



## Barbican Estate Residents Consultation Committee

**Date:** MONDAY, 29 FEBRUARY 2016

**Time:** 7.00 pm

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

**Members:**

Graham Wallace - Andrewes House (Chairman)	Robin Gough - Defoe House
Robert Barker - Lauderdale Tower - Deputy Chairman (Deputy Chairman)	John Tomlinson, Deputy
Tim Macer - Willoughby House - Chairman (Deputy Chairman)	Mary Bonar - Wallside
Mark Bostock - Frobisher Crescent	Fred Rodgers - Breton House
Gordon Griffiths - Bunyan Court	David Andrew Graves (Alderman)
Fiona Lean - Ben Jonson House	Richard Dykes - Gilbert House
Jane Smith - Barbican Association	Ted Reilly - Shakespeare Tower
John Taysum - Bryer Court	Christopher Makim - Speed House
Janet Wells - John Trundle House	Monique Long - Mountjoy House
Professor Michael Swash - Willoughby House	Natalie Robinson - Andrewes House

**Enquiries:** Julie Mayer  
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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**

1. To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 30th November 2015.
2. To agree the draft minutes of the Barbican RCC's Annual General Meeting held on 8<sup>th</sup> February 2016.

**For Decision**  
(Pages 1 - 14)

4. **SERVICE LEVEL AGREEMENT (SLA) REVIEW**

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

**For Information**  
(Pages 15 - 30)

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

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

**For Information**  
(Pages 31 - 32)

6. **SERVICE BASED REVIEW - GENERATING INCOME FOR CAR PARKING AND BAGGAGE STORES FOR 2017/18**

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

**For Information**  
(Pages 33 - 46)

7. **CAR PARK CHARGING**

Report of the Director of Community and Children

**For Information**  
(Pages 47 - 56)

8. **PROGRESS OF SALES AND LETTINGS**

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

**For Information**  
(Pages 57 - 60)

9. **UPDATE REPORT**

Report of the Director of Community and Children's Services

Consisting of:

1. Agenda Plan 2016
2. Property Services Update
3. City Surveyors' Update

**For Information**  
(Pages 61 - 68)

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

Questions received in advance of the meeting.

(Pages 69 - 72)

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

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## **BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC)** **Monday, 30 November 2015**

Minutes of the meeting of the Barbican Estate Residents Consultation Committee  
held at Guildhall on Monday, 30 November 2015 at 7.00 pm

### **Present**

#### **Members:**

Tim Macer (Chairman)  
Robert Barker (Deputy Chairman) - Lauderdale Tower  
Graham Wallace (Deputy Chairman) - Andrewes House  
Mark Bostock - Frobisher Crescent  
Gordon Griffiths - Bunyan Court  
John Taysum - Bryer Court  
Prof. Michael Swash - Willoughby House  
Averil Baldwin - Thomas More House  
Robin Gough - Defoe House  
Fred Rodgers - Breton House  
Richard Dykes - Seddon House  
Christopher Makin – Speed House  
Monique Long – Mountjoy House

### **In attendance:**

Gareth Moore – Chairman of the Barbican Residential Committee  
Prof. John Lumley – Member of the Barbican Residential Committee (BRC)

#### **Officers:**

Michael Bennett	- Community and Children's Services
Anne Mason	- Community and Children's Services
David Padfield	- Community and Children's Services
Mike Saunders	- Community and Children's Services
Barry Ashton	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Mark Jarvis	- Chamberlain's
Julie Mayer	- Town Clerk's

### **1. APOLOGIES**

Apologies were received from Fiona Lean (Ben Jonson House); Jane Smith (Barbican Association); Randall Anderson (Shakespeare Tower); David Graves (Seddon House); John Tomlinson (Cromwell Tower) and Ann Holmes (Deputy Chairman of the Barbican Residential Committee (BRC)).

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

There were no items.

3. **MINUTES**

The minutes of the meeting held on 7<sup>th</sup> September 2015 were approved, subject to an amendment to paragraph 5, as follows, in respect of the length of time to complete the drainage works at Frobisher Crescent :

*'.....astonished at the length of time' and not 'disappointed'.*

The Frobisher Crescent representative suggested that this was more appropriate, given that the drainage works at Frobisher Crescent had taken 2 years to resolve.

The Assistant Director advised Members that the works would start on site next week.

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

The Committee received the '*You Said; We Did*' Actions List, covering actions from the September 2015 Meeting and other outstanding matters. During the discussion, the following matters were raised/noted:

- The Bunyan and Bryer Court representatives offered to work with the Estate Office on the forthcoming survey on the Beech Gardens fountains and timings and officers would provide an interim update on the lighting in this area.
- The redecorations at Frobisher Crescent remained outstanding and there would be an update in the next edition of '*You Said;We Did*'
- An analysis of the associated water penetration works orders for 2014/15 at Andrewes House as well as Ben Jonson House was taking longer than anticipated and an update would be provided by the next Committee, with an interim update provided to Members before the next meeting if possible.
- There would be quarterly updates on short term holiday lets and the email bulletins would continue to provide updates to residents with links to the recent committee reports. Staff briefings with the Estate Concierges had resulted in some leads and the web sites were being monitored weekly. Members had expressed their gratitude to officers for the way this matter was being managed.

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

The Committee received a report of the Town Clerk setting out the Annual Review of Recognised Tenant Associations. Members noted that all of the house groups, which had applied, had retained their RTA Status. At the time of publication of the report, Ben Jonson House's result was pending the outcome of their AGM, which had been scheduled for 9 December 2015. The Town Clerk advised that the result would be confirmed at the Barbican Residential Committee on 14<sup>th</sup> December 2015.

RESOLVED, That – the outcome of the 2015 RTA Audit be noted.

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

The Committee received a report of the Director of Community and Children's Services, which set out the Service Level Agreements (SLA) quarterly review from July–September 2015. Officers advised that, since the questions received in advance of this meeting related to the SLA report, they and any in the future would be worked into the action plan, in order to ensure they receive an appropriate level of scrutiny and visibility at SLA Working Party and RCC Barbican Residential Committees.

The following items were raised:

- Noisy redecoration works - were being reviewed as part of the Residents Alterations Pack by officers and the SLA working party. Early engagement with contractors was encouraged and/or use of an approved list of considerate contractors. It was also suggested that resident representatives be invited to contribute to the alteration booklet and be fully aware of the appropriate channels for any complaints, if necessary. Officers agreed to investigate an allegation about a contractor using the communal electricity supply. (Post meeting – officers had already been in contact with the relevant contractor).
- Lift performance for Frobisher Crescent - future data would be included in the KPIs and was welcomed and Members asked if this could be presented on an individual basis, particularly for those lifts with heavy public usage.

RESOLVED, that – the report be noted.

7. **PROGRESS OF SALES AND LETTINGS**

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

RESOLVED, that – the report be noted.

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

The Committee received a joint report of the Chamberlain and the Director of Community and Children's Services, which set out the latest approved budget for 2015/16 and the original 2016/17 budget (for revenue expenditure proposed to be included within the service charge in respect of dwellings). Members noted that the report did not include expenditure or income pertaining to car parking or stores and the amount charges to individual lessees would depend on the percentages set out in their leases.

RESOLVED, that - the report be recommended for approval by the Barbican Residential Committee.

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

The Committee received a joint report of the Chamberlain and the Director of Community and Children's Services, which set out the annual submission of the revenue and capital budgets overseen by the Barbican Residential Committee.

RESOLVED, that – the report be recommended for approval by the Barbican Residential Committee.

10. **ASSET MAINTENANCE PLAN**

The Committee considered a report of the Director of Community and Children's Services, which updated Members on the work of the Asset Maintenance Working Party. Members of the working party had expressed a wish to retain their group, with its specific skills set, to ensure progress beyond the gap analysis (as set out in the appendix to the report).

Given that the RCC's AGM (early 2016) would review the Terms of Reference for each Working Party, the Chairman suggested and Members agreed that the Terms of Reference of the Asset Maintenance Working Party be reviewed, in order to allow the Asset Maintenance Plan to be developed and in place, before the work is subsumed into the SLA Working Party. Members also noted that officer time on working parties was chargeable to the resident service charge account and was scrutinised by the Barbican Residential Committee.

In response to a query about a possible sinking fund, the Assistant Director explained that the Barbican Leases did not make provision for this.

RESOLVED, that - the report be noted.

11. **CAR PARK CHARGING**

The Committee received a report of the Director of Community and Children's Services in respect of the charging policy for car parking on the Barbican Estate for another year. Members were reminded that car parking was not a service charge account, however, comments and feedback were invited from residents, ahead of the Barbican Residential Committee taking a decision on 14 December 2015.

In response to a question about card payments, officers confirmed that this facility would be retained and staff had been fully trained to assist residents and their guests with the various payment methods.

Officers explained that the 5% increase was very competitive, when compared with other parking charges within the City and they had been tasked with generating income from the car parks. Members noted that the car parking subsidy was expressed in the Revenue and Capital Budgets Report (at item 9 on this agenda).



In response to a query about electrical charging points, officers reminded Members that this had been the subject of an early residents' survey and would soon be progressed as a City of London Corporation project. Members noted that the Barbican Association has been chasing progress and a further update would be provided in the next Winter Bulletin to residents. A Member raised a concern about the possibility of toxic fumes from charging batteries in enclosed car parks, but officers reassured Members that all health and safety responsibilities, such as this, would be fully discharged as part of the tendering process.

**12. UPDATE REPORT**

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

Members noted that there had been a 25% uptake on the TV network installation and that the free installation period had closed that day, but that Frobisher Crescent residents' free period had been extended due to a health and safety issue which had delayed the contractors.

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

Questions submitted in advance of the meeting are appended to these minutes. There were no further questions.

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

Members noted that the AGM would be held on 8 February 2016 at 7pm.

The Chairman of the BRC, RCC Members and the Estate Office staff gave their thanks and best wishes to Tim Macer, as this would be his last meeting as Chairman of the RCC before a new appointment is made at the AGM. They particularly commended Tim's energy and commitment and the spirit of cohesive working which had ensued under his Chairmanship. This productive and non-confrontational working relationship had been recognised and highly valued by both resident and non-resident Members of the Barbican Estate Residential Committee.

The Chairman thanked Officers, Elected Members and RCC Members for the considerable support they had given him during his Chairmanship.

**The meeting ended at 8.35 pm**

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Chairman

**Contact Officer: Julie Mayer**  
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## **RCC Pre Committee Questions – 30 November 2015**

### **Agenda item 4, “You Said; We Did” Actions List - Page 9 Redecoration costs at Frobisher Crescent**

**Q.** Here, there is a comment on the redecoration of the metal work on the north elevation which is not correct. We are still awaiting information on when this metal work was last painted together with sight of the condition survey made at the time of the development. This information has remained outstanding now for months!

**A. City Surveyors do not have a copy of the condition survey of the metalwork at the time of development. We are awaiting confirmation of the date when the works were last carried out from the Barbican Arts Centre.**

### **Agenda Item 6, SLA Quarterly Review - Page 20 Noisy works generated by flat refurbishments**

**Q.** A flat in Defoe is currently undergoing extensive refurbishment including the installation of a suspended ceiling to accommodate new wiring and down-lighters. A number of residents have experienced extremely noisy episodes and have requested the committee to look into the issue of permissions and management of refurbishments on this scale. It is apparent that the current Alterations Booklet is now out-dated and in need of rewriting so that refurbishment of this scale are managed considerably by the Contractors and the City. The Defoe Committee understands that the SLA Working Party is looking into this with Michael Bennett, we would like representation the next time this issue is discussed at the SLA Working Party but would also suggest that this issue warrants the establishment of a separate body. Is the SLA Working Party the right place for this issue to be looked at?

**A. The BEO are reviewing a number of publications including the alterations guide. The latest draft will be passed to SLA Working Party in December at which stage requests for additional resident representation will be sought.**

### **Agenda Item 6, SLA Quarterly Review - Page 20 Barbican Estate Office Call Out Charge**

**Q.** There has been a query raised by a Defoe Resident as to why she has had a call out charge levied by the BEO when the issue was initiated by the flat owners below her. The cause of the leak which necessitated the insurance claim below her was in fact situated in her flat (her water

cylinder) and in due course she paid for the replacement of said cylinder. Can the BEO please issue a clarification notice to residents so that we better understand in which circumstances residents are liable for a call out charge and also where the delineation is between Leaseholders and City ownership of water pipes causing leaks and damage. For example some flats have immersion heaters in riser cupboards with access panels and others have soil pipes and vents accessed via external riser cupboards?

**A. In this particular instance, the callout was requested by the resident affected by the leak. The charge for the investigation was put to the Long Lessee of the flat where the leak originated. This is standard practice and happens frequently as the flats most affected by leaks are often underneath where the leaks originate. Delineation between Landlords and Long Lessees plumbing occurs at the stop valve.**

#### **Agenda Item 6, SLA Quarterly Review - Page 22 Fire Escape Strategy**

**Q.** Defoe House has twelve staircases with two dedicated fire-protected stairwells. There are also a number of flats situated below podium with access routes out into public areas via a car park. This year new way-finding signage has been installed in the car park with exit routes shown through doorways which have fire shutters. Is there an up-to-date Fire Escape strategy for Defoe House? If so can it be publicised and if not can we have one developed please?

**A. This year new signage has been installed as an upgrade to the old signage. The strategy has not changed. This signage is within the car park and some does point toward doors that have fire shutters on them. However the roller shutters are heat sensitive and therefore would not all come down at the same time. If one shutter were to come down due to fire, the illuminated new signage clearly indicates other exits from the car park. These arrangements were approved by an on-site visit by the City's Fire Officer this week.**

**Fire advice for the flats remains as it ever was: *to remain in your flat unless directly affected by the fire or by smoke. Resident should familiarise themselves with their fire escape routes.* If residents require assistance with this, they should contact their House Officer.**

**Agenda Item 6, SLA Quarterly Review - Page 22**  
**Security of residents**

**Q.** Estate staff are placed in a position of trust, because staff have access to private areas such as balconies and roofs, and occasionally to people's homes too.

We would like to know what measures are in place to protect the privacy and security of residents in their homes, both when new staff are recruited and in practices routinely followed for staff with access to these private areas.

**A. In 2014 an audit of all positions within the Department of Community and Children's Services was conducted by HR in close liaison with Service Managers to review the level of the Disclosure and Barring Service (DBS) checks required for each position. The DBS helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).**

**Following this review an exercise took place to ensure all staff had the required DBS check associated to the position in which they were working. This exercise was completed by December 2014.**

**Agenda item 6, SLA Quarterly Review - Page 27**  
**Frobisher Crescent Lifts**

**Q.** I am not sure where this question fits in with the agenda and supporting papers. The House Group notes that there is, at present, no regular reporting on our four lifts. Can we please request regular lift performance statistics for each of them together with their performance history from 2010?

**A. The BEO is working with Barbican Centre and City Surveyors Department to provide this information to Frobisher Crescent House Group. When received we will request that we receive this information quarterly in order that it can be presented as part of the KPIs with the other lift performance measures in the SLA quarterly reviews.**

**Agenda item 6, SLA Quarterly Review - Page 27**  
**Podium Maintenance**

**Q.** A below podium flat in Defoe has suffered from a bad water leak coming through an expansion joint above. This is now being repaired only after some considerable inconvenience for the resident below. The cause of the leak is likely to be down to the failure of the expansion joint but could also have been caused by blocked drainage cast into the podium structure. Can the BEO please outline any strategy in place for cleaning out the drains and also any budget available to replace or maintain the expansion joints across the podium as they likely to fail in numbers over time?

**A. A drainage clearance programme is currently in place. An additional £100k is being sought for our drain clearance programme for 2015/16 pending approval at December 2015 BRC. The longer term strategy for dealing with leaks through the expansion joints and leaks from other areas on the Podium is currently being reviewed. A report, outlining the options, will be presented to a future committee.**

**Agenda Item 10, Asset Maintenance Plan - Page 57**  
**Capital Works**

**Q.** When is the Working Party that will look into the management and expenditure of Capital Works be reconvened?

**A. A separate report is being presented to this committee.**

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## **BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE**

**Monday, 8 February 2016**

**Minutes of the meeting of the Barbican Estate Residents Consultation  
Committee held Guildhall on Monday, 8 February 2016 at 7.00 pm**

### **Present**

#### **Members:**

Tim Macer - Willoughby House  
Robert Barker - Lauderdale Tower  
Mark Bostock - Frobisher Crescent  
Gordon Griffiths - Bunyan Court  
Jane Smith - Barbican Association  
Janet Wells - John Trundle Court  
Robin Gough - Defoe House  
Graham Wallace - Andrewes House  
Fred Rodgers - Breton House  
Monique Long - Mountjoy House  
Natalie Robinson – Andrewes House  
Jane Northcote – Cromwell Tower (representing John Tomlinson)  
Christopher Makim – Speed House

### **In Attendance**

#### **Officers:**

Julie Mayer – Town Clerk's                    - In the Chair for items 1-5  
Linda Cross – Town Clerk's                    - Minutes

#### **1. APOLOGIES**

Apologies were received from Fiona Lean, Richard Dykes, Averil Baldwin, John Taysum, and John Tomlinson. Mr Tomlinson was represented by Jane Northcote.

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

There were no declarations.

#### **3. MINUTES**

The minutes of the Annual General Meeting held on 9<sup>th</sup> February 2015 were approved.

#### **4. TO ELECT A CHAIRMAN**

Being the only Member willing to serve, Graham Wallace was duly elected Chairman of the Barbican RCC for 2016-17.

As the Chairman accepted his election, Members proposed a vote of thanks to Mr Macer for his work and contribution to the Barbican RCC over three years and commended him for the way in which he had chaired the Committee with a fresh perspective and “hands on” approach.

Mr Graham Wallace thanked Members for their support.

5. **TO ELECT TWO DEPUTY CHAIRMEN**

In accordance with City of London Corporation Standing Orders, the immediate past Chairman was asked if would be willing to serve as Deputy Chairman. Mr Macer indicated that he was and he was duly elected.

There was one further nomination to serve, from Robert Barker. Being the only Member willing to serve, he was duly elected as the Deputy Chairman of the Barbican Estate Residents Consultation Committee for the ensuing year.

6. **COMMITTEE’S TERMS OF REFERENCE**

A question was asked about the Disputes Resolution Panel; i.e. what it was, who sat on it, and when had it met? The Committee was informed that the Panel had not met recently, if ever, as there were no unresolved disputes. It was suggested that the RCC Member submit the question in advance to a future RCC meeting.

A further question was raised about how the Arts Centre related to Frobisher and whether the reference in Item 1 to “other occupiers” included the Arts Centre. If so, it was suggested that this should be specified. It was agreed that this was a very specific situation and that it was not appropriate to include the Arts Centre in the Terms of Reference, which might invited others to make further suggestions. Alternatively, the issue should be referred to the Service Level Agreement Working Party, with a position statement from the Barbican RCC saying that they wished to find a way to improve the channel of communications between Frobisher and the Arts Centre.

RESOLVED, that - the situation between the Arts Centre and Frobisher be referred to the Service Level Agreement Working Party.

7. **REVIEW OF WORKING PARTIES**

The Committee received a report from the Barbican Estate Office on the various Working Parties, including representation and dates of future meetings. It was explained that the Minutes were received throughout the year at RCC meetings and a general review took place at the Annual General Meeting.

RESOLVED, that - The review of working parties be noted.



8. **PROPOSAL TO FORM A LEASEHOLD SERVICE CHARGE WORKING PARTY**

The Committee received a report from the Immediate Past Chairman which outlined the background to the proposal and the need to form a working party to look at service charges. The current arrangements only allowed for consideration of service charges in a reactive way and there was no mechanism for examining issues such as value for money in a proactive manner. It was also the only item in the Terms of Reference which was not specifically covered by a Working Party. He thanked Jane Northcote for the work she had done in producing the accompanying paper.

Members thanked the Immediate Past Chairman and Jane Northcote for their proposal and expressed their wholehearted agreement with the formation of a new working party. It was suggested that it might be appropriate to appoint between 2-4 Members from the RCC to allow more representation from other residents. The Chairman said that he fully supported the initiative but would not be able to take the matter forward, for the time being. The Immediate Past Chairman offered to undertake this role and start the process by inviting residents to become members of the Working Party.

RESOLVED, that - the proposal to form a Leasehold Service Charge Working Party be agreed.

9. **2015 RESIDENTS' SURVEY**

The Committee received a report from the Barbican Estate Office on the 2015 Residents Survey, specifically in respect of Question 16 and the level of satisfaction with the involvement of residents in the management of the Barbican Estate and consultation over decisions or new initiatives. The results showed that over 60% of respondents were satisfied or very satisfied and only 10% were dissatisfied or very dissatisfied.

In answer to a question, the current means of communications were outlined. Members noted that this would depend on the type of information being distributed. If it concerned something which had to be seen by all residents, then it was issued in hard copy. Other items could be sent by email and these were seen by 1300 residents. Some of these might be duplications to the same address, or to landlords who were not resident on the estate. Information was also displayed on notice boards and passed to concierges, to disseminate it further. Links to Committee papers go out to all tenants and a Newsletter was issued every 6 months. Members agreed that there was still some room for improvement.

RESOLVED, that - the report be noted and that the Barbican Estate Office be asked to look at communications and how the flow of information could be improved.

10. **2015/16 COMMUNICATIONS PLAN**

The Committee received a report from the Barbican Estate Office on the communications plan for 2015/16.

It was suggested that the arrangements for responding to emails could be improved. At present, when residents sent emails raising issues, they received an automatic reply saying that the person was away and a reply would be sent within 10 days. This was a timeframe agreed when the RCC was set up many years ago and seemed too long now. The BEO should be asked to look at this with a view to improving communications.

It was pointed out that the website had now replaced much of the print media and documents such as Committee meeting papers were available on line. It was agreed that it would be useful if the BEO could publicise the website more and encourage residents to access the information which it contained.

RESOLVED, that - The 2015/16 Communications Plan and the comments, as set out above, be noted.

11. **ANY OTHER BUSINESS WHICH THE CHAIRMAN CONSIDERS URGENT**

There were no items of urgent business.

**The meeting ended at 8.25pm**

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Chairman

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

<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee Barbican Residential Committee	29 February 2016 14 March 2016
<b>Subject:</b> Service Level Agreements Quarterly Review October – December 2015	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services  <b>Report author:</b> Michael Bennett – Barbican Estate Manager	<b>For Information</b>

## Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter October – December 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 October – December 2015 following the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

### Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter October – December.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent SLA Working Party review meeting in January to review the SLAs and KPIs.

4. 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 October – December 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 September 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 September 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 January to March 2016 will take place in April and details of this review will be presented at the June 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

## **Michael Bennett - Barbican Estate Manager**

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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>
202	Oct - Dec 2015	RCC Qs	A resident has queried the reason for the re-charge for the investigation into water penetration.	This particular instance was reviewed and charge found to be valid. Standard charge principle remains the same, as the investigation into the cause of the water penetration must be done. Info on re-charges are to be included in the reviewed RIP booklet.	✓
201	Oct- Dec 2015	BEO	New Director, Paul Murtagh commenced in January.	Information only.	✓
200	Oct-Dec 2015	ES	Following complaints, contractor letters now have the Barbican logo on it so that residents know it is a genuine letter.	Information only.	✓
199	Oct-Dec 2015	ES	Car Park Box to be trialed as a "Communications Point" so that residents who are not online can remain informed.	Currently proposing that Bunyan Box be the trial area.	
198	July-Sept 2015	HO	Residents private alterations causing a nuisance to other residents. A periodic issue.	First stage review of the Alterations Pack has been carried out with the SLA Working Party. The second stage invited nominated representatives from the House Groups to comment in January. Currently finalising draft of Residents Information Pack.	
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	✓
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. Still ongoing as not improved - to be highlighted again to PS.	

## APPENDIX 1

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

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 & Alterations 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 bulletins (Autumn/Winter). Draft SLA/RIP/Alterations booklets to be presented to SLA WP as 1st stage review & then to nominated resident representatives as 2nd stage review. Quarterly leaseholder letters (summer & Autumn regarding lease enforcement & short term holiday lets). Water Pen letters also to be reviewed. Website been reviewed and is now live.	
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.	
183	Oct - Dec 2014	RCC	Formal Q&A Annual Residents' meeting - BEO reviewing	To be given further thought - part of the Comms Plan	
Page 18	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. Ongoing.	
			<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	
				BOUG Barbican Occupiers Users Group	
			<b>Source of comments</b>		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	

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

			RC Residents General Comments	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>
181	Oct - Dec 15	RCC Qs	Security of residents. What measures are taken with regard to staff recruitment?	All staff undergo DBS checks.	✓
180	Oct - Dec 15	RCC Qs	Fire Escape Strategy for car parks with regard to shutters and signage.	There has been no change to the strategy. Should residents need advice, in the first instance they should contact their House Officer	✓
179	Oct-Dec 15	HO	Extra resources have been deployed to remove moss and other slip hazards from path & podium walk ways.	Comment only	✓
178	Oct-Dec 15	HO	New Window Cleaning contract has started well. No drop in the levels of service as reflected in the KPI's.	Comment only	✓
177	July-Sept 15	SLA	Beech Street tunnel Garchey bay - cleanliness has deteriorated.	Cleaning Manager reviewing cleaning schedules. * <b>New signage to be installed in this area (not to dump builders waste) to be monitored by H.O.s</b>	
176	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. <b>Continue to monitor with Security Manager &amp; Cleaning Manager to ensure good communication. Uniform &amp; ID being reviewed for all Lobby Concierge temporary staff cover.</b>	



### 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>
192	Oct - Dec 2015	Res	Comments received with regard to main contractor's workmanship in terms of making good/bigger picture. This can be haphazard.		
191	Jul-Sept 2015	SURV	Issue with Repairs Contact Centre communicating with some residents. Little follow up with residents.	Any specific issues are now raised directly with PS	✓
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	All repairs raised once installation programme has finished, and recharged back to VFM.	✓
189	Jul-Sept 2015	House Group	Results of the water testing, can these be disclosed to the House Group?	Property Services in the process of sending the last water testing results to the House Group.	
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.	Property Services confirmed that this will be added to future planned maintenance.	✓
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 which is now being done.	✓

## 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>
136	Oct - Dec 2015	RCC Qs	Redecoration costs for Frobisher. Query about when work was last carried out and condition survey at time of development.	City Surveyors do not have a copy of the condition survey. Raised at January BOUG - Barbican Centre to look into.	
135	Oct-Dec 2015	PS	Concrete Survey for the rest of estate has now commenced.	Information only	✓
134	Oct-Dec 2015	PS	Redecs Project now commencing 2016/17:Lauderdale Tower External and Shakespeare Tower External	Information only	✓
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 have started.	✓
130	April- June 2015	HO	Frobisher Crescent redecoration work has commenced	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 complete.	✓
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. Project complete.	✓

## 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>
163	Oct-Dec 15	RES	Positive comments received about removal of wisteria in Speed Gardens and suitable replacement choice of Trachelospermum jasminoides (evergreen)	For comment only	
162	Oct - Dec 15	BEO	Barbican Lakeside path (Speed House side) - path is to be lifted and relayed with root barrier due to root growth of wisteria	For comment only	
161	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 2016/17 (subject to funding).	
160	July-Sept 15	SLA	Lake appears to have more litter present.	Passed on to City Gardens Manager. <b>Contributing factor School bins are were not being regularly emptied - this is now being done on a daily basis</b>	
159	July-Sept 15	SURV	"New gardening approach is lovely."	For comment only	✓
158	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
157	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	
156	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.	
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Drainage engineer to review the areas. Awaiting update from independent drainage specialist. Cleaners to sweep away water from pathway until further solution becomes available.	
127	Jul - Sep 12	HO	Various difficult to access areas (eg Thomas More Hanging Gardens, The Postern, Sculpture Court) - problems with safety equipment currently being reviewed.	Thomas More Hanging Gardens - quote from contractor. Listed Building Consent application rejected by Planning Department currently being reviewed again. (Update) following the previous application being rejected by Planning a new application is being put in. Works completed.	✓

## APPENDIX 6

### SERVICE LEVEL AGREEMENT :LANDLORDS COMMENTS

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
26	Oct - Dec 2015	RCC Qs	Podium maintenance - issues with drainage causing leaks	Additional monies approved for drainage in 2015/16 for the cyclical programme. Longer term strategy for leaks through podium being reviewed.	
24	Oct - Dec 2015	RCC Qs	Frobisher Crescent lifts - to provide KPIs for the specific lifts	Current lift contract only includes KPIs for planned maintenance not reactive repairs. Barbican Centre looking to get performance reports incorporated into this current contract and for new contract (due 2017) to have KPIs for both planned maintenance and reactive repairs.	
24	Oct-Dec 2015	PS	The amount of podium tiling repairs has increased and the new stair tile edges are being completed.	Information only. White paint to be reviewed.	
23	Oct- Dec 2015	BEO	Beech Gardens Fountain Survey to be sent out in 2016.	Actions to follow from the responses.	
22	July - Sept 2015	SLA	Vent shafts in Beech Street tunnel - grills require cleaning.	BEO to raise at next BOUG.	
21	July-Sept 2015	HO	Signage Review - should the Bylaws for the Public Highwalk be more prominent than they are now?	Additional vinyl signs now purchased - no cycling, no skateboarding and dogs to be on a lead.	
20	July-Sept 2015	COM	Comment that dog mess is far more prevalent on the podium.	HOs note that in their view, this has not got worse in recent months. Dogs appear to be more evident however (possibly due to local developments that do allow pets). HOs will continue to monitor as will Cleaners.	
19	July-Sept 2015	SURV	The podium is in a greater state of disrepair than it used to be	Possibly due to BG project? And the increase in the tiling works may also have contributed to this comment on the survey.	✓

## 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%	100%		☺	45/45	
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%	100%		☺	39/39	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%	100%		☺	2 complaints received. 1 about a repair and 1 about contractors being on JTC ramp.	
<b>Repairs &amp; Maintenance</b>												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	97%	97%		99%	99%	99%		☺		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	98%	99%		99%	97%	99%		☺		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	99%	99%		99%	98%	100%		☺		

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
% 'Low priority' repairs (complete within 20 working days)	95%	95%	100%	100%		95%	96%	99%		☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 98.98%	Tower lifts 99.03%		Tower lifts 98.49%	Tower Lifts 98.76%	Tower Lifts 97.45%		☹	This low figure is as a result of a possible glitch in the lift company's upgraded elevator monitoring system (2 x lifts were shown to be out of service, but upon lift engineers arrival they were in service)	
			Terrace lifts 97.96%	Terrace lifts 99.25%		Terrace lifts 99.54%	Terrace Lifts 99.17%	Terrace Lifts 98.89%		☹	Missed the KPI target by 0.11%	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	96%	96%		90%	96%	94%		☺	312 out of 332 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 100% Partial 100%		☺		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%		☺		0%
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	100%	93%		100%	100%	100%		☺	21 out of 21 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%	100%		☺	40/40	
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%	95%		☺	36/38	

[illegible]



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
		☺		75%	N/A	NA		Breton 66% Ben Jonson 86%	n/a	90%	90%	% Overall Resident satisfaction of completed Major Works Projects (£50k+)

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# Agenda Item 5

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

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

Issue	Source	Officer	Action Escalation
<b>Barbican Area CCTV</b>			
Update from Officers in Street Scene, Strategy & Safer City Partnership: <ul style="list-style-type: none"> <li><i>Update report to Police Committee 21 January</i></li> <li><i>Police held open days for residents and a 'walk round' for resident representatives including members of the Barbican Association Security Committee</i></li> <li><i>CoL Procurement team currently putting together the specifics (i.e. particular camera, conduit etc.) before being sent to the Planning Department</i></li> </ul>	Sept 2015 RCC	Doug Wilkinson	
<b>Beech Gardens Fountain Timings</b>			
Timings of the fountain to be confirmed.  <i>A survey has been agreed with the local resident representatives but unfortunately there have been some technical issues with the fountain – when operational for a week the BEO will survey the local blocks.</i>	May 2015 RCC	Helen Davinson	
<b>Revenue Outturn for Residential Service Charge Account</b>			
Repairs & maintenance works for Andrewes and Ben Jonson 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 and Ben Jonson House for 14/15 are being reviewed by Property Services.</i>	Sept 2015 RCC	Mike Saunders	
<b>Short-term holiday lets</b>			
<i>The December bulletin to residents provided an update on short-term holiday lets and the BEO continue to follow up on leads from the Estate Concierge and residents with the appropriate stage 2/3 letters to leaseholders regarding breaches to the lease.</i>	Nov 2015 RCC	Michael Bennett	
<b>Pre Committee Questions</b>			
<i>Pre Committee Questions to be incorporated into appropriate SLA action plans.</i>	Nov 2015 RCC	Michael Bennett	Completed
<b>Alterations Pack Review</b>			
<i>First stage review of the Alterations Pack has been carried out with the SLA Working Party. The second stage invited nominated representatives from the House Groups to comment in January.</i>	Nov 2015 RCC	Michael Bennett	

<b>Frobisher Crescent Lift Performance KPIs</b>				
<i>Current lift contract only includes KPIs for planned maintenance not reactive repairs. Barbican Centre looking to get performance reports incorporated into this current contract and for new contract (due 2017) to have KPIs for both planned maintenance and reactive repairs.</i>		Nov 2015 RCC	Helen Davinson	
<b>Asset Maintenance Working Party</b>				
<i>The Asset Maintenance Working Party will reconvene in March 2016 and part of the remit will be to set the Terms of Reference.</i>		Nov 2015 RCC	Mike Saunders	
<b>Electric Vehicle Charging</b>				
<i>The possibility of providing charging points for electric vehicles in the car parks is being progressed as a City Project led by the Department of the Built Environment in conjunction with City Procurement. It is anticipated that the procurement process will conclude in April and a company to progress the works announced. Updates have and will continue to be provided in the resident bulletins.</i>		Dec 2015 BRC	Barry Ashton	
	<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>			

# Agenda Item 6

<b>Committee:</b>	<b>Date:</b>
Residents' Consultation Committee ( <b>for information</b> ) Barbican Residential Committee ( <b>for decision</b> )	29 February 2016 14 March 2016
<b>Subject:</b> Service Based Review: Generating income for Car Parking and Baggage Stores for 2017/18	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services <b>Report author:</b> Barry Ashton – Car Park and Security Manager	<b>For Information/ Decision</b>

## Summary

1. The Service Based Review aims to deliver sustainable savings and/or increased income in order to balance City Fund and City's Cash over the medium term. The proposals put forward by Chief Officers were approved by the Policy & Resources Committee included a total of £844K for the Department of Community & Children's Services towards this overall target.
2. The Barbican Residential Committee (BRC) approved the 3 year budget reduction plan of generating income for 2017/18 of £124,000 for car parking and £30,000 for baggage stores as part of the City's Service Based Review in 2014.

## **Recommendations**

3. It is recommended that options 1, 2, 3 and 4 as set out in paragraph 10 are progressed. The completion of the Blake Tower residential development in late 2016 is likely to generate additional car parking income for 2017/18. Procurement of either 100 or 200 additional stores or possibly other storage options should satisfy current and future demand and lead to additional income for 2017/18. Market testing of the car parks for alternative uses such as a consolidation centre and storage (and the relevant planning process) could begin in the Spring of 2016.
4. The December BRC did not approve a 5% increase for car parking and a revised report is being presented at the same time as this Service Based Review options report. The recommendation of the car parking charging report is for an increase based on RPI (income for 2016/17) and the next report will be presented to BRC in December 2016 in the normal manner for the 2017/18 charges.
5. It is recommended that an updated Service Based Review report be presented to September/December 2016 BRC to review progress with the options and if there is anticipated to be a shortfall in achieving the 2017/18 budget plan then option 5 (change in car parking charging policy) and option 6 (reduction in staff costs) would need to be considered. Furthermore, a Strategic Audit of the car parks by Chamberlains Internal Audit may inform future car park strategy.

## **Main Report**

### **Background**

6. The Service Based Review was initiated in 2013 in response to forecast City Fund deficits over the medium term which were due primarily to large reductions in government funding, and the expectation of future grant reductions for the foreseeable future. City's Cash was subsequently included as deficits are also being forecast for this fund over the medium term.
7. The aim of the review is to deliver significant and sustainable savings and/or increased income in order to balance the two funds over the medium term. The overall target has been set at £20m by the Policy and Resources Committee.

### **Current Position**

8. Officers have been reviewing a number of options to achieve the budget plan for 2017/18 and following a meeting with the Planning Officers in December 2015, there are now three options to take forward:
  - utilising car park space for alternative uses
  - reviewing the car parking charges
  - reducing costs

### **Options**

9. This report provides a number of options for officers to progress in 2016 to achieve the budget plan (please also refer to the Appendix):
  - The completion of the Blake Tower residential development in late 2016 is likely to generate additional car parking income of circa £20k per annum(pa) (option 1)
  - Additional stores/storage space to meet demand and generate income of between £40k pa and £80k pa with the possibility of further income depending on demand and funding (option 2)
  - Potential for alternative uses of the car parks by market testing for a consolidation centre (parcel delivery centre) and/or storage (options 3 and 4)
  - A change in the charging policy to reflect obtaining best value from the car parks and not just the current Retail Price Index (RPI) which has been the basis for charges over the last 5 years (option 5)
  - Reduction in costs by reducing staff costs (option 6)

## **Proposals**

10. A summary of the recommendations are detailed in the table below:-

<b>Option Number</b>	<b>Option</b>	<b>Recommendation</b>
1	Residential Car Parking - Blake Tower development of 76 flats	Progress with new leaseholders
2	Additional residential stores/storage space	Procure 100/200 or more new stores 16/17
3	Consolidation Centre (parcel delivery centre)	Progress with previous interested parties and marketing letting agents
4	Storage Company Facilities	Progress with previous interested parties and marketing letting agents
5	Change in Car Park Charging Policy	Review charging policy, for example, charges based on 5% increase rather than RPI in December 2016 in conjunction with Strategic Audit of the Car Park Account
6	Reduction in costs by reducing staff costs	Review in December 2016 in conjunction with City audit of the Car Park Account

## **Corporate & Strategic Implications**

11. The options in this report have been put forward following the City's Service Based Review and forms part of the Departmental Business Plan. These options have been developed in conjunction with the Planning and Parking Policies within the local Plan and the London Planning Policy
12. Officers have considered other options including marketing to potential external users and neighbouring developments for commercial parking but the City's Planning Officers have advised that this would be contrary to Condition 7 of the Planning and Parking Policies within the Local Plan.
13. City Transportation have also confirmed that commercial car parking would be contrary to policies to restrain commuting to the City by car and the Policy DM16.6 in the Local Plan does not permit new public car parks or the temporary use of vacant spaces. Therefore, the City's Planning function would oppose planning permission being granted for commercial car parking so these options are not being explored further by officers.
14. Members will be aware that the City of London Operational Property Review completed last year has confirmed that there is currently an overall underutilisation of Car Park spaces provided by the City of London across various

car parks it provides in the Central London area. A new strand of work is now commencing covering Municipal car parks operated by the Director of Built Environment, Markets (Smithfield), Barbican Estate Residential Car Parking and Barbican Centre car park. This cross-cutting workstream will consider the improved management of short term car spaces, matching demand to supply across all car parks by maximising lettings to third parties (possibly through additional services & tariff arrangements). The detailed evaluation of the options developed for the Barbican Residential Car Parking will be considered for synergies within this overall car parks workstream.

## **Conclusion**

15. The Service Based Review requires that we achieve £154,000 additional income in 2017/18 for the Car Parking and Baggage Store Account. If members approve officers progressing options one to four in this report we will be in a position to provide an update report in December 2016. If it is anticipated that there will be a shortfall in achieving the 2017/18 budget plan then options 5 and 6 would need to be considered.

16. 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.

## **Implications/Consultees**

17. The Chamberlain, City Surveyors, Chief Planning Officer and Comptroller & City Solicitor have been consulted in the preparation of this report.

## **Background Papers:**

Car Park Strategy Stage One report 2009

Barbican Estate Car Park Efficiency Strategy Working Party report 2011

Car Park Charging Policy report 2016

Baggage Store 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 2014

## **Contact:**

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## Appendix

### Option 1 - Residential Car Parking - Blake Tower development of 76 flats

Issue	Comment	Action
Location	Bunyan Car Park (nearest car park) which will provide out of hours concierge services (19.00 to 07.00) to Blake Tower residents	
Usage	Residential Car Parking	
Occupancy	15 to 60 bays (60 have been reserved via City Surveyors, but forecast is based on Frobisher Crescent with a 20% take up)	Estate agents to detail facilities & BEO Welcome Pack to offer car parking services to new residents (residents will take individual licences from the Barbican Estate Office)
Potential Income	Circa £20k pa to £75k pa	Review occupancy /position August 2016 for 17/18 budgets
Approx. cost	Normal Officer time	
Timescales	Anticipated completion of property October 2016 with full occupancy of Blake Tower expected December 2016 with potential income for 17/18	
Likely outcome	Circa £20k pa income for 17/18 (based on Frobisher Crescent with a 20% take up)	

Pros	Cons
Car Parking only	Not guaranteed number of bays
No cost - facilities already in place	Not guaranteed period of time
Sufficient space within current Bunyan Car Park (Occupancy at 35% 135 vacant bays) Would also look to occupy void areas.	
As additional Barbican Estate residents	
The successful waterproofing of the above Podium/Walkway in Beech Gardens will prevent any further water penetration into Bunyan Car Park	

## **Option 2 - Additional Residential Stores**

1. A reconciliation of the current waiting list for stores in conjunction with the recent resident survey has been carried out. There were 440 respondents to the survey with a high demand for standard, large and other possibly larger stores. There is currently a waiting list of over 260 residents for a store. An option to generate income and satisfy demand would be to utilise the car parks void areas/vacant bays with further stores/storage space.
2. The option is to build as many stores as possible and to future proof demand. If there was still availability then the other possibility would be to offer some of the stores to other City residents within walking distance, subject to planning permission. The new charges for any proposed new sized stores would be subject to BRC approval.

	<b>Comment</b>	<b>Action</b>
Location	Void areas or vacant bays within the car parks especially Bunyan/Breton Car Parks	
Usage	Residential stores	
Occupancy	Approx. 65 to 130 bays for an additional 100 or 200 storage units. The resident's survey has shown a demand for varying types of storage.	
Potential Income	Circa £40k pa to £80k pa – plus subject to funding.	Reconciliation of the current store waiting list completed January 2016. Resident survey January 2016 shows a demand for various types of residential storage particularly larger stores.
Approx. cost	Circa £100k to £200k TBC dependant on varying options to procure/build the storage	
Timescales	Anticipated completion of procurement/development late 2016/early 2017 with potential income for 17/18	
Likely outcome	Circa £40k pa to £80k pa – plus subject to funding.	

Pros	Cons
Currently no availability of stores for residents	May not be considered best value for the car parks
There are currently over 260 residents on the waiting list for a store	Any new sized stores would require new rates to be approved by BRC
Utilising car parks for residential services i.e. further storage	Listing and Planning Applications. The Planning Officer has confirmed that a change of use for some of the car park bays to residential storage would be acceptable subject to the necessary planning application (Pro & Con)
Possibility of funding from BRC non-service charge underspend 2015/16 for carry forward works in 2016/17. Payback period anticipated to be less than 3 years	Dependant on funding from DCCS underspends. Approval by Chamberlains would require a business case, a bid for capital and fulfil the payback criteria to receive priority funding. Procurement would be carried out via the City's Gateway process in Spring 2016
Sufficient space with current occupancy (Nov.15):- Bunyan - 35% and 135 vacant bays Breton - 47% and 125 vacant bays Would also look to occupy void areas.	The options to be progressed need to be prioritised to ensure no more than the current vacant bays are utilised (plus allocated temporary car parking bays and any potential Cultural Hub implications)
As additional Barbican Estate residents	

3. Due to increased online deliveries the BEO are also reviewing storage facilities for residents' parcels for the Estate Concierge service in the car parks. This review will be carried out in conjunction with the option of further residential storage and subject to a planning application. These facilities would be charged to the service charge account.

### **Option 3 - Consolidation Centre (parcel delivery centre)**

Issue	Comment	Action
Location	Bunyan or Breton Car Park and relocating current residents parking/facilities to designated areas of these car parks	
Usage	Consolidation centre for parcel deliveries for city residents and commercial companies (based on previous discussions with interested parties)	Progress discussions with interested parties and with marketing letting agents
Occupancy	30 to over 50 bays (based on discussions with interested parties)	
Potential Income	Circa £50k pa to £60k pa (based on previous discussions with interested parties)	Review position August 2016 for 17/18 budgets

Approx. cost	Circa £10,000 per car park (TBC & dependant on car park) to possibly relocate existing transportable stores, bicycle cages and any other modifications (TBC). Marketing letting costs	
Timescales		Marketing Spring 2016
Likely outcome	Possible income for 17/18 dependant on market testing & issues highlighted in 'con's' below	

Pros	Cons
Low cost – stores/facilities & possibly any potential additional security arrangements to be installed by Consolidation centre company	Breton House Car Park suffers from severe water penetration, but the use of over 100 metres of drip trays prevents damage to vehicles parked within bays. Multiple water staining & stalactites in car park. However the successful waterproofing of the above Podium/Walkway will prevent any further water penetration into the Bunyan Car Park.
Sufficient space with current occupancy (Nov.15):- Breton - 47% and 125 vacant bays Bunyan - 35% and 135 vacant bays Would also look to occupy void areas.	Opening hours, delivery times, noise of deliveries & operations could disturb and disrupt residents. Would need to consult with residents, Environmental Health & Highways
Guaranteed number of bays	Fire safety & security would need to be reviewed
Guaranteed period of time	Management of contract (liaison, monitoring, complaints etc.)
City Transportation have confirmed that they would support the productive re-use of the car parks for a well-designed and managed Consolidation Centre. The City's Planning Officer has confirmed that the potential use of the car parks for a Consolidation Centre would be acceptable, particularly if it allowed for the final delivery stage of journeys to be made by electric vehicles. London Plan policy 6.14 requires boroughs to identify sites for Consolidation Centres.	Listing and Planning Applications. A permanent planning application would be submitted for the maximum area and the maximum number of bays for any potential future demand (including potential temporary usage). These facilities would not find favour with residents and there would be objections  The options to be progressed need to be prioritised to ensure no more than the current vacant bays are utilised (plus allocated temporary car parking bays)

Original Officer/Member Working Party agreed to review all income options (& cost saving options as a last resort)	External signage
	Residents not favourable to non-residents within car parks (viewed by some residents as their car parks not as a City asset)

#### **Option 4 - Storage Company Facilities**

<b>Issue</b>	<b>Comment</b>	<b>Action</b>
Location	Bunyan or Breton Car Park and relocating current residents parking/facilities to designated areas of these car parks	
Usage	Storage facilities for other city residents and commercial companies (based on previous discussions with interested party)	Discussions on hold due to other potential Barbican Estate development projects. Progress with marketing letting agents
Occupancy	50 to 100 Bays 100 bays is based on previous discussions with interested party)	
Potential Income	Circa £70k pa to £110k pa (based on previous discussions with other storage companies and market agents)	Review position August 2016 for 17/18 budgets
Approx. cost	Circa £20,000 per car park (TBC & dependant on car park) to relocate existing transportable stores, bicycle cages and any other modifications (TBC). Marketing letting costs	
Timescales		Marketing Spring 2016
Likely outcome	Possible income for 17/18 dependant on market testing & issues highlighted in 'con's' below	

Pros	Cons
Low cost – stores/facilities & possibly any potential additional security arrangements to be installed by company	Breton House Car Park suffers from severe water penetration, but the use of over 100 metres of drip trays prevents damage to vehicles parked within bays. Multiple water staining & stalactites in car park. The successful waterproofing of the above Podium/Walkway in Beech Gardens prevents any further water penetration into Bunyan Car Park.
Sufficient space with current occupancy (Nov.15):- Bunyan - 35% and 135 vacant bays Breton - 47% and 125 vacant bays Would also look to occupy void areas.	Opening hours, delivery times, noise of deliveries & operations could disturb and disrupt residents. Would need to consult with residents, Environmental Health & Highways
Guaranteed number of bays	Fire safety & security would need to be reviewed
Guaranteed period of time	Management of contract (liaison, monitoring, complaints etc.)
Can include cost to have car park returned to useable bays at end of contract	External signage
City Transportation have confirmed that they would support the productive re-use of the car parks for a well-designed and managed storage facility. The City's Planning Officer have confirmed that the potential use of the car parks for a storage facility would be acceptable.	Listing and Planning Applications. A permanent planning application would be submitted for the maximum area and the maximum number of bays for any potential future demand (including potential temporary usage). These facilities would not find favour with residents and there would be objections
Could utilise stores for our residents	Residents not favourable to non-residents within car parks (viewed by some residents as their car parks not as a City asset)
Original Officer/Member Working Party agreed to review all income options (& cost saving options as a last resort)	The options to be progressed need to be prioritised to ensure no more than the current vacant bays are utilised (plus allocated temporary car parking bays)

#### **Option 5 - Change in Car Park Charging Policy**

4. For a number of years up until 2009 BRC did not approve any changes in car parking charges. However, since 2009 car parking charges have been reviewed based on the increase in RPI which has varied between 0% and 5.2%. In 2014 the RPI increase was 2.3%.

5. Over the last 10 years the number of let residential 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. All of this information is presented in the accompanying report to the BRC. The annual report in December had recommended a change in charging from the increase in RPI to 5% for 2016/17.
6. In December 2015 BRC did not approve the above change in charging so the revised report will be represented at the same time as this Service Based Review options report. The recommendation of the car parking charging report is based on RPI and that the next report will be presented to BRC in December 2016 in the normal manner for the 2017/18 charges. There remains the potential to move away from RPI as a basis for reviewing car park charges.
7. A Strategic Audit of the Car Parks by Chamberlains Internal Audit has been commissioned which will inform future car park strategy. There is a risk of reputational damage to the City by continuing to manage the Car Park Account in deficit. The Original Budget for 2016-17 shows net expenditure, after capital charges, by the City on Car Parking is expected to be £237,000.

Issue	Comment	Action
Location	Car Parks	
Usage	Residential Car Parking	
Occupancy	67%	
Potential Income	£48,796 for a full financial year based on a change in charging policy (for example 5% increase) and current occupancy	Review occupancy/position August 2016 for 17/18 budgets
Approx. cost	Normal Officer time	
Timescales	Proposing that car park charging report would be presented to BRC again in December 2016 to obtain approval for future charges to apply to the full accounting year 2017/18. Potential income for 17/18 subject to BRC approval	
Likely outcome	£8,855 for the period July 2016 to March 2017 based on no change in charging (RPI) and BRC approval. Income for 2017/18 dependant on BRC approval in December 2016	

Pros	Cons
Members approval of options 1 to 4 would help to determine whether option 5 needs to be progressed to achieve 17/18 Service Based Review budget plan	Change of recent car park charging policy
Strategic Audit of the Car Park Account may determine whether option 5 needs to be progressed	Occupancy may reduce at times of charges higher than RPI
	Residents may choose to park elsewhere

### **Option 6 - Reduction in costs by reducing staff costs**

8. An original officer/Member Working Party from 2009 and Committee report agreed that in future all income options were to be reviewed and cost saving options pursued as a last resort. If the Service Based Review's budget plan is not achieved after all of the income options have been explored and the recommendations of the Strategic Audit of the Car Park Account are analysed there would be the possibility of reviewing the reduction in costs option. The highest cost to the Car Park Account is staff costs (which includes salary, uniforms, pension, National Insurance, overtime and superannuation) and there are a number of options.

Issue	Comment
Location	Car Parks
Usage	Concierge Staff
Occupancy	67%
Potential Income/savings	The Concierge service at one of the car park offices could be provided for 12 hours (with services for the other 12 hours provided at one of the neighbouring car park offices) – this option would reduce costs by circa £70k pa. Alternatively the Concierge service at one of the car park offices could cease (with services provided at one of the neighbouring car park offices) – this option would reduce costs by circa £140k pa.
Approx. cost	Potential redundancy costs depending on recruitment position
Timescales	Review in December 2016 report in conjunction with Strategic Audit of the Car Park Account and if all other options have been explored and/or members do not recommend other options to generate the required income and there is a forecasted shortfall in achieving the budget plan
Likely outcome	As above



Pros	Cons
These options could help achieve the budget plan if all other options have been explored and or members do not recommend other options to generate the required income	These options would be the 'last resort' and would not find favour with residents
Strategic Audit of the Car Park Account may determine whether option 6 needs to be progressed	

### **Other options**

9. Officers have considered other options including marketing to potential external users and neighbouring developments for commercial parking but the City's Planning Officer has advised that this would be contrary to Condition 7 of the Planning and Parking Policies within the Local Plan.
10. City Transportation has also confirmed that commercial car parking would be contrary to policies to restrain commuting to the City by car and Policy DM16.6 in the Local Plan does not permit new public car parks or the temporary use of vacant spaces. Therefore, the City's Planning Officer would oppose planning permission being granted for commercial car parking so these options are not being explored further by officers.

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<b>Committee:</b>	<b>Date:</b>
Residents' Consultation Committee ( <b>for information</b> )	29 February 2016
Barbican Residential Committee ( <b>for decision</b> )	14 March 2016
<b>Subject:</b> Car Park Charging	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Information/ Decision</b>
<b>Report author:</b> Barry Ashton – Car Park and Security Manager	

## Summary

1. This report, which is for decision, seeks to extend the current charging policy for car parking on the Estate for a further nine months from June 2016 to March 2017.
2. Fees have been reviewed between 2009 and 2014 in relation to the annual increase in the Retail Price Index (RPI) published by the Office of National Statistics in the last available month before committee.
3. It is proposed to extend this charging policy for car parking for a further nine months from June 2016 to March 2017 and to review the policy again in December 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 all car parking licence fees are to be subject to review from 24 June 2016 to allow appropriate notice to be given to car park users. The increase to be calculated by reference to the increase in RPI published by the Office for National Statistics between December 2014 (257.5) and December 2015 (260.6). The RPI published in December 2015 showed a year on year increase of 1.2%.
6. At current levels of occupancy these measures should increase car park revenue for the period of 24 June 2016 to 24 March 2017 by an estimated £8,855. The charging policy to be reviewed again in December 2016 in order to be in line with the City of London's full 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 was 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 increase in RPI.
11. The method of utilising the RPI as a basis for reviewing car parking charges 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.
  13. In December 2015 a report based on an increase in car park charges of 5% and not the RPI increase was recommended, was not approved by the Barbican Residential Committee. This report has been represented and should be read in conjunction with the Service Based Review report, which is also being presented at this committee.
- Car Park Charging**
14. If RPI uplift is the basis for reviewing car park charges for 2016/17 the increased income would be an estimated £8,855.
  15. There are currently 1508 car bays within the Barbican Estate's car parks. The below table details the current car bay letting figures and by applying the published December 2015 RPI increase of 1.2%, the following car parking charges will apply.

Licence Type	Number of Users	Current Rate	New Rate
Residential Car Bay	682	£1,210	£1,225
Daily Car Parking	7,800	£9.89	£10.00
Commercial Car Bay - excludes other contracts (inc. VAT)	10	£5,314	£5,378
Residential Motorcycle Bay	26	£226	£229
Bicycle Lockers	100	£85	£86

### **Car Park Occupancy**

16. The current car park occupancy rate is included in Appendix 1, with the overall occupancy rate at 67%.
17. 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 2.

### **Car Parking Charges Comparisons**

18. Charges for other car parks both public and private in the City of London are included in Appendix 3, 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**

19. The Barbican Estate car parks continue to run at a loss and are subsidised by the City Fund, which is against City of London policy for best value for assets. A strategic audit of the car park's income, expenditure and financial viability will be included into our Departmental Audit Plan. Savings in the Barbican Estate car parks are part of the City's Service Based Review targets, with an options report also being presented to this committee, highlighting a way forward for a strategy for the car park account.
20. The financial position for 2015/16 has been helped by Deutsche Bank retaining 24 commercial bays, which are let at market value rates. However, they have surrendered 34 bays over the last two years.

21. 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 with seeking to fulfil its continuing obligation to obtain value for money in the use of City Fund resources.
22. Officers have been exploring a number of options and opportunities for unused car park areas 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. These are outlined in the Service Based Review Report.
23. If RPI is the basis for reviewing car park charges for 2016/17 the increased income would be ££8,855. The charging policy will be reviewed again in nine months' time (charges based on 5% increase rather than RPI, in conjunction with a City audit of the Car Park Account).

### **Temporary Car Parking**

24. The Chamberlains Internal Audit Section recommended that Temporary Car Parking become 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 officers' 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.
25. 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.
26. 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.
27. 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)

28. 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%

29. 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**

30. As the car park charging review has been delayed it will not be in line with the City of London's full Financial Year and for only nine months up to March 2017. It is anticipated that a review of the Barbican Estate's car park account by a City audit will inform future car park charging strategy in conjunction with the on-going Service Based Review.

31. The Original Budget for 2016-17 shows net expenditure, after capital charges, by the City on Car Parking is expected to be £237,000.

32. 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**

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

### **Conclusion**

34. 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. The next review of car park charging in December 2016 will need to be carried out in conjunction with the Service Based Review and the City audit of the car park account.

**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 2014 and 2016

**Ade Adetosoye**

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

**Contact:**

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## Appendix 1.

### **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 2.

### 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 3. ANNUAL CAR PARKING CHARGES COMPARISONS NOVEMBER 2015

City of London, Corporation Car Parks	Annual Charges	Spaces	Manned	CCTV	Comments
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

Car Parks in or adjacent to the city	Annual Charges	Spaces	Manned	CCTV	Comments
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	✓	

Temporary Car Parking	5 Hours	24 Hours	Comments
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

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# Agenda Item 8

<b>Committee:</b>	<b>Date:</b>
Residents' Consultation Committee	29 February 2016
Barbican Residential Committee	14 March 2016
<b>Subject:</b>	<b>Public</b>
Progress of Sales and Lettings	
<b>Report of:</b>	
Director of Community and Children's Services	
<b>Report author:</b>	
Anne Mason - Revenues Manager	<b>For Information</b>

## 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	1A	31	£33,210	25/12/2013 24/12/2016	Tenant moving	01/02/2016

### RIGHT TO BUY SALES

3.

	<b>2 February 2016</b>	<b>27 October 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>2 February 2016</b>	<b>27 October 2015</b>
Sales Completed	838	838
Market Value	£136,288,771.97	£136,288,771.97

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

#### APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 2 February 2016
1	Andrewes House	5	20 1 bed	£840,000	Proceeding

#### APPROVED LETTINGS

9.

CASE	Block	Floor	Type	Annual Rent	Remarks as at 2 February 2016
1	Speed House	6	21 2 bed	£24,300	Completed 1 February

#### COMPLETED SALES

10. No sales have completed since the last report.

## 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 (1581)	129,005,573.33 (129,005,573.33)	96.11 (96.11)
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 (1903)	198,635,569.72 (198,635,569.72)	95.63 (95.63)

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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<b>Committee:</b>	<b>Date:</b>
Residents' Consultation Committee	29 February 2016
<b>Subject:</b> Update Report	
<b>Report of:</b> Director of Community and Children's Services <b>Report author:</b> Michael Bennett – Barbican Estate Manager	<b>Public For information</b>

## Summary

### **Barbican Estate Office**

1. Blake Tower (formally the YMCA) Service Charge related issues
2. Agenda Plan

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

3. Redecorations
4. Beech Gardens Podium Works
5. Asset Maintenance Plan
6. Public lift availability
7. Upgrade of the Barbican Television Network
8. Concrete Works
9. Background Underfloor Heating

### **City Surveyors Department – see appendix 3**

10. St Alphage House – renamed London Wall Place
11. Bastion 14, 13, 12, 11A and adjacent Wall – Conservation Works
12. Bastion 13
13. City of London School for Girls – Gymnasium Extension

### **Recommendation:**

That the contents of this report are noted.

## **Background**

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in November/December 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 (No change from previous update)**

<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	6 June	13 June
SLA Review	Michael Bennett		
Parcel Tracking System Review	Barry Ashton		
Working Party Review – Minutes of Background Underfloor Heating Working Party <b>(RCC Only)</b>	Mike Saunders		
Working Party Review – Minutes of Gardens Advisory Group & Review of Terms of Reference <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</li> </ul> <b>(RCC Only)</b>	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 December 2015.  
Minutes of Residents’ Consultation Committee 30 November 2015.

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

### 3. Redecorations

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

We are currently completing Section 20 consultation and answering a number of observations. Condition surveys are currently being carried out for the blocks due in 2016/17 and the results will be fed back to the relevant Housegroups. Future blocks will be surveyed as and when they are due.

### 4. Beech Gardens Podium Works

The final account for the Podium works is progressing well. The 'Lessons Learnt' report will be prepared and submitted to your Committee for information.

### 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 December 2015
Turret (Thomas More)	98.72%	99.55%
Gilbert House	99.68%	99.82%

### 6. Upgrade of the Barbican Television Network

We are agreeing a Practical Completion date with the installer (VFM) for the fibre installation. Once agreed, the Working Party will meet to monitor begin monitoring the KPI's in respect of the license agreement.

## **7. Concrete Works**

Current position (as at 10.2.15)

- Surveys completed to Ben Jonson House (with the exception of the area above Golden Lane which requires a planned road closure)
- Surveys completed to recessed areas in Lauderdale Tower
- Surveys completed to John Trundle Court, Bryer Court, Bunyan Court and Defoe House
- Surveys completed to Andrewes House and Breton House Car Parks
- Surveys to Speed House 80% complete
- Surveys to Frobisher Crescent 50% complete

Remaining blocks and car parks to be completed during February/March 2016.

## **8. Background Underfloor Heating**

A productive meeting took place with Westminster Council and the Working Party. At the last Working Party meeting it was agreed that discussions would take place with National Grid who have expressed an interest to discuss some opportunities at the Barbican Estate

The Working Party is also progressing well with a Technical solution for the heating controls (Cylco) with a deadline of September 2016 in readiness for the new heating season

Working Party meeting dates are currently being agreed for 2016.

## **CITY SURVEYORS UPDATE**

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

### **11. St Alphage House – Renamed London Wall Place**

Brookfield Multiplex are making good progress with the construction of the new buildings. Completion is anticipated in May 2017. More information is contained in Brookfield Multiplex monthly newsletter sent out to adjacent Barbican residents and on the project website [www.londonwallplace.com.#](http://www.londonwallplace.com.#)

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

Some remedial work is anticipated on the Bastion 11A (by the lake near The Postern), following the defects inspection in November 2015. Initially the site will be re-inspected with the conservators and Historic England in the next few weeks and thereafter any remedial work carried in the spring 2016 when the weather is warmer.

The long-term maintenance proposals are currently being developed in consultation with the City's Open Spaces and Historic England. Abseiling is likely to be involved, to provide safe access to control plant growth on the walls in order to protect the Scheduled Monument.

### **13. Bastion 13**

The replacement lights on the mound are now completed including the final certification and warranties; the old unsafe lights were removed as part of the recent conservation works and their replacement approved by Barber Surgeons and the Barbican Association. The lights, which are on the Scheduled Monument, are maintained by the Barbers under a licence now completed by the C&CS.

### **14. City of London School for Girls: Gymnasium Extension**

Works were completed on programme and defects rectification is scheduled to be completed by April 2016.

### **15. Bernard Morgan Police Section House**

On the 6<sup>th</sup> January the disposal of Bernard Morgan House completed with the grant of a long lease to Taylor Wimpey Central London. Discussions are currently ongoing between the Corporation's planners and Taylor Wimpey in relation to their proposal to demolish the old Section House and construct multiple residential units within the City.

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## RCC Pre Committee Questions – 29 February 2016

### **1. Agenda item 4, SLA Quarterly Review – Customer Care - Page 17 Disputes Resolution Panel**

- Q.** Disputes Resolution Panel as referred to in the RCC Terms of Reference – What is this?
- A.** **This panel was set up when the RCC and SLAs were established over 10 years ago – it has met once in over 10 years. The City of London standard complaints procedure is now used with the set escalation process if the “complainer” is not satisfied with the response. It will be reviewed as part of the Residents Information Pack and SLA booklet review with the SLA Working Party which will follow the current review of the Alterations Pack.**

### **2. Agenda Item 4, SLA Quarterly Review – Customer Care - Page 17 SLA response time for emails**

- Q.** Is the SLA response time for emails of 10 days working or calendar days and can this and an automatic response protocol be reviewed?
- A.** **Response times are working days. As above it will be reviewed as part of the SLA booklet review with the SLA Working Party which will follow the review of the Alterations Pack.**

### **3. Agenda Item 4, SLA Quarterly Review – Estate Management Page 20 Fox repellent application/use of mesh panels on perimeter fence in Bunyan Car Park**

- Q.** Can fox repellent application/use of mesh panels on perimeter fence in Bunyan Car Park rectify the situation of foxes damaging residents' cars in the car parks?
- A.** **Officers are currently seeking advice from our wildlife contractor – when received we will update the affected residents and place notices in the relevant car parks regarding the actions that are being taken.**

### **4. Agenda Item 4, SLA Quarterly Review – Property Maintenance - Page 21 Scaffolding and balcony works on residential blocks**

- Q.** What can be done to stop contractors leaving equipment (ladders/scaffold poles without protective caps) on balconies. Can we have dates that contractors will be working on the balconies to erect/dismantle scaffolding?
- A.** **Contractors will be reminded about the use of equipment and protective caps. Property Services are liaising with contractors to confirm the programmed dates. This will depend on the type of work being carried out, for example, if it is an inspection then the dates may be extended. We will ensure that any extension is notified and work with the House Officers to improve communications.**

**5. Agenda Item 4, SLA Quarterly Review – Property Maintenance - Page 21 - Frobisher Crescent heating/hot water system**

**Q.** Is there an update regarding the Frobisher Crescent heating/hot water system?

**A.** **Property Services are currently liaising with the City Solicitor on the details of the proposed contract. A report will be submitted to a future committee for information.**

**6. Agenda item 4, SLA Quarterly Review – Major Works - Page 22 (Entry 136) Frobisher Crescent metal work painting**

**Q.** Has the BEO received an update from the Barbican Arts Centre on when the metal work painting on Frobisher Crescent's north elevation was undertaken?

**A.** **No. This has also been raised at the recent Barbican Occupiers Users Group meeting and officers from the Barbican Arts Centre are looking into this.**

**7. Agenda item 4, SLA Quarterly Review – Major Works - Page 22 (Entry 132)Frobisher Crescent west end gable works**

**Q.** Can we have a progress report on the Frobisher Crescent west end gable works? When is the noisy diamond drilling to start?

**A.** **Currently on site. Completion is due March/April 2016 - however this is subject to the door manufacturers, evolving Barbican Centre booking schedules and weather. Core drilling is scheduled for 1 March to accommodate Barbican Centre booking schedules.**

**8. Agenda Item 4, SLA Quarterly Review – Major Works - Page 22 (Entry 135) Concrete testing**

**Q.** When will Bunyan Court find out the actual cost and results of the concrete testing?

**A.** **For the testing element actual costs will be known around May/June. For the Repair costs element these are dependent on the outcome of the testing report and estimates are anticipated to be known around June/July before going to tender.**

9. **Agenda Item 4, SLA Quarterly Review – Major Works - Page 22**  
**Internal Redecorations costs**
- Q. Recent estimates received by leaseholders for Bunyan Court internal redecorations for works 2017/18 – will we be able to receive estimates nearer the time?
- A. **Yes.**
10. **Agenda Item 4, SLA Quarterly Review – Landlords Works - Page 24**  
**(Entry 23) Beech Gardens fountain and lighting (part of Beech Gardens waterproofing project)**
- Q. Previously the Beech Gardens fountain was not a light source. The potential addition of lighting to the Beech Gardens fountain was not raised via the Project Board and residents were not consulted about the changes to the lighting scheme. How were residents consulted?
- A. **The lighting for the fountain was not a part of the original contract. However officers later ascertained that the lighting was a feature of the old fountain and therefore an aspect of the hard landscaping that was covered by the Listed Building constraints. Unfortunately officers from the Project Board overseeing these works are no longer present to clarify the omission of consultation discussions. However, when operational (a reduced lighting level is being sought) a consultation process will take place with residents in the local blocks to agree the lighting levels/times.**
11. **Agenda Item 4, SLA Quarterly Review – Landlords Works - Page 24**  
**St Giles Terrace – Automatic system for barrier**
- Q. Can an automatic system for the barrier on St Giles Terrace be installed?
- A. **The St Giles barrier is a City asset of the Department of the Built Environment (DBE) – therefore the way forward for this would be as a project of the DBE in conjunction with the COL's consultation protocol for schemes in and around the Barbican Estate – consultation via the Barbican Association. However the DBE have confirmed that they have no budget available for this type of project.**
12. **Agenda Item 6 &7, Service Based Review & Car Park Charging - Page 33**
- Q. Where does commercial revenue for contractors working on Blake Tower & GSMD storage units get apportioned to?
- A. **The contractor's bays to the Car Park account and the storage units to the Baggage Store account**
- Q. How many car park spaces have been let to Heron/Roman House residents?
- A. **Heron – 183**  
**Roman House – 2**

- Q.** Does the BEO plan to market to new occupiers of London Wall Place & 100 Aldersgate Street?
- A.** **The City's Planning Officers have advised that this would be contrary to Condition 7 of the Planning and Parking Policies within the Local Plan.**
- Q.** Has the option of file storage for neighbouring companies been considered?
- A.** **Contained within Option 4 of the Service Based Review Report.**  
Will the BEO consider surveying residents to evaluate the interest in renting workroom facilities?
- A.** **Suggestions such as this have been collated from residents within the recent Baggage Store Survey. If necessary further surveys will be carried out.**
- Q** Can the original recommendation of the Car Parking Charging report of a 5% increase in charges be consulted on with residents on the basis of the potential shortfall in car park income and the implications of the potential reduction in staffing costs option?
- A.** **Contained within Option 5 of the Service Based Review Report. If BRC members would like officers to carry out further research/surveys then these can be progressed.**