



Barbican Residential Committee

Date: MONDAY, 5 JUNE 2017
Time: 11.00 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members: Randall Anderson
Adrian Bastow*
Chris Boden*
Mark Bostock
Deputy David Bradshaw
Mary Durcan
Ann Holmes*
Michael Hudson*
Deputy Clare James*
Jeremy Mayhew*
Deputy Joyce Nash
Barbara Newman
Susan Pearson*
William Pimlott
Stephen Quilter
Deputy John Tomlinson

4 x vacancies

** indicates non-resident Member*

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

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

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **ORDER OF THE COURT OF COMMON COUNCIL**
Order of the Court of Common Council dated 27 April 2017, appointing the Committee and setting its Terms of Reference.

For Information
(Pages 1 - 2)
4. **TO ELECT A CHAIRMAN IN ACCORDANCE WITH STANDING ORDER 29**
Town Clerk to be heard.

For Decision
5. **TO ELECT A DEPUTY CHAIRMAN IN ACCORDANCE WITH STANDING ORDER 30**
Town Clerk to be heard.

For Decision
6. **REPRESENTATIVE ON THE CULTURAL HUB WORKING PARTY**
Chairman to be heard.

For Decision
7. **MINUTES OF THE PREVIOUS MEETING**
To approve the public minutes and summary of the meeting held on 13 February 2017.

For Decision
(Pages 3 - 8)
8. **'YOU SAID: WE DID' OUTSTANDING ACTIONS LIST**
Report of the Director of Community and Children's Services.

For Information
(Pages 9 - 10)
9. **BARBICAN CHARGING POLICY FOR CAR PARKING**
Report of the Director of Community and Children's Services.

For Decision
(Pages 11 - 26)
10. **REPAIRS AND MAINTENANCE TO ROOFS/BALCONIES FOLLOWING WATER PENETRATION**
Report of the Director of Community and Children's Services.

For Information
(Pages 27 - 60)

11. **ELECTRIC VEHICLE CHARGING POINTS PILOT PROJECT**

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

For Decision
(Pages 61 - 68)

12. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW (JANUARY - MARCH 2017)**

Report of the Director of Community and Children's Services

For Information
(Pages 69 - 84)

13. **UPDATE REPORT**

Report of the Director of Community and Children's Services

For Information
(Pages 85 - 92)

14. **PROGRESS OF SALES AND LETTINGS**

Report of the Director of Community and Children's Services

For Information
(Pages 93 - 96)

15. **DRAFT MINUTES OF THE RCC MEETING HELD ON 22 MAY 2017**

To receive the draft minutes of the above meeting. TO FOLLOW

Members are asked to note that the draft minute from this meeting, in respect of Barbican Charging Policy for Car Park Charging, has been appended to item 9 on the Agenda (of the same title).

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

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

18. **EXCLUSION OF THE PUBLIC**

MOTION – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.

For Decision

19. **NON-PUBLIC MINUTES**

To approve the non-public minutes of the meeting held on 6 February 2017.

For Decision
(Pages 97 - 98)

20. **ARREARS UPDATE**
Report of the Director of Community and Children's Services.

For Information
(Pages 99 - 104)

21. **LEASE RENEWALS**
Two reports of the Director of Community and Children's Services.

For Decision
(Pages 105 - 112)

22. **DECISIONS TAKEN UNDER DELEGATED AUTHORITY/URGENCY SINCE THE
LAST MEETING OF THE COMMITTEE**
Report of the Town Clerk.

For Information
(Pages 113 - 114)

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

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

Agenda Item 3

PARMLEY, Mayor	RESOLVED: That the Court of Common Council holden in the Guildhall of the City of London on Thursday 27th April 2017, doth hereby appoint the following Committee until the first meeting of the Court in April, 2018.
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BARBICAN RESIDENTIAL COMMITTEE

1. **Constitution**

A Non-Ward Committee consisting of,

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

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

2. **Quorum**

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

3. **Membership 2017/18**

Non-Residents:-

- 5 (4) Ann Holmes
- 6 (3) Jeremy Paul Mayhew
- 9 (2) Michael Hudson
- 2 (2) Clare James, Deputy
- 1 (1) Adrian Mark Bastow
- 5 (1) Christopher Paul Boden
- 1 (1) Susan Jane Pearson
- Vacancy
- Vacancy
- Vacancy
- Vacancy

Residents:-

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

Aldersgate

Randall Keith Anderson
Joyce Carruthers Nash, O.B.E., Deputy
Barbara Patricia Newman, C.B.E.

Cripplegate

Mark Bostock (Cripplegate Without)
David John Bradshaw, Deputy (Cripplegate Within)
William Pimlott (Cripplegate Within)
Joan Mary Durcan (Cripplegate Without)
John Tomlinson, Deputy (Cripplegate Without)
Stephen Douglas Quilter (Cripplegate Without)

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

4. **Terms of Reference**

To be responsible for:-

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

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BARBICAN RESIDENTIAL COMMITTEE

Monday, 13 February 2017

Minutes of the meeting of the Barbican Residential Committee held at the Guildhall EC2 at 11.30 am

Present

Members:

Ann Holmes (Chairman)	Michael Hudson
Gareth Moore (Deputy Chairman)	Vivienne Littlechild
Randall Anderson	Professor John Lumley
Alex Bain-Stewart	Jeremy Mayhew
Deputy John Barker	Deputy Joyce Nash
Chris Boden	Graham Packham
David Bradshaw	Chris Punter
Deputy Stanley Ginsburg	Stephen Quilter

Officers:

Philippa Sewell	- Town Clerk's Department
Alan Bennetts	- Comptroller and City Solicitor's Department
Alison Elam	- Group Accountant, Chamberlain's Department
Barry Ashton	- Community & Children's Services Department
Helen Davinson	- Community & Children's Services Department
David Downing	- Community & Children's Services Department
Nichola Lloyd	- Community & Children's Services Department
Anne Mason	- Community & Children's Services Department
Paul Murtagh	- Community & Children's Services Department
Mike Saunders	- Community & Children's Services Department

1. APOLOGIES

Apologies were received from Clare James and Dhruv Patel.

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

Randall Anderson and Deputy Joyce Nash declared pecuniary interests in item 13 (Rent Review – to be considered in the non-public agenda).

3. MINUTES OF THE PREVIOUS MEETING

RESOLVED – That the public minutes and non-public summary of the meeting held on 12th December 2016 be approved.

4. 'YOU SAID: WE DID' - OUTSTANDING ACTIONS LIST

Members received the 'You Said; We Did' actions update in respect of the Barbican Residential Committee. The Comptroller & City Solicitor advised that

there was nothing to preclude the Barbican Association becoming a Recognised Tenant Association (RTA).

RESOLVED – That the report be noted.

5. UPDATE REPORT

The Committee received a report of the Director of Community and Children's Services, which updated Members on issues raised by the Barbican Estate Residents' Consultation Committee (RCC) and Barbican Residential Committee (BRC) at their meetings in November and December 2016. It also provided updates on other issues on the estate.

During questions, the following matters were raised/noted:

- Consolidation Centre Pilot – Members queried whether the Barbican was a suitable location for such an operation. Officers advised that similar projects elsewhere were being reviewed to provide context as to what might suit the Barbican area. Members noted this would come back for consultation.
- Electric Vehicle Charging – In response to a Member's query, officers advised that the Working Party had met once. £50,000 of funding had been secured via a Low Emission Neighbourhood grant which would get the project to a point where installation could begin. Members noted that the Working Party was next due to meet on 1 March 2017 and comments were welcomed.
- Redecoration – Members advised this had begun and requested no painting be done in adverse weather conditions. Officers confirmed this could be accommodated as there was flexibility built into the redecoration programme.

RESOLVED - That the report be noted.

6. PROGRESS OF SALES AND LETTINGS

Members received a report of the Director of Community & Children's Services regarding the sales and lettings that had been approved by officers since the last meeting.

RESOLVED – That the report be noted.

7. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW

Members received a report of the Director of Community & Children's Services regarding the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter October – December 2016.

With regard to short-term holiday lets, a Member advised that guidance regarding planning enforcement for lettings for more than 90 days per year was impossible to find on the website. He had spoken to Planning Officers to rectify this but Members noted this was part of a wider problem with the website,

which lacked an adequate search facility, and agreed that a resolution be sent to the Information Technology Sub (Finance) Committee expressing Members' continuous difficulty in using the Corporation's website.

RESOLVED – That the report be noted and a resolution be sent to the Information Technology Sub (Finance) Committee expressing Members' continuous difficulty in using the Corporation's website.

8. **CONCRETE TESTING AND REPAIRS - BARBICAN ESTATE, GOLDEN LANE ESTATE AND MIDDLESEX STREET ESTATE**

Members considered a Gateway 4 Options Appraisal report regarding the concrete testing and repairs on the Barbican Estate, Golden Lane Estate & Middlesex Street Estate.

During questions, the following matters were raised/noted:

- Previous concrete testing – officers advised that the last complete testing had been carried out in the 1990s and undertook to circulate that report.
- Window boxes – the report referred only to those window boxes built into the concrete.
- Barbican Estate car parks – officers advised that the extensive repairs and incidents of corrosion detailed in the report referred only to the car parks.
- Fees and staff costs – officers advised that fees were likely to be higher than on regular projects, but reminded Members this was an estimate based on a standard percentage used for projects. Costs were apportioned as works progressed, with officers (including Barbican Estate Office staff) logging every hour spent on this project (e.g. project management or on site).
- Allocation of costs – officers advised that not all car parks supported residential blocks, but undertook to report back with regard to structure and how it affected service charges.

RESOLVED – That:

- a) the concrete testing report from the last survey carried out be circulated to Members;
- b) officers to report back with regard to structure and how it affected service charges;
- c) Option 1, a planned programme of concrete repairs, based on the outcomes of the recently completed testing contracts to the Barbican, Golden Lane and Middlesex Street Estates, be approved for proceeding to Procurement and Gateway 5;
- d) the estimated total project budget of £2,275,000 be noted, of which £905,000 was designated for the Barbican Estate and £1,370,000 designated for Golden Lane and Middlesex Street Estates;
- e) a budget of £18,400 be approved to reach the next Gateway.
- f) the project be transferred from the complex approval track to the regular approval track.

9. **DRAFT MINUTES OF THE BARBICAN RESIDENTS CONSULTATION COMMITTEE (RCC)**

The draft minutes of the meeting of the Barbican Estate Residents Consultation Committee on 30th January 2017 were received. Members noted these should show apologies from Ann Holmes and the attendance of Gareth Moore.

During questions, the following matters were raised/noted:

- Crossrail – officers confirmed that the deadline set by Crossrail had been administrative only and complaints received afterwards would still be processed and considered. The Residents Consultation Committee had decided not to write to those residents in case of encouraging unnecessary claims, but officers were now speaking to the RCC Chairman about including a notice in the bulletin advising residents that the deadline did not preclude future complaints. In response to a follow up query, officers advised that most of the measuring equipment had been removed in June but, as there had been further movement, some had been reinstated. Officers confirmed this would be communicated to residents via the usual channels.
- Strip lights – officers advised that LEDs were being considered for replacing the strip lights and undertook to report back when more information was available.

RESOLVED – That the draft minutes of the Barbican Estate Residents Consultation Committee on 30th January 2017 be noted.

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

There were no questions.

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

There was no other business.

12. **EXCLUSION OF THE PUBLIC**

RESOLVED - Under Section 100(a) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information, as defined in Part 1 of Schedule 12A of the Local Government Act.

Item no	Para no
13	3
14 – 16	1,2 & 3
17-18	-

13. **RESIDENTIAL RENT REVIEW**

Members considered a report of the Director of Community & Children's Services which reviewed the rent for homes on the Barbican Estate, let under City of London tenancies. In assessing potential rent increases, the market value of properties was ascertained and two Estate Agents were appointed to assist with this review.

RESOLVED – That the following increases be implemented over 2016 rental levels effective for all tenants renewing their leases from 1 July 2017 to 30 June 2018.

- Studio flats 8.25%
- 1 bedroom flats 1.94%
- 2 bedroom flats 3.73%
- 3 / 4 bedroom flats 2.62%

14. ARREARS UPDATE

Members received a report of the Director of Community & Children's Services.

15. WRITE OFF REPORT

Members considered a report of the Director of Community & Children's Services.

16. WRITE OFF REPORT

Members considered a report of the Director of Community & Children's Services.

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

There were no questions.

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

There was no other business.

The meeting closed at 12.30 pm

Chairman

Contact Officer: Philippa Sewell
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philippa.sewell@cityoflondon.gov.uk

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“You Said; We Did” - Action List – May 2017
Actions from February 2017 BRC & other outstanding issues (*updates appear in italics*)

Issue	Source	Officer	Action Escalation
Frobisher Crescent Heating and Hot Water system			
<i>Officers had a further meeting with the Frobisher Crescent House Group in April and agreed the following:</i> <ul style="list-style-type: none"> <i>That the consulting engineers report on the Heating and Hot Water system stated that the system was not “unfit for purpose”</i> <i>The system would be reviewed again at the end of each heating season (next review May 2018)</i> <i>The main boiler system would be reviewed after it’s “natural useful life”(10 years – therefore 4 years from now)</i> <i>Statutory Leaseholder consultation on a maintenance contract for the boiler system, repairs and maintenance and annual internal health checks</i> <i>Production of a Do’s and Don’ts for residents and their contractors for the system</i> 	Sept 16 BRC	Michael Bennett	Completed – to be updated May 2018
City’s website			
<i>A resolution be sent to the next Information Technology Sub (Finance) Committee expressing Members’ continuous difficulty in using the City’s website.</i> <i>This will be sent to the next meeting on 26 May.</i>	Feb 17 BRC	Town Clerks	
Concrete testing and repairs			
<i>Previous concrete testing reports have been sent to members and the allocation of costs would be updated in the next Gateway 5 report.</i>	Feb 17 BRC	Mike Saunders	
Crossrail			
<i>An email broadcast was sent in March to encourage those residents who had yet to respond to its insurer in relation to any claims for internal damage resulting from the tunnelling works to do so as soon as possible.</i>	Feb 17 BRC	Michael Bennett	Completed
Contact: Michael Bennett, Barbican Estate Manager – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk			

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Committee(s)	Dated:
Residents' Consultation Committee - For Information Barbican Residential Committee – For decision	22/05/2017 05/06/2017
Subject: Charging Policy for Car Parking	Public
Report of: Director of Community and Children's Services	For Decision by Barbican Residential Committee
Report author: Michael Bennett, Department of Community and Children's Services	

Summary

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

Following a report on the charging policy for car parking and stores the Barbican Residential Committee at its meeting in December 2016 instructed officers to obtain independent valuations of car parking and storage spaces and bring forward recommended charges to the Barbican Residential Committee. A report on the Stores Charging Policy will be presented later in the year. The current Charging Policy for existing stores expires in March 2018.

Recommendation(s)

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

The Barbican Residential Committee are asked to:

- 1) Agree the car park charging policy based on market valuations on the mid-range rate of £2,000 per car parking space per annum for new car parking users
- 2) Agree the phasing of charges to the mid-range rate for current car parking users over a period of three years
- 3) Agree the policy that these charges are reviewed annually based on the Retail Price Index (estimated at 2%)
- 4) Agree the policy that there is a 5 year review of charges based on market valuations

- 5) Agree that if any further car parking spaces become unused following a further reduction in car park occupancy that officers make these spaces available for further storage

Main Report

Background

1. Barbican car parking expenditure has exceeded income for some years and the Barbican Residential Committee asked officers to review the underused Barbican car parking spaces and agreed that they should be put to other uses (primarily storage) in order to obtain additional income to meet the Service Based Review targets of £154k for 2017/18 for the Barbican Estate.
2. Following a report on the charging policy for car parking and stores the Barbican Residential Committee at its meeting in December 2016 instructed officers to obtain independent valuations of car parking and storage spaces and bring forward recommended charges to the Barbican Residential Committee.
3. A report on the Stores Charging Policy will be presented later in the year. The current Charging Policy for existing stores expires in March 2018.
4. Market rents for car parking are one of the main means to achieve the Service Based Review targets and make best use of the City's assets by maximising income generation.

Current Position

5. Independent advice was obtained from Kinney and Green, Chartered Surveyors, to advise on the current open market rental levels for car parking. The brief issued to them is attached in Appendix 1, their report and advice is in Appendix 2, and their schedule of local market comparisons is included in Appendix 3.
6. Their report sets out the rental range for the Barbican residential car parking spaces based on the evidence of open market transactions elsewhere and taking into account the unique factors relevant to the Barbican car parks. The leaseholders with a long term agreement licence for car parking will continue to pay a service charge in the normal way and are not affected by the recommendations in this report.
7. Kinney and Green's advice is that the car spaces should be rented at a rate range of between £1,750 to £2,250 per car parking space per annum.

Options

8. The potential car park charges and income based on the market valuation report can be found in Appendix 4.
9. There are a number of options based on appendix 4:

10. **Option 1.** Charging based on the low range rate of £1,750 per car parking space per annum for new car park users reviewed annually based on the Retail Price Index with a 5 year review of charges based on market valuations.
11. **Option 2.** Charging based on the mid-range range rate of £2,000 per car parking space per annum for new car park users reviewed annually based on the Retail Price Index with a 5 year review of charges based on market valuations.
12. **Option 3.** Charging based on the upper range rate of £2,250 per car parking space per annum for new car park users reviewed annually based the Retail Price Index with a 5 year review of charges based on market valuations.
13. **Option 4.** Charging based on phasing the rates over a period of 3 years for current car park users to the proposed rate in this report reviewed annually based the Retail Price Index with a 5 year review of charges based on market valuations.
14. The option would be to utilise further car parking spaces for storage as unused spaces become available and if the income didn't give a sufficient yield.

Proposals

15. **Option 1.** This option is not recommended as it only takes account of the low range rate in the market valuation report. Although the additional income would contribute to the Service Based Review the City would not be making the best use of the asset in terms of the market valuation.
16. **Option 2.** This is the recommended option for new car park users as it takes account of the market valuation report at the mid-range rate. At the Barbican Residential Committee at its meeting in December 2016 it was agreed to utilise market rates as a basis for a charging policy and this option is based on the mid-range rate included in the valuation report. The City would therefore be making a good use of the asset in terms of the market valuation. The additional income would help in achieving the Service Based Review targets and could potentially ensure that a significant budget is available for Estate works.
17. **Option 3.** This option is not recommended as it only takes account of the upper range rate in the market valuation report, although the additional income would contribute to the Service Based Review. There could also be a further reduction in occupancy and subsequent income to the Car Park Account.
18. **Option 4.** This is the recommended option for existing car park users as it was stated in the Charging Policy presented to the Barbican Residential Committee in December 2016 that if the proposed charges are significantly higher than current ones, recommendations will be made regarding the phasing in of these increased payments.
19. It is proposed to utilise further car parking spaces for storage as unused spaces become available resulting from a further reduction in car park occupancy.

Corporate & Strategic Implications

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

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

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

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

Implications

22. As the principle of utilising market valuations as a basis for charging has been accepted the additional income would help in achieving the Service Based Review targets and could potentially ensure that a significant budget is available for Estate works.

23. The forecasted reduction in car park occupancy due to the increased charges would also present the option to utilise further car parking spaces for storage as unused spaces become available.

24. The Financial implications are set out in the main body of the report and are included in Appendix 4 and 5.

25. Additional resources will be required to manage and administer the potential considerable changes that are expected to result from implementing the recommendations (see Appendix 5).

Conclusion

26. As the principle of utilising market valuations as a basis for charging has been accepted this additional income would be making a good use of the City's assets,

would help to achieve the Service Based Review targets and could potentially ensure that a significant budget is available for Estate works.

27. Furthermore, any reduction in car park occupancy due to the increased charges would also present the option to utilise further car parking spaces for storage as unused spaces become available.

Appendices

- Appendix 1 – Market valuation brief
- Appendix 2 – Market valuation report
- Appendix 3 – Market valuation report – local market comparisons
- Appendix 4 – Car Park charges & income based on market valuations
- Appendix 5 – Car Parking Budget 2017/18
- Appendix 6 - Draft minute from the meeting of the Barbican Residents Consultation Committee on 22 May 2017 which also considered this report

Background Papers

Car Park Strategy Stage One 2009

Car Park Strategy Update 2009

Barbican Estate Car Park Efficiency Strategy Working Party 2011

Baggage Stores Charging Policy 2011

Car Park Charging Policy February 2013

Car Park Charging Policy December 2013

Car Park and Baggage Stores Charging Policy January 2014

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

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

Car Park Charging Policy 2015

Car Park Charging Policy March 2016

Service Based Review March 2016

Review of Public Car Park Provision in the City November 2016

Charging Policy for Car Parking and Stores November 2016

Michael Bennett,

Department of Community and Children's Services

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Appendix 1 - Barbican Estate Market Valuations for Car Parking Spaces

Brief for Market Valuation

Market valuation of a car parking space as a rental asset based on:

- Current car parking charges: £1,225 based on rental agreement
- History of basis of car parking charges – currently RPI – as provided
- Comparisons of charges for other City of London car parks & other car parks adjacent to the City – as provided
- Car parking spaces to be retained – as provided
- Car parking spaces which are owned (sold) and those which are rented (residential) – as provided
- Potential use of the car parks for the City's Cultural Hub proposals
- Potential use of car park spaces are being converted into new resident stores
- Potential of other users of the car parks for income generation
- Position with regards to commercial car parking - The City's Planning Officer has advised that marketing to potential external users & neighbouring developments for commercial parking would be contrary to Condition 7 of the Planning and Parking Policies within the Local Plan. 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

APPENDIX 2

Michael Bradley (Principal Surveyor)
Asset management Property Advisory Team
Corporate Property Group
City Surveyors Department
City of London
Guildhall, PO Box 270
London EC2P 2EJ

your ref:
our ref: KW/lk

27th January 2017

Dear Michael,

Barbican Estate – Residential Car Spaces, Rental Levels, 2016/2017

Further to your recent instructions, we have met with Barry Ashton, Car Parks and Security Manager, and have had a chance to consider comparative rental levels for car spaces as requested.

Background

There are currently 1,508 car bays in total on the Barbican Estate. 285 have been sold to residents, 679 have been let to residents on an annual licence basis, 31 are let on annual commercial licences, and at present 513 spaces are vacant.

Car spaces can only be let to residents of the Barbican, and can no longer be let to commercial operators.

The 2016 car park rent charged to the residents is **£1,225 and purchase price of £8,598 (including £900 pa service charge)**.

Total annual rents and service charges received are less than expenditure incurred.

Car Park Lettings in the City

The attached table summarises examples of rents for car spaces.

Commercial

Commercial parking spaces in the City fall into two categories, spaces let by landlords of office buildings to tenants, and public car parks let by various operators.

The introduction of the congestion charge in February 2003 led to the start of a downturn in demand. The drive for "greener" buildings and CO2 reduction has meant that fewer car spaces are provided by landlords. Despite this, supply continues to exceed demand.

Chartered Surveyors + Property Consultants

Partners: Kim White BSc MRICS • Neil Fi Warwick BSc MRICS • Kevin J Kempley BSc MRICS • Stephen Griffiths
Tim Powell-Harper MRICS • Isabel Parker MA MRICS • Chris Jakes BSc MRICS

Associates: Henry Brewster BSc MRICS

Consultants: Nick Eden FRICS MCIArb • Christopher L Jones • David Apperly MA MRICS

Kinney Green LLP trading as Kinney Green – Not all Partners are members of the I.P.
Registered in England No. OC398917 Registered Office: Summit House, 170 Finchley Road, London, NW3 6BP
Regulated by RICS

Rents for commercial car spaces, in office buildings, have not changed for 10-15 years and on commercial buildings still run at around £3,000 - £3,500 per annum inclusive of service charge, but exclusive of rates.

Operators offering spaces to the public charge more, £3,000 to £7,000 per annum inclusive of service charge. Rents are unlikely to increase as taxes discourage driving and cycle use has increased substantially.

Residential

Flats are usually leased and sold with a car space, if available, and costs recovered through the building service charges. Sale prices for spaces are around £50k - £75k plus service charges of around £500 pa in some cases.

Evidence of rents for car spaces tied to residential as at the Barbican Estate is scarce.

However one similar development, Dolphin Square, SW1 monthly licences are available ranging from £1740 to £2100 pa dependent on size and location.

Limited information is available of charges for spaces by operators offering spaces to the public, rather than private landlords, close to residential. However, monthly licence charges gleaned from internet sources add up to between £2,100 to £4000 per annum inclusive depending on location. Most spaces are fully equipped with security and CCTV.

The nearest direct comparable to the Corporation's Barbican Car Parks is the NCP at Silk Street where monthly licences are available at £200 (£2400 pa), albeit access times are restricted to mornings and evenings.

Another option for City residents is to buy an annual licence to occupy spaces in City of London car parks at a heavily discounted rate of £1000 per annum, on a first come, first served basis. This works more like a parking permit and spaces are not allocated so is much less convenient than the Barbican spaces are for residents.

Recommendation

The Dolphin Square rents outlined above are the most relevant as they are spaces tied to the residential occupiers but the NCP at Silk Street is the most local commercially operated alternative close to residential.

Looking at the rents charged by commercial operators a discount should be applied to account for the unique factors specific to the Barbican Car Parks specifically:

- restricted "residents only" market
- significant supply/oversupply
- limited demand

£1,750 -£2250 per space per annum inclusive of service charge seems the appropriate range annual range to charge, dependent on size and accessibility.

We trust this provides the information you require, but will be pleased to review further if required. Please let me know if you require further information or clarification.

Yours sincerely,



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APPENDIX 3

Car Spaces Charges 2016/17

Public Commercial Spaces

Address/Postcode	Operator	Spaces	Cost £ pa	Manned	CCTV
Beech Street, EC2	NCP	400	2300	N	Y
Flinsbury Square(covered), EC2	NCP	265	7000	Y	Y
London Wall, EC2	City	218	6396	Y	Y
Smithfield City, EC1	City	581	6000	Y	N
50 Lower Thames Street, EC4	City	110	5330	Y	Y
Paternoster Square, EC4	Britannia	100	5560	Y	Y
Bowling Green Lane, Farringdon Lane, EC1	City	294	3120	Y	Y
158-170 Aldersgate S	NCP	400	3000	Y	Y
51 Sutton Hill, EC1	NCP	450	3000	Y	Y
Average			4634		

Beneath or Adjacent to Residential

Address/Postcode	Operator	Spaces	Cost £ pa	Manned	CCTV
Dolphin Square, SW1	Private	TBC	2100	Y	Y
Charterhouse Square, EC1	Euro	TBC	3400	N	Y
The Barbican Centre, Silk Street, EC2	NCP	TBC	2300	Y	Y
Lever Street, EC1	TBC	TBC	2256	N	Y
Cobalt Building, EC2	TBC	TBC	3000	N	Y
Goswell Road, EC1	TBC	TBC	2100	N	Y
Bartholomew Close, EC1	TBC	TBC	3750	N	Y
Average			2701		

* Restricted access, although can leave at will.

Income forecast

Income for 2017/18 (based on current charging until September 2017 and new charges from October 2017 – the terms of the finance agreements are three months notice) is shown as a percentage of 2016/17 income as a worst case scenario over a three year period (modelled as 10%, 10% & 5%)

Appendix 5 - Car Parking Budgets 2017/18 (as approved at Barbican Residential Committee September 2016)

	Car Parking Budget 2017/18 £'000
Local Risk	
Employees	920
Premises - Cleaning	1
- Rates	80
- Repairs & maintenance	144
- Water Services	28
Supplies & Services – uniforms & clothing	3
- comms & computing	3
- equ, furniture & mats	4
- licences	1
<u>Total Local Risk Expenditure</u>	<u>1,184</u>
Recharges	
Capital Charges	148
From service chg a/c - Cleaning	15
From service chg a/c – Lighting	27
Supervision & management	167
Technical Services	10
IS staff recharge	67
Insurance	15
<u>Total Recharges</u>	<u>449</u>
Admin Charges	(10)
Services	(57)
Rent	(928)
Service charge	(256)
<u>Total Income</u>	<u>(1,251)</u>
Net Budget	<u>382</u>

Income from existing stores (and potential new stores) in the car parks will in future be credited to the Car Park Account.

Additional costs:

Administration: £20,000 (to be reviewed after 6 months)

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CHARGING POLICY FOR CAR PARKING

Members received a report of the Director of Community and Children's Services in respect of the charging policy for Barbican car parking.

Officers outlined the last report to the Committee, which sought to fulfil the City of London Corporation's Service Based review and provide a fair return on the City's investments. Members noted that a report on storage charges would be presented at a later date and there would be a rolling 'Questions and Answers' document presented to the Barbican Residential Committee on 5th June.

The Chairman asked for Members to be factual and non-anecdotal or emotive in their comments as it was accepted that the local Ward Members had received a lot of communications on this matter. During the discussion, the following comments were noted:

1. The basis of the valuation was challenged as, based on supply and demand, there were currently 513 spaces vacant. The £2,000 market value was challenged as to whether it was a fair comparison. Members suggested that a lower price would raise the level of useage.
2. Members felt that, in its current format, the report was inadequate for taking a decision on. This was only one element of the Charging Policies as the Stores Policy is due to be presented later in the year.
3. Given that 25% of space renters would give up their spaces if the charges went up, Members felt that this would negate any benefit from the increased charges.
4. Whilst accepting the need for a 'fair' return on investments, Members were concerned that Barbican residents could not park on the street and therefore the Policy was unfair.
5. Dolphin Square was not considered to be a fair valuation on a comparable estate, as it was entirely rented and not local authority managed.
6. Lauderdale House Group has undertaken some costings on other possible savings, which the BRC might consider; i.e. the reallocation of the cost of time spent by car park attendants /Estate Concierge carrying out their duties revenue from baggage stores and restoration of commercial car parking. The House Group suggested setting up a working party to look at this in more detail and then report to the BRC on a proposal to eliminate the deficit, without such a high increase and within the RPI.
7. Was the estimate for supervision and management over generous? Members asked if this could be explained and examined further.
8. Members were concerned that this was a Low Emission Neighbourhood incentive intended to reduce car ownership and use in the City and suggested that, if this was the case, it should be more transparent in the report.
9. There could be an adverse effect on young City professionals on lower incomes and with young families, those with disabilities and the elderly and therefore should be subject to a full Equality Impact Assessment.

The Chairman of the BRC thanked Members for their comments and said she was listening carefully, would ensure BRC Members were made aware of comments made and would then listen carefully to debate at the BRC, before coming to her own view on the best way forward.

Meanwhile, she responded to a number of factual points which had been made:

1. The Barbican had never been social housing.
2. There is no right to a car parking space in leases and Barbican residents can use places in other city car parks at residential rates.
3. The report doesn't say 25% will find the increased costs unaffordable but that an increase in cost could lead to a reduction in use.
4. Commercial car parking is not an option because of City planning policy.

The Barbican Estate Office Manager responded as follows

1. Income from stores in the car parks will be credited to the car parking account. Treatment of the reallocation of cost of the time spent by car park attendants /Estate Concierge carrying out their duties is still under review.
2. For Blake Tower, the take up of car parking is anticipated to be less than 1/3.
3. Advice was taken on all comparators used in the report.

In summary, the Chairman thanked everyone for their comments and asked that the BRC note the following:

1. Members concerns at the level of increase; the methodology used in the valuations, fairness and necessity of the charges.
2. The suggestions for looking at alternative revenue streams and the establishment of a working party to do so; the report should not be considered in isolation to other possible revenue streams
3. The suggestion that the report needs a full Equality Impact Assessment.

Committees:	Dates:
Residents' Consultation Committee Barbican Residential Committee	22/05/2017 05/06/2017
Subject: Repairs and maintenance to roofs/balconies following water penetration	Non-Public
Report of: Director of Community and Children's Services Report author: Paul Murtagh, Assistant Director, Barbican & Property Services	For Information

Summary

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

Recommendations

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

Main Report

Background

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

3. One of the key reasons for obtaining the warranties was the independent assurance they provided that the roof works were adequately designed and executed. The warranty provider would have carried out an inspection of the works upon completion before issuing the warranty.
4. A Working Party comprising officers and members of the RCC was set up to review the City Corporation's approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate with particular regard to the application of the warranties that were taken out at the time major roof or balcony replacement works were undertaken.

Considerations

5. At its meeting on 12 December 2016, Members of the BRC received a report from the Working Party outlining its initial findings from its review into the City Corporation's approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate. With specific regard to the warranties, the Working Party found that:
 - It was clear that the City Corporation had not adopted and implemented an accepted and prescribed inspection and maintenance regime for the duration of the warranty period. As such, the warranties had likely been invalidated and any subsequent claims under the warranty would almost certainly fail.
 - It was also clear that the warranties had never been invoked even though some repairs have been done to parts of the roof that would have been covered by the warranties.
6. With specific regard to governance, the Working Party found that, over time, there were a number of failings relating to the application of the warranties including:
 - an obvious lack of cohesive internal communication between officers within the City Corporation that meant some staff, including those in the Barbican Estate Office (BEO), understood that the warranties were being maintained and were in operation, whilst others, such as staff in the Accounts Team were unaware that the warranties were in place and the roof repair costs could have been avoided and set against the provisions of the warranties.
 - a lack of overall management and responsibility for the application of the application and implementation of the warranties and their subsequent maintenance.
 - the limitations of the accounting system, which does not separate out roof repairs from other repairs, which meant that no member of the RCC or the BRC spotted any discrepancy.

7. The Working Party was however satisfied that adequate systems are now in place to ensure that:

- repairs are recorded more specifically according to their type;
- there are proper and effective communications between staff in the Repairs Team and staff in the resident-facing team in the BEO;
- a Barbican specific Asset Management Strategy is being developed with resident members through the Asset Management Working Party, who will monitor its implementation and performance. A roof condition survey for the Barbican will be commissioned as part of the Asset Management Strategy work.

Progress

8. Since the last report of the Working Party to the BRC on 12 December 2016, there has been further work done and some good progress has been made. The main focus of the work done since the last meeting has been the condition of the roofs and balconies on the Barbican and the validity of the existing warranties.
9. Since the waterproofing works to the roofs and balconies to the residential units on the Barbican Estate began in 1995, there have been 43 different warranties issued by 10 different guarantors. Of those 43 warranties, 11 have subsequently expired, effectively leaving 32 warranties that are still 'live'.
10. Although attempts have been made to contact a number of the guarantors, only one so far to date, Langley Roofing Systems has been willing to work with us to take this matter forward. Langley Roofing Systems is currently the guarantor for 14 of the 32 'live' warranties, by far the largest number held by any of the 10 guarantors.
11. Following detailed discussions, Langley Roofing Systems agreed to work with the City Corporation to evaluate the condition of the current Langley Waterproofing Systems (LWS) Limited guaranteed roof areas on the Barbican Estate.
12. The evaluation process included a detailed survey of all the guaranteed roof areas in February/March this year. Langley Roofing Systems subsequently issued a report on its findings, which is attached as Appendix 'A' to this report.
13. It must be noted that Langley Roofing Systems has made it very clear that it does not accept any responsibility or liability for any repairs that have been carried out previously by others during the guarantee period. Such works and costs are entirely the responsibility and liability of the City Corporation.
14. The report seems to support the view of officers that the coverings to the balconies, barrel roofs, flat roof and patio areas to the various blocks on the Barbican Estate generally remain in a reasonably satisfactory condition. However, there are some areas that require attention and one area in particular,

a section of the main roof at Mountjoy House, has failed and requires full replacement.

15. Langley Roofing Systems has confirmed that it will continue to honour the 14 'live' warranties it has guaranteed for the remainder of the guarantee periods subject to the following:

- the full replacement of the failed section of the main roof at Mountjoy House to the Langley Waterproofing standard and specification;
- the completion of all minor repair works to areas identified during the survey process and included in the report;
- the implementation of a standard routine maintenance schedule to include the clearing of all rainwater outlets, gutters and other drainage outlets, as well as removing any vegetation, loose debris and repair of any paving slabs as required;
- the reapplication of white solar reflective paint every 5 years to all exposed asphalt areas to protect against UV degradation.

16. As can be seen in the report, Langley Roofing Systems has, as a gesture of goodwill, offered to carry out minor repair works at Ben Jonson House and Breton House free of charge.

17. As a further gesture of goodwill, Langley Roofing Systems agreed to carry out a similar evaluation on the condition of roof areas on the Barbican Estate whose warranties are guaranteed by others. The purpose of this evaluation was to give officers and Members an indication as to whether there are any particular issues with these roofs and expected remaining lifespans of the roofs. Officers will continue to chase and liaise with the other guarantors to see what, if anything can be done to preserve the warranties.

18. Langley Roofing Systems report on the other roof areas is attached as Appendix 'B' to this report. The report indicates that most of the roof areas are in average condition with a remaining expected lifespan of 4-5 years. In general terms, the remaining lifespan of the roofs align with the remaining lifespan of the warranties.

19. Members' particular attention is drawn to the condition of the barrel roofs, which, Langley's have said are in 'average' condition with a remaining life expectancy of 4-5 years. In some cases, Seddon House for example, the remaining life expectancy is less than the final expiry date of the warranty. The reason for this is that the remaining life expectancy of the liquid coating on the barrel roofs is much more difficult to determine than other roof coverings such as asphalt and felt. As such, Langley has taken a cautious view whilst accepting that it is possible that the actual remaining life expectancy may exceed the 4-5 years stated. It is also obvious that a more accurate determination of the remaining life expectancy of the barrel roof coverings could be made once they have been properly cleaned.

20. The recurring theme on these roofs is the need to carry out routine standard maintenance including cleaning, maintaining and unblocking drainage and refixing lightening strips. It appears that this has not been done for some time.
21. Notwithstanding the recommendations made by Langley, it should be noted that the City Corporation has recently commenced a planned programme of annual maintenance/cleaning to the roofs on the Barbican. Last year work was carried out on:
- Bryer Court
 - Bunyan Court
 - Willoughby House
 - John Trundle Court
 - Thomas More House
 - Seddon House
 - Mountjoy House
 - Andrewes House
 - Lambert Jones Mews
 - Ben Jonson House
 - Speed House.

In addition, balcony drainage work has also been carried out at Breton House, Defoe House, Gilbert House and Thomas More House.

Further Work and Wider Issues

22. There is still some work to be done with the other warranty providers to see if anything can be done economically and sensibly to reinstate the warranties that have not, as yet, expired. The Committees will be given further information on this once negotiations have been concluded.
23. It should be pointed out however, that the success that we have had with reinstating the warranties guaranteed by Langley Waterproofing Systems may not be as easily achieved with other guarantors. Members will recall that the option of reviving the manufacturer's warranty for Ben Jonson House, for example, has been explored but the costs are particularly prohibitive. Hyflex Roofing, the company that carried out the original roofing works in 2003 has quoted a cost of £201,000 for works to the roofs and balconies to provide for a new 10-year warranty. However, the £201,000 does not include costs for access and scaffolding systems, welfare facilities, rubbish removal and a number of other site specifics. It is estimated that the cost of those elements Hyflex has not allowed for will be in the region of a further £100,000. This simply does not appear to be a realistic option to pursue.
24. Members will also note that some of the roofs were not surveyed due to access restrictions at the time. One example is Lauderdale Place which was not surveyed due to the risk of disturbing and disrupting the nesting wildlife. It is intended that all the remaining roofs will be surveyed in the near future once the restrictions on access are removed.

25. If and when major works are to be done in future, explicit consideration, with resident involvement, must be given to the question as to whether manufacturer's warranties or guarantees are a sensible investment. At the time the roof works on the Barbican were done, the warranties gave residents some assurance that the quality of the works had been independently assessed and validated. In future however, residents may wish to explore alternative methods of independently assuring the quality of the works carried out around their homes.
26. Similarly, due consideration needs to be given to the most economic and efficient way to procure such large estate-wide projects in future as, from the information we have seen previously, it is clear that original roof replacement costs and subsequent repairs vary widely between blocks.
27. Now that we have robust information on the condition of the roofs to the residential units, this should be used to inform any future Asset Management Strategy for the Barbican Estate. It should also be used to determine future major works programmes for the estate as well as providing a basis for sound financial planning and future works estimates.

Appendices

- Appendix A: Langley Roofing Systems Report
Existing Langley Waterproofing System Guaranteed Roofs
- Appendix B: Langley Roofing Systems Report
Non-Langley Waterproofing System Guaranteed Roofs

Paul Murtagh

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Report Document

Project: 16873 – Barbican Estate

Existing Langley Waterproofing System Guaranteed Roofs Only

Ben Jonson House
John Trundle Court
Bunyan Court
Bryer Court
Breton House
Mountjoy House
City of London
EC2Y

Client:

Paul Murtagh
City of London Corporation

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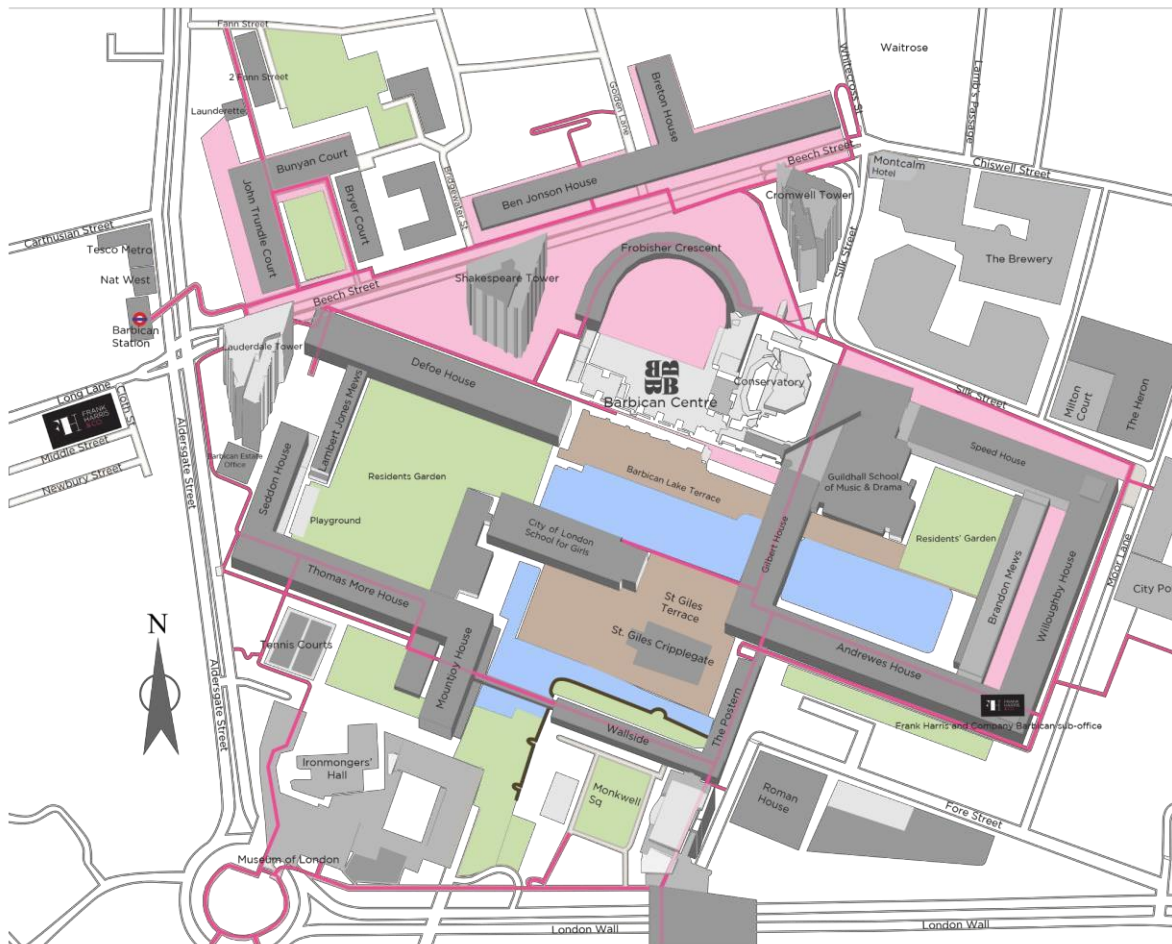


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Roof Survey Report & Recommendations

Roof areas covered by this report: as identified below:



1.0 Outline Description:

- This report has been produced for Paul Murtagh of the City of London Corporation for the express use in evaluating the condition of the currently Langley Waterproofing Systems (LWS) Ltd Guaranteed roof areas.
- The report is based upon our site inspection survey undertaken in February 2017 and should be read in conjunction with the enclosed photographs.
- All buildings are under City of London Corporation.
- Access to the roofs is via communal staircases.
- Weather conditions at time of survey: Dry and Cold.

2.0 Scope of Report:

- Information contained within this report relates to the property as identified in the title headers of this document only.
- This report is not a structural survey.
- Any comments on roof structure or other building related issues in this report should not be taken to imply that its integrity has been assessed or deemed acceptable. A qualified party should verify any concerns relating to the integrity and / or capabilities of any part of the structure.
- Langley Waterproofing Systems Ltd reports are written on the basis that the substrates, roof deck and structure are sound and durable. We cannot accept responsibility for the consequences of the latent defects in the roof deck and structure.
- No tests were carried out to establish the presence of deleterious materials on, around, or within the property. However, suspected items will be highlighted within this report that may require further investigation if noted.
- No tests were carried out to service installations.
- General Note: "Listed Building Status" It is the responsibility of the building surveyor and / or client to ascertain the status of the building/s in question.

3.0 Analysis

The inspections were carried out to analyse the current condition of all roof areas currently under guarantee to ascertain if the specified areas were one of the following:-

- A In good condition and remaining under guarantee for the specified period, with no signs of factors that would negate the guarantee.
- B In good condition but for isolated factors that can be simply repaired to enable the roofing areas to remain under guarantee for the specified period.
- C In poor condition due to various factors, meaning the guarantee is now void and works are required in order to refurbish the roof area and place under a new guarantee.

The inspections were carried out by a member of the Langley Waterproofing System Technical Team, Graham Jackson, along with the Senior Area Manager Tim Gardner, and a member of the Barbican Estate Management Team, Ray Sibson.

Overview of All Roof Areas inspected:-

	Area	System	Guaranteed Until:	Condition	Comments
John Trundle Court	Main Roof Areas	BUR, 90mm Insulation	2025	Good	N/A
	Low / High Level Roofs	BUR	2025	Good	N/A
	Lower Balcony (Walkways)	BUR	2025	Good	N/A
Bunyan Court	Main Roof, Staircase & LMR	BUR, 90mm Insulation	2025	Good	N/A
	Upper & Lower Balconies	BUR	2025	Good	Note: Some broken paving slabs were seen and maintenance to clear gutters and outlets should be carried out.
Bryer Court	Main Roof & Tank House	BUR, 100mm insulation	2025	Good	N/A
	Balconies	BUR	2025	Good	N/A
	Walkway Areas	BUR	2025	Good	Broken paving slabs and some areas with none at all as used for access to cables below. Maintenance of drainage outlets also required.
Ben Jonson House	Main Roof Areas	BUR, Insulated Over dwellings only	2023	Some Attention Required	Water blisters found in some areas due to damaged detailing to door thresholds and window cills. Area burnt by roofing maintenance contractors (likely)
	8 th Floor Staircases, LMR's	BUR, 25mm Insulation	2023	Good	N/A
	7 th Floor Upper Balconies	Asphalt, Spartan Tiles	2023	Generally good-issue to area over 506 (Plant room 17/4)	This area is reported to have been re-laid and there are signs of felt repairs to the perimeter edge. However, the issue previously reported to the maintenance team has re-occurred and further inspection is required.
	6 th Floor Lower Balconies	Asphalt, Spartan Tiles	2023	Good	N/A

	Area	System	Guaranteed Until:	Condition	Comments
Breton House	Main, Lower & Plant Areas	BUR, 25mm insulation	2023	Good	N/A
	Lower Balconies	Asphalt, Spartan Tiles	2023	Some minor repairs required	Some minor cracks were found in a walkway / lower balcony
Mountjoy House	Main Roof Areas	BUR, Tapered	2024	One area needs full replacement	Roof area is divided in to sections and one area has been cut into and is holding large amounts of moisture due to failing drainage system within building structure
	Tank / LMR's	BUR	2024	Good	N/A
	Terrace / Balconies	BUR	2024	Good	N/A

3.8 Photographic Record:



1. John Trundle Court
– Overview of the roof area.



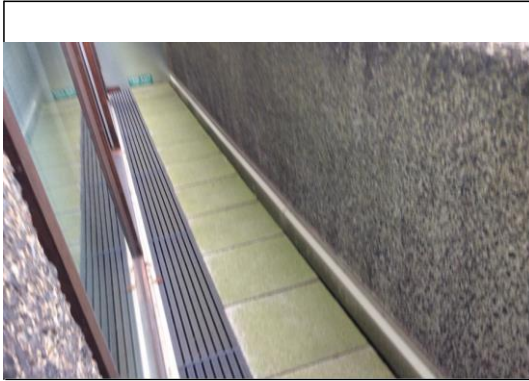
2.
-Low level roofs.



3.
- As above.



4.
- Service ducts.



5.
- Walkway.



6.
- Exposed area of walkway.



7. Bunyan Court
- Main roof area.



8.
- Walkway.



- 9.
- Maintenance required to outlets to clear debris and plant growth.



10. Bryer Court
- Example of broken paving slabs.



- 11.
- Main roof area.



12. Breton House
- Main roof area.



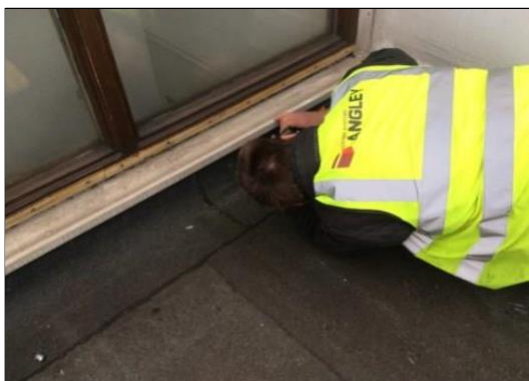
13.
- Lower Roof area.



14.
- Lower Terrace area / Balconies.



15.
- Crack found in asphalt in corner of walkway.



16. Ben Jonson House
- Water ingress found from detail below window cill.



17.

- Water found beneath the cap sheet in area by door threshold.



18.

- As above.



19.

- Water blister within the waterproofing.



20.

- As above



21.
- Debris left on the roof area.



22.
- Equipment found left on end roof area.
Note: this may well be the cause of the burn on the roof area as per below:-



23.
- Roof has been burned from hot equipment with patch repairs also evident nearby.



24.
- As above.



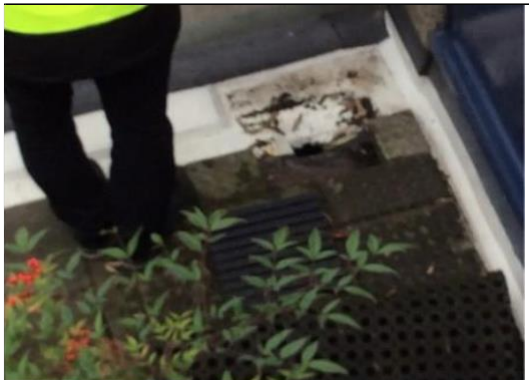
25.

- Position of problematic terrace area below, above unit "506".



26.

- External perimeter has been overlaid with felt membrane.



27.

- Issue appears to be centred round the outlet, likely the drainage system itself.
- There appears to be little evidence that this area has indeed been fully repaired, with likely localised repairs only carried out.



28. Mountjoy House

- General detail to roof areas.

Note: the roof is divided into sections by dividing Tank / LMR rooms. Sections 1 and 2 were found to be in good condition for the age of the system.



29.
- As above.



30.
- Section "3" - Area has been stripped and a form of temporary repair carried out.



31.
- Heavy staining across the roof area, likely also debris from repair works carried out.



32.
- Saturated insulation within the waterproofing.



33.

- Outlet has been waterproofed, indicating the issue may be related to the structural drainage.



34.

- Overview of repair carried out.

4: Works required

Based on the above analysis, we would therefore recommend the following works be carried out:

Ben Jonson House

Upper Roofs

All areas of roof where water blisters exist (5 small areas) need to be cut back or stripped out and re-install new Reinforced Bituminous Membrane system (with new insulation as required) ensuring details where possible water ingress occurred is also correctly finished. Note: blisters mainly appear to only be between the underlay and cap sheet.

Area where surface has been burned to be patched with new cap sheet, over an area circa 2m².

The Guarantee will continue in place for the remainder of the 20 year term.

As a gesture of goodwill, Langley Waterproofing Ltd would be willing to carry out the above works without charge to support the current guarantee.

Upper Balcony - over "506" / below Plant room 17/4

We would recommend that a CCTV survey is carried out to the drainage outlet and internal drainage pipework, as in our opinion, this would be the likely cause of the water ingress issues. Following this, a full assessment can be made to decide on an appropriate course of action with regards to the current waterproofing.

All other areas remain under the guarantee and we are happy that the guarantee remains in place.

An external CCTV specialist will be required to carry out this survey and further analysis to be carried out following the report.

Breton House

Walkway defect

The crack in the asphalt should be repaired and protected with solar paint on completion.

The Guarantee will continue in place for the remainder of the 20 year term.

As a gesture of goodwill, Langley Waterproofing Ltd would be willing to carry out the above works without charge to support the current guarantee.

Mountjoy House

Third roof section

The roof area has been compromised considerably with wet insulation, degradation of the cap sheet and numerous repairs carried out across the roof area.

We would suggest that this roof area is fully stripped back to the deck, and a new waterproofing system installed, including tapered insulation as original. A new 20 year guarantee would be supplied for this area, while the existing guarantee remains in place on all other areas.

A Roofing contractor would be required for these works and LWS will provide a bespoke specification.

MAINTENANCE

It is recommended that standard routine maintenance continue to include the clearing of all rainwater outlets, gutters and other drainage outlets, as well as removing any vegetation, loose debris and repair of any paving slabs as required.

In addition all asphalt areas exposed to UV degradation (i.e. not protected by Spartan tiles) should be painted with White Solar reflective paint at least every 5 years, and all areas should be ensured to be protected.

Please note that Langley Waterproofing Systems Limited does not accept any responsibility or liability for all repairs that have been carried out during the guarantee period, and have prepared this report purely on the basis of the inspection recently carried out.

Report Document

Project: 17105 REV1

Barbican Estate
Non-Langley Roof Areas
City of London
EC2Y

Client:

Mr Paul Murtagh
City of London Corporation

Report written by:

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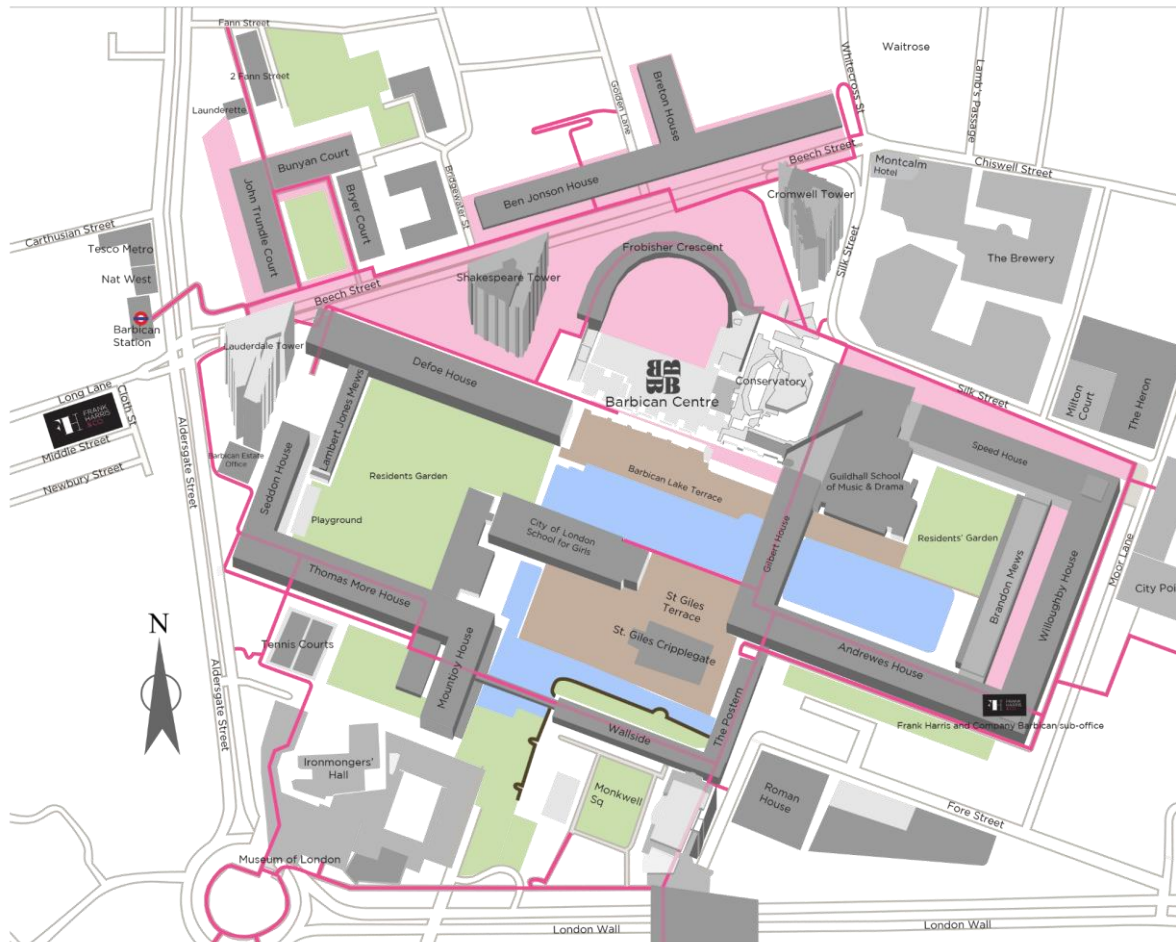


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Roof Survey Report & Recommendations

Roof areas covered by this report: as identified below.



1.0 Outline Description:

- This report has been produced for Mr Paul Murtagh of the City of London Corporation for the express use in evaluating the condition of the current waterproofing of the Non-Langley roof areas.
- The report is based upon our site inspection survey undertaken in March 2017 and should be read in conjunction with the enclosed photographs.
- All buildings are under City of London Corporation.
- Access to the roofs is via communal staircases and tank room doors.
- Weather conditions at time of survey: Dry and Mild.

2.0 Scope of Report:

- Information contained within this report relates to the property as identified in the title headers of this document only.
- This report is not a structural survey.
- Any comments on roof structure or other building related issues in this report should not be taken to imply that its integrity has been assessed or deemed acceptable. A qualified party should verify any concerns relating to the integrity and/or capabilities of any part of the structure.
- Langley Waterproofing Systems Ltd reports are written on the basis that the substrates, roof deck and structure are sound and durable. We cannot accept responsibility for the consequences of the latent defects in the roof deck and structure.
- No tests were carried out to establish the presence of deleterious materials on, around or within the property. However, suspected items will be highlighted within this report that may require further investigation if noted.
- No tests were carried out to service installations.
- *General Note: "Listed Building Status" It is the responsibility of the building surveyor and/or client to ascertain the status of the building/s in question.*

3.0 Analysis:

The inspections were carried out to analyse the current condition of all roof areas currently that are non-Langley roof areas to ascertain if the specified areas were one of the following:

- | | |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A | In good condition and no refurbishment needed at this present time with a lifespan of 8-10 years. |
| B | In average condition with 4-5 years of lifespan. Some maintenance work required such as unblocking drainage. |
| B2 | Barrel Vault roofs only- In average condition with 3-5 years of lifespan. Some maintenance work needed such as unblocking drainage and would benefit from cleaning of waterproofing. Note: Some have been coated in what appears to be simply a coat of paint or poor quality liquid system, which would negate the original guarantee. |
| C | In poor condition with signs that the waterproofing is likely to fail within 1-2 years' lifespan. |
| D | Urgent attention needed with 0 years' lifespan and the waterproofing non-effective. |

The inspections were carried out by a member of the LWS technical team, Graham Jackson, along with an Assistant Area Manager Chetin Ali.

Overview of All Roof Areas inspected:-

	Area	System	Lifespan	Condition	Comments
John Trundle Court	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Bunyan Court	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Bryer Court	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Defoe House	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Ben Jonson House	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Breton House	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Seddon House	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Seddon House	Main Roof	BUR Felt	8-10 Years	A. Good	No signs of failure with good detailing – Keep the outlets clear.
Thomas More	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Mountjoy House	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Shakespeare Tower	Lower Roofs	BUR Felt	4-5 Years	B. Average	Average condition with good detailing. Boxed gutter needs to be unblocked.
	Middle Roofs	BUR Felt	8-10 Years	A. Good	No signs of failure with good detailing – Outlets to be cleared / unblocked.
	Balcony Roofs	BUR Felt	4-5 Years	B. Average	Ceramic tiles over BUR felt – detailing looks good with no signs of failure – average condition.
	Link Roofs	BUR Felt	4-5 Years	B. Average	Tiny blisters, however waterproofing in average condition with good detailing.
	Higher Roof	???	???	???	Non-accessible due to radiation from Mobile Phone masts. Ladder access was prevented.

	Area	System	Lifespan	Condition	Comments
Cromwell Tower	Lower Roofs	BUR Felt	4-5 Years	B. Average	Small amounts of mineral migration, felt waterproofing showing no signs of failure with average detailing.
	Middle Roofs	BUR Felt	4-5 Years	B. Average	Small amounts of mineral migration, felt waterproofing showing no signs of failure with average detailing.
	Balcony Roofs	Asphalt	1-2 Years	C. Poor	Poor condition with slumping in asphalt. Felt repairs have taken place and no counter flashing is present. Refurbishment needed soon.
	Link Roofs	BUR Felt	4-5 Years	B. Average	Average condition with detailing all in good condition.
	Higher Roofs	???	???	???	Non-accessible due to radiation risk. Ladder access was prevented.
Barbican Centre	Main Roof	Single Ply	1-2 Years	C. Poor	1No. repair with liquid, in overall average condition with no signs of failure. Guarantee will no longer be in force. Roof lights in OK condition.
	Lift/Stairwell Roofs	Asphalt	4-5 Years	B. Average	Average condition with vegetation growth. Some areas have been overlaid with BUR felt.
Frobisher Crescent	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Gilbert House	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
	Main Roof	BUR Felt	4-5 Years	B. Average	Average condition with good detailing. No major repairs. Small amounts of moss and lichen build up
Andrewes House	Barrel Roofs	Liquid	4-5 Years	B2. Average/ D Urgent (outlets)	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed. Reported leaking within 2No. scupper outlets within one valley section, cracking de-bonding of liquid material is evident around the outlets- This will need urgent repair.
	Main Roof	Asphalt	4-5 Years	B. Average/ C. Poor	Asphalt waterproofing has had repairs with felt in places. Detailing with termination bar is showing no signs of failure.
	Tank Room Roofs	Asphalt	4-5 Years	B. Average	Asphalt waterproofing in average condition with minimal slumping in areas. Metal capping all intact. Outlets to be cleaned and maintained.
	Terrace Areas	Asphalt	4-5 Years	B. Average	Hard to identify condition due to concrete paving slabs not being lifted. All details and asphalt skirtings in average condition.

Guildhall School of Music and Drama	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Willoughby House	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
	Main Roof	BUR Felt	4-5 Years	B. Average	Felt in average condition with no signs of failure or repairs. Maintain drainage and keep unblocked.
Speed House	Barrel Roofs	Liquid	4-5 Years	B2. Average	Would benefit from cleaning, and drainage to be maintained / unblocked. In areas, lightning strips need to be re-fixed.
Lambert Jones Mews	Main Roofs	Asphalt covered with block paving	4-5 Years	B. Average	Asphalt has been covered with block paving. Detailing looks in average condition with no signs of failure. Keep drainage maintained.
The Postern	----	----	----	----	Roof was non-accessible
Wallside	----	----	----	----	Roof was non-accessible Lauderdale
					Inaccessible due to wildlife nesting

3.8 Photographic Record:



1.
General condition of all barrel roofs that would benefit from being cleaned.



2.
In many areas, lightning strips need to be re-fixed. This is evident on many of the Barrel Roof areas.



3.
As above.



4.
Barrel Roof area that has been painted / coated.



5.
Close up of the existing lead and gutter that has been painted / coated.



6.
Barrel Roof drainage needs to be maintained and unblocked in places.



7.
Main roof for Cromwell and Shakespeare Tower; BUR felt in average condition and no signs of repairs or failure.



8.
Overview of Cromwell and Shakespeare Tower link roofs that are in average condition.



9.

Cromwell Tower balcony roof

Overview of Cromwell Tower balcony roof; in poor condition and has previous repairs.



10.

Cromwell Tower balcony roof

Felt repair has started to fail leaving an aperture for potential water ingress.



11.

Cromwell Tower balcony roof

Felt repair has become ruckled and blistered and liquid repairs have taken place to the concrete upstand.



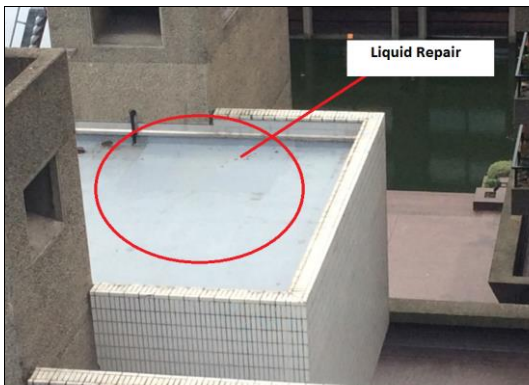
12.

Cromwell Tower balcony roof

Existing asphalt underneath the door threshold has started to slump.



13.
Barbican Centre roof
Overview of the Barbican Centre roof.



14.
Barbican Centre roof
Liquid repair indicating previous water ingress issues.



15.
Barbican Centre roof
Vegetation growth on existing asphalt stairwell roof.



16.
Andrewes House Barrel Roof Areas
Liquid has de-bonded from the concrete upstand with cracking also evident causing water ingress.



17.
As Above.



18.
As Above.

4.0 Works required

Based on the above analysis, we would therefore recommend the following works be carried out:-

All Barrel Roof Areas

Barrel roof areas are generally in average condition and have been waterproofed with a liquid material. Some barrel roofs have been re-painted / coated, with others being dirty and dark in appearance. In areas, lightning strips have broken and lightning strip pads have de-bonded from the existing liquid material. Drainage is through an internal outlet or through an internal lead gutter that drains onto the main roof area.

We recommend that drainage is be maintained and kept unblocked, all lightning strips are to be re-fixed were needed. All barrel roof areas could be prepared, primed and coated with 2 additional re-enforced layers of liquid offering a 20-year guarantee.

Andrewes House Barrel Roof Area

One valley of the existing barrel roof area is leaking with reported water ingress from failed 2No. scupper outlets through an expansion joint and down to the bottom of the building. The existing liquid waterproofing has de-bonded from the concrete upstand causing repeated leaking, with cracking of the existing liquid waterproofing also evident around both the failing scupper outlets with the metal guards currently loose and unfixed. This area will need to be repaired with a reinforced liquid system, and may require some substrate repairs also. Please note that a repair only would not carry any guarantee, and consideration should be made to upgrade the complete roofing area, depending on guarantee period remaining.

Cromwell Tower Balcony Roof

The existing roof area has been repaired with various materials such as BUR felt and liquid in different areas indicating previous water ingress issues; in places the repairs have started to fail becoming ruckled, blistered and worn. The existing asphalt has started to slump underneath the wooden door threshold.

We recommend that the repairs are to be stripped back and the existing asphalt is to be overlaid with 2 layers of bituminous elastomeric felt with counting flashing protection to the concrete upstand and door threshold.

All Roof Areas
MAINTENANCE

It is recommended that standard routine maintenance continue to include the clearing of all rainwater outlets, gutters and other drainage outlets, as well as removing any vegetation, loose debris and repair of any paving slabs as required.

In addition all asphalt areas exposed to UV degradation (i.e. not protected by Spartan tiles) should be painted with White Solar reflective paint at least every 5 years, and all areas should be ensured to be protected.

Please note that Langley Waterproofing Systems Limited does not accept any responsibility or liability for all repairs that have been carried out during the guarantee period, and have prepared this report purely on the basis of the inspection recently carried out.

Committee(s)	Dated:
Residents' Consultation Committee – For information Barbican Residential Committee – For decision	22 May 2017 5 June 2017
Subject: Electric Vehicle Charging Points Pilot Project	Public
Report of: Director of Community and Children's Services	For Decision by Barbican Residential Committee
Report author: Ben Kennedy – Low Emission Neighbourhood Project Manager	

Summary

1. The Barbican Residential Committee at its meeting in December 2016 asked that a Working Party be set up to look at a pilot for Electric Vehicle charging points across the Barbican Estate. The purpose of this report is obtain approval to proceed with a pilot project to install electric vehicle (EV) charging points in five selected car parks. The pilot project is being fully funded by the Low Emission Neighbourhood (LEN) project with no expenditure approval required from the Barbican Residential Committee (BRC).

Recommendation(s)

2. The Residents Consultation Committee are asked to note and comment on the Electric Vehicle Charging Points Pilot Project.
3. The Barbican Residential Committee are asked to:
 - Approve the pilot project to install electric vehicle charging points in five of the Barbican Estate car parks
 - Approve the Terms of Reference

Main Report

Background

4. The Mayor of London has awarded the City of London Corporation £990,000 over three years to implement a LEN in the Barbican and Golden Lane area. This followed a successful application for funding submitted in April 2016. The overall aim of the LEN is to improve local air quality by reducing the amount of traffic and encouraging and supporting low and zero emission vehicles in the locality. Improvements in air quality are expected both within the proposed neighbourhood and more widely across the City due to an increase in low and zero emission vehicles.
5. There has been a growing momentum behind the growth in electric and ultra-low emission vehicles (ULEVs) in the UK and particularly in London. This growth is being driven by the regulatory frameworks being introduced at

European and National levels, financial incentives being offered by government and greater public awareness of the air quality issues in urban areasⁱ.

Current Position

6. Currently it is estimated that there are at least half a dozen all EVs using the Barbican car parks on a regular basis. However there is known to be a high level of demand for EV charging points from residents based upon the number of requests already received by the Barbican Estate Office (BEO). A survey of residents undertaken in 2014 revealed that 150 residents would consider buying an EV with 22 actively wanting to. This is likely to have significantly increased in the past three years. During the next few months the BEO will be carrying out a survey to establish residents' current needs for EV charging points; whether residents intend to acquire all electric or hybrid vehicles in the near future, and their views on communal versus dedicated charging bays.
7. The Barbican Residential Committee at its meeting in December 2016 asked that a Working Party be set up to look at a pilot for Electric Vehicle charging points across the Barbican Estate. The group was tasked with reviewing the best options for providing charging infrastructure for residents with vehicles parked in the estate car parks. A proposed Terms of Reference can be found in Appendix 2.

Proposals

8. Five car parks have been identified as the most suitable for introducing charging points as part of a pilot project. The car parks are Thomas More, Cromwell Tower (02 Level), Willoughby House (01 Level) Bunyan Court and Breton House. The first step to upgrade the power distribution to these car parks to support EV charging has been completed with funding provided by the LEN project.
9. The Working Party has evaluated eight charging options (refer to EV charging point matrix in Appendix A), including wall mounted or charging post facilities, on the basis of cost, durability, and speed of charging:
 - 3 kW Type 1
 - 3.6 and 7 kW Type 2, single phase
 - 11 kW and 22 kW, three phase
 - Daisy chain up to 22 kW, three phase
 - 43 AC and 50 kW DC
10. The following two options that have been assessed as being most suitable for the estate car parks are:
 - Wall-mounted daisy chain up to 22 kW; which can charge up to four vehicles at a time within 1 - 2 hours, and
 - Wall-mounted tethered cable up to 7 kW that takes 3 to 4 hours to charge.

11. The next step is to obtain competitive quotes for the installation and maintenance of these two options.
12. The car parks will have dedicated car parking spaces for EVs. Some reallocation of parking spaces may be necessary to facilitate the charging bays.
13. The level of electricity usage will be monitored for the six months of the pilot project to determine an appropriate additional permit fee to charge future EV users. Usage of the charging points will be free for the period of the six month pilot project with all costs covered by LEN funding.
14. Following the six month pilot project a further report will be presented to Committee of the results of the monitoring and asking for a decision on whether to continue the rollout of the electric vehicle charging points.
15. LEN funding will be available to fund continued rollout of charging points up until March 2019. The Air Quality team has also applied for funding for to install an additional 50 charging points for residents from the Go Ultra Low Cities Scheme (GULCS) being run by London Councils and we are awaiting the outcome of the bid.
16. As part of the pilot project, Zip Car, who already have four bays in Barbican car parks will be offering all electric and hybrid car share options.
17. The City is also looking at options for installing rapid on-street EV charging for the new zero emission capable taxis that are being rolled out later this year.

Corporate & Strategic Implications

18. This work supports the aims and objectives of the City of London Air Quality Strategy 2015 – 2020 and goes towards addressing air quality, which has been identified as a corporate risk.
19. Measures included in the LEN scheme support the Department of Community and Children's Services strategic aim of delivering value for money and outstanding services through the Barbican Estate's Service Based Review Programme. There is specifically the underutilisation of the Barbican car parks, in which any potential Electric Vehicle charging services would be based.

Implications

20. The key issues and risks associated with this proposal relate to:
 - Maintenance and management of the charging infrastructure
 - Ensuring electricity costs are reimbursed and covered by users
 - Power network within the estate has the capacity to cope with additional demand

- Reallocation of parking bays in a fair manner

21. Mitigation measures:

- All of the above issues will be monitored and reviewed as part of the pilot project.

Conclusion

22. This project is being fully funded by the LEN project and the BEO will report back to the BRC on the findings and results of the pilot. If for whatever reason a decision is made to remove the charging infrastructure and remove electric vehicle bays then all restoration costs will be similarly covered by the LEN project meaning there is no financial risk to the Barbican Estate.

Appendices

23. Please refer to the attached appendix documents:

- Appendix 1 - EV charging infrastructure shortlisting matrix
- Appendix 2 - Proposed terms of reference for EV charging point project

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ⁱ <https://www.rcplondon.ac.uk/projects/outputs/every-breath-we-take-lifelong-impact-air-pollution>

Appendix 1

Barbican Estate – Electric Vehicle Charging Points Working Party

Scoring matrix of charging facility options – (1 Very poor / 2 Poor / 3 Fair / 4 = Good / 5 = Very good)

Essential or Desired	Criteria	3kw Type 1	3.6 kw or 7kw (single phase) Type 2			11kw or 22 kw (three phase)	Daisy chain – up to 22kw Single or three phase	43kw (AC) & 50 kw (DC)
		Three pin socket	Wall mounted socket	Wall mounted - tethered cable	Charging post	Wall mounted – tethered cable	Wall mounted (1 master, 3-15 slaves)	Standalone – tethered cables
								
	Charging speed / time	2 (6-8 hours)	3 (3-4 hours)	3 (3-4 hours)	3 (3-4 hours)	4 (1-2 hours)	4 (1-2 hours)	5 (30 minutes)
E	Durability / robustness	2	4	3	4	3	3	3
E	Maintenance requirements	3	4	4	3	4	4	2
E	Vehicle compatibility	2	4	4	4	4	4	3
E	Disability discrimination	4	4	4	4	4	4	4
E	Power requirements	5	4	4	4	3	4	1
E	Usage monitoring	1	5	5	5	5	5	5
E	Health & safety issues	2	3	4	3	4	4	3
D	Ease of installation	5	4	4	2	4	4	1
D	Size / dimensions (planning consent)	5	4	4	2	4	4	1
D	Cost of infrastructure	5	4	4	3	3	5	1
D	Ease of use & convenience	3	3	4	3	4	4	4
	TOTALs	39	46	<u>47</u>	40	46	<u>49</u>	33

Parking setup options – Initial phase of implementation (1 Very poor / 2 Poor / 3 Fair / 4 = Good / 5 = Very good)

Criteria	EV users relocated & given dedicated bays	Communal bays – first come first served	Communal bays – booking system	Rapid charging hub	Every bay given dedicated charging point
Convenience for users	4	3	2	2	5
Ease of implementation	4	5	4	3	1
Ease of management	4	4	3	4	2
Wider resident support	4	4	4	4	3
Impact on parking supply	4	3	3	5	5
Visitor accessibility	3	4	3	5	4
Infrastructure requirements	5	5	4	2	1
Meets OLEV funding criteria	5	1	1	1	4
TOTAL	33	29	24	26	25
Most suitable infrastructure	3.6kw, 7-22kw	7, 11, or 22kw	7, 11, or 22kw	43-50kw	3.6kw or 7kw

Highest scores and recommendations

	Highest score	Second highest score
EV charging facility	Wall mounted daisy chain units up to 22 kw tethered cable (49)	Wall mounted up to 7kw tethered cable (47)
Parking setup	Relocated EV users with dedicated bay (33)	Communal bays – 1 st first served (29)

Appendix 2

Barbican Estate Electrical Vehicle Charging Points Working Party

Terms of Reference

Purpose of working group is to determine the most suitable options and solutions for introducing electric vehicle charging points to the Barbican Estate car parks. The solution will need to:

- Meet the needs and requirements of residents charging their vehicles
- Be future-proofed to accommodate continued growth in electric vehicles
- Be self-financing
- Easy to manage with need for minimal oversight and input from the BE office

Key issues to be considered and resolved include:

1. What do residents require to support the shift from internal combustion engines (ICEs) to electric vehicles (EVs)?
2. What is the most suitable infrastructure for the BE?
3. What is the most suitable way of allocating bays to EV users and charging points?
4. What is the best pricing mechanism to recover costs?
5. Use a 6 month pilot or trial period to test out the different models/options.
6. How will it be delivered?
7. What are the timescales?
8. Ensure accessibility of EV bays is considered
9. How will the pilot/trial be monitored and evaluated?

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	22 May 2017 5 June 2017
Subject: Service Level Agreements Quarterly Review January – March 2017	Public
Report of: Director of Community and Children's Services Report author: Michael Bennett, Barbican Estate Manager	For Information

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 January – March 2017. 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 January – March 2017 following the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

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

4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Robert Barker, Graham Wallace, Fiona Talbot, Fred Rogers, John Tomlinson), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the January – March comments.
5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 6.
6. The KPIs are included in Appendix 7. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party.
7. All of the unresolved issues from the previous quarterly reviews to December 2016 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
8. All of the resolved issues to December 2016 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

9. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces SLAs.
10. The review of the SLAs and KPIs for the quarter April to June will take place in July 2017 and details of this review will be presented at the September committees.

Conclusion

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

Appendices

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

Background Papers

Quarterly reports to committee from 2005

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APPENDIX 1

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

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
217	Jan-Mar 17	BEO	Following the review of the Home Improvements Pack in 2016 and some further comments/complaints could or should a review of the hours of noisy works take place.	As discussed with the SLA WP BEO to review the outcome of the Citywide Consultation before any further review.	
216	Jan-Mar 17	BEO/HG	Procedure for dealing with lift outages has recently been reviewed, with reporting protocol clarified for both BEO and residents. This includes both the notices that are put up when lifts are out of service and comms. with people who are stuck in a lift. Additionally the BEO will review signage within the lifts as to who to call if there is a problem.	For comment only	
215	Jan-Mar 17	BEO	BEO to compile a list of routine articles for the quarterly bulletins	To be complied for the communications meetings. Suggestions welcome!	
Page 74 214	Jan-Mar 17	BEO	Can the WP review the contents of the current Residents Annual Survey ahead of the June distribution?	Copy of current survey will be provided at the meeting & followed up in May 2017 via email with the Working Party.	✓
213	Jan-Mar 17	BEO	Procedure for dealing with water hammer being reviewed.	Current method has proved successful but time consuming, due to lack of response/ feedback from residents.	
209	July-Sept 16	BEO/ AGM	Paper survey is to be sent out to get feedback on the Information Point at Thomas More Car Park.	Paper survey for local blocks in Autumn. Completed. Results have been reviewed but were inconclusive. Potential rollout to rest of the Estate being reviewed. At the Thomas More AGM it was requested that the Information Point be moved to the BEO as the car park was unsuitable.	
208	Apr-June 16	BEO	On reviewing the Terms of Reference (TOR) for the new Leaseholder Service Charge Working Party it was noted that there was not a TOR for the SLA Working Party. A draft is to be enclosed for the SLA Working Party to review/provide comments.	Agreed at October SLA WP meeting. TOR to be included with annual review of Working Parties which is being presented to RCC AGM in March.	✓

APPENDIX 1 **SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2016**

			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			BAC Barbican Centre	BOG Barbican Operational Group	
			Source of comments		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
				AGM House Group Annual General Meeting	

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
196	Jan - Mar 17	BEO	Signage in the private gardens and requests for extra.	Officers refer to report to RCC in May 2015 about use of the private gardens and minuted comments that signage should be kept to a minimum and be discrete.	✓
195	Jan - Mar 17	BEO	New recruitment taking place for Lobby Porters and Car Park Concierge.	Interviews have taken place and successful candidates are being contacted. Information will be provided to the affected blocks.	
188	Apr-June 16	BEO	Meeting to be arranged with Cleansing, Barbican Cleaning Manager and the relevant House Groups about use of Garchey Bay	Possible changes to the use of this area especially in relation to the bulky items being disposed of being reviewed. Meeting held. Request for Barrier to be reinstated by Shakespeare HG.	
186	Jan - Mar 16	SLA	New powers of Fixed Penalty Notices (FPN) for fly tipping. Will BEO be liaising with Cleansing about various problem areas around the Estate?	Meeting held with Cleansing and BEO - Agreed that:- comms with contractors would be increased; review signage and review enforcement (but there may be resourcing issues).	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
194	Jan - Mar 17	SLA WP	Is the Lift Consultant contract due to be retendered soon?	Yes - this is scheduled for later in 2017	
193	Jan - Mar 17	BEO/PS	New point of contact has been provided for BEO/PS by lift consultants	Following meeting with Butler and Young (Lift Consultants we have been introduced to a new contact to raise issues through. Outcome of this meeting will mean improved comms and better delivery of service. This will be monitored closely going forward	✓
204	Jan- Mar 2017	BEO	Recruitment proposed for new Repairs and Maintenance Manager in Property Services. Temporary cover has been organised whilst recruitment is ongoing	For comment only	✓
203	Jan- Mar 2017	BEO	House Officers now receiving communal repairs orders to check that they are meeting target date (10% of orders being checked)	For comment only	✓
202	Oct-Dec 2016	HO/BEO	New Contractor calling cards being generated	Following input from House Officers, Property Services are printing new calling cards to help when balcony & similar works are being carried out.	✓
201	Oct-Dec 2016	BEO	Balcony Slabs - difficulty in sourcing	Balcony slabs are being sourced & repurposed from Blake Tower where possible as they meet the Listed Building Guidelines and match Barbican originals and PS sourcing another supplier.	
200	Apr - June 2016	BEO	Repairs & Maintenance contract to be tendered 2016/17 - resident representatives required to volunteer to help determine the new contract.	2 Volunteers from SLA Working Party (WP) have come forward, one volunteer to be sought from Asset Maintenance WP. SLA WP invited to be involved in the new contract and review tender specification and to review tenders. New contractor likely to be in place by July 2017. This has been delayed due to change in personnel detailed in 204. The current contract can be extended until June 2018 to allow for proper thought & review about how to move forward with the next contract.	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2016

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APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
152	Jan - Mar 2017	PS	Andrewes redecs 65% complete and Speed redecs 100% complete and survey sent out	8 out of 9 Speed residents responded positively in the redecs survey	✓
151	Jan-Mar 2017	HO	Very positive feedback received from residents on redecoration surveys	For comment only	✓
150	Oct-Dec 16	PS	Survey on external redecs for Lauderdale has been completed. Defoe near to completion and regular meetings still being held.	19 responses received and very positive feedback.	✓
149	Oct-Dec 16	residents	Asking for an update as to when the repairs to the balcony soffits , following the concrete testing, will be completed.	Summer/Autumn 2017.	
144	Apr-Jun 2016	PS	Estatewide Concrete Surveys update	SLA WP wanted the costs involved to be made transparent to residents. On request of the WP, the reports have now been distributed to the HG Chairs and RCC reps.	✓
139	Jan - Mar 2016	RCC Qs	Frobisher Crescent heating/hot water - is there an update?	As per "You Said; We Did" for BRC: Officers have reviewed the final report from the consulting engineers on the Heating and Hot Water system at a meeting with the Frobisher Crescent House Group in January. A number of options (including consultation with leaseholders and researching alternative bespoke systems) are being progressed by both parties who will meet again in April.	

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2016

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
164	Jan- Mar 2017	HG	Following non-residents gaining access to Speed House gardens and the Igloos, accessible areas being reviewed.	Works being carried out by Open Spaces on the back edge of this flower bed due to be completed by the end of April.	
163	Oct - Dec 16	RCC Qs	BEO to review whether the old ironmongery that was removed during the recent works by Speed Lawn, should be replaced.		
162	Jul - Sept 16	BEO	The Barbican lake and waterfall	Currently only operating on one side at a reduced rate. Meeting Between Open Spaces, Barbican Centre Engineers, BEO and Contractor has taken place to ensure joined up approach. Work due to be completed May/June 2017.	
158	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance.	
150	Oct - Dec 14	RCC	BEO reviewing drainage problems in Thomas More Garden	Initial drainage survey carried out by new Housing Surveyor (July 16) and now awaiting options. April 17 - options received and being reviewed by Open Spaces	

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Appendix 7. Barbican KPIs 2016-17

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR - JUN 2016	JULY - SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
Customer Care												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	99%		100%	100%	100%	100%	😊	96/96	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	98%		100%	100%	100%	100%	😊	73/73	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		100%	100%	100%	100%	😊	0 complaints	
Repairs & Maintenance												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99%		100%	100%	100%	99.17%	😊		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99%		99%	99%	99%	100%	😊		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99%		99%	99%	98%	99.84%	😊		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98%		98%	98%	97%	99.76%	☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 98.5%		Tower lifts 97.94%	Tower Lifts 99.48%	Tower Lifts 99.63%	Tower lifts 99.13%	☺		
			Terrace lifts 99%	Terrace lifts 99%		Terrace lifts 99.37%	Terrace Lifts 99.06 %	Terrace Lifts 98.97%	Terrace lifts 98.35%	☹	Target missed by 0.65%	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	92%		99%	97%	97%	91%	☺		
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 90% Partial 90%	Total 90% Partial 90%	Total 100% Partial 99.5%		N/A	N/A	Total 100% Partial 100%	Total % Partial %	☺		
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%		0%	%	0%	%	☺		
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	90%	98%		100%	100%	100%	100%	☺		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
Estate Management												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard	90%	90%	90%	97%		89%	95%	100%	90%	😊		
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	80%	94%		97%	82%	95%	93%	😊		
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	80%	80%	79%		66%	92%	89%	90%	😊		

Title of Indicator	TARGET 2014/15	TARGET 2015/16	TARGET 2016/17	ACTUAL 2015/16		APR- JUN 2016	JULY- SEPT 2016	OCT - DEC 2016	JAN - MAR 2017	PROGRES S AGAINST TARGET	SUMMARY	Actual 2016/17
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	80%	80%	91%		86%	88%	97%	85%	☺		
Open Spaces												
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	80%	80%	80%	100%		100%	100%	100%	100%	☺		
Major Works												
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	75%		91%	n/a	95%	100%	☺	20/21	
Short Term Holiday Lets												
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA		0	0	0	0			

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

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Committees:	Date(s):
Residents' Consultation Committee	22 May 2017
Barbican Residential Committee	5 June 2017
Subject: Update Report	
Report of: Director of Community and Children's Services Report author: Michael Bennett, Barbican Estate Office Manager	Public For information

Summary

Barbican Estate Office

1. Blake Tower (formally the YMCA) Service Charge related issues
2. Service Based Review (generating income for car parking & stores 2017/18)
3. Temporary car parking
4. Agenda Plan – ***see appendix 1***

Property Services – *see appendix 2*

5. Redecorations
6. Public lift availability
7. Concrete Works
8. Background Underfloor Heating Working Party

Recommendations that the contents of this report are noted.

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in January/February 2017. 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)

Issue	Update
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. Potentially, Asser keys could be retro-fitted as has been the case with Frobisher Crescent.
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. Service Based Review (generating income for car parking & stores 2017/18)

The Barbican Residential Committee approved a number of options to be progressed and updates are detailed below:

Blake Tower residential Car Parking

There has been interest from several potential future leaseholders of Blake Tower and these have been placed on our waiting list.

Additional 336 metal residential stores/storage spaces in the car parks

- A Gateway 3 /4 options appraisal report was approved at November Projects Sub Committee. The timelines are below:
- January – Summer 2017 – tender and planning application
- Autumn (estimated) - contractors on site
- Winter onwards - phased completion and available to rent

Last mile delivery centre pilot

Officers from the Department of the Built Environment and BEO are carrying out a scoping exercise of all the City car parks for potential use as a site for a last mile delivery centre pilot which will take up to 12 months.

The Charging Policy for Car Parking – *please see report at item 5 on the agenda*

3. Temporary car parking

The Barbican Residential Committee approved last year that temporary car parking becomes a cashless system, with payments to be made by Direct Debit, Credit/Debit cards and online payments. Officers were made of the re-tendering of the City's cashless payment parking contract and decided to wait until this new contract was established before making any further changes.

The new cashless payment parking contract was switched from PaybyPhone to RingGo in March and currently over 90% of users use this system. Officers will update residents as this will form the only payment system for temporary car parking from September 2017.

4. Agenda Plan

Appendix 1

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	4 Sept	11 Sept
SLA Review	Michael Bennett		
Barbican Policy for storage spaces being available to those within walking distance	Michael Bennett		
Barbican Charging Policy for Stores	Michael Bennett		
Working Party Review – Minutes of Leaseholder Service Charge Working Party (RCC Only)	Anne Mason		
2016/17 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2015/17 Revenue Outturn for the Dwellings Service Charge Account including Reconciliation between the closed accounts and the final service charge	Chamberlains		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Update Report: <ul style="list-style-type: none"> • Main update - Blake Tower service charge related issues/Service Based Review/Electric Vehicle Charging/Agenda Plan 2017 • Property Services Update 	Michael Bennett		

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

Background Papers:

Minutes of the Barbican Residential Committee 30 January 2017.
Minutes of Residents' Consultation Committee 13 February 2017.

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

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5. Redecorations

2016/17-2019/20 Programme

Works continue to progress well on the 2016/17, 2017/18 programme

At the time of this report (26th April 2017)

- Speed House – Complete
- Bryer Court – Complete
- John Trundle Court – Complete
- Andrewes House – 40% Complete
- Gilbert House – Due to start in June
- Willoughby House – Due to start in August
- Brandon Mews, Cromwell Tower – Due to start in October
- Speed House – Due to start in November
- Bunyan Court – Due to start in January 2018

Feedback from residents on the performance of the contractor and quality of work continues to remain positive.

6. Public Lift Availability

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

Lift	From April 2014 to March 2015	From April 2016 to March 2017
Turret (Thomas More)	98.72%	99.95%
Gilbert House	99.68%	99.96%

7. Concrete Works

Pre-tender consultation letters were sent out on 7th April and the closing date for observations is 11th May. Subject to the outcome of the consultation, tenders will be sought during late summer with works commencing late autumn.

8. Underfloor Heating Working Party Update

Please see separate report summarising the progress of the Underfloor Heating Working Party

Committee(s) Residents Consultation Committee Barbican Residential Committee	Date(s): 22 May 2017 5 June 2017
Subject: Progress of Sales & Lettings	
Report of: Director of Community and Children's Services Report author: Anne Mason – Revenues Manager	Public For information

Summary

This report, which is for information, is to advise members of the sales and lettings that have been approved by officers since your last meeting. Approval is under delegated authority and in accordance with Standing Orders. The report also provides information on surrenders of tenancies received and the number of flat sales to date.

Recommendation:

That the report be noted.

Main Report

BACKGROUND

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

SURRENDERS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	20	4	£22,650	Periodic Tenant	Service Tenancy no longer required	24/03/2017
2	M2A	1/2	£20,850	05/06/2016 04/06/2019	Tenant Moving away	03/06/2017

APPROVED LETTING

3.

CASE	Block	Floor	Type	Annual Rent	Remarks as at 24 April 2017
1	Cromwell Tower	18	1C 4 bed	£37,300	City of London Service Tenancy Completed 31/03/2017

RIGHT TO BUY SALES

3.

	24 April 2017	6 January 2017
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.

	24 April 2017	6 January 2017
Sales Completed	846	844
Market Value	£147,298,771.97	£143,488,771.97

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

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

APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 24 April 2017
1	Speed House	3	20 1 bed	£875,000	Proceeding
2	Breton House	2	F1A studio	£425,000	Proceeding
3	Defoe House	1	21 2 bed	£895,000	Proceeding

COMPLETED SALES

9. Since the last report two sales have completed. The sale of 212 Cromwell Tower completed on 16 January 2017 and the sale of 331 Shakespeare Tower completed on 25 January 2017.

SALES PER BLOCK

10.

BLOCK	TOTAL NO. OF FLATS	TOTAL NO. SOLD	NET PRICE £	% NO. OF FLATS SOLD
ANDREWES HOUSE	192	184	16,648,760.00	95.83
BEN JONSON HOUSE	204	195	14,132,454.83	95.59
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	106	7,201,712.50	95.50
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	171	15,594,782.50	96.07
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	105	9,828,148.50	92.11
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	146	14,337,670.50	98.65
TERRACE BLOCK TOTAL	1645 (1645)	1585 (1585)	132,485,573.33 (132,485,573.33)	96.35 (96.35)
CROMWELL TOWER	112	102	25,305,801.00	91.07
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	110	27,300,415.76	94.83
TOWER BLOCK TOTAL	345 (345)	326 (324)	77,159,996.39 (73,309,996.39)	94.49 (93.91)
ESTATE TOTAL	1990 (1990)	1911 (1909)	209,645,569.72 (205,795,569.72)	96.03 (95.93)

The freeholds of 14 flats in Wallside have been sold. The net price achieved for the purchase of the original leasehold and subsequent freehold interest is £3,459,500.

Anne Mason

Revenues Manager

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