



## Barbican Estate Residents Consultation Committee

**Date:** MONDAY, 18 MAY 2015

**Time:** 7.00 pm

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

**Members:**

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

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**John Barradell**  
Town Clerk and Chief Executive

## **AGENDA**

1. **APOLOGIES**

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

3. **MINUTES**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 2<sup>nd</sup> March 2013 (*with questions submitted and responded to in advance of this meeting*).

**For Decision**  
(Pages 1 - 10)

4. **TO ELECT A SECOND DEPUTY CHAIRMAN**

As agreed at the AGM on 9<sup>th</sup> February 2015, the Barbican Estate Residents' Consultation Committee (RCC) is carrying a vacancy for a second Deputy Chairman.

**For Decision**

5. **BARBICAN AREA CCTV**

Report of the Town Clerk. *This report was approved by the Police Committee on 26 March 2015 and the Community and Children's Services Committee on 17<sup>th</sup> April 2015.*

**For Information**  
(Pages 11 - 30)

6. **SLA REVIEW**

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

**For Information**  
(Pages 31 - 44)

7. **ROOF APPORTIONMENTS FOR BRETON AND BEN JONSON HOUSE - TO FOLLOW**

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

8. **GARCHEY FIVE YEAR REVIEW**

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

**For Information**  
(Pages 45 - 58)

9. **WORKING PARTY REVIEW - GARDENS ADVISORY GROUP**

Minutes of the Gardens Advisory Group (June 2014 – March 2015).

**For Information**  
(Pages 59 - 66)

10. **USE OF THE PRIVATE GARDENS**

A discussion document.

(Pages 67 - 70)

11. **PROGRESS OF SALES AND LETTINGS**

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

**For Information**  
(Pages 71 - 74)

12. **UPDATE REPORT**

- Agenda Plan 2015
- "You Said, We Did"
- Property Services Update
- City Surveyors' Update

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

**For Information**  
(Pages 75 - 86)

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

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

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## **BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE** **Monday, 2 March 2015**

Minutes of the meeting of the Barbican Estate Residents Consultation Committee  
held at Guildhall on Monday, 2 March 2015 at 7.30 pm

### **Present**

#### **Members:**

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

### **In Attendance**

Gareth Moore	Chairman, Barbican Residential Committee (BRC)
Prof. John Lumley	Barbican Residential Committee

#### **Officers:**

Helen Davinson	Community and Children's Services
Anne Mason	Community and Children's Services
Karen Tarbox	Community and Children's Services
Barry Ashton	Community and Children's Services
Mike Saunders	Community and Children's Services
Amy Carter	Community and Children's Services
Julie Mayer	Town Clerk's

### **1. APOLOGIES**

Apologies were received from John Tomlinson (Cromwell Tower) and David Graves (Seddon House).

The Chairman welcomed John Whitehead, the new representative for Breton House. Mr Whitehead had submitted apologies for this evening.

The Chairman then welcomed Trevor Kavanagh, who is replacing Helen Wilkinson, representing Speed House. The Chairman and Members thanked Ms Wilkinson for her service to the RCC.

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

There were no declarations.

### **3. MINUTES**

- The Minutes of the Barbican Residents' Consultation Committee (RCC) held on 24<sup>th</sup> November 2014 were approved.

- The Minutes of the RCC's Annual General Meeting held on 9<sup>th</sup> February 2015 were approved.

#### 4. **SERVICE LEVEL AGREEMENT 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 (SLA's) and Key Performance Indicators (KPI's) for the quarter October to December 2014.

A Member noted the recent work to the gravestone plinths in St Giles' Terrace and asked if there would be an on-going maintenance plan. It was noted that advice would be sought as to what maintenance should be carried out and at what frequency.

**RESOLVED, that:** the Service Level Agreement Review be noted.

#### 5. **PROVISION OF BICYCLE STORAGE**

The Committee considered a report of the Director of Community and Children's Services in respect of the provision of Bicycle Storage. During the discussion on this item the following matters were raised/noted:

- Officers advised that there had been consultation with Planning from the outset of the project.
- Generally there was a preference for individual storage facilities, rather than pods but it was accepted that the pods had been gifted and it had not been possible to finance individual lockers.
- The key deposit charges were comparable with other neighbouring London boroughs
- There were currently no charging facilities for electric vehicles but there might be more funding available.
- The pods already installed in the Defoe car park were only visible from the podium through a grille.
- Notice would be given prior to installation and this had been delayed to ensure adequate consultation with residents.

**RESOLVED, that:**

The Barbican Residential Committee be recommended to:

1. Introduce an annual residential licence of £30.00, with a key deposit of £25.00, to be introduced with immediate effect (for all bicycles housed within the communal Bicycle Cage Storage Areas), to be reviewed annually from December 2015.

2. Incorporate the bicycle storage pods into the car parking charging policy, to be reviewed in December 2015 in relation to RPI.

6. **WATER TESTING AND ASSOCIATED SAFETY WORKS**

The Committee received a report of the Director of Community and Children's Services in respect of Water Testing and Associated Safety Works, which sought to address questions raised at the last meeting about the structure of the contract. Members were informed that the contract would be for the Barbican Estate and the contract for the City's other housing would be tendered separately.

A specific concern had been raised at the previous meeting regarding a potential conflict of interest; i.e. if the same contractor were to recommend remedial work and then perform that remedial work. This would be addressed by a working protocol whereby the BEO would review any recommendation received from a contractor. The works would be allocated to the repairs and maintenance contractor, if appropriate, or where specialist works were required, they would be commissioned.

Members also noted that the Section 20 Notices had been sent out before the Meeting of the BRC on 16<sup>th</sup> March 2015, owing to the timescale required to procure a new contract by June 2015.

The results of the recent water tests were also available from the Barbican Estate Office.

**RESOLVED, that:**

1. Procurement proceeds for a 2 year testing contract, in order for the Barbican Residential Estate to ensure statutory compliance.
2. Procurement proceeds for a risk assessment contract to meet requirements and confirm any major works that need to be carried out.
3. The RCC and BRC receive further reports and a works programme, following completion of the risk assessments, in order to seek approval prior to procurement for a contractor to complete the works.

7. **PROGRESS OF SALES AND LETTINGS**

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

**RESOLVED, that:** the sales and lettings report be noted.

8. **UPDATE REPORT**

The Committee receive the regular update report of the Director of Community and Children's Services. During the discussion, the following matters were raised/noted:

- Advice had been sought from the Landscape Agency in respect of the paths flooding through Thomas More Garden, where there is no drainage.
- The spreadsheets in respect of the roof apportionments had been circulated today and the Chairman and Secretary of the Barbican Association would be meeting shortly to review them. Officers expected any adjustments to show in the September service charge accounts. Members also noted an outstanding question: *Could you also please let me have the original tender figure and the final account figure. It is a fair assumption that the related sum has been sitting in an account for the last 10/11 years. In view of this, it is reasonable to expect that any amount owed to the residents be repaid with interest, say 5% pa.*
- Officers advised that they did not envisage paying interest.
- In respect of the TV installation, the problem with conduit at Andrewes House had now been resolved and the solution would be replicated in the other tenant blocks. Members noted that cable boxes could be installed in other rooms, with the arrangement of the lease holder. Members asked for an estate-wide update in respect of the delay following the Andrewes House installation and the deadline date for applying for the free upgrade. Officers advised that the engineers were likely to be on site for 2 months after the installation.
- The Beech Gardens Project Board was due to meet on 4<sup>th</sup> March.
- Frobisher Crescent - planning for the redecoration project is progressing.
- In respect of the podium re-tiling, workers would still be on site in April on account of the delays caused by poor weather. Any residual works would not affect the soft landscaping.
- Mountjoy residents were frustrated at having to park at Thomas Moore House, as it had leaks and the Barbican Association Chairman offered to raise this with the City Surveyor.
- The Barbican Association also offered to chase a completion date for the Girls' school
- The new church light was extremely bright and the Assistant Director offered to raise this with the City Surveyor.

**RESOLVED:** that, the Update report and comments, as set out above, be noted:

## 9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

Following the suggestion at the AGM that a later start time might be more convenient for working/commuting residents, residents had found the start time of this meeting more convenient and asked if a later start time could be trialled



until the end of the year, with the aim of being able to attract Members that otherwise would not be able to attend.

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

- The residents of Bunyan House asked how long their car washing bay would be unavailable. Whilst noting that they could use Breton House's area, using this location would fall within the congestion charging zone. Officers explained that the area was required for storage during the Beach Gardens project and was the safest option. A representative from Bunyan House was invited to join officers on a site survey to consider alternatives.
- Members noted that all tiling to all the staircases would be replaced over the next year and the contrasting edging would be made high-visibility.
- The residents of Bunyan Court and John Trundle Court advised that the noise problem from Virgin Active had intensified. Environmental Health had visited the blocks to carry out noise testing. Whilst emphasising that this issue fell within the remit of the Environmental Health Team, the Assistant Director was concerned that residents had not been given monitoring equipment and offered to investigate this. The Bunyan Court House Group representative agreed to provide the email correspondence trail.
- Red and White banners had been installed near the Girls' School, following a recent school inspection, in order to mitigate the water hazard. Residents were concerned about the visual impact this had on the listed terraces and gardens. The Assistant Director offered to investigate whether this would be permanent.
- Residents were reminded that they were not permitted to install permanent screens or trellises on their balconies but there was nothing to prevent them from using tall plants to achieve additional privacy.
- Officers advised that there had recently been a spate of sign thefts from the Estate and new signage was on order. Members noted that wayfinding and signage on the Estate was now being considered as a part of the Barbican Area Strategy.

**The meeting ended at 8.45pm**

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Chairman

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## **Pre RCC Member QUESTIONS**

**For 2 March 2015 RCC**

### **ITEM 4**

1. In The Appendix 6 of The latest RCC papers the latest comment is : “ Stair edging alternatives have now been sourced and agreed by Planning. To Rollout across the Estate following The Beech Street Gardens Project” -

This statement is very vague and considering that Defoe RTA has been asking that the poor and dangerous condition of the risers be rectified for over 12 months now we would like a more specific update. Currently the risers constitute a hazard.

**The edging tiles have now been successfully installed within the Beech Gardens Project area and tiles have been ordered for the rest of the Estate. Where tiles edges are currently missing, they have been concreted temporarily and painted white.**

### **ITEM 5**

2. Bicycle facilities – On p45, question 8 seems to show that people don't want pods. But p43 says that we're going to spend some of the funding on pods. Why is that? Are we assuming that people didn't choose pods in question 8 because they didn't know what they were?

**The survey was to assist in preparation for the allocation of monies for next for financial year – if successful in receiving further funding from TfL.**

3. Why not select a colour that matches one on the "approved palette"? Why not have the galvanised-iron ends (of poor quality galvanising) painted to match as above? Ditto for main frame of BIKEHANGAR?

**The facilities we have received are a gift from funding via TfL and the products discussed with Planning.**

4. When the Listed Building Consent Officer was consulted, was he or she informed that these rack are permanently bolted down?

**Yes**

5. Was the officer, referred to above, told that the installed racks are visible from above, from Defoe Place?

**Yes as it was an onsite meeting.**

6. At what stage in the process did BEO officers consult the guidelines?

**BEO officers reviewed the guidelines and decided to involve Planning Officers.**

## ITEM 8 (APPENDIX 2)

7. With reference to Beech Gardens Project updates, the location of the reservoir tank, which is to replace the previous intensive irrigation system, has not been reported.

I understand that it is currently being installed at 03 level at the southeast corner of Bryer Court within the residential lift and stairs structure. I understand that whereas the previous irrigation system drew water from mains supplies locally all over the northwest Barbican podium, the replacement nine cubic metre tank concentrates its replenishment by tapping into the mains supply to Bryer Court only, and then pumping this on demand to hosepipes in the raised beds all over the northwest Barbican podium. I understand that a tank of this size full of water weighs at least nine tonnes. Apparently this does not require planning consent.

Would the Estate Officers, City Surveyors and Building Control responsible for this installation confirm the situation to us because there has been no written statement?

**The above is correct. The draw from the supply can be set at the same rate (or less) as the original tank –therefore water pressure will not be affected.**

8. Would they assure Bryer Court residents that their residential water supplies are not to be adversely affected and in particular their priority to the mains supply, water pressure requirement and safeguards against back contamination from the new reservoir tank and its pipe runs?

**WRAS regs will be met in regard to the risk of back contamination. Bryer Court supply is also shared with John Trundle Court and Bunyan Court and would have supplied the original irrigation system and tank underneath Bunyan Court**

9. Would the officers also assure Bryer Court residents that the installation, its pipe runs, pumps, valves and associated machinery are specified so as not to transmit noise or vibration to their dwellings, nor add to the pre-existing noise levels in the adjacent residential common parts and the 03 level vicinity?

**Yes**

10. Would the officers assure us that the adjacent structures and services are able to bear the weight of this installation and that it conforms to building regulations for residential locations and the listed building management guidelines for these parts?

**Building Control and a Structural Engineer have deemed it to be a suitable location.**

11. It is unclear how the ongoing water service charges and maintenance costs associated with this installation are to be accounted for and whether other areas of the podium are intended to be added to its load. It is also unclear whether the proximity of the installation to Bryer Court poses a new risk requiring increased water testing service charges for the residents' supply. Would officers be able to clarify these points?

**This would have been the same as the original Bunyan Court tank**

12. The Beech Gardens Project is a pilot for waterproofing all podium areas and the new planting has been designed to support this objective without the previous intensive irrigation system. The success of this replacement and the planting it sustains can only be meaningfully assessed if the amount of water being used is reported over the coming years and weather conditions. Would the officers confirm that the supply to the tank is going to be metered from the start and the readings reported periodically to RCC/BRC?

**Supply to the tank will be metered.**

#### **ITEM 8 (APPENDIX 2)**

13. Benjo/Breton roof apportionment. If the Consultants practice has been able to supply you with the costs of the small number of contract instructions, which are needed before a decision on the final apportionment can be made? If not, what actions are being taken/can be taken to acquire full details of the difference between the original tender figure and the final account figure?

**Officers are working towards a satisfactory conclusion on the outstanding contract instructions. These have been entered onto the agreed standard apportionment template for review by the BA's Roof Sub-Committee. Only after the outcome of the review by the Sub-Committee will we be in a position to confirm the final breakdown of the percentages between the City and Long Leaseholders**

14. Could you also please let me have the original tender figure and the final account figure. It is a fair assumption that the related sum has been sitting in an account for the last 10/11 years. In view of this, it is reasonable to expect that any amount owed to the residents be repaid with interest, say 5% pa.

**It is not envisaged that interest would be paid.**

#### **ITEM 8 (APPENDIX 3)**

15. Given the installed communal heating system for the 69 Frobisher Crescent flats, why has the CSD allowed the developer, United House, to forgo attending 'to repairs within individual flats' before they have been offered the heating system by the developer? The system remains unreliable. There have been at least two outages in the first two months of 2015.

**The outages have occurred as a result of faults within individual flats not from the primary system. Until recently UH's contractor (part of the UH Group) were attending repairs under the defects liability period they had through their works contract**

16. As the BEO has just started the procurement process for appointing an appropriate maintenance contractor, can we be assured by the CSD Department that the handover of the heating system will not be accepted by them until after this contractor is in place?

**Yes**

17. We have previously requested that the annual heating/hot water health checks now due be undertaken before CSD accepts the system. Can the CSD Department advise the progress on this issue?

**UH carried out a health check on each flat completed last year offered free of charge. Any subsequent annual checks would not be free and would have to be commissioned by BE/Residents.**

#### **GENERAL**

18. We appreciate that much thought and care has gone into planning how to restore the Thomas More north beds to being once again a handsome feature of that garden. We can see that new plantings are in place but we ask if there is an overall Landscape Vision for those beds which residents could know about, and possibly see, together with an estimate of when the new plantings are likely to restore beauty to those beds.

**Whilst a great deal of work has gone into the northern bed of Thomas More House, the Gardens Advisory Group, BEO and Open Spaces Officers are conscious that the borders of both gardens (Thomas More lawn and Speed Garden) have not had significant investment or wholesale replanting for many years, rather more of a piecemeal exercise. This is something the GAG will be considering over the next few months and will report back with proposals**

#### **GENERAL**

19. An additional question is to ask if the Directional signage at this end of the Estate could be improved particularly close to staircase 2 as on a number of occasions people looking for an exit from the podium have tried to access the car park from staircase 2 and in frustration

**Signage is reviewed annually across the estate. The BEO checks that signage is current and in good condition. Where funds allow, old and tattered signs are replaced. A more comprehensive signage project would be the responsibility of the Department of the Built Environment (DBE). The stairs leading down from the podium by Defoe House (and also by Speed House) have small signs indicating that there is no access to street level. The BEO is aware that the map box by Staircase 1 of Defoe House is still missing and has been chasing this with colleagues in DBE.**

<b>Committee(s):</b> Police Committee Communities and Children Services Residential Consultative Committee Barbican Residential Committee Safer City Partnership	<b>Date(s):</b> 26 <sup>th</sup> March 2015 17 <sup>th</sup> April 2015 18 <sup>th</sup> May 2015 1 <sup>st</sup> June 2015 8 <sup>th</sup> June 2015
<b>Subject: Barbican Area CCTV</b>	<b>Public</b>
<b>Report of: Town Clerk – Assistant Director Safer City Partnership</b>	<b>For Information</b>
<p style="text-align: center;"><b><u>Summary</u></b></p> <p>This report sets out proposals to install an additional 24 cameras to improve the CCTV coverage of the public walkways and the area around the Barbican Estate including Golden Lane Estate area.</p> <p>This has been triggered by recent incidents of crime being reported, some of an indecent nature, on the Barbican Estate near the School for Girls which has subsequently highlighted the fact of there being a lack of camera coverage in this area.</p> <p>The installation of additional cameras would cover the public spaces of the Barbican area and would not target any particular property or building.</p> <p>Profiling data has been produced by the City of London Police to establish a need for investment as outlined above and an assessment of the area has been done to identify the strategic locations of where best to locate any additional cameras. It is estimated that the installation of additional cameras will cost around £215k.</p> <p>As a project that aims to prevent crime, assist in the detection of crime and one which would also benefit the community as a whole in making the area feel safe, the project aligns with the criteria required to obtain funding through the Proceeds of Crime Act (POCA).</p> <p>An application for POCA funding will be made to the next board in May 2015. The project will follow the corporate project gateway process.</p> <p>When delivered this project will become an integral part of the current Ring of Steel upgrade CCTV system monitored by the police and accessed by the City Corporation. The on-going revenue maintenance costs will be apportioned between the two organisations in line with the current arrangements. The cameras will act as a deterrent to criminals and assist in the reduction of crime not only in the Barbican area but supporting crime reduction across all the City of London and has the support of the City Police.</p>	

Comments will be sought/ have been received through the consultation process to assist with the delivery of this project. The relevant committees and groups are listed in the consultation section of this report.

### **Recommendations**

#### To note:

- The proposed installation of additional CCTV as set out in this report on the basis that it can be funded by a successful POCA bid.
- The project will be delivered through the Corporate Project Gateway process.
- That this project will become part of the Ring of Steel upgrade project to ensure it is integrated into the City of London Police CCTV system and can be accessed by the City Corporation.

## **Main Report**

### **Background**

1. The issue of CCTV installation on/ around the Barbican Estate has been discussed by the Barbican Estate Security Sub-committee previously over recent years. At that time, when previously considered, it was not seen as being required and equally there were concerns aired that there may be increases to the service charges for estate residents to pay for the installations. More recently however, in response to a number of reported incidents, a number of elected Members have asked for a review of CCTV requirements.
2. To assess the business case, a local crime profile report was produced by the City of London Police for an area extending beyond the Barbican Estate which includes the area immediately adjacent to include Golden Lane Estate, (See appendix 1 Map showing area). The report produced shows the number of crimes across all 'crime categories' reported to the police for 2013 calendar year period. The number of crimes recorded was 508 (see appendix 2), it must be noted these records predominantly relate to crimes around the Barbican Estate.
3. The map "Crime by location in the study area" provides information on all the different crimes in the Barbican area. Among these crimes there are some which are categorised as sexual offences. The offences are not of a serious physical nature but are related to victims under the age of 16. This is partly attributed to the location of the City of London School for Girls being in close proximity.



4. A map has been produced to show where the current locations are of CCTV cameras (see appendix 3), it can be seen that there is 'inadequate provision of CCTV cameras along the public walkway'.

### **Current Position**

5. From the local crime profile data trends are emerging showing that some crime numbers are being repeated on an annual basis in and around this area. It is thought that some perpetrators exit the tube stations close by and are able to get inside the Barbican Estate and exit the area undetected as there is no or very little coverage of CCTV around the entrance and exits of the public walkways making the pursuit of such individuals more difficult.
6. The City of London Police invests heavily in resources in preventing and detecting crime. As current pressures on police numbers and financial resources increase, greater emphasis is being placed on the use of modern technology such as CCTV to assist with the prevention and detection of crime. Additionally, the City is experiencing times of raised threat levels relating to terrorism and extremism, this has been well documented in the media recently. Clearly improvements in the coverage of CCTV across the City will benefit the City's response to these threats.
7. The City is presently looking at all of the security measures currently in place to ensure they are fit to meet the security threats and challenges of today and of the future. The assessment of CCTV across the City shows that there is relatively good coverage, however there is undoubtedly a gap in coverage on and around the Barbican Estate/ Ward area and it would therefore be prudent to extend the coverage across these areas.

### **Proposals**

8. Working closely with the City of London Police, a strategic assessment of camera locations was undertaken to identify additional overt CCTV camera coverage on or around the public walkways within the Barbican and Golden Lane Estates. Appropriate signage will be installed in line with the requirement for the use of overt CCTV.
9. It is intended that the cameras are used to protect the public areas/ walkways in the prevention and detection of crime. The equipment will be integrated into the existing Ring of Steel CCTV system, the monitoring, data management/ controller will be the City Police and accessed by the City Corporation and by involving project officers of the 'Ring of Steel upgrade project' the proposed cameras will be of the same specification and quality to ensure compatibility. Within this proposal it has been identified that an additional 24 cameras will be installed. The locations of the

additional cameras can be seen on the map in appendix 4. This project will follow the established corporate project gateway process to enable delivery.

10. When delivered this project will become an integral part of the current Ring of Steel upgrade CCTV system monitored by the police and accessed by the City Corporation. The on-going revenue maintenance costs will be apportioned between the two organisations in line with the current arrangements, officers are liaising with colleagues in the Chamberlains department to formalise this arrangement.
11. Being conscious of the listed building status of the Barbican, wireless cameras will be considered for use where possible in order to minimise any interference with the fabric design of the building. Approval will need to be obtained from City of London Corporation Planning department regarding the buildings that are listed by British heritage with planning officers already engaged in the project providing advice.

### **Financial and Risk Implications**

12. An estimated cost of £215,000 has been received for the 24 new cameras which includes installation. A breakdown of the costs can be seen in appendix 5
13. This Project is a good fit with the criteria set out to be able to apply for funding via POCA (Proceeds of Crime Act) administered by the City of London Police. Projects wishing to be funded by POCA have to meet one of the three criteria which are; drive up performance on asset recovery, to fund local crime fighting priorities and reduce crime and for the benefit of the community.
14. As a project that aims to prevent crime, assist the detection of crime and would also benefit the community as a whole in making the area feel safe the project meets the criteria required to obtain funding through the Proceeds of Crime Act (POCA). An application for POCA money will be made for the funding of the project at the next board in May 2015.

### **Legal Implications**

15. Advice will be sought to ensure that compliance with the data protection act is maintained and the comptrollers will be consulted throughout the delivery of this project to ensure that any issues relating to privacy are addressed.

## **Property Implications**

16. The project will engage with the Planning Department, Housing and any other bodies relating to the listed status of the Barbican.

## **HR Implications**

17. After an initial assessment there are no HR or equality impacts.

## **Strategic Implications**

18. This project matches the strategic aim of the Corporate plan “to provide modern, efficient and high quality local services and policing within the Square Mile for workers, residents and visitors with a view to delivering sustainable outcomes” By making the police more efficient with equipment that is necessary to protect and keep safe the City of London improving the quality of their work and service.
19. It is also a policing priority to reduce crime and to protect the City from terrorism. Better CCTV in the Barbican area could potentially reduce crime not only in that area but in the city as a whole.
20. Improvements in CCTV coverage in the Barbican area would also meet the objectives of the Safer City Partnership plan which are: reducing anti-social behaviour, reducing re-offending, Night-time economy issues, Counter Terrorism

## **Consultees**

21. It is intended that this report will follow the recognised consultation process for Barbican related projects and will be presented for information and comment to:
- Police Committee – 26<sup>th</sup> March 2015
  - Communities and Children Services – 17<sup>th</sup> April 2015
  - Housing Management & Almshouses Sub Committee - 27<sup>th</sup> April 2015
  - Residential Consultative Committee – 18<sup>th</sup> May 2015
  - Barbican Residential Committee – 1<sup>st</sup> June 2015
  - Safer City Partnership – 8<sup>th</sup> June 2015

## **Conclusion**

22. In order to support the City of London Police in their day to day delivery of policing and to further improve the security of the City the increase in numbers and improved coverage of CCTV in the Barbican area will help to prevent a deter crime in that area.

23. The overall crime prevention and detection in the city could also be affected by this improvement, as criminals would not be able to 'hide' or 'disappear' via the Barbican area. Tracking perpetrators of crimes that are reported as being 'in progress' may also be improved for the reasons outlined above.

24. The use of technology in this way helps the City Police deliver an effective policing service in times of increasing financial challenges.

## **Background Papers:**

Crime and Disorder Barbican Estate 2013

City of London Corporate Plan

Safer City Partnership plan

City of London Policing plan

## **Appendices**

Appendix 1 – Map of Barbican Area

Appendix 2 – Crime by location Type in the study area

Appendix 3 – Barbican area CCTV cameras (Police and Corporation)

Appendix 4 – Map of Proposal of CCTV

Appendix 5 – Estimated costs

Appendix 6 – Results of the Estate-wide Consultation on the Police

Committee proposals for CCTV on the Estate (Discussion Document for the Barbican Estate Residents' Consultation Committee)

## **Contact:**

Doug Wilkinson MBA CMgr MCM

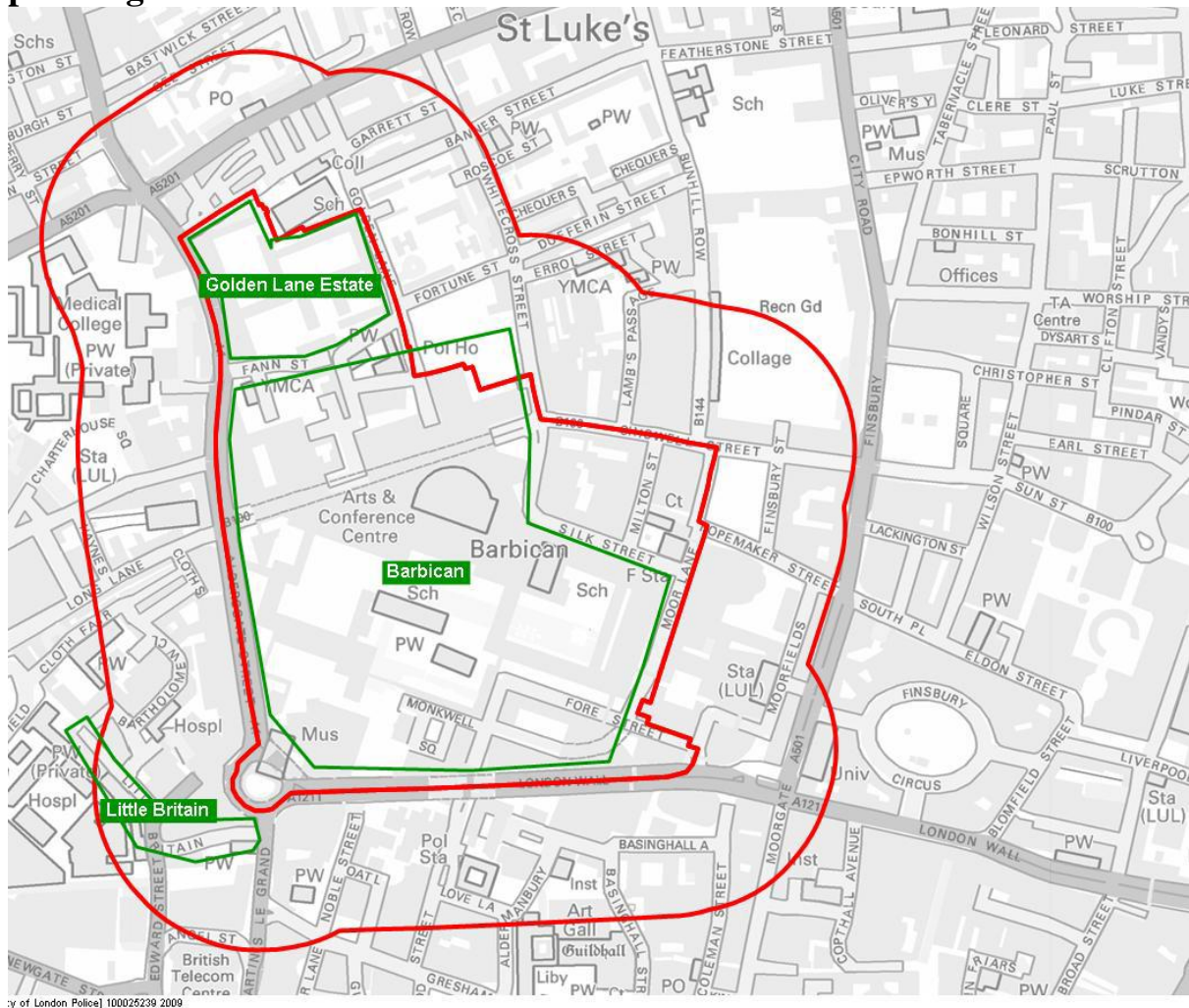
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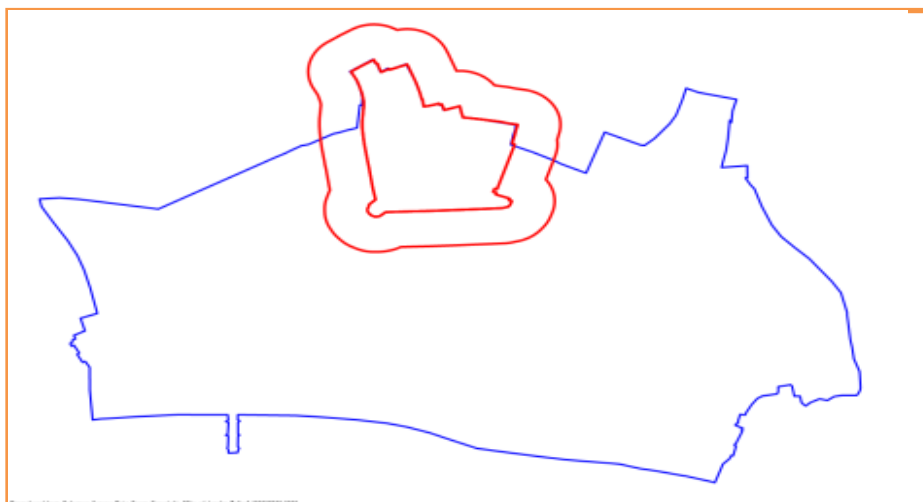
Direct Line: 0207 332 4998

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## Barbican study area used for crime profiling



## City of London – Barbican area



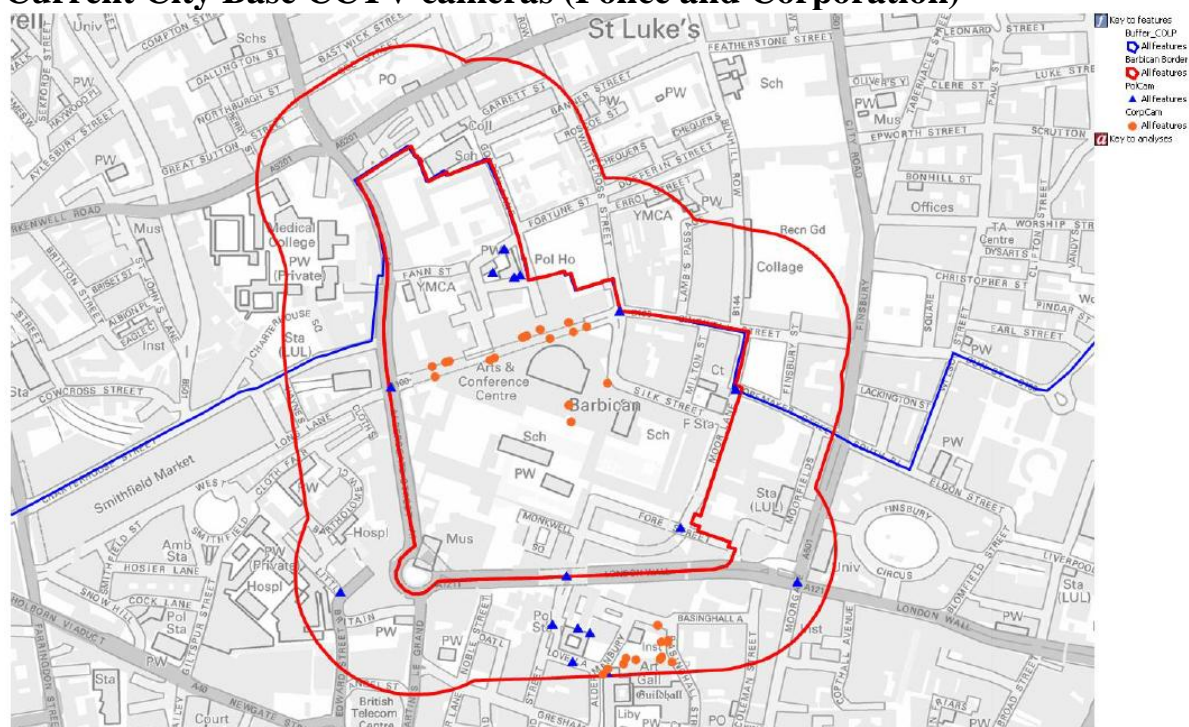
## Appendix 2

### Crime by location type in study area

Location Descriptor	Burglary - (i) in a dwelling	Burglary - (ii) in other building	Criminal damage	Drug offences	Fraud and forgery	Miscellaneous Offences	Other offences	Robbery	Sexual offences	Theft and handling stolen goods	Violence against the person	Grand Total
Street			4	21		9	7	3	2	84	31	161
Licensed Premises		2			1			1		64	14	82
Business		9	4			3	2		1	35	3	57
Barbican			1			1				28	7	37
Fitness Club			1	1	1	2			1	25	3	34
Residential Block		4	6							11	7	28
Residential Address	10		2						1	6	9	28
Retail		1			2	1				16	2	22
Education		2								12	1	15
Car Park			1							12		13
Food					1				1	7	2	11
Cycle bay										5		5
Building Development										5		5
POLICE			1							2		3
Telecoms										1	1	2
Gaming			1								1	2
Hospital						1						1
Transport										1		1
Church										1		1
Grand Total	10	18	21	22	5	17	9	4	6	315	81	508

84.1% of offences

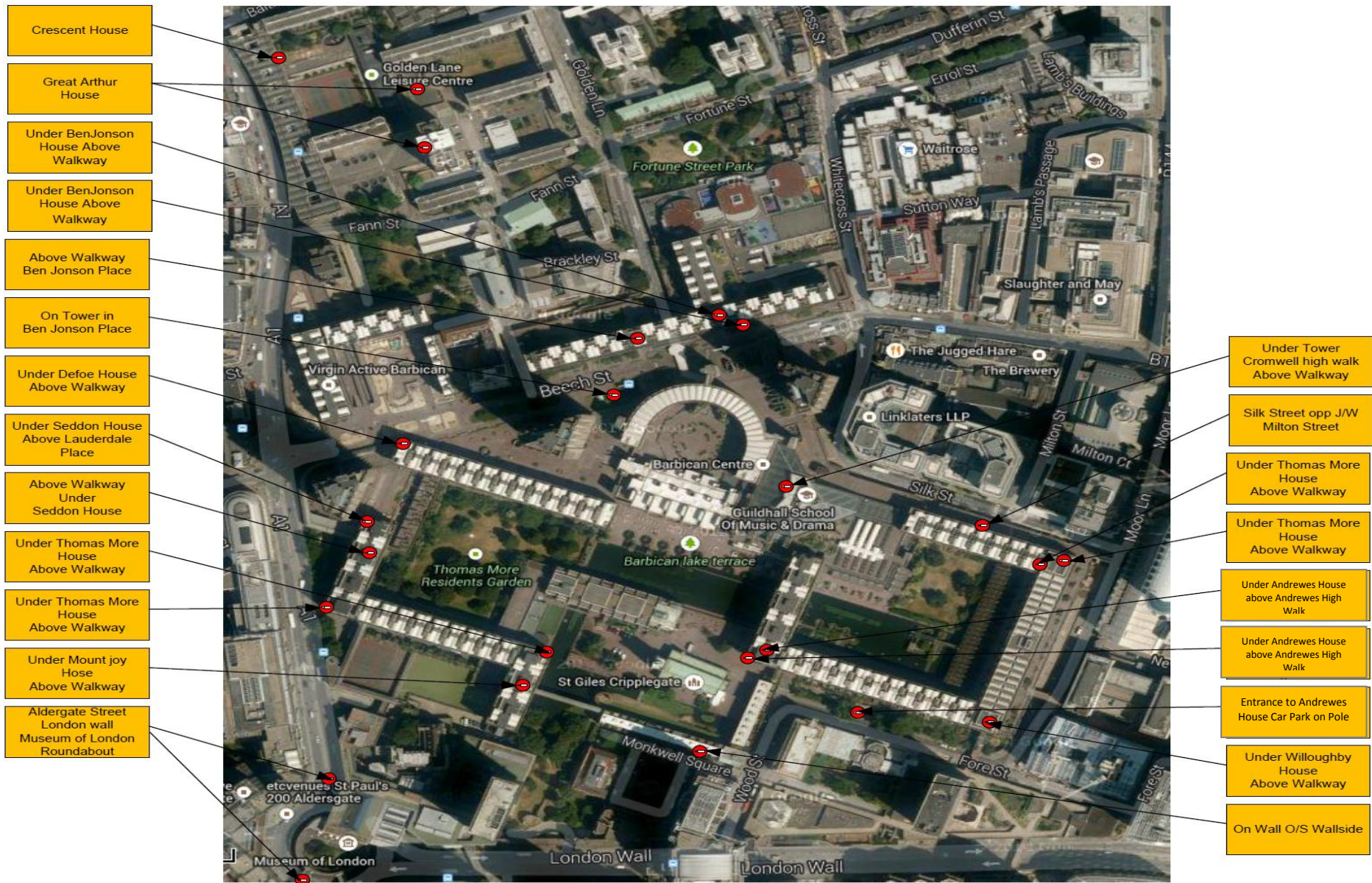
### Current City Base CCTV cameras (Police and Corporation)





## **BARBICAN CCTV PROPOSED LOCATIONS**

## Appendix 4





## Estimated costs

Schedule No. 1	Barbican Centre New CCTV - Budgetary Proposal			
Item No.	Description	Qty	Unit Price (£)	Total (£)
1-1	<b>IP PTZ Camera - Budgetary</b>	24.00	8,287.00	198,888.00
	<p>Supply Installation and Commissioning of:</p> <p>1 x IndigoVision Ultra 2k IP PTZ Cameras</p> <p>1 x IndigoVision Licenses SUP</p> <p>1 x Enclosure and PSU</p> <p>1 x Bracketery Allowance</p> <p>1 x IP Wireless Link (Pair) 5Ghz upto 6km</p> <p>1 x Cabling Allowance</p> <p>1 x Containment Allowance</p> <p>1 x IP Switch Equipment</p> <p>1 x Lot Project Services</p> <p>NOTE:</p> <p>1 - The site will require a thorough site survey prior to providing a detailed design. Mainly as the site has numerous restrictions and technical dependencies on other projects which could cause major changes to the design.</p> <p>2 - A 230V fused super will be required and to be provided by the client within 10m of camera location.</p> <p>3 - An allowance has been made for access lift equipment.</p> <p>4 - Any permissions required prior to installation to be in place by the client.</p> <p>5 - Recording equipment has not be considered for this project as it may be done via a separate project. However we would suggest to create an allowance for these aspects.</p>			
1-2	<b>Recording Equipment</b>	1.00	15,291.00	15,291.00
	Estimated Cost For recording Equipment assuming a central recording location recording at 31 days real time at 1080P			
Total for this schedule net, excluding VAT				214,179.00

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**Residents Consultation Committee Discussion Document**  
**Results of the Estate-wide Consultation on the Police**  
**Committee proposals for CCTV on the Estate**  
**For discussion at committee, 18 May 2015**

A report of the chairman of the RCC and the Chair of the Barbican Association, 5, May 2015.

## **1 Summary**

A consultation with residents was carried out by the chairs of the RCC and BA in April in order to determine the views and concerns of residents in relation to the City of London Police Committee's proposal to install CCTV cameras in the public areas of the Barbican Residential Estate for the first time.

57% residents stated that they welcomed the proposal. However, 51% expressed concerns or objections, including some of those saying they welcomed the proposals, who also recorded some concerns.

A substantial minority (38%) said they either had reservations about the proposal (17%) or they objected to it (20%).

Several suggestions were made by those responding with regard to improvements that could be made to the proposal, described in section 6.1. If residents' concerns could be addressed, the proportion of residents who would find a modified proposal for CCTV acceptable rises to 68%.

The consultation also shows that the vast majority of residents either feel safe or very safe living on the Barbican Estate.

While the consultation does not reveal any reason for RCC to oppose the proposals in principle, it does identify problems with the scheme as it is proposed, in the view of residents. This highlights the need for modifications to be sought to the proposals, or additional reassurances to be given, in order for any CCTV installation to satisfy a majority of residents.

## **2 The consultation**

### **2.1 Consultation method used**

Residents were informed of the consultation by means of posters in the lobbies or lift areas of each block and also by the BEO's email broadcast (which reaches around 1,400 residents). These provided a link to information about the scheme prepared by the chairs of the BA and RCC based on the information provided in the Police Committee CCTV report, in consultation with the CoLC Officer who prepared the report.

Residents were given the option to complete the survey online or on paper. Due to limited time, residents were given 12 days to respond to the consultation online and 10 days to respond on paper. An email reminder was sent the day before the consultation closed.

### 3 Consultation questions asked

- Q1 What are your views on this proposal, overall?
1. I welcome this proposal
  2. I have reservations about this proposal
  3. I object to this proposal
  4. I don't have enough information to tell
- Q2 (Asked only of those entering 1 at Q1)  
What aspects of this proposal do you welcome or consider would be helpful?
- Q3 (Asked only of those entering 1 or 2 at Q1)  
What reservations or objections do you have to this proposal?
- Q4 (Asked only of those entering 3 at Q1) Are there any changes that could be made which would make the
- Q5 (Asked only of those entering 2 or 3 at Q1) Would you be able to accept a modified proposal for CCTV at the Barbican, which included the changes necessary to meet your reservations?
1. Yes, probably
  2. No, probably not
  3. I don't know
- Q6 (Asked only of those entering 4 at Q1)  
We provided you with some background information to this proposal. What additional information would you have liked?
- Q7 On a scale of 1 to 10, how safe do you feel within the Barbican Estate in relation to crime, where 1 is totally unsafe and 10 is totally safe?
- Totally unsafe   1   2   3   4   5   6   7   8   9   10   Totally safe
- Q8 Finally for verification purposes, please provide your name, flat number and block.

### 4 Responses

#### 4.1 Level of response achieved

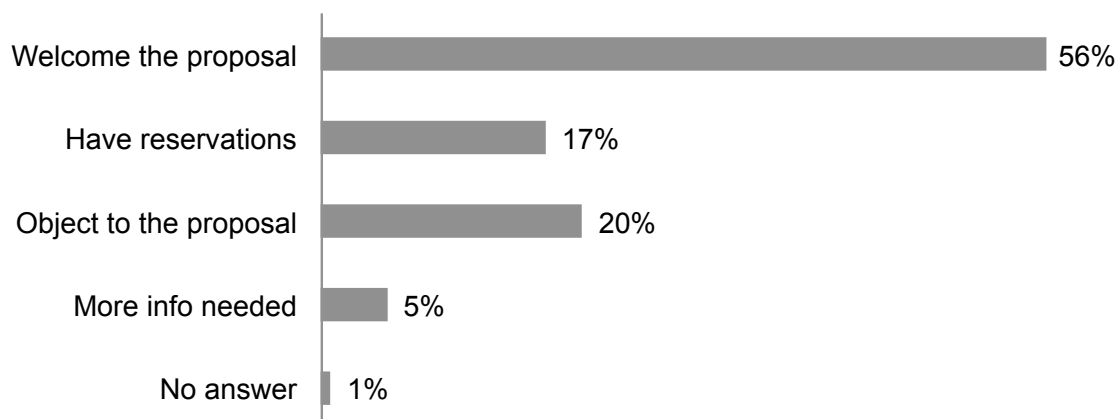
453 residents responded, 450 online and 3 on paper. This is one of the largest responses to any Estate-wide survey or consultation. There are 2041 flats at the Barbican and the residential population is considered to be in the region of 4000. On that basis, the response rate can be considered to be 22% of

households or around 11% of individuals. As some individuals will have replied on behalf of the household, the response rate should be considered to be between these two values.

A response rate of 11% of a *population* is likely to be highly indicative of the views also of those not represented, provided there is no inherent bias in the ability or propensity to respond. We do not believe either to be a factor in this consultation.

## 4.2 Overall acceptability of the proposals (Q1 and Q6)

At Q1, slightly more than half of residents who responded (56%) welcomed the proposal while a substantial minority expressed concerns: 17% stating they had 'reservations' and 20% stating they objected to it (see Figure 1).



*Figure 1 Q1. What are your views on this proposal, overall?*

Those with concerns or objections were asked to express their concerns or objections. They were then asked if a modified CCTV proposal that took into account those concerns would be acceptable. 115 respondents answered this question as follows:

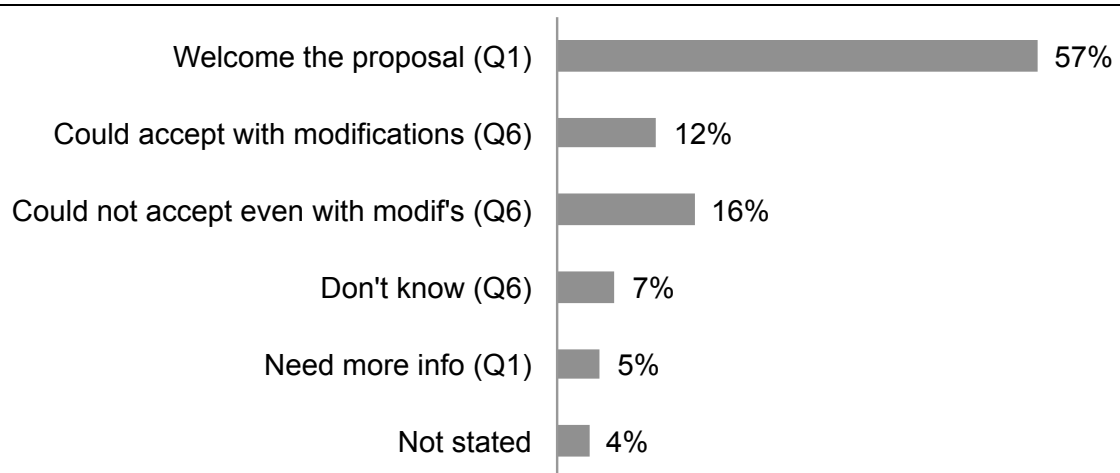
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Yes, probably	53	34%
No, probably not	73	46%
I don't know	31	20%
Total	157	100%

---

*Figure 2 Q2. What are your views on this proposal, overall?*

A composite view of Q1 and Q7, in which the responses on reservations and objecting are replaced with the answers to Q7 gives a revised indication of how a proposal might be accepted, if the concerns residents have expressed were met by revisions to the proposal.

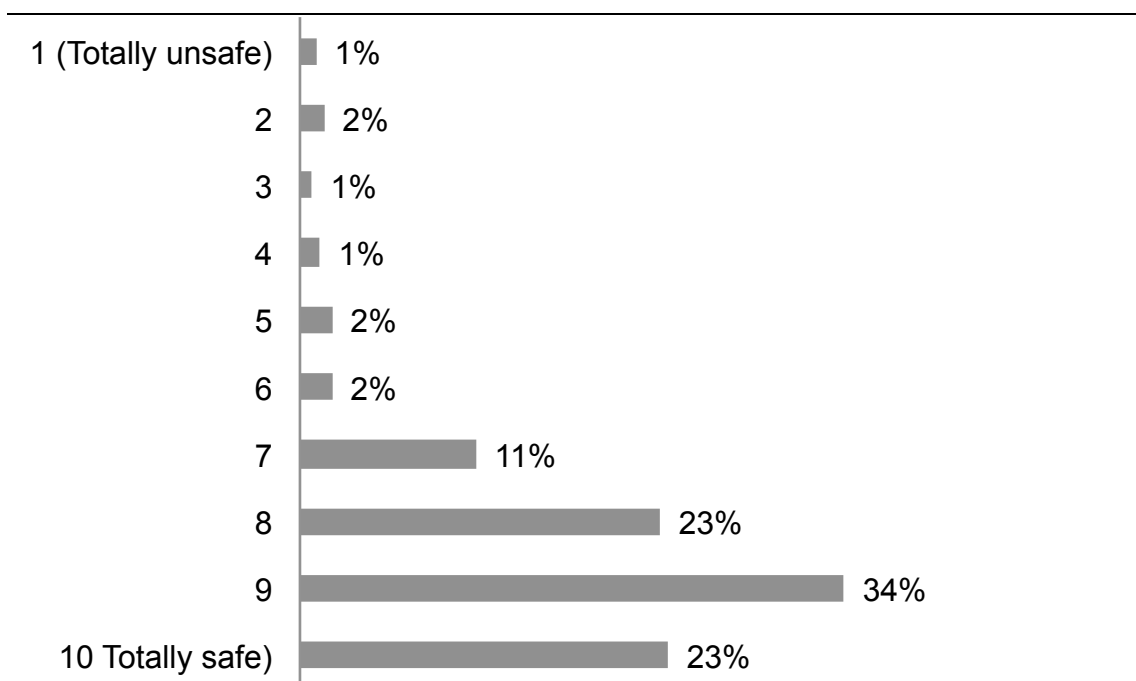


*Figure 3 Composite of Q1 and Q6 showing how a modified CCTV proposal might be more acceptable to residents*

This shows that another 12%, or 68% of residents responding are either in favour of the proposals or could accept CCTV if concerns were met – slightly more than two in three. On the other hand, this also shows that one in three can be considered to have significant reservations or objections to the proposal, which is a substantial minority.

### 4.3 How safe do Barbican Residents feel (Q7)

The final question (see Figure 4) asked was to establish how safe residents felt in the Barbican, which has an unusually low crime rate for an inner-urban area. A 10-point scale was used, with 1 signifying 'totally unsafe' and 10 'totally safe'.



*Figure 4 Q7. On a scale of 1 to 10, how safe do you feel within the Barbican Estate in relation to crime, where 1 is totally unsafe and 10 is totally safe?*

Overall, most residents report they feel safe. The mean average score was 8.35. Only 34 (9%) recorded a score below 7. Most scores are tightly clustered at the top end of the scale. 318 (80%) scored 8, 9 or 10.

The Barbican Estate is neither an area that attracts much crime (as stated in the Police Committee report) nor is it one where people feel unsafe.

## 5 Reasons why the proposals are welcome (Q2)

Those welcoming the proposals cited better security or personal safety most often, followed by its perceived role in deterring crime and antisocial behaviour, and its possible value in detecting crime when it occurs. Completing the 'Ring of Steel' and filling a coverage blind spot were also aspects cited in the report, and the BA/RCC summary of it which residents also mentioned.

Better security/ personal safety	131	60%
Deter or prevent crime	42	19%
Crime detection	19	9%
Reduce antisocial behaviour	28	13%
Terrorism/ Ring of steel	7	3%
Reduces existing blind spot / increases coverage	30	14%
Helpful to the Police	6	3%
Addresses privacy concerns	2	1%
General non-specific benefits	10	5%
Other (miscellaneous)	9	4%
Total	219	100%

*Figure 5 Summary of responses to Q2, 'What aspects of this proposal do you welcome or consider would be helpful?'*

## 6 Concerns and objections expressed (Q3)

Most concerns/objections were about different aspects of loss of privacy or dislike of surveillance and 'being watched'. However, there was also concern that CCTV was not necessary or would be ineffective in meeting its espoused objectives of controlling crime and improving security.

Another important concern was the effect of the cameras on the architecture of the Grade II Listed Barbican Estate, and that careless installation could permanently harm the environment. A related concern was also expressed as the presence of cameras could also change the perception of the Estate being a safe place, and make the place seem more hostile than it is.

Cost was also cited as a concern – either that this was not an effective use of money, or that there was a risk that, in time, the cost for the operation would fall to residents (e.g. through the resident service charge). Some said they would wish for the money to be spent on increasing a physical police presence on the Estate, and a related concern was that CCTV could eventually lead to reduction or withdrawal of on-the-ground policing.

Some residents expressed concerns (despite reassurances provided) that the scheme could be subject to misuse, and that privacy locks could be overcome or overridden in the future.

Privacy (any)	106	45%
Privacy in general	43	18%
Privacy at home	29	12%
Dislike of surveillance	41	18%
Not necessary or not justified (any)	94	40%
Not necessary/ ineffective as a remedy	40	17%
Level of crime on the estate doesn't warrant cameras	50	21%
There is no clear justification for the proposal	16	7%
Negative impact on the visual appearance of the Estate/Visual impact on a Listed Building	45	19%
Cost/resources (any)	34	15%
High cost/ use of public resources for little benefit	20	9%
Risk of future cost to residents on service charge	11	5%
Prefer the money spent on policemen on the estate	6	3%
Effectiveness of safeguards against misuse	27	12%
More cameras or cameras in specific locations needed	13	6%
May have a negative impact on actual policing in future	12	5%
There are already enough cameras in area	8	3%
CCTV creates a negative perception of poor safety/high crime/hostile environment	9	4%
Total	234	100%

*Figure 6 Summary of responses to Q3, 'What reservations or objections do you have to this proposal?'*

## 6.1 How can concerns be addressed? (Q4)

Those expressing concerns were asked to state how these concerns could be addressed. 31% of those who had concerns or objections (16% of all the survey's respondents) provided suggestions as to how their concerns could be addressed. The suggestions are summarised below:

- Have fewer cameras or set a low limit on the number of cameras now or in the future
- Concentrate cameras around the entrances to the estate only
- Concentrate cameras around the school only, where the specific incidents of crime cited in the report were targeted
- Change the locations of the cameras, and only install cameras in locations where there is a specific problem to address
- Install the cameras carefully so they are discreet, unobtrusive and there are no wires showing to preserve the ambience/architecture
- Use better-designed cameras than those currently installed which are considered unsightly
- Don't erect notices that say CCTV
- Focus resources elsewhere, e.g. on police visits



- Provide more evidence that there is a problem with crime or a threat that justifies installing CCTV before proceeding
- Provide more evidence for the effectiveness of CCTV in preventing crime before proceeding.
- Provide guarantees or legally binding assurances that images will only be used for crime prevention;
- Provide stronger oversight/independent scrutiny to ensure there will be no misuse of the images recorded
- Provide guarantees that costs will not subsequently be transferred to residents of the Barbican Estate

## 7 Conclusions

While a majority (57%) of residents responding stated that they welcomed the proposal, a substantial minority either expressed concerns or stated that they objected to the proposals. Around 20% are opposed to the scheme, and the rest either expressed concerns or said they felt they did not have enough information to tell.

Some of those in favour of the proposal also expressed concerns or reservations. Overall, 51% of those who responded to the survey expressed concerns or reservations about the proposals.

Almost a third of those with concerns gave specific suggestions on modifications that could be made to the proposals to make them more acceptable. Around 12% stated that they probably would be able to accept CCTV within the Barbican Estate if their concerns were addressed, which means that 68% (including the 57% who are in favour) would not be opposed to CCTV, provided concerns were addressed.

The consultation therefore shows around two-thirds of residents to be either in favour of CCTV, or not against it in principle, if modifications could be made to the scheme. It also shows that slightly over half of residents expressing concerns (or objections) to the proposals as they stand.

While this does not give provide grounds for the RCC to oppose the proposals, it does highlight the need for modifications to be sought to the proposal or additional reassurances to be given in order to satisfy a majority of residents.

The consultation also shows that the vast majority of residents either feel safe or very safe living on the Barbican Estate. The mean average score on a 1 to 10 scale, with 10 being the safest, was 8.35. It therefore seems unlikely that the proposals will have a major impact on most residents' feelings of safety and security, though it may have an impact on more vulnerable residents, and possibly the 9% who gave a score of less than 7 out of 10 for their feeling of safety.

It is not the place of this report to the RCC to make recommendations, as these should come from the RCC. Those recommendations will be included in an updated version of this report which will be presented to the BRC and the Police Committee.

The version of the report to the Police Committee will also include all of the specific comments raised in this consultation, which have been omitted from this report for reasons of brevity. Any RCC member may request a transcript of all of these comments from the Chairman.

Tim Macer, Chairman, Residents Consultation Committee  
Jane Smith, Chair, Barbican Association

<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b> 18 May 2015 02 June 2015
<b>Subject:</b> Service Level Agreements Quarterly Review January – March 2015	
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>
<p><b>Executive Summary</b></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 January to March 2015. 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><b>Recommendation</b></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 January to March following the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

## Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter January to March.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in April to review the SLAs and KPIs.
4. New comments from the residents Working Party (Tim Macer, Randall Anderson, Jane Smith, David Graves, Robert Barker, Gianetta Corley), House Officers, surveys, House Group meetings, RCC and resident

general comments/complaints are incorporated into the January to March comments.

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 6.
6. The KPIs are included in Appendix 7. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party.
7. All of the unresolved issues from the previous quarterly reviews to December 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.
8. All of the resolved issues to December 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**

9. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces SLAs.
10. The review of the SLAs and KPIs for the quarter April to June 2015 will take place in July 2015 and details of this review will be presented at the September committees.

### **Conclusion**

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

**Background Papers:** Quarterly reports to committee from 2005.

**Contact:** *Michael Bennett, Barbican Estate Manager*

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*barbican.estate@cityoflondon.gov.uk*

**APPENDIX 1**  
**SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2015**

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETE</u> <u>D</u>
189	Jan - Mar 15	RCC	BEO review of communications – following RCC comments at their AGM - BEO are prioritising the following areas of communications for 2015/16 – quarterly bulletins via the email broadcast, SLA & RIP handbooks & welcome packs, increasing resident awareness/usage of email broadcasts, car park offices/lobby desks as sources of information for residents, quarterly messages/updates via service charge letters, website.		
188	Jan - Mar 15	RC	Lots of positive feedback received about the new BEO Reception area from staff and residents. The additional space and better meeting rooms will improve the service.	Comment only	
187	Jan - Mar 15	AGM	It was requested that BEO send a letter out to all absentee landlords to arrange emergency key access for their properties. This is very useful with cases of water penetration investigations.		
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, but only when the damage affects the surrounding areas.	✓
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.	HOs to send out the current list of applications to car parks on a regular basis.	✓
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. None of the AGMs brought this up as a request.	✓
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 has been handed over to the Apprentice and completed.	✓
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.	
168	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.	
			<b>Quarter - at the end of each quarter issues raised are then presented to service providers</b>		
			<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
			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	
			<b>Source of comments:</b>		
			WP SLA Working Party		
			HO House Officers		
			RCC Residents Consultation Committee		
			RC Residents General Comments		
			COM Complaint		
			SURV Survey		
			HGM House Group Meeting		
			AGM House Group Annual General Meeting		

**APPENDIX 2**  
**SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2015**

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
175	Jan-Mar 15	RCC	Car wash bay facilities in Bunyan car park. Temporary location	Options being reviewed by HG reps and BEO.	
174	Jan-Mar 15	HO	New Cleaning Supervisor (for Landlord areas) has taken on wider range of duties/responsibilities - this is to include reporting on issues in Gardens, walkways & other areas of BEO responsibility	For comment only	
173	Jan-Mar 15	AGM <sup>TM</sup>	Thomas More Garden Path flooding	Cleaners to sweep away water from pathway until further solution becomes available	
172	Jan-Mar 15	HO	Cover staff working in Lobbies or non regular block cleaners	House Officers should be informed in both instances to be aware of any issues arising	
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. There is a waiting list for the stores. From this we are aware of demand. Also conscious that more storage is required - part of service based review for 2015-16	✓
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. City of London are looking to renew their charging points. The Barbican are looking to be included within this work.	
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. This has now been presented. Notification to residents end of April 2015.	✓
161	Jul - Sep 14	Res	Staff visiting the roofs (whether block or tower) should notify the relevant concierge first.	Notification sent to all staff - including Property Services Team along with the Contractors	

# APPENDIX 3

## SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2015

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
185	Jan - Mar 2015	HO	With regard to planned maintenance on the tower tanks, an inspection of the internal drains under the tanks to be added to maintenance, as these can get blocked.	Request to be fed back to Property Services Team to review feasibility	
184	Jan - Mar 2015	AGM	When works are ongoing on balconies and/or scaffold is going up in area, can adjacent flats be carded? When the order is raised at the Call Centre, Call Centre can attach cards for relevant flats, so it will not be a surprise to residents. Currently the 'buzzing up' may not work as residents often left for work, and are surprised upon returning home from work.	Request to be fed back to Repairs Call Centre Manager, Property Services Team to review feasibility	
182	Oct - Dec 2014	WP	Regarding the generators. Could Citigen be considered as a suitable backup? (Comment 180)	Response from the Property Services Team is: Frobisher Crescent currently has an emergency lighting network within the three residential corridors and three staircases. In the event of a power cut these lighting units will activate for a minimum period of three hours. Emergency lighting is also provided to the external balconies. Property Services are not aware of any Citigen supplies that could, at present, be utilised although they understand that the Barbican Centre does receive some service. If the question was directed at providing back electricity to each individual apartment then Property Services suggest that the cost of the extra electrical service infrastructure would be extremely high and probably prohibitive considering the rarity of power cuts within the Barbican complex	
181	Oct - Dec 2014	HO	Condition surveys - mastic	Condition surveys on the mastic around windows now included as part of external redecoration survey.	✓

### APPENDIX 3

## SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2015

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	
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 2015

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETE</u> <u>D</u>
127	Jan - Mar 2015	HO	External redecoration for Frobisher Crescent, 2nd stage consultation ongoing. Agreed scope of works with Barbican Centre. BC agreed to redecorate their external shutters and inaccessible areas, utilising shared resources with the Barbican Centre with regard to use of scaffolding	Ongoing	
126	Jan - Mar 2015	HO	External redecoration work for Cromwell Tower due to commence on 20 April	For comment only	
125	Jan - Mar 2015	AGM	Positive feedback on the site clear up following external redecoration of Breton/Ben Jonson Houses	Comments fed back to Property Services	
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	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.	✓
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 2015

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
152	Jan-Mar 15	HO	Overhanging Branches in the Speed Gardens	Issues such as this will be reported and acted upon by New Cleaning Supervisor as part of his expanded role (See Estate Management)	
151	Jan-Mar 15	HO	Blooming Balconies was very successful - Open Spaces, Fann St Open Garden Weekends - All very popular & Well attended	For comment only.	
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.	✓
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>D</u>
13	Jan - Mar 2015	RCC	A spate of sign thefts from the estate	Reported to the police and new signage on order. Timescales to be confirmed.	
12	Jan - Mar 2015	RCC	Red and white tape being used by CLSG at lake edge	Temporary whilst application for fencing is being approved.	
11	Jan - Mar 2015	HO	BEO to try to get Transport for London to clean the stairs at the Barbican station to the podium on a more regular basis.		
10	Jan - Mar 2015	HO	BEO to work closer with CoL Cleansing Dept to ensure the entrance points to the Barbican are cleaned properly.		
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.	The new Supervisor for the podium areas will be able to complete podium repair inspections.	
6	Oct- Dec 2014	HO	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. <b>ALSO MAJOR WORKS</b>	
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 now completed.	✓

## APPENDIX 6

### SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS

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.	✓
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. HOs to monitor broken tiles left around the plinths & arrange for them to be removed. Meeting with contractors pending.	

## 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	Actual 2014/15
<b>Customer Care</b>												
Answer all letters satisfactorily with a full reply within 10 working days	83%	100%	96%	96%		98%	98%	94%	97%	☹	1 letter out of 34 was over the allowing time.	97%
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%	100%	☺		97%
To resolve written complaints satisfactorily within 14 days	92%	100%	100%	100%		100%	100%	100%	100%	☺	1 complaint received about repair time and contact centre	100%
<b>Repairs &amp; Maintenance</b>												
% 'Urgent' repairs (complete within 24 hours)	98%	95%	98%	98%		96%	100%	97%	97%	☺		97%
% 'Intermediate' repairs (complete within 3 working days)	96%	95%	98%	97%		98%	100%	98%	99%	☺		99%
% 'Non-urgent' repairs (complete within 5 working days)	96%	95%	98%	94%		95%	100%	99%	99%	☺		98%

[illegible]

[illegible]

To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	94%	80%	100%	100%		100%	100%	100%	100%	😊		100%
<b>Major Works</b>												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	96%	90%	95%	n/a		n/a	n/a	n/a	Breton 66% Ben Jonson 86%	😞	Breton 2 out of 3 sat or above. Ben Jonson 20 out of 23 sat or above	Breton 66% Ben Jonson 86%



<b>Committee(s):</b>	<b>Date(s):</b>
Barbican Residents' Consultation Committee	18 <sup>th</sup> May 2015
Barbican Residential Committee	1 <sup>st</sup> June 2015
<b>Subject:</b> <b>Review of the Garchey Waste Disposal System</b>	
<b>Report of:</b> Director of Community & Children's Services	<b>Public</b>
<p style="text-align: center;"><b><u>Summary</u></b></p> <ol style="list-style-type: none"> <li>1. A Working Party consisting of Officers and Residents was set up in October 2011 to carry out a review of the Garchey System.</li> <li>2. The working party could not find sound financial arguments in favour of removal of the Garchey System.</li> <li>3. A significant number of Garchey Units have already been removed and the usage of remaining units has declined in recent years (and continues to do so).</li> <li>4. In the past, suggestions for removal of the Garchey System have provoked strong reactions amongst residents.</li> <li>5. Access would be required to all properties without exception before the Garchey could be fully decommissioned. Legal advice is that whilst the lease may allow the City access to flats for the purpose of removing the Garchey sink units it is by no means a certainty if the matter were to go to court.</li> </ol> <p><b>Recommendation</b></p> <ol style="list-style-type: none"> <li>6. It is recommended that, subject to any change on the legal position with regard to access into properties or a change in the financial position or in parts availability, the removal of the Garchey System is deferred and that a further review be carried out in 5 years. Consideration should also be given by the Barbican Estate Office to develop a methodology to record Garcheys that have been removed but are not on records held by the Estate Office.</li> </ol>	

## **Main Report**

### **Background**

7. In December 2006 the Barbican Residential Committee approved a report from the Garchey Working Party recommending that the Garchey continued to operate and that a further review would take place in 3 years.
8. In October 2011 a Working Party of officers and resident representatives was set up to carry out a further review of the Garchey System, its condition, usage and relevance to the modern day Barbican, and to evaluate the costs of maintaining or removing the system.
9. The Garchey system was built as an integral part of the Barbican Estate. Its pipe work removes rain water; waste water from washing machines/dish washers (grey water); as well as other kitchen wet waste material. For over 40 years this system has worked well due to high standards of maintenance carried out by the Barbican Estate Garchey team.
10. The Barbican Estate comprises 2073 flats which includes 69 properties in Frobisher Crescent that do not have a Garchey System. There are also 2 Garcheys contained within the former YMCA. These will be removed as part of the new development. Of the remaining 2004, approximately 1024 of which have had their Garchey removed, replacing them with a sink or macerating Waste Disposal Unit. It is perceived, though not proven, that these changes have caused siphoning of the Garchey's U-trap from time to time in Tower Block flats, resulting in backflow, noise and smells which has led to numerous complaints from residents.
11. Wear and tear of the pipe work is negligible and the overall condition of the system is sound. Currently spare parts are manufactured at acceptable cost, although it is not possible to say how much longer this will remain the case. Appendix A details the current condition of the Garchey.
12. Because it is an original feature and an efficient means of the disposal of wet waste in particular, some residents are in favour of keeping it to preserve a unique feature of the Estate.
13. In the survey carried out in 2006, 841 residents responded. The votes were close, with 440 (52.32%) voting to keep the Garchey and 390 (46.37%) to remove it. 11 (1.31%) voters didn't know. It was recommended to the Barbican Residential Committee the Garchey was retained and a further review carried out in 3 years.

14. A food waste collection trial commenced in 2008 and was rolled out across the Barbican Estate in 2009.
15. A working party was formed in October 2011 whose remit was to review the Garchey System and update the various elements of the 2006 review.

### **Non-Financial Considerations**

#### **Keeping The Garchey sink unit – Option A**

16. If the Garchey system is retained the current annual maintenance and salary costs will continue and will be subject to a rise with inflation.
17. The Working Party noted that there are however considerations beyond financial ones. The impact of recycling on the Estate reduces the wear and tear on the Garchey, which will prolong its life. Since the last review, collections from the Garchey have reduced by more than 50% by weight. This is in part due to the amount of waste that is now recycled across the estate. The table below details the volume of waste collected from the Garchey. It also takes into account the number of known Garcheys that have been removed during the period.

Year	Total Weight Collection (Tonnes)	No. Garcheys Remaining *	Average (Kg/ Flat/ Annum)
2006	30.7	1256	24
2007	27.89	1212	23
2008	25.37	1171	22
2009	19.17	1152	17
2010	15.71	1124	14
2011	11.94	1084	11
2012	10.62	1039	10
2013	9.87	1003	10
2014	9.65	980	10

\*The number of Garcheys remaining is calculated as the total number of Garcheys less the total number that the Barbican Estate Office knows have been removed. It is the view of the BEO that there is an unknown number that have been removed without Landlord's consent.

It should also be noted that whilst the calculations are based on the number of Garcheys in operation, they do not take account of the fact that there is an unknown number of Garcheys that operate but are not used for the disposal of waste.

18. Considerations were noted which are very difficult to quantify in comparative terms. Firstly, the fact that the Garchey is a “sealed” system means there are virtually no problems with rats and other rodents. No other collection system is equally pest free. Secondly the Garchey is an original design feature of the Barbican Estate and some would feel integral to its character. However, English Heritage have confirmed the Garchey system is not “listed” so could be removed subject to certain items being retained within a set number of flats for historic purposes. Thirdly, the significant benefits of a waste disposal system which disposes of putrescibles direct from the kitchen, without the environmental unsightliness of caddies/ bins in evidence in lobbies and round the estate, contributing to a “wheelie-bin” culture. Furthermore, the latter may lead to smells, and possibly, an increase of vermin.

#### Remove the Garchey System – Option B

19. If the Garchey were to be removed, it would mean removing the bowl from under the sink. It is possible that the existing sinks can be adapted so that the sink unit can remain. It is estimated that removal across the whole Estate would take three years and in that time the Garchey system would have to be kept running until the last unit was removed.
20. In addition to the removal of the Garchey bowls, the Garchey pits that hold the waste until it is removed by a specially adapted tanker, will have to be filled and converted into a conventional sewer.
21. It will not be possible to ‘switch off’ the Garchey until all Garchey bowls have been removed. This presents a potential problem should access be denied into just one property. Legal advice and Counsel’s opinion has been sought and have concluded:-
- that it is permissible to decommission the Garchey *so long as another method of rubbish collection is provided*. Counsel takes the view that this is envisaged by the terms of the standard lease;
  - that whilst clause 4(7) of the lease *may* be wide enough to allow the City access to flats to remove the Garchey sink units it is by no means a certainty if the matter were to go to Court;

- that if the Garchey were decommissioned, access to some flats for the purpose of removing the Garchey sinks could not be obtained (see 2. above) and certain residents then continued to use the Garchey sinks which they refused to have removed, the City would likely have powers under the Environmental Protection Act 1990 to order removal.

### **Financial Implications**

#### **Keeping The Garchey sink unit – Option A**

22. The current estimated cost to the service charge account for operating the Garchey System is £184,360 per annum. Using the average increase of operating the Garchey over the past 5 years, this cost is expected increase by 1.30% per annum. Therefore the cost of operating the Garchey will rise to £229,630 per annum by 2032. These costs are recharged estate-wide based on the percentages within individual leases.

Year	Annual Cost of Operating the Garchey System
2015	£184,360
2016	£186,757
2017	£189,185
2018	£191,644
2019	£194,136
2020	£196,660
2021	£199,216
2022	£201,806
2023	£204,429
2024	£207,087
2025	£209,779
2026	£212,506
2027	£215,269
2028	£218,067
2029	£220,902
2030	£223,774
2031	£226,683
2032	£229,630

### Remove the Garchey System – Option B

23. The estimated cost for removing the Garchey system is based on an estimate that was produced in 1995 following a 2 week detailed survey. The 2006 committee report inflated these figures by 2.5% per annum to bring them to 2006 prices. For the purposes of this report, the same methodology has been adopted in that 2006 prices have been inflated by 2.5% per annum to bring them to 2015 prices.

24. The table below details the costs of removing the Garchey along with the additional costs for continued maintenance during removal and redundancy costs.

Year	Capital Cost	Running Costs During Removal	Running Costs After Removal	Redundancy Costs	Total
2015	£1,627,964	£184,360			£1,812,324
2016		£186,757			£186,757
2017		£189,185		£176,826	£366,011
2018			£11,160		£11,160
2019			£11,305		£11,305
2020			£11,452		£11,452
2021			£11,600		£11,600
2022			£11,751		£11,751
2023			£11,904		£11,904
2024			£12,059		£12,059
2025			£12,216		£12,216
2026			£12,374		£12,374
2027			£12,535		£12,535
2028			£12,698		£12,698
2029			£12,863		£12,863
2030			£13,031		£13,031
2031			£13,200		£13,200
2032			£13,372		£13,372

25. The Table below shows the cost of removing the Garchey system alongside the cost of maintaining it. None of the costs incurred by the City of London arising from disposal of the Garchey generated waste have been included. The table shows the difference between the two cost streams and this difference was used to derive the Internal Rate of Return (IRR), which to 2032, showed a return of 8.1%. The working party concluded that this return was unlikely to be attractive to residents. A reduction of the capital costs by approximately £500,000 would change the IRR to 12.5%, which the working party felt might be attractive to residents.

Year	Retain Garchey	Remove Garchey	Difference
2015	£184,360	£1,812,324	-£1,627,964
2016	£186,757	£186,757	£0
2017	£189,185	£361,186	-£172,001
2018	£191,644	£10,875	£180,769
2019	£194,136	£11,016	£183,119
2020	£196,660	£11,160	£185,500
2021	£199,216	£11,305	£187,911
2022	£201,806	£11,452	£190,354
2023	£204,429	£11,600	£192,829
2024	£207,087	£11,751	£195,336
2025	£209,779	£11,904	£197,875
2026	£212,506	£12,059	£200,447
2027	£215,269	£12,216	£203,053
2028	£218,067	£12,374	£205,693
2029	£220,902	£12,535	£208,367
2030	£223,774	£12,698	£211,076
2031	£226,683	£12,863	£213,820
2032	£229,630	£13,031	£216,599

26. The final table below gives an indicative point at which the cost of maintaining the Garchey is equal to or greater than the cost of removing the Garchey. The table shows that during 2026 the cumulative cost of continuing to maintain the Garchey exceeds the cumulative cost of removing the Garchey

Year	Retain Garchey	Remove Garchey	Cumulative Difference
2015	£184,360	£1,812,324	-£1,627,964
2016	£186,757	£181,995	-£1,623,201
2017	£189,185	£361,186	-£1,795,202
2018	£191,644	£10,875	-£1,614,433
2019	£194,136	£11,016	-£1,431,313
2020	£196,660	£11,160	-£1,245,814
2021	£199,216	£11,305	-£1,057,902
2022	£201,806	£11,452	-£867,548
2023	£204,429	£11,600	-£674,719
2024	£207,087	£11,751	-£479,383
2025	£209,779	£11,904	-£281,508
2026	£212,506	£12,059	-£81,060
2027	£215,269	£12,216	£121,993
2028	£218,067	£12,374	£327,686
2029	£220,902	£12,535	£536,053
2030	£223,774	£12,698	£747,128
2031	£226,683	£12,863	£960,948
2032	£229,630	£13,031	£1,177,548

27. The working party concluded that the financial attractiveness of removing the Garchey system was marginal. The IRR, almost identical to the AER standard of the base project was 8.1%. The working party felt that this would not be attractive to residents. Comparisons were made to domestic solar panel installations, where IRRs of over 11% were necessary before householders would make an investment. The Garchey removal is a much less attractive project. The capital costs of removing the system are uncertain, whereas in solar panel installations they are guaranteed; further, solar panel installations have an intangible allure, which the Garchey removal does not.



28. A major uncertainty in the capital costs of removing the Garchey system is the number of remaining Garcheys. Some members of the working party felt that there were more units that had been removed than the official records showed. It was agreed that the Barbican Estate Office should give consideration to adopting a methodology to establish a more accurate number of Garcheys in operation. This could then be logged as a central record to establish a sound sample over 5 years.
29. Should the Garchey System be removed it will be necessary to enter every flat that has a Garchey bowl. If every unit is not removed the modified system would not cope with extracting waste from a unit still in use. It has not been possible to enter all flats on previous projects for example the installation of the television IRS in 2005.
30. Tower Block residents currently suffer from backflow, noise and smells in the flats. Although there is not a ban on removing units in tower blocks, any requests for their removal are looked at on an individual basis before permission is granted. It should be noted that the removal of the Garchey System will not resolve all smells such as those that manifest from cooking etc.
31. The waste that previously went down the Garchey will have to be collected at the flat front door. The Corporation already operates a recycling scheme which many residents utilise. It is not anticipated there will be a significant overall increase in volume of rubbish collected if the Garchey is removed. However, current users of the Garchey will be forced to use the existing door to door collection service for waste removal which if not collected on a regular basis could lead to environmental issues.

### **Consultees**

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

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

### **Contact:**

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## APPENDIX A

### **Garchey Condition Report**

#### **Pumping Stations**

##### **Andrewes House Pumping Station.**

The control panel in the Andrewes House Station, and all associated wiring and isolators, stop buttons, etc, to all equipment within the station was completely replaced in February 2004.

The 2 x Hick Hargreaves liquid ring vacuum pump and motor sets, were replaced in June 2008 with 2 x Edwards SHR 2500 series liquid ring pump and motor sets.

This was due to failing performance and leakage, also the replacement was part of the recommendation from the previous Garchey survey. Both pumps run at the same time when on duty, there is no standby, however if there were to be a fault with one of the pumps, we could operate on one only but this would greatly increase the amount of time needed to complete the work.

There are no compressors in the Andrewes House pumping station.

##### **Beech Street Pumping Station**

The controls for the Vacuum pumps, Compressors and other minor pumps in the panel in the Beech street station was completely refurbished in 1990; this involved replacing all the internal components, contactors, relays, fuses for MCBs, timers, etc. At the time the best equipment available on the market was used.

At the time of the last survey it was decided that if the Garchey were to be kept for another 5 years, it would be necessary to replace the 2 x existing pump and motor sets, as they were showing signs of wear and poor performance.

In August 2009 both pump and motor sets were replaced with, Edwards SHR 2750 series liquid ring vacuum pump and motor sets. The pumps in Beech street station are on a duty and standby situation, this is possible because they are much bigger pumps and one will give sufficient vacuum to carry out the work. Full sets of wiring diagrams are available for both control panels.

## **Compressors**

In the Beech street station there were two Broome and Wade 2BWL compressors, one duty, and one standby. These were both original and were around 38 years old, though still functioning enough to come up to required pressure they were beginning to struggle.

It was decided along with the pump replacement program at the last survey, that if the Garchey was going to be kept for another 5 years they would need to be replaced.

So in October 2009 they were replaced with 2 x New Ingersoll Rand Model UP5-22-7 Rotary Screw Air Cooled Compressors.

Since 2008 all the compressed air pneumatic actuators within the Beech street station have been replaced on a rolling program.

## **Air Receivers and Retention vessels**

In the Beech street station are 2 air receivers for holding the compressed air made by the compressors, these and the pressure release valves are inspected internally one year and externally the next year by the C.O.L. insurers. The insurers have reported that the equipment is showing absolutely no sign of wear.

Also covered by the insurance inspections are the 2 retention vessels, into which the contents of the Garchey pits are drawn. These also are showing little sign of wear apart from minor surface blister rust on the inside, which is to be expected.

## **Air Scrubber units**

In each pumping station there are two Air Scrubber units, these are used to wash and clean the fowl air that is drawn in when emptying the Garchey pits. They are injected with chemicals from the chemical dosing plant, one with Sodium Hypochlorite the other with Sodium Hydroxide.

Two of the units are original; the other two coming approximately twenty five years ago, after the chlorine gas that was originally used in conjunction with the original air scrubber was banned. All the units are made of fibre glass and P.V.C plastic and therefore easily maintained.

A plastics firm that specialises in Scrubber units, are called in to complete a major service every three years. This entails stripping the units down, replacing filters, broken or blocked jets, de-scaling of the internals, O rings and washers.

The only problems we experience with the units are leaking joints and pump seals.

### **Chemical Dosing Plants**

There are two small chemical dosing plants, one for each station, that inject the chemicals in to the scrubber units. Each plant comprises of, two dosing pumps and 2 x 200 litre polyurethane holding tanks, the plants are serviced every six months by the Garchey staff.

This comprises of de-scaling the tanks and all associated pipe work, the plants have operated almost trouble free since their introduction 20 years ago, the only problem being one of the pumps needing to be replaced.

### **Wey Valves**

There are 150 quick release Wey valves attached to the Garchey pits, these are taken out once a year by the Garchey staff and stripped down for maintenance and cleaning, including the internal slides in the vacuum pipe which are de-scaled and greased, glands re-packed and shafts greased.

We have had to replace only four valve blades in over thirty five years due to wear, this is owing to the fact that the valves are of a very simple and robust nature. We also hold 10 replacement valves in stock.

### **Garchey Pits**

There are 150 Garchey pits on the estate, these were constructed from reinforced concrete and have an indefinite lifespan, the pits and internal overflow and external overflow pipe work are cleaned by high pressure jets every three months by outside contract staff.

As of today we have only had to replace two bends to a pit overflow due to wear.

### **Garchey Stack Pipes**

There are 400, 150mm BS437 drain weight cast iron vertical Garchey stacks and 200, 54mm BS437 drain weight overflow stacks on the estate. Since the commissioning of the Garchey system we have replaced a total of 18, 150mm duckfoot bends due to impact damage, and 4, 54mm straight sections of pipe due to cracks.

Approximately sixty per cent of stack pipes are vertical from roof level to entry in to the Garchey pit. The remaining forty per cent contain one or more reinforced duckfoot bends, these will be showing more sign of wear than the vertical ones.

All visible stack pipes are checked on a regular basis for sign of leakage by the Garchey staff.

At the last survey a thickness and wear testing program using ultra sound equipment, was undertaken by an outside contractor. The results showed an average of between 10 – 15% wear on most of the stack pipes.

### **Garchey Traps**

There are a known 1070 flats that still contain a Garchey unit, part of this unit is a 150mm spun cast iron P trap that connects to a branch on to the main down stack. Some of these are showing signs of wear and we know of one or two that have pin hole leaks, we have up to now been successful in repairing these, unfortunately this casting is now obsolete.

In the event that we were unable to make a repair that was waterproof, the Garchey system in the flat would have to be removed by the C.O.L.

### **Vacuum Line**

The 200 mm spun cast iron vacuum line is divided into five separate areas, and totals approximately one and a half miles in length. There are minor leaks from time to time due to a small amount of movement the pipeline suffers when in use, these are easily remedied by the Garchey staff on routine maintenance.

The section of line that serves, Speed House, Gilbert House, Willoughby House and Cromwell Tower, was the very first line to be commissioned and contains more bends than any other.

We have on this line, over the last 7 years experienced, a series of leaks due to internal wear; this has occurred on six of the 45 degree bends on this section of pipeline. Each leak has turned out to be of a pin hole type and not major wear.

Three of the bends have been replaced, the other three have been repaired by contract staff using a new repair system that carries a ten year guarantee which is significantly cheaper and quicker than replacing the bend.

We have not experienced this problem on any of the other vacuum lines, again at the time of the last survey, a wear and thickness testing program was carried out by the same external contractor who reported an average of 10 -18% wear on most of the vacuum lines.

### **Spare Parts**

The Original installers of the Garchey System on the Estate were Matthew Hall. They continued to supply spare parts for the units within the flats until 12 years ago, at this time another supplier Linbrook and Son, come into the market and offered spare parts to us at a twenty per cent reduction on Matthew Halls prices.

We have been purchasing from Linbrooks since this time, and apart from giving an excellent service 2004 was the first price rise they have introduced. Their current price listing is now only 10% above the price Matthew Hall were charging us in 1996, They currently hold a stock of 500 of every Garchey item.

Linbrooks have recently been taken over by a large national building maintenance company called, Wates, we have had an assurance from the new company that they will continue to make and supply Garchey parts to us.

Matthew Hall have now been taken over by AMEC and the Garchey division is no longer in existence.

## Annual Working Party Review – Minutes of Gardens Advisory Group (GAG) – June 2014 – March 2015

Gardens Advisory Group

01.09.14

Helen Davinson	BEO	HD
Michael Bennett	BEO	MB
Louisa Allen	Open Spaces	LA
Geoff Rogers	Open Spaces	GR
Anne Naphine	Resident	AN
Sarah Hudson	Resident	SH
Paula Tomlinson	Resident	PT
Gillian Laidlaw	Resident	GL
Berthe Wallis	Resident	BW
Natalie Robinson	Resident	NR
Judith Serota	Resident	JS

Apologies	Nancy Chessum	Resident
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	<b>Remit for Gardens Advisory Group</b> The Barbican gardens which include the private areas at Speed House, Thomas More and Fann Street as well as the planted podium raised beds and planters are managed on behalf of residents by the Barbican Estate Office in accordance with a Service Level Agreement, the actual work is carried out by the City Gardens team of the City of London's Open Spaces Department. Firstly the Residents' Consultation Committee (RCC) has approved the establishment of a Gardens Advisory Group dealing with "soft" issues to provide input to the technical aspects of garden maintenance process and introduce the knowledge and experience of residents who have an interest in gardening issues. Key remit areas: <ul style="list-style-type: none"> <li>• Quarterly Joint Inspections with House Officers and Open Spaces Officers</li> <li>• To comment upon plants being used. To help prioritise new and trial planting schemes for new planters such as those being installed outside Shakespeare Tower - all schemes subject to funding</li> <li>• To comment upon levels of maintenance being undertaken by Open Spaces such as pruning</li> <li>• To provide a steer for the RCC and BRC for new projects and trials e.g. Providing allotment spaces - subject to funding</li> </ul>	
	<b>Fann Street Garden</b> <ul style="list-style-type: none"> <li>• Tools. Tools required for the volunteers can be purchased, but there is nowhere suitable for their storage with Bunyan Car Park. Group to look for a suitable storage space in the garden and report back.</li> <li>• Next scything booked in for 10.09</li> </ul>	PT
	<b>Allotments</b> <ul style="list-style-type: none"> <li>• Extra planters provided. Defoe Place and Mountjoy/Thomas More House.</li> <li>• GSMD collaboration? FP attempting contact.</li> </ul>	Allotment Group
	<b>Actions from Walkaround</b> <b>Thomas More Lawn</b> All mulched quite recently Some pruning required	OS

	<p>Log piles to be tidied up.</p> <p>Berthe's chosen plants have all dies – Overwatered? Aftercare? Not staked?</p> <p>New plant species chosen by group.</p> <p>Honey fungus possible present. OS to monitor</p> <p><b>Lake</b></p> <p>Western Berm has really struggled this year. To investigate further when cutting back. To lift and divide? No – more research needed.</p> <p>Waterlilies – not worked this year. To try again in 2015.</p> <p><b>Speed Lawn</b></p> <p>Tree by Eucalyptus – not v. happy. To monitor.</p> <p>Gapping of shrubs</p> <p>Border – bulbs, seedmix, lavenders</p> <p><b>Thomas More Lawn</b></p> <ul style="list-style-type: none"> <li>• Drainage has been the biggest problem recently esp. south east corner. Technical Services to advise if anything can be done to stop paths flooding. <b>Property Services monitoring</b></li> </ul>	<p>OS</p> <p>OS</p> <p>OS</p> <p>OS</p> <p>OS</p> <p>Property Services</p>
	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• Bulb planting. Resident volunteer dates to plant out bulbs in the Autumn. To plant – Speed Lawn, Thomas More lawn, Cromwell planters and Defoe new planters. Would be good to do one weekend and one weekday (preferred dates – 26.10 and 02.11). OS to order 10,000 bulbs. BEO Email Broadcast ahead of date.</li> <li>• Willoughby 01 ramp garden – on wish list</li> <li>• Squirrel proof bird feeders – to investigate for gardens</li> </ul>	
	<p><b>Next meeting date.</b></p> <p><b>Friday 28.11.14 at 10.00am</b></p> <p><b>Walk-around to be first – Geoff Rogers to accompany</b></p>	



**Gardens Advisory Group**  
**28.11.14**

Helen Davinson	BEO	HD
Michael Bennett	BEO	MB
Louisa Allen	Open Spaces	LA
Anne Naphthine	Resident	AN
Sarah Hudson	Resident	SH
Paula Tomlinson	Resident	PT
Gillian Laidlaw	Resident	GL
Berthe Wallis	Resident	BW
Natalie Robinson	Resident	NR
Judith Serota	Resident	JS

<b>Apologies</b>	Nancy Chessum	Resident
	Geoff Rogers	Open Spaces

	<p><b>Remit for Gardens Advisory Group</b></p> <p>The Barbican gardens which include the private areas at Speed House, Thomas More and Fann Street as well as the planted podium raised beds and planters are managed on behalf of residents by the Barbican Estate Office in accordance with a Service Level Agreement, the actual work is carried out by the City Gardens team of the City of London's Open Spaces Department.</p> <p>Firstly the Residents' Consultation Committee (RCC) has approved the establishment of a Gardens Advisory Group dealing with "soft" issues to provide input to the technical aspects of garden maintenance process and introduce the knowledge and experience of residents who have an interest in gardening issues. Key remit areas:</p> <ul style="list-style-type: none"> <li>• Quarterly Joint Inspections with House Officers and Open Spaces Officers</li> <li>• To comment upon plants being used. To help prioritise new and trial planting schemes for new planters such as those being installed outside Shakespeare Tower - all schemes subject to funding</li> <li>• To comment upon levels of maintenance being undertaken by Open Spaces such as pruning</li> <li>• To provide a steer for the RCC and BRC for new projects and trials e.g. Providing allotment spaces - subject to funding</li> </ul>	
	<p><b>Fann Street Garden</b></p> <ul style="list-style-type: none"> <li>• Stage 1 Wildlife Survey scheduled for April 2015. London Wildlife Trust. PT to circulate information to group.</li> <li>• Coppicing being organised by group. PT sourcing quote (KPS)</li> <li>• Chippings and log edging can also be provided by KPS. PT organising quote</li> <li>• Seed order for meadow due in December</li> <li>• 5K donation still sitting there. Perhaps survey will give a steer as to how best to spend?</li> </ul>	<p>PT</p> <p>PT PT</p> <p>HD</p>
	<p><b>Allotments</b></p> <ul style="list-style-type: none"> <li>• Watering point for new Mountjoy/TMH planters.</li> <li>• GSMD collaboration? No. This is a staff initiative.</li> <li>• Please see attached update from group.</li> <li>• Working very well in blocks</li> <li>• To consider an allotment bed in any future landscaping?</li> </ul>	<p>HD</p>





**Gardens Advisory Group**  
**30.01.15 (walkaround 02.03.15)**

Helen Davinson	BEO	HD
Michael Bennett	BEO	MB
Louisa Allen	Open Spaces	LA
Geoff Rogers	Open Spaces	GR
Sarah Hudson	Resident	SH
Paula Tomlinson	Resident	PT
Natalie Robinson	Resident	NR
Judith Serota	Resident	JS

**Apologies**                      **Nancy Chessum**                      **Resident**

	<p><b>Remit for Gardens Advisory Group</b></p> <p>The Barbican gardens which include the private areas at Speed House, Thomas More and Fann Street as well as the planted podium raised beds and planters are managed on behalf of residents by the Barbican Estate Office in accordance with a Service Level Agreement, the actual work is carried out by the City Gardens team of the City of London's Open Spaces Department.</p> <p>Firstly the Residents' Consultation Committee (RCC) has approved the establishment of a Gardens Advisory Group dealing with "soft" issues to provide input to the technical aspects of garden maintenance process and introduce the knowledge and experience of residents who have an interest in gardening issues.</p> <p>Key remit areas:</p> <ul style="list-style-type: none"> <li>• Quarterly Joint Inspections with House Officers and Open Spaces Officers</li> <li>• To comment upon plants being used. To help prioritise new and trial planting schemes for new planters such as those being installed outside Shakespeare Tower - all schemes subject to funding</li> <li>• To comment upon levels of maintenance being undertaken by Open Spaces such as pruning</li> <li>• To provide a steer for the RCC and BRC for new projects and trials e.g. Providing allotment spaces - subject to funding</li> </ul>	
	<p><b>Fann Street Garden</b></p> <ul style="list-style-type: none"> <li>• Stage 1 Wildlife Survey scheduled for April 2015. London Wildlife Trust. PT to circulate information to group.</li> <li>• Coppicing went really well</li> <li>• Chippings and log edging can also be provided by KPS. PT organising quote</li> <li>• Seed order for meadow arrived and planted</li> <li>• 5K donation still sitting there. Perhaps survey will give a steer as to how best to spend?</li> <li>• To order primroses for Fann St for next year</li> </ul>	<p>FP/HD</p> <p>PT</p> <p>OS</p>
	<p><b>Allotments</b></p> <ul style="list-style-type: none"> <li>• Watering point for new Mountjoy/TMH planters.</li> <li>• I broken planter by Mountjoy/TMH. Can it be repaired? Property Services believes so.</li> <li>• Photo of our allotments is front of most recent Grassroots RHS magazine (attached)</li> </ul>	<p>HD</p> <p>HD</p>



	<ul style="list-style-type: none"> <li>• <b>Beech Gardens resident volunteering.</b> Unfortunately, it can't be an open estate wide offer. The timings are just too critical and pressured. Our 5 regular volunteers will be given some time to help. Additionally a resident maintenance day will be organised for the Autumn. Open Spaces involved in Open Squares weekend with LA doing a talk about the new planting scheme. <b>(photos for the event if weather permitting)</b></li> <li>• <b>Priorities. For next meeting, please think about priorities to be discussed. Both Landlord and Service Charge areas. (Service Charge – anything you need a key to get to) at next meeting a presentation on budgets.</b></li> </ul>	
	<p><b>Next meeting dates</b>  <b>24 April 2015 at 10am</b>  <b>4 September at 10am</b>  <b>13 November at 10am</b>  <b>Walk-around to be first – Geoff Rogers to accompany</b></p>	

## **Residents Consultation Committee Discussion Document Use of the Private Gardens For discussion at the RCC 18 May 2015**

It would be helpful for the BEO if the RCC could guide the way the private gardens are to be used by residents, their visitors and other occupiers. The BEO are frequently asked to carry out contradictory tasks about the use of the private gardens and we cannot satisfactorily answer all residents.

The key issues are the following:

### **Lease**

The lease states .....Schedule 6 (10) *“The Corporation reserve the right at any time to exclude from or restrict the use by any person of the gardens or premises of a public nature in or about the Barbican Estate”*

The legal advice confirms that the above would suggest that it's easy to stop long lessees using the gardens but there's a difficulty in enforcing this restriction and there would be issues with excluded people about whether they should be paying through service charges for the upkeep of a facility they've been excluded from.

Furthermore any such restricted access would need to have very good reason. It's the sort of provision which would be used where people are behaving in an offensive or illegal manner. There could also be Human Rights issues that could affect our ability to restrict access.

NB 85% of the costs of the private gardens are charged to the resident service charge account. The other 15% is paid by the City of London Corporation in recognition of the public amenity these provide.

### **Ball games**

The designated area for playing ball games is within the Thomas More play area however ball games are played on both lawns by some garden users, examples range from a toddler kicking a ball with a parent, a group of young people playing football, badminton session with a net to an adult practising hitting golf balls.

### **Signage**

Wooden signs advising “no ball games” were previously displayed in the flower beds at Thomas More lawn, over the years these disintegrated, temporary signage put in place was immediately torn down, replacement signs are on order. The “no ball game” signs at Speed lawn are affixed to a wall. Temporary

signs were used over previous summer periods and were attached to the entrance gates advising users to be considerate of others and that BBQ's are not permitted.

### **Barbecues**

Barbecues are not permitted in the gardens on the Estate. In the past residents have lit barbecues in the garden and have been asked to stop by other garden users and estate concierge staff.

### **Children's play area**

In the past the BEO have had requests from House Groups and residents living close to the play areas to install additional signage and to monitor and inspect the play areas. Main issue appears to be with young people under parental responsibility (up to 18) and ball games rather than the smaller children.

### **Parties**

The BEO receive requests for parties on the lawns but do not give permission for large gatherings to take place on either lawn and are aware that on previous occasions gatherings have occurred on both lawns which have disturbed nearby residents.

### **Enforcement**

The Barbican Estate Office does not patrol or "police" the gardens as it is not one of the services that are provided. If a complaint is made to either the office or a Car Park Concierge then it will be investigated and the person either asked to desist or quieten down (depending on the nature of the complaint), and if the staff member believes it warrants such action.

### **Gardens Advisory Group**

The use of the gardens has been discussed by the Gardens Advisory Group. Whilst they realise the complexity of catering for such differing needs they are conscious that both Thomas More Garden and Speed Lawn may be due for a review in terms of the planting. It would seem sensible to consider this once the uses of the gardens has been decided upon and perhaps the planting can help to demarcate whatever areas/uses are decided upon by the RCC.

### **Playgroups**

There are a number of playgroups on the Barbican Estate which include the following:

#### **Bright Horizons City Child**

1 Bridgewater Square

Operate 8am to 6pm Monday-Friday



The nursery has its own private garden and so do not use any of the Barbican Estate Gardens. The nursery is next door to Fann Street Wildlife Garden and on a small number of past occasions the Barbican Wildlife Group volunteers have on prior arrangement escorted small groups of children around Fann Street Wildlife Garden.

### **Newpark Childcare Centre**

1 St Giles Terrace

Operate 7am to 7pm Monday-Friday

The group visit one of the gardens most days, sometimes twice a day (weather dependant) normally with around 12 children mostly residents, they would stay for around an hour. They use both Thomas More Lawn and play area and also Speed Lawn, they also make visits to other areas of the estate including the Barbican Library.

### **Barbican Playgroup**

Level 01 and 02 Andrewes House

Operate 09.30-13.00pm Monday-Friday and in addition to this 13.00-14.45 Tuesdays and Thursdays. The group visit one of the gardens most days always in the morning, usually at 11.30am for about 20 or 30 minutes normally with 13/14 children mostly residents. Majority of the time they use Speed Lawn but they do also visit Thomas More and the play area.

### **Guidance sought:**

The BEO and the Chairman of the RCC would like the RCC to make specific recommendations at committee on the following:

1. Ball games in designated areas; ball games outside designated areas
2. Balancing demands for quiet from some residents against others wishing to use the gardens for play or social activities
3. Larger social gatherings; private barbeques
4. Any specific guidance to the GAG on future planting schemes
5. Communication/guidance via (1) permanent signage, (2) temporary signage, (3) other estate-wide communications
6. Enforcement (bearing in mind that this is not currently a resident service provided by the BEO)

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<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b> 18 May 2015 1 June 2015
<b>Subject:</b> Progress of Sales & Lettings	
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>
<p style="text-align: center;"><b><u>Executive Summary</u></b></p> <p>This report, which is for information, is to advise members of the sales and lettings that have been approved by officers since your last meeting. Approval is under delegated authority and in accordance with Standing Orders. The report also provides information on surrenders of tenancies received and the number of flat sales to date.</p> <p><b>Recommendation:</b>  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. There are no new surrenders to report.

### **RIGHT TO BUY SALES**

- 3.

	<b>21 April 2015</b>	<b>10 February 2015</b>
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
NET PRICE	£65,007,843.75	£65,007,843.75

#### OPEN MARKET SALES

4.

	<b>21 April 2015</b>	<b>10 February 2015</b>
Sales Completed	836	835
Market Value	£134,998,271.97	£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. There are no new approved sales to report.

#### APPROVED LETTINGS

9. No lettings have been approved since your last committee.

#### COMPLETED SALES

10. Since the last report one sale has completed in Shakespeare Tower. The sale of 181 Shakespeare Tower completed on 26 February 2015.

## 11. SALES PER BLOCK

BLOCK	TOTAL NO. OF FLATS IN EACH BLOCK	TOTAL NO. SOLD IN EACH BLOCK	NET PRICE £	% NO. OF FLATS SOLD IN EACH BLOCK
ANDREWES HOUSE	192	182	14,913,260.00	94.79
BEN JONSON HOUSE	204	195	14,132,454.83	95.59
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	105	6,806,712.50	94.59
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	170	14,644,782.50	95.51
GILBERT HOUSE	88	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
<b>TERRACE BLOCK TOTAL</b>	1645 (1645)	1579 (1579)	127,715,073.33 (127,715,073.33)	95.99 (95.99)
CROMWELL TOWER	112	100	21,700,801.00	89.29
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	109	25,225,415.76	93.97
<b>TOWER BLOCK TOTAL</b>	345 (345)	322 (321)	69,629,996.39 (67,753,996.39)	93.33 (93.04)
<b>ESTATE TOTAL</b>	1990 (1990)	1901 (1900)	197,345,069.72 (195,469,069.72)	95.53 (95.48)

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

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

<b>Committee:</b>	<b>Date(s):</b>
Residents' Consultation Committee	18 May 2015
Barbican Residential Committee	2 June 2015
<b>Subject:</b> Update Report	
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>
<p><b><u>Executive Summary</u></b></p> <p><b>Barbican Estate Office</b></p> <ol style="list-style-type: none"> <li>1. "You Said; We Did"</li> <li>2. Agenda Plan</li> </ol> <p><b>Property Services – see appendix 2</b></p> <ol style="list-style-type: none"> <li>3. Redecorations</li> <li>4. Roof apportionments</li> <li>5. Beech Gardens Podium Works</li> <li>6. Asset Maintenance Plan</li> <li>7. Public lift availability</li> <li>8. Upgrade of the Barbican Television Network</li> <li>9. Concrete Works</li> <li>10. Background Underfloor Heating</li> </ol> <p><b>City Surveyors Department – see appendix 3</b></p> <ol style="list-style-type: none"> <li>11. St Alphage House – renamed London Wall Place</li> <li>12. Bastion 13, 12, 11A and adjacent Wall – Conservation Works</li> <li>13. City of London School for Girls – Gymnasium Extension</li> <li>14. London Film School</li> </ol>	

<b>Recommendation:</b> that the contents of this report are noted.
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## **Background**

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in March 2015. This report also provides updates on other issues on the estate.

## **Barbican Estate Office Issues**

### **1. "You Said; We Did"**

Issues raised by the RCC and BRC at their meetings in March were related to items already included in the update reports and SLA actions plans. Updates have been included in these respective reports.



## 2. Agenda Plan

The table below includes a list of pending committee reports:

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

<b>Report Title</b>	<b>Officer</b>	<b>RCC Meeting Date</b>	<b>BRC Meeting Date</b>
		7 Sept	14 Sept
SLA Review	Michael Bennett		
Background Underfloor Heating	Mike Saunders		
Working Party Review – Minutes of Background Underfloor Heating Working Party	Mike Saunders		
Working Party Review – Minutes of Beech Gardens Future Landscaping Working Party	Karen Tarbox		
Working Party Review – Minutes of Beech Gardens Project Board	Karen Tarbox		
Parcel Tracking System Review	Barry Ashton		
Progress of Sales & Lettings	Anne Mason		
Barbican Rent Strategy	Anne Mason		
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 – <b>RCC Only</b>	Anne Mason		

Update Report: <ul style="list-style-type: none"> <li>• Agenda Plan 2015</li> <li>• “You Said; We Did”</li> <li>• Property Services Update</li> <li>• City Surveyors Update</li> </ul>	Michael Bennett	30 Nov	14 Dec
Arrears Report <b>(BRC Only)</b>	Anne Mason		
SLA Review	Michael Bennett		
Progress of Sales & Lettings	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		
Annual Review of RTAs	Town Clerks		
Working Party Review – Minutes of Asset Maintenance Working Party	Mike Saunders		
Automated Payment System for Temporary Car Parking Annual Review	Barry Ashton		
Car Park Charging	Barry Ashton		
Update Report: <ul style="list-style-type: none"> <li>• Agenda Plan 2015</li> <li>• “You Said; We Did”</li> <li>• Property Services Update</li> <li>• City Surveyors Update</li> </ul>	Michael Bennett		
Arrears Report <b>(BRC Only)</b>	Anne Mason		

**Background Papers:**

Minutes of the Barbican Residential Committee 02 March 2015.  
Minutes of Residents' Consultation Committee 16 March 2015.

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

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**3. Redecorations****2015/16-2019/20 Programme**

Cromwell Tower external redecorations commenced on 14<sup>th</sup> April. Frobisher Crescent internal and external redecorations are subject to Section 20 consultation with an anticipated start date in June 2015.

Section 20 consultation on the forward programme is now complete and we are working with City Procurement to finalise the tender documentation

**4. Roof Apportionments**

<b>BLOCK</b>	<b>CURRENT STATUS</b>	Estimated Final Account Verification	Estimated Final Apportionments
Breton House	Draft final apportionment being completed before passing to Working Party	N/A	June 2015
Ben Jonson House	Draft final apportionment being completed before passing to Working Party	N/A	June 2015

**5. Beech Gardens Podium Works (As at 24th April 2015)**

- Work in progress

The main contractor, VolkerLaser Ltd is nearing completion of the works that commenced in November 2013 and this is envisaged by the end of April 2015. The waterproofing element is substantially complete with a small number of isolated areas remaining to be carried out. The thirteen raised beds have been completed and the planting medium reinstated, which has allowed the soft landscaping (see below) to proceed. The tiling to paved areas is largely completed including over the reinstated bridge across the pond, opposite the entrance to Bryer Court.

- Soft Landscaping

Professor Nigel Dunnett working in association with the Landscape Agency, as the appointed consultants, has laid out the plants in accordance with the final landscaping design, following on from planting of trees over loadbearing columns. Open Spaces are currently proceeding with the planting and several raised beds are already completed. The installation of the manual watering system by Fountaineers has also been completed and the majority of the tap outlets are functional and in active use by Open Spaces.

## **6. Asset Maintenance Plan**

A meeting took place with the Chair of the RCC to determine the direction of the Asset Maintenance Working party. A report will be submitted to your next committee detailing the Terms of Reference going forward

## **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 March 2015
Turret (Thomas More)	99.16%	98.72%
Gilbert House	99.70%	99.68%

## **8. Upgrade of the Barbican Television Network**

Over 250 installations have taken place and blocks now live are Shakespeare, Lauderdale and Cromwell Towers Andrewes, Defoe, Ben Johnson and Thomas More Houses

The next blocks to be installed are:

Gilbert House – scheduled for mid-May

Speed House – scheduled for the end of May

Willoughby House, Seddon House, Breton House and Frobisher Crescent to follow in early June with the remaining blocks forecast towards the end of June.

Free installation has been extended to the end of June 2015

## **9. Concrete Works**

Tenders for the concrete testing were issued on 24<sup>th</sup> April 2015 with a return date set as 15<sup>th</sup> May 2015. A programme of blocks will be determined during the evaluation of the tenders.

## **10. Background Underfloor Heating**

The Consultant's brief has been agreed and is currently being sent out to an agreed number of consultants. The return date is likely to be 25<sup>th</sup> May 2015. Officers will liaise with Working Party members during the evaluation process.

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### 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 and on the project website [www.londonwallplace.com](http://www.londonwallplace.com).

#### **12.Conservation of the remains of the City Wall - Bastions 14, 13, 12, 11A and adjacent Wall**

##### Removal from the Heritage At Risk Register

Last autumn, when the conservation works on the remains of the City Wall located within the Barbican Estate were completed, English Heritage (now Historic England) confirmed the removal of the Scheduled Monument consisting of Bastions 14, 13, 12, 11A and adjacent wall, from the Heritage At Risk Register.

##### Conservation project

The recent conservation works will be re-inspected later this year and any defects/failed repairs rectified before the project is formally closed. City's Open Spaces are also planning to cut back and treat vegetation to stop it from re-establishing as part of the agreed maintenance.

##### Bastion 13

The replacement garden lights continue to be progressed 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.

NB BEO liaising with DBE as to timescales of these works in terms of light levels – BEO will then liaise with the Barbican Association.

### **13.City of London School for Girls – Gymnasium Extension**

- Swimming pool handed back to the School 8 January 2015 and is in use.
- New Gymnasium handed over to the School 24<sup>th</sup> March 2015 and is in use.
- Car parking spaces used for construction have been returned to BEO.
- Defects rectification scheduled for summer holidays July 2015.

### **14.London Film School**

The Agreement for Lease to let Exhibition Hall 1 to The London Film School was completed on 5<sup>th</sup> February 2015. The City has appointed the project team to manage the enabling works (removing the plant and machinery within the space) which will be tendered shortly. These works are expected to be completed in the summer of 2016. Following this it is anticipated the premises will be handed over to the School who will commence their fit **out** with a view to opening the school for students at the beginning of the September 2017 academic year.