



## Barbican Residential Committee

**Date:** MONDAY, 12 DECEMBER 2016  
**Time:** 11.00 am  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

**Members:**

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

*\* non-resident of the Barbican Estate*

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

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

**John Barradell**  
**Town Clerk and Chief Executive**

## **AGENDA**

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES OF THE PREVIOUS MEETING**  
To approve the public minutes and non-public summary of the meeting held on 19 September 2016.  
  
**For Decision**  
(Pages 1 - 6)
4. **TERMS OF REFERENCE AND FREQUENCY OF MEETINGS**  
Report of the Town Clerk.  
  
**For Decision**  
(Pages 7 - 10)
5. **UPDATE REPORT**  
Report of the Director of Community and Children's Services.  
  
**For Information**  
(Pages 11 - 20)
6. **'YOU SAID:WE DID' - ACTIONS LIST NOVEMBER 2016**  
Report of the Director of Community and Children's Services.  
  
**For Information**  
(Pages 21 - 22)
7. **RECOGNISED TENANT ASSOCIATIONS (RTAS) - ANNUAL REVIEW 2016**  
Report of the Town Clerk.  
  
**For Decision**  
(Pages 23 - 26)
8. **SERVICE LEVEL AGREEMENT (SLA) QUARTERLY REVIEW: JULY - SEPTEMBER 2016**  
Report of the Director of Community and Children's Services.  
  
**For Information**  
(Pages 27 - 42)
9. **REPAIRS AND MAINTENANCE TO ROOFS/BALCONIES FOLLOWING WATER PENETRATION**  
Report of the Director of Community and Children's Services.  
  
**For Information**  
(Pages 43 - 52)

10. **BARBICAN ESTATE RESIDENTIAL BAGGAGE STORE/STORAGE SPACE  
INSTALLATION - GATEWAY 3/4 - OPTIONS APPRAISAL (REGULAR)**  
Report of the Director of Community and Children's Services.  
*This report was approved by the Projects Sub Committee on 23<sup>rd</sup> November 2016.*
- For Decision**  
(Pages 53 - 62)
11. **CHARGING POLICY FOR CAR PARKING AND STORES**  
Report of the Director of Community and Children's Services.
- For Decision**  
(Pages 63 - 74)
12. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST  
APPROVED BUDGET 2016/17 AND ORIGINAL BUDGET 2017/18**  
Report of the Chamberlain and the Director of Community and Children's Services.
- For Decision**  
(Pages 75 - 82)
13. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGETS 2016/17  
AND ORIGINAL 2017/18 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME  
AND EXPENDITURE**  
Report of the Chamberlain and the Director of Community and Children's Services.
- For Decision**  
(Pages 83 - 94)
14. **PROGRESS OF SALES AND LETTINGS**  
Report of the Director of Community and Children's Services
- For Information**  
(Pages 95 - 98)
15. **DRAFT MINUTES OF THE BARBICAN RESIDENTS (RCC) MEETING ON 28  
NOVEMBER 2016**  
To receive the draft minutes of the RCC meeting of 28 November 2016.
- For Information**  
(Pages 99 - 106)
16. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
18. **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**

19. **NON-PUBLIC MINUTES**

To approve the non-public minutes of the meeting held on 19<sup>th</sup> September 2016.

**For Decision**  
(Pages 107 - 108)

20. **BARBICAN ARREARS**

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

**For Information**  
(Pages 109 - 116)

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

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

## BARBICAN RESIDENTIAL COMMITTEE

**Monday, 19<sup>th</sup> September 2016**

Minutes of the meeting of the Barbican Residential Committee held at Guildhall  
on Monday, 13<sup>th</sup> September 2016 at 11.00 am

### **Present**

#### **Members:**

Ann Holmes (Chairman)  
Randall Anderson  
Deputy John Barker  
Christopher Boden  
David Bradshaw  
Deputy Billy Dove  
Michael Hudson  
Professor John Lumley

Jeremy Mayhew  
Deputy Joyce Nash  
Graham Packham  
Chris Punter  
Stephen Quilter  
Deputy John Tomlinson

### **In Attendance**

#### **Officers:**

Julie Mayer	Town Clerk's
Alan Bennetts	Comptroller and City Solicitor's Department
Mark Jarvis	Chamberlain's Department
Anne Mason	Community and Children's Services
Paul Murtagh	Community and Children's Services
Helen Davinson	Community and Children's Services
Barry Ashton	Community and Children's Services
Jon Averbs	Markets and Consumer Protection

#### **1. APOLOGIES**

Apologies were received from Gareth Moore, Angela Starling and Dhruv Patel.

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

There were no declarations.

#### **3. MINUTES OF THE PREVIOUS MEETING**

The public minutes and non-public summary of the meeting held on 13th June 2016 were approved.

#### **4. DRAFT MINUTES OF THE MEETING OF THE BARBICAN RESIDENTS CONSULTATION COMMITTEE (RCC)**

Members received the draft minutes of the RCC held on 5<sup>th</sup> September 2016.

## 5. 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 the discussion, the following points were raised/noted:

### Short term holiday lets

Members noted that the RCC had asked for regular figures on short term holiday lets. Officers advised that guidance would be posted on the City of London Website advising residents how to take action if planning regulations were breached.

Barbican resident Members remained particularly concerned about 1-2 day lets, which often involved very early or late arrivals. However, it was accepted that residents' guests might also arrive early or late and therefore short term renters could be difficult to identify. Whilst noting that there were currently no live complaints, Members were assured that officers continued to monitor the activity of websites. Members also noted that concierges had been instructed not to hand out keys and there was no expectation on officers to work later hours.

In summarising the Chairman suggested that, given this was a complex area, it might be easier to enforce planning regulations than breaches of the conditions on leases and asked Members, residents and officers to remain vigilant.

### Lift at Wood Street/London Wall

Members remained very concerned about the frequent failures of this lift, given that the only alternative route was via the escalator and by-passing considerable road works and bicycle bays, which made crossing the road both hazardous and inconvenient. Whilst noting that this was outside the remit of the Barbican Residential Committee, Members asked for their concerns to be presented to the Planning and Transportation Committee by way of a resolution. Officers assured Members that they took their concerns very seriously and would continue to work with the relevant departments in seeking a resolution and keep the Chairman briefed.

RESOLVED, That:

1. The Planning and Transportation be asked to note the serious concerns of the Barbican Residential Committee in respect of the frequent failure of the Wood Street lift and the resultant inconvenience and disruption to residents, particularly in light of the lack of a suitable alternative through fare.
2. The update report be noted.

**6. YOU SAID: WE DID – ACTIONS UPDATE**

Members received the 'You Said; We Did' actions update in respect of the Barbican Residential Committee.

RESOLVED, That – the report be noted.

**7. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

The Committee received a report of the Director of Community and Children's Services, 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 April to June 2016.

Members were particularly concerned about the garchey bay which, in its current condition due to fly tipping, could be a fire hazard.

RESOLVED, That - the SLA quarterly review be noted.

**8. 2015/16 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)**

The Committee considered a joint report of the Chamberlain and the Director of Community and Children's Services, which compared the revenue outturn for the services overseen by the Committee in 2015/16 with the final agreed budget for the year.

Members noted that the RCC had received a separate report in respect of the Relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules and the Town Clerk agreed to circulate this to Members of the Barbican Residential Committee.

RESOLVED, that – the report be noted.

**9. 2015/16 REVENUE OUTTURN OF THE RESIDENTIAL 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 closed accounts and the final service charge.

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, under delegated authority, since the last meeting of the Barbican Residential Committee.

RESOLVED, That – the report be noted.

## **11. RESIDENTS SURVEY RESULTS – SEPTEMBER 2016**

The Committee received a report of the Director of Community and Children's Services in respect of the 2016 Residents' Survey. Members noted that, whilst the response rate was down a little on last year; comments had been very favourable, particularly to the Concierge Team. Furthermore, the higher response rates in previous years had co-incided with a time of high resident dissatisfaction in respect of Beech Gardens.

Members noted that, at their meeting on 5<sup>th</sup> September, Members of the RCC had agreed to keep to an annual, rather than bi-annual survey and the BRC Members concurred with this. Officers confirmed that electronic surveys were much cheaper to administer and therefore this would not cause resource implications.

RESOLVED, that – the Report be noted.

## **12. FUNDING FOR A LOW EMISSION NEIGHBOURHOOD**

The Committee received a report of the Director of Markets and Consumer Protection in respect of the City of London Corporation's award of a grant of £990,000, over three years, to implement a Low Emission Neighbourhood (LEN). During questions the following points were raised/noted:

- The consultation exercise would include both Barbican and Golden Lane residents and businesses.
- In respect of idling taxi engines, drivers could only be fined if they refused to switch them off. Members noted that other local authorities were taking action under anti-social behaviour legislation and the Director agreed to investigate other powers available.
- Members noted that the match funding had been identified before the bid had been submitted.
- Earlier this year, the City of London Corporation's Procurement Policy was amended to incentivise low emission vehicles, with a stipulation that diesel should only be used if no alternatives were available. For example; the Addison Lee transport contract was being monitored to ensure compliance.
- Members noted that the full bid document, which had been circulated with the agenda pack, contained the full action plan.

In concluding, Members welcomed the report and the Director offered to keep Members informed as the project developed.

RESOLVED, that – the report be noted.



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

In response to a question about heating at Frobisher Crescent, Members noted that the drainage works were almost complete, aside from some minor redecorations. Officers advised that the heating report had been amended and a meeting arranged for next week, with the City Suveyors, in order to discuss the outcome and identify improvements. Both the RCC and Ward Members would receive feedback on the analysis and BRC Members asked if the matter could be concluded before the winter. Members were further assured that the Barbican Estate Office would continue to make regular safety checks in addition to the annual checks.

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

- A further tour of the Barbican Estate, arranged for 14<sup>th</sup> September had not been as well attended as expected. The Chairman suggested and Members agreed that the responsibility be place on non-resident Members to contact the Estate Office and arrange individual tours, if they felt it necessary.
- Members noted that the Committee Handbook had been updated during the recess and would be circulated shortly.
- Members agreed to revert to 11.30am for the next meeting, subject to further review.
- It was generally agreed that a meeting in early 2017 should keep to the regular schedule of March and not February, if possible.
- Members noted the Committee Dinner date of 19 January 2017 at Stationers Hall.

**15. 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**  
**16 - 20**

**Para no**  
**1,2 & 3**

**16. NON-PUBLIC MINUTES**

The non-public minutes of the meeting held on 13<sup>th</sup> June were approved.

**17. BRANDON MEWS LEASE VARIATION**

The Committee considered and approved report of the Director of Community and Children's Services.

**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 were no items.

**The meeting ended at 12:20 pm**

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Chairman

**Contact : Julie Mayer**

**Tel no: 020 7332 1410**

**Julie.mayer@cityoflondon.gov.uk**

<b>Committee:</b> Barbican Residential Committee	<b>Date:</b> 12 <sup>th</sup> December 2016
<b>Subject:</b> Terms of Reference and Frequency of Meetings of the Barbican Residential Committee	<b>Public</b>
<b>Report of:</b> Town Clerk  <b>Report author:</b> Julie Mayer	<b>For Decision</b>

## Summary

1. As part of the post-implementation review of the changes made to the Governance Arrangements in 2011, it was agreed that all Committees/Boards should review their terms of reference annually. This will enable any proposed changes to be considered in time for the reappointment of Committees by the Annual Meeting of the Court of Common Council.
2. The terms of reference of the Barbican Residential Committee are attached as an appendix to this report for your consideration.

## Recommendations

1. That, subject to any comments, the terms of reference of the Barbican Residential Committee be approved for submission to the Court, as set out in the appendix.
2. The Committee is also asked to consider the frequency of its meetings going forward.

### **Contact:**

Julie Mayer

Telephone: 020 7332 1410

Email: [julie.mayer@cityoflondon.gov.uk](mailto:julie.mayer@cityoflondon.gov.uk)

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## **BARBICAN RESIDENTIAL COMMITTEE**

### **1. Constitution**

A Non-Ward Committee consisting of,

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

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

### **2. Quorum**

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

### **3. Membership 2016/17**

Non-Residents:-

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

Residents:-

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

#### **Aldersgate**

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

#### **Cripplegate (Within)**

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

#### **Cripplegate (Without)**

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

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

### **4. Terms of Reference**

To be responsible for:-

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

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<b>Committee:</b>	<b>Date(s):</b>
Barbican Residential Committee	12 December 2016
<b>Subject:</b> Update Report	For information
<b>Report of:</b> Director of Community and Children's Services <b>Report author:</b> Michael Bennett, Barbican Estate Manager	<b>Public</b>

## Summary

### **Barbican Estate Office**

1. Service Based Review (generating income for car parking & stores 2017/18)
2. Electric Vehicle Charging
3. Agenda Plan – **see appendix 1**

### **Property Services – see appendix 2**

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

**Recommendation:** that the contents of this report be noted.

### **Background**

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in September 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 Gateway 3 /4 options appraisal report is being presented to November Projects Sub Committee with the following timelines:
- January – March 2017 – tender and planning application
- April (estimated) - contractors on site
- July onwards - phased completion and available to rent

#### **Consolidation Centre Pilot – Breton House Car Park**

- An email bulletin was distributed in October thanking those residents that had attended the pre-planning application meeting earlier in the month and had provided comments with regard to the proposals for the Gnewt Cargo Consolidation Centre pilot at Breton House Car Park
- The planning application, trial and updated information are all currently on hold whilst Gnewt Cargo review their business plans. We anticipate further discussions with Gnewt Cargo regarding their plans in February 2017 when we should be in a position to update residents



## **2. Electric Vehicle Charging**

A framework contract with Chargemaster electric vehicle charging operator has now been agreed and the City of London has met with the operator to agree a replacement plan early in the New Year for the Source London points in the City of London's public car parks. Barbican Estate and Low Emission Neighbourhood officers are arranging a site visit with Chargemaster to inspect potential sites in the Barbican Estate car parks to determine the most suitable charging points and bays for residents. The intention is for a pilot of different options and to monitor usage and survey residents to understand the best way forward. It is anticipated that the initial batch of residential charging points be installed by April 2017 dependent upon approvals and consultation.

## APPENDIX 1

### 3. Agenda Plan

The table below includes a list of pending committee reports:

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	30 January	13 February
Service Level Agreement Review	Michael Bennett		
Barbican Charging Policy	Michael Bennett		
Concrete Investigations – Barbican Terrace Blocks	Mike Saunders		
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Residential Rent Review ( <b>BRC Only</b> )	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> <li>Main update - Blake Tower service charge related issues (<b>RCC only</b>)/Service Based Review/Electric Vehicle Charging/Agenda Plan 2017</li> <li>Property Services Update</li> </ul> City Surveyors Update ( <b>RCC Only</b> )	Michael Bennett	22 May	5 June
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett		
SLA Review	Michael Bennett		
Working Party Review – Minutes of Background Underfloor Heating Working Party ( <b>RCC Only</b> )	Mike Saunders		

Working Party Review – Minutes of Gardens Advisory Group <b>(RCC Only)</b>	Helen Davinson		
Progress of Sales & Lettings	Anne Mason		
Arrears Report <b>(BRC Only)</b>	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> <li>Main update - Blake Tower service charge related issues <b>(RCC only)</b>/Service Based Review/Electric Vehicle Charging/Agenda Plan 2017</li> <li>Property Services Update City Surveyors Update <b>(RCC Only)</b></li> </ul>	Michael Bennett		
“You Said; We Did” Actions (Separate list for RCC & BRC)	Michael Bennett	4 Sept	11 Sept
SLA Review	Michael Bennett		
Working Party Review – Minutes of Asset Maintenance Working Party <b>(RCC Only)</b>	Mike Saunders		
Working Party Review – Minutes of Leaseholder Service Charge Working Party <b>(RCC Only)</b>	Anne Mason		
2016/17 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2015/17 Revenue Outturn for the Dwellings Service Charge Account including Reconciliation between the closed accounts and the final service charge	Chamberlains		
Relationship of BRC Outturn Report to Service Charge Schedules – <b>RCC Only</b>	Anne Mason		

Progress of Sales & Lettings	Anne Mason		
Arrears Report <b>(BRC Only)</b>	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> <li>Main update - Blake Tower service charge related issues (<b>RCC only</b>)/Service Based Review/Electric Vehicle Charging/Agenda Plan 2017</li> <li>Property Services Update</li> </ul> City Surveyors Update ( <b>RCC Only</b> )	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	27 Nov	11 Dec
SLA Review	Michael Bennett		
Car Park & Stores Charging	Barry Ashton		
Service Charge Expenditure & Income Account - Latest Approved Budget 2017/18 & Original Budget 2018/19	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2017/18 and Original 2018/19 - Excluding dwellings service charge income & expenditure	Chamberlains		
Annual Review of RTAs	Town Clerks		
Progress of Sales & Lettings	Anne Mason		
Arrears Report <b>(BRC Only)</b>	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> <li>Main update - Blake Tower service charge related issues (<b>RCC only</b>)/Service Based Review/Electric Vehicle</li> </ul>	Michael Bennett		

Charging/Agenda Plan 2017 <ul style="list-style-type: none"> <li>• Property Services Update</li> </ul> City Surveyors Update <b>(RCC Only)</b>			
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**Background Papers:**

Minutes of the Barbican Residential Committee 19 September 2016.  
Minutes of Residents' Consultation Committee 5 September 2016.

**Contact:** Michael Bennett, Barbican Estate Manager  
Tel: 020 7029 3923  
E:mail: [barbican.estate@cityoflondon.gov.uk](mailto:barbican.estate@cityoflondon.gov.uk)

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## Property Services Update

### 4. Redecorations

#### 2016/17-2019/20 Programme

Works are progressing well on the 2016/17 programme

At the time of this report (2<sup>nd</sup> November 2016) Lauderdale Tower is complete, Shakespeare Tower is complete, Defoe House is 65% complete, Speed House is 10% complete, Bryer Court internal redecorations is due to commence on 21<sup>st</sup> November and John Trundle Court internal redecorations is due to commence on 28<sup>th</sup> November

The feedback from resident representatives on completed works and those that have commenced have been very positive

### 5. 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 2016 to September 2016
Turret (Thomas More)	98.72%	99.98%
Gilbert House	99.68%	99.90%

### 6. Upgrade of the Barbican Television Network and Broadband Services

Works to upgrade the existing television network continues and is due to be completed by the end of the year. VFM are also upgrading subscribers to Sky to allow access to SKY Q.

### 7. Concrete Works

Following completion of the concrete testing, an options report is being prepared for January/February 2017 Committees.

This will be followed by Section 20 Consultation during February/March 2017 and the tender process from April through to June. It is anticipated works, if approved, will commence from August 2017 onwards

## **8. Underfloor Heating Working Party Update**

The Underfloor Heating Working Party meet on a regular basis and through a cohesive approach from both residents and officers, progress has been made in a number of areas.

Items from the last meeting in October include:

Replacement of the underfloor heating control system, previously provided by UK Power Networks, is progressing and the replacement system will, in the future, allow for additional controls beyond those that the old, now unsupported, system had.

It was reported that tenders for the supply of electricity for the underfloor heating had been completed and officers were awaiting the new rates in order to inform residents

Discussions have taken place with a number of Electricity Aggregators to look at the potential to 'sell' electricity back to the National Grid, known as Demand-Side Response.

## **9. Crossrail Insurance Claims**

A timetable of settlement claims made by the City of London and direct from Residents has been received from Crossrail.

Those claims out the Zone of Influence or where the claim is refuted should hear from Crossrail by mid-November

Claims that are partially or fully accepted will hear from Crossrail by the end of November. In these cases, claimants will be invited to seek 3 quotes for repair. Upon receipt of these quotes, an offer will be made by Crossrail



## “You Said; We Did” - Action List – November 2016

### Actions from September 2016 BRC & other outstanding issues (updates appear in italics)

Issue	Source	Officer	Action Escalation
<b>Public lifts on the Barbican Estate</b>			
<p>Planning and Transportation Committee be asked to note the serious concerns of the Barbican Residential Committee in respect of the frequent failure of the Wood Street lift and the resultant inconvenience and disruption to residents, particularly in light of the lack of a suitable alternative through fare.</p> <p><i>This has been passed to the Planning and Transportation Committee and will be included in their regular lift update report at the November Committee.</i></p>	Sept 2016 BRC	Julie Mayer	
<b>Frobisher Crescent Heating and Hot Water system</b>			
<p>Officers are reviewing the final report from the consulting engineers on the Heating and Hot Water system with a view to presenting its findings and options at a Frobisher Crescent House Group meeting in the New Year.</p>	Sept 16 BRC	Michael Bennett	
<p><b>Contact:</b> Michael Bennett, Barbican Estate Manager – 020 7029 3923 – <a href="mailto:barbican.estate@cityoflondon.gov.uk">barbican.estate@cityoflondon.gov.uk</a></p>			

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# Agenda Item 7

<b>Committee(s):</b>	<b>Date(s):</b>
Residents' Consultation Committee	28 November 2016
Barbican Residential Committee	12 December 2016
<b>Subject:</b> Recognised Tenants' Associations (RTAs)– Annual Review 2016	<b>Public</b>
<b>Report of:</b> Town Clerk <b>Report author:</b> Julie Mayer	<b>For Decision</b>

## Summary

Having undertaken the Annual Review of the levels of membership and constitutional make-up of the various house groups, this report sets out those that have met the required qualification for Recognised Tenant Association (RTA) status.

A summary of the results of this audit are as follows:-

House Groups	
Achieved RTA recognition	Not achieved RTA recognition**
Andrewes House* Ben Jonson House* Bunyan Court* Cromwell Tower* Defoe House* Frobisher Crescent* Gilbert House* Lauderdale Tower* Mountjoy House* Seddon House* Shakespeare* Speed House* Thomas More House* Willoughby House* Barbican Association*	Brandon Mews ( <i>did not apply</i> ) Breton House ( <i>did not apply</i> ) Bryer Court ( <i>did not apply</i> ) John Trundle Court ( <i>did not apply</i> ) Lambert Jones Mews ( <i>did not apply</i> ) The Postern ( <i>did not apply</i> )
* = Existing RTAs (achieved in 2015)	

## Recommendations

1. The Barbican Estate Residents' Consultation Committee are asked to note the results of the RTA Audit 2016, as set out in paragraph 8 of the report, until the outcome of the next Annual Review in 2017.

2. The Barbican Residential Committee are asked to formally recognise the status of the House Groups and the Barbican Association as Recognised Tenants' Associations, as set out in paragraph 8 of the report, until the outcome of the next Annual Review in 2017.

## **Main Report**

### **Background**

1. Following the Annual Audit of House Groups, we are pleased to report that all house groups, which applied for Recognised Tenant Association (RTA) status, have been successful in meeting the requirements for recognition.
2. Members are also asked to note that the Barbican Estate's officers continue to encourage house groups to achieve this status and the Town Clerk's annual request for documents includes all those who have not previously applied.
3. The Landlord and Tenant Act 1985 (as amended), governs the process by which the City, as landlord, may grant Recognised Tenant Association status. Recognition demonstrates that an RTA has a degree of representation and that it operates in a fair and democratic manner. Such recognition also confers legal rights involving tenants in informal and formal consultation practices. It is, therefore, incredibly important that a landlord regularly reviews this information, as they engage with RTAs on many levels.
4. Furthermore, an RTA can, on behalf of its members :
  - Ask for a summary of costs incurred by their landlord in connection with matters for which they are being required to pay a service charge;
  - Inspect the relevant accounts and receipts;
  - Be sent a copy of estimates obtained by the landlord for intended work to their properties;
  - Propose names of contractors for inclusion in any tender list when the landlord wishes to carry out major works;
  - Ask for a written summary of the insurance cover and inspect the policy;
  - Be consulted about the appointment and re-appointment of the agent managing the services.
5. Prior to this year's Audit, the review period began at the end of July. House Groups were written to, requesting the submission of various documents by the end of August 2016.
6. The criteria which, at a minimum, a Residents' Association must meet in order to qualify for RTA status is as follows:-
  - ☐ The Tenants' Association must represent a minimum of **50%** of the long leaseholders in a block/tower who pay a variable service charge to the Landlord.
  - ☐ An annual general meeting must have taken place (*a copy of the minutes of the last AGM were requested*)

- ☐ Names and addresses of residents elected to the following posts must also be provided – Chair / Hon. Secretary / Hon. Treasurer
  - ☐ To conform with the provisions of SS18-30 of the Landlord and Tenant Act 1985 (as amended) there should be only one vote per dwelling.
  - ☐ A copy of the House Group's Constitution is required once every five years; a review of all Constitutions took place this year, with the next due in 2021.
  - ☐ The Constitution should cover the following points and House Groups are asked to advise the Town Clerk, in the intervening period, if any of the following details change.
    - ☐ Openness of Membership
    - ☐ Payment and amount of subscription
    - ☐ Election of Officers
    - ☐ Voting arrangements and quorum
    - ☐ Notice of meetings
    - ☐ Independence from the Corporation
7. Failure to meet the criteria of an RTA does not affect the status of representation on the Barbican Estate's Residents' Consultation Committee. It does however mean that, as landlord, the City may withdraw RTA recognition from an existing RTA if the minimum requirements have not been met. However, should this be necessary, the City would be required to give at least six months' notice of its intention. This would hopefully provide a house group with enough time to resubmit a successful application.

### **Current Position**

8. Having now received the required information, for which the co-operation of all the House Group Chairmen and Secretaries is very much appreciated, this report now sets out which Groups have qualified for 2016 RTA status.

### **RTA Qualifying Membership**

BOLD = Successful House Groups	<i>Total no. of Long Leaseholders</i>	<i>Number of Flats registered</i>	<i>Expressed as a percentage</i>
<b>Andrewes House*</b>	184	Opt-in membership	
<b>Ben Jonson House*</b>	195	<i>Final result pending the meeting of the House Group's AGM in early December</i>	
Brandon Mews	24	Not recognised under 1985 Landlord Act**	
Breton House	106	Not recognised **	
Bryer Court	55	Not recognised **	
<b>Bunyan Court*</b>	66	Opt-in membership	
<b>Cromwell Tower*</b>	100	Opt-in membership	
<b>Defoe House*</b>	170	Opt-in membership	
<b>Gilbert House*</b>	87	Opt in membership	

<b>Frobisher Crescent*</b>	69	Opt-in membership	
John Trundle Court	131	Not recognised **	
Lambert Jones Mews	8	Not recognised **	
<b>Lauderdale Tower*</b>	113	Opt-in membership	
<b>Mountjoy House*</b>	63	Opt-in membership	
<b>Seddon House*</b>	74	Opt-in membership	
<b>Shakespeare Tower*</b>	109	Opt-in membership	
<b>Speed House*</b>	104	Opt-in membership	
<b>Thomas More*</b>	162	Opt in membership	
The Postern	8	Not recognised **	
<b>Willoughby House*</b>	146	Opt-in membership	
<b>Barbican Association*</b>	1905	1229	64%

\* = existing RTA (i.e. achieved RTA status in 2015).

9. This year, all of the House Groups have agreed to adopt an 'opt-in/out' membership, whereby all residents (leaseholders) will be members unless they choose not to be. Where there has been any dissent, it has only affected 1 or 2 households.

### Legal Implications

10. It is important that the City regularly reviews levels of membership to ensure that RTAs, with which it consults and to which it supplies important and confidential information, properly represent long leaseholders in a block and that these procedures do not become flawed.

### Strategic Implications

11. Through on-going engagement with the Recognised Tenants' Associations, the City of London Corporation achieves its objective of '*making a positive impact on the lives of all our service users by working together*'.

### Conclusion

12. In light of the returns submitted by the various Residents' Associations, the Residents Consultation Committee (RCC) are asked to note the outcome of this years' RTA Audit. The Barbican Residential Committee (BRC) are asked to formally recognise those House Groups which have qualified as RTAs, as identified in paragraph 8 of the report.

Julie Mayer, Town Clerk's  
020 7332 1410  
[julie.mayer@cityoflondon.gov.uk](mailto:julie.mayer@cityoflondon.gov.uk)

<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee Barbican Residential Committee	28 November 2016 12 December 2016
<b>Subject:</b> Service Level Agreements Quarterly Review July – September 2016	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services  <b>Report author:</b> Michael Bennett, Barbican Estate Manager	<b>For Information</b>

## 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 July – September 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 July – September 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 July – September.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in October to review the SLAs and KPIs.
4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Robert Barker, Graham Wallace, Fiona Talbot, Fred Rogers), House Officers, surveys, House Group meetings, RCC and resident

general comments/complaints are incorporated into the July – September 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 June 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 June 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 October to December 2016 will take place in January 2017 and details of this review will be presented at the January/February 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



## 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>
211	July-Sept 16	BEO	Committee Reports now have KPIs for Airbnb incidents	This will give a clear picture on the extent of the issue.	✓
210	July-Sept 16	BEO	Email broadcasts are now sent out on a Friday by House Officers. Emergency broadcasts will still be sent out when needed.	This is better for the team to manage and the feedback from the survey was that 1 weekly email was better.	✓
209	July-Sept 16	BEO	Paper survey is to be sent out to get feedback on the Information Point at Thomas More Car Park.	Paper survey for local blocks in December.	
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 to be enclosed for the SLA Working Party to review/provide comments.	SLA WP to review for October meeting.	
206	Apr-June 16	BEO	Large Baggage Store Survey has been sent out	<b>Results were publicised.</b>	✓
204	Jan - Mar 16	RCC	Frobisher Crescent leaseholders relationship with the Barbican Centre would be considered at the SLA WP meeting to find a way to improve the channel of communication between Frobisher Crescent and the Centre.	The RCC representative for Frobisher Crescent was invited to the SLA Working Party meeting in April to discuss how to improve communication with the Barbican Centre. Officers are progressing this with senior officers at the Arts Centre. Protocol has been agreed.	✓
203	Jan - Mar 16	Res	Underfloor Heating - procedure for switching on and off are different. Can this be discussed please and can it be formalised so switching on replicates switching off?	Reviewed at Autumn UFH working party meeting. Officers monitor weather forecasts, via sites (eg weather online and BBC), during the months of Sept/May with emphasis on overnight minimum temperatures in deciding whether to turn on/off the UFH.	
			<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
			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	
			BAC Barbican Centre	BOG Barbican Operational Group	
			<b>Source of comments</b>		

## APPENDIX 1

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

			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>
195	July - Sep 16	SLA	Additional Eyebolts. Please identify the "new H&S legislation" that requires extra eyebolts to be installed in Seddon House, starting on 26 October 2016. Was the need to do this work spotted by a member of the BEO team or was it brought to the BEO's attention by someone else, and if so who - eg the window cleaning contractor or City Surveyors? What was the approvals/scrutiny process within the Corporation for these works, ie does the Cleaning Manager have the authority to "commission" these works on her own, if not by what process was the expenditure, indeed the entire project, authorised and approved? On whose desk does the buck stop?	Some aspects of window cleaning are covered by Working at Height regulations. The background to the installation of extra eyebolts around the Estate is that in November 2015, a new contractor was appointed. It was this contractor's responsibility to provide Risk Assessments and Method Statements (RAMS) for all tasks. After some initial issues, the new contractor got in a third party to complete all RAMS. These identified some risks in cleaning the high level "eyebrow" windows and roof level windows and suggested additional eyebolts to minimise the risk. This was then reviewed by the Cleaning Manager alongside the Departmental H&S Manager and a further external contractor. All agreed that the additional eyebolts should be installed.	✓
194	July - Sep 16	SLA	Additional Eyebolts. Which Barbican blocks (in addition to Seddon House) are affected? Are only particular parts of the blocks affected - eg just the roof areas or more than that?	Defoe House, Thomas More House, Mountjoy, Gilbert, Andrewes and Willoughby House. The additional eyebolts are to allow safe access to the 7th floor "eyebrow" windows as well as rooftop kitchen and bathroom windows.	✓
193	July - Sep 16	SLA	Additional Eyebolts. How much will the work cost, estate-wide, and how much will the periodic inspection cost increase by following the installation of the additional eye bolts?	In total £34,000 for 621 additional eyebolts. Retesting will be an additional £10,000 per annum.	✓
192	July - Sep 16	SLA	Additional Eyebolts. Not asked at the meeting, but how long will the work take - ie half a day or maybe a whole day for large blocks? The Seddon letter refers to a start date but no end date - so I read this as a single day. If not, despite admiring brevity, the letter really should have said so.	It is envisaged that blocks such as Seddon will take 1 or 2 days whereas other blocks such as Willoughby House could take a week. This work is always weather dependent. The BEO does admit that not enough information was sent out about the nature and extent of this work and further information has now gone out.	✓
191	Jul-Sept 16	RCC Qs	Condition of Bunyan car park commented on.	Part of the car park is being used by Redrow. The area in question has since been cleared and the Supervisors will keep a closer eye on this area.	✓

## APPENDIX 2

### SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2016

190	Jul-Sept 16	HO	Cleaning team have been allocated new areas of responsibility	This has been done to ensure greater cohesion within the teams & for the Supervisors to have clearly defined areas.	✓
189	Jul-Sept 16	HO	Pest Control Via Newham	Responsive and efficient service is being provided by Newham - results so far have been positive	✓
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 area 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. <b>Cleansing have been chased up by Barbican Cleaning Manager for an update</b>	
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 <b>Improvement can be seen in this quarters results Podium Cleaning has come in at 92%</b>	✓
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

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**APPENDIX 3**  
**SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2016**


## 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>
148	Jul-Sept 2016	BEO	Health checks on the heating and hot water system for Frobisher Crescent have been agreed with BEO and the HG/residents, w/c 17 October	For comment only	✓
146	Jul-Sept 2016	HO	Project to redecorate the daleks in Shakespeare Tower has been agreed with the House Group, due to commence on Monday 24 October. Project will take around four weeks to complete	For comment only	✓
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. <b>All external work now completed</b>	✓
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. <b>Please see Property Services update report to committee.</b>	
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. <b>All the external work has now been completed and the outstanding work is all internal e.g. redecorations</b>	✓
139	Jan - Mar 2016	RCC Qs	Frobisher Crescent heating/hot water - is there an update?	Officers are reviewing the final report from the consulting engineers on the Heating and Hot Water system with a view to presenting its findings and options at a Frobisher Crescent House Group meeting in the New Year.	
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 - <b>Barbican Centre have no knowledge of this document.</b>	✓

## 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>
164	Jul - Sept 16	RCC Qs	Beech Gardens new landscaping. Is there a budget for maintenance?	Yes. The BEO has a budget to maintain the public area Open Spaces. This work is carried out by Open Spaces. We also have a number of volunteers who assist.	✓
163	Jul - Sept 16	BEO	London In Bloom Awards for the City Gardens: Beech Gardens won Gold In the Small Park Category. Also the Discretionary Award went to Beech Gardens (Award criteria based on sustainability, choice of planting, quality and maintenance)	Comment Only	✓
162	Jul - Sept 16	BEO	The Barbican lake and waterfall	Currently only operating on one side at a reduced rate. Meeting Between Open Spaces, Barbican Centre Engineers, BEO and Contrator has taken place to ensure joined up approach. Awaiting costs.	
Page 36 161	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. <b>It has now been agreed that work will be undertaken by Open Spaces to improve this</b>	✓
158	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
150	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.	



## APPENDIX 6

## SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS 2016

[illegible]

## 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
<b>Customer Care</b>												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	99%		100%	100%	%	%	😊	43/43	
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%	100%	%	%	😊	85/85	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%	%	%	😊	0 complaints	
<b>Repairs &amp; Maintenance</b>												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99%		100%	100%	%	%	😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99%		99%	99%	%	%	😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99%		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%	98%	%	%	☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 98.5%		Tower lifts 97.94%	Tower Lifts 99.48%	Tower Lifts %	Tower lifts %	☺		
			Terrace 99lifts %	Terrace lifts 99%		Terrace lifts 99.37%	Terrace Lifts 99.06 %	Terrace Lifts %	Terrace lifts %	☺		
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	92%		99%	97%	%	%	☺		
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%	%	%	%	☺		
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	90%	98%		100%	100%	%	%	☺		

<b>Title of Indicator</b>	<b>TARGET 2014/15</b>	<b>TARGET 2015/16</b>	<b>TARGET 2016/17</b>	<b>ACTUAL 2015/16</b>		<b>APR- JUN 2016</b>	<b>JULY- SEPT 2016</b>	<b>OCT - DEC 2016</b>	<b>JAN - MAR 2017</b>	<b>PROGRES S AGAINST TARGET</b>	<b>SUMMARY</b>	<b>Actual 2016/17</b>
<b>Estate Management</b>												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	<b>90%</b>	<b>90%</b>	90%	97%		89%	95%	%	%	☺		
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	<b>80%</b>	<b>80%</b>	80%	94%		97%	82%	%	%	☺		
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	<b>80%</b>	<b>80%</b>	80%	79%		66%	92%	%	%	☺		

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%	88%	%	%	☺		
<b>Open Spaces</b>												
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%	100%	%	%	☺		
<b>Major Works</b>												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	75%		91%	n/a	%	%	☺	no surveys sent in this quarter	
<b>Short Term Holiday Lets</b>												
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA		0	0					

Actual 2016/17	SUMMARY	PROGRES S AGAINST TARGET	JAN - MAR 2017	OCT - DEC 2016	JULY- SEPT 2016	APR- JUN 2016		ACTUAL 2015/16	TARGET 2016/17	TARGET 2015/16	TARGET 2014/15	Title of Indicator
					7	8		NA	NA	NA	NA	STHL reported to BEO after being found on a website and being investigated
					0	0		NA	NA	NA	NA	STHL at Stage 1
					0	0		NA	NA	NA	NA	STHL at Stage 2

<b>Committees:</b>	<b>Dates:</b>
Residents' Consultation Committee Barbican Residential Committee	28 November 2016 12 December 2016
<b>Subject:</b> Repairs and maintenance to roofs/balconies following water penetration	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services  <b>Report author:</b> Paul Murtagh – Assistant Director, Barbican and Property Services	<b>For Information</b>

## Summary

The purpose of this report is to update Members on the progress made by the Working Party in relation to the City of London's approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate.

## Recommendations

The Committee is asked to note the progress made by the Working Party and the contents of this report and make any observations and comments as it sees fit.

## Main Report

### Background

1. At previous meetings of the Barbican Residential Committee (BRC) and the Residents' Consultation Committee (RCC), there have been discussions and questions relating to roof and balcony repairs to the various blocks on the Barbican Estate. Some of the discussion has revolved around the application and validity of the various warranties that were taken out at the time major roof or balcony replacement works were undertaken by the City of London.
2. Over a period of 10 years between 1996 and 2005, the surfaces to the flat roofs, barrel roofs and balconies to most blocks on the Barbican Estate were recovered. The scope of these works included the provision of warranties for the materials and workmanship. Such warranties typically ranged from 10 to 20 years and were largely underwritten by the manufacturer of the roofing system chosen at the time.

3. One of the key reasons for obtaining the warranties was the independent assurance they provided that the roof works were adequately designed and executed. The warranty provider would have carried out an inspection of the works upon completion before issuing the warranty.

## **Considerations**

4. Willoughby House was the first block on the Barbican Estate to be included in the programme of roof and balcony replacement works. In 1996, the coverings to the flat roof, barrel roof and balconies to the block were replaced. At the time, the City of London took up the option for a 15-year manufacturer's warranty, which subsequently expired in 2011.
5. Whilst warranties for works to several other blocks on the Barbican Estate have similarly expired, there are many other blocks where warranties have not as yet reached their expiry date. A spreadsheet outlining the warranties held on all blocks on the Barbican Estate is attached as Appendix 'A' to this report.
6. As with almost all manufacturers' warranties, the warranty will only be valid if certain conditions are met and there is an accepted and prescribed inspection and maintenance regime in place for the duration of the warranty period. In the case of the roof warranties taken up by the City of London for the Barbican Estate, the inspection and maintenance regime would typically include the following:
  - annual inspection of all works undertaken and reporting on any problems or defects;
  - annual cleaning of all surfaces to remove moss, pollutants, deleterious material etc;
  - annual cleaning of barrel roofs (where appropriate);
  - annual (or earlier as necessary) clearing of all gutters, drains and downpipes;
  - the reapplication of solar reflective material every 3 or 4 years (where applied to asphalt roofs).
7. It should also be noted that, as with most types of warranty, there will be exclusions to the warranty and matters that will be deemed to have breached the warranty causing it to become invalid. With particular regard to the warranties on the Barbican Estate, these include:
  - installation of eye bolts for abseiling purposes;
  - the method of window cleaning via the abseiling referred to above;
  - the installation of timber decking to balconies etc;
  - the use of heavy planters and plant plots located on balconies.
8. It is clear that the City of London has not adopted and implemented an accepted and prescribed inspection and maintenance regime for the duration of the warranty period. As such, the warranties have likely been invalidated and any subsequent claims under the warranty will almost certainly fail.



9. It is also clear that the warranties have never been invoked even though some repairs have been done to parts of the roof that would have been covered by the warranties.

### **Comparative Costs (refer to Appendix 'B')**

10. Given that the cost of the roof warranties was included in the cost of the roofing works, long lessees have paid for the warranties in the first instance. The exact cost of the warranties is not known but, would typically have been 3 to 4% of the original cost of the roof works. For the purpose of the comparative costs included in Appendix B, we have used a figure of 3.75% to estimate the figures for each block.
11. Historically, there has been no system in place to systematically record roof repairs and their causes. Data on roof repairs necessitated by water penetration is only available for the last 5¼ years. Appendix B also contains the costs for each block of roof repairs necessitated by water penetration over the last 5¼ years, with an average for each year.
12. It should be noted that the figures given in the original withdrawn report for roof repairs are greater than those now shown. The reason for this is that the original figures included all repairs necessitated by water penetration, not just those relating to the roofs and top balconies. The costs included in Appendix B are accurate figures for actual expenditure on repairs to the roofs and associated balcony areas
13. As an example, the estimated cost of carrying out the work necessary to maintain the warranty to the roofs at Ben Jonson House are outlined below:

#### Barrel roofs

Annual cleaning:	£7,000 per annum
[Biennial cleaning:]	[£3,500 per annum]

#### Asphalt areas

Solar reflective paint	£10,000 every 4 years	£2,500 per annum
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#### Annual inspection

Independent annual inspection	£3,000 per annum
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#### **Total cost per annum**

<b>(depending on frequency of cleaning)</b>	<b>£9,000 - £12,500</b>
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14. It can be seen from Appendix B that the average annual cost of roof repairs to Ben Jonson House over the last 5¼ years (April 2011 to June 2016) was around £2,800 per annum. The roof works to Ben Jonson House were completed in 2003. Although there are no records of roof repair costs for the first 7¾ years since the work was completed, it is not unreasonable to assume that the costs in those earlier years would have been no greater than those in the last 5¼ years (they may even have been less).

15. In order to make the comparison much more straightforward, if we assume that the roof repair costs for the first 7¾ years after the works were completed were the same as the last 5¼ years, the residents of Ben Jonson have paid a total of £80,730 comprising the following:
- £43,979 (the cost of the original warranty)
  - £36,751 (annual cost of roof repairs of £2,827 x 13 years).
16. By comparison, if the warranties had been maintained, the residents of Ben Jonson would have paid of £160,979 over that same 13 year period comprising the following:
- £43,979 (the cost of the original warranty)
  - £117,000 (annual cost of maintaining the warranties of £9,000 x 13 years). This figure is based on biennial cleaning of the barrel roofs. Annual cleaning would increase this figure by a further £45,500.
  - £0 for repairs covered by the warranty
17. It should be noted that if the warranties had not been taken out, it is impossible to know what the repair costs would have been.
18. The option of reviving the manufacturer's warranty for Ben Jonson House has been explored but the costs are particularly prohibitive. Hyflex Roofing, the company that carried out the original roofing works in 2003 has quoted a cost of £201,000 for works to the roofs and balconies to provide for a new 10-year warranty. These works relate to, but not limited to, solar reflective painting of the roof covering. However, the £201,000 does not include costs for access and scaffolding systems, welfare facilities, rubbish removal and a number of other site specifics. It is estimated that the cost of those elements Hyflex has not allowed for will be in the region of a further £100,000. This simply does not appear to be a realistic option to pursue.

## **Governance**

19. At its meeting on 6 June 2016, when the original report was considered and subsequently withdrawn, a number of members of the RCC raised the issue of governance. It is clear to the resident members of this Working Party that:
- When the original roof works were done, there was no system in place to facilitate the accurate recording of repairs and their cost. This has made it very difficult to obtain accurate data on such costs for the purpose of our work.
  - Internal communications at the time were such that the resident-facing team, including House Officers, in the Barbican Estate Office (BEO) were unaware that the warranties were not being maintained and that the costs of roof repairs were not being recovered through the warranty process. This has meant that successive meetings of the SLA Working Party were informed that the warranties were in place. Indeed, the BEO, at the suggestion of the SLA Working Party, even wrote to residents in the relevant roof top flats to remind them to report any water penetration, or

other associated roof issues, before the warranties ran out. It is our belief that the resident-facing team in the BEO were indeed under the impression that the warranties were in place and were in operation.

- The Accounts Team clearly were not aware that the warranties were in place and the roof repair costs could have been avoided and set against the provisions of the warranties.
- It is not known why the warranties were not maintained or invoked upon completion of the roof works. It is possible that there were very few, if any, roof repairs required in the early years of the warranties and by the time that repairs were needed, either a) the repairs team lacked procedures to prompt them that warranties existed and could be claimed against or b) the lack of an effective maintenance regime would have made any claim against the warranties difficult. The officers responsible for making those decisions at the time are no longer with the City. The resident members of the Working Party expressed their dismay if it was the latter and had not been brought to the attention of the RCC or BRC at the time.
- No-one within the City appears to have had overall management and responsibility for the warranties and their subsequent maintenance.
- Because the accounting system does not separate out roof repairs from other repairs as this level of detail is not reported to the RCC and BRC, no member of the RCC or the BRC spotted any discrepancy.

20. The BEO states that systems are now in place to ensure that:

- Repairs are recorded more specifically according to their type;
- There are proper and effective communications between staff in the Repairs Team and staff in the resident-facing team in the BEO;
- A Barbican specific Asset Management Strategy is being developed with resident members through the Asset Management Working Party, who will monitor its implementation and performance. A roof condition survey for the Barbican will soon be commissioned as part of the Asset Management Strategy work. It is however disappointing that this piece of work has taken so long to be put into effect;

### **Further Work and Wider Issues**

21. There is still some work being done with a small number of the warranty providers to see if anything can be done economically and sensibly to reinstate the warranties that have not, as yet, expired. The Committees will be given further information on this once negotiations have been concluded.

22. If and when major works are to be done in future, explicit consideration, with resident involvement, must be given to the question as to whether manufacturer's warranties or guarantees are a sensible investment. At the time the roof works on the Barbican were done, the warranties gave residents some assurance that the quality of the works had been independently assessed and validated. In future however, residents may wish to explore alternative methods of independently assuring the quality of the works carried out around their homes.

23. From the information contained in Appendix A, it is clear that original roof replacement costs and subsequent repairs vary widely between blocks. This in itself raises questions about the most economic and efficient way to procure such large estate-wide projects in the future. In addition, there is a longstanding, unresolved query from Lauderdale Tower representatives about the application of costs relating to the re-glazing of a conservatory roof which belongs to a penthouse flat. Officers and residents hope to make progress on this issue in the next two months.

## **Conclusion**

24. From the recent surveys that have been undertaken, it is the view of officers that the coverings to the balconies, barrel roofs, flat roof and patio areas to the various blocks on the Barbican Estate generally remain in a reasonably satisfactory condition. It is however acknowledged that there have been a small number of significant issues with water penetration on the Barbican that have caused considerable distress to residents. The City of London remains committed to delivering high quality services to the Barbican residents and we recognise that any future issues need to be dealt with swiftly and effectively.

## **Appendices**

Appendix A - Roof Warranties by Block

Appendix B - Comparative Costs

## **Contact**

<b>Report Author</b>	Paul Murtagh
<b>T:</b>	020 7332 3015
<b>E:</b>	Paul.Murtagh@CityofLondon.gov.uk

## APPENDIX A

Block	Roof Type	Consultant	Contractor	Guarantor	Start	End	Term-Yrs
Andrewes	Balcony	M.Flowers & Ptrs	Darkan Ltd	Permanite	01/01/00	01/01/16	16
Andrewes	Barrel Roof	M.Flowers & Ptrs	Darkan Ltd	Triflex	22/09/99	21/09/14	15
Andrewes	Flat Roof	M.Flowers & Ptrs	Darkan Ltd	Permanite	01/01/00	01/01/16	16
Ben Jonson House	Balcony	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
Ben Jonson House	Barrel Roof	Pellings	Mullaley	Triflex	30/08/03	30/08/19	16
Ben Jonson House	Flat Roof	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
Ben Jonson House	Patio 7th level	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
Brandon Mews	Balcony	N/A					
Brandon Mews	Barrel Roof	N/A					
Brandon Mews	Flat Roof	N/A					
Breton	Balcony	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
Breton	Barrel Roof	Pellings	Mullaley	Triflex	30/08/03	30/08/18	15
Breton	Flat Roof	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
Breton	Patio 7th level	Pellings	Mullaley	Langley	28/10/03	28/10/23	20
Bryer	Balcony	M.Flowers & Ptrs	Breyer PLC	Langley	13/05/05	13/05/25	20
Bryer	Barrel Roof	M.Flowers & Ptrs	Breyer PLC	Triflex	14/12/05	14/12/20	15
Bryer	Flat Roof	M.Flowers & Ptrs	Breyer PLC	Langley	13/05/05	13/05/25	20
Bunyan	Balcony	M.Flowers & Ptrs	Gee Constr	Langley	24/03/05	24/03/25	20
Bunyan	Barrel Roof	M.Flowers & Ptrs	Gee Constr	Triflex	06/12/05	06/12/20	15
Bunyan	Flat Roof	M.Flowers & Ptrs	Gee Constr	Langley	24/03/05	24/03/25	20
Cromwell Tower	Balcony	N/A					
Cromwell Tower	Flat Roof	J.TILLEY	Apollo	Anderson	01/12/00	01/12/10	10
Defoe	Balcony	M.Flowers & Ptrs	R.Richardson	Rock Asphalt	01/12/04	01/12/24	20
Defoe	Barrel Roof	M.Flowers & Ptrs	R.Richardson	Triflex	16/03/01	16/03/16	15
Defoe	Flat Roof	M.Flowers & Ptrs	R.Richardson	Rock Asphalt	01/12/04	01/12/24	20
Frobisher Crescent	Barrel Roof	N/A	Delomac	Sarnabar	01/07/09	01/07/29	20
Gilbert	Balcony	Pellings	Lengard	Calliender	12/04/01	12/04/21	20
Gilbert	Barrel Roof	Pellings	Lengard	Triflex	12/10/00	11/10/15	15
Gilbert	Flat Roof	Pellings	Lengard	Calliender	12/04/01	12/04/21	20
John Trundle Court	Balcony	M.Flowers & Ptrs	Gee Constr	Langley	24/03/05	24/03/25	20
John Trundle Court	Barrel Roof	M.Flowers & Ptrs	Gee Constr	Triflex	06/12/05	06/12/20	15
John Trundle Court	Flat Roof	M.Flowers & Ptrs	Gee Constr	Langley	24/03/05	24/03/25	20
Lambert Jones Mews	Balcony	City Surveyors C.O.L					
Lambert Jones Mews	Flat Roof	City Surveyors C.O.L					
Lauderdale Tower	Balcony	N/A					
Lauderdale Tower	Flat Roof	J.TILLEY	Apollo	Anderson	01/01/03	01/01/13	10
Mountjoy	Balcony	Pellings	Higgins City	Langley	18/10/04	18/10/24	20
Mountjoy	Barrel Roof	Pellings	Higgins City	Triflex	11/05/05	11/05/20	15
Mountjoy	Flat Roof	Pellings	Higgins City	Langley	18/10/04	18/10/24	20
Postern	Flat Roof	Hillier Parker	Tower Asphalt Ltd		1995	2010	15
Seddon	Balcony	Pellings	Breyer Plc	Bauder	16/11/04	16/11/24	20
Seddon	Barrel Roof	Pellings	Breyer Plc	Decathane	01/03/05	01/03/25	20
Seddon	Flat Roof	Pellings	Breyer Plc	Bauder	16/11/04	16/11/24	20
Shakespeare	Balcony	N/A					
Shakespeare	Flat Roof	J.TILLEY	Apollo	Anderson	01/01/03	01/01/13	10
Speed	Balcony	HSB	R.Richardson				
Speed	Barrel Roof	HSB	R.Richardson				
Speed	Flat Roof	HSB	R.Richardson	Rock Asphalt	22/03/00	22/03/20	20
Thomas More	Balcony	M.Flowers & Ptrs	R.Richardson	Rock Asphalt	01/12/04	01/12/24	20
Thomas More	Barrel Roof	M.Flowers & Ptrs	R.Richardson	Triflex	14/10/02	14/10/17	15
Thomas More	Flat Roof	M.Flowers & Ptrs	R.Richardson	Rock Asphalt	01/12/04	01/12/24	20
Wallside	Flat Roof	Hillier Parker	Tilbury (City) Ltd		1995	2010	15
Willoughby	Balcony	BPS	R.Richardson	Rock Asphalt	1996	2011	15
Willoughby	Barrel Roof	BPS	R.Richardson	Granflex-Kemperol	1996	2011	15
Willoughby	Flat Roof	BPS	R.Richardson	Rock Asphalt	1996	2011	15

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## APPENDIX B

	Number of Top Floor Flats	ROOF COSTS	Year roof works completed	5.25 YEARS REPAIR COSTS	AVERAGE PER YEAR	Est cost of warranty (3.75% of roof works)
Ben Jonson House	44	1,172,775	2003	14,842	2,827	43,979
Defoe House	24	1,152,329	2004	14,447	2,752	43,212
Thomas More House	18	1,007,547	2004	41,207	7,849	37,783
Andrewes House	22	850,075	2000	53,052	10,105	31,878
Willoughby House	24	669,572	1996	203	39	25,109
Speed House	15	586,992	2000	7,784	1,483	22,012
Mountjoy House	8	494,757	2005	459	87	18,553
Gilbert House	14	492,722	2001	3,896	742	18,477
John Trundle Court	20	454,489	2005	1,334	254	17,043
Bunyan Court	16	432,094	2005	11,142	2,122	16,204
Seddon House	11	412,648	2005	5,297	1,009	15,474
Breton House	17	397,679	2003	451	86	14,913
Bryer Court	8	351,341	2005	163	31	13,175
Shakespeare Tower	3	192,385	2003	37,068	7,061	7,214
Cromwell Tower	3	188,850	2000	4,161	793	7,082
Lauderdale Tower	3	148,859	2003	5,769	1,099	5,582
Wallside	15	143,128	1995	1,022	195	5,367
The Postern	8	49,386	1995	1,075	205	1,852
<b>TOTAL</b>		<b>9,197,628</b>		<b>203,375</b>	<b>38,738</b>	<b>344,911</b>

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<b>Committees:</b>	<b>Dates:</b>
Projects Sub Barbican Residential Committee	23 November 2016 11 December 2016
<b>Subject:</b> Barbican Estate Residential Baggage Store/Storage Space Installation - Gateway 3/4 - Options Appraisal(Regular)	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services <b>Report Author:</b> Barry Ashton	<b>For Decision</b>

## Summary

Baggage Stores are very popular and the Barbican Estate Office has an opportunity to install a further 336 stores/storage space as part of a development project within unoccupied car park areas and former car bays.

The stores provide a good financial income for the Barbican Estate and there are currently over 260 residents on the waiting list for a new store.

- New baggage stores/storage space for all residents on waiting list (currently 260) and immediate future.
- Estimated annual income of circa £180k from letting based on full occupancy.
- Best use of BEO asset and making use of an unoccupied space with an infill opportunity. Overall car park occupancy at 67% (498 vacant bays).
- Stakeholder consultation with Cultural Hub Project Board and the Beech Street Project Board to ensure best use of assets.
- Contribution to BEO's Service Based Review target of £154k income generation for 2017/18.
- To reach the next Gateway £18,850 is required for Staff and Consultants fees.

Project Status	Green
Time Line	November 2016 – commence procurement and planning application December 2017 – appoint contractor Spring 2017 – commence works Autumn 2017 – complete works
Programme status	Green - Pending Approval of Gateway 3/4 Options Appraisal
Estimated cost of works	£570,000
Total estimated project budget	£610,000 (including fees and staff costs)
Expenditure to date	£7,850 – Approved £7k, however £850 allocated to project from revenue risk account and if approved a journal will be arranged.

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### Progress to Date

- Gateway 2 approved by Committee June 2016.
- Further Residents Survey completed in July regarding the supply of larger stores and number required.
- The DCCS Property Services team have been working with a Quantity Surveyor and an Architect for the enclosed costs and store plans within the car parks.
- A budget of £18,850 is approved to reach the next Gateway.

### Overview of Options

- Progress with installation of Metal stores - **Recommended** – Lower Cost and potentially a reusable and transferable product.
- Progress with installation of Block work stores – **Not Recommended** – Much higher cost.
- Do nothing – **Not Recommended** - If no action is taken an opportunity to improve the operation efficiency will be lost as well as a potential income of £180k pa, the waiting list will not reduce and if there is anticipated to be a shortfall in achieving the 2017/18 budget plan of income generation for the service based review then an option for a reduction in staff costs &/or increase to charges would need to be considered.

### Proposed Way Forward

Larger stores will provide an increased income, estimated at £180k pa – this is subject to Barbican Residential Committee approval for new recommended charges for the new stores.

To progress with installation of 336 large and extra-large stores of a metal construction, as detailed in option 1 of the appendix.

### Procurement Approach

It is recommended that these works are advertised on the City of London's E-sourcing portal with Contractors invited to express an interest in the works by submitting a complete tender. The process would be managed by City Procurement.

### Financial Implications

Description	Option 1: Installation of Stores
Works Costs	£570,000
Fees & Staff Costs	£48,850
<b>Total</b>	<b>£618,850</b>
<b>Funding Strategy</b>	
Source	City Fund with a payback period of approx. 3.5 years.

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### **Recommendations**

1. That Option 1 is approved for proceeding to Procurement and Gateway 5.
2. That the estimated budget of £618,850 is noted.
3. That a budget of £18,850 is approved to reach the next Gateway.
4. Approve increase of staff costs to £18,850

### **Options Appraisal Matrix**

See attached.

### **Appendices**

<b>Appendix 1</b>	Options Appraisal Matrix
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### **Contact**

<b>Report Author</b>	Barry Ashton
<b>Email Address</b>	barry.ashton@cityoflondon.gov.uk
<b>Telephone Number</b>	0207 029 3920



## Options Appraisal Matrix

	<i><b>Option 1</b></i>	<i><b>Option 2</b></i>	<i><b>Option 3</b></i>
<b>1. Brief description</b>	<p>Baggage Stores are very popular and the Barbican Estate Office has an opportunity to install a further 336 stores/storage space as part of a development project within unoccupied car park areas.</p> <p>The stores provide a good financial income for the Barbican Estate and there are currently over 260 residents on the waiting list for a new store.</p>		
<b>2. Scope and exclusions</b>	<p>Scope:</p> <p>336 Stores.</p> <p>67% (2.0 x 2.1m), 17% (3.0 x 2.1m) and 16% (4.0 x 2.1m)</p> <p>Exclusions:</p> <p>None.</p>		<p>Scope:</p> <p>Do nothing; do not install 336 new stores.</p> <p>Exclusions:</p> <p>None.</p>
<i><b>Project Planning</b></i>			
<b>3. Programme and key dates</b>	<p>November 2016 – commence procurement and planning application</p> <p>December 2017 – appoint contractor</p> <p>Spring 2017 – commence works</p> <p>Autumn 2017 – complete works</p>		None
<b>4. Risk implications</b>	<p>Low overall risk.</p> <ul style="list-style-type: none"> <li>Planning Application required for change of use from resident car park amenity to resident storage facilities.</li> </ul>		If no action is taken an opportunity to improve the operation efficiency will be lost and the waiting list will not reduce.

	<i>Option 1</i>	<i>Option 2</i>	<i>Option 3</i>
<b>5. Benefits and dis-benefits</b>	<p>Benefits</p> <ul style="list-style-type: none"> <li>• Best use of the City of London Corporation's assets.</li> <li>• Eliminate resident's waiting list for a storage facility (currently over 260).</li> <li>• Increase annual income of circa £180k from letting the baggage stores.</li> <li>• Low payback period and shorter than Option 2.</li> <li>• Cost is lower than Option 2.</li> </ul> <p>Dis-benefits</p> <ul style="list-style-type: none"> <li>• Loss of Car Bays – however due to low occupancy level sufficient bays will still be available for residents use.</li> </ul>	<p>Benefits</p> <ul style="list-style-type: none"> <li>• Best use of the City of London Corporation's assets.</li> <li>• Eliminate resident's waiting list for a storage facility (currently over 260).</li> <li>• Increase annual income of circa £180k from letting the baggage stores.</li> <li>• Low payback period.</li> </ul> <p>Dis-benefits</p> <ul style="list-style-type: none"> <li>• Loss of Car Bays – however due to low occupancy level sufficient bays will still be available for residents use.</li> <li>• Cost is Higher than Option 1</li> <li>• Payback period is longer than Option 1</li> </ul>	<p>Dis-benefits</p> <ul style="list-style-type: none"> <li>• Will not be providing best use of the City of London Corporation's assets.</li> <li>• Over 260 residents will remain waiting for a storage facility.</li> <li>• The opportunity to receive additional annual income of circa £180k from letting the baggage stores will be missed.</li> <li>• A shortfall in achieving the 2017/18 budget plan of income generation for the service based review.</li> <li>• Would need to consider an option for a reduction in staff costs &amp;/or increase to charges.</li> </ul>
<b>6. Stakeholders and consultees</b>	<ul style="list-style-type: none"> <li>• Property Services officers, BE Office staff, Town Clerk's Cultural Hub Property Director, City Surveyors, Chamberlains, City Planning and BE residents.</li> </ul>		N/A
<b>Resource Implications</b>			
<b>7. Total Estimated</b>	£618,850	£848,850	N/A

	<i>Option 1</i>	<i>Option 2</i>	<i>Option 3</i>
<b>cost</b>			
<b>8. Funding strategy</b>	The project will be funded by a bid to City Fund New Projects reserve for 2017/18.		N/A
<b>9. Estimated capital value/return</b>	<ul style="list-style-type: none"> <li>Additional annual income of circa £180k</li> <li>Baggage Stores - City Fund with a payback period of approx. 3.5 years.</li> </ul>	<ul style="list-style-type: none"> <li>Additional annual income of circa £180k</li> <li>Baggage Stores - City Fund with a payback period of approx. 4.7 years.</li> </ul>	None
<b>10. Ongoing revenue implications</b>	<p>Low Risk</p> <p>The additional income generated will help fund the required overall annual SBR savings.</p> <p>On-going costs associated with stores contained within existing revenue budgets.</p>		Anticipate a shortfall in achieving the 2017/18 budget plan of income generation for the service based review, would need to be considered an option for a reduction in staff costs &/or increase to charges.
<b>11. Investment appraisal</b>	<p>Cost - £618,850</p> <p>Income per annum – £180,000 (Estimated)</p> <p>Payback period – 3.5 years</p> <p>Generating income as part of our Service Based Review.</p>	<p>Cost - £848,850</p> <p>Income per annum – £180,000 (Estimated)</p> <p>Payback period – 4.7 years</p> <p>Generating income as part of our Service Based Review.</p>	Opportunity to improve the operation efficiency will be lost.

	<i><b>Option 1</b></i>	<i><b>Option 2</b></i>	<i><b>Option 3</b></i>
<b>12. Affordability</b>	Yes with costs recovered within 3.5 years	Yes with costs recovered within 4.7 years	N/A
<b>13. Legal implications</b>	Listed Building Consent Application required to assess the impact of the proposal to the heritage significance of the Barbican Estate.		None
<b>14. Corporate property implications</b>	Possible Cultural Hub and Beech Street project implications. Officers have been working with the CH Director to align each other's requirements, where there is combined potential use of the car parks.		None
<b>15. Traffic implications</b>	None		
<b>16. Sustainability and energy implications</b>	Lighting		None
<b>17. IS implications</b>	None		
<b>18. Equality Impact Assessment</b>	An equality impact assessment will be undertaken		
<b>19. Recommendation</b>	Recommended	Not Recommended	Not Recommended
<b>20. Next Gateway</b>	Gateway 5 - Authority to Start Work		



	<i>Option 1</i>	<i>Option 2</i>	<i>Option 3</i>												
<b>21. Resource requirements to reach next Gateway</b>	<table> <tr> <th>Item</th><th>Reason</th><th>Cost (£)</th><th>Funding Source</th></tr> <tr> <td>Staff</td><td>Staff Costs</td><td>£2,000</td><td>Local Risk</td></tr> <tr> <td>Consultant</td><td>Develop options for the locations</td><td>£16,850</td><td>Local Risk</td></tr> </table>			Item	Reason	Cost (£)	Funding Source	Staff	Staff Costs	£2,000	Local Risk	Consultant	Develop options for the locations	£16,850	Local Risk
Item	Reason	Cost (£)	Funding Source												
Staff	Staff Costs	£2,000	Local Risk												
Consultant	Develop options for the locations	£16,850	Local Risk												

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<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee - For Information Barbican Residential Committee – For decision	28/11/2016 12/12/2016
<b>Subject:</b> Charging Policy for Car Parking and Stores	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Decision</b>
<b>Report author:</b> Michael Bennett, Department of Community and Children's Services	

## Summary

As part of the annual review of the Car Parking Charging Policy in December 2015 the Barbican Residential Committee declined to accept the proposal to increase car parking rents by 5%, because the underlying reasoning for doing so was unclear. It was decided that a review of the Policy be presented to the December 2016 meeting of the Committee.

The context of the review is that Barbican car parking expenditure has exceeded income for some years, that underused Barbican car parking spaces should be put to other uses (primarily storage) and that the Service Based Review, which seeks to maximise the City's income from its property assets, is currently taking place, along with a general review of city car parking charges.

In dealing with the city's land and property assets, as well as maximising the City's income from them, charges levied should involve neither cross subsidy from one group to another, nor incur subsidy from the City itself.

As the valuation of the car parking spaces is linked to that of storage spaces, this report covers the charging policy for both car parking and stores.

## Recommendation(s)

The Residents Consultation Committee are asked to note and comment on the Charging Policy for Car Parking and Stores.

The Barbican Residential Committee are asked to:

- agree that income from city assets should be maximised and lettings should not be subsidised
- agree the principle that no subsidy should be provided from one group of users to another

- instruct officers to obtain independent valuations of car parking and storage spaces and bring forward recommended charges to the meeting of the Barbican Residential Committee on 13 February 2017

## **Main Report**

### **Background**

1. At the meeting of Barbican Residential Committee in March 2016 it was agreed that car parking charges be increased in line with the Retail Price Index (RPI), prior to a review of charges coming to the December 2016 meeting.
2. This current review has taken place alongside a number of factors:
  - The City's Service Based Review (SBR), which has charged spending committees with delivering sustainable savings and/or increased income in order to balance City Fund and City's Cash over the medium term (for the Barbican Estate this is to generate additional £154,000 income for the Stores & Car Park Accounts for 2017/18)
  - The decision by the Barbican Residential Committee to replace some car parking on the Barbican Estate with other uses, primarily storage
  - A review of the charging policy for the city's car parks in general with a report on a Review of Public Car Park Provision in the City being presented to the Planning and Transportation Committee in November
3. There have been two surveys carried out this year to ascertain demand for residents' stores and this has been compared with the current waiting lists (see Residents Survey Results and current occupancy in Appendix 1). As a result there is now a waiting list of over 260 residents for a store with a demand for larger stores as well as workspace areas (which could utilise larger stores subject to individual residents seeking planning permission).
4. A project to construct over 300 new residential stores in the car parks will be completed in 2017. For the purpose of the review, it has been assumed that all storage spaces will be taken and that planning permission will be forthcoming.
5. There is also the potential to develop other SBR options including a Consolidation Centre. The City's Cultural Hub will also potentially use some of the Barbican Estate's car parks for future retail opportunities on Beech Street – these are included in Appendix 2 (History & Forecast of Barbican Estate Car Parking Occupancy).
6. The history of car parking charges in the Barbican Estate comprises a series of adjustments, but no clear underlying policy or rational base (see history of car parking charges in Appendix 3).

7. Prior to 2009 there were no increases in fees for car parking for 10 years. Since then both car parking and stores charges have been reviewed based on the annual increase in the Retail Price Index (RPI) published by the Office of National Statistics in the last available month before committee.
8. Recent history has been one of declining demand (see Appendix 2) and income failing to cover expenditure (see History of total net expenditure for the Car Park Account Appendix 4).
9. The latest budgeted total net expenditure/income for the Car Park Account (see Appendix 4) for 2016/17 shows a total deficit of £337,000. However, the Stores Account for 2016/17 shows a profit of £132,000.

### **Current Position**

10. In moving to a rational and consistent charging policy, it is necessary to make explicit the principles underlying charging for the use of City's assets and the information required to act on these principles. These principles include:
  - maximisation of income from City property assets, which requires independent valuations of car parking and storage spaces
  - no subsidy should be provided from one group of users to another, which requires understanding the detailed costs of providing car parking
11. The information required to act on these principles are detailed below.

### **Car parking provision**

12. Details of the current car park provision on the Estate is provided in Appendix 5. Some spaces are rented and others are owned, with a service charge levied on them. It should be noted that when a leaseholder purchases a space, although a space is assigned, the licence is for a right to park and can be reallocated.

### **Car parking expenditure**

13. As the Car Park Account indicates (see appendix 4) there are two major items of expenditure - staffing and the opportunity cost of the land (capital charges), currently used for car parking.

### **Staffing - Current**

14. The varied duties carried out by the 28 Car Park Attendants (CPA) have changed over the years, and for example, particularly due to the declining number of residentially let car parking spaces, the significant increase of receiving parcels for residents (due to the emergence of online shopping) and the changes to Key Porter services as detailed within Appendix 6.
15. The current proportion of CPA costs are attributed to the Car Park Account (two thirds – 66.67%) and the Resident Service Charge Account (one third – 33.33%).

16. An analysis of their duties and summary based on their Time Recordings is enclosed at Appendix 7. This illustrates that 42% of the Car Park Attendants time is spent on car parking duties only. Thus, in effect the service charge is being subsidised by car parking charges.

### **Staffing – Subsidy**

17. The declining number of car parking spaces let has meant that car park users have continued paying two thirds of the cost whilst only making use of 42% of the car park attendants' time. This obviously needs to be rectified.
18. The advice from the City Solicitor is that it would be difficult, verging on impossible, to change the car park attendants charging basis terms in the lease (Para.4 (4) (b)). However, it is entirely possible for the Barbican Estate Office to provide this sought after service by reintroducing Key Porters, as this is already within the residents lease (The Fifth Schedule, Part IV), but not currently provided. Obviously this would reduce the cost to the car park account and might entail a further cost to the service charge as the Key Porters are listed as a 100% Service Charge cost (see Appendix 6).
19. As a 100% service charge cost, the Key Porter role could also include further duties, not currently covered by the car park attendants.

### **Capital costs**

20. Currently, this is expressed as a capital charge on the site (see Appendix 4). Having charges for car parking and storage spaces set in line with current valuations of the spaces would mean that these capital charges would be properly taken into account in the charges levied.

### **Car parking income**

21. Income comes wholly from rent and service charges. Following the principles outlined, it would be appropriate that the charge to owners would be the entailed costs. For renters these costs would need to be added to the proportionate value of the land asset.

### **Proposals**

22. If it turns out that proposed charges are significantly higher than current ones, recommendations will be made regarding the phasing in of these increased payments.

### **Corporate & Strategic Implications**

23. This review supports the City's aim to provide modern, efficient and high quality local services and policing within the Square Mile for workers, residents and visitors with a view to delivering sustainable outcomes. In particular, this incorporates:

- **KPP2:** Maintaining the quality of our public services whilst reducing our expenditure and improving our efficiency
- **KPP4:** Maximising the opportunities and benefits afforded by our role in supporting London's communities

24. In terms of relevant policies incorporated in the City's Corporate Asset Management Strategy, this approach covers:

- **SO1** – Operational Assets remain in a good, safe and statutory compliant condition
- **SO2** – Operational Assets are fit for purpose and meet service delivery needs
- **SO4** – Annual revenue expenditure is reduced
- **SO5** – Opportunities to maximise income generation be explored and promoted where feasible
- **SO8** – Service Committees Business Plans properly reflect not only short term objectives but medium and long term ones, to enable effective forward planning

## **Implications**

25. If this methodology is accepted, it is likely that the combined income from car parking and storage will ensure that a significant budget is available for Estate works.

26. A Strategic Audit of the Car Park Account has recently been carried out by the City's Chamberlains Department and the following recommendations were made:

- Car Park Account forecasts should be updated to reflect the impact of SBR plans agreed to date by the Barbican Residential Committee and additional options considered if potential income generation is insufficient to sustain operations
- Consideration should be given to the review of car park expenditure to determine opportunities to reduce the cost of operation, taking into account the proposed alternative use of space and the potential impact upon staffing requirements

## **Conclusion**

27. The City has a duty to achieve a proper return from its assets having regard to market levels and any net surplus generated benefits the City Fund. Therefore this report recommends that members of the Barbican Residential Committee agree that the following principles are progressed by officers and that a report with proposed charges is provided in February 2017:

- that income from city assets should be maximised and lettings should not be subsidised
- no subsidy be provided from one group to another

## **Appendices**

- Appendix 1 – Residents Survey Results and occupancy for stores
- Appendix 2 – History & Forecast of Barbican Estate car parking Occupancy
- Appendix 3 - History of Barbican Estate charges
- Appendix 4 - History & Forecast of total net expenditure/income for the Car Park Account
- Appendix 5 – Car Park Occupancy
- Appendix 6 – History of Key Porter Service
- Appendix 7 – Car Park Attendants – Description of duties and analysis of Time Recording

## **Background Papers:**

Car Park Strategy Stage One 2009

Car Park Strategy Update 2009

Barbican Estate Car Park Efficiency Strategy Working Party 2011

Baggage Stores Charging Policy 2011

Car Park Charging Policy February 2013

Car Park Charging Policy December 2013

Car Park and Baggage Stores Charging Policy January 2014

Revenue and Capital Budgets – Latest Approved Budget 2013/14 and Original Budget 2014/15

Service Based Review Proposals – Department of Community & Children's Services 2014

Car Park Charging Policy 2015

Car Park Charging Policy March 2016

Service Based Review March 2016

Review of Public Car Park Provision in the City November 2016

**Michael Bennett,**

Department of Community and Children's Services

T: 020 70293923

E: michael.bennett@cityoflondon.gov.uk



## Charging Policy for Car Parking and Stores – Appendices

### Appendix 1

#### Residents Survey Results for Stores

If you were interested in renting a new larger store, what size store would you prefer?

	Resident Responses	%
Large Store	73	43.45%
X Large	38	22.62%
XX Large	31	18.45%
Other	26	15.48%
	168	100%

Would you be interested in using a store as a workshop?

	Resident Responses	%
Yes	49	19.29%
No	205	80.71%
	254	100%

#### Baggage Store Occupancy

	Let	Sold	Allocated (In process)	Unlettable	Allocated to BEO	In Query	Vacant	<b>Total</b>
September 2016	1172	66	6	16	2	2	2	<b>1266</b>

## Appendix 2

### History & Forecast of Barbican Estate Car Parking Occupancy - Sep 2016

Date	Residential Let Bays	Residential Let Bays +/-	Commercial Let Bays	Sold Bays	Total Usage	Total	Occupancy %	Comments
Jun-06	863	-1%	20	134	<b>1,017</b>	1,702	59.8	67 Car Parking Bays reduced due to Milton Court
Dec-07	848	-2%	35	117	<b>1,000</b>	1,702	58.8	
Oct-08	820	-3%	46	169	<b>1,035</b>	1,538	67.3	Deutsche Bank started taking commercial bays. 164 Former Bays removed from system.
Oct-09	777	-5%	65	121	<b>963</b>	1,497	64.3	
Oct-10	752	-3%	77	118	<b>947</b>	1,497	63.3	20 Additional Residential for Frobisher Crescent
Oct-11	744	-1%	69	155	<b>968</b>	1,497	64.7	
Oct-12	737	-1%	89	153	<b>979</b>	1,508	64.9	
Nov-13	718	-3%	54	297	<b>1,069</b>	1,508	70.8	December 2012 - 38 Deutsche Bank commercial bays (20 Surrendered) December 2012 – 19 City of London Police bays surrendered July/August 2013 - 184 sold bays Heron
Nov-14	691	-4%	51	295	<b>1,037</b>	1,508	68.8	
Nov-15	682	-1%	34	294	<b>1,010</b>	1,508	67	
Sep-16	679	-1%	31	285	<b>995</b>	1,508	66	
Nov-17	707	-1%	25	282	<b>1,014</b>	1,287	79	221 Bays removed to provide new Baggage Store areas, 35 Bays Consolidation Centre
Nov18	700	-1%	19	279	<b>998</b>	1,220	82	67 Bays removed to provide potential/possible facilities for the Cultural Hub

## Appendix 3

History of Barbican Estate Car Park charges from 2004 to Date							Price change implemented						
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
<b>Car Parking</b>													
Charging Base						RPI	RPI	RPI	RPI	RPI	RPI	RPI	RPI
% change						4.9%	0%	3%	5.2%	2.6%	2.4%	2.3%	1.2%
Residential Car Parking Per Annum – Rental agreement	£990	£990	£990	£990	£990	<b>£1,038</b>	£1,038	<b>£1,070</b>	<b>£1,126</b>	<b>£1,155</b>	<b>£1,183</b>	<b>£1,210</b>	<b>£1,225</b>
Temporary Car Parking - (Over 5 hours in any 24 hour period)	£8.00	£8.00	£8.00	£8.00	£8.00	<b>£8.50</b>	£8.50	<b>£8.75</b>	<b>£9.20</b>	<b>£9.44</b>	<b>£9.67</b>	<b>£9.89</b>	<b>£10</b>
Commercial Car Parking Per Annum including VAT	£4,250	£4,250	£4,250	£4,250	£4,250	<b>£4,460</b>	£4,460	<b>£4,700</b>	<b>£4,945</b>	<b>£5,073</b>	<b>£5,195</b>	<b>£5,314</b>	<b>£5,378</b>

## Appendix 4

### History and Forecast of total net expenditure/income for the Car Park Account

	2013-14	2014-15	% Change	2015-16	% Change	2016-17	2017-18
Total Expenditure (inc. Staff Costs)	1,598,802.67 (£868,619)	1,532,750.73 (£871,198)	-4.10	1,662,204.80 (£897,180)	8.49	1,589,000.00 (£901,000)	1,633,000.00 (£920,000)
Total Income	-1,383,265.04	-1,335,061.98	-3.48	-1,235,414.91	-7.79	-1,252,000.00	-1,251,000.00
<b>Net Expenditure</b>	<b>215,537.63</b>	<b>197,688.75</b>	<b>-8.30</b>	<b>426,789.89</b>	<b>115</b>	<b>337,000.00</b>	<b>382,000.00</b>
Capital Charges	155,400.00	156,100.00	0.45	179,900.00	15.25	-148,000.00	-148,000.00
<b>Net Expenditure excluding capital charges</b>	<b>60,137.63</b>	<b>41,588.75</b>	<b>-30.78</b>	<b>246,889.89</b>	<b>488</b>	<b>189,000.00</b>	<b>234,000.00</b>

## Appendix 5

### Car Park Occupancy - September 2016

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (NOV 2015)
SOLD	13	1	1	9	34	114	18	12	5	78	285	294
RESIDENTIAL	94	71	79	55	102	37	68	89	80	4	679	682
COMMERCIAL	0	21	4	0	0	0	0	0	6	0	31	34
VACANT	28	146	125	28	24	4	19	49	63	27	513	498
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

FORMER CAR BAYS	2	30	45	9	5	21	29	26	18	21	206
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## Appendix 6

### History of Key Porter (KP) service:

- There was a KP service (charged to the service charge for all blocks according to the lease) which was provided by various locations across the Estate until the mid-90s (by dedicated KP & Resident Housekeeper staff)
- The Tower blocks have always had an individual KP service provided by the Lobby Porters which is charged via the service charge
- The KP service was then delegated to a centrally located reception service and charged via the service charge (based on allocated on-costs)
- Over time there was then the development of a local KP service for the terrace blocks which was provided by the local Car Park Attendants (CPA) from their Car Park offices (which was considered part of their Concierge duties and which forms one-third of the proportion of the CPA costs charged to the service charge account)

## Appendix 7

### Car Park Attendants (CPA)/Estate Concierge (EC) duties:

- **Car Parking service** - Time spent with either Temporary or Permanent car parking
- **Concierge service** - Dealing with any relating to residents, their visitors, flats or estate wide issues
- **Parcels service** - The receiving, safe guarding, forwarding and administration of the residents' parcels and post.
- **Keys service** - The receiving, safe guarding, forwarding and administration of the residents' keys.
- **Security service** - Not only specific incidents, but also time spent monitoring the CCTV and general security of your location.

### Summary of CPA/EC duties based on Time Recording April – October 2016:

2016	Car Parking %	Concierge %	Parcels %	Keys %	Security %
April	22	29	21	6	22
May	23	31	22	7	17
June	21	22	27	9	21
July	20	19	25	8	28
August	18	24	25	11	22
September	21	26	22	12	19
October	27	22	25	10	16

2016	Car Park Duties %	Residential Block Duties %
April	44	56
May	40	60
June	42	58
July	48	52
August	40	60
September	40	60
October	43	57
<b>TOTAL AVERAGE</b>	<b>42</b>	<b>58</b>

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<b>Committee(s)</b>	<b>Dated:</b>
Residents Consultation Barbican Residential	28 November 2016 12 December 2016
<b>Subject:</b> Service Charge Expenditure and Income Account - Latest Approved Budget 2016/17 and Original Budget 2017/18	<b>Public</b>
<b>Report of:</b> The Chamberlain Director of Community & Children's Services  <b>Report Author:</b> Mark Jarvis – Chamberlain's	<b>For Decision</b>

## Summary

This report sets out the latest approved budget for 2016/17 and original 2017/18 for revenue expenditure proposed to be included within the service charge in respect to dwellings. This does not include any expenditure or income pertaining to car parking or stores. The amount charged to individual lessees will depend on the percentages set out in their lease.

<b>Summary Of Table 1</b>	<b><i>Original Budget 2016/17 £'000</i></b>	<b><i>Latest Approved Budget 2016/17 £'000</i></b>	<b><i>Original Budget 2017/18 £'000</i></b>	<b><i>Movement £'000</i></b>
Expenditure	8,410	8,285	7,747	(538)
Recharges	898	842	899	57
Other Income	(9,308)	(9,127)	(8,646)	481
Total Net Expenditure	0	0	0	0

The original budget for 2017/18 total expenditure including net recharges is £8,646,000 compared to the 2016/17 latest approved budget of £9,127,000. This decrease of £481,000 is mainly due to a decrease in Repairs and Maintenance costs of £310,000 and supplementary revenue projects of £267,000.

This is only the budget for the years in question and the actual amount charged to lessees will depend on the actual spent and the percentage set out in the individual leases.

### **Recommendations**

The Committee is requested to:

1. Review the provisional 2017/18 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
2. Authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, and corporate projects.

### **Main Report**

#### **Introduction**

1. This report sets out the proposed revenue budget for 2017/18. The revenue budget management arrangements are to:
  - Place responsibility for budgetary control on departmental Chief Officers
  - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.

#### **Proposed Revenue Budget for 2017/18**

3. The proposed Revenue Budget for 2017/18 is shown in table 1 overleaf. A reconciliation of the 2016/17 latest agreed budget to the 2017/18 original budget is provided in Appendix 3.
  - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
  - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
  - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.



<b>Table 1</b> - Analysis of Service Expenditure	Local, Central Risk or Recharges	Actual 2015-16 £'000	Original Budget 2016-17 £'000	Latest Approved Budget 2016-17 £'000	Original Budget 2017-18 £'000	Movement 2016-17 to 2017-18 £'000	Paragraph Reference
Expenditure							
Employees	L	2,019	2,156	2,144	2,156	12	7
Premises Related Expenses							
Repairs and Maintenance	L	2,281	3,288	1,997	1,687	(310)	4
Supplementary Revenue Projects	C	389	0	1,207	940	(267)	5,8
Energy Costs	L	1,863	2,356	2,346	2,369	23	6
Rents	L	97	126	126	129	3	
Rates	L	10	15	18	15	(3)	
Water Services	L	2	3	3	3	0	
Cleaning and Domestic Supplies	L	228	242	217	220	3	
Grounds Maintenance	L	118	123	123	124	1	
Supplies and Services							
Equipment, Furniture and Materials	L	37	68	70	70	0	
Catering	L	0	1	1	1	0	
Uniforms	L	6	12	12	12	0	
Printing, Stationery and Office Exp.	L	1	5	5	5	0	
Fees and Services	L	0	1	2	1	(1)	
Contributions to Provisions	L	(51)	0	0	0	0	
Communication and Computing	L	13	14	14	15	1	
<b>Total Expenditure</b>		<b>7,013</b>	<b>8,410</b>	<b>8,285</b>	<b>7,747</b>	<b>(538)</b>	
<b>Income</b>							
Local Risk	L	(6,966)	(8,498)	(8,318)	(7,836)	482	
Central Risk	C	(1,205)	(810)	(809)	(810)	(1)	
<b>Net Income</b>		<b>(1,158)</b>	<b>(898)</b>	<b>(842)</b>	<b>(899)</b>	<b>(57)</b>	
<b>Recharges</b>							
Expenditure	R	1,310	1,085	1,017	1,074	57	
Income	R	(152)	(187)	(175)	(175)	0	
<b>Total Recharges</b>		<b>1,158</b>	<b>898</b>	<b>842</b>	<b>899</b>	<b>57</b>	
<b>Total Service Charge Account</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

4. Repairs and maintenance costs have reduced by £310,000 compared to the latest approved budget due to there being no costs in the 2017/18 budget for external and internal decorations and heating condition survey. Note the original budget for 2016/17 included £1,128,000 for external and internal decorations. Full analysis is provided in Appendix 1.
5. Actual 2015/16 costs of £389,000 were incurred in 2015/16 for supplementary revenue projects. The bulk of the costs were related to concrete testing, the balance related to a number of smaller projects. The original budget for 2016/17 included cost for redecorations in repair & maintenance that are now classified as Supplementary Revenue Projects.
6. Energy costs have also increased by £23,000 due to expected higher tariffs.
7. Analysis of the movement in manpower and related staff costs are shown in Table 2 below.

<b>Table 2 - Manpower statement</b>	<b>Latest Approved Budget 2016/17</b>		<b>Original Budget 2017/18</b>	
	<b>Manpower Full-time equivalent</b>	<b>Estimated cost £000</b>	<b>Manpower Full-time equivalent</b>	<b>Estimated cost £000</b>
Garchey Operatives	3	100	3	116
Cleaners	34	943	34	963
Estate Concierge (1/3)	10	503	10	472
Lobby Porters	12	598	12	605
<b>Total Barbican Residential</b>	<b>59</b>	<b>2,144</b>	<b>59</b>	<b>2,156</b>

### **Draft Capital and Supplementary Revenue Budgets**

8. The latest estimated costs of the Committee's draft capital and supplementary revenue projects are summarised in the Table below.

<b>Capital &amp; Supplementary Revenue projects - latest estimated costs</b>						
<b>Service</b>	<b>Project</b>	<b>Exp. Pre 01/04/16 £'000</b>	<b>2016/17 £'000</b>	<b>2017/18 £'000</b>	<b>Later Years £'000</b>	<b>Total £'000</b>
	<u>Pre-implementation</u>					
Service Charge	Water system testing	2	40			42
	<u>Authority to start work</u>					0
Service Charge	Concrete testing	190	417			607
Service Charge	Communal repairs / redecorations	10	750	940	634	2,334
<b>TOTAL BARBICAN RESIDENTIAL</b>		202	1,207	940	634	2,983

9. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work. It should be noted that the above figures exclude the implementation costs of those schemes which have yet to receive authority to start work.
10. The programme of water system testing will be subject to further approvals, following completion of the risk assessments.
11. Concrete testing work will be completed in the current financial year, and consultation has started for the phase 2 blocks in the communal repairs and redecorations project.
12. A proportion of the costs for these schemes will be recoverable from residents via service charges.
13. The latest Capital and Supplementary Revenue Project budgets will be presented to the Court of Common Council for formal approval in March 2017.

## **Appendices**

Appendix 1 = Analysis of Repairs, Maintenance and Minor Improvements  
Appendix 2 = Support Services and Capital Charges  
Appendix 3 = Reconciliation of 2016/17 Original Budget to Latest Approved Budget

Contact: Goshe Munir (1571) or Mark Jarvis (1221)  
*Chamberlain's Department*

**Dr. P. Kane**  
**Chamberlain**

**Ade Adetosoye**  
**Director of Community and Children's Services**

## Appendix 1

### Analysis of Repairs, Maintenance and Minor Improvements

Costs to be charged to Long Lessees and Landlord. (The latter responsible for short term tenancies and voids)	<i>Original Budget 2016/17 £000</i>	<i>Latest Budget 2016/17 £000</i>	<i>Original Budget 2017/18 £000</i>
Responsive and Contract Servicing including Building			
Electrical and Heating and Ventilation	1,105	1,105	1,115
IRS maintenance	30	30	30
Responsive and Contract Servicing - Lifts	255	250	262
Sub Total Responsive and Contract Servicing	1,390	1,385	1,407
External and Internal Decorations *	1,128	108	0
Upgrade Safety/Security Installations	35	35	35
Water Supply Works	120	40	0
Concrete Repairs Contingency	300	0	0
Drainage Repairs / Remedial Work	30	60	60
Consultants Fees	35	35	35
Electrical Testing	10	24	10
Asbestos Encapsulations	110	110	110
Emergency Lighting to Stairs, Corridors and Plant Rooms	20	20	20
Heating Condition Survey	100	170	0
Asset Management	10	10	10
TOTAL	3,288	1,997	1,687

\* Cost now included within Supplementary Revenue Projects

## Appendix 2

<b>Support Service and Capital Charges from/to Barbican Service Charges</b>	<b>Actual  2015/16 £0</b>	<b>Original Budget 2016/17 £0</b>	<b>Latest Approved Budget 2016/17 £0</b>	<b>Original Budget 2017/18 £0</b>
<b>Support Service and Capital Charges</b>				
Insurance	27	26	43	47
IS Staff Recharge	330	263	210	207
<b>Total Support Services</b>	357	289	253	254
<b>Recharges within Committee</b>				
Cleaning and Lighting	(138)	(138)	(126)	(126)
Barbican Supervision and Management	493	319	287	343
<b>Recharges Within Funds</b>				
DCCS	446	428	428	428
Contributions to Funds and Provisions				
<b>TOTAL SUPPORT SERVICE AND CAPITAL CHARGES</b>	1,158	898	842	899

### Appendix 3

<b>Reconciliation of 2016/17 Original Budget to Latest Approved Budget</b>	<b>£'000</b>
Original Budget Net Expenditure	0
Carry Forwards Balance from 2016/17 (Not in Original Budget)	55
Decrease in repairs and maintenance costs (inc supp revenue projects)	(84)
Decreased in Cleaning and Domestic Supplies costs	(25)
Revised estimates of employee costs.	(12)
Decrease in other Costs (including recharges)	(60)
Balancing decreased income.	126
<b>Latest Approved Budget Net Expenditure</b>	<b>0</b>

Committee(s)	Dated:
Residents Consultation Committee	28 November 2016
Barbican Residential Committee	12 December 2016
<b>Subject:</b> Revenue and Capital Budgets - Latest Approved Budget 2016/17 and Original 2017/18 (Excluding dwellings service charge income and expenditure)	<b>Public</b>
<b>Report of:</b> The Chamberlain Director of Community & Children's Services  <b>Report authors:</b> Goshe Munir and Mark Jarvis	<b>For Decision</b>

## Summary

This report is the annual submission of the revenue and capital budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2017/18, for subsequent submission to the Finance Committee. Details of the Committee's draft capital budget are also provided. The budgets have been prepared within the resources allocated to the Director.

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

- Landlord Services

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

- Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which some 995 (66%) are currently occupied .

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,266 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.

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

Summary Of Table 1	Original Budget 2016/17 £'000	Latest Approved Budget 2016/17 £'000	Original Budget 2017/18 £'000	Movement £'000
Expenditure	2,697	2,616	2,608	(8)
Income	(5,094)	(5,065)	(5,134)	(69)
<b>Net Income (Local and Central Risk)</b>	<b>(2,397)</b>	<b>(2,449)</b>	<b>(2,526)</b>	<b>(77)</b>
Capital and support services	5,212	5,345	4,855	(490)
Total Net Income/Expenditure	2,815	2,896	2,329	(567)

Overall, the 2017/18 provisional revenue budget totals a deficit of £2,329,000 a variance of £(567,000) compared with the Latest Approved Budget for 2016/17. The main reason for this decrease is a reduction in the capital charge against operational properties, which reflects a diminution in the most recent valuation (31st March 2016) of the properties.

### Recommendations

1. The Barbican Residents Consultation Committee are asked to note and comment on the provisional 2017/18 Revenue Budget.
2. The Barbican Residential Committee is requested to:
  - a) review to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
  - b) review and approve the draft capital budget;
  - c) authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, corporate projects.

### Main Report

#### Introduction

1. This report sets out the proposed revenue budget and capital budgets for 2017/18. The revenue budget management arrangements are to:
  - Provide a clear distinction between local risk, central risk and recharge budgets
  - Place responsibility for budgetary control on departmental Chief Officers
  - Apply a cash limit policy to Chief Officers' budgets



2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.

The report also compares the current year's budget with the forecast outturn.

### **Proposed Revenue Budget for 2017/18**

3. The proposed Revenue Budget for 2017/18 is shown in Table 2 overleaf analysed between:
  - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
  - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
  - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.
4. The provisional 2017/18 budgets, under the control of the Director of Community & Children's Services being presented to your Committee, have been prepared in accordance with guidelines agreed by the Policy and Resources and Finance Committees. These include continuing the implementation of the required budget reductions across both local and central risks, as well as the proper control of transfers of non-staffing budget to staffing budgets. The budgets include an allowance towards any potential pay and price increases of 1% and an increase in income targets of £154,000 as previously agreed by this committee. The budget has been prepared within the resources allocated to the Chief Officer.

<b>Table 1 - Analysis of Service Expenditure</b>	Local or Central Risk	Actual 2015-16  £'000	Original Budget 2016-17  £'000	Latest Approved Budget 2016-17 £'000	Original Budget 2017-18  £'000	Movement 2016-17 to 2017-18  £'000	Paragraph Reference
<b>EXPENDITURE</b>							
Employees	L	1,543	1,616	1,578	1,633	55	7
Premises Related Expenses							
Repairs and Maintenance	L	802	629	532	564	32	11
Other Premises Related Expenditure	L	366	340	324	314	(10)	
Supplies & Services	L	129	111	181	96	(85)	9
Transport	L	0	1	1	1	0	
Supplementary Revenue Projects	C	13	0	0	0	0	
<b>Total Expenditure</b>		<b>2,853</b>	<b>2,697</b>	<b>2,616</b>	<b>2,608</b>	<b>(8)</b>	
<b>INCOME</b>							
Customer, Client Receipts (mainly rents and non-dwelling service charges)	L	(4,859)	(4,869)	(4,854)	(4,909)	(55)	
Charge for insurance	C	(234)	(225)	(211)	(225)	(14)	
Transfer from Reserves	C	(13)	0	0	0	0	
<b>Total Income</b>		<b>(5,106)</b>	<b>(5,094)</b>	<b>(5,065)</b>	<b>(5,134)</b>	<b>(69)</b>	
NET INCOME BEFORE SUPPORT SERVICES AND CAPITAL CHARGES		<b>(2,253)</b>	<b>(2,397)</b>	<b>(2,449)</b>	<b>(2,526)</b>	<b>(77)</b>	
<b>SUPPORT SERVICES AND CAPITAL CHARGES</b>							
Central Support Services and Capital charges		5,991	5,806	5,636	5,201	(435)	10
Recharges within Fund		(49)	(152)	(130)	(129)	1	
Recharges to Service Charge Account		(685)	(442)	(161)	(217)	(56)	
<b>Total Support Services and Capital charges</b>		<b>5,257</b>	<b>5,212</b>	<b>5,345</b>	<b>4,855</b>	<b>(490)</b>	
<b>TOTAL NET EXPENDITURE</b>		<b>3,004</b>	<b>2,815</b>	<b>2,896</b>	<b>2,329</b>	<b>(567)</b>	

Notes - Examples of types of service expenditure:-

- (i) Other Premises Related Expenses – includes energy costs, rates, water services, cleaning and domestic supplies

5. Income and favourable variances are presented in brackets. An analysis of this Revenue Expenditure by Service Managed is provided in Appendix 1. Only significant variances (generally those greater than £100,000) have been commented on in the following paragraphs.
6. Overall there is a decrease of the deficit of £567,000 in the overall budget between the 2016/17 latest approved budget and the 2017/18 original budget. The main movements are explained by the variances in the following paragraphs.
7. There has been an increase in employee budgets of £55,000. An allowance of 1% towards any increases in pay has been applied from 1<sup>st</sup> April 2017.
8. Analysis of the movement in manpower and related staff costs are shown in Table 2 below.

Table 2 - Manpower statement	Latest Approved Budget		Original Budget	
	2016/17		2017/18	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Supervision and Management	14	677	14	712
Car Parking - Estate Concierge (2/3)	19	901	19	921
<b>Total</b>	33	1,578	33	1,633

9. Supplies & Services has decreased expenditure of £85,000 relating to agency fees.
10. The main reason for the £435,000 decrease is a reduction in the capital charges against operational properties, reflecting a diminution in the most recent valuation of the properties. A detailed breakdown of Central Support Services and Capital Charges is presented in Appendix 2.
11. A detailed breakdown of Repairs and Maintenance costs are provided in Appendix 3.
12. The current forecast outturn for 2016/17 is on budget.

### **Potential Further Budget Developments**

13. The provisional nature of the 2017/18 revenue budget recognises that further revisions may be required, including in relation to:
  - budget reductions to capture savings arising from the on-going PP2P reviews;

## **Draft Capital and Supplementary Revenue Budgets**

14. The latest estimated costs of the Committee's draft capital and supplementary revenue projects are summarised in the Table overleaf.

<b>Capital &amp; Supplementary Revenue projects - latest estimated costs</b>						
<b>Service</b>	<b>Project</b>	<b>Exp. Pre 01/04/16 £'000</b>	<b>2016/17 £'000</b>	<b>2017/18 £'000</b>	<b>Later Years £'000</b>	<b>Total £'000</b>
<b>Pre-implementation</b>						
Landlord Costs	Contractor's Office	6	2			8
Landlord Costs	Residential baggage stores		7			7
Landlord Costs	Barbican Turret John Wesley Highwalk	13	45			58
<b>Authority to start work</b>						
Landlord Costs	Beech Gardens waterproofing & soft landscaping	4,467	85			4,552
Landlord Costs	Frobisher Crescent balcony waterproof	188	80			268
<b>TOTAL BARBICAN RESIDENTIAL</b>						
		4,674	219	0	0	4,893

15. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work. It should be noted that the above figures exclude the implementation costs of those schemes which have yet to receive authority to start work.

16. Subject to further approvals are the installation of additional residential baggage stores and conversion of the Contractor's office space into a 2 bedroom flat at Andrewes House.

17. Approval has been given to obtain planning permission and listed building consent for the Barbican Turret, John Wesley Highwalk. The anticipated cost of £58,000 will be funded from central resources.

18. The final phase of the Beech Gardens project has now been completed, as have the waterproofing works to the Frobisher Crescent balconies.

19. The latest Capital and Supplementary Revenue Project budgets will be presented to the Court of Common Council for formal approval in March 2017.

## **Appendices**

Appendix 1: Revenue Expenditure by Service Managed

Appendix 2: Support Service and Capital Charges from/to Barbican Residential Committee

Appendix 3: Analysis of Repairs, Maintenance and Minor Improvements

Appendix 4: Original Budget 2016/17 to Latest Approved Budget

**Dr Peter Kane**  
**Chamberlain**

**Ade Adetosoye**  
**Director of Community & Children's Services**

Contact: Goshe Munir (1571) or Mark Jarvis (1221)  
*Chamberlain's Department*

## APPENDIX 1

Analysis by Service Managed	Actual 2015-16 £'000	Original Budget 2016-17 £'000	Latest Approved 2016-17 Budget £'000	Original Budget 2017-18 £'000	Movement 2016-17 to 2017-18 £'000
<b>CITY FUND</b>					
Supervision & Management (fully recharged)	0	0	0	0	0
Landlord Services	3,190	3,157	3,147	2,690	(457)
Car Parking	427	283	337	382	45
Baggage Stores	(141)	(138)	(132)	(240)	(108)
Trade Centre	(478)	(498)	(464)	(513)	(49)
Other Non-Housing	6	11	8	10	2
<b>TOTAL</b>	<b>3,004</b>	<b>2,815</b>	<b>2,896</b>	<b>2,329</b>	<b>(567)</b>

### Supervision and Management – General

This section relates to the requirements of the Barbican Estate Office including staffing, premises, information technology and support from Guildhall. The Estate Office is responsible for the management of the flats, commercial units, car parks and baggage stores. Management includes repairs and maintenance, security, cleanliness of common parts, calculation of service charges and the initial stages of arrears recovery. Total expenditure on this section is fully recharged to other sections of these accounts plus a relevant proportion to the Service Charge account, which is the subject to a separate report before you today. The IT costs are recharged on number of transactions while the other costs are allocated broadly on time sheet information.

### Landlord Services

Expenditure includes repairs to the interior of short term lessees' flats and void flats. Grounds maintenance of public areas, insurance (other than that included in the Service Charge Account for lifts and the garchey system), capital charges relating to properties not sold on a long lease, and supervision and management. Income includes rent income from short term tenancies (apart from the service charge element), rent from ten commercial properties, licence fees for various aerial sites, and reimbursements for insurance, dilapidations and other services. Long lessees have the option to arrange alternative insurance to that provided through the City and, consequently, insurance is accounted for in the Landlord Account rather than as part of the Service Charge Account.

### Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which some 995 (66%) are currently occupied. The budget position for 2016/17 has been helped from the continued commercial car parking and Heron paying service charges for residential car bays. However, although we have retained 24 commercial bays with Deutsche Bank which are based on market value rates, they have surrendered 34 bays over the last two years.

**Baggage Stores**

The running expenses, capital charges, rent income and service charges relating to 1,266 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 Crèche.

## APPENDIX 2

<b>Support Service and Capital Charges from/to Barbican Residential Committee</b>	<b>Actual 2015/16 £'000</b>	<b>Original Budget 2016/17 £'000</b>	<b>Latest Approved Budget 2016/17 £'000</b>	<b>Original Budget 2017/18 £'000</b>
<b>Support Service and Capital Charges</b>				
Insurance	319	322	296	297
IS Recharges	374	263	167	228
Capital Charges	4,734	4,695	4,560	4,074
Chamberlain	319	275	343	345
Comptroller and City Solicitor	119	112	140	135
Town Clerk	116	126	119	111
City Surveyor	3	9	3	3
Other Services	7	4	8	8
<b>Total Support Services and Capital Charges</b>	<b>5,991</b>	<b>5,806</b>	<b>5,636</b>	<b>5,201</b>
<b>Recharges Within Funds</b>				
Corporate and Democratic Core - Finance Committee	(50)	(50)	(50)	(50)
HRA	(82)	(160)	(160)	(160)
Community and Children's Services Committee	83	58	80	81
<b>Service Charge Account</b>	<b>(685)</b>	<b>(442)</b>	<b>(161)</b>	<b>(217)</b>
<b>TOTAL SUPPORT SERVICE AND CAPITAL CHARGES</b>	<b>5,257</b>	<b>5,212</b>	<b>5,345</b>	<b>4,855</b>

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



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

	<i>Original Budget 2016/17</i>	<i>Latest Approved Budget 2016/17</i>	<i>Original Budget 2017/18</i>	
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	
<b><u>Supervision &amp; Management Holding Account</u></b>				
Estate Office - Breakdown Maintenance	9	20	9	E
<b>Total Supervision &amp; Management Holding Account</b>	<b>9</b>	<b>20</b>	<b>9</b>	
<b><u>Services and Repairs - Landlords</u></b>				
Breakdown Maintenance	248	175	170	E
Drains	95	70	95	E
Rechargeable works - Emergency work in sold flats, dilapidations and insurance claims	0	50	50	E
Lift contract servicing	0	6	5	E
Asbestos data	0	5	5	E
	35	0	0	
External redecoration (70% of soffits)	35	35	35	A
<b>Total Services and Repairs - Landlords</b>	<b>413</b>	<b>341</b>	<b>360</b>	
<b><u>Car Parking</u></b>				
Breakdown Maintenance - Building	144	100	143	E
Safety Security		20	1	E
<b>Total Car Parking</b>	<b>144</b>	<b>120</b>	<b>144</b>	
<b><u>Stores</u></b>				
Breakdown Maintenance	6	6	6	E
	<b>6</b>	<b>6</b>	<b>6</b>	
<b><u>Total Stores</u></b>				
<b><u>Trade Centre</u></b>				
Breakdown Maintenance	55	45	45	E
<b>Total Trade Centre</b>	<b>55</b>	<b>45</b>	<b>45</b>	
<b><u>Other Non-Housing</u></b>				
Breakdown Maintenance	2	0		E
<b>Total Other Non-Housing</b>	<b>2</b>	<b>0</b>	<b>0</b>	
<b>TOTAL</b>	<b>629</b>	<b>532</b>	<b>564</b>	

E = ESSENTIAL,      A = ADVISABLE      D = DESIRABLE

## Appendix 4

<b>Original Budget 2016/17 to Latest Approved Budget</b>	<b>£'000</b>
Original Budget Net Income	2,815
Carry Forwards Balance from 2016/17 (Not in Original Budget)	(129)
Loss of Sales	67
Recharges	133
Other movements	10
<b>Latest Approved Budget</b>	<b>2,896</b>

<b>Committee(s)</b> Residents Consultation Committee Barbican Residential Committee	<b>Date(s):</b> 28 November 2016 12 December 2016
<b>Subject:</b> Progress of Sales & Lettings	<b>For Information</b>
<b>Report of:</b> Director of Community and Children's Services  Report author: Anne Mason, Revenues Manager	<b>Public</b>

## 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	20	3	£24,100	Periodic Tenant	Tenant Deceased	7/09/2016
2	F1A	2	£10,650	25/03/2014 24/03/2017	Tenant Deceased	11/10/2016

### Right to Buy sales

3.

	<b>31 October 2016</b>	<b>8 August 2016</b>
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.

	<b>31 October 2016</b>	<b>8 August 2016</b>
Sales Completed	843	841
Market Value	£142,553,771.97	£139,773,771.97

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

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

### Approved sales

8.

<b>CASE</b>	<b>Block</b>	<b>Floor</b>	<b>Type</b>	<b>Price</b>	<b>Remarks as at 31 October 2016</b>
1	Speed House	3	21 2 bed	£895,000	Proceeding
2	Defoe House	1	21 2 bed	£940,500	Proceeding
3	Cromwell Tower	31	1A 4 bed	£1,830,000 Correction	Completed

## Completed sales

9. Since the last report two sales have completed. The sale of 311 Cromwell Tower completed on 20 October 2016 and the sale of 51 Defoe House completed on 27 October 2016.

## 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	171	15,594,782.50	96.07
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
<b>TERRACE BLOCK TOTAL</b>	1645 (1645)	1584 (1583)	131,590,573.33 (130,640,573.33)	96.29 (96.23)
CROMWELL TOWER	112	101	23,530,801.00	90.18
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	109	25,225,415.76	93.97
<b>TOWER BLOCK TOTAL</b>	345 (345)	324 (323)	73,309,996.39 (71,479,996.39)	93.91 (93.62)
<b>ESTATE TOTAL</b>	1990 (1990)	1908 (1906)	204,900,569.72 (202,120,569.72)	95.88 (95.78)

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

T: 020 7029 3912

E: [anne.mason@cityoflondon.gov.uk](mailto:anne.mason@cityoflondon.gov.uk)]

## BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC)

**Monday, 28 November 2016**

DRAFT Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at Guildhall on Monday, 28 November 2016 at 6.30 pm

### **Present**

Graham Wallace (Chairman)  
Robert Barker (Deputy Chairman)  
Averil Baldwin - Thomas More  
Mark Bostock - Frobisher Crescent  
Nancy Chessum - Andrewes House  
Bethan Cobley - Mountjoy House  
Richard Dykes - Gilbert House  
David Kirkby- Defoe House

Gordon Griffiths - Bunyan Court  
Fiona Lean - Ben Jonson House  
Christopher Makim - Speed House  
Fred Rodgers - Breton House  
Sarah Hudson - Barbican Association  
John Tomlinson - Cromwell Tower  
Janet Wells - John Trundle House  
Sandy Wilson - Shakespeare Tower

### **In attendance**

#### **Barbican Residential Committee:**

Ann Holmes (Chairman)  
Gary Moore (Deputy Chairman)  
Professor John Lumley

#### **Officers:**

Julie Mayer	-	Town Clerk's
Paul Murtagh	-	Assistant Director, Barbican and Property Services, Community & Children's Services
Helen Davinson	-	Community and Children's Services
Michael Bennett	-	Community and Children's Services
Mike Saunders	-	Community and Children's Services
Barry Ashton	-	Community and Children's Services
Anne Mason	-	Community and Children's Services
Mark Jarvis	-	Chamberlain's Department

### **1. APOLOGIES**

Apologies were received from Tim Macer (Deputy Chairman), David Graves, Jane Smith (represented by Sarah Hudson), Michael Swash and John Taysum.

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

There were no declarations.

### **3. MINUTES**

The minutes of the meeting held on 5<sup>th</sup> September 2016 were approved, subject to the following amendment (as shown in *italics*):

'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, *in order to reflect the shared use of the building*'.

4. **SERVICE LEVEL AGREEMENT (SLA) QUARTERLY REVIEW: JULY - SEPTEMBER 2016**

The Committee received a report of the Director of Community and Children's Services in respect of the Service Level Agreements (SLAs) and Key Performance Measures (KPI's) for July – September 2016. Members noted that some new Working Parties had been set up and were reminded that the Annual update on Working Parties, including memberships, vacancies and terms of reference would be presented to the RCC's AGM on 6<sup>th</sup> March 2017.

In response to a question about failure to meet KPI's for the new Repairs and Maintenance contract, Members noted that financial penalties could be illegal if not sufficiently robust but officers would be looking at introducing reward mechanisms when tendering future contracts.

The Frobisher Crescent representative was very pleased that, since the last AGM, a protocol had been agreed with the Barbican Centre and thanked Michael Bennett for his assistance in this matter. The Chairman of the Barbican Centre Board (also a Member of this Committee) was in attendance and he endorsed this and commended the diligence of the Frobisher Crescent House Group.

5. **RECOGNISED TENANT ASSOCIATIONS (RTAS) - ANNUAL REVIEW 2016**

The Committee received a report of the Town Clerk in respect of the Annual Review of Recognised Tenant Associations on the Barbican Estate. Members noted that all House Groups had been invited to apply and all those which had applied had achieved their RTA status. The BRC on 12<sup>th</sup> December 2016 would be asked to formally recognise the result.

RESOLVED, that – the report be noted.

6. **BARBICAN CHARGING POLICY**

The Committee received a report of the Director of Community and Children's Services, which would be presented to the Barbican Residential Committee (BRC) for decision on 12<sup>th</sup> December 2016.

Members were reminded that there had been no set procedure supporting car parking charges and no increase in charges up until 2009 for ten years. In 2009, RPI based charging had been introduced and has since been challenged as to whether it should be replaced with CPI. In December 2015, the BRC declined to accept a proposal to increase car parking rents (by 5%) because the underlying reasoning for doing so was unclear. It was then decided that a review of the policy be presented to the BRC in December 2016.



Officers apologised for the late circulation of the report, which had also been laid around the table. The Assistant Director advised that the report was seeking agreement, from the BRC, to progress with market valuations in order to present a set of proposed charges to the BRC on 13<sup>th</sup> February 2017. The report also sought agreement, from the BRC, to the principle that no subsidy should be provided for one group of users by another.

Barbican Resident Consultation Committee (RCC) Members were invited to comment on the report as follows:

- Members agreed that it was more appropriate for the report to note that income from City assets should produce a 'fair' return, rather than be 'maximised'. Members suggested that the City's current projects in respect of Beech Street and the Museum for London, for example, supported this principle.
- Members noted that the Planning and Transportation Committee, which had met earlier today, had agreed to increase parking charges generally across the City.
- Members felt that the calculations on asset returns were very complex and officers reassured them that there were no current proposals to reduce staff numbers. Members noted that there was already a cross subsidy across all car park users, given that a third of staff costs were applied to the general service charge and two-thirds to car parking.
- Officers had produced a draft brief to support the market valuations, which would make provision for demand led pricing. Members asked that, when the valuations were presented, they should include a narrative on to how the valuations had been made.
- Car parking would not be available to non-Barbican residents but storage would be available to those within a short walking distance. Members noted that this would be highly unlikely, given the current length of the waiting list.
- Commercial use of car parking would not be permitted under the terms of the Local Plan.
- Members were concerned about security implications in respect of the proposed Consolidation Centre and the use of stores by potential non-residents.

RESOLVED, that the above comments be presented to the Barbican Residential Committee on 12 December 2016.

**7. REPAIRS AND MAINTENANCE TO ROOFS/BALCONIES FOLLOWING WATER PENETRATION**

The Committee received a report of the Director of Community and Children's Services, which updated Members on the progress made by the Working Party in respect of the City of London Corporation's approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate.

Offices advised that the report currently before RCC Members would be subject to some further amendments, following feedback from the Working Party, but they would not affect the substance of the report. Members noted that a further draft would be ready by Wednesday this week, ready for inclusion in the BRC agenda.

Members were then invited to comment as follows:

Frobisher Crescent to be included in the draft.

- The Company which had provided the warranties would shortly be carrying out an initial roof inspection and their report was expected within the next 6-8 weeks. The Town Clerk reminded Members of the earlier scheduling of City of London Corporation Meetings next spring, on account of the Common Council Elections in March 2017. Therefore, the next meeting of the RCC would be on Monday 30<sup>th</sup> January 2017 (i.e. in 9 weeks' time).
- The Deputy Chairman had served on the Working Party and thanked officers for their candid and transparent approach to seeking a solution.
- Both the RCC and BRC meetings in June 2017 would receive a further report which would explore whether the warranties could be re-validated. The report would be accompanied by a full condition survey of the roofs, as requested by the Asset Management Working Party. The report would also set out the position for each block, with their respective financial implications.
- In response to a question about the temporary Perspex roof by the waterfall, officers advised that this had been erected 20 years ago, with an expected lifespan of just 10 years. This roof would be inspected but would not be included in the condition survey as it was not an asphalt roof.

RESOLVED, that – the report be noted.

**8. SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2016/17 AND ORIGINAL BUDGET 2017/18**

The Committee received a report of the Director of Community and Children's Services in respect of the Service Charge Expenditure and Income Account, which would be submitted to the BRC for approval on 12 December 2016.

RESOLVED, that - the report be noted and recommended to the BRC for approval.

9. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2016/17 AND ORIGINAL 2017/18 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE**

The Committee received a report in respect of the Revenue and Capital Budgets, which would be presented to the BRC for approval on 12<sup>th</sup> December 2016. Members noted that the reports at items 8 and 9 on today's agenda would also be presented to the Leaseholder Service Charges Working Party for further scrutiny.

RESOLVED, that – the reports be noted and recommended for approval by the Barbican Residential Committee.

10. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services in respect of the progress on sales and lettings which had been approved since the last meeting. In respect of the exchanges of sold flats, Members noted that this Policy has not been carried out for a number of years.

RESOLVED, that - the report be noted.

11. **UPDATE REPORT**

The Committee received its regular update report and specifically noted the following:

**Electric Charging points**

Members noted that the Contractor was currently agreeing terms and conditions with the Procurement Team and an on-site survey would follow, with a view to installing approximately 10 charging points across the Estate. In response to questions about difficulties with a similar scheme at London Wall, Members noted that officers in the Department of the Built Environment had learnt from this, which would help mitigate any anticipated problems at the Barbican. Officers agreed to pass residents' concerns on to colleagues in the Department of the Built Environment and reminded Members of last year's survey, the results of which would be revisited.

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

The following matters were raised during questions:

**Phase 2 Podium Waterproofing Works**

A report scheduled for the Project Sub Committee in the autumn had been deferred to January 2017, due to resourcing issues, but Members noted that the project was progressing well.

Officers would get an update from City Surveyors on the position with regards to Bernard Morgan Police Section House in advance of a Breton House Group meeting the following evening.

In answer to one of the Pre Committee questions regarding the removal and non-replacement of the original grilles in Speed House garden pergola officers agreed to review the position.

#### **Lake Frontage (Barbican Centre)**

Members had observed that the brick work and tiles to the lake frontage at the Barbican Centre were in a very poor condition, as was the decoration above the exhibition halls. The Chairman of the Barbican Centre Board, who was in attendance as a Member of the RCC, advised that there had been historic difficulties in respect of remedial works to the Lake, as it may need to be drained and this would present a risk to wildlife. Officers confirmed that these matters were outside the remit of the RCC and were discussed at the Barbican Occupiers User Group meetings.

#### **Beech Gardens Fountain**

Members noted that the Contractor was due on site again and the issue with the white tiling would be raised.

#### **Podium Waterproofing Works – Phase 2**

Officers reminded Members that there would be another Beech Gardens Project Board, with an expected start on site in spring 2018. Whilst accepting that this was not within the remit of the RCC/BRC, Members asked to be advised as to who they should contact in the event of difficulties with contractors.

*Pre-Committee questions are appended to these minutes.*

#### **13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

The Town Clerk advised that, due to the Common Council Elections in the spring of 2017, only essential meetings would take place after 17<sup>th</sup> February 2017, until the Annual Meeting of the Court of Common Council in April 2017. For this reason, some meetings were being scheduled earlier: ie 13<sup>th</sup> February for the BRC, with the RCC meeting 2 weeks before on 30<sup>th</sup> January. In order to space the meetings evenly the Town Clerk suggested, and Members agreed, that the RCC's AGM take place on 6<sup>th</sup> March 2017.

**The meeting ended at 7.45 pm**

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Chairman

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

## Questions for RCC Meeting, 28 November 2016

**Maintaining the Barbican Estate**

*1. What management processes are in place to ensure that BEO and other City staff who commission work on the estate (and contractors or in house staff who carry it out) are familiar with the Listed Management Guidelines – the latest volume on the landscape- and know how to adhere to the guidance?*

**All contractors who carry out work on the Barbican are made aware of the Listed Management Guidelines. In the first, instance it is the responsibility of officers to determine whether the work is covered by the guidelines and to take the necessary action.**

*2a. In the light of guidance in the guidelines (see below) please can you explain how the following detrimental changes to Barbican listed landscape features have occurred:*

Removal and non-replacement of original grilles in Speed House garden pergola

**These were unfortunately removed during recent works to improve the tiling and were discarded. There are no current plans to replace. Our understanding (from the contractors), is that they were not in very good condition.**

Non replacement of white edge tiles to steps around the Barbican

**The white edge tiles are not original and actually not fit for purpose (they are tiles designed for indoor use). Their replacement was carefully considered and the tile is the same as in Beech Gardens and has been approved by Planning.**

Wrong typeface on bespoke signs

**The additional signs added in the summer were done as a temporary measure. They are all in capitals to draw attention to the message. Their font is “Helvetica” a Barbican font, although the BEO does recognize that the Listed Building Management Guidelines (2.3.6) stipulates that the slat signage should all be in the same font. Their addition was only ever temporary and they can be updated/removed with the correct font or stay in place ahead of a more comprehensive signage review.**

White flex used for fitting exterior lights to concrete

**The BEO has spoken with the Dept. of Built Environment about this previously and will remind them that this is still outstanding.**

*2b Was listed building consent sought – because the guidelines suggest it should have been*

“1.7.2 The guidelines, nonetheless, encourage wherever possible and practical the retention of original features and like-for-like replacement, unless subsequent alteration at the time of listing (or since) has been detrimental”

#### 1.7.11 RED

“Example □ layout of walkways, planter beds, raised planters, surface patterns, gates and railings, walls, screens, canopies, gullies and drains, grates, signage (freestanding, ground-fixed and wallmounted) and access routes into estate.

The changes listed here would be subject to a LBC application as they would affect the existing character of the estate. Retrospective changes to reinstate original or achieve best practice design are encouraged but are also subject to a LBC application. “

#### 2.2.11 – Good practice on lighting

Ensure a consistent fixing detail to tiled pavements and concrete, brick or tiled structures

*3. What measures are in place to ensure that future repairs/replacements maintain the heritage nature of the landscape (which is Grade II\* listed) and are done thoughtfully?*

**Regular consultation takes place with the Planners and English Heritage regarding works that may be covered under the guidelines.**

*4. We would like to know what is happening in general terms about making the resident car parking facilities around the estate self-financing.*

*5. If any investigation that is proceeding might result in economies being applied....particularly in terms of staff ....then what options are under consideration.*

*6. The Defoe House Committee requests the opportunity to share in and comment on any financial assessment that is prepared before any proposal is implemented.*

**A separate report on the Charging Policy for Car Parking and Stores is being presented to the November/December RCC/BRC meetings.**

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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