



Barbican Estate Residents Consultation Committee

Date: MONDAY, 2 MARCH 2015

Time: 7.30 pm

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

Members:

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

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NB: Part of this meeting could be the subject of audio video recording

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**
2. **DECLARATIONS BY MEMBERS IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**
 - To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 24 November 2014.
 - To agree the minutes of the RCC's Annual General Meeting on 9th February 2015.
4. **SERVICE LEVEL AGREEMENT REVIEW**
Report of the Director of Community and Children's Services.

For Decision
(Pages 1 - 22)
5. **PROVISION OF BICYCLE STORAGE**
Report of the Director of Community and Children's Services.

For Information
(Pages 23 - 36)
6. **WATER TESTING AND ASSOCIATED SAFETY WORKS**
Report of the Director of Community and Children's Services.

For Information
(Pages 37 - 46)
7. **PROGRESS OF SALES AND LETTINGS**
Report of the Director of Community and Children's Services.

For Information
(Pages 47 - 50)
8. **UPDATE REPORT**
 - Agenda Plan 2015
 - 'You Said, We Did'
 - Property Services Update
 - City Surveyors' UpdateReport of the Director of Community and Children's Services.

For Information
(Pages 51 - 54)
9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE **Monday, 24 November 2014**

Minutes of the meeting of the Barbican Estate Residents Consultation Committee
held at Guildhall on Monday, 24 November 2014 at 6.30 pm

Tim Macer - Willoughby House (Chairman)	John Tomlinson - Cromwell Tower
Randall Anderson - Shakespeare Tower	Gillian Laidlaw - Mountjoy House
Averil Baldwin - Thomas More House	Fiona Lean - Ben Jonson House
Robert Barker - Lauderdale Tower	Jane Smith - Barbican Association
Helen Wilkinson - Speed House	Professor Michael Swash - Willoughby House
Robin Gough – Defoe House	Mark Bostock – Frobisher Crescent
Dr Gianetta Corley – Gilbert House	Graham Wallace – Andrewes House
David Graves – Seddon House	

In Attendance:

Gareth Moore – Chairman of the Barbican Residential Committee
Professor John Lumley – Member of the Court of Common Council, Ward of
Aldersgate

Officers:

Karen Tarbox	- Community and Children's Services
Michael Bennett	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Mike Saunders	- Community and Children's Services
Barry Ashton	- Community and Children's Services
Mike Saunders	- Community and Children's Services
Anne Mason	- Community and Children's Services
Amy Carter	- Community and Children's Services
Colin Chuter	- Chamberlain's
Mark Jarvis	- Chamberlain's
Petra Sprowson	- Department of the Built Environment
Julie Mayer	- Town Clerk's

1. APOLOGIES

Apologies were received from Chris Mouncey (Deputy Chairman); John Taysum and Gordon Griffiths.

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

John Tomlinson declared a general interest in respect of items 13, 14 and 15 as his wife is a member of a working party on the Barbican Estate.

3. MINUTES

The minutes of the meeting held on 1st September 2014 were approved.

4. **BARBICAN LISTED BUILDING MANAGEMENT GUIDELINES - VOLUME IV - LANDSCAPE SPD**

The Committee received a report of the Director of the Built Environment in respect of the Barbican Listed Building Management Guidelines. During the discussion on this item, the following matters were raised/noted:

- Members asked if the maps of significant fixtures could be part of the Supplementary Planning Document (SPD).
- Any minor changes (outside of the Listed Building Guidelines) would be circulated annually for comment.

RESOLVED, that:

1. The Barbican Listed Building Management Guidelines Volume 4, Landscaping SPD Guidelines Volume 4 (Landscaping SPD) be endorsed and recommended for approval by the Barbican Residential Committee (BRC).
2. The Barbican Listed Building Management Guidelines Volume 4, Landscape Part 2 (Good Practice) and Part 3 (Green Infrastructure) be noted.

5. **SERVICE LEVEL AGREEMENT (SLA) QUARTERLY REVIEW**

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

Members were very pleased to note that this report represented some of the highest standards achieved so far. The Chairman reminded Members that he always welcomed suggestions on the SLA/KPI performance outside of the regular RCC meetings.

RESOLVED, that:

The report be noted.

6. **PHYSIOTHERAPIST: 1, THE POSTERN, BARBICAN ESTATE - LEASE SURRENDER AND NEW LETTING**

The Committee received a redacted report of the Director of Community and Children's Services in respect of the Physiotherapist practice at 1, The Postern, Barbican Estate (lease surrender and new letting). Members welcomed this report as the service was highly valued by residents on the Barbican Estate.

RESOLVED, that:

The report be noted.

7. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services, which advised members of the sales and lettings which had been

approved by officers since the last meeting, acting under delegated authority and in accordance with Standing Orders.

RESOLVED, that:

The Sales and Lettings report be noted.

8. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2014/15 AND ORIGINAL BUDGET 2015/16**

The Committee received a joint report of the Director of Community and Children's Services and the Chamberlain, which set out the latest approved budget for 2014/15 and original 2015/16 for revenue expenditure; proposed for inclusion within the service charge in respect of dwellings. Members noted that the report did not include any expenditure or income pertaining the car parking or stores.

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

- Members felt that it would be helpful to see an apportionment of centralised services across the estate.
- The Chairman was pleased to advise that the work of the underfloor heating party had been very effective; i.e. if the same amount of energy were to be used this year, as compared to 2 years ago, it would have cost 6% more. If the new contract had not been put in place, there would have been an increase of 27%. Members noted that there was a spike in January 2014, when the previous contract had ended.
- Members asked for an explanation about the charges for Supervision and Management and House Officers and why the numbers were changing.

RESOLVED, that:

The Service Charges Expenditure and Income Account (lasts approved budget 2014/15 and original budget 2015/16) be recommended to the BRC for approval.

9. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2014/15 AND ORIGINAL 2015/16 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE**

The Committee received the annual submission of the Revenue and Capital Budgets, overseen by the Barbican Residential Committee. In particular, it sought approval, by the BRC, of the provisional revenue budget for 2015/16, for subsequent submission to the Finance Committee. Members noted that details of the Committee's draft capital budget were also provided and the budgets had been prepared within the resources allocated to the Director.

RESOLVED, that:

The provisional 2015/16 revenue budget and the draft capital budget be recommended to the Barbican Residential Committee for approval.

10. **COMMUNAL REPAIRS AND REDECORATIONS PROGRAMME**

The Committee received a report of the Director of Community and Children's Services in respect of the repairs and redecorations programme for the Barbican Estate.

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

- Members asked to see the outline programme of works.
- Officers advised that, when works were planned, they were co-ordinated with the Arts Centre.
- Members noted that the report before them had been written following consultation with contractors.
- Officers explained that one-off contracts were more expensive than longer-term agreements but if value for money could not be achieved, then a longer-term contract would not be entered into.
- Members asked for a comparator against the previous method and suggested that an officer from the Chamberlain's Procurement Team be in attendance at the BRC when this report was discussed.

RESOLVED, that:

A revised report, addressing the concerns set out above, be presented to the Barbican Residential Committee on 8 December 2014.

11. **WATER SYSTEM TESTING AND ASSOCIATED SAFETY WORKS**

The Committee received a report of the Director of Community and Children's Services in respect of the water system testing and associated safety works and the Barbican and the HRA estates. In accordance with the queries raised on the previous report, Members suggested that an outline of the intended works would be helpful, along with a rationale behind the proposed approach.

RESOLVED, that:

A revised report, addressing the concerns set out above, be presented to the Barbican Residential Committee on 8 December 2014.

12. **CAR PARK AND BAGGAGE STORES CHARGING POLICY**

The Committee received a report of the Director of Community and Children's Services, which sought to extend the current charging policy for both car parking and baggage stores on the Barbican Estate, for a further 3 years and from March 2015, in respect of the car park and baggage stores. Members noted that a policy for charging for the new bicycle stores was still under discussion and there would be an update at the next meeting.

RESOLVED, that:

The report on the charging policy for the Car Park and Baggage Stores be recommended to the Barbican Residential Committee for approval.

13. **WORKING PARTIES - FORMATION AND REVIEW**

The Committee received a report of the Director of Community and Children's Services in respect of process for the Estate's Working Parties.

RESOLVED, that:

The draft protocol for setting up and running the Working Parties be agreed, so that it can be implemented at the AGM in February 2015.

14. **WORKING PARTY REVIEW - MINUTES OF ASSET MAINTENANCE WORKING PARTY**

The Committee received the minutes of the Asset Management Working Party. Officers asked Members to be mindful that the Asset Management Plan would need to be well established before committing to long-term contracts and, if there was limited experience on a particular set of works, there would be more pre-contract engagement with contractors. Condition surveys would also inform the approach. Members suggested that the future replacement of the door entry system should be considered by the Working Party.

RESOLVED, that:

The minutes of the Asset Management Working Party be received.

15. **WORKING PARTY REVIEW - MINUTES OF THE PARCEL TRACKING SYSTEM WORKING PARTY**

The Committee received the minutes of the Parcel Tracking Working Party. Members noted that given some 66,000 parcels were received on the Barbican Estate every year, on average just 1 a year was lost! A recent survey on parcel receipt and tracking had nearly 600 responses and from this it could be seen that residents were very happy with the service and any suggestions for improvements would be an enhancement.

RESOLVED, that:

The minutes of the Parcel Tracking Working Party be noted.

16. **ANNUAL REVIEW OF RTA'S**

The Committee received a report of the Town Clerk in respect of the Annual Recognised Tenant's Associations (RTA) Audit. The Town Clerk was pleased to advise that all those house groups, which had applied, had achieved RTA status and the position had changed very little since last year's audit. The Chairman advised that it was very helpful to the RCC for the house groups to achieve their RTA status, as it formed part of an accountable process for negotiating with the City of London Corporation.

RESOLVED, that:

The result of the 2014 RTA Audit be noted.

17. **UPDATE REPORT**

The Committee received the update report of the Director of Community and Children's Services. During the discussion of this report, the following items were raised/noted:

- That in future the You Said: We Did actions list should include original date of action and target dates and, if an outcome has not been achieved, an explanation or the escalation procedures being followed
- In respect of the missing Barbican/City of London insignia formerly affixed to the Estate next to Heron Residential Tower, residents noted that a meeting with Heron had been arranged with the Comptroller and City Solicitor's Department for later this week.
- In response to a question about the BRC's Terms of Reference, the Chairman of the BRC was in attendance and advised that they were rather narrow, when compared to those of the Community and Children's Services and Planning and Transportation Committees; for example. However, Committees could communicate with each other via resolutions.

RESOLVED, that:

The update report be noted.

At 8.25pm Members agreed to suspend standing orders in order to complete the business on the agenda.

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

Members noted that any questions, which had not been answered in advance of the meeting and circulated to Members, would follow shortly and be appended to the draft minutes. Members were reminded that there had been a very high volume of questions this time and some of these had been of a highly technical nature and received very close to the deadline.

Further questions were put as follows:

- Following a recent lift failure at Thomas More, which could have had a serious impact on elderly and vulnerable residents, officers advised that procedures would be reviewed and put in place. However, it was understood that such incidents in the tower blocks were extremely rare
- Members asked if there were there any possible terms of the lease that could be used against flats left empty for a number of years And were causing issues to neighbouring flats
- Some members expressed dissatisfaction with the design and positioning of the new bicycle stores. The Listed Building Consent officer had advised that, as they were not a permanent structure and also taking into account that they were not visible to the public, they were outside of the Guidelines. Furthermore, secure bicycle storage

was essential to the Barbican Estate and the 'pods' were fit for purpose; did not take up any more room than the existing bicycle stores and the design had been chosen following consultation with Planning and Transport for London officers. Officers assured Members that there were no access issues but would visit the site again, with an Access Officer and a Defoe House resident. Given this was a Landlord issue, and the correct procedures had been followed, members were advised that, if they remained dissatisfied with the design and location, they should make representations to their elected Ward Members.

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

The Town Clerk would contact Members in order to arrange a date for the 2015 AGM.

The meeting ended at 8.45pm

Chairman

Contact Officer: Julie Mayer
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Pre RCC Member QUESTIONS

For 24 November 2014 RCC

1. Q. What measures are being taken to control pigeons on the Estate?
there seems to have been a huge increase in numbers recently with a flock well in excess of 80 birds (the point at which I stopped counting!) regularly flying around the church/Wallside/Mountjoy House/Barber Surgeons' Hall area
A. The Barbican Estate Office has a contract with a pest control company to both help control pigeon numbers throughout the year, and to discourage seagulls from nesting in the breeding season. The BEO spends over £8000 per annum on this.
2. Q. From Frobisher Crescent House Group: We are expecting the 2014 annual heating/hot water health check to be done this autumn and the House Group has requested this be done before the CSD accepts the system. When will these health checks be done?
A. The BEO and Property Services are currently carrying out a tendering exercise for the Health Checks.
3. Q. Water Penetration through a Flat Ceiling.

We are concerned about the relative slowness of attention to putting right the source of a water leak into a Gilbert flat. The time scale is below. We expect this is not a unique situation and we ask if steps can be taken to speed up the repair time if a leak is discovered but also to adopt a more regular inspection programme to prevent these predictable occurrences of water damage.

- Water penetration reported to Repairs by resident - 16th October.
Metwin phone to arrange appointment - 17th October
- Metwin Inspector attends to view ceiling – 20th October and same day inspects possible sites of leak
- Resident receives letter dated 22nd Oct. stating that the 'the expansion joint on the roof needs to be re-sealed and also the expansion joint on the 7th floor balustrade will need replacing as well as the expansion joints on all other floors to be checked and re-sealed as necessary.'
- An undated letter from Property Services arrived shortly after this giving an order number, the name of the appointed Contractor and saying that the contractor has a target date to attend by 19th

November - i.e. 4+weeks after Metwin identified the source of the water penetration.

- Monday 17th November - resident reports water is now dripping through the ceiling into a bucket.

This response time to put right the source of the damage is not considered to be satisfactory. We ask the BEO and PS what improvements can be made in securing a contractor who can attend to repair the reported source of damage more speedily whenever water penetration is reported.

A. We are always reviewing our processes and have already identified areas where we can work more efficiently. These reviews are driven by innovation from officers during their working week and of course customer feedback such as below. We have sat down and reviewed this case study and found that items 1, 2, and 3 were conducted in a timely manner, however item 3 through human error failed as this order should have been raised on a code 2 to be completed within 3 days. We have used this case study and turned it into a training issue which Property Services will take to the customer care centre team. We send our apologies to the resident and the House Chair and thank both parties in taking the time to send this feedback which allows us to train our staff in specifics which is more powerful than just ongoing training.

4. Q. I would like clarification as to why, once again, Ben Jonson Estimated Final Roof Apportionment has been postponed.

A. The issue is that there are a small number of contract instructions that do not have a cost against them. Whilst we know the original tender figure and the final account figure, we do not have full details of the difference. The issue is compounded by the fact that officers who worked on the project and the consultant who project managed are no longer with us. We are in touch with the Consultants practise to try and resolve the matter

5. Q. I also hope Michael will be able to tell us the name of our new energy provider?

A.For UFH – EDF Energy

6. Q. Redecs. If procured for 3-5 years, how much flexibility will there be to allow a particular block's decoration to slip? At present, each block is assessed when it is due for redecoration. If the state of the block is good redecoration can be (and have been) deferred for one or more years. Will a 3-5 year contract preclude that? If it doesn't preclude that will we end up paying the contractor for doing less work than envisaged? Or can the BEO find something else for the contractors to maintain?

A. The rededs contract will be flexible and will allow us to defer works subject to a condition survey

7. Q. At first glance it looks as though procurement for 3-5 years is disproportionately expensive (Procurement for one year costs £123750. Procurement for 3-5 years costs well over five times that – i.e. up to £2.5m). This is presumably because the 3-5 year programme also includes works to address issues found by the water testing. But with no information on the likely works needed or their cost there is no way of evaluating whether this is a better deal or not. Are there some historical costs for works needed (or estimates of works needed) by which this proposal can be assessed?

A. Water testing and works - the report covers Housing and Barbican. We have estimated 40% of the works relate to the Barbican. The actual costs will be confirmed when we move to the next stage of the procurement process (Gateway 5)

8. Q. Non Resident Long Leaseholder Issue.

In Gilbert House there is a flat which has been empty for at least seven years, during which time a neighbouring flat has suffered serious water penetration on two occasions. The water supply is now turned off. On both occasions the City's insurers agreed claims for major re-decoration.

The unoccupied flat has also been infested with moths and flies so badly that it had to be treated twice. And for some time the House Officer has visited regularly to pour water into the Garchey and toilet to prevent unpleasant smells penetrating to the corridor. Clearly this is an intolerable situation which creates unnecessary work and expense for the Estate as well as disrupting the lives of residents.

In these circumstances can the officers explain what sanctions can be applied by the City, under the terms of the lease, to compel owners of unoccupied flats to keep them in good repair and prevent causing nuisance to neighbours?

A. The BEO is well aware of the flat in question. The first point would be that one of the leaks was caused by Landlords services. Any officer time spent in dealing particularly with this flat has been recharged to the Long Lessee in question and the BEO is in discussion with the Long Lessee. It has long been the policy of the BEO not to "police" our residents.

9. Q. What are the current projected dates for completion for the hard landscaping and the soft landscaping works in Beech Gardens?

A Feb/Mar 2015 and April/May 2015 respectively

10. Q. I understand that there are standby electric generators for the tower block lifts in case the normal electricity supply is interrupted. The Barbican Centre also has its own generator which, apparently, failed when called into use recently. With respect to the residential generators: How many are there? How often are they serviced? How often are they tested?

A. In total we have 10 Diesel Generators. General maintenance is carried out by our resident engineers on a bi monthly basis. This involves checking items such as belts, fuel, oil, battery levels, etc. and running the equipment up to temperature. We have also contracted a specialist company to attend once a year in order to carry out a more detailed examination of the diesel engines and generators.

11. Q. Can you confirm that all the work that House Officers undertake outside the residential blocks, for example on matters relating to podium walkways, are not billed to the blocks Service Charge Accounts?

A. Time is recorded and allocated accordingly. Matters not related to the service charge are not charged there.

12. Q. I understand that under the proposed London Film School redevelopment, the Barbican Art Centre wishes to re-site plant and equipment currently in the Trade Hall into the Breton / Ben Jonson car park. Can BEO officers confirm that Planning Permission will be sought and obtained for this re-siting? Can BEO officers also confirm that they will seek independent advice to ensure that noise and vibration from the re-sited plant and equipment does not cause nuisance, disturbance or inconvenience to the residential flats above? If Planning Permission is not to be sought, what is the legal process for ensuring that appropriate Conditions are put in place?

A. As of 19.11.14 the Barbican Centre and LFS have not approached the BEO with this proposed use of Barbican Estate car park space. Any use of the BEO car parks in this regard, would require a licence and works within the car park would require the Planners to be involved, be it for Planning Permission or Listed Building Consent. Noise and vibration limits could be set within the terms of any licence.

13.Q. Agenda Item 9 – p. 87 “***The IT costs are recharged on number of transactions ...***”. On what basis is the BEO charged by the City’s IT or IS department? Has this system (quoted above) of recharging always been used by the BEO, if not, what was it before, why was it changed and when was it changed? What precisely is a “transaction”?

A. System of recharge has not changed. ‘Transactions’ is volume of activity on the centralised systems such as finance and includes invoice payments, commitments etc. There is also a charge for the number of computers.

14.Q. Agenda Item 10 – Communal repairs and redecorations – What is the evidence that a 3-5 year programme will result in lower costs to long lessees? Will this option reduce the flexibility of when a house group agrees a programme of redecoration is required? When a contractor underperforms on a 1 year programme it is easy for the City to decide not to re-use the contractor subsequently – if we are locked into a 3-5 year programme, how easy will it be to remove a contractor part way through the programme? How have costs varied across the past economic cycle and is there an optimal time to enter a 3-5 year programme?

A. Procuring long-term contracts offers significant economies of scale for a contractor and for the City (officer time spent procuring each year). There will be the potential to vary the contract- adding or removing blocks subject to condition surveys. Performance will be covered in the contract. Underperformance would result in the contract being terminated

There is not an optimal time to enter into a 3-5 year programme. The benefit of a 3-5 year programme is cost certainty for leaseholders. It also gives a contractor 'work' certainty (subject to performance).

15.Q. Agenda Item 11 – Water Testing – On what basis has the suggested split Barbican Estate : HRA Estate 60% : 40% been made? May we have a third option – 3-5 Years, Barbican Estate ONLY ?

A. The split is based on stock levels and our surveyor’s initial estimation of the works that will need to be completed. We do not propose to have a Barbican only option as this would require a duplication of work and therefore additional costs

16.Q. Residents have received Section 20 notices about a new window cleaning contract, which we understand the City intends to be a City-wide contract. Will there be further resident consultation or an RCC working party set up to ensure resident input and involvement in the tender process, as there was when the contract was last tendered?

A.Yes – there will in fact be a cleaning services contract (for COL buildings but not the Barbican) and a window cleaning services contract for mainly residential properties including the Barbican Estate, other City of London Housing Estates/some other City properties. This acknowledges the specialised nature of the current Barbican Estate window cleaning services. The current resident Service Level Agreement for window cleaning services will apply. There will be further leaseholder consultation and there will be resident participation in the tender process.

17.Q. Some house groups are concerned about the security implications of having a city-wide contract where their operatives cleaning the windows may vary from week to week, as opposed to the current situation where the window cleaning staff remain constant. What steps can be put in place to ensure that either the same staff are used, or that the same standard of security is maintained?

A. See Above.

18.Q. We are informed that the retendering is motivated by the City's desire to save money by moving to a single contractor that can offer a lower price for a larger volume of work. However, window cleaning on the Barbican estate is funded from the service charge, and residents are not seeking a reduction in cost, and desire for the existing frequency and quality standard of cleaning to be maintained. Is it possible for the Barbican Estate to opt out of the city-wide contract? If joining with the City-wide contract, is it possible to ensure that the quality standards of the Barbican estate are applied, and not that which the City has decided for its own properties on as a cost-reduction measure?

A.See above.

19.Q. At what stage is the tendering process at present? When is the new contract intended to start?

A.Tender process is due to commence in the Spring and the new contract is anticipated to start Autumn/Winter 2015.

20.Q. What progress is being made in alleviating the flooding which occurs in the Thomas More House Garden after heavy rain, in particular on the path leading from the car park? If the flooding cannot be prevented what plans are in place to enable residents to use the gardens at such times (e.g. through raised walk ways)

A.There is no proper drainage within Thomas More Garden. The BEO are seeking advice from The Landscape Agency as to what measures could be put in place (other than install a drainage system). Raised walkways will also be considered but may also necessitate the need for lighting.

21.Q. What steps are being taken to ensure that lifts are not out of action over the whole of a weekend? (This was recently the case in Thomas More House). In certain types of blocks this can cause very considerable difficulties for certain groups of residents

A.It is extremely rare for this to occur, but further robustness is required to Guideline Lift Services' working practices, and they have therefore instigated the following:

- If out of hours emergencies occur in the future that require specialist technical expertise, Guideline Lift Services will endeavour to contact one of their technicians, rather than just an engineer, who have the required level of knowledge, to attend.
- One of the existing engineers has now been upgraded with specialist training by Otis lifts and is also on the night call rota for Barbican.
- Communication is key, and Guideline Lift Services will ensure their helpdesk team keep the Barbican Estate Office team informed when ongoing remedial works occur.
- Guideline Lift Services are reviewing advanced software packages which enable the Barbican Estate Office team to receive automatic updates on callouts and repairs. It is anticipated that this enhanced service could be rolled out early next year.

In addition to the steps that Guideline Lift Services are taking, the Barbican Estate Office are looking to improve communications, especially during the evenings and weekends, by introducing a standard template for Lobby Porters and car park concierge to fill in and display. This will ensure that all residents are aware of what steps have been taken and that the appropriate staff and contractors have been informed.

22. Q. To everyone's surprise and consternation this week two large bike pods have been installed. They have been placed right on top of an area that is normally used for visitor parking and in particular in an area usually set aside for visitors with mobility problems. We are puzzled by the fact that it appears that the decision on the location of the pods was made without any discussion with the car park attendants or the Defoe RTA committee. Whilst we do not expect to be consulted upon every management issue, and are not against the provision of secure facilities for cyclists, what we would like to question is why place these pods in one of the busiest car parks on the estate and in a location normally used for parking for visitors with mobility issues?

A. The bicycle cages are being provided where the BEO feel there is greatest need. We do appreciate that Defoe is a very busy and full car park but that also applies to bicycles as well. Visitor parking is still possible within Defoe Car Park and there is plenty of overflow in nearby car parks.

23. Q. Regarding the UFH report. Which blocks/towers/dwellings have had their meters replaced with half hourly meters?

A. Recently all underfloor heating meters throughout the estate were replaced with half hourly meters.

24. Q. Do any blocks/towers/dwellings remain without half hourly meters? If yes, which ones?

25. Q. Do the new half hourly meters record only the Background Underfloor Heating supply? If no, what other energy uses are also included?

A. Yes

26. Q. Virgin Active has notices up saying they are about to embark on refurbishment work that will all be done at night while the gym is closed. What assurances has the landlord received about there being no noisy works during these night time work periods? Residents are concerned that they should not be disturbed by such works.

A. The BEO has also spotted the notices and spoken with Virgin Active about their programme. Their Project Manager has assured us that they will be adhering to the Barbican noisy works timings and only tasks such as painting will be carried out at night. The BEO will follow this quite closely and if necessary, involve the EHO.

27.Q. Brandon Mews Roof. What was the original estimated life-span of the temporary roof structure erected over Brandon Mews to ensure waterproofing of the roof? There is nothing in the long-term capital budget for replacement of this structure - should this be remedied, and an item inserted?

A.This will form part of the Asset Maintenance Plan including all relevant condition surveys.

28.Q. We understand that the BEO have said that it is not possible to clean this structure adequately so as to remove lichen etc. so as to maintain a presentable appearance. Is our understanding correct? When was this assessment carried out - and, if this was some years ago, has the possibility of cleaning been re-assessed recently?

A.The BEO carried out a comprehensive survey approximately 5 years ago. The external side is prohibited because of access issues. The internal part of the plastic is no longer smooth (quite pitted) and test patches showed no improvement when cleaning was attempted. This could be re-assessed now.

29.Q. Acknowledging that there are many issues to be addressed and investigations to be carried out first, and assuming that the current Beech Gardens method provides a satisfactory solution to the podium waterproofing, what is to prevent a similar solution being used instead of replacing the current plastic roof?

A.This could be a possibility.

**BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE
ANNUAL GENERAL MEETING**

Monday, 9 February 2015

Minutes of the meeting of the Barbican Estate Residents Consultation Committee
held at Guildhall, EC2 on Monday, 9 February 2015 at 6.30 pm

Members: Tim Macer - Willoughby House
Randall Anderson - Shakespeare Tower
Averil Baldwin - Thomas More House
Robert Barker - Lauderdale Tower
Mark Bostock - Frobisher Crescent
Robin Gough - Defoe House
Gordon Griffiths - Bunyan Court
Helen Wilkinson - Speed House

John Tomlinson - Cromwell Tower
Gillian Laidlaw - Mountjoy House
Fiona Lean - Ben Jonson House
Jane Smith - Barbican Association
Prof Michael Swash - Willoughby House
Graham Wallace - Andrewes House
Janet Wells - John Trundle House

1. APOLOGIES

Apologies were received from Averil Baldwin, Dr Gianetta Corley, David Graves and John Taysum.

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

There were no declarations.

3. MINUTES

The minutes of the Annual General Meeting held on 3rd February 2014 were approved.

4. PROPOSAL FOR THE COMMITTEE TO BE ABLE TO ELECT TWO DEPUTY CHAIRMEN

The Town Clerk was heard in respect of a proposal to appoint 2 Deputy Chairmen to the Barbican Residents Consultation Committee (RCC). An email from the current Chairman of the RCC, to the Chairman of the Barbican Residential Committee (BRC) was appended to the agenda, asking the BRC to give consideration to this proposal, in order to share the workload and make the roles more attractive to a wider range of candidates in the future.

The Town Clerk advised that, as the BRC had approved the establishment of the RCC in March 2003, an urgent decision had been taken by the Town Clerk, in consultation with the Chairman and Deputy Chairman of the BRC, as the BRC was not due to meet again until 16 March 2015. The Town Clerk had canvassed all Members of the Barbican Residential Committee before the decision was formally signed off. The feedback had been extremely positive about the work of the RCC and supportive of this proposal.

5. **TO ELECT A CHAIRMAN**

Being the only Member willing to serve, Tim Macer was duly elected Chairman of the Barbican RCC for 2015-16.

As the Chairman accepted his third year of office, Members proposed a vote of thanks to Mr Macer, commended his fresh perspective; ie the introduction of questions in advance and the proposal for 2 Deputy Chairmen, in order to sustain a 'hands on' approach and encourage succession planning. Mr Macer thanked the Working Parties and the Barbican Estate Officers for their hard work and commitment. He reiterated his objective to ensuring that communications with officers, both in and out of meetings, continued to be productive, relevant and respectful.

6. **TO ELECT A DEPUTY CHAIRMAN**

Being the only Member willing to serve, Robert Barker was duly elected Deputy Chairman of the Barbican RCC for 2015-16.

The Chairman thanked the retiring Deputy Chairman, Prof. Chris Mounsey, for his work and support during the previous year.

The Chairman asked Members to give further consideration to the opportunity to serve as a second Deputy Chairman. The Town Clerk confirmed that further nominations could be considered at an Extraordinary General Meeting and, for convenience, this could be held directly before one of the scheduled RCC meetings.

7. **COMMITTEES TERMS OF REFERENCE**

The Committee considered its Terms of Reference and during the discussion the following matters were raised:

- It was suggested that the nature of RCC meetings could be perceived as a little bureaucratic and corporate and, therefore, would a 'lighter' format be more appealing to new and/or younger members? The Town Clerk explained that, as the Minutes from the RCC meetings were received by the BRC, they need to be in an appropriate City of London Committee format. However, both the Chairman and Town Clerk would welcome further suggestions.
- The 6.30 pm start time might be too early for residents working full time.
- Item 1 in the Committee's Terms of Reference might be too wide in its definition of 'other occupiers', as this could stray into areas outside the remit of the RCC. Members were reminded of the role of the Barbican Association in local authority matters and their regular engagement with third parties; ie their quarterly meetings with the Barbican Arts Centre.
- The Disputes Resolution Panel had not met for some time but could reinstate on an ad-hoc basis.

RESOLVED, that:

The Terms of Reference be noted, with the suggested amendment to item 1, as set out above.

8. **BARBICAN ESTATE OFFICE REVIEW OF COMMUNICATIONS**

The Committee received a report of the Director of Community and Children's Services in respect of the Barbican Estate Office's Review of Communications. During the discussion on this item, the follow matters were raised/noted:

- Barbicanews had not been produced since December 2013, as it was extremely time consuming and current staff resources were limited.
- Members suggested that some of the past newsletters had been a little repetitive and asked officers to be mindful of information overload. A central information resource would be more desirable. It was suggested that one of the Barbican Association's publications could offer the Estate Office a regular slot.
- It was accepted that not all residents were online and therefore the concierges and car park attendants could be a valuable resource, given they were all had pc's and printers. It was suggested that the concierges/carpark attendants maintain ring-bound copies of the website material.
- It was noted that the Estate Office were occasionally asked to send out communications that did not fall within their remit, ie Crossrail. However, they generally kept communications relevant to a particular block or area, and this was considered a useful service to residents.
- It was accepted that the residents information pack would need updating and this should be available online with printed copies available for viewing with the car park attendants and concierges.
- It was suggested that the new fibre installation could facilitate electronic 'bulletin boards' and Estate-wide broadcasts over the television network in the future
- The Chairman reminded Members that the Communications Strategy fell within the remit of the SLA Working Party and welcomed new members with skills and interest in this area to participate in the review that the SLA Working Party was undertaking. Mr Graham Wallace volunteered his editorial skills.

RESOLVED, that:

The review of communications and the comments, as set out above, be noted.

9. **REVISED PROCEDURES FOR MEMBERS' WRITTEN QUESTIONS**

The Committee received a report of the Director of Community and Children's Services, which sought to review the current questions procedure and offered suggestions for a more formal process. The Chairman advised that the review had been prompted by an exceptionally high number of questions for the last meeting, which had been scaled down from 29 to 12, once the subject matter had been streamlined and duplications removed.

Members welcomed the new procedure as it would prioritise and streamline the process and give officers sufficient opportunity to research those questions of a more technical nature. The Chairman suggested that a well-structured, relevant question would assist in keeping the RCC's business relevant and prompt attendance from other Departments; ie the Barbican Centre or City Surveyors.

RESOLVED, that:

The Draft Protocol for the Pre-Residents' Consultation Committee Questions be approved, subject to the deadline for submitting questions being amended to 9 am on the Tuesday before the meeting and not 5pm on the Monday before.

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

The Committee reviewed its list of Working Parties, noting those with vacancies and those which could be disbanded, as follows:

- All vacancies would continue to be advertised estate-wide and, if oversubscribed, the volunteers would be invited to participate as part of an advisory group; ie as had been the case with the Underfloor Working Party. Generally, membership should be 8-9 maximum.
- The Gardens Advisory Group had canvassed for members from the Wildlife, Allotments and Horticultural Societies.
- The TV Working Party would soon be disbanded. It was suggested that monitoring of the service could be handled by the SLA working party from now on. The Chairman commended this as a good example of a Working Group improving on an original proposal.
- In respect of Beech Gardens, should issues arise after planting, they would be referred to the Gardens Advisory Group and, if the contract was extended, this might also fall within the remit of the Asset Maintenance Group.

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

In response to a question about the forthcoming underfloor heating report, it was noted that an urgent decision might need to be taken in order to appoint a consultant for the control system.

12. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

The meeting ended at 8.10 pm

Chairman

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Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 02 March 2015 16 March 2014
Subject: Service Level Agreements Quarterly Review October – December 2014	
Report of: Director of Community and Children's Services	Public
<p>Executive Summary</p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter October to December 2014. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.</p> <p>Recommendation</p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of SLAs and KPIs estate-wide and to identify and implement actions where appropriate, to improve services.</p>	

Background

1. This report covers the review of the quarter for October to December 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 October to December.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in January to review the SLAs and KPIs.
4. A review of the presentation of the SLA action plans has been carried out by the BEO and the Working Party and these changes are highlighted below.
5. New comments from the residents Working Party (Tim Macer, Randall Anderson, Jane Smith, David Graves, Robert Barker, Gianetta Corley), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the October to December

comments – the source of the comments have been included into the action plans.

6. Any new comments are presented at the beginning of the actions plans in order for them to be highlighted.
7. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 6. Appendix 6 has been set up to show those landlord common areas of the Estate that are not funded via service charges.
8. 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.
9. All of the unresolved issues from the previous quarterly reviews to September 2014 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
10. All of the resolved issues to September 2014 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

11. 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.
12. The review of the SLAs and KPIs for the quarter January to March 2015 will take place in April 2015 and details of this review will be presented at the May/June committees.

Conclusion

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

Background Papers: Quarterly reports to committee from 2005.

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APPENDIX 1
SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2014

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
186	Oct - Dec 14	RCC	Are there any possible terms of the lease that could be used against flats left empty for a number of years that are causing issues to neighbouring flats?	There are and the BEO has in the past, worked with the City Solicitor to ensure essential maintenance work is carried out.	
185	Oct - Dec 14	WP	Alterations. Car Park Concierge to have access to all known alterations projects so they are able to inform BEO of any extra projects.		
184	Oct - Dec 14	RC	BE staff to be available evenings and weekends when residents are here. Inspections at weekends? To be considered by WP	More evidence needed that there is a genuine need or desire for this. To be discussed at upcoming AGMs	
183	Oct - Dec 2014	RCC	Formal Q&A Annual Residents' meeting - BEO reviewing	To be given further thought, possibly in conjunction with 184 above?	
182	Oct - Dec 2014	HO	SLA Handbook and Residents Information Pack are due for review. Does the SLA WP have any views on how best to accomplish this?	To also include Welcome Pack and Alterations. BEO to draft suggested changes to SLA handbook & RIP & arrange extra separate meetings with SLA WP for 2015. To also use Email Broadcast for comments prior to publishing. Loose leaf essential so that updates and amendments can be easily done.	
181	Oct-Dec 2014	HO	Trial of a "Mailchimp" email broadcast with information on services over Christmas	No negative feedback received!	✓
180	Oct-Dec 2014	HO	Information on registering sub-tenants to be added to the website	This task will be handed over to the Apprentice, but further training may be required.	
179	Jul-Sept 2014	HO	How will the change on format of service charge bills be communicated to residents?	Short talk on new format given by Service Charge team during previous SLA WP meeting. Still a work in progress.	
175	Apr-June 2014	HO	Change of management structure for Housing will begin on Eddie Stevens retirement.	Senior management from PS team to attend next WP meeting in New Year.	✓
166	Oct-Dec 2013	HO	PS are looking to use all the resident data to improve the service eg. sending water penetration letters to absentee landlords	Work is progressing with the data processing. The introduction of Oracle in 2015 may help with this.	
156	April - June 2012	HO	House Officers sporadically receiving copies of complaint letters to PS.	BEO Manager attending PS weekly meetings which should improve communications but as the issue remains, further work needs to be done. PS responses to copy in the relevant HO. Processes being reviewed by PS and complaints procedure being reviewed.	
			Quarter - at the end of each quarter issues raised are then presented to service providers		
			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			SLA Service Level Agreement	LS Leasehold Services	
			CPA Car Park Attendant	DCCS Department of Children and Community Services	
			LP Lobby Porter	COG Core Operational Group	
			ES Estate Services	BOG Barbican Operational Group	
			BAC Barbican Arts Centre	ESM Estate Service Management	
			OS Open Spaces	DMT Departmental Management Team	
			GAG Gardens Advisory Group	PS Property Services	
				LL/SC Landlord/Service Charge cost	
			Source of comments:		
			WP SLA Working Party		
			HO House Officers		
			RCC Residents Consultation Committee		
			RC Residents General Comments		
			COM Complaint		
			SURV Survey		
			HGM House Group Meeting		

Page 25

APPENDIX 2
SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2014

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
171	Oct - Dec 14	HGM	Grading during inspections. Should cleaning reflect current circumstances eg redecorations works? For discussion at next SLA WP	SLA WP consider that external factors should be considered.	
170	Oct - Dec 2014	HGM	Could an online survey be produced and sent out to Residents to gauge the demand for Baggage Stores across the Estate?	Currently being reviewed	
169	Oct - Dec 2014	HO	Two New Cleaning Supervisors have been successfully employed and started work in January 2015.	For comment only	
163	Jul - Sep 14	HO	Electrical Vehicle Charging Points	BEO is liaising with TfL as they plan to install 25,000 charging points across London. The BEO has also liaised with the Dept. Built Environment, neighbouring developments and main car dealers regarding these charging points. A residents survey has been carried out to ascertain demand in various parts of the Estate. The results are currently being analysed.	
Page 26 162	Jul - Sep 14	HO	Can more Bicycle Racks be provided?	TfL providing BEO with £75k's worth of new bicycle storage facilities (bicycles hangers/bespoke secure enclosures) for 192 bicycles to be completed by the end of the financial year). A survey was completed across all the CP's for potential projects to provide additional stands, replace stands in difficult to access areas and to also improve general storage in the form of secure enclosures. Also a bicycle amnesty has been initiated within the Andrewes and Bunyan CP's to remove old abandoned bicycles to make spaces available for others. A survey is being carried out with residents. A report on the provision of bicycle storage & charging policy will be presented to March committee.	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2014

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
182	Oct - Dec 2014	WP	Regarding the generators. Could Citigen be considered as a suitable backup? (Comment 180)		
181	Oct - Dec 2014	HO	Condition surveys - mastic	Condition surveys on the mastic around windows now included as part of external redecoration survey.	✓
180	July- Sept 2014	WP	Generators for power failures in the Towers - how often tested?	Towers each have two diesels, one for fire pump, the other emergency lights. Following a power failure, diesel generator will start up one fire fighting lift, and emergency stair lights. A diesel pump will take over from the electrical pump to supply water to the dry risers. General maintenance is carried out by REs on a bi monthly basis which involves checking items such as belts, fuel, oil, battery levels, etc. and running the equipment up to temperature. A company has been contracted to attend annual detailed examination of the diesel engines and generators	
179	July- Sept 2014	SURV	Communication and follow up information to repairs and investigations could be improved.	Comments fed back to relevant team	✓
178	July- Sept 2014	HO	Out of hours Duty Managers liaising more effectively with Repairs Call Centre regarding leaks, so residents are informed about insurance details etc.	Comments fed back to relevant team	✓
174	Jan-Mar 14	HGM	Scaffolding - when contractors identify that scaffolding may be required to resolve a leak communication on this needs to be improved as it can often be a period of a number of months before the scaffolding is actually constructed for the work.	Currently working well during the external/internal Breton/Ben Jonson House redecoration project. Redecoration work 95% complete and system worked well	✓
145	Oct-Dec 2011	HO	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.	Reviewed and letters updated. Further monitoring following changes. A note is now added to the repairs system once a letter has been sent to a resident. This appears to have slipped again. PS to be reminded. Ongoing monitoring by HOs.	

APPENDIX 4 SLA AGREEMENT REVIEW - MAJOR WORKS 2014

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
124	Oct-Dec 2014	HO	Fire exit routes Ben Jonson House (from top floors)	Fire exit routes have been clarified and the relevant signage has been installed in Ben Jonson House	
123	Oct-Dec 2014	HO	External redecoration work for Breton/Ben Jonson House completed.	Satisfaction survey regarding external redecoration to be sent to Breton House/Ben Jonson House residents	
122	July -Sept 2014	SURV	Repainted surfaces on balcony rails started blistering quite quickly,suggesting they were not well prepared.	Comments fed back to Property Services. PS regularly review the painting process with manufacturers, taking into account weather conditions, to ensure the finish is consistent and durable.	✓
121	July -Sept 2014	WP	External/Internal redecoration work Frobisher Crescent - first stage consultation with residents completed. Painting specification being reviewed to incorporate 'non-standard' items, e.g. window shutters. Why are window shutters being decorated so soon after completion of building works.	Internal to commence approx Feb 2015. External redecoration to commence March/April 2015. House Group requested works to window shutters at their AGM. Internal SLA between BEO & Barbican Arts Centre requires both parties to liaise with each other when any works are to be carried out.	
120	July -Sept 2014	HO	External redecoration for Breton, Ben Jonson commenced and going well.No major issues have been escalated to Project Board	Work almost complete and feedback on resident walkabouts was positive	✓

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2014

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Drainage engineer to review the areas.	
149	Oct-Dec 2014	RC	Positive comments received about the bulb planting in the private gardens. BEO to assist facilitating future events with Open Spaces	For comment only.	✓
147	July-Sept 14	HO	Weeds on steps leading up from above waterfall	Passed on to OS. (Update) this area is now being spot checked and maintained by a specially trained member of Barbican Cleaning Team.	✓
145	July-Sept 14	SURV	Comments from 2014 resident survey (common themes/trends) - would like much greater reduction in the size of trees in Thomas More Garden.	Passed to Open Spaces.	
Page 29 144	July-Sept 14	HO	Ivy removed from garden bed at the east end of Ben Jonson Place. This was due to ivy damaging fabric of the building. Ivy also on Seddon Highwalk.	Open Spaces confirm there are plans for replanting. Plants from planters in St Giles's Terrace to be moved there and more plants will be ordered if need be. Root shrubs from original shrubs were maintained in the bed and these should regenerate. (Update) Seddon Highwalk - before Christmas this area was professionally cleared using a cherry picker.	✓
127	Jul - Sep 12	HO	Various difficult to access areas (eg Thomas More Hanging Gardens, The Postern, Sculpture Court) - problems with safety equipment currently being reviewed.	Thomas More Hanging Gardens - quote from contractor. Listed Building Consent application rejected by Planning Department currently being reviewed again. (Update) following the previous application being rejected by Planning a new application is being put in.	

APPENDIX 6 SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
9	Oct - Dec 2014	RCC	Stair edging alternatives have now been agreed by Planning. To rollout across the Estate following on from Beech Gardens project.	Tiles for the rest of the estate have now been ordered.	
8	Oct - Dec 2014	RCC	COL insignia removed by Heron. BEO liaising with City Surveyors regarding replacement of the sign.	Heron have now agreed to pay for a replacement sign. Order placed awaiting confirmation of installation date.	
7	Oct - Dec 2014	RC	Inspection regime for podium is not adequate. Issues such as items left out on podium for long periods of time, pooling of water/blocked drains, broken tiles should be inspected more frequently.		
6	Oct- Dec 2014	HO	Benches (in the same style as the old ones) have now been installed at Ben Jonson Highwalk & St Giles Terrace by Open Spaces/Dept of the Built Environment. The BEO will maintain & manage these going forward.	For comment only	
5	Apr -June 2014	WP	PS to update on revised drain clearance programme for the estate. Will this programme include more frequent checks of the expansion joints?	3 x blocks scheduled - balcony & roof drain clearance programme commenced. Other blocks to follow on a planned maintenance programme. Remaining blocks programmed and will include checks on expansion joints. ALSO MAJOR WORKS	
4	Apr-June 2014	HO	Work to plinths/gravestones on St Giles' Terrace.	Specialist contractor to complete conservation clean. BEO to fund - future ongoing maintenance to be agreed. Works commenced on 9 January 2015.	
3	July- Sept 2014	WP	Ben Jonson House Podium drains - update to be provided by PS	Works to the podium drains in front of Ben Jonson House (south side) commenced in October. This involves new drainage channels to divert water to new downpipes & guide water to new gullies which exit via the car park. Car park drains also being checked. Outcome of this work will be monitored. Works completed with no issues identified. PS continues to monitor.	
2	July-Sept 14	SURV	Timber planters with struggling laurel are not acceptable.	Planters reviewed annually and replaced subject to funding.	✓

APPENDIX 6
SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS

1	Jan-Mar 14	HO	Podium plinths Ben Jonson Place - the Dept. of the Built Environment, BEO and Planning Dept. are carrying out a joint exercise looking at a method for re-tiling these plinths so that the tiles remain stuck on which may involve a different design or shaped tile. Can broken tiles be removed from around the plinths.	Specification has been agreed. Delays due to manufacturing of specialised tiles. Latest scheduled timelines for works - end of February/March. HOs to monitor broken tiles left around the plinths & arrange for them to be removed.	
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Appendix 7. Barbican KPIs 2014-15

Title of Indicator	Actual 2013/14	TARGET 2014/15	OCT- DEC 2103	JAN- MAR 2014		APR- JUN 2014	JULY- SEPT 2014	OCT- DEC 2104	JAN- MAR 2015	PROGRES S AGAINST TARGET	SUMMARY
Customer Care											
Answer all letters satisfactorily with a full reply within 10 working days	83%	100%	96%	96%		98%	98%	94%		☹	3 letters out of 52 were over the time period.
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	96%	100%	89%	96%		100%	97%	94%		☹	2 emails out of 31 were over the time period.
To resolve written complaints satisfactorily within 14 days	92%	100%	100%	100%		100%	100%	100%		☺	0 complaints
Repairs & Maintenance											
% 'Urgent' repairs (complete within 24 hours)	98%	95%	98%	98%		96%	100%	97%		☺	
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	98%	97%		98%	100%	98%		☺	
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	98%	94%		95%	100%	99%		☺	

% 'Low priority' repairs (complete within 20 working days)	95%	95%	96%	92%		95%	100%	100%		😊	
Availability % of Barbican lifts	n/a	99%	Tower lifts 97.08%	Tower lifts 99.21%		Tower lifts 99.57%	Tower lifts 99.84%	Tower lifts 98.98%	Tower lifts %	☹️	0.02% under target
			Terrace lifts 99.42%	Terrace lifts 99.06%		Terrace lifts 99.74%	Terrace lifts 97.53%	Terrace lifts 97.96%	Terrace lifts %	☹️	A number of lifts (5) were the main contributors to the drop in performance for Q3 compared to the target. An issue has also been discovered with the contractor putting the lift out of service when service maintenance is being carried out
Percentage of communal light bulbs - percentage meeting 5 working days target	85%	90%	96%	100%		93%	94%	96%		😊	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 74% Partial 92%	Total 90% Partial 90%	Total 85% Partial 100%	Total 100% Partial 100%		n/a	n/a	Total 95% Partial 100%	Total % Partial %	😊	
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	Will 0% Ben J 0% Sed 0%	0%	0%	0%		0%	0%	0%		😊	

Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	83%	100%		96%	100%	100%		😊	
Estate Management											
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	94%	90%	82%	97%		86%	98%	92%		😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	91%	80%	79%	95%		79%	88%	87%		😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	94%	80%	96%	90%		84%	93%	91%		😊	

House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	94%	80%	84%	97%		69%	97%	100%		😊	
Open Spaces											
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	94%	80%	100%	100%		100%	100%	100%		😊	
Major Works											
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	95%	n/a		n/a	n/a	n/a		😊	

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Committee:	Date:
Residents' Consultation Committee Barbican Residential Committee	2 March 2015 16 March 2015
Subject: Provision of Bicycle Storage Facilities	Public
Report of: Director of Community and Children's Services	For Decision by Barbican Residential Committee

Summary

1. This report, which is for decision, updates members on the provision of Bicycle Storage facilities on the Barbican Estate and also for the approval of the charging for the new Bicycle Pods as provided by Transport for London.
2. A review of the Car Parking Charging Policy was presented to the December 2014 Committee and these new Bicycle Storage facilities will be incorporated into the annual review in December 2015.
3. This report also includes an analysis of demand, utilisation, and income generation.

Recommendation

4. That the following charge is introduced with immediate effect for Bicycle Pod Storage:-
 - Bicycle Pod (semi cylinder in shape) - annual residential licence £30.
5. That these new Bicycle Storage Pods are incorporated into the car parking charging policy and reviewed in December 2015 in relation to RPI.
6. That a key deposit of £25 is introduced immediately for all bicycles' to be housed within the communal Bicycle Cage Storage Areas, which will be reviewed annually from December 2015.

Main Report

Background

7. There are a number of different Bicycle Storage facilities available for Barbican Estate Residents including:-
 - Bicycle 'Sheffield Stands'
 - Communal Bicycle cages containing Bicycle 'Sheffield Stands'

- Bicycle Lockers
 - Bicycle Pods
8. Individually charged Bicycle Lockers have been onsite since 2006 following demand from a resident's survey. The current annual residential licence fee is £85, which was approved at the Barbican Residential Committee in December 2014.
 9. Following this the Barbican Estate Office reviewed the possibility of further Bicycle Lockers as well as alternative options, but unfortunately Chamberlains confirmed that the payback period for these facilities was too long (over five years).
 10. This financial year the Barbican Estate Office in conjunction with Transport for London obtained £70,000 of funding for the provision of new communal bicycle storage facilities including Bicycle 'Sheffield Stands', Communal Bicycle cages containing Bicycle 'Sheffield Stands', Bicycle Pods. The allocations of these facilities are displayed within Appendix 1.
 11. A review was carried out by the Barbican Estate Office, the Department of the Built Environment, the Planning Department, the Access Team and Transport for London officers regarding the locations and the type of facilities.
 12. Key Deposits are already in place for the following Barbican Estate facilities:-
 - Bicycle Lockers - £40
 - Baggage Stores - £150

Current Position

13. **Communal Bicycle Cages** -There are currently three Communal Bicycle Cages already installed across the Estate:-

Car Park	Number of Bicycles within cages	Proposed Key Deposit fee	Annual fee
Bunyan Court	50	£25	£0
Defoe House	61	£25	£0
Thomas More House	20	£25	£0

14. **Bicycle Lockers** – There are currently 100 Bicycle Lockers installed across the Estate:-

Car Park	Number of Lockers	Key Deposit fee	Annual fee
Andrewes House	14	£40	£85
Breton House	12	£40	£85
Bunyan Court	4	£40	£85
Cromwell Tower	2	£40	£85
Defoe House	21	£40	£85
Speed House	4	£40	£85
Thomas More House	32	£40	£85
Willoughby House	11	£40	£85

15. There are currently 53 residents on the waiting list for a Bicycle Locker.

16. **Bicycle Pods** – These are semi cylinder in shape and contain six secure cycle spaces. They have successfully been installed in the other London boroughs and the proposed rates for Barbican Estate residents are a direct comparison to these. The new Bicycle Pod locations and proposed charges are as follows:-

	Number of Individual Spaces	Key deposit	Annual fee
Andrewes	18	£25	£30
Defoe	24	£25	£30

17. **Bicycle ‘Sheffield’ Stands** – No Annual fee or Key deposit required. Current usage of Bicycle facilities:-

Car Park	Number of Bicycles	Number of Stands
Andrewes House	60	23
Breton House	74	10
Bunyan Court	57	16
Cromwell Tower	63	36
Defoe House	119	57
Speed House	12	32
Thomas More House	118	41
Willoughby House	118	57
Total	624	244

18. Due to the high demand for Bicycle facilities the Barbican Estate Office monitors the number of possible abandoned bicycles in the Car Parks and conducts clearances when necessary.

Proposals

19. That a £30 fee is introduced with immediate effect for Barbican Estate Residents use within a Bicycle Storage Pod.
20. A key deposit of £25 is introduced with immediate effect for all communal bicycle storage facilities with the exception of Bicycle Lockers. Residents that already use these facilities will not be pursued for a key deposit, however future issuing of keys will require a deposit.
21. The new facilities for Defoe House Car Park have been installed with Andrewes, Bunyan and Willoughby Car Parks to be completed in March 2015.
22. A resident's survey was sent out in January 2015 regarding Bicycle Storage on the estate. The results of this survey can be found in Appendix 2. The key results from the survey was that:-
 - 48% would consider renting a secure Bicycle facility.
 - 59% would like more Bicycle facilities within their Car Park.
23. There is a possibility of receiving further money from Transport for London in the next financial year and the resident's survey will assist this and provide information regarding the demand – Appendix 1.

Financial Implications

24. The City of London Corporation's policy is to balance the objectives of providing well managed and secure facilities on the one hand whilst seeking to fulfil its continuing obligation to obtain value for money in the use of City Fund resources.

Consultees

25. The Chamberlain has been consulted in the preparation of this report.
26. The design had been chosen following consultation with Planning Officers. The Listed Building Consent Officer had advised that, as the Bicycle Pods were not a permanent structure and also taking into account that they were not visible to the public, they were outside of the Listed Building Guidelines.

Conclusion

27. The City has a duty to achieve a reasonable return from its assets having regard to market levels and any net surplus generated benefits the City Fund. I feel that the introduction of these fees is reasonable and that it is sensible to review it as part of the larger Car Park Charges review in December 2015.

Background Papers:

Car Park Strategy Stage One report 2009

Barbican Estate Car Park Efficiency Strategy Working Party report 2011

Car Parking and Baggage Store Charging Policy report 2014

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

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Director of Community & Children's Services

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APPENDIX 1

The Barbican Estate Office in conjunction with Transport for London obtained £70,000 of funding for the provision of new communal bicycle storage facilities, this has been distributed as follows:-

Car Park	Bicycle Pods (Additional Spaces)	Bicycle Cage Area (Additional Spaces)	Additional Spaces in General Car Park Areas
Andrewes	3 (18)	-	58 Spaces replacing 44 Spaces - To improve accessibility
Bunyan	-	2 (20+10) & 56 Spaces replacing 30 Spaces in existing cage	-
Defoe	4 (24)	-	-
Willoughby	-	1 (-)	-

APPENDIX 2

The following survey regarding Secure Bicycle Storage was sent to all residents in January 2015, with 149 responses received:-

1. Do you own a Bicycle?

- a. Yes - 64%
- b. No - 35%

2. How many Bicycles do you currently own?

- a. 0 - 30%
- b. 1 - 31%
- c. 2 - 24%
- d. 3 or more - 13%

3. What is the value of your Bicycle?

- a. £0 - £500 - 22%
- b. £501 - £1000 - 11%
- c. £1001 - £2000 - 5%
- d. £2001 - £6000 - 10%

4. Where do you secure your Bicycle?

- a. Bicycle Stand - 42%
- b. Bicycle Cage - 11%
- c. Bicycle Locker - 12%
- d. Other - 35%

5. What block do you live in?

Andrewes (Gilbert, Postern, Wallside)	-	22	
Breton (Ben Jonson)	-	22	
Bunyan (Bryer, John Trundle)	-	13	
Cromwell	-	8	
Defoe (Shakespeare)	-	28	
Speed	-		9
Thomas More (Mountjoy, Lambert, Seddon, Lauderdale)	-	26	
Willoughby (Brandon Mews)	-	7	

6. In the City of London, what would you consider to be a reasonable fee to pay for secure Bicycle storage?

- a. £30 - 28%
- b. £50 - 44%
- c. £100 - 26%

7. Would you consider renting a secure Bicycle facility?

- a. Yes - 48%
- b. No - 38%
- c. Maybe - 12%

8. What facility would you prefer for your Bicycle?

- a. Bicycle Locker - 60%
- b. Bicycle Pod - 7%
- c. Bicycle Cage - 31%

9. Would you like more Bicycle facilities within your Car Park?

- a. Yes - 59%
- b. No - 18%
- c. Maybe - 22%

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Committees:	Dates:
Residents Consultation Committee Barbican Residential Committee	02 March 2015 16 March 2015
Subject: Issue Report: Water System Testing and Associated Safety Works at the Barbican Residential Estate	Public
Report of: Director of Community & Children's Services	For Information at RCC For Decision at BRC

Summary

Project Status	Amber
Time Line	Overall programme: 2 years – 2015/16 – 2017/18 Key dates: To be confirmed dependent upon options.
Programme status	Between Gateway 1/2 (Project Proposal) and Gateway 3/4 (Options Appraisal)
Latest estimated costs	Testing - £60,000 per year Works Cost - £1,500,000
Expenditure to date	N/A

Gateway Reports to Date:

The Gateway 1/2 report outlined a project approach to address both the statutory requirement of testing, and the remedial/minor and major works that are identified and recommended for completion.

The Gateway 3/4 report represented the same approach and was presented at the Residents Consultation Committee (RCC) and Barbican Residential Committee (BRC) in November and December 2014 respectively. There was some discussion about whether a combined approach of testing and remedial/minor works, and a secondary contract for major works would offer best value for money and furthermore, whether a contractor would be incentivised by the combined contract of testing and remedial/minor works, to recommend works in order to generate income.

The department were asked to return to the Committees with further information about the intended approach. Following further discussions and options appraisal, this report outlines the intended approach, and it sets out options which include some variation from the approach outlined at the last committee. There are three strands that need to be procured and delivered as part of this project:

Testing

Testing involves removing samples of the water and assessing them for contaminants or bacteria. This is required by statute to be undertaken monthly and cannot be halted. The current contract arrangements for testing expire in May 2015, and the department has a

regulatory requirement to undertake a procurement process to appoint a compliant contract in order to continue testing the water tanks and associated systems.

Risk Assessments

Risk assessments are carried out to examine existing tanks and pipe layouts to determine if they pose low, medium or high risks. Such assessments used to be required every 2 years, the legislation has now changed, and the requirement is now to risk assess equipment on a risk-based approach. Where existing tanks and layouts pose medium or high risk, more frequent risk assessments are required and the assessor will make a recommendation for how the risk could be reduced. For example, by undertaking major works such as replacing the tank or altering the pipework layout.

Works

Works can be identified three ways. The testing will identify remedial/minor works such as filter replacements or tank lid fittings. The Risk Assessment reports will identify and recommend major works. Works may also be identified and be required to be completed reactively, for example, if a leak occurs.

Risks/Issues:

There is a risk of the testing contract expiring without a new contract being in place. It is not possible to suspend the testing at any point.

Recommendations

- Procurement proceeds for a 2 year testing contract for the Barbican Residential Estate to ensure statutory compliance.
- Procurement proceeds for a risk assessment contract to both meet requirements and confirm any major works that need to be carried out.
- The department returns to both Committees, following completion of the risk assessments with a works programme, and seeks approval prior to procurement for a contractor to complete the works.

Main Report

<p>1. Issue description</p>	<p>The previous report amalgamated testing and works requirements. This approach was not approved.</p> <p>Following the concerns raised at the last Committee regarding the options not being directly comparable, the department propose to separate out the requirements.</p> <p>A further matter has come to light since the last report was brought to Committee. In 2017, the City-wide contract for water testing will be reviewed. As such, the department propose to procure a 2 year contract for water testing services to ensure statutory compliance, as water testing cannot cease. The department will then consider the option of joining the City-wide contract in 2017; however, there is no obligation to join this contract if it does not offer both better value for money and an equivalent service for residents.</p>
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2. Last approved limit	N/A.
3. Options	<p>The procurement of a testing contract is a fixed part of all options, as it is a non-optional safety requirement.</p> <p>1. Procure a testing-only contract. Carry out remedial/minor and major works reactively as items fail, or pose too high a risk for continued use. Undertake risk assessments independently of this project and act upon the recommendations separately and individually.</p> <p>2. Procure a testing contract which includes a schedule of rates for remedial/minor works. Remedial/minor works may be completed at the point of testing. Carry out major works reactively as items fail, or pose too high a risk for continued use. Undertake risk assessments independently of this project and act upon the recommendations separately and individually by block.</p> <p>3. Procure a testing contract which includes a schedule of rates for remedial/minor works. Remedial/minor works may be completed at the point of testing. Carry out major works reactively as items fail, or pose too high a risk for continued use. Procure a risk assessment contract to both comply with statutory requirements and to generate a list of recommendations to inform a works programme. Return to committee with the works programme once necessary levels of works are identified.</p> <p>4. Procure a testing-only contract. Carry out remedial/minor and major works reactively as items fail, or pose too high a risk for continued use. Procure a risk assessment contract to both comply with statutory requirement and use the results of the risks assessments to inform a works programme. Return to committee with the works programme once necessary levels of works identified.</p> <p>N.B. – procurement processes will be separate for each aspect.</p>
4. Recommendation	Option 4 is the recommended option.

Contact

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Agenda Item 7

Committee(s): Residents' Consultation Committee Barbican Residential Committee		Date(s): 2 March 2015 16 March 2015	
Subject: Progress of Sales & Lettings			
Report of: Director of Community and Children's Services			Public
<u>Executive Summary</u>			
<p>This report, which is for information, is to advise members of the sales and lettings that have been approved by officers since your last meeting. Approval is under delegated authority and in accordance with Standing Orders. The report also provides information on surrenders of tenancies received and the number of flat sales to date.</p>			
<p>Recommendation: That the report be noted.</p>			

Main Report

BACKGROUND

1. The acceptance of surrenders of tenancies and the sale and letting of flats are dealt with under delegated authority and in accordance with Standing Orders 77a and 77b.

SURRENDERS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	20	5	£20,450	25/03/2013 24/03/2016	Tenant deceased	25/11/2014
2	20	4	£21,650	07/02/2014 06/02/2017	Moving away from the estate	11/01/2015
3	91	5	£20,250	29/09/2013 28/09/2016	Moving away from the estate	31/03/2015

RIGHT TO BUY SALES

3.

	10 February 2015	16 October 2014
Sales Completed	1079	1077
Total Market Value	£94,546,908.01	£92,676,908.01
Total Discount	£29,539,064.26	£29,333,664.26
NET PRICE	£65,007,843.75	£63,343,243.75

OPEN MARKET SALES

4.

	10 February 2015	16 October 2014
Sales Completed	835	835
Market Value	£133,122,271.97	£133,122,271.97

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

APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 10 February 2015
1	Shakespeare Tower	18	8A 3 bed	£1,876,000	Proceeding
2	Breton House	1	F1A Studio	£395,000	Proceeding

APPROVED LETTINGS

9. No lettings approved since your last committee

10. SALES PER BLOCK

BLOCK	TOTAL NO. OF FLATS IN EACH BLOCK	TOTAL NO. SOLD IN EACH BLOCK	NET PRICE £	% NO. OF FLATS SOLD IN EACH BLOCK
ANDREWES HOUSE	192	182	14,913,260.00	94.79
BEN JONSON HOUSE	204	195	14,132,454.83	95.59
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETTON HOUSE	111	105	6,806,712.50	94.59
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	170	14,644,782.50	95.51
GILBERT HOUSE	88	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	145	13,542,670.50	97.97
TERRACE BLOCK TOTAL	1645 (1645)	1579 (1577)	127,715,073.33 (126,050,473.33)	95.99 (95.87)
CROMWELL TOWER	112	100	21,700,801.00	89.29
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	108	23,349,415.76	93.10
TOWER BLOCK TOTAL	345 (345)	321 (321)	67,753,996.39 (67,753,996.39)	93.04 (93.04)
ESTATE TOTAL	1990 (1990)	1900 (1898)	195,469,069.72 (193,804,469.72)	95.48 (95.38)

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

Contact: Anne Mason
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Committee:	Date(s):
Residents' Consultation Committee	02 March 2015
Barbican Residential Committee	16 March 2015
Subject: Update Report	PUBLIC
Report of: Director of Community and Children's Services	
<p><u>Executive Summary</u></p> <p>Barbican Estate Office</p> <ol style="list-style-type: none"> 1. "You Said; We Did" Action List – see appendix 1 2. Agenda Plan <p>Property Services – see appendix 2</p> <ol style="list-style-type: none"> 3. Redecorations 4. Roof apportionments 5. Beech Gardens Podium Works 6. Asset Maintenance Plan 7. Public lift availability 8. Upgrade of the Barbican Television Network 9. Concrete Works 10. Background Underfloor Heating ?? <p>City Surveyors Department – see appendix 3</p> <ol style="list-style-type: none"> 11. St Alphage House – renamed London Wall Place 12. Frobisher Crescent 13. Bastion 13, 12, 11A and adjacent Wall – Conservation Works 14. City of London School for Girls – Gymnasium Extension 	

London Film School

Recommendations that the contents of this report are noted.

Background

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

Barbican Estate Office Issues

1. "You Said; We Did" Action List

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

2. Agenda Plan

The table below includes a list of pending committee reports:

Residents' Consultation Committee & Barbican Residential Committee - Agenda Plan 2015

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report: <ul style="list-style-type: none">• Agenda Plan 2015• "You Said; We Did"• Property Services Update• City Surveyors Update	Michael Bennett	18 May	1 June
SLA Review	Michael Bennett		
Background Underfloor Heating	Mike Saunders		
Working Party Review – Minutes of Background Underfloor Heating Working Party	Mike Saunders		
Roof Apportionments for Breton & Ben Jonson House	Mike Saunders		

Garchey 5 Year Review	Mike Saunders		
Asset Maintenance Plan	Mike Saunders		
Parcel Tracking System Review	Barry Ashton		
Working Party Review – Minutes of Beech Gardens Future Landscaping Working Party	Karen Tarbox		
Working Party Review – Minutes of Beech Gardens Project Board	Karen Tarbox		
Working Party Review – Minutes of Gardens Advisory Group	Helen Davinson		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Update Report: <ul style="list-style-type: none"> • Agenda Plan 2015 • “You Said; We Did” • Property Services Update • City Surveyors Update 	Michael Bennett	7 Sept	14 Sept
SLA Review	Michael Bennett		
Automated Payment System for Temporary Car Parking Annual Review	Barry Ashton		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Annual Review of RTAs	Town Clerks		
2014/15 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2014/15 Revenue Outturn for the Residential Service Charge Account including Reconciliation between the closed accounts and amount to be charged to long leaseholders	Chamberlains		

Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Update Report: <ul style="list-style-type: none"> • Agenda Plan 2015 • “You Said; We Did” • Property Services Update • City Surveyors Update 	Michael Bennett	30 Nov	14 Dec
SLA Review	Michael Bennett		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Service Charge Expenditure & Income Account - Latest Approved Budget 2015/16 & Original Budget 2016/17	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2015/16 and Original 2016/17 - Excluding dwellings service charge income & expenditure	Chamberlains		
Working Party Review – Minutes of Asset Maintenance Working Party	Mike Saunders		
Working Party Review – Minutes of Parcel Tracking System Working Party	Barry Ashton		
Car Park & Baggage Stores Charging Policy	Barry Ashton		

Background Papers:

Minutes of the Barbican Residential Committee 24 November 2014.
Minutes of Residents’ Consultation Committee 08 December 2014.

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Appendix 1

“You Said; We Did” - Action List – February 2015

Actions from November/December 2014 RCC/BRC & other outstanding issues (service related issues transferred to SLA action plans which are reviewed by SLA Working Party & RCC/BRC).

Issue	Source	Officer	Action Escalation
Customer Care, Supervision & Management			
<p>Service Charge Expenditure & Income Account – Latest Approved Budget 2014/15 & Original Budget 2015/16 Report - Queries on staffing costs were raised in respect of the staffing costs in the Service Charge Budget Manpower Statement and recharges:</p> <p>Q1. On the Manpower statement (Table 2) in the Service Charge Budget, 3 FTE's for House Officers are shown at a total cost of £27k? Seems a very low per person salary?</p> <ul style="list-style-type: none"> • <i>House Officer posts and costs were moved from being a direct budget cost to being a Supervision & Management recharge in earlier years. However, the 3 House Officers NI & Pension costs (total £27k) were left in the direct manpower costs and were not moved with the main salary cost. Note this will be amended going forward.</i> <p>Q2. On the same Manpower statement, the average cost of each FTE for Cleaners, Garchey Operatives and Estate Concierge appears to fall slightly between 2014/15 and 2015/16?</p> <ul style="list-style-type: none"> • <i>Regarding Cleaners and Garchey Operatives, there was a total £44k reduction in 2015/16 cost of agency staff (so not matched by fall in FTE) compared to the 2014/15 cost. Excluding agency costs, Basic Pay per FTE therefore rose slightly.</i> • <i>Regarding Estate Concierges, in the Table the FTE has been switched in error with the number of Lobby Porters in the row below. To be clear, there were 12 Estate Concierge in both years and the number of Lobby Porters rose from 7 to 9. Please accept my apologies for this transposition.</i> <p>Q3. There is a difference on the Service Charge Budget of £166k in Table 1 (Analysis of Service Expenditure) between the Supervision and Management actual charge in 2013/14 of £493k and the 2014/15 budget charge of £659k?</p> <ul style="list-style-type: none"> • <i>There was a movement in the allocation of staff between direct costs and Supervision and</i> 	November 2014 RCC	Mark Jarvis	Complete

Management recharged staff costs between 2013-14 and 2014-15. If you look at the Employee cost line in Table 1 there is a broadly matching reduction in direct Employee costs of £155k (2013-14 Actual £2,295k compared to 2014-15 Budget of £1,940k). Note the movement of the Housing Officers posts referred to in the answer to Q1 above was part of this reallocation.

Q4. There was a further query on Recharges in the 2013/14 Non-Service Charge Outturn accounts regarding the £101k lower than expected charge. (Please see page 40 of BRC papers of 15 September 2014). A more detailed reconciliation is set out below :-

	Budget	Actual	Variance
Housing S&M recharges to Barbican	53	54	1
Technical Services Recharges to Barbican	35	35	0
S&M recharged to HRA	0	-102	-102
Corporate & Democratic Core	-50	-50	0
TOTAL	38	-63	-101

S&M recharge to HRA was not budgeted for.

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

3. Redecorations

2014/15 Programme

Ben Jonson House and Breton House redecorations are now complete. Final account is to be agreed by the end of February 2015.

Post-tender consultation is about to be carried out for Cromwell Tower and discussions are taking place with Frobisher Crescent House Group to determine the level of redecorations required to the block.

2015/16-2019/20 Programme

During the discussion regarding the Options Appraisal Report at Barbican Residential Committee on the 8th December 2014, the department was asked to consult with House Groups regarding the intention to procure a longer term contract and the intended programme prior to Section 20 consultation.

Two responses were received, one querying why a block was excluded from the future programme, it was confirmed that this is because the works to that block are included in 2014/15 programme.

The second response was seeking more detail regarding the condition surveys and contract advertising, this information has been provided.

The next step, subject to any further responses, is to formally consult with all long leaseholders on the intention to enter into a longer term contract

4. Roof Apportionments

BLOCK	CURRENT STATUS	Estimated Final Account Verification	Estimated Final Apportionments
Breton House	Draft final apportionment being completed before passing to Working Party (anticipated completion 2 nd March 2015)	N/A	June 2015
Ben Jonson House	Draft final apportionment being completed before passing to Working Party (anticipated completion 2 nd March 2015)	N/A	June 2015

5. Beech Gardens Podium Works

- **Work in progress**

The main contractor, VolkerLaser Ltd is continuing with the works. As previously reported completion will now be the end of March 2015 and a formal extension has been agreed. This is due to a number of previously reported issues, such as the change in bonding adhesive, removal of smoke vents and other changes to the works or technical specification. The majority of works throughout March will be tiling. An application for variation of the listed building consent has been submitted in respect of omitting the serpentine wall in the central raised bed, as reinstating this feature would mean reducing the number of trees that could be planted in this area. Resident members of the Project Board played an active role in this decision. Following agreement on its design, casting of the concrete slabs and supports has been carried out for the replacement bridge for the pond. VolkerLaser Ltd have completed the majority of the waterproofing and significant areas of tiling within the project site boundary, in order to reopen various sections of the podium to the public.

- **Soft Landscaping**

The appointed consultant, Professor Nigel Dunnett working in association with the Landscape Agency, has prepared the final landscaping design, although the number of trees has been reduced in accordance with the structural engineer's advice that they are best positioned over loadbearing columns. Open Spaces has been instructed to proceed with the planting works. The installation of the manual watering system by Fountaineers has also been instructed and work has commenced on this. Reinstatement of the planting medium within the raised beds is well under way in readiness for the planting, which has been scheduled for the last two weeks in March 2015.

- **Bryer Court Pond**

The Soft Landscaping Working Party have agreed outline plans for the reinstatement of the pond and this work will follow on from the planting of the beds, after the Easter break.

- **Leaks into Car Parks**

Officers have been surveying car park areas to determine an order of priority.

6. Asset Maintenance Plan

A meeting with the Asset Management Working Party is due to take place in February/March 2015 to go through the 20 year programme and focus on the detailed 5 year programme.

7. Public Lift Availability

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

Lift	From April 2013 to March 2014	From April 2014 to December 2014
Turret (Thomas More)	99.16%	99.58%
Gilbert House	99.70%	99.92%

8. Upgrade of the Barbican Television Network

Fibre installation work is progressing well. Over 100 installations have taken place in the Tower blocks and works to the terrace has now commenced. Free installation has now been extended to the end of April 2015. Regular updates will continue to be sent via the email broadcast and on notice boards.

9. Concrete Works

The intended programme for concrete testing and immediate repairs has been revised and all blocks, not previously tested, will be carried out during the financial year 2015/16

10. Background Underfloor Heating

A draft consultant's brief has been produced and has been reviewed by resident members of the Working Party. The brief is currently being revised with a view to seek fee tenders during February 2015. An approved budget currently exists for the review of the heating system.

City Surveyors Update

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

11. St Alphage House – Renamed London Wall Place

Brookfield Multiplex are making good progress with basement construction for the new buildings estimated to be complete in the spring of 2015. Completion of the new buildings anticipated in March 2017. More information is contained in Brookfield Multiplex monthly newsletter sent out to adjacent Barbican residents including planned temporary closure of Wood Street 10-13th March and on the project website www.londonwallplace.com.

12. Frobisher Crescent

The heating system suffered an outage in January 2015 and the problem was traced to an individual flat. The developer, United House, are not attending to repairs within individual flats as they believe this to be the owner's responsibility. CSD department have yet to be offered the heating system for handover by United House.

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

Bastion 13

The replacement garden lights are currently being designed by the City's Street Lighting team (DBE) in consultation with Barber Surgeons and the City Surveyor; the old lights on the mound were found to be unsafe and removed as part of the recent conservation works.

Bastions 12 & 11A

The conservation work was completed and the site cleared with the keys to the site returned to BEO offices as planned by Friday 7 November 2014.

Some post completion recording by the conservators was carried out later in November and early December (two separate visits) to monitor mortar curing on Bastion 11A.

14. City of London School for Girls – Gymnasium Extension

- Swimming pool cladding completed 8 January 2015 – Pool has been handed back to the School and is in use.
- Gymnasium, including plant works due for completion 13 February 2015.
- Site welfare accommodation and offices are due to be removed by the end of January 2015.

- The remaining work involves installing the external doors to the gymnasium and the plant enclosure, louvres to the plant enclosure and the steps and handrail to the emergency escape route.
- Project completion is anticipated to take place by end of February 2015, some delays were incurred due to the need to seek Listed Building Consent to increase the size of the plant enclosure to accommodate enlarged dampers to achieve the level of attenuation required by the planning consent.

15. London Film School

Negotiations are at an advanced stage to grant a long lease of part of Exhibition Hall 1 to The London Film School. When the lease to the School is completed the Corporation will begin removing the plant and machinery within the space. This is expected to be completed in the summer of 2016. Following this the premises will be handed over to the School who will commence their fit with a view to opening the school for students at the beginning of the September 2017 academic year.