841	50
Income	(4,939)	(4,859)	80
Net Local Risk	(2,148)	(2,018)	130
Central Risk	(225)	(234)	(9)
Recharges	5,324	5,258	(66)
Overall Totals	2,951	3,006	55

3. The Director of Community and Children's Services will carry forward £130,000 of his local risk overspend and they will be added to the Director's budgets for 2016/17.

Recommendation(s)

4. It is recommended that this revenue outturn report for 2015/16 and the budgets carried forward to 2016/17 are noted.

Main Report

Revenue Outturn for 2015/16

5. This report compares the revenue outturn for the services overseen by your Committee in 2015/16, excluding the dwellings service charge account, which is the subject of a separate report, with the final agreed budget for the year.
6. Actual net revenue expenditure for your Committee's services during 2015/16 totalled £3,006,000. A summary comparison of this expenditure with the final agreed budget for the year of £2,951,000 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 2015/16 Revenue Outturn with Latest Agreed Budget					Para
	<i>Original Budget</i>	<i>Latest Agreed Budget</i>	<i>Revenue Outturn</i>	<i>Variations Increase/ (Reduction)</i>	
	£000	£000	£000	£000	
<u>Local risk</u>					
Employees	1,538	1,573	1,543	(30)	8
Repairs and Maintenance	628	713	802	89	
Other Property Related	339	395	366	(29)	
Supplies and Services	110	110	130	20	
Total Expenditure	2,615	2,791	2,841	50	9
Total Income	(4,831)	(4,939)	(4,859)	80	
Net Local Risk	(2,216)	(2,148)	(2,018)	130	
Central Risk	(225)	(225)	(234)	(9)	10
Total Recharges	3,455	5,324	5,258	(66)	
Total	1,014	2,951	3,006	55	

7. Annex A1 sets out an analysis of the £55,000 overspend by service area.

Annex A2 shows the reconciliation of the original budget to the latest agreed budget.

8. The adverse variance on Repairs and Maintenance is due to higher than expected costs for drainage and tiling works.
9. The adverse variance on Income was mainly due to a reduction in commercial car parking income.
10. The favourable variance on recharges is mainly due to a reduction in landlord supervision and management costs.

Local Risk Carry Forward 2015/16

11. The £130,000 local risk overspend of this Committee has been agreed to be carried forward.

Appendices

- Annex A1 - Barbican Residential Committee – Comparison of 2015/16 Revenue Outturn with Latest Agreed Budget by Service Areas.
- Annex A2 - Barbican Residential Committee – Comparison of 2015/16 Original Budget with Latest Agreed Budget.

Dr Peter Kane
Chamberlains

Ade Adetosoye
Director of Community & Children Services

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**Barbican Residential Committee – Comparison of 2015/16
Revenue Outturn with Latest Agreed Budget**

Comparison of 2015/16 Revenue Outturn with Latest Agreed Budget by Service Area				
	<i>Original Budget</i>	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)
	£000	£000	£000	£000
<u>Local risk</u>				
Supervision and Management -General	757	796	744	(52)
Landlords Services	(1,321)	(1,262)	(1,327)	(65)
Car Parking	(202)	(229)	(1)	228
Stores	(379)	(383)	(391)	(8)
Trade Centre	(1,070)	(1,068)	(1,043)	25
Other Non-Housing	(1)	(2)	(1)	1
Total Local Risk	(2,216)	(2,148)	(2,018)	130
Central Risk	(225)	(225)	(234)	(9)
Recharges	3,455	5,324	5,258	(66)
Total	1,014	2,951	3,006	55

Recharges include recharges from the Service Charge Account to Landlord and Car Park Accounts for cleaning and electricity as well as Central and Departmental Recharges.

**Barbican Residential Committee – Comparison of 2015/16 Original Budget
With Latest Agreed Budget**

	£'000
Original Budget	1,014
Increase in capital charges – revaluation of flats and baggage stores	1,624
Increase in recharged support services - IS recharge and CPS	246
Increase in Repairs and Maintenance costs	85
Increase in full year rental income estimate	(108)
Other movements	90
Latest Approved Budget	2,951

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Committee(s)	Dated:
Residents' Consultation Committee	5 September 2016
Barbican Residential Committee	19 September 2016
Subject: 2015/16 Revenue Outturn for the Residential Service Charge Account including reconciliation between the closed accounts and the final service charge.	Public
Report of: The Chamberlain Director of Community & Children's Services	For Information
Report author: Mark Jarvis, Head of Finance, Chamberlains	

Summary

This report provides a summary of service charge expenditure. 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 2016. A summary is provided in the table below:

Table 1 - Summary Comparison of 2015/16 Revenue Outturn with Final Agreed Budget			
	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)
	£000	£000	£000
Expenditure	8,302	7,064	(1,238)
Income	(9,198)	(8,171)	1,027
Net Income	(896)	(1,107)	(211)
Net Recharges	896	1,107	211
Overall Totals	0	0	0

A summary of the service charge reconciliation of the 2015/16 actuals as per the closed accounts above and the amount to be charged as a service charge is set out in the table below.

Table 2 - Service Charge Reconciliation 2015/16	£000
Actual Service Charge Expenditure Per Accounts	8,323
Less recharges and Barbican Estate Office adjustments	(359)
Final Service Charge Expenditure	7,964

Recommendation

- It is recommended that this revenue report for 2015/16 and the service charge reconciliation are noted.

Main Report

Revenue Outturn for 2015/16

1. This report compares the revenue outturn for the dwellings service charge account overseen by your committee in 2015/16, with the final agreed budget for the year.
2. A summary of the expenditure with the final agreed budget for the year is shown below in table 3. In the various tables, figures in brackets indicate income or in hand balances, increases in income or decreases in expenditure. Note a more detailed analysis of all service charge expenditure is attached at Appendix 2.
3. A reconciliation of the original budget to the latest approved budget is provided in Appendix 1.

Actual 2014- 15 £'000	TABLE 3 - Service Charge Account	Original Budget £'000	Latest Approved Budget £'000	Actual 2015- 16 £'000	Variances £'000	Para
	Expenditure					
1,828	Direct Employee Expenses	2,015	2,054	2,018	(36)	
3	Indirect Employee Expenses	7	5	1	(4)	
1,831	Total Employees	2,022	2,059	2,019	(40)	
2,012	Repairs and Maintenance	2,550	3,326	2,670	(656)	4
2,097	Energy Costs	2,326	2,326	1,863	(463)	4
149	Rents	122	123	97	(26)	
15	Rates	14	15	10	(5)	
2	Water Services	3	3	2	(1)	
263	Cleaning and Domestic Supplies	233	241	228	(13)	
116	Grounds Maintenance Costs	123	123	118	(5)	
4,654	Total Premises Related Expenses	5,371	6,157	4,988	(1,169)	
40	Equipment, Furniture and Materials	67	52	37	(15)	
0	Catering	1	1	0	(1)	
10	Clothes, Uniform and Laundry	12	12	5	(7)	
1	Printing, Stationery	5	5	1	(4)	
1	Fees and Services	2	2	0	(2)	
14	Communications and Computing	14	14	14	0	
66	TOTAL Supplies and Services	101	86	57	(29)	
6,551	TOTAL Expenditure	7,494	8,302	7,064	(1,238)	
(7,580)	Income	(8,390)	(9,198)	(8,171)	1,027	4
(1,029)	Net Income	(896)	(896)	(1,107)	(211)	
1,185	Recharges Expenditure	1,083	1,083	1,259	176	5
(156)	Income	(187)	(187)	(152)	35	
1,029	Total Recharges	896	896	1,107	211	
0	Total Service Charge Account	0	0	0	0	

4. There was an underspend of £656,000 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 and minor projects, compared to the expected level. Similarly the reduction in energy costs was due to mild weather during winter months. These savings resulted in a corresponding reduction in service charge income.
5. The adverse variance on recharges is due to higher than expected supervision & management costs.

Service Charge Reconciliation 2015/16

6. The table below sets out the service charges reconciliation of the 2015/16 actuals as per the closed accounts and the amount charges to the lessees.

Table 4 - Service Charge Reconciliation 2015/16	£000
Actual Service Charge Expenditure Per Accounts (direct 7064k+ gross recharge 1259k)	8,323
Less Fees, charges and cleaning and lighting recharges.	(155)
Less Barbican Estate Office adjustments	(204)
Final Service Charge Expenditure	7,964

7. Time constraints imposed on the City Corporation to close the annual accounts do 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.

Appendices

- Appendix 1 – Relationship of the Barbican Residential Committee Outturn Report to Service Charges Schedules.

Mark Jarvis

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Appendix 1

Reconciliation of Original Budget to Latest Approved Budget for Barbican Service Charge account.

	£'000
Original Budget	0
Increase in estimated repairs and maintenance costs mainly related to Frobisher Crescent Balcony works and Concrete Testing	769
Increase in expected employee costs	39
Balancing increase in service charge and funding for Frobisher Crescent	(808)
Latest Approved Budget	0

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Committee(s) Barbican Residents' Consultation Committee Barbican Residential Committee	Date(s): 5 th September 2016 19 th September 2016
Subject: Progress of Sales & Lettings	Public
Report of: Director of Community and Children's Services Report Author: Anne Mason, Revenues Manager	For 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	1	£24,650	Periodic Tenant	Tenant moving from London	24/06/2016
2	8A	33	£38,250	29/06/2015 28/06/2018	Tenant moving from London	12/08/2016

3	21	3	£22,050	21/08/2013 20/08/2016	Tenant moving from London	20/08/2016
4	1B	21	£32,850	03/09/2013 02/09/2016	Tenant moving from London	02/09/2016
5	1C	18	£36,250	18/03/2016 17/03/2019	Tenant moving from London	21/09/2016

RIGHT TO BUY SALES

3.

	8 August 2016	3 May 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.

	8 August 2016	3 May 2016
Sales Completed	841	840
Market Value	£139,773,771.97	£137,923,771.97

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.

CASE	Block	Floor	Type	Price	Remarks as at 8 August 2016
1	Defoe House	4	21 2 bed	£950,000	Proceeding

COMPLETED SALES

9. Since the last report one sale has completed. The sale of 272 Lauderdale Tower completed on 3 June.

SALES PER BLOCK

10.

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 (1583)	130,640,573.33 (130,640,573.33)	96.23 (96.23)
CROMWELL TOWER	112	100	21,700,801.00	89.29
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	109	25,225,415.76	93.97
TOWER BLOCK TOTAL	345 (345)	323 (322)	71,479,996.39 (69,629,996.39)	93.62 (93.33)
ESTATE TOTAL	1990 (1990)	1906 (1905)	202,120,569.72 (200,270,569.72)	95.78 (95.73)

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.

Anne Mason

Revenues Manager

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Committee(s)	Dated:
Residents Consultation Committee – For Information Barbican Residential Committee – For Information	5 September 2016 19 September 2016
Subject: Residents' Survey results – September 2016	Public
Report of: Director of Community and Children's Services Report author: Helen Davinson, Resident Services Manager	For Information

Summary

This report informs the committee of the results of the Residents' Satisfaction Survey which was undertaken in July 2016.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. In July 2016 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 is attached as Appendix 1.
2. This was the fourth time that an online survey was used, with paper copies advertised as being available on request.
3. The survey asked residents to rate services against one of five criteria: very satisfied, satisfied, neither, dissatisfied and very dissatisfied.
4. Additional fields throughout the survey enabled residents to add their comments. A selection of these comments both positive and negative is 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.

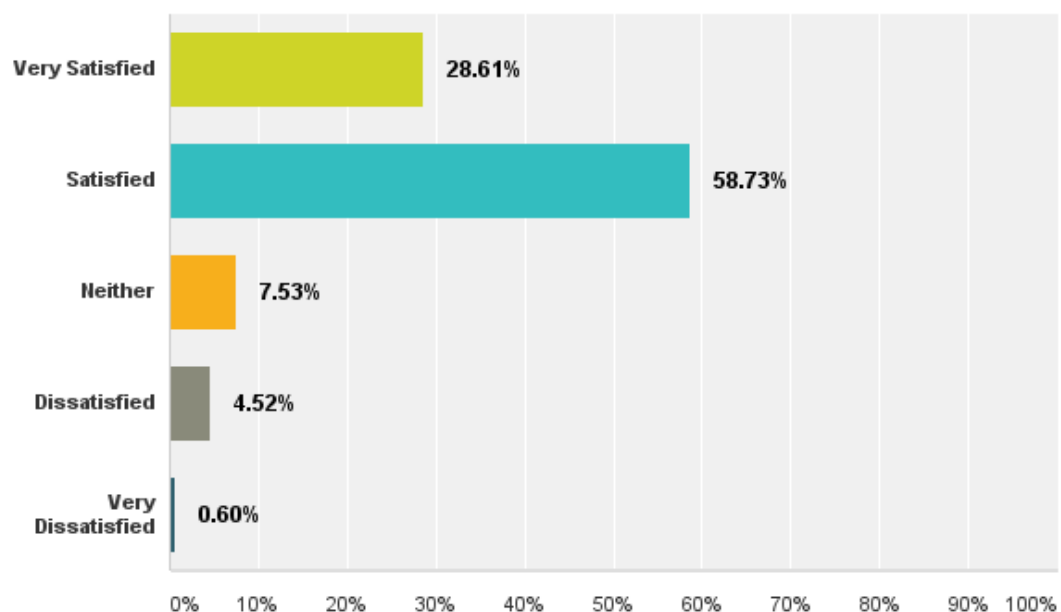
5. The response rate of 334 is made up of 331 online entries and 3 in paper format. This was substantially down from 465 responses in 2015 and 500 responses in 2014.
6. The results of the survey will be published via the Barbican electronic broadcast in September 2016.
7. This year residents were given the option of requesting a direct response to their comments and queries, and these have been responded to throughout August.
8. Additionally, residents were given the option to provide or update their emergency contact details. Thank you to the residents who chose to do this.

Current Position

9. **Customer Care.** A result of 87% was achieved in the “satisfied” and “very satisfied” categories. An increase of 4% on 2015. This increase was noted in the “satisfied” option.

Q1 Overall, how satisfied or dissatisfied are you with the services provided by us in managing the Barbican Estate?

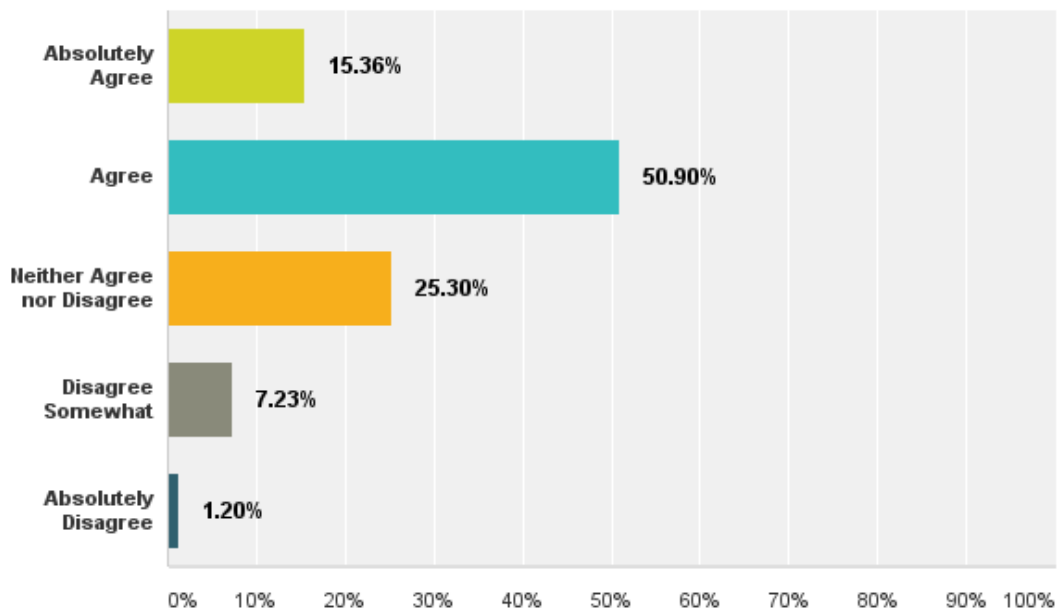
Answered: 332 Skipped: 2



10. **Value for Money.** 66% of responses “absolutely agreed” and “agreed” with the statement that “*the Barbican Estate Office provides good value for money in managing the Barbican Estate*”. An increase of 4% on 2015. The increase was noted in the “agree” option.

Q2 Overall, to what extent do you agree with the statement that "we provide good value for money in managing the Barbican Estate"?

Answered: 332 Skipped: 2



11. **Communications.** 94% was achieved in the “satisfied” and “very satisfied” categories in the way the Barbican Estate Office keeps residents informed of issues. An increase of 3% on last year.

“I think this has greatly improved with the estate wide broadcast and the new website.”

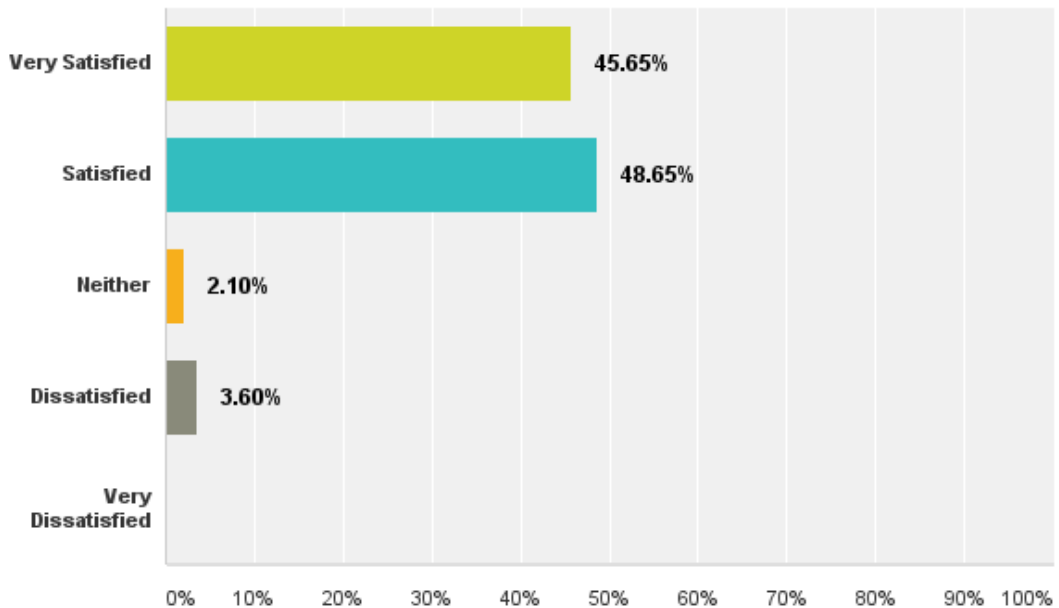
“Better use of noticeboards. Info appears on some, in some blocks but not all.”

“They’re pretty good as they are, but would like perhaps one a fortnight at most where possible.”

“Suggest more pro active engagement of new owners. When we moved in it was months before we got a note about email broadcast system, so we missed months of information and events.”

Q3 How satisfied or dissatisfied are you with the way we keep you informed about issues that may affect you e.g email broadcasts/notice boards/ the new website etc?

Answered: 333 Skipped: 1



12. **House Officers.** Taking into account the 21% with “no recent experience of this service/not applicable”; 76% satisfaction was achieved. This is a 1% increase on 2015.

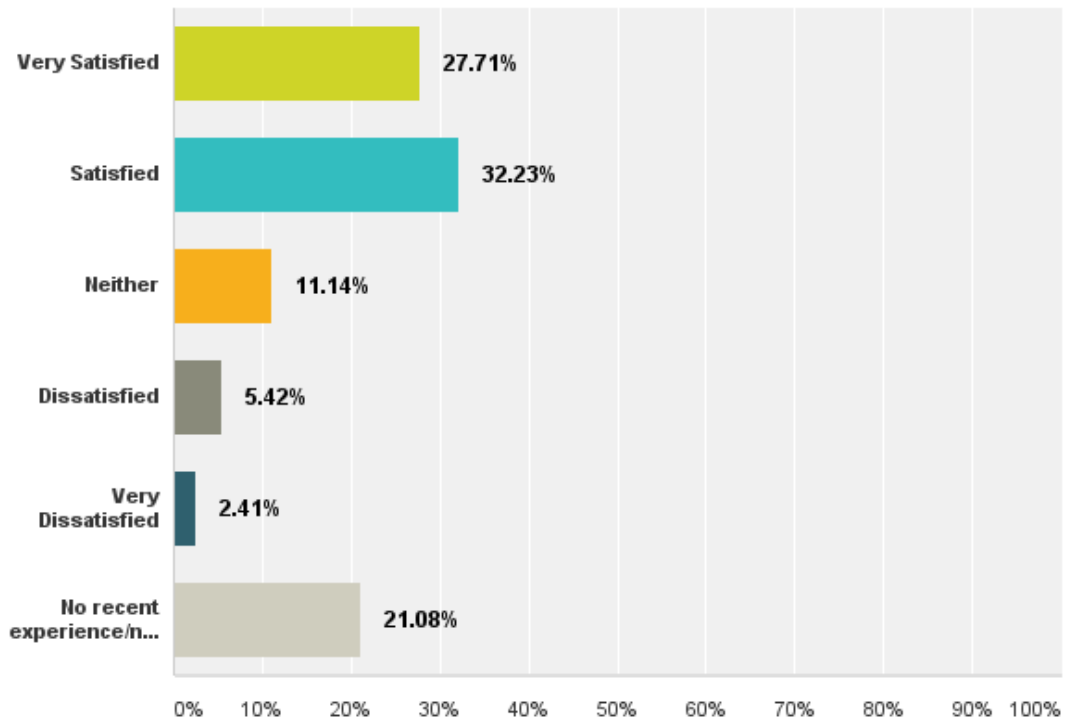
“It’s a wonderful place to live and all the team are great!”

“Very diligent, discreet, courteous and obviously hard working in what must be a demanding job.”

“Prompter responses would be helpful.”

Q5 How satisfied or dissatisfied are you with the way your House Officer deals with your general enquiries?

Answered: 332 Skipped: 2



13. Barbican Estate Office Reception. Taking into account the 20% with “no recent experience of this service/not applicable”; 87% satisfaction was achieved in the way Reception deals with general enquiries. This is a 2% increase on last year.

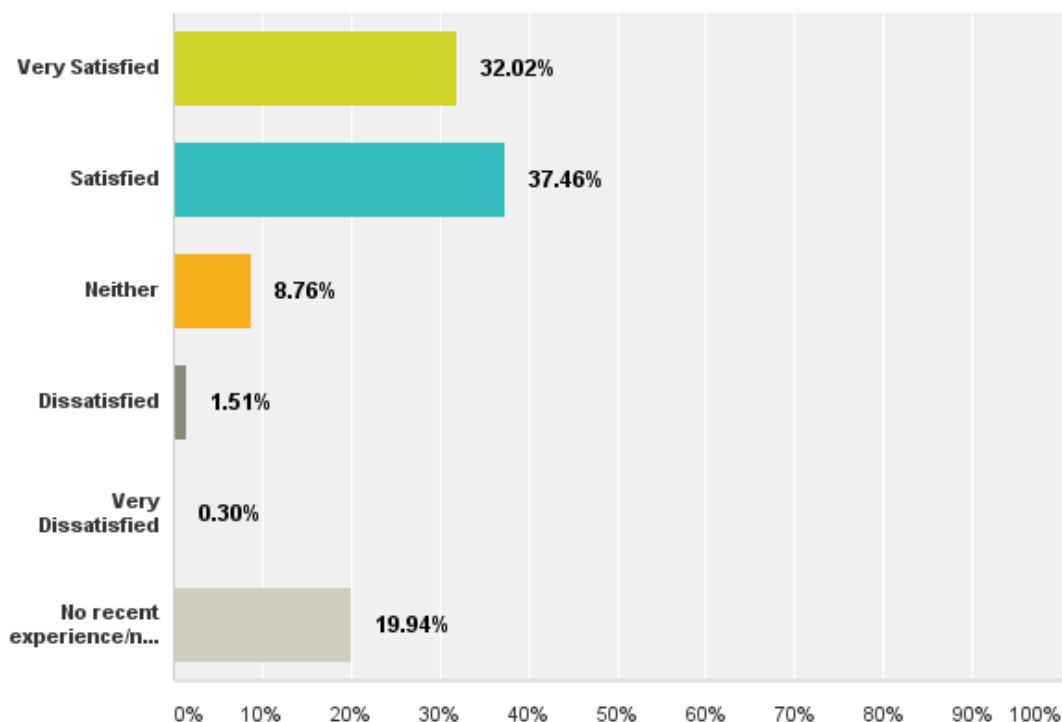
“Very friendly and competent.”

“Reception is very helpful.”

“Ideally increase the opening hours. It’s difficult to attend the estate office if you work full time.”

Q6 How satisfied or dissatisfied are you with the way Reception deals with your general enquiries?

Answered: 331 Skipped: 3



14. Property Maintenance. 25% of residents had “no recent experience of this service/not applicable”. Of the remaining, 74% were either “satisfied” or “very satisfied”. This is a 3% improvement on 2015.

“Repairs response time is variable with both positive and negative experiences over the last 12 months.”

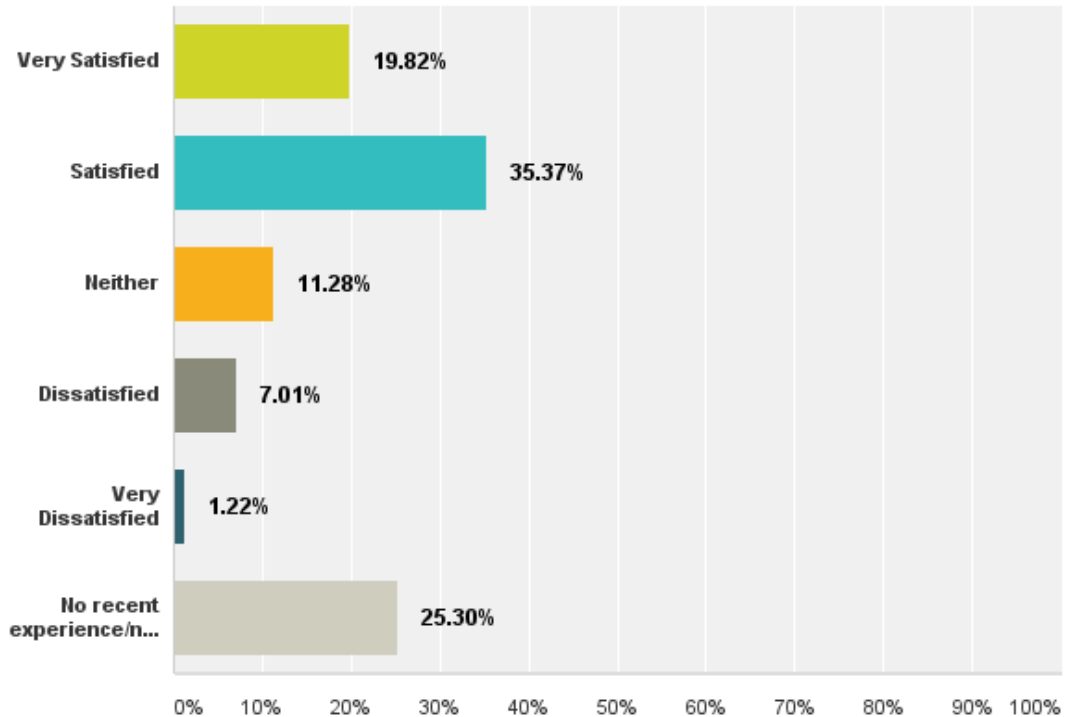
“It would be helpful if further information could be provided in respect of flat repairs once the target date has passed.”

“Whilst “Repairs” are pleasant and helpful when phoning in, promise of returned calls with updates does not always happen.”

“There is much to be commended, but a higher standard of presentation could be achieved in common areas of blocks and the estate more generally.”

Q8 How satisfied or dissatisfied are you with the way the Repairs Contact Centre deals with your repairs and maintenance?

Answered: 328 Skipped: 6



15. **Property Maintenance in communal areas.** 66% satisfaction levels were achieved. This is a 1% increase on last year.

“Repairs can take a long time to be actioned, especially lifts.”

“Good on the whole.”

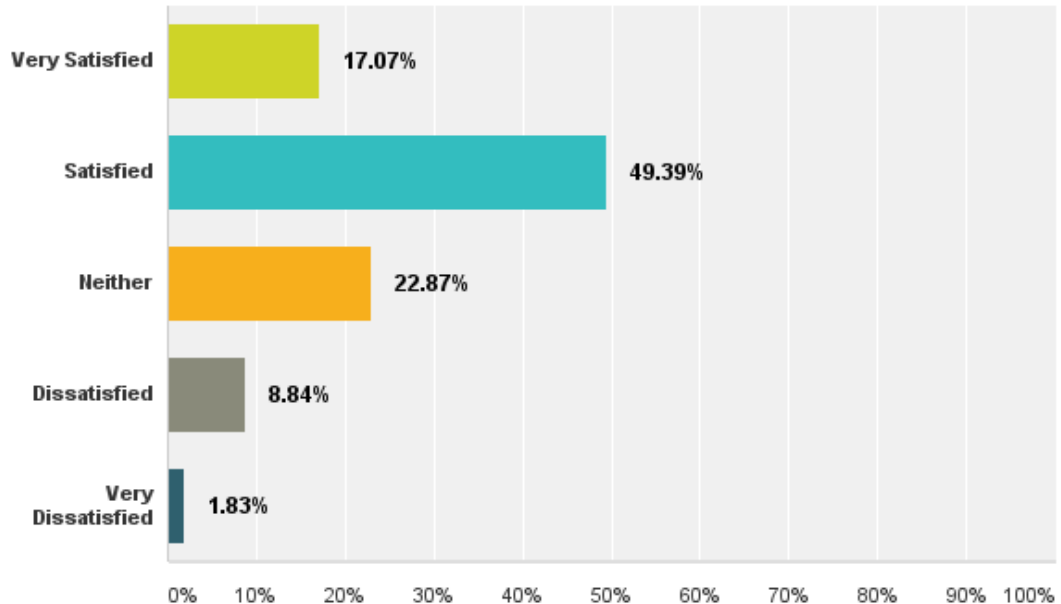
“I think the estate is poor at routine maintenance.”

“It takes a long time to investigate and resolve issues.”

“It has greatly improved in recent times.”

Q9 How satisfied or dissatisfied are you with the repairs to the communal areas of your block?

Answered: 328 Skipped: 6



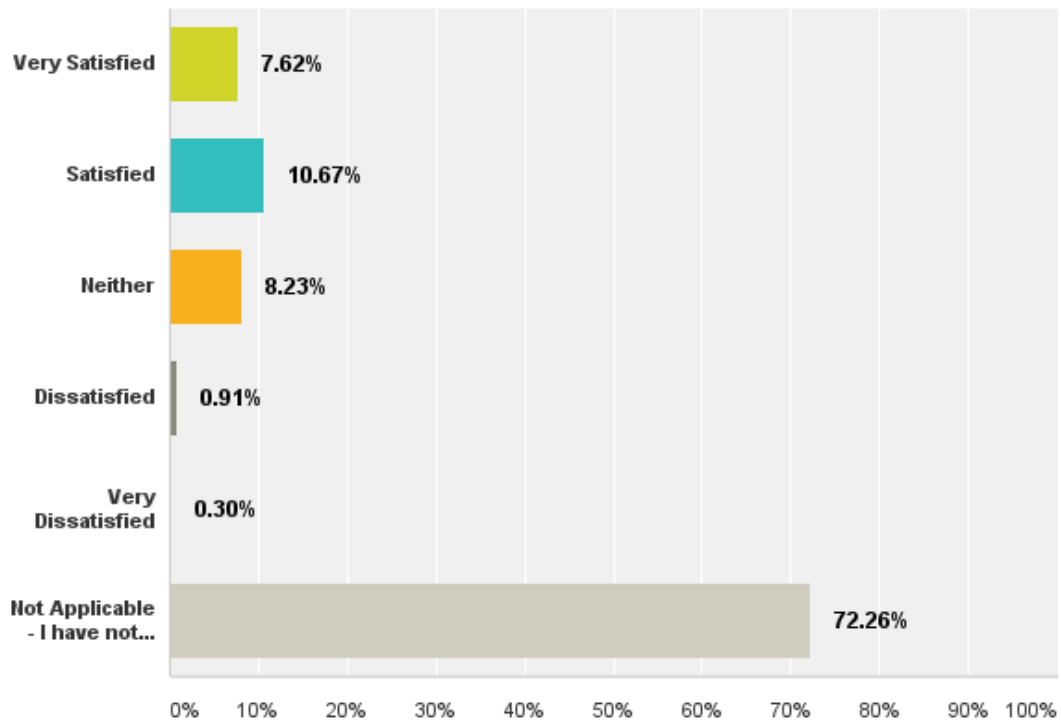
16. Out of Hours Emergency Service. Taking into account the 72% who have “no recent use of this service/not applicable”, of the remaining respondents 66% satisfaction levels were achieved. This is an 11% improvement on 2015 and improvement seen in both “satisfied” and “very satisfied” categories.

“Staff are helpful and kind – they are one of the factors that make living here a joy.”

“The duty engineers provide an exceptional service. Always quick to respond and courteous even late at night.”

Q11 How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?

Answered: 328 Skipped: 6



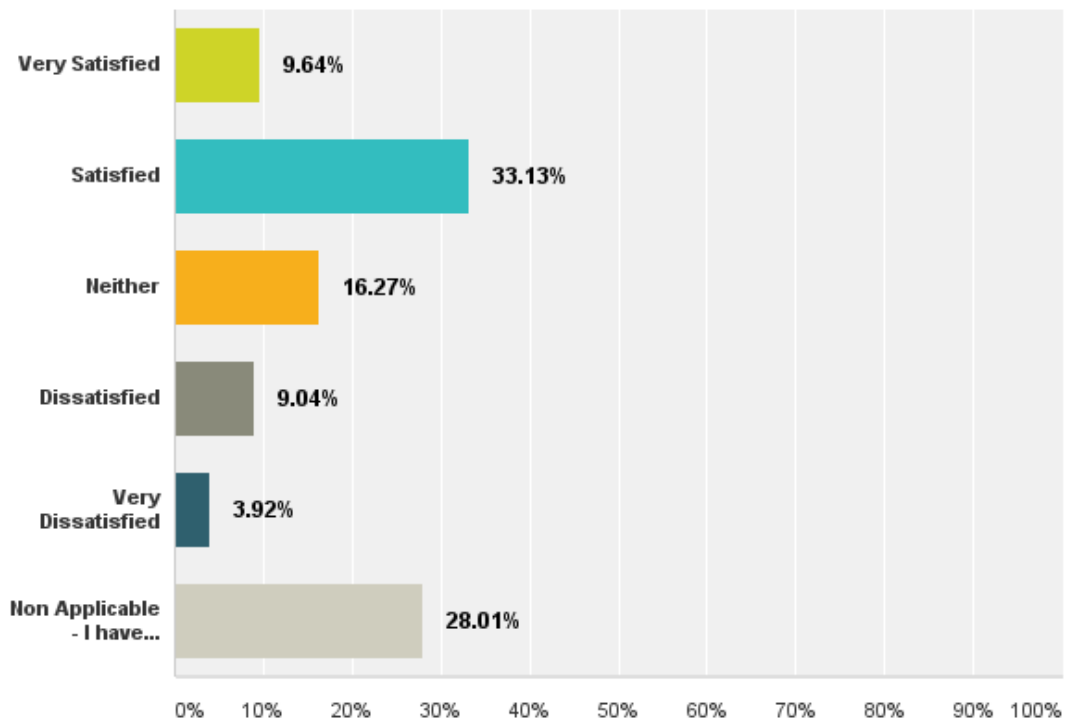
17. Projects on/in your block (but not including projects in the public areas of the estate funded by the City of London). Taking into account the 28% of respondents who have “no recent experience/non applicable”, of the remaining respondents 59% satisfaction was achieved. This is an improvement of 8% on 2015 and dissatisfaction levels have reduced from 23% in 2015 to 18% in 2016.

“Supervision is always an issue on big projects.”

“Project management practices require improvement.”

Q10 How satisfied or dissatisfied are you with project works on your block (not including projects in the public areas of the Estate which are managed and funded by the City of London)?

Answered: 332 Skipped: 2



18. Communal Area Cleaning. 92% was achieved in the “very satisfied” and “satisfied” categories. This is the same satisfaction level as achieved in 2015 although we note that “very satisfied” has increased by 6% and “satisfied” has decreased by 6%. Lots of praise for individual cleaners was received and this has been passed on to them.

“The cleaner in our house goes out of his way to be helpful.”

“Inside block is excellent, on the podium a disaster.”

“The cleaner is excellent and always very helpful and friendly.”

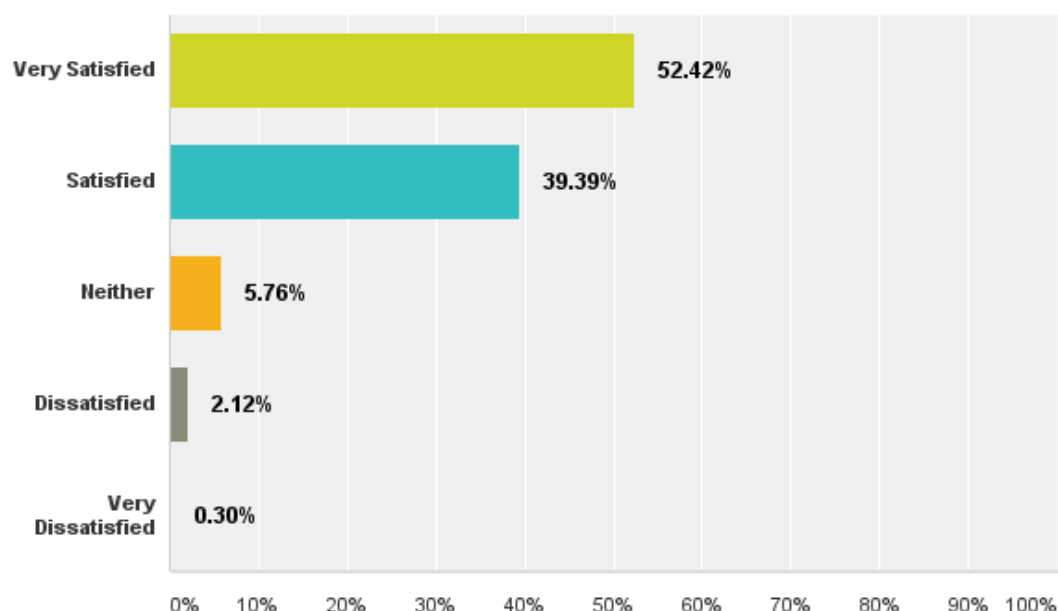
“Our cleaner is a very pleasant and reliable man who works hard in here. We’re lucky to have him.”

“Their work is much appreciated – the Estate is usually very well kept.”

“It would be nice if car park areas could be swept more often.”

**Q13 How satisfied or dissatisfied are you
with the communal area cleaning services
provided by your cleaners?**

Answered: 330 Skipped: 4



19. **Window Cleaning.** A result of 65% was achieved in the “very satisfied” and “satisfied” categories. This is the same as achieved in 2015. Despite this, the vast majority of comments in the cleaning section were concerning the quality of window cleaning. This will be an area of focus with our new contractors over the next year.

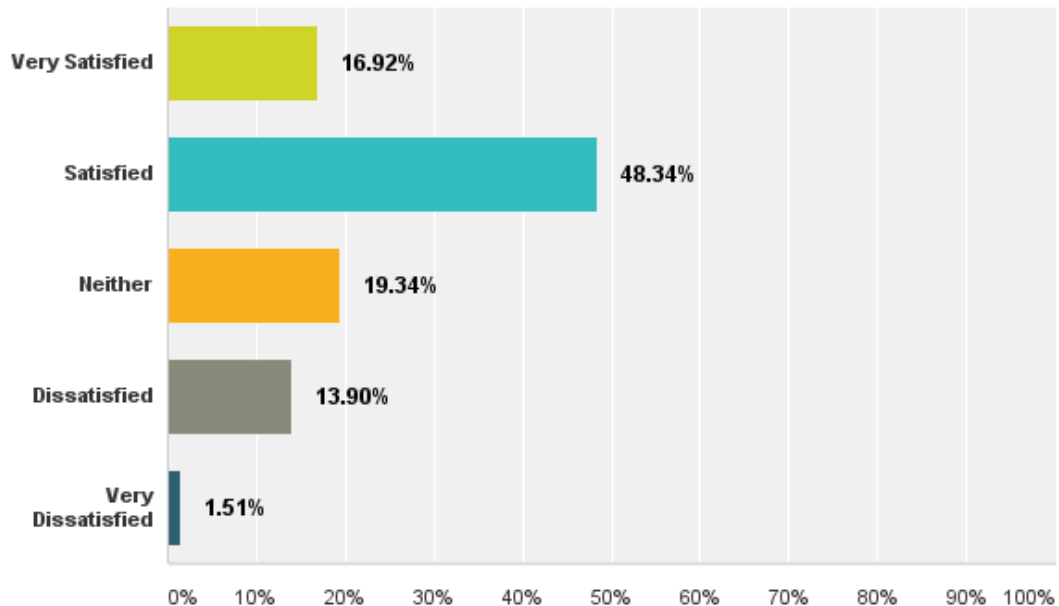
“Window cleaning could be more thorough.”

“The lower opaque panels of windows are rarely cleaned.”

“Window cleaners need to do a better job.”

Q14 How satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?

Answered: 331 Skipped: 3



20. **Estate Concierge team.** A tremendous result of 99% was achieved in the “very satisfied” and “satisfied” categories. This is slightly higher than the 98% achieved last year! Many comments named individual members of the team and the praise and thanks will be passed on.

“Not sure how we would manage without our 4 great CPAs.”

“They are the people that know what’s happening here, nip problems in the bud, keep people in line, quietly keep standards of behaviour and courtesy in place and sort dramas quietly – they are part of what makes the Barbican “work”.

“They do a wonderful job.”

“Thank you.”

“I am very impressed with the team, they are helpful and friendly.”

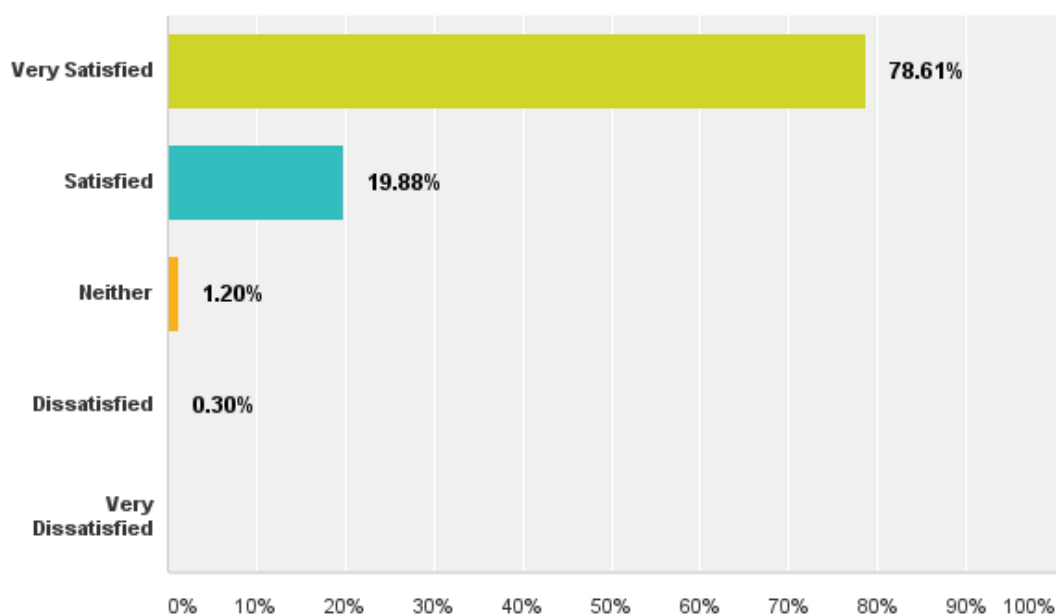
“A real asset.”

“They’re wonderful! I’m disabled and I couldn’t exist without them.”

“I cannot speak highly enough of them.”

Q16 How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)

Answered: 332 Skipped: 2



21. **Open Spaces.** 89% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This represents a 10% increase on 2015 with “very satisfied” seeing a 14% increase.

“Also fantastic.”

“It’s becoming obvious that the lake and its immediate surroundings will require major overhaul in the immediate future.”

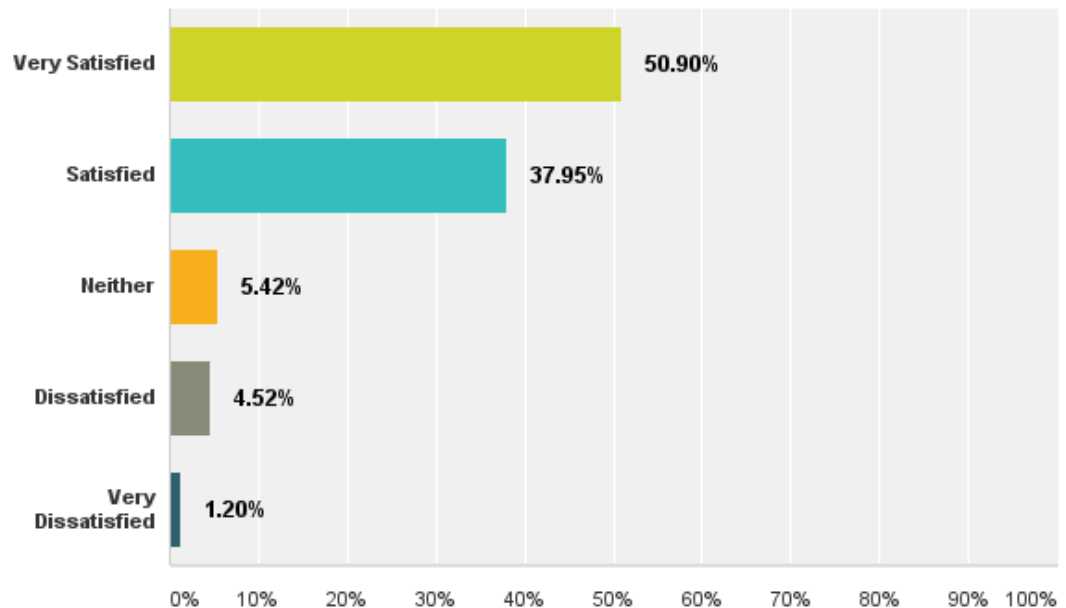
“I’m not keen on the waste that appears to be involved in the short term bedding planting eg. Silk St/Barbican Centre entrance.”

“More effort should go into keeping them litter free. The planting in Thomas More garden has been a great success.”

“The new gardens look wonderful!”

Q18 How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?

Answered: 332 Skipped: 2



22. Additional comments were sought and residents were given the option to receive a direct response. Those that requested so, have all been responded to in August. 71 residents chose to make comments on varied topics. Some comments were specific to particular residents or properties.

“There needs to be a complete review of water ingress across the estate. After any storm, many basement areas flood. This will lead to expensive and contested repairs in the future and it’s clear that proper maintenance by the landlord is not being provided.”

“Good service provided, I would suggest for all management and staff to have a positive attitude when dealing with others and residents.”

“More storage is needed. Acres of wasted space in the car park.”

23. Finally we asked, “what is the one thing the BEO could do to provide better service?”

“Improve window cleaning.”

“Better supervision and management to get obvious repairs done and faults rectified more quickly and cheaply.”

“More BEO presence after 5 o’clock.”

“Respond to emails in good time please.”

“Personal control over heating in the flat.”

“Please carry on the way you are.”

24. Some of the comments received covered areas not under Barbican Estate control. Where appropriate, these comments will be passed onto the departments responsible.

25. The Survey gave the option for residents to leave their emergency contact details. 96 residents chose to do so.

26. The House Officers have reviewed all the comments. Where necessary they have also followed up if action is required.

Conclusion

27. General comments and common themes have been fed back to the individual service providers and will be included within the Service Level Agreement Action Plans.

28. Satisfaction levels remain high but we will aim to improve services where the results have identified areas of concern.

29. Given the clear decline in response, the Barbican Estate Office seeks the Committees’ views on moving to a bi-annual (every other year) survey.

Appendices

Appendix 1: Resident Survey July 2016

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

September 2014 Residents Satisfaction Survey

September 2015 Residents Satisfaction Survey

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

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

2. Overall, to what extent do you agree with the statement that "we provide 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 we keep you informed about issues that may affect you e.g email broadcasts/notice boards/ the new website etc?

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

4. How do you think the flow of information could be improved?

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

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ No recent experience/not applicable

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

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ No recent experience/not applicable

7. Do you have any further comments about the Estate Office team?

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
- ☐ No recent experience/not applicable

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 project works on your block (not including projects in the public areas of the Estate which are managed and funded by the City of London)?

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

11. 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
- ☐ Not Applicable - I have not made use of the Out of Hours team this year.

12. Do you have any further comments about the work of Property Services ie. the Repairs Contact Centre, repairs in the communal areas, projects or the out of hours Duty Manager ?

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

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

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

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

15. Do you have any further comments about the work of the Cleaning team?

16. 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

17. Do you have any further comments about the work of the Estate Concierge team?

18. 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

19. Do you have further comments about the gardens or lakes?

20. Do you have any further comments or queries regarding the services provided to you? (Please note: If you would like a personal response to your query, please insert your name and address as well.)

21. If there is one thing we could do to give better service, what would it be?

22. Have you left emergency contact details with us? If not please add along with your name and address.

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Committee	Dated:
Barbican Residents' Consultation Committee	5 September 2016
Health and Wellbeing Board	16 September 2016
Barbican Residential Committee	19 September 2016
Port Health and Environmental Services	20 September 2016
Planning and Transportation	4 October 2016
Cultural Hub Working Party	17 October 2016
Subject: Funding for a Low Emission Neighbourhood	Public
Report of: Director of Markets and Consumer Protection	For Information
Report author: Ruth Calderwood Environmental Policy Officer, Port Health and Public Protection Dept.	

Summary

The Mayor of London has awarded the City of London Corporation £990,000 over three years to implement a Low Emission Neighbourhood (LEN). This followed a successful application for funding submitted in April 2016.

The LEN will focus on three areas: Barbican, Guildhall and St Barts. This zone was chosen as it supports plans for improvements to Beech Street and the cultural hub, supports the Barbican Estates plans for freight consolidation and electric charge points and builds on previous air quality engagement projects with Barts Health NHS Trust, Barbican residents and local businesses.

The overall aim of the LEN is to improve local air quality by reducing the amount of traffic and encouraging and supporting low and zero emission vehicles in the locality. Improvements in air quality are expected both within the proposed neighbourhood and more widely across the City due to an increase in low and zero emission vehicles. It is anticipated that the most successful measures will be rolled out across the City.

This work supports the aims and objectives of the City of London Air Quality Strategy 2015 – 2020, in addition to a number of other corporate policies and strategies. It also goes towards addressing air quality, which has been identified as a corporate risk. An update report will be submitted to your Committee in early 2017.

Recommendation

Members are asked to note the report.

Main Report

Background

1. The City of London Corporation is in receipt of £990,000 funding over three years from the Mayor of London to implement a Low Emission Neighbourhood (LEN) in the City.
2. Figure 1 details the core LEN area and wider area of influence. This area was chosen for the following reasons:
 - Existing stakeholder support for air quality improvements achieved through a year-long air quality monitoring and engagement programme with residents, business engagement in the locality and a three year air quality programme with Barts Health NHS Trust
 - It includes residential areas and a hospital, both of which are considered to be sensitive land uses due to the people exposed to pollution
 - Measures introduced will support and complement proposed improvements to Beech Street, the forthcoming cultural hub and the Barbican Estates plans for freight consolidation and increasing the number of charge points for electric vehicles.
 - The area incorporates the Guildhall, which will enable the City Corporation to lead by example

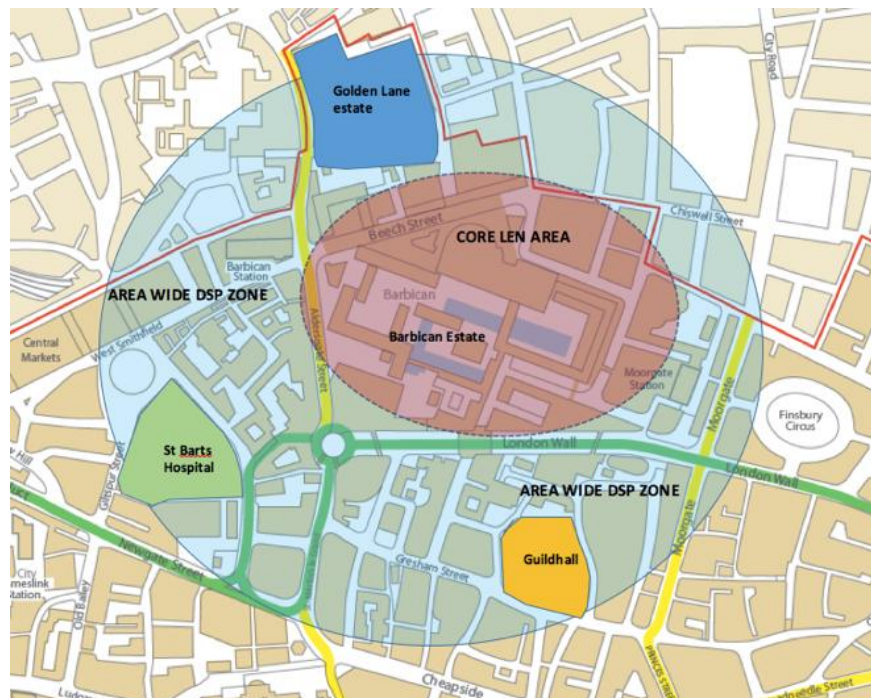


Figure 1: The proposed Low Emission Neighbourhood Area

Low Emission Neighbourhood

3. There are a number of initiatives proposed for the LEN which focus on reducing the number of vehicles in the area and supporting and encouraging low and zero emission vehicles. These include:
 - A communications strategy
 - Business engagement
 - A review of planning policies and controls over emissions from developments
 - Controls over idling vehicle engines
 - Reducing levels of pollution in Beech Street
 - Reducing emissions from freight
 - Electric vehicle recharging infrastructure
 - Measures to support zero emission capable taxis
 - Support for greening in the area
4. Community and stakeholder engagement will take place with each proposal.

Financial implications

5. The City Corporation is required to match the funding that has been awarded by the Mayor of London. Match funding will come from existing budgets and there will not be any need for any additional capital or revenue funding. Match funding for the first year will be sourced from a combination of allocated Local Implementation Plan funding, money already spent or allocated to the Beech Street project, existing departmental revenue and staff time. Sponsorship opportunities will also be sought through the LEN business engagement programme. An application may be made for a small amount of community infrastructure levy funding to support the implementation of the LEN in years two and three.

Corporate & Strategic Implications

6. The work on air quality supports Key Policy Priority KPP3 of the Corporate Plan: 'Engaging with London and national government on key issues of concern to our communities such as transport, housing and public health'.
7. The project will be delivered in very close cooperation with the Department of Built Environment, Town Clerk's Department and Barbican Estates. The project manager for the LEN will be working closely with the Beech Street Project Board to support and complement their aims and objectives.
8. This work supports the aims and objectives of the City of London Air Quality Strategy 2015 – 2020 and goes towards addressing air quality, which has been identified as a corporate risk.
9. Implementation of a LEN will complement the air quality policy in the City's Local Plan 2015. In addition the LEN will contribute towards delivering the priority set

out in the Joint Health and Wellbeing Strategy to make City air healthier to breathe.

10. The LEN proposals align with the objectives of the Barbican & Golden Lane Area Strategy, which was approved in 2015. Reducing traffic and emission levels will assist in making Beech Street more pedestrian and cycle friendly, and will help to improve links and enhance the arrival experience to the Barbican Centre from new and existing connections to the west. Similarly, as Beech Street forms a central axis of the emerging Cultural Hub, the LEN proposals will assist in delivering this wider corporate strategy.
11. Measures included in the LEN scheme support the Department of Community and Children's Services strategic aim of delivering value for money and outstanding services through the Barbican Estate's Service Based Review Programme. Specifically from the underutilisation of the car parks, in which any potential Consolidation Centre and Electric Vehicle charging services would be based.

Conclusion

12. The City Corporation is taking a wide range of actions to deal with air pollution and its effect on health. Delivery of a Low Emission Neighbourhood will lead to an improvement in air quality in a sensitive area of the City and act as a platform to roll out successful interventions more widely. It will also act to reduce the risks associated with the current poor air quality in the City.
13. A LEN programme update will be submitted to your Committee in early 2017.

Background Papers: Low Emission Neighbourhood application for funding – main document. Available online and via hard copy from the Town Clerk's Department upon request.

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