



## Barbican Estate Residents Consultation Committee

**Date:** MONDAY, 30 NOVEMBER 2015

**Time:** 7.00 pm

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

**Members:**

Tim Macer - Willoughby House - Chairman (Chairman)	Robin Gough - Defoe House
Robert Barker - Lauderdale Tower - Deputy Chairman	Randall Anderson - Shakespeare Tower
Graham Wallace - Andrewes House (Deputy Chairman)	John Tomlinson - Cromwell Tower
Mark Bostock - Frobisher Crescent	Mary Bonar - Wallside
Gordon Griffiths - Bunyan Court	Fred Rodgers - Breton House
Fiona Lean - Ben Jonson House	David Graves - Seddon House
Jane Smith - Barbican Association	Richard Dykes - Gilbert House
John Taysum - Bryer Court	Brian Parkes - Speed House
Janet Wells - John Trundle House	Monique Long - Mountjoy House
Prof Michael Swash - Willoughby House	
Averil Baldwin - Thomas More House	

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

**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 7<sup>th</sup> September 2015.

**For Decision**  
(Pages 1 - 8)

4. **'YOU SAID: WE DID' : ACTIONS LIST**

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

**For Information**  
(Pages 9 - 10)

5. **RECOGNISED TENANTS' ASSOCIATIONS - ANNUAL REVIEW 2015**

Report of the Town Clerk.

**For Information**  
(Pages 11 - 16)

6. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW JULY - SEPTEMBER 2015**

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

**For Information**  
(Pages 17 - 32)

7. **PROGRESS OF SALES AND LETTINGS**

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

**For Information**  
(Pages 33 - 36)

8. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2015/16 AND ORIGINAL BUDGET 2016/17**

Joint report of the Chamberlain and the Director of Culture, Heritage and Libraries.

**For Information**  
(Pages 37 - 44)

9. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2015/16 AND ORIGINAL 2016/17 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE**

Joint report of the Chamberlain and the Director of Community and Children's Services.

**For Information**  
(Pages 45 - 56)

10. **ASSET MAINTENANCE PLAN**

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

**For Information**  
(Pages 57 - 62)

11. **CAR PARK CHARGING**

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

**For Information**  
(Pages 63 - 74)

12. **UPDATE REPORT**

Report of the Director of Community and Children's Services, comprising of :

- Agenda Plan 2015
- Property Services Update
- City Surveyors' Update

**For Information**  
(Pages 75 - 84)

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, 7 September 2015**

Minutes of the meeting of the Barbican Estate Residents Consultation Committee  
held at Committee Rooms, 2nd Floor, West Wing, Guildhall on  
Monday, 7 September 2015 at 7.00 pm

### **Present**

#### **Members:**

Tim Macer (Chairman)	Robin Gough – Defoe House
Robert Barker (Deputy Chairman)	Fred Rodgers – Breton House
Mark Bostock - Frobisher Crescent	Richard Dykes – Gilbert House
Gordon Griffiths - Bunyan Court	Brian Parkes – Speed House
Gillian Laidlaw - Mountjoy House	
Fiona Lean – Ben Jonson House	
Helen Kay – Barbican Association	
John Taysum – Bryer Court	
Janet Wells – John Trundle House	
Prof. Michael Swash – Willoughby House	

#### **In Attendance:**

Gareth Moore – Chairman of the BRC  
Ann Holmes – Deputy Chairman of the BRC  
Deputy John Barker – Member of the BRC  
Prof. John Lumley – Member of the BRC

#### **Officers:**

Julie Mayer	Town Clerk's
Helen Davinson	Community and Children's Services
Michael Bennett	Community and Children's Services
Anne Mason	Community and Children's Services
David Padfield	Community and Children's Services
Mark Jarvis	Chamberlain's Department

### **1. APOLOGIES**

Apologies were received from Graham Wallace; Jane Smith (represented by Helen Kay); Averil Baldwin; Randall Anderson; John Tomlinson and David Graves.

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

There were no declarations.

### **3. MINUTES**

The minutes of the meeting held on 18<sup>th</sup> May 2015 were approved.

4. **"YOU SAID; WE DID" : ACTIONS AUGUST 2015**

The Committee received the actions list from August 2015 and in response to queries, it was noted that:

- Funding for the CCTV installation had been approved and the procurement process had started. There would be a further update in the next edition of 'You Said; We Did'.
- The parkour activities appeared to have subsided and temporary signage had been installed. The signage 'Cube' was back in position and had been weighted.
- The bicycle storage facility at Bunyan Court was patrolled every 2 hours but it was suggested that the site might benefit from CCTV coverage. Officers agreed to raise this with the Car Park Manager.

**RESOLVED: that** - the '*You Said; We Did*' Outstanding Actions update for August 2015 be noted.

5. **SERVICE LEVEL AGREEMENT (SLA) REVIEW: APRIL - JUNE 2015**

The Committee received a report of the Director of Community and Children's Services, which updated Members on the implementation of SLA's and Key Performance Indicators (KPI's) on the Estate. Two questions had been received in advance of the meeting (appended to this set of minutes).

In response to a supplementary question on Frobisher Crescent drainage, the Member was disappointed at the length of time this had taken to resolve but commended the action of the previous Assistant Housing Director in progressing this. The new Interim Director was in attendance; he advised that he had received a full handover and had visited the family affected by internal damage. Officers advised that the internal damage would be remedied once the external works had been completed and there would be a further update in the next SLA report.

**RESOLVED: that** - the SLA report be noted.

6. **INSURANCE - PROTOCOL AND PROCESSES - SEPTEMBER 2015**

The Committee received a report of the Director of Community and Children's Services, which informed Members of the current arrangements and procedures covering insurance for the Barbican Estate. Members commended the clear layout; approved the current arrangements and noted that the Q&A document had been approved by the City of London Corporation's Insurers and was now on the website. It was suggested that the website should be clear in that only the relevant sections of the City's Insurance Policy Document would be available and not the full Policy.

**RESOLVED: that** – the report be noted.

**7. RESIDENTS' SURVEY**

The Committee received a report of the Director of Community and Children's Services, which advised Members of the results of the Residents' Satisfaction Survey which took place in July 2015. Members were particularly pleased to note the excellent results for communications (91% satisfaction) and the Concierge Team (98% satisfaction). There would be a 'Frequently Asked Questions' section as part of the next email broadcast, covering questions outside of the survey. The Chairman advised that he had contributed two questions in the survey on the work of the RCC and resident representation in decision-making, and offered further input from the next RCC's Annual General Meeting in reviewing these.

**RESOLVED: that** - the results of the Residents Survey 2015 be noted.

**8. LEASE ENFORCEMENT ISSUES - SHORT TERM HOLIDAY LETS**

The Committee received a report of the Director of Community and Children's Services in respect of short term holiday lets. At its meeting in June 2015, the Barbican Residential Committee asked that an update be provided, setting out the position in respect of short-term letting, following changes in planning legislation.

The report set out the actions to date; including communications with leaseholders, advice from the Comptroller and City Solicitor, a joint workshop between the Barbican Estate Office (BEO) and the Residents Consultation Committee (RCC) and recommendations for proposals that Officers would be taking forward.

During the discussion the following matters were raised/noted:

- The Barbican Estate Office Manager thanked the Chairman of the RCC and the Members, Residents and Officers who had participated in the presentation and workshop. The same presentation had been delivered to all concierge staff and some evidence had been forthcoming immediately. However, it also transpired that some concierge staff had no knowledge of short term holiday lets, nor the websites used to advertise them.
- Barbican Estate Officers were monitoring short term holiday let websites weekly but Members noted that, given the operation of these websites, exact locations were only identified when customers collected their keys.
- As a result of the first letter despatch to all leaseholders (including absentee landlords), it transpired that some long-leaseholders were not aware of the actions of their tenants and a couple of adverts had since been taken down.
- The Chairman and Members were very pleased to see the action plan and were reassured that the City of London Corporation would follow the process robustly; with the ultimate sanction being lease forfeiture.

However, it was emphasised that, in the interest of fairness, the various stages in the enforcement process exist to provide safeguards to leaseholders who are in breach, and these would be adhered to. For example, enforcement would not follow an individual, technical breach; there had to be sustained evidence of nuisance. Furthermore, Members felt that the action plan was both realistic and achievable.

- Members noted that any possible (and highly unlikely) reinstatement of the planning regulations would require extensive and long term evidence. It would therefore be more efficient for the City of London Corporation to proceed with lease forfeiture, if necessary.
- The Estate Office Manager advised that Stages 1 and 2 of the process could also cover other issues; such as pets and wooden floors.
- Members were fully committed to supporting the Barbican Estate Office in encouraging all residents to be vigilant in providing evidence in the case of any breach.

**RESOLVED: that** - the Barbican Residential Committee be asked to note that the Barbican Estate Residents Consultation Committee unanimously endorses the approach set out in the report on short term holiday lets and strongly supports the action plan and lease enforcement process that officers would be taking forward.

9. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services, which advised Members of the sales and lettings approved since the last meeting.

**RESOLVED: that** – the report be noted.

10. **2014/15 REVENUE OUTTURN (excluding the residential service charge account)**

The Committee received a report of the Chamberlain and the Director of Community and Children's Services which compared the revenue outturn for the services overseen by the Barbican Residential Committee in 2014/15, with the final agreed budget for the year. A separate question and answer session, in respect of items 11-12 agenda, had been arranged for Members prior to this meeting.

**RESOLVED: that**, the Revenue Outturn Report for 2014/15 and the budgets carried forward to 2015/16 be noted.



11. **2014/15 REVENUE OUTTURN FOR RESIDENTIAL SERVICE CHARGE ACCOUNT (including reconciliation between the closed accounts and amount to be charged to long leaseholders)**

The Committee received a report of the Chamberlain and the Director of Community and Children's services, which provided a summary of service charge expenditure. The report compared the revenue outturn (i.e. actual net costs) for the Barbican Estate's residential service charges with the latest agreed budgets for the year ended 31<sup>st</sup> March 2015. Members noted that, in response to their request for more detailed information, the following report on this agenda elaborated on this one and, therefore, both reports would be taken together.

In addition, officers agreed to investigate the following:

- Whether repairs and maintenance works were not claimable under the guarantees for Andrewes House roof.
- Redecoration costs at Frobisher Crescent.

Members were reminded that, whilst they were invited to examine and question the Outturn Reports, they were being asked to receive and not approve them.

**RESOLVED:** that, the Revenue Outturn report for 2014/15 and the service charge reconciliation be noted.

12. **RELATIONSHIP OF BARBICAN RESIDENTIAL COMMITTEE (BRC) OUTTURN REPORT TO SERVICE CHARGE SCHEDULES**

The Committee received a report of the Director of Community and Children's Services which clarified how the service charge's division of service in the 2014/15 Revenue Outturn Report related to the service charge schedule provided to long lessees. This report was taken alongside the previous agenda item and would also be appended to Agenda Item 11, when presented to the Barbican Residential Committee next week.

13. **UPDATE REPORT**

The Committee received its regular update report and during the discussion the following matters were raised/noted:

1. There had been a question in advance in respect of Bernard Morgan House (see appendix).
2. There was an outstanding issue in respect of apportionment of the concrete works at Frobisher Crescent. However, officers advised that the lease stipulated a 50% split between the lower levels (Barbican Arts Centre) and upper levels (Frobisher Crescent residential).

3. As Blake Tower would be having a 12 hour concierge service it had been agreed that they contribute to the car park concierge service for their percentage of useage.
4. Officers agreed to provide feedback on the re-instatement of the fountain at Beech Gardens.

**RESOLVED: – that,** the update report be noted.

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

Two questions had been received in advance of the meeting (please see the appendix to this set of minutes)

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

A Member commended the gardeners for the remedial works to speed lawn, which had been replenished to its former high standard following the Beech Gardens works.

**The meeting ended at 8.35 pm**

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Chairman

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

**Pre RCC Member QUESTIONS  
For 7 September 2015 RCC**

**1. Agenda Item 5 SLA Major Works. Q. Is there an update for the drainage works at Frobisher Crescent?**

A. Tenders have been received for the Frobisher Crescent works to the west gable end and are currently being reviewed. Following meetings week beginning 7 September a decision will be made as to the successful contractor and it is anticipated that the works will commence October/November and are expected to take 4/5 months.

**2. Agenda Item 5 SLA Property Maintenance. Q. Rainwater flooding into lift shaft and lift at Bunyan Court staircase 59 - costly repairs are currently being carried out – who will be paying? What measures have been taken to prevent this from happening again? Has a budget or plan to resolve the podium drains/flooding been agreed yet and with who?**

A. These works are being charged to the landlord account and are currently part of an insurance claim. Following on from the damage caused by the blocked drain, we have completed a temporary repair by diverting the drain to another outlet. This drain is scheduled to be renewed and will be completed within the next couple of weeks. The drains in and round Beech gardens have just undergone a full camera survey. There are several areas of pipe work that need to be cut out and replaced. Property Services Officers are working with our commercial tenants to organise access for this work to be carried out. In the meantime our contractors will continue to unblock the drains as best they can. There is a current budget which has been increased for 2015/16 which is awaiting approval from Chamberlains.

**3. Agenda Item 13 Q. Is there an update from City Surveyors regarding Bernard Morgan House?**

A. Court of Common Council approved the disposal in July 2015. The sale has been delayed by a local resident applying to Heritage England to list the building and subsequently, when Heritage England turned the application down, appealing the decision. This has now been refused by the Government. It is now hoped that the disposal to the residential developer can proceed quickly.

### Actions from September 2015 RCC & other outstanding issues (updates appear in italics)

Issue	Source	Officer	Action Escalation
<b>Barbican Area CCTV</b>			
<i>The update from Officers in Street Scene, Strategy &amp; Safer City Partnership is that a planning application is being sought to be followed by the procurement process. They do not expect the works to begin until next year. The City of London Police are liaising with the Barbican Association Security Committee and officers on the location, installation method &amp; any associated signage of the CCTV &amp; are progressing with a number of Open Days with residents to be followed by “You Said; We Did” communications.</i>	Sept 2015 RCC	Doug Wilkinson	
<b>SLA Review – Bicycle pods</b>			
<i>Following further bulletins &amp; email broadcasts to residents there has been interest in the new bicycle pod facilities in Andrewes/Defoe car parks. The Car Park Manager has reviewed security patrols in these areas. A meeting has been arranged with contractors to review ‘lessons learnt’ from the new facilities and any possible future requirements.</i>	Sept 2015 RCC	Barry Ashton	
<b>Beech Gardens Fountain Timings</b>			
Timings of the fountain to be confirmed.  <i>As discussed at the last Beech Gardens Project Board – when operational the fountains will run for a week or two &amp; the BEO will survey local blocks regarding suggested timings.</i>	May 2015 RCC	Helen Davinson	
<b>Revenue Outturn for Residential Service Charge Account</b>			
Repairs & maintenance works for Andrewes House roof/balconies 2014/15 following water ingress – were these not claimable under the guarantees?  <i>All of the associated water penetration work orders for Andrewes House for 14/15 are being reviewed by Property Services.</i>  Redecoration costs at Frobisher Crescent.  <i>Officers have confirmed to the House Group that that the redecoration of the metal work to the north elevation was not necessary when the flats were converted some six years ago but is necessary now and therefore will be chargeable.</i>	Sept 2015 RCC	Mike Saunders  Anne Mason	
<b>Contact:</b> Michael Bennett, Barbican Estate Manager – 020 7029 3923 – <a href="mailto:barbican.estate@cityoflondon.gov.uk">barbican.estate@cityoflondon.gov.uk</a>			

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<b>Committee(s):</b>	<b>Date(s):</b>																																		
Residents' Consultation Committee	30 November 2015																																		
Barbican Residential Committee	14 December 2015																																		
<b>Subject:</b> Recognised Tenants' Associations – Annual Review 2015	<b>Public</b>																																		
<b>Report of:</b> Town Clerk	<b>For information</b>																																		
<p style="text-align: center;"><b><u>Summary</u></b></p> <p>Having undertaken a thorough review of the levels of membership and constitutional make-up of the various Barbican Residents' Associations, this report outlines those that have met the required qualification for Recognised Tenants' Association (RTA) status.</p> <p>A summary of the results of this audit are as follows:-</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;">House Groups</th></tr> <tr> <th style="width: 50%;">Achieved RTA recognition</th><th style="width: 50%;">Not achieved RTA recognition</th></tr> </thead> <tbody> <tr> <td>Andrewes House*</td><td>Brandon Mews (<i>did not apply</i>)</td></tr> <tr> <td>Ben Jonson House*</td><td>Breton House (<i>did not apply</i>)</td></tr> <tr> <td>Bunyan Court*</td><td>Bryer Court (<i>did not apply</i>)</td></tr> <tr> <td>Cromwell Tower*</td><td>John Trundle Court (<i>did not apply</i>)</td></tr> <tr> <td>Defoe House*</td><td>Lambert Jones Mews (<i>did not apply</i>)</td></tr> <tr> <td>Frobisher Crescent*</td><td>The Postern (<i>did not apply</i>)</td></tr> <tr> <td>Gilbert House*</td><td></td></tr> <tr> <td>Lauderdale Tower*</td><td></td></tr> <tr> <td>Mountjoy House*</td><td></td></tr> <tr> <td>Seddon House*</td><td></td></tr> <tr> <td>Shakespeare*</td><td></td></tr> <tr> <td>Speed House*</td><td></td></tr> <tr> <td>Thomas More House*</td><td></td></tr> <tr> <td>Willoughby House*</td><td></td></tr> <tr> <td>Barbican Association*</td><td></td></tr> </tbody> </table> <p style="text-align: center;">* = Existing RTAs (achieved in 2014)</p>		House Groups		Achieved RTA recognition	Not achieved RTA recognition	Andrewes House*	Brandon Mews ( <i>did not apply</i> )	Ben Jonson House*	Breton House ( <i>did not apply</i> )	Bunyan Court*	Bryer Court ( <i>did not apply</i> )	Cromwell Tower*	John Trundle Court ( <i>did not apply</i> )	Defoe House*	Lambert Jones Mews ( <i>did not apply</i> )	Frobisher Crescent*	The Postern ( <i>did not apply</i> )	Gilbert House*		Lauderdale Tower*		Mountjoy House*		Seddon House*		Shakespeare*		Speed House*		Thomas More House*		Willoughby House*		Barbican Association*	
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<p><b>Recommendations</b></p> <p>Members are asked to note the formal recognition of those House Groups and the Barbican Association, as identified in paragraph 7 of the report, as Recognised Tenants' Associations, until the outcome of the next annual review in 2016.</p>																																			

## Main Report

### **Background**

1. Following the Annual Audit of House Group's Membership lists and AGM Minutes, we are pleased to report that all House Groups, which applied for Recognised Tenants' Association (RTA) status, have been successful in meeting the requirements for recognition, as set out below.
2. The Landlord and Tenant Act 1985 (as amended), governs the process by which the City, as landlord, may grant Recognised Tenants' Associations status. Recognition demonstrates that an RTA has a degree of representation and that it operates in a fair and democratic manner. Such recognition also confers legal rights involving tenants in informal and formal consultation practices. It is, therefore, incredibly important that a landlord regularly reviews this information as we engage with RTAs on many levels.
3. Furthermore, an RTA can, on behalf of its members :
  - Ask for a summary of costs incurred by their landlord in connection with matters for which they are being required to pay a service charge;
  - Inspect the relevant accounts and receipts;
  - Be sent a copy of estimates obtained by the landlord for intended work to their properties;
  - Propose names of contractors for inclusion in any tender list when the landlord wishes to carry out major works;
  - Ask for a written summary of the insurance cover and inspect the policy;
  - Be consulted about the appointment and re-appointment of the agent managing the services.
4. Prior to this year's Audit, the review period began at the end of July. House Groups were written to, requesting the submission of various documents by the end of July.
5. The criteria which, at a minimum, a Residents' Association must meet in order to qualify for RTA status is as follows:-
  - ☐ The Tenants' Association must represent a minimum of **50%** of the long leaseholders in a block/tower who pay a variable service charge to the Landlord.
  - ☐ An annual general meeting must have taken place (*a copy of the minutes of the last AGM were requested*)
  - ☐ Names and addresses of residents elected to the following posts must also be provided – Chair / Hon. Secretary / Hon. Treasurer
  - ☐ To conform with the provisions of SS18-30 of the Landlord and Tenant Act 1985 (as amended) there should be only one vote per dwelling.



- ☐ A copy of the constitution is required once every five years, with the next inspection required as part of the 2016 Audit.
  - ☐ The Constitution should cover the following points and house groups are asked to advise the Town Clerk, in the intervening period, if any of the following details change.
    - ☐ Openness of Membership
    - ☐ Payment and amount of subscription
    - ☐ Election of Officers
    - ☐ Voting arrangements and quorum
    - ☐ Notice of meetings
    - ☐ Independence from the Corporation
6. Failure to meet the criteria of an RTA does not affect the status of representation on the Residents' Consultation Committee. It does, however, mean that as landlord, the City may withdraw RTA recognition from an existing RTA if the minimum requirements have not been met. However, if this was necessary, the City would be required to give at least six months' notice of its intention. This would hopefully provide a House Group with enough time to resubmit a successful application.

### **Current Position**

7. Having now received the required information, for which the co-operation of all the House Group Chairmen and Secretaries is very much appreciated, this report now sets out which Groups have qualified for 2014 RTA status.

### **RTA Qualifying Membership**

BOLD = Successful House Groups	<i>Total no. of Long Leaseholders</i>	<i>Number of Flats registered</i>	<i>Expressed as a percentage</i>
<b>Andrewes House*</b>	182	Opt-in membership	
<b>Ben Jonson House*</b>	195	<i>Final result pending the meeting of the House Group's AGM in December 2015</i>	
Brandon Mews	24	Not recognised under 1985 Landlord Act	
Breton House	105	Not recognised under 1985 Landlord Act	
Bryer Court	55	Not recognised under 1985 Landlord Act	
<b>Bunyan Court*</b>	66	Opt-in membership	
<b>Cromwell Tower*</b>	100	95	95%
<b>Defoe House*</b>	170	126	74%

<b>Gilbert House*</b>	87	67	77%
<b>Frobisher Crescent*</b>	69	Opt-in membership	
John Trundle Court	131	Not recognised under 1985 Landlord Act	
Lambert Jones Mews	8	Not recognised under 1985 Landlord Act	
<b>Lauderdale Tower*</b>	117	88	75%
<b>Mountjoy House*</b>	63	Opt-in membership (- 1)	
<b>Seddon House*</b>	74	Opt-in membership	
<b>Shakespeare Tower*</b>	107	Opt-in membership	
<b>Speed House*</b>	104	Opt-in membership (- 1)	
<b>Thomas More*</b>	162	Opt in membership	
The Postern	8	Not recognised under 1985 Landlord Act	
<b>Willoughby House*</b>	145	Opt-in membership (-1)	
<b>Barbican Association*</b> (Estate-wide)	1901	1200	63%

\* = existing RTA (i.e. achieved RTA status in 2013).

8. The above shows that the following Tenants' Associations have qualified as RTAs for 2014 as follows:-

Andrewes House  
Ben Jonson House - *pending the meeting of their AGM in December 2015*  
Bunyan Court  
Cromwell Tower  
Defoe House  
Frobisher Crescent  
Gilbert House  
Lauderdale Tower  
Mountjoy House  
Seddon House  
Shakespeare  
Speed House  
Thomas More House Group  
Willoughby House

Barbican Association

9. Nine House Groups are operating an 'opt-in/out' membership, whereby all residents will be members unless they choose not to be. Of these house groups, the number of opt-outs is very small. To simplify the administrative process, House Group Chairmen are recommended to consider adopting this type of membership. This would need to be formally agreed at the House Group's next AGM.

### **Financial and Risk Implications**

10. There are no financial and risk implications.

### **Legal Implications**

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

### **Strategic Implications**

12. Through on-going engagement with the Recognised Tenants' Associations, the City of London Corporation theme; 'To make a positive impact to the lives of all our service users by working together'.

### **Conclusion**

13. In light of the returns submitted by the various Residents' Associations, the Barbican Residential Committee's authority is sought to formally recognise those House Groups which have qualified as RTAs, as identified in paragraphs 7 and 8 of this report.

### **Contact:**

*Scott Morgan/Julie Mayer, Town Clerk's*

020 7332 1410

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

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<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee Barbican Residential Committee	30 November 2015 14 December 2015
<b>Subject:</b> Service Level Agreements Quarterly Review July – September 2015	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>

## Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter July – September 2015. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

1. This report covers the review of the quarter for July – September following the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

### Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter July – September.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in October to review the SLAs and KPIs.
4. New comments from the residents Working Party (Tim Macer, Randall Anderson, Jane Smith, David Graves, Robert Barker, Gianetta Corley, Graham Wallace, Fiona Talbot), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the July – September comments.

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 6.
6. The KPIs are included in Appendix 7. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party.
7. All of the unresolved issues from the previous quarterly reviews to June 2015 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
8. All of the resolved issues to June 2015 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

### **Proposals**

9. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces SLAs.
10. The review of the SLAs and KPIs for the quarter October to December 2015 will take place in January 2016 and details of this review will be presented at the February/March committees.

### **Conclusion**

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

### **Appendices**

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

### **Background Papers**

Quarterly reports to committee from 2005

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## APPENDIX 1

### SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2015

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
198	July-Sept 2015	HO	Residents private alterations causing a nuisance to other residents. A periodic issue.	BEO stance is that if BEO hours are being adhered to and they have Landlords Approval then it's a matter for the resident being bothered, to contact EHO. Alteration Guide currently being reviewed but in terms of advice about the process, this will go to the SLA WP for comment in Dec 2015. There is no plan to amend the policy of the BEO not "policing" residents' alterations	
197	July-Sept 2015	HO	Issue with residents disagreeing with technical advice from BEO and CoL. What is the next step? Procedure review?	If there is disagreement, Residents should follow the complaints procedure.	
196	July-Sept 2015	SURV	Email broadcast. Please don't use attachments. Put info into the body of the email for smartphones.	BEO to ensure no "word" docs are set out - PDFs only	
195	July-Sept 2015	HO	Sub letting and holiday lets. 2nd letter about to go to all addresses	Letter to all leaseholders October with update on September committee report and reasons why it is not a good idea to carry out short term holiday lettings	
194	July-Sept 2015	Residents	Good feedback received about the new BEO online newsletter	For comment only	
193	Apr-June 2015	WP	Surveys. Must ensure that the results of surveys are fed back in a timely manner to respondents.	This has been fed back to the Car Parking Team following their electric car survey, but the other surveys eg Residents Annual Survey & Re-dec Surveys have been reported back immediately.	✓
192	Apr-June 2015	WP	Invoicing (such as Service Charge bills) As there are now multiple bills does this mean the Chamberlains recharge increases?	Chamberlains have reported "We are exploring the possibility of e-billing, where paper invoices may not be issued at all and customers will be able to view all accounts on-line. This is however some way off and falls into the incremental improvements mentioned above. Meanwhile, we shall, wherever possible, send all invoices in one package. We will also ensure that no additional costs as a result of the upgrade are passed on to our residents."	✓

## APPENDIX 1

### SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2015

191	Apr-June 2015	HO	Better communications to residents needed by PS about planned work such as scaffolding and balcony work	Scaffolding information is getting to the HOs, but balcony works are still not being communicated. HO advise that the information regarding notifications from Property Services about scaffolding has been largely incorrect, e.g. wrong flat numbers/staircases etc.	
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 leaseholder letters, website.	Ongoing - part of the Comms Plan. Quarterly Autumn bulletin with Winter bulletin planned for December. Draft SLA/RIP booklets to be presented to SLA WP in December. Quarterly leaseholder letters (summer & Autumn regarding lease enforcement & short term holiday lets). Website being reviewed anticipate going live in the new year.	
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.	This is to be reviewed as part of the Comms Plan, and letters sent out by the BEO.	
193	Oct - Dec 2014	RCC	Formal Q&A Annual Residents' meeting - BEO reviewing	To be given further thought - part of the Comms Plan	
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. With the new Oracle, this is probably best to be put on hold until the Service Charge Team are happy with it. The multiple billing is causing confusion, an explanation will be contained in the service charge actual letters for 2014/15 which are being distributed in September. Service Charge Manager has been invited to some HG meetings to go through the new format, and the response to the information given has been positive.	✓
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.	



## APPENDIX 1

### SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2015

			<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	
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			ES Estate Services	<b>COG Core Operational Group</b>	
			BAC Barbican Centre	BOG Barbican Operational Group	
			OS Open Spaces	ESM Estate Service Management	
			<b>Source of comments</b>		
			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>
177	July-Sept 15	SLA	Beech Street tunnel garchey bay - cleanliness has deteriorated.	Cleaning Manager reviewing cleaning schedules.	
176	July-Sept 15	COMP	Exemplary service of one of BEO cleaners.	For comment only	✓
175	Jul-Sept 15	SURV	High praise and thanks from many residents in the Residents' Survey of the Car Park and Lobby teams.	For comment only	✓
174	Jul-Sept 15	BEO	Window Cleaning Contract has been awarded to a new contractor who will be starting 01.11.15.	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. <b>Awaiting update from independent drainage specialist.</b>	
172	Jan-Mar 15	HO	Cover staff working in Lobbies or non regular block cleaners.	House Officers should be informed in both instances to be aware of any issues arising	

## 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>
191	Jul-Sept 2015	SURV	Issue with Repairs Contact Centre communicating with some residents. Little follow up with residents.		
190	Jul-Sept 2015	Res	Issues with damage to building by VFM contractors, e.g. carpet traps in Gilbert House, ceiling tiles in Frobisher Crescent	This has been raised by BEO with VFM	
189	Jul-Sept 2015	House Group	Results of the water testing, can these be disclosed to the House Group?	Request made to Property Services	
188	April - Jun 2015	HO	Water testing - where is the data stored regarding water testing outcomes. Who owns this data, the City of London, or the contractor?	The data is owned by the City of London's Property Services Department. It is stored on Keystone, the Asset Maintenance database at the BEO.	✓
187	April-Jun 2015	Res	BEO is reviewing the necessity of using standard "repairs" response sheets for meter readings.	Resident Engineers are happy to accompany residents with appointments for meter readings if requested. Response sheets to continue.	✓
186	April - Jun 2015	HO	A few logistical problems with water testing and tank replacement work.	House Officer assisting with communication and access issues. Lessons learnt will inform on future protocol	✓
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 fed back to Property Services Team to review feasibility .	
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. There is still an issue with letters not been sent out, and not being shared in the appropriate (shared) directory	

**APPENDIX 3**  
**SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2015**


## APPENDIX 4

### SLA AGREEMENT REVIEW - MAJOR WORKS 2015

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
133	Jul-Sept 2015	BEO	PS are liaising with the TV consultants & contractor as to the start date of the KPIs for the new Barbican TV network to begin to be monitored (which will be the handover date).	More information and updates needed from VFM.	
132	Jul-Sept 2015	RCC	The Contract award for the works to the Frobisher Crescent west gable end is being progressed.	The works are anticipated to start in December.	
131	April - June 2015	WP	Redecoration projects. Procedure of condition survey and then letter to HG Chair prior to consultation seems to not be happening.	Confirmed with PS the correct procedure for redecs.	✓
130	April- June 2105	HO	Frobisher Crescent redecoration work has commenced (20 July)	Positive feedback received during the resident walkabout in October. Some delays in project due to poor weather. Communication with the BEO/Barbican Centre has been good throughout the project (e.g. with regard to access issues).Project due to complete in November.	
128	April - June 2015	HO	Cromwell Tower external redecoration nearing final stages.	Resident walkabout being arranged and satisfaction survey out next month. Satisfaction survey going out late October. Most issues were to do with access, and will form part of the lessons learnt review of the project. Residents and contractors to cooperate with each other with regard to access issues.	

## 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>
<b>161</b>	July-Sept 15	SLA	Planter removal on Lauderdale Place a concern for Seddon and Lauderdale residents	This decision was taken by the BEO following discussion by the GAG. The BEO will review the possibility of installation of large concrete planters for April 2016. Concern also raised about the 2 planters that protected the buildings. Could bollards be used?	
<b>160</b>	July-Sept 15	SLA	Lake appears to have more litter present.	Passed on to City Gardens Manager.	
<b>159</b>	July-Sept 15	SURV	"New gardening approach is lovely."	For comment only	
<b>158</b>	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
<b>157</b>	Jul-Sept 15	SURV	Speed Lawn - new wildflower bed summer 2015 not a great success.	GAG have already discussed - will be rethought with OS plans presented to next GAG meeting (Nov 2015)	
<b>156</b>	Jul-Sept 15	BEO	Planting to be cut back	Planting (shrubbery) around Breton & Ben Jonson to be cut back in order to reduce abuse of the area.	
<b>155</b>	Jul-Sept 15	BEO	Bulb Planting - resident volunteer day	1.11.15 - advertised with residents.	✓
<b>153</b>	Apr- Jun 15	HO/RES	Poor state of communal lawns Speed House & Thomas More	Following up with Open Spaces team. Issues with irrigation in both gardens currently being worked on. Works to be started shortly to aerate and carry out weed removal as well as maintenance of the sprinkler system	✓
<b>150</b>	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Drainage engineer to review the areas. Awaiting update from independent drainage specialist.	
<b>127</b>	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

[illegible]

## Appendix 7. Barbican KPIs 2015-16

Title of Indicator	TARGET 2014/15	TARGET 2015/16	OCT - DEC 2104	JAN - MAR 2015		APR - JUN 2015	JULY - SEPT 2015	OCT - DEC 2105	JAN - MAR 2016	PROGRES S AGAINST TARGET	SUMMARY	Actual 2015/16
<b>Customer Care</b>												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	94%	97%		100%	96%			☹	81 out of 84. late letters were about a rent review for a commercial property, 2 alteration approvals, and noise from Virgin Active.	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	94%	100%		100%	96%			☹	24 out of 25. Late email was about a baggage store query.	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%			☺	1 complaint received re baggage store	
<b>Repairs &amp; Maintenance</b>												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	97%	97%		99%	99%			☺		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	98%	99%		99%	97%			☺		



Title of Indicator	TARGET 2014/15	TARGET 2015/16	OCT - DEC 2104	JAN - MAR 2015		APR- JUN 2015	JULY- SEPT 2015	OCT - DEC 2105	JAN - MAR 2016	PROGRES S AGAINST TARGET	SUMMARY	Actual 2015/16
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	99%	99%		99%	98%			😊		
% 'Low priority' repairs (complete within 20 working days)	95%	95%	100%	100%		95%	96%			😊		
Availability % of Barbican lifts	99%	99%	Tower lifts 98.98%	Tower lifts 99.03%		Tower lifts 98.49%	Tower Lifts 98.76%			😞	1 Lift is being investigated as the availability is abnormally low.	
			Terrace lifts 97.96%	Terrace lifts 99.25%		Terrace lifts 99.54%	Terrace Lifts 99.17%			😊		
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	96%	96%		90%	96%			😊	287 out of 300 lights met the KPI	%
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 90% Partial 90%	Total 95% Partial 100%	Total 88% Partial 98%		N/A	N/A			😊		Total % Partial %

Title of Indicator	TARGET 2014/15	TARGET 2015/16	OCT - DEC 2104	JAN - MAR 2015		APR- JUN 2015	JULY- SEPT 2015	OCT - DEC 2105	JAN - MAR 2016	PROGRES S AGAINST TARGET	SUMMARY	Actual 2015/16
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%		0%	0%			☺		0%
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	100%	93%		100%	100%			☺	8 out of 8 lights met the KPI	
<b>Estate Management</b>												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	90%	90%	92%	89%		93%	98%			☺	39/40	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	87%	76%		87%	98%			☺	39/40	

Title of Indicator	TARGET 2014/15	TARGET 2015/16	OCT - DEC 2104	JAN - MAR 2015		APR- JUN 2015	JULY- SEPT 2015	OCT - DEC 2105	JAN - MAR 2016	PROGRES S AGAINST TARGET	SUMMARY	Actual 2015/16
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	91%	95%		73%	85%			☺	34/40	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	80%	100%	81%		80%	90%			☺	29/32	
<b>Open Spaces</b>												
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	80%	80%	100%	100%		100%	100%			☺		
<b>Major Works</b>												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	n/a	Breton 66% Ben Jonson 86%		NA	N/A			☺	no projects completed this quarter.	

Actual 2015/16	SUMMARY	PROGRES S AGAINST TARGET	JAN - MAR 2016	OCT - DEC 2105	JULY- SEPT 2015	APR- JUN 2015		JAN - MAR 2015	OCT - DEC 2104	TARGET 2015/16	TARGET 2014/15	Title of Indicator
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# Agenda Item 7

<b>Committee(s):</b> Residents' Consultation Committee Barbican Residential Committee		<b>Date(s):</b> 07092015 14092015
<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.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	21	5	£21,850	25/03/2014 24/03/2017	Tenant deceased	10/09/2015
2	91	5	£19,950	29/09/2013 28/09/2016	Tenant moving away	31/03/2015
3	1B	27	£36,550	25/07/2015 24/07/2018	Tenant moving away	15/01/2016

### RIGHT TO BUY SALES

3.

	<b>27 October 2015</b>	<b>12 August 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>27 October 2015</b>	<b>12 August 2015</b>
Sales Completed	838	837
Market Value	£136,288,771.97	£135,393,271.97

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

### APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 27 October 2015
1	Willoughby House	5	20 1 bed	£795,000	Proceeding

### APPROVED LETTINGS

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

### COMPLETED SALES

10. Since the last report one sale has completed in Andrewes House. The sale of 89 Andrewes House completed on 22 September 2015.

## SALES PER BLOCK

11.

BLOCK	TOTAL NO. OF FLATS IN EACH BLOCK	TOTAL NO. SOLD IN EACH BLOCK	NET PRICE £	% NO. OF FLATS SOLD IN EACH BLOCK
ANDREWES HOUSE	192	183	15,808,760.00	95.31
BEN JONSON HOUSE	204	195	14,132,454.83	95.59
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	106	7,201,712.50	95.50
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	170	14,644,782.50	95.51
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	104	8,933,148.50	91.23
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	145	13,542,670.50	97.97
<b>TERRACE BLOCK TOTAL</b>	1645 (1645)	1581 (1580)	129,005,573.33 (128,110,073.33)	96.11 (96.05)
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 (322)	69,629,996.39 (69,629,996.39)	93.33 (93.33)
<b>ESTATE TOTAL</b>	1990 (1990)	1903 (1902)	198,635,569.72 (197,7405,069.72)	95.63 (95.58)

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.

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# Agenda Item 8

<b>Committee(s)</b>	<b>Dated:</b>
Barbican Residents' Consultation Committee <b>(for Information)</b> Barbican Residential Committee <b>(for Decision)</b>	30 November 2015 14 December 2015
<b>Subject:</b> Service Charge Expenditure and Income Account - Latest Approved Budget 2015/16 and Original Budget 2016/17	<b>Public</b>
<b>Report of:</b> The Chamberlain Director of Community & Children's Services	<b>For Decision by Barbican Residential Committee</b>

## Summary

This report sets out the latest approved budget for 2015/16 and original 2016/17 for revenue expenditure proposed to be included within the service charge in respect to dwellings. This does not include any expenditure or income pertaining to car parking or stores. The amount charged to individual lessees will depend on the percentages set out in their lease.

<b>Summary Of Table 1</b>	<b>Latest Approved Budget 2015/16 £'000</b>	<b>Original Budget 2016/17 £'000</b>	<b>Movement £'000</b>
Expenditure	7,912	8,411	499
Recharges	896	896	0
Income	(8,808)	(9,307)	(499)
<b>Total Net Expenditure</b>	<b>0</b>	<b>0</b>	<b>0</b>

The original budget for 2016/17 total expenditure including net recharges is £9,307,000 compared to the 2015/16 latest approved budget of £8,808,000. This increase of £499,000 is mainly due to an increase in employee costs of £97,000 and Repairs and Maintenance costs of £352,000.

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

## **Recommendations**

The Committee is requested to:

- review the provisional 2016/17 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, and corporate projects.

## **Main Report**

### **Introduction**

1. This report sets out the proposed revenue budget for 2016/17. The revenue budget management arrangements are to:
  - Place responsibility for budgetary control on departmental Chief Officers
  - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.
3. The report also compares the current year's budget with the forecast outturn.

### **Proposed Revenue Budget for 2016/17**

4. The proposed Revenue Budget for 2016/17 is shown in table 1 overleaf. A reconciliation of the 2015/16 latest agreed budget to the 2015/16 original budget is provided in Appendix 3.
  - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
  - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
  - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.

Analysis of Service Expenditure	Local, Central Risk or Recharges	Actual 2014-15 £'000	Latest Approved Budget 2015-16 £'000	Original Budget 2016-17 £'000	Movement 2015-16 to 2016-17 £'000	Paragraph Reference
Expenditure						
Employees	L	1,830	2,059	2,156	97	7
Premises Related Expenses						
Repairs and Maintenance	L	2,014	2,936	3,288	352	Appendix 1
Energy Costs	L	2,097	2,326	2,356	30	6
Rents	L	149	123	126	3	
Rates	L	15	15	15	0	
Water Services	L	2	3	3	0	
Cleaning and Domestic Supplies	L	263	241	242	1	
Grounds Maintenance	L	116	123	123	0	
Equipment, Furniture and Materials	L	40	52	68	16	
Catering	L	0	1	1	0	
Uniforms	L	10	12	12	0	
Printing, Stationery and Office Exp.	L	1	5	5	0	
Fees and Services	L	1	2	2	0	
Communication and Computing	L	14	14	14	0	
<b>Total Expenditure</b>		<b>6,552</b>	<b>7,912</b>	<b>8,411</b>	<b>499</b>	
Income	L	(7,580)	(8,808)	(9,307)	(499)	
<b>Net Income</b>		<b>(1,028)</b>	<b>(896)</b>	<b>(896)</b>	<b>0</b>	
<b>Recharges</b>						
Expenditure	R	1,184	1,083	1,083	0	Appendix 2
Income	R	(156)	(187)	(187)	0	
<b>Total Recharges</b>		<b>1,028</b>	<b>896</b>	<b>896</b>	<b>0</b>	
<b>Total Service Charge Account</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

5. The original budget for 2016/17 total expenditure including net recharges is £9,307,000 compared to the 2015/16 latest budget of £8,808,000. This increase of £499,000 is mainly due to increase in employee costs of £97,000 and Repairs and Maintenance cost of £352,000.
6. Energy costs have also increased by £30,000 due to expected higher tariffs.
7. Analysis of the movement in manpower and related staff costs are shown in Table 2 below.

<b>Table 2 - Manpower statement</b>	<b>Latest Approved Budget 2015/16</b>		<b>Original Budget 2016/17</b>	
	<b>Manpower Full-time equivalent</b>	<b>Estimated cost £000</b>	<b>Manpower Full-time equivalent</b>	<b>Estimated cost £000</b>
Garchey Operatives	3	116	3	119
Cleaners	35	912	35	974
Estate Concierge (1/3)	9	446	9	459
Lobby Porters	12	585	12	604
<b>Total Barbican Residential</b>	<b>59</b>	<b>2059</b>	<b>59</b>	<b>2156</b>

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

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

Service	Project	Exp. Pre 01/04/15 £'000	2015/16 £'000	2016/17 £'000	Later Years £'000	Total £'000
<u>Pre-implementation</u>						
Service Charge	Communal repairs / redecorations	1	21			22
<u>Authority to start work</u>						
Service Charge	Concrete testing		272			272
<b>TOTAL BARBICAN RESIDENTIAL</b>		1	293	0	0	294

10. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work. It should be noted that the above figures exclude the implementation costs of those schemes which have yet to receive authority to start work.
11. The programme of communal repairs and redecorations will be subject to further consultation and approvals.
12. The concrete testing is due to take place within the current financial year and will produce recommendations which may include further repair work.
13. A proportion of the costs for these schemes will be recoverable from residents via service charges.
14. The latest Capital and Supplementary Revenue Project budgets will be presented to the Court of Common Council for formal approval in March 2016.

## **Appendices**

Appendix 1 = Analysis of Repairs, Maintenance and Minor Improvements  
Appendix 2 = Support Services and Capital Charges

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

**Dr. P. Kane**  
Chamberlain

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

## Appendix 1

### Analysis of Repairs, Maintenance and Minor Improvements

Costs to be charged to Long Lessees and Landlord. (The latter responsible for short term tenancies and voids)	Latest Budget 2015/16 £000	Original Budget 2016/17 £000
Responsive and Contract Servicing including Building Electrical and Heating and Ventilation	1,091	1,105
IRS maintenance	30	30
Responsive and Contract Servicing - Lifts	250	255
Sub Total Responsive and Contract Servicing	1,371	1,390
External and Internal Decorations	625	1128
Upgrade Safety/Security Installations	25	35
Water Supply Works	170	120
Concrete Repairs Contingency	503	300
Drainage Repairs / Remedial Work	5	30
Consultants Fees	45	35
Asbestos Removal	3	0
Electrical Testing	10	10
Asbestos Encapsulations	110	110
Emergency Lighting to Stairs, Corridors and Plant Rooms	49	20
Heating Condition Survey	0	100
Asset Management	10	10
Fan Duct Work Cleaning	10	0
TOTAL	2,936	3,288

## Appendix 2

Support Service and Capital Charges from/to Barbican Service Charges	Actual 2014/15 £'000	Latest Approved Budget 2015/16 £'000	Original Budget 2016/17 £'000
<b>Support Service</b> Insurance	26	26	26
<b>Total Support Services</b>	26	26	26
<b>Recharges within Committee</b> Cleaning and Lighting	(148)	(138)	( 138)
Barbican Supervision and Management	749	580	580
<b>Recharges Within Funds</b> DCCS	401	428	428
<b>TOTAL SUPPORT SERVICE AND CAPITAL CHARGES</b>	<b>1,028</b>	<b>896</b>	<b>896</b>

## Appendix 3

Reconciliation of 2015/16 Original Budget to Latest Approved Budget	£'000
Original Budget Net Expenditure	0
Increase in repairs and maintenance costs. (Mainly concrete repairs contingency).	386
Revised estimates of employee costs.	37
Balancing increase expected income.	(423)
<b>Latest Approved Budget Net Expenditure</b>	<b>0</b>

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<b>Committee(s)</b>	<b>Dates:</b>
Barbican Residents' Consultation Committee <b>(for Information)</b>	30 November 2015
Barbican Residential Committee <b>(for Decision)</b>	14 December 2015
<b>Subject:</b> Revenue and Capital Budgets - Latest Approved Budget 2015/16 and Original 2016/17 <i>Excluding dwellings service charge income and expenditure</i>	<b>Public</b>
<b>Report of:</b> The Chamberlain Director of Community & Children's Services	<b>For Decision by Barbican Residential Committee</b>

## Summary

This report is the annual submission of the revenue and capital budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2016/17, for subsequent submission to the Finance Committee. Details of the Committee's draft capital budget are also provided. The budgets have been prepared within the resources allocated to the Director.

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

- Landlord Services

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

- Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which some 1,010 (66.9%) are currently occupied .

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,271 baggage stores.

- Trade Centre

This is a commercial area of some 117,000 square feet bounded broadly by Beech Street, Aldersgate Street, Fann Street and Bridgewater Square. Capital charges are the main item of expense, although some premises and supervision and management costs are incurred. Income comprises rent and charges for services in respect of Virgin Active, GSMD practice room, Laundrette, Vinci Parking and Creche.

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

<b>Summary Of Table 1</b>	<b>Latest Approved Budget 2015/16 £'000</b>	<b>Original Budget 2016/17 £'000</b>	<b>Movement  £'000</b>
Expenditure	2,783	2,698	(85)
Income	(5,164)	(5,094)	70
Support Services and Capital Charges	3,657	3,630	(27)
Total Net Expenditure	1,276	1,234	(42)

Overall, the 2016/17 provisional revenue budget totals a deficit of £1,234,000 a decrease of £42,000 compared with the Latest Approved Budget for 2015/16. The main reasons for this decrease are reduction in premises related expenses.

### **Recommendations**

The Committee is requested to:

- review the provisional 2016/17 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- review and approve the draft capital budget;
- authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, corporate projects.

### **Main Report**

#### **Introduction**

1. This report sets out the proposed revenue budget and capital budgets for 2016/17. The revenue budget management arrangements are to:

- Provide a clear distinction between local risk, central risk and recharge budgets
- Place responsibility for budgetary control on departmental Chief Officers
- Apply a cash limit policy to Chief Officers' budgets

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

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

### **Proposed Revenue Budget for 2016/17**

3. The proposed Revenue Budget for 2016/17 is shown in Table 2 overleaf analysed between:
  - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
  - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
  - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.
4. The provisional 2016/17 budgets, under the control of the Director of Community & Children's Services being presented to your Committee, have been prepared in accordance with guidelines agreed by the Policy and Resources and Finance Committees. These include continuing the implementation of the required budget reductions across both local and central risks, as well as the proper control of transfers of non-staffing budget to staffing budgets. The budgets include an allowance towards any potential pay and price increases of 1.5%. The budget has been prepared within the resources allocated to the Chief Officer.

Analysis of Service Expenditure	Local or Central Risk	Actual 2014-15 £'000	Latest Approved Budget 2015-16 £'000	Original Budget 2016-17 £'000	Movement 2015-16 to 2016-17 £'000	Paragraph Reference
<b>EXPENDITURE</b>						
Employees	L	1,529	1,565	1,616	51	7
Premises Related Expenses						
Repairs and Maintenance	L	668	713	629	(84)	10
Other Premises Related Expenditure	L	313	394	340	(54)	
Supplies & Services	L	149	111	113	2	
<b>Total Expenditure</b>		<b>2,659</b>	<b>2,783</b>	<b>2,698</b>	<b>(85)</b>	
<b>INCOME</b>						
Customer, Client Receipts (mainly rents and non-dwelling service charges)	L	(5,183)	(4,939)	(4,869)	70	
Charge for insurance	C	(211)	(225)	(225)	0	
<b>Total Income</b>		<b>(5,394)</b>	<b>(5,164)</b>	<b>(5,094)</b>	<b>70</b>	
NET INCOME BEFORE SUPPORT SERVICES AND CAPITAL CHARGES		(2,735)	(2,381)	(2,396)	(15)	
<b>SUPPORT SERVICES AND CAPITAL CHARGES</b>						
Central Support Services and Capital charges		3,900	4,248	4,221	(27)	
Recharges within Fund & Committee		(219)	(149)	(149)	0	
Recharges to Service Charge Account		(633)	(442)	(442)	0	
<b>Total Support Services and Capital charges</b>		<b>3,048</b>	<b>3,657</b>	<b>3,630</b>	<b>(27)</b>	
<b>TOTAL NET EXPENDITURE</b>		<b>313</b>	<b>1,276</b>	<b>1,234</b>	<b>(42)</b>	9

Notes - Examples of types of service expenditure:-

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

5. Income and favourable variances are presented in brackets. An analysis of this Revenue Expenditure by Service Managed is provided in Appendix 1. Only significant variances (generally those greater than £100,000) have been commented on in the following paragraphs.

6. Overall there is a decrease of the deficit of £42,000 in the overall budget between the 2015/16 latest approved budget and the 2016/17 original budget. The main movements are explained by the variances in the following paragraphs.
7. There has been an increase in employee budgets of £51,000. An allowance of 1.5% towards any increases in pay and provision for the increased national insurance contributions from 1<sup>st</sup> April 2016.
8. Analysis of the movement in manpower and related staff costs are shown in Table 2 below.

Table 2 - Manpower statement	Latest Approved Budget 2015/16		Original Budget 2016/17	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Supervision and Management	14	666	14	688
Car Parking - Estate Concierge (2/3)	19	899	19	928
<b>Total</b>	33	1565	33	1616

9. A detailed breakdown of Central Support Services and Capital Charges is presented in Appendix 2.
10. A detailed breakdown of Repairs and Maintenance costs are provided in Appendix 3

### **Potential Further Budget Developments**

11. The provisional nature of the 2016/17 revenue budget recognises that further revisions may be required, including in relation to:

- budget reductions to capture savings arising from the on-going PP2P reviews;

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

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

Service	Project	Exp. Pre 01/04/15 £'000	2015/16 £'000	2016/17 £'000	Later Years £'000	Total £'000
<b><u>Pre-implementation</u></b>						
Landlord Costs	Contractor's Office	3	67	10		80
Landlord Costs	Barbican Turret, John Wesley Highwalk		58			58
<b><u>Authority to start work</u></b>						
Landlord Costs	Beech Gardens waterproofing & soft landscaping	4,143	908			5,051
<b>TOTAL BARBICAN RESIDENTIAL</b>		4,146	1,033	10	0	5,189

13. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work. It should be noted that the above figures exclude the implementation costs of those schemes which have yet to receive authority to start work.
14. A budget of £80,000 has been approved from central resources for the conversion of a unit in Andrewes House, currently used as a contractor's office, into a residential unit.
15. Approval has been given to obtain planning permission and listed building consent for the Barbican Turret, John Wesley High walk, with a view to disposal. The anticipated cost of £58,000 will be funded from central resources.
16. The final phase of the Beech Gardens project has now been completed.
17. The latest Capital and Supplementary Revenue Project budgets will be presented to the Court of Common Council for formal approval in March 2016.

## **Appendices**

Appendix 1: Revenue Expenditure by Service Managed

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

Appendix 3: Analysis of Repairs, Maintenance and Minor Improvements

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

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

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

## APPENDIX 1

Analysis by Service Managed	Actual 2014-15  £'000	Latest Approved 2015-16 Budget £'000	Original Budget 2016-17 £'000	Movement 2015-16 to 2016-17 £'000
<b>CITY FUND</b>				
Supervision & Management (fully recharged)	0	0	0	0
Landlord Services	694	1825	1721	(104)
Car Parking	198	147	237	90
Baggage Stores	(150)	(169)	(173)	(4)
Trade Centre	(469)	(538)	(562)	(24)
Other Non-Housing	39	11	11	0
<b>TOTAL</b>	<b>312</b>	<b>1276</b>	<b>1234</b>	<b>(42)</b>

### Supervision and Management – General

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

### Landlord Services

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

### Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which some 1,010 (66.9%) are currently occupied. The budget position for 2015/16 has been helped from the continued commercial car parking and Heron paying service charges for residential car bays. However, although we have retained 24 commercial bays with Deutsche Bank which are based on market value rates, they have surrendered 34 bays over the last two years.

**Baggage Stores**

The running expenses, capital charges, rent income and service charges relating to 1,271 baggage stores.

**Trade Centre**

This is a commercial area of some 117,000 square feet bounded broadly by Beech Street, Aldersgate Street, Fann Street and Bridgewater Square. Capital charges are the main item of expense, although some premises and supervision and management costs are incurred. Income comprises rent and charges for services in respect of Virgin Active, GSMD practice room, Laundrette, Vinci Parking and Creche.



## APPENDIX 2

<b>Support Service and Capital Charges from/to Barbican Residential Committee</b>	<b>Actual 2014/15 £'000</b>	<b>Latest Approved Budget 2015/16 £'000</b>	<b>Original Budget 2016/17 £'000</b>
<b>Support Service and Capital Charges</b>			
Insurance	331	322	323
IS Recharges - Chamberlain	186	276	271
Capital Charges	2,944	3,110	3,110
Support Services - Chamberlain	197	172	171
Comptroller and City Solicitor	120	133	126
Town Clerk	117	121	112
City Surveyor	4	4	4
Other Services	1	110	104
<b>Total Support Services and Capital Charges</b>	<b>3,900</b>	<b>4,248</b>	<b>4,221</b>
<b>Recharges Within Funds</b>			
Corporate and Democratic Core – Finance Committee	(100)	(50)	(50)
HRA	(238)	(160)	(160)
Community and Children's Services Committee	119	61	61
<b>Recharges within Committee Service Charge Account</b>	<b>(633)</b>	<b>(442)</b>	<b>(442)</b>
<b>TOTAL SUPPORT SERVICE AND CAPITAL Charges</b>	<b>3,048</b>	<b>3,657</b>	<b>3,630</b>

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

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

E = ESSENTIAL A = ADVISABLE D = DESIRABLE	Latest Approved Budget 2014/15 £'000	Original Budget 2015/16 £'000	Budget to Budget % Increase (Decrease)
<b><u>Supervision &amp; Management Holding Account</u></b>	A	B	B/A
Estate Office - Breakdown Maintenance	8	9	E
<b>Total Supervision &amp; Management Holding Account</b>	<b>8</b>	<b>9</b>	<b>13</b>
<b><u>Services and Repairs - Landlords</u></b>			
Breakdown Maintenance	272	248	E
Drains	190	95	
Rechargeable works - Emergency work in sold flats, dilapidations and insurance claims	35	35	A
External redecoration (70% of soffits)	5	35	A
<b>Total Services and Repairs - Landlords</b>	<b>502</b>	<b>413</b>	<b>(18)</b>
<b><u>Car Parking</u></b>			
Breakdown Maintenance - Building	142	144	E
<b>Total Car Parking</b>	<b>142</b>	<b>144</b>	<b>1</b>
<b><u>Stores</u></b>			
Breakdown Maintenance	6	6	E
<b>Total Stores</b>	<b>6</b>	<b>6</b>	
<b><u>Trade Centre</u></b>			
Breakdown Maintenance	53	55	E
<b>Total Trade Centre</b>	<b>53</b>	<b>55</b>	<b>4</b>
<b><u>Other Non-Housing</u></b>			
Breakdown Maintenance	2	2	E
<b>Total Other Non-Housing</b>	<b>2</b>	<b>2</b>	<b>0</b>

<b>TOTAL</b>	<b>713</b>	<b>629</b>	<b>(12)</b>
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## Appendix 4

<b>Original Budget 2015/16 to Latest Approved Budget</b>	<b>£'000</b>
Original Budget Net Income	(28)
Carry Forwards Balance from 2014/15 (Net in Original Budget)	60
Increases in Capital Charges, due to renovation of the flats and baggage stores.	1010
Increases in support services, mainly IS Recharges - Chamberlain	225
Other movements	9
<b>Latest Approved Budget</b>	<b>1,276</b>

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<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee Barbican Residential Committee	30 November 2015 14 December 2015
<b>Subject:</b> Asset Maintenance Plan	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>

## Summary

This report updates Members on the work of the Asset Maintenance Working Party. An audit and gap analysis of all of the assets of the Barbican Estate has been carried out and condition surveys will be produced for those components in the gap analysis. This future work will then be presented to the Service Level Agreement (SLA) Working Party.

## Recommendation(s)

Members are asked to:

- Note the report
- Approve the next stage of conditions surveys being carried out for those assets which form part of our gap analysis

## Main Report

### Background

1. Much of the Barbican Estate fabric is now over 40 years old and some components are now beyond their original designed life. A Working Party of resident representatives and officers was set up to develop a strategy, plan and a monitoring system (and database) that would allow for performance to be measured and forecasts made. This was regarded as essential in order to manage the fabric of the Estate proactively rather than reactively.
2. The Working Party identified a number of objectives in developing an Asset Maintenance Plan:
  - major works to be planned in such a way that individual residents are not faced with the prospect of several very costly programmes overlapping, (for example, external redecorations, roof repairs and lift repairs all occurring in the same financial year). The Barbican Estate does not have a "sinking fund" and therefore costs are borne in full by residents in the financial year they occur

- an opportunity for smart purchasing and economies of scale to be made through better-planned non-reactive maintenance
  - desire to avoid the potential of the failure of components or other assets by better surveying, testing and planned maintenance or by replacement before failure occurs
3. The Working Party noted that there a number of factors unique to the Barbican Estate:
- Over 95%most of the flats on the Barbican Estate are sold on long leases and the landlord's responsibility is only to the common parts and services most of which are outside individual flats
  - there are some important and potentially expensive assets which are within flats and are service chargeable items with recourse to long lessees, such as the underfloor heating, windows and the Garchey waste-disposal units
  - the effect of the Grade II Listing of the Barbican Estate
4. The Working Party identified an Asset Maintenance software system (Keystone) which has been implemented. Keystone has been populated with existing data, in some cases based on officers knowledge of the various assets of the Estate including the structure and exterior, plant and equipment, hot and cold water plumbing, sanitary appliances and wastes, electrical services and window and doors.

### **Current Position**

5. Officers have produced a gap analysis on the data available for both major components and life cycle costs for those assets that may need replacing.
6. The next stage is for the assets in the gap analysis to be subject to a condition survey with estimated costs which will then form part of a capital programme of works.

### **Proposals**

7. In conjunction with the SLA Working Party, officers will agree and prioritise the assets identified in the gap analysis that require an independent survey to determine the cost of replacement/refurbishment (see appendix 1). The work will be prioritised in conjunction with the SLA Working Party and will commence in 2016/17
8. In the meantime, officers would like to thank the work of the Asset Maintenance Working Party. Now that the objectives of that working party have been achieved, the Resident Consultation Committee wishes to disband this working party and in future, and monitor progress through the SLA Working Party, which also reports to the same committee.

9. Once the condition surveys and subsequent potential specific programmes of works are identified these will be presented to the SLA Working Party and a sub-group can be selected, if necessary, to input into the programme's development.

### **Corporate & Strategic Implications**

10. SA2: 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'. The planned project supports this aim.

### **Implications**

11. The cost of surveys will be recoverable from Long Leaseholders in accordance with the lease. Resultant works will also be recoverable.

### **Appendices**

- Appendix 1 – Asset Maintenance Gap Analysis Subject to survey Items

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BARBICAN ESTATE - CAPITAL AND MAJOR WORKS

	2015/16	£000's	2016/17	£000's	2017/18	£000's	2018/19	£000's	2019/20	£000's	2020/21-2024/25	£000's	2025/26-2029/30	£000's	2030/31-2034/35	£000's
<b>ELECTRICAL REWIRE (COMMUNAL)</b>																
Electrical Rewire (TBC)																
Consultant Fees																
<b>TOTAL</b>																
<b>COMMUNAL HEATING</b>																
Heating Replacement																
Consultant Fees	consultant fee	20														
<b>TOTAL</b>		20.0														
<b>COMMUNAL VENTILATION</b>																
Communal Ventilation Replacement																
Consultant Fees																
<b>TOTAL</b>																
<b>WINDOW REPLACEMENT</b>																
Window Replacement																
Consultant Fees			consultant fee	tbc												
<b>TOTAL</b>																
<b>ROOF COVERINGS</b>																
Roof Replacement			subject to survey	tbc			subject to survey	tbc	subject to survey	tbc	subject to survey	tbc	subject to survey	tbc		
Consultant Fees			consultant fee	tbc												
<b>TOTAL</b>																
<b>DOOR ENTRY SYSTEM</b>																
Door Entry Replacement			estimate	1680.3	estimate	1745.7							subject to survey	tbc	subject to survey	tbc
Consultant Fees			consultant fee	tbc												
<b>TOTAL</b>				1,680.3		1,745.7										
<b>LIFTS</b>																
Lift Renewal											lift renewal	3900	lift renewal	6030		
Consultant Fees											consultant fee 20/21	tbc				
<b>TOTAL</b>												3,900.0		6,030.0		
<b>COMMUNAL BALCONIES</b>																
Balcony Renewal																
Consultant Fees																
<b>TOTAL</b>																
<b>CONCRETE REPAIRS</b>																
Concrete Repairs																
Consultant/Testing Fees	testing year 2	214									testing 20/21	tbc	testing 25/26	tbc	testing 30/35	tbc
<b>TOTAL</b>		214.0														
<b>PODIUM WATERPROOFING</b>																
Podium Waterproofing													sealant renewal 27/28	tbc		
Consultant Fees																
<b>TOTAL</b>																
<b>CCTV</b>																
CCTV Renewal (TBC)																
Consultant Fees																
<b>TOTAL</b>																
<b>WATER TANK REPLACEMENT</b>																
Water Tank Replacement	estimate	300	estimate	300	estimate	300										
Consultant Fees																
<b>TOTAL</b>		300.0		300.0		300.0										
<b>DRAINAGE WORKS</b>																
Drainage Works																
Consultant Fees																
<b>TOTAL</b>																
<b>GARCHEY</b>																
Garchey Works																
Consultant Fees									consultant fee	tbc						
<b>TOTAL</b>																
<b>TOTAL CAPITAL AND MAJOR WORKS</b>		534.0		1,980.3		2,045.7		0.0		0.0		3,900.0		6,030.0		0.0

BARBICAN ESTATE - CYCLICAL WORKS

	2015/16	£000's	2016/17	£000's	2017/18	£000's	2018/19	£000's	2019/20	£000's	2020/21-2024/25	£000's	2025/26-2029/30	£000's	2030/31-2034/35	£000's
<b>REDECORATIONS</b>																
Total Estate wide (NON-BLOCK)																
Total Internal (BLOCK)	estimate	0	estimate	132.4	estimate	94.5	estimate	103.1	estimate	63.2	estimate	380.1	estimate	503.2	estimate	486.5
Total External (BLOCK)	estimate	307.8	estimate	269.6	estimate	70.4	estimate	111.9	estimate	75.9	estimate	1607.9	estimate	1720.2	estimate	1126
<b>TOTAL REDECORATIONS</b>		307.8		402.0		164.9		215.0		139.1		1,988.0		2,223.4		1,612.5
<b>OTHER CYCLICAL WORKS</b>																
Asbestos Survey & Removal	estimate	50	estimate	50	estimate	50	estimate	50	estimate	50	estimate	250	estimate	250	estimate	250
Drain Clearance (inc. gullies & downpipes)	estimate	130	estimate	130	estimate	130	estimate	130	estimate	130	estimate	650	estimate	650	estimate	650
Electrical Testing	estimate	10	estimate	10	estimate	10	estimate	10	estimate	10	estimate	50	estimate	50	estimate	50
Emergency Lighting	estimate	42	estimate	42	estimate	42	estimate	42	estimate	42	estimate	210	estimate	210	estimate	210
Eyebolt Testing	estimate	50	estimate	50	estimate	50	estimate	50	estimate	50	estimate	250	estimate	250	estimate	250
Fire Alarm/Sprinkler Servicing	estimate	60	estimate	60	estimate	60	estimate	60	estimate	60	estimate	300	estimate	300	estimate	300
Fire Equipment Servicing	estimate	20	estimate	20	estimate	20	estimate	20	estimate	20	estimate	100	estimate	100	estimate	100
Grills & Railings (subject to survey)																
Lift Servicing	estimate	313	estimate	313	estimate	313	estimate	313	estimate	313	estimate	1565	estimate	1565	estimate	1565
Lightning Conductor Testing	estimate	5	estimate	5	estimate	5	estimate	5	estimate	5	estimate	25	estimate	25	estimate	25
TV & Fibre Servicing	estimate	25	estimate	25	estimate	25	estimate	25	estimate	25	estimate	125	estimate	125	estimate	125
Ventilation Cleaning	estimate	35	estimate	35	estimate	35	estimate	35	estimate	35	estimate	175	estimate	175	estimate	175
Water Hygiene Testing	estimate	60	estimate	60	estimate	60	estimate	60	estimate	60	estimate	300	estimate	300	estimate	300
<b>TOTAL CYCLICAL WORKS</b>		800.0		800.0		800.0		800.0		800.0		4,000.0		4,000.0		4,000.0
<b>TOTAL REDECORATIONS &amp; CYCLICAL WORKS</b>		1,107.8		1,202.0		964.9		1,015.0		939.1		5,988.0		6,223.4		5,612.5
<b>GRAND TOTAL</b>		1,641.8		3,182.3		3,010.6		1,015.0		939.1		9,888.0		12,253.4		5,612.5

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<b>Committee:</b>	<b>Date:</b>
Residents' Consultation Committee ( <b>for Information</b> )	30 November 2015
Barbican Residential Committee BRC( <b>for Decision</b> )	14 December 2015
<b>Subject:</b>	<b>Public</b>
Car Parking Charging	
<b>Report of:</b>	<b>For Decision by the BRC</b>
Director of Community and Children's Services	

## Summary

1. This report, which is for decision seeks approval for the charging policy for car parking on the Estate for another year.
2. Fees for car parking were reviewed between 2009 and 2014 with reference to the Retail Price Index (RPI) published by the Office for National Statistics in September.
3. However it is now proposed to increase the car parking fees by 5% and to then review the policy in 2016.
4. This report also includes an analysis of local demand, utilisation, comparisons, income generation and a review of temporary car parking.

## **Recommendation**

5. That the Barbican Residential Committee approves the 5% increase as set out in paragraph 21 of the main report and Appendix1 in order that the best use is made of the City of London's asset and that the charging policy be reviewed again in 2016.
6. The effect of the selected increase to all car parking licence fees will take effect from 25 March 2016 for the following financial year.
7. That Temporary Car Parking becomes a cashless system, with payments to be made by Direct Debit, Credit/Debit Cards and Online payments.

## **Main Report**

### **Background**

8. Car parking charges were increased only once during the period 1997 to 2008. In 2008 the Car Park Charging report outlined a number of measures which could potentially reduce costs or increase income to the City Fund. The Barbican Residential Committee approved a 2 year Car Parking Charging Policy from 2008/2009 and the Barbican Estate Office were instructed to achieve additional income from the Barbican Estate Car Parks.
9. In 2011 the Barbican Residential Committee approved an annual review of the car park charges due to the highlighted financial pressures on the Barbican Estate Car Parks and on the City Fund.
10. The Barbican Residential Committee in 2014 resolved that the fees for car parking would be subject to an increase for that year; with the increase to be calculated by reference to the RPI published in September of the preceding year.
11. The method of utilising the RPI as a basis for reviewing the car parking charging policy has been accepted by residents and this method of calculation has resulted in the following increases:

June 2010	June 2011	June 2012	June 2013	March 2014	March 2015
4.9%	nil	5.2 %	2.6%	2.4%	2.3%

12. The City's Service Based Review in 2014 detailed a 3 year budget reduction plan of generating income for 2017/18 of £124,000 for car parking and £30,000 for baggage stores which was approved by the Barbican Residential Committee.

### **Car Park Charging Options**

13. The RPI in September 2015 was 0.8% and in conjunction with the Service Based Review income targets officers have explored a number of potential percentage increase options. Appendix 1 details the potential increase options and its total income benefit for the City Fund.

## **Car Park Occupancy**

14. The current car park occupancy rate is included in Appendix 2, with the overall occupancy rate at 67%.
15. The letting of residential car bays has continued to decrease, since 2006, regardless of price change. The history for the Barbican Estate Car Parking Bay usage is shown in Appendix 3.

## **Car Parking Charges Comparisons**

16. Charges for other car parks both public and private in the City of London are included in Appendix 4, together with the level of service provided. In this context it should be noted that although the Barbican Estate's current charges for residential parking of £1,210 p.a. are higher than those of the other City of London Corporation car parks listed (£740- £1,050 p.a.) these alternative car parks are offered on a first come first served basis and in terms of the service offered some are unmanned or only manned at specific times. Charges for car parks which offer similar services to the Barbican Estate are considerably higher (£1,524 -£4,000 p.a.) than those on the Barbican Estate.

## **Income Generation**

17. The financial position for 2015/16 has been helped from the continued commercial car parking and Heron paying service charges for residential car bays. However, although we have retained 24 commercial bays with Deutsche Bank which are based on market value rates, they have surrendered 34 bays over the last two years.
18. Following the Barbican Residential Committee's approval of the Service Based Review of additional income targets of £124,000 for the financial year 2017/18 for the car parks; officers have been exploring opportunities for unused car park areas. A number of potential options are currently being reviewed by officers and these will be presented to committee in February/March 2016.

## **Car Park Proposals**

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

20. Over the last 10 years the number of residential let bays has reduced by between 1% and 5% per annum demonstrating that price has not necessarily been a factor in the gradual decrease in occupancy. A comparison of local car parking charges also shows that the rates for the Barbican Estate are lower than elsewhere.

21. If RPI was the basis for reviewing car park charges for 2016/17 the increased income would only be £7,636. There were a number of comments from members at the last Barbican Residential Committee concerning current occupancy, comparative charges and income. Officers highlighted the requirement to achieve additional income for 2017/18 as part of the City's Service Based Review. It is therefore recommended to increase the car park charges for 2016/17 by 5% which on current usage would increase revenue by £48,796 for this forthcoming financial year. The charging policy will be reviewed again in 12 months time.

## **22. Temporary Car Parking**

23. The Chamberlains Internal Audit Section recommended that Temporary Car Parking becomes a cashless system, with payments made by Direct Debit, Credit/Debit Cards and Online payments only. Payment for both temporary and permanent parking with cash is resource intensive (in terms of officer's time to issue, record, reconcile and bank the cash) and for that reason it is not at all cost effective when compared with cashless payment systems. The audit recommended that cash payments should be discouraged for Permanent Car Parking and not accepted at all for Temporary Car Parking.

- Over a 12 month period the Barbican Estate Reception received 101 payments for Temporary Car Parking – less than 9 a month.
- The total amount of cash/cheque payments received for Temporary Car Parking over this same 12 month period was £1,771 – less than £150 a month.

24. The overall car park income for the Barbican Estate is £1.4 million; however Temporary Car Parking contributes only £70k (5%). Many companies (TfL Buses & Dartford Crossing) have adopted a cashless approach for short term/low level payments and it is recommended that the Barbican Estate does the same.

25. It is also recommended that the Barbican Estate Office investigates further the phasing out of the old carbon paper ticket system in favour of the automated PayByPhone system.

26.The Barbican Estate Office provides the following to assist residents with PayByPhone:-

- Leaflets
- Posters/Flyers
- Website
- Stickers
- Letters
- Newsletters
- Email Broadcast
- Concierge Training (including how to assist a resident)

27.PayByPhone have confirmed that the marketing detailed above has increased payments to over 50% via this method, with the need to speak to a person now extremely low. The following table provides an analysis of transactions:

Transaction Method	Usage between Apr15 and Sep15
Mobile Web/App	71.43%
IVR (Interactive Voice Response)	25.78%
SMS	1.88%
Customer Services	0.91%

28.The Barbican Estate Office will continue to monitor and review the marketing of the automated PayByPhone system as it looks to phase out the carbon paper ticket system.

### **Financial Implications**

29.An increase of 5% in car bay licence fees from 25 March 2015 would result in an increase of income for 2015/16 by an estimated £48,796 at current levels of occupancy. This increase will be in line with the City of London's full April to March Financial Year. It is anticipated that a review of the effect of this charging policy is carried out in 2016 as part of the next annual review. A review as part of the car park charging policy in 2016 will determine how this proposal will help to achieve the City's Service Based Review targets of achieving £124,000 additional income for the financial year 2017/18.

30.Due to an increase in City of London salary, National Insurance and a return to a full complement of concierge staff (including Pensions), financial year 2016/17 will see an increase in staff costs by £29,000.

## **Consultees**

31.The Chamberlain, Town Clerks, Comptroller & City Solicitor and City Surveyor have been consulted in the preparation of this report.

## **Conclusion**

32.The City has a duty to achieve a reasonable return from its assets having regard to market levels and any net surplus generated benefits the City Fund. 5% increase in the charges is a sensible way to proceed with a further review in 2016.

## **Background Papers:**

Car Park Strategy Stage One report 2009

Barbican Estate Car Park Efficiency Strategy Working Party report 2011

Car Park Charging Policy report 2014

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

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

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

## **Contact:**

Barry Ashton – Car Park and Security Manager

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**Appendix 1.**

Car Parking Fee	Number of Users	Increase Options					
		(RPI) 0.8%	3%	5%	7%	10%	20%
Annual Residential £1,210	682	£1,220	£1,247	£1,271	£1,295	£1,331	£1,452
Daily Car Parking £9.89	7,800	£9.92	£10.19	£10.38	£10.58	£10.88	£11.87
Commercial Car Bay (inc. VAT) £5,314	10 (exc. other contracts)	£5,357	£5,474	£5,580	£5,686	£5,846	£6,377
Residential Motorcycle Bay £226	26	£228	£233	£238	£242	£249	£272
Bicycle Lockers £85	100	£86	£88	£90	£91	£94	£102
Additional Income using current No. Users	-	£7,636	£29,656	£48,796	£68,088	£96,984	£194,014

## Appendix 2.

### **CAR PARK OCCUPANCY AS AT NOVEMBER 2015**

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (JULY 2015)
SOLD	16	2	1	10	34	114	20	13	5	79	294	296
RESIDENTIAL	95	75	69	57	102	33	72	90	84	5	682	682
COMMERCIAL	0	24	4	0	0	0	0	0	6	0	34	57
VACANT	24	138	135	25	24	8	13	47	59	25	498	473
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

FORMER CAR BAYS	2	30	45	9	5	21	29	26	18	21	206
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#### **Former Car Bays - Reasons why no longer used as car bays:**

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES

BAYS TOO SMALL / AWKWARD TO PARK

BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS

CAR PARKING OFFICES

ENTRANCES / EXITS TO BLOCKS

FIRE EXITS/FIRE HOSE REEL STORAGE

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

**164 Former Bays removed from the system in 2008**

**In addition to the original 100 transportable baggage stores located in Breton, Bunyan, 03 Willoughby and Lauderdale car parks, utilising 41 former car parking bays**

#### **Visitors Bays**

**With the exception of Thomas More Car Park which has twelve designated visitor's bays (not included in figures) all the other car parks utilise the vacant bays.**

#### **Heron Tower Development**

**July/August 2013 - 184 sold bays Heron - 03 Willoughby (76 bays) and Speed (108 bays) car parks**

**24 temporary commercial bays at Breton House car park is for 1 contract**

### Appendix 3.

## HISTORY OF BARBICAN ESTATE CAR PARKING BAY USAGE NOVEMBER 2015

Date	Residential Let Bays	Residential Let Bays +/-	Commercial Let Bays	Sold Bays	Total Usage	Total	Occupancy %	Comments
Mar-04	843	-	19	123	<b>985</b>	1,769	55.7	
Apr-05	869	3%	11	125	<b>1,005</b>	1,769	56.8	
Jun-06	863	-1%	20	134	<b>1,017</b>	1,702	59.8	67 Car Parking Bays reduced due to Milton Court
Dec-07	848	-2%	35	117	<b>1,000</b>	1,702	58.8	
Oct-08	820	-3%	46	169	<b>1,035</b>	1,538	67.3	Deutsche Bank started taking commercial bays. 164 Former Bays removed from system.
Oct-09	777	-5%	65	121	<b>963</b>	1,497	64.3	
Oct-10	752	-3%	77	118	<b>947</b>	1,497	63.3	20 Additional Residential for Frobisher Crescent
Oct-11	744	-1%	69	155	<b>968</b>	1,497	64.7	
Oct-12	737	-1%	89	153	<b>979</b>	1,508	64.9	
Nov-13	718	-3%	54	297	<b>1,069</b>	1,508	70.8	December 2012 - 38 Deutsche Bank commercial bays transferred from Speed - Breton car park (20 Surrendered) December 2012 - 19 City of London Police bays surrendered - Breton car park July/August 2013 - 184 sold bays Heron - 03 Willoughby (78 bays) and Speed (106 bays) car parks
Nov-14	691	-4%	51	295	<b>1,037</b>	1,508	68.8	
Nov-15	682	-1%	34	294	<b>1,010</b>	1,508	67	

History of Barbican Estate charges from 2004 to Date							Price change implemented					
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Residential Car Parking Per Annum	£990	£990	£990	£990	£990	<b>£1,038</b>	£1,038	<b>£1,070</b>	<b>£1,126</b>	<b>£1,155</b>	<b>£1,183</b>	<b>£1,210</b>
Commercial Car Parking Per Annum including VAT	£4,250	£4,250	£4,250	£4,250	£4,250	<b>£4,460</b>	£4,460	<b>£4,700</b>	<b>£4,945</b>	<b>£5,073</b>	<b>£5,195</b>	<b>£5,314</b>
Temporary Car Parking - (Over 5 hours in any 24 hour period)	£8.00	£8.00	£8.00	£8.00	£8.00	<b>£8.50</b>	£8.50	<b>£8.75</b>	<b>£9.20</b>	<b>£9.44</b>	<b>£9.67</b>	<b>£9.89</b>

#### **Appendix 4. ANNUAL CAR PARKING CHARGES COMPARISONS NOVEMBER 2015**

<b>City of London, Corporation Car Parks</b>	<b>Annual Charges</b>	<b>Spaces</b>	<b>Manned</b>	<b>CCTV</b>	<b>Comments</b>
Golden Lane Estate	£768.50	24	x	✓	Patrols not dedicated staff
Middlesex Street	£1,050.92	98	x	✓	Patrols not dedicated staff
London Wall Car Park	£740.00	218	✓	✓	Bays allocated on a first come first served basis
Barbican Estate	£1,210.00	1508	✓	✓	Manned 24/7

<b>Car Parks in or adjacent to the city</b>	<b>Annual Charges</b>	<b>Spaces</b>	<b>Manned</b>	<b>CCTV</b>	<b>Comments</b>
Charterhouse Square, EC1M	£3,400.00	-	x	✓	Gated Car Park beneath block of Luxury Apartments.
Christina Street, EC2A	£1,524.00	-	x	✓	Gated Car Park beneath block of Luxury Apartments.
Lever Street, EC1V	£2,544.00	-	x	✓	Gated Car Park beneath block of Luxury Apartments.
Cobalt Building, EC2Y	£3,000 to £4,000	-	x	✓	Gated Car Park beneath block of Luxury Apartments.
Goswell Road, EC1	£2,100.00	-	x	✓	Gated Car Park beneath block of Luxury Apartments.
Bartholomew Close, EC1A	£3,720.00	-	x	✓	Gated Car Park beneath block of Luxury Apartments.
NCP, Beech Street & Silk Street	£2,300.00	400	✓	✓	
NCP, Aldersgate Street, Saffron Hill, Finsbury Square & Thames Exchange	£3,000.00	670	x	✓	

<b>Temporary Car Parking</b>	<b>5 Hours</b>	<b>24 Hours</b>	<b>Comments</b>
Street Parking	£24	£115	£1.20 every 15 minutes
NCP, Aldersgate Street	£25.00	£35.00	
NCP, Beech Street & Silk Street	£15	£34	
NCP, Saffron Hill, EC1N 8XA	£22.50	£22.50	
NCP, Finsbury Square, EC2A 1AD	£42.00	£45.00	
NCP, Thames Exchange, EC4R 3TB	£36.00	£36.00	
Islington	£13.40	£13.40	
Barbican Estate	Free	£9.89	£9.44 After 5 hrs then covers for 24 hrs





<b>Committee:</b>	<b>Date(s):</b>
Residents' Consultation Committee	30 November 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. Blake Tower (formally the YMCA) Service Charge related issues</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. Beech Gardens Podium Works</li> <li>5. Public lift availability</li> <li>6. Upgrade of the Barbican Television Network</li> <li>7. Concrete Works</li> <li>8. Background Underfloor Heating</li> </ol> <p><b>City Surveyors Department – see appendix 3</b></p> <ol style="list-style-type: none"> <li>9. St Alphage House – renamed London Wall Place</li> <li>10. Bastion 14, 13, 12, 11A and adjacent Wall – Conservation Works</li> <li>11. Bastion 13</li> <li>12. City of London School for Girls – Gymnasium Extension</li> </ol> <p>Recommendations that the contents of this report are noted.</p>	

## **Background**

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

### **Barbican Estate Office Issues**

#### **1. Blake Tower (formally the YMCA) Service Charge related issues**

<b>Issue</b>	<b>Update</b>
Will it be managed by the BEO as part of the Barbican Estate?	Yes.
If so, when from? Day 1 – or after a period?	After 2 years.
If after a period, are there any arrangements that are different before and after the BEO takes over management?	No Garchey or Underfloor Heating. The Concierge Service will be provided by the Lobby Porter for 12 hours and Estate Concierge (Car Park Attendants) for the other 12 hours.
Where do Blake Tower residents park their cars? Bunyan car park? Are there enough spaces?	Bunyan car park. Yes.
Do they have ASSA keys to the gardens and the rest of the estate?	Yes.
If so do the ASSA keys of existing residents allow them access to Blake Tower?	No. There is a fob system.
When does the adjustment of estate wide service charges to accommodate Blake Tower take place? From day 1 or from when the BEO takes over?	Day 1.

#### **2. Agenda Plan**

The table below includes a list of pending committee reports:



## Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	29 February	14 March
Service Level Agreement Review	Michael Bennett		
Service Based Review – Generating income for Car Parking & Baggage Stores for 2017/18	Barry Ashton		
Parcel Tracking System Review	Barry Ashton		
Water System Monitoring & Testing Programme	Amy Carter		
Progress of Sales & Lettings	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> <li>• Agenda Plan 2016</li> <li>• Property Services Update</li> <li>• City Surveyors Update</li> </ul> <b>(RCC Only)</b>	Michael Bennett		
Arrears Report <b>(BRC Only)</b>	Anne Mason		
Residential Rent Review <b>(BRC Only)</b>	Anne Mason		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	6 June	13 June
SLA Review	Michael Bennett		
Working Party Review – Minutes of Background Underfloor Heating Working Party <b>(RCC Only)</b>	Mike Saunders		
Working Party Review – Minutes of Gardens Advisory Group <b>(RCC Only)</b>	Helen Davinson		

Progress of Sales & Lettings	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> <li>• Agenda Plan 2016</li> <li>• Property Services Update</li> <li>• City Surveyors Update <b>(RCC Only)</b></li> </ul>	Michael Bennett		
Arrears Report <b>(BRC Only)</b>	Anne Mason		
“You Said; We Did” Actions (Separate list for RCC & BRC)	Michael Bennett	5 Sept	19 Sept
SLA Review	Michael Bennett		
2015/16 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2015/16 Revenue Outturn for the Residential Service Charge Account including Reconciliation between the closed accounts and amount to be charged to long leaseholders	Chamberlains		
Relationship of BRC Outturn Report to Service Charge Schedules – <b>RCC Only</b>	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> <li>• Agenda Plan 2016</li> <li>• Property Services Update</li> <li>• City Surveyors Update <b>(RCC Only)</b></li> </ul>	Michael Bennett		
Arrears Report <b>(BRC Only)</b>	Anne Mason		
“You Said; We Did” Actions (Separate list for RCC & BRC)	Michael Bennett	28 Nov	12 Dec
SLA Review	Michael Bennett		
Car Park Charging	Barry Ashton		

Service Charge Expenditure & Income Account - Latest Approved Budget 2016/17 & Original Budget 2017/18	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2016/17 and Original 2017/18 - Excluding dwellings service charge income & expenditure	Chamberlains		
Annual Review of RTAs	Town Clerks		
Progress of Sales & Lettings	Anne Mason		
Update Report: (Separate list for RCC & BRC) <ul style="list-style-type: none"> <li>• Agenda Plan 2016</li> <li>• Property Services Update</li> <li>• City Surveyors Update <b>(RCC Only)</b></li> </ul>	Michael Bennett		
Arrears Report <b>(BRC Only)</b>	Anne Mason		

### **Background Papers:**

Minutes of the Barbican Residential Committee 14 September 2015.  
Minutes of Residents' Consultation Committee 7 September 2015.

**Contact:** Michael Bennett, Barbican Estate Manager  
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**3. Redecorations**

2015/16 Programme

Cromwell Tower – complete

Frobisher Crescent – Completion due 13<sup>th</sup> November subject to snagging.

2016/17-2019/20 Programme

Tenders received and are currently being reviewed

**4. Beech Gardens Podium Works**

A ‘lessons learnt’ review has taken place with officers, residents and the contractor. An Outcome Report is to be prepared for Project Sub Committee and will be presented to the RCC for information and comment.

**5. Public Lift Availability**

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

Lift	From April 2014 to March 2015	From April 2015 to September 2015
Turret (Thomas More)	98.72%	99.45%
Gilbert House	99.68%	99.80%

**6. Upgrade of the Barbican Television Network**

By the end of November, all blocks will have access to the new fibre network. At present there is a 25% take up.

**7. Concrete Works**

The contract is currently being agreed and will be let during November

Residents will be informed of the programme once this has been agreed with the successful contractor.

## **8. Background Underfloor Heating**

A report has been received from the consultant and the Working Party has met to go through the details of the report. A meeting with Westminster Council, who have a similar control system, is due to take place with officers and members of the Working Party

### City Surveyors Update

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

#### **9. St Alphage House – Renamed London Wall Place (reviewed 28.10.15 – no change)**

Brookfield Multiplex are making good progress with the construction of the new buildings. Completion is 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).

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

The recent conservation works at Bastions 12 and 11A are due to be inspected in November, to identify any failed work and rectify before formally closing the project, with any remedial work to be carried in the spring 2016 when the weather becomes warmer.

Following on from this project, the CS is currently reviewing long-term maintenance of the City Wall, in consultation with the City's Open Spaces and Historic England, involving possible abseiling to provide safe access to control plant growth on the walls in order to protect the Scheduled Monument.

#### **11. Bastion 13**

The replacement garden lights have now been installed with the final certification and warranties in progress by DBE; the old lights on the mound were found unsafe and removed as part of the recent conservation works. The new lights were approved by Barber Surgeons and the BA during the site demonstration in May. The lights, which are on the Scheduled Monument, are to be maintained by the Barbers with an appropriate licence being currently drawn up by the C&CS.

#### **12. 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 to be complete by end of October 2015.
- Final accounts for both projects under review

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