



## Barbican Residential Committee

**Date:** MONDAY, 19 MARCH 2018  
**Time:** 1.45 pm  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

**Members:** Ann Holmes (Chairman)\*  
Susan Pearson (Deputy Chairman) \*  
Randall Anderson  
Matthew Bell\*  
Chris Boden\*  
Mark Bostock  
Deputy David Bradshaw  
Mary Durcan  
Michael Hudson\*  
Jeremy Mayhew\*  
Deputy Joyce Nash  
Barbara Newman\*  
Graham Packham\*  
William Pimlott  
Stephen Quilter  
Deputy John Tomlinson

4 x vacancies

*\*non-resident members*

**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. **MINUTES**

To approve the public minutes and non-public summary of the meeting held on 11 December 2017.

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

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

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

**For Information**  
(Pages 11 - 14)

5. **UPDATE REPORT**

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

**For Information**  
(Pages 15 - 22)

6. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

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

**For Information**  
(Pages 23 - 36)

7. **PROGRESS OF SALES AND LETTINGS**

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

**For Information**  
(Pages 37 - 40)

8. **CONCRETE REPAIRS TO THE BARBICAN ESTATE - ISSUE REPORT**

Report of Director of Community and Children's Services.

**For Decision**  
(Pages 41 - 46)

9. **FIRE SAFETY UPDATE**

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

**For Information**  
(Pages 47 - 52)

10. **LEASE ENFORCEMENT**  
Report of the Director of Community and Children's Services.
- For Decision**  
(Pages 53 - 58)
11. **REPAIRS AND MAINTENANCE TO ROOFS/BALCONIES FOLLOWING WATER PENETRATION**  
Report of the Director of Community and Children's Services.
- For Information**  
(Pages 59 - 74)
12. **DRAFT MINUTES OF THE MEETING OF THE BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC)**  
To receive the draft minutes of the meeting of the RCC held on 5 March 2018.
- For Information**  
(Pages 75 - 82)
13. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
15. **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**
16. **NON-PUBLIC MINUTES**  
To approve the non-public minutes the meeting held on 11 December 2017.
- For Decision**  
(Pages 83 - 86)
17. **DRAFT MINUTES OF THE CAR PARK CHARGES WORKING PARTY**  
To receive the draft minutes of the meeting held on 16<sup>th</sup> January 2018.
- For Information**  
(Pages 87 - 90)
18. **RENT REVIEW**  
Report of the Director of Community and Children's Services.
- For Decision**  
(Pages 91 - 104)

19. **BARBICAN ARREARS**  
Report of the Director of Community and Children's Services.

**For Information**  
(Pages 105 - 110)

20. **URGENT RETROSPECTIVE WAIVER (RULE 25 OF THE PROCUREMENT CODE)**  
Report of the Director of Community and Children's Services.

**For Information**  
(Pages 111 - 116)

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

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

## BARBICAN RESIDENTIAL COMMITTEE Monday, 11 December 2017

Minutes of the meeting of the Barbican Residential Committee  
held at Guildhall at 1.45 pm

### Present

#### Members:

Ann Holmes (Chairman)  
Susan Pearson (Deputy Chairman)  
Randall Anderson  
Chris Boden  
Mark Bostock  
Deputy David Bradshaw  
Mary Durcan  
Michael Hudson  
Jeremy Mayhew  
Deputy Joyce Nash  
Graham Packham  
William Pimlott  
Deputy John Tomlinson

#### Officers:

Alan Bennetts	-	Comptroller and City Solicitor's
Michael Bradley	-	City Surveyor's
Mark Jarvis	-	Chamberlain's
Anne Mason	-	Community and Children's Services
Paul Murtagh	-	Community and Children's Services
Helen Davinson	-	Community and Children's Services
Mike Saunders	-	Community and Children's Services
Michael Bennett	-	Community and Children's Services
Klara Buzas	-	Community and Children's Services
Julie Mayer	-	Town Clerk's Department

#### 1. APOLOGIES

Apologies were received from Barbara Newman.

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

The following Members declared pecuniary interests in respect of agenda item 5, Lease Enforcement, by virtue of being Long Leaseholders of properties on the Barbican Estate:

- Deputy David Bradshaw
- Deputy John Tomlinson
- Mrs Mary Durcan

- Mr Mark Bostock
- Mr William Pimlott

The above Members would neither speak or vote on this item.

In respect of a question submitted in advance of the meeting, which would be taken in the non-public part of the agenda, at item 25, the Chairman declared an interest by virtue of her position as the Chairman of COLPAI. The Deputy Chairman would therefore take the Chair for this item.

Members asked if, in future, the Town Clerk could remind Members of the need to seek dispensations, as had been the case for the June meeting, when several newly elected Members of the Court of Common Council were attending their first meeting of this Committee. The Town Clerk agreed to do so and reminded Members that the onus was on them to declare interests and seek any necessary dispensations but they should contact the Town Clerk or Comptroller and City Solicitor if they had any queries. Members were also reminded of a training course on the Code of Conduct, which was being organised by the Comptroller and City Solicitor in January.

### 3. **MINUTES OF THE PREVIOUS MEETING**

RESOLVED, that - the minutes of the meeting held on 5<sup>th</sup> June 2017 be approved.

Members were reminded that the meeting of the Barbican Residential Committee, scheduled for 11 September 2017, had been inquorate and did not go ahead.

#### **Matters arising**

The Town Clerk agreed to recirculate the '*You Said: We Did*' update which had been despatched with papers for the September meeting, particularly in respect of the Archiving Policy.

In response to a query about the standard of cleanliness and water ingress in Cromwell Tower Car Park, officers agreed to circulate the cleaning schedule for the car parks and to check that work was being completed to a satisfactory standard. Members noted that inspections were carried out on a 6-weekly cycle and were the subject of a further report at agenda item 11 in respect of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).

### 4. **ANNUAL REVIEW OF THE COMMITTEE'S TERMS OF REFERENCE**

Members received a report of the Town Clerk in respect of the annual Review of the Committee's Terms of Reference.

RESOLVED, that:

1. The Terms of Reference of the Barbican Residential Committee, as set out in the Appendix to the report, be approved for submission to the Court of Common Council.

2. The Committee continues to meet quarterly.

5. **LEASE ENFORCEMENT**

Members considered a report of the Director of Community and Children's Services in respect of Lease Enforcement. Members noted that there had been extensive consultation on this matter and the Minutes from the Meeting of the Barbican Residents Consultation Committee on 27<sup>th</sup> November 2017 had been circulated to BRC Members.

All Members (who were eligible to speak and vote) were invited to comment as follows:

- The resource implications of strict Lease enforcement (as set out in Option 3), given the length and detail of most Leases.
- It was suggested that it might be timely to consider bringing Barbican Leases more up to date, given that many people worked from home without causing any disturbance.
- Purchasers should rely on their solicitors to review Leases and the onus was therefore on them to advise clients of any clauses which were likely to be invoked.
- Barbican Leaseholders were regularly reminded of Lease compliance via email broadcasts.
- Should the City of London Corporation fail to act in the event of a breach, the City Solicitor agreed to check whether they would be able to do so at a later date.
- New complaints on existing wooden floors would be investigated, even if there had not been any previous breaches.
- Members particularly noted the caveat in Option 2 whereby the affected parties would not need to demonstrate a breach by completing noise monitoring sheets, as had been the case previously.
- Members agreed that annoyance should be included at option 2.2.
- Some residents had made it clear that they chose to live on the Barbican as a result of the restrictive covenants contained in the leases in respect of pets and wooden flooring as it gave them peace of mind.
- The importance of pets as company for some elderly residents and wooden flooring in controlling allergies in others was noted; balanced with the need for these residents to be particularly considerate to their neighbours.

- Local Estate Agents and Solicitors should bring prospective purchasers' attention to those aspect of the Lease which were likely to be enforced.

In concluding, there was a consensus towards Option 2, as set out in the report, as being the most realistic and pragmatic approach.

RESOLVED, that:

1. The issue of lease enforcements for residents on the Barbican Estate, particularly those specific provisions outlined in the report, be noted.
  2. Option 2 – Formal Adoption of Current Practice for all Future Cases be adopted, as follows:
    - 2.1 The Corporation will effectively decide to use its discretion in enforcing the various restrictive clauses within the lease, endorsing the current 'soft' approach of only taking enforcement action against residents who have breached a particular covenant in the lease and such a breach is causing a 'nuisance' and/or 'annoyance' to adjacent residents.
    - 2.2 Under this particular option, there will be not be a requirement for the 'affected' party to have to demonstrate, to the City Corporation, that the 'breach' is causing a nuisance. In the case of wooden floors, for example, there would be no requirement for the affected party to complete and submit 'noise monitoring sheets' as had been the case previously.
  3. The Committee receive a further report, with officers' proposals for a Protocol for the implementation of Option 2, as set out above.
6. **FIRE SAFETY**
- Members received a report of the Director of Community and Children's Services, which provided an update on the City of London Corporation's approach to fire safety on the Barbican Estate and, following the tragic fire at Grenfell Tower in June this year, to inform Members of the subsequent actions taken by the City Corporation.

The Assistant Director advised that he had recently received Counsel's opinion as to the City's ability to recharge Leaseholders for fire safety works. Based on the information provided, the Barrister advised that, in her opinion, the cost of such works cannot be recovered from Long Leaseholders. Officers were therefore carefully analysing this and taking advice from similar local authorities. Members noted that this analysis would not impact on the pace of the fire safety works. Members also noted that the new fire risk assessments commissioned by the City were a more intrusive 'Type 3' assessment which, provides for a survey of the interior of a sample number of dwellings as well as the common areas.

Finally, Members were reminded that the City of London Corporation was taking a holistic approach to fire safety, looking at many potential improvements. It is intended that the Director of Community and Children's Services would bring a full report to the next meeting of the Committee to include the provision of new fire doors, alarms and sprinklers.

RESOLVED, that – the report be noted.

**7. REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2017/18 AND ORIGINAL BUDGET 2018/19 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE**

Members considered a report of the Director of Community and Children's Services and the Chamberlain which provided the annual submission of the Revenue and Capital Budgets overseen by the Barbican Residential Committee.

In response to a query about the variation between the original to latest approved budgets, the Chairman of the Finance Committee, who is also a Member of this Committee, advised that he would be raising this at tomorrow's meeting of the Finance Committee. A Member suggested that the information about the variations might be more transparent in future reports. Whilst noting these comments, the Chairman suggested that Members might benefit from a half day training session with the Chamberlain, covering the compilation of the annual budget reports.

RESOLVED, that:

1. The provisional 2018/19 Revenue Budget be approved for submission to the Finance Committee.
2. The draft Capital Budget be approved.
3. The Chamberlain be authorised to revise these budgets to allow for further implications arising from departmental reorganisations, other reviews and corporate projects.

**8. SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2017/18 AND ORIGINAL BUDGET 2018/19**

Members considered a report of the Chamberlain and Director of Community and Children's Services which set out the latest approved budget, for 2017/18 and original for 2018/19, proposed for inclusion within the service charge in respect of dwellings but not including income pertaining to car parking or stores.

RESOLVED, that:

1. The provisional 2018/19 revenue budget be recommended for submission to the Finance Committee.

2. The Chamberlain be authorised to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews and corporate projects.

9. **GENERAL DATA PROTECTION REGULATIONS 2018**

The City Solicitor was heard in respect of the new General Data Protection Regulations 2018, which would impose a more stringent Data Protection Code in respect of '*implied consent*'. A Member suggested that, in the case of '*opt-out*' membership of the Barbican's House Groups; when a resident moved into a block he/she was automatically deemed to be a member of that House Group but at no point in the process identified by name, address or otherwise. This being the case, the Information Commission would not have jurisdiction as no records were being held.

Members were reminded that the Comptroller and City Solicitor was only able to advise Members of the City of London Corporation and not the House Groups on the Barbican Estate. The Town Clerk reminded Members that the House Groups had been given a year's amnesty in this year's Recognised Tenant Association (RTA) Audit, in order to consider the implications of the new legislation and make any necessary administrative adjustments. All enquiries from House Group Chairmen and Secretaries had been, and would continue to be, directed towards the Information Commissioner's website.

10. **UPDATE REPORT**

Members received the Director of Community and Children's Services update report in respect of other issues on the estate.

In respect of the Planning Application for the stores project, Members noted that this would not go to the Planning Committee until January 9<sup>th</sup>, 2018 at the earliest and, at this stage, it was more likely to be the 29<sup>th</sup> January 2018. As the Car Park Charging Working Party would need to meet very soon after this meeting; Members noted that, if the application was considered at the end of January, it would not be presented to the BRC until June. The Chairman reminded Members of the lead in time for preparation of reports and consultation with the RCC; which met 2 weeks before the BRC meeting and received their papers 2 weeks before then, in order to have sufficient time to consult with their House Group Members and prepare any questions in advance.

RESOLVED, that – the report be noted.

11. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

Members received a report of the Director of Community and Children's Services in respect of the Service Level Agreements Quarterly Review (July – September 2017).

Members noted a concern about ambulance access points on the estate, which had been raised at the RCC meeting on 27<sup>th</sup> November 2017. Subsequent to the meeting, the Officer advised that he had received an email confirming that

the London Ambulance Service would be in contact in respect of clarifying communications about postcode/ numbered access points across the estate.

The Barbican Association Security Committee would receive an update on security issues including the re-application of the anti-climb paint at the entrance gate area to Speed Gardens.

RESOLVED, that – the report be noted.

**12. PROGRESS OF SALES AND LETTINGS**

Members received a report of the Director of Community and Children's Services in respect of sales and lettings approved by officers since the last meeting.

RESOLVED, that – the report be noted.

**13. DECISIONS TAKEN UNDER URGENCY/DELEGATED AUTHORITY SINCE THE LAST MEETING**

Members received a report of the Town Clerk in respect of the following decisions, taken under urgency, since the last meeting of the Committee.

**Cultural Hub Public Realm Artistic Projects – Look and Feel 'Quick Wins' – Phase 1**

Action taken – the temporary installation of artworks along the façade of Speed House Car Park on Silk Street.

A Member commented on the importance of expediting projects to improve the amenity of Beech Street and stressed that delegated/urgency provision should continue to be exercised when appropriate.

**Barbican Estate Residential Stores (issue report)**

Action taken:

1. The Policy for the new stores in the car parks, to be let to non-Barbican residents within walking distance should there be insufficient demand from Barbican Estate residents, was approved.
2. The letting policy to come into effect after 6 months following, the completion of the new stores project, by the Barbican Residential Committee, subject to planning permission.
3. The policy be subject to a twelve-month review by the Barbican Residential Committee.
4. The budget for fees be increased by a further £3,250 to reach the next Gateway.

14. **MINUTES OF THE MEETING OF THE BARBICAN RESIDENTS' CONSULTATION COMMITTEE (RCC) - TO FOLLOW**

Members received the draft minutes of the Barbican RCC's meeting of 27 November 2017.

In response to a query about the increase in employee costs, officers agreed to provide Members with a breakdown.

RESOLVED, that – the draft RCC minutes from 27 November 2017 be noted.

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

There were no questions.

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

There were no items.

17. **EXCLUSION OF THE PUBLIC**

RESOLVED, 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.

<b>Item no</b>	<b>Paragraph nos</b>
<b>21, 22 &amp; 25</b>	<b>1,2 &amp;3</b>

18. **NON-PUBLIC MINUTES**

RESOLVED, That – the non-public minutes of the meeting held on 5<sup>th</sup> June 2017 be approved.

19. **MINUTES OF THE CAR PARK CHARGES WORKING PARTY**

RESOLVED, That:

- The minutes of the Car Park Charges Working Party of 20<sup>th</sup> July 2017 be received.
- The draft minutes of the Car Park Charges Working Party of 22<sup>nd</sup> November 2017 be received.

20. **BARBICAN ARREARS**

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

21. **COMMERCIAL ARREARS**

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

22. **BARBICAN WRITE OFFS**

Members considered and approved two reports of the Director of Community and Children's Services.

**23. DECISION TAKEN UNDER DELEGATED AUTHORITY/ URGENCY PROCEDURES THE LAST MEETING OF THE COMMITTEE**

Members received a report of the Town Clerk.

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

There was one question while the public were excluded.

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

There were no items.

**The meeting ended at 3.35pm**

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Chairman

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

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**“You Said; We Did” - Action List – February 2018**

**Actions from December 2017 Barbican Residential Committee (BRC) & other outstanding issues (updates appear in italics)**

Issue	Source	Officer	Action Escalation
<b>Cromwell Tower Car Park Cleaning standards</b>	Dec 17 BRC	Michael Bennett	
<i>A re-inspection of the car park in December was of a good standard. Cleaning schedules and the offer of a site meeting was sent to the Member.</i>			
<b>Service Charge Expenditure and Income Account – Latest Approved Budget 2017/18 and Original Budget 2018/19</b>	Dec 17 BRC	Anne Mason	Completed
<i>Breakdown of increase in employee costs – see Appendix 1.</i>			
	<b>Contact: Michael Bennett, Head of Barbican Estates – 020 7029 3923 – <a href="mailto:barbican.estate@cityoflondon.gov.uk">barbican.estate@cityoflondon.gov.uk</a></b>		

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**Analysis of Employee expenses Budget from 17/18 to 18/19 for Barbican Residential Estate.**

Staff	Variance Analysis of Costs											
	16/17 actual	Original Budget 2017/18		Latest Approved Budget 2017/18		Original Budget 2018/19		16/17 actual to OB 17/18	OB 17/18 to LA 17/18	LA 17/18 to OB 18/19	OB 17/18 to OB 18/19	
	£'000	FTE	£'000	FTE	£'000	FTE	£'000					
<u>Service Charge Account</u>												
	(99)	3	(116)	3	(120)	3	(124)	(17)	(4)	(4)	(8)	
Note 1	Cleaners	(960)	34	(963)	34	(1,108)	36	(1,152)	(3)	(145)	(44)	(189)
Note 2	Estate Concierge (1/3)	(475)	10	(472)	9	(499)	9	(513)	3	(27)	(14)	(41)
Note 3	Lobby Porters	(602)	12	(605)	12	(657)	12	(657)	(3)	(52)	-	(52)
	<b>(2,136)</b>	<b>59</b>	<b>(2,156)</b>	<b>58</b>	<b>(2,384)</b>	<b>60</b>	<b>(2,446)</b>					
<u>Non Service Charge Account</u>												
Note 4	Supervision and Management	(655)	14	(712)	14	(764)	14	(798)	(57)	(52)	(34)	(86)
Note 5	Car Parking - Estate Concierge 2/3	(929)	19	(921)	19	(985)	19	(1,008)	8	(64)	(23)	(87)
	<b>(1,584)</b>	<b>33</b>	<b>(1,633)</b>	<b>33</b>	<b>(1,749)</b>	<b>33</b>	<b>(1,806)</b>					
	<b>Total Barbican Residential Estate</b>	<b>(3,720)</b>	<b>92</b>	<b>(3,789)</b>	<b>91</b>	<b>(4,133)</b>	<b>93</b>	<b>(4,252)</b>	<b>(69)</b>	<b>(344)</b>	<b>(119)</b>	<b>(463)</b>
								8	(138)	(21)	(159)	
Agency / Overtime								123	(137)	30	(107)	
Basic pay and London Weighting- due to increases in spinal point, pay award, LW increases and staff changes.								(190)	(44)	(116)	(160)	
National Insurance								(10)	(25)	(12)	(37)	
<b>Total</b>								<b>(69)</b>	<b>(344)</b>	<b>(119)</b>	<b>(463)</b>	

**Original Budget 17/18 to Latest Approved Budget 17/18**

<b>Note 1</b>	increase in pension - £33k
	increase in agency - £83k
	increase in basic pay, LW & NI - £29k due to staff increases, in spinal point, pay award and LW increases.

<b>Note 2</b>	increase in pension - £20k
	decrease in a agency & overtime £4k
	increase in basic pay+ LW + NI - £11k due to increases in spinal point, pay award and LW increases.

<b>Note 3</b>	increase in pension- £28k
	increase in a agency & overtime - £15k
	increase in basic pay, LW & NI - £9k due to increases in spinal point, pay award and LW increases.

<b>Note 4</b>	increase in pension - £17k
	increase in agency - £39k
	decrease in basic pay, LW & NI - £4k due to vacancy

<b>Note 5</b>	increase in pension - £40k
	increase in a agency & overtime £4k
	increase in basic pay, LW & NI £20k due to staff increases in spinal point, pay award and LW increases

**Latest Approved Budget 17/18 to Original Budget 18/19**

	increase in pension - £10k
	decrease in agency - £20k
	increase in basic pay, LW & NI - £54k due to staff increases, in spinal point, pay award and LW increases

	increase in pension - £2k
	increase in a agency & overtime £2k
	increase in basic pay+ LW + NI - £10k due to increases in spinal point, pay award and LW increases.

	increase in pension- £1k
	decrease in a agency & overtime - £12k
	increase in basic pay, LW & NI - £11k due to increases in spinal point, pay award and LW increases.

	increase in pension - £4k
	increase mainly due to full year provision for partially vacant post 17/18 and increases in spinal point, pay award and LW increases - £30k

	increase in pension - £3k
	increase in basic pay, LW & NI £20k due to staff increases in spinal point, pay award and LW increases

**Original Budget 17/18 to Original Budget 18/19**

	increase in pension- £43k
	increase in agency - £63k
	increase in basic pay, LW & NI £83k due to staff increases, spinal point, pay award and LW increases

	increase in pension - £22k
	decrease in a agency & overtime £2k
	increase in basic pay+ LW + NI - £21k due to increases in spinal point, pay award and LW increases.

	increase in pension- £29k
	increase in a agency & overtime £3k
	increase in basic pay, LW & NI - £20k due to increases in spinal point, pay award and LW increases.

	increase in pension - £21k
	increase in agency - £39k
	increase in basic pay, LW & NI - £26k due to increases in spinal point, pay award and LW increases.

	increase in pension - £43k
	increase in a agency & overtime £4k
	increase in basic pay, LW & NI £41k due to staff increases in spinal point, pay award and LW increases

<b>Committee:</b>	<b>Date(s):</b>
Residents' Consultation Committee	05 March 2018
Barbican Residential Committee	19 March 2018
<b>Subject:</b> Update Report	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services <b>Report author:</b> Michael Bennett – Head of Barbican Estates	<b>For information</b>

## 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. Electric Vehicle Charging Points
4. Gardens Advisory Group Update – **see Appendix 1 (RCC only)**
5. Leaseholder Service Charge Working Party Update - **see Appendix 2 (RCC only)**
6. Agenda Plan

### Property Services – see appendix 3

7. Redecorations
8. Public lift availability
9. Concrete Repairs
10. Background Underfloor Heating Working Party Update - **see Appendix 4 (RCC only)**
11. Asset Maintenance Working Party Update

**Recommendation: that the contents of this report be noted.**

## **Background**

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in November/December 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**

<b>Issue</b>	<b>Update</b>
Will it be managed by the BEO as part of the Barbican Estate?	Yes.
If so, when from? Day 1 – or after a period?	After 2 years <b>(from September 2019)</b> .
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)**

### **Car Park Charging Working Party**

The Barbican Residential Committee at its meeting in June 2017 approved the setting up of a Car Park Charging Working Party. At the recent meetings in November and January the Working Party has been reviewing the “opinions of value” for car parking and stores and the subsequent worked examples of how these would affect the financial position of the car park and stores accounts. Dependant on the outcome of the report on new stores to the Planning and Transportation Committee, it is anticipated that a report of the work of the Car Park Charging Working Party will be presented to the May/June committees.

### **Stores project**

Following pre-planning consultation with residents for the additional stores in the car parks and a planning application the latest estimated timelines are:

- Report to Planning and Transportation Committee 26 March 2018
- Summer - contractors on site
- Autumn 2018 onwards - phased completion and available to rent

## 3. **Electric Vehicle (EV) Charging Points** (update from the Low Emission Neighbourhood (LEN) Project Manager)

The LEN project is funding a pilot scheme to roll out EV charging points on the Barbican Estate, with a view to determining the best strategy for the wider roll-out of EV charging points in City of London Corporation managed car parks. Charging points are being installed in 30 parking bays across 5 car parks on the Barbican Estate. The next Working Party meeting is due to take place in April when an update will be provided on this project. From May to November 2018, a 6-month trial will take place, monitoring usage and engaging with residents. A launch event is scheduled for 14 May. A survey was carried out in January to establish the current and near-future interest in and demand for electric vehicle charging points, which will be used as an information base on which the 6-month trial will be built.

4. **Gardens Advisory Group Update – see Appendix 1 (RCC only)**

5. **Agenda Plan**

The table below includes a list of pending committee reports:

**Residents’ Consultation Committee & Barbican Residential Committee**

<b>Report Title</b>	<b>Officer</b>	<b>RCC Meeting Date</b>	<b>BRC Meeting Date</b>
“You Said; We Did” Actions (Separate list for RCC & BRC)	Michael Bennett	21 May	4 June
SLA Review	Michael Bennett		
Car Park Charging Working Party - Report	Michael Bennett		
Car Park Charging Working Party - Recommendations	Michael Bennett		
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Update Report: <ul style="list-style-type: none"> <li>• Main update - Blake Tower service charge related issues/Service Based Review/Electric Vehicle Charging/ Gardens Advisory Group (Appendix 1)/Agenda Plan 2018</li> <li>• Property Services Update (Appendix 2)</li> </ul>	Michael Bennett		
“You Said; We Did” Actions (Separate list for RCC & BRC)	Michael Bennett	3 Sept	17 Sept
SLA Review	Michael Bennett		
2017/18 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2017/18 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 – <b>RCC Only</b>	Anne Mason		

Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Update Report: <ul style="list-style-type: none"> <li>Main update - Blake Tower service charge related issues/Service Based Review/Electric Vehicle Charging/ Gardens Advisory Group (Appendix 1)/Agenda Plan 2018</li> <li>Property Services Update (Appendix 2)</li> </ul>	Michael Bennett		
“You Said; We Did” Actions (Separate list for RCC & BRC)	Michael Bennett	26 Nov	10 Dec
SLA Review	Michael Bennett		
Service Charge Expenditure & Income Account - Latest Approved Budget 2018/19 & Original Budget 2019/20	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2018/19 and Original 2019/20 - Excluding dwellings service charge income & expenditure	Chamberlains		
Annual Review of RTAs	Town Clerks		
Working Party Review – Update of Leaseholder Service Charge Working Party ( <b>RCC Only</b> )	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Update Report: <ul style="list-style-type: none"> <li>Main update - Blake Tower service charge related issues/Service Based Review/Electric Vehicle Charging/ Gardens Advisory Group (Appendix 1)/ Leaseholder Service Charge Working Party Annual Review (Appendix 2)/Agenda Plan 2019</li> <li>Property Services Update (Appendix 3)</li> </ul>	Michael Bennett		

**Background Papers:**

Minutes of Residents' Consultation Committee 27 November 2017.  
Reports to the Barbican Residential Committee 11 December 2017.

**Contact:** Michael Bennett, Head of Barbican Estates  
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## **Appendix 3 - PROPERTY SERVICES UPDATE**

**(Appendices 1 & 2 to this report are for the RCC only)**

### **Redecorations**

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

Works continue to progress well on the 2017/18 programme

At the time of this report (8 February 2018)

- Willoughby House – Complete
- Brandon Mews – Complete
- Cromwell Tower– Delayed start date pending results of fire safety inspections to front doors and surrounds
- Speed House – Delayed start date pending results of fire safety inspections to front doors and surrounds
- Bunyan Court – Delayed start date pending results of fire safety inspections to front doors and surrounds
- Thomas More House – Due to commence 12 February 2018
- Mountjoy House – Due to commence April 2018
- The Postern - Due to commence April 2018

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

## 7. Public Lift Availability

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

Lift	From April 2016 to March 2017	From April 2017 to December 2017
Turret (Thomas More)	99.95%	99.93%
Gilbert House	99.96%	99.99%

**8. Concrete Repairs – see separate report.**

**9. Background Underfloor Heating Working Party Update – Terms of Reference (RCC only)**

**10. Asset Maintenance Working Party Update**

Following a review of Working Parties at the recent RCC AGM, it was agreed that the Asset Maintenance Working Party will continue in its current format. Membership is currently being finalised and dates will be set to take us through 2018.

<b>Committee(s)</b>	<b>Dated:</b>
Residents' Consultation Committee Barbican Residential Committee	05 March 2018 19 March 2018
<b>Subject:</b> Service Level Agreements Quarterly Review October – December 2017	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services  <b>Report author:</b> Michael Bennett – Head of Barbican Estates	<b>For Information</b>

### Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter October – December 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 October – December 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 October – December.
3. House Officers, Resident Services Manager and the Head of Barbican Estates attended the recent SLA Working Party review meeting in February 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 October – December comments.

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

### **Proposals**

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

### **Conclusion**

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

### **Appendices**

- Appendices 1- 5 - SLA Action plans
- Appendix 6 – Key Performance Indicators

### **Background Papers**

Quarterly reports to committee from 2005

**Michael Bennett**  
**Head of Barbican Estates**

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## APPENDIX 1

### SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2017-18

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
227	Oct-Dec 17	SLA	Email Broadcasts - can the style be looked at? Would sections work better?		
226	Oct-Dec 17	SLA	Group to consider using Basecamp for this Working Party.	To be considered	
225	Oct-Dec 17	BEO	Next round of Fire Risk Assessments due to commence in January 2018. These will be level 3 FRAs. November 2016 FRAs were level 1.	For comment only.	✓
224	Oct-Dec 17	RCC	Current Working Party structure is being reviewed by RCC.	On agenda for end of January RCC AGM to be held at the end of January.	
222	July-Sept 17	HO	Comments received from residents about the explanations sent out with the service charges not being sufficient.	Currently being reviewed by Leasehold Service Charge Working Party and Service Charge & Revenues Team.	
221	Apr-June 17	BEO	Review of Residents Information Pack & SLA booklet on hold due to other priorities & resourcing issues.	Resourcing of BEO currently being reviewed.	
220	Apr-June 17	BEO	2017 Residents Survey on hold due to other priorities & resourcing issues.	Resourcing of BEO currently being reviewed.	
219	Apr-June 17	BEO/ Housing	Senior Managers Fire Safety Drop-in Session in July.	Over 30 residents attended, rolling Q&A updated. Any outstanding queries have been logged and have been covered in the December FAQ.	✓
215	Jan-Mar 17	BEO	BEO to compile a list of routine articles for the quarterly bulletins.	Schedule for quarterly/annual bulletins on hold due to other priorities & resourcing issues. Resourcing of BEO currently being reviewed.	
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. On hold due to other priorities & resourcing issues. Resourcing of BEO currently being reviewed.	
209	July-Sept 16	BEO/ AGM	Thomas More House Group have asked for a central Information Point to be established	Complete. Now in Barbican Estate reception.	✓

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## APPENDIX 1

### SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2017-18

			<b>Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily</b>		
			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	
			<b>Source of comments</b>		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
				AGM House Group Annual General Meeting	

**APPENDIX 2**  
**SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2017-18**

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
213	Oct - Dec 17	SLA	Noticeboards. Notices can be up for a very long time and well past their expiry. Can this be reiterated to the cleaners to check them more frequently.	Reiterated to Supervisors	✓
212	Oct - Dec 17	SLA	Comments received that the temporary signage around the lake peapods and St Giles' Terrace are very tatty. Are they necessary? Can they be removed?		
211	Oct-Dec 17	BEO	Increase in graffiti on the Estate has been noted.	Barbican Estate Office have liaised with both Barbican Centre and CoL Community Safety Officers. Barbican Estate cleaning off any graffiti as soon as possible.	
209	Oct-Dec 17	BEO	Follow up balcony inspections were carried out on Gilbert House, Seddon House and John Trundle Court.	These blocks were visited again to see if items had been put back out and to see if any other balconies were blocked. Overall the result was good with very few items needing to be removed on this round of inspections.	
208	July-Sept 17	WP	Reminder on fire routes was suggested.	The weekly EBs will remind residents to check their fire routes.	
207	July-Sept 17	WP	Ambulance points for emergency services.	Following meetings with the London Ambulance Service (LAS) clear guidance is being drafted for all stakeholders including residents, Estate Concierge and the LAS. This will be distributed in February.	
206	July-Sept 17	SLA	Cleanliness of Gilbert Bridge and other hotspots at the weekend.	Information passed on to the Cleaning Supervisors for follow up and these areas are being monitored whilst on duty at the weekend. (Residents are reminded to contact their Concierge or Porter if they need to report a particular issue at the weekend).	
205	July-Sept 17	BEO	Slight dip in KPIs for block cleaning.	Increased monitoring by Supervisors especially reporting issues related to private contractors working in the blocks.	
202	Apr-June 17	BEO	Annual fire occupier/balcony inspections commenced May 2017 & action plan reviewed in June. First inspections of all blocks completed July. Second follow up enforcement inspections completed end of July. Comms. plan reviewed for Fire safety in June (including Fire booklets/Email bulletins/FAQs both general & specific/website/Fire Risk Assessments). All correspondence to House Officers for response.	FAQ being regularly distributed via email broadcast and easily viewable on the Barbican Estate Website. Outstanding FAQs being reviewed by BEO subject to current resourcing issues which are being reviewed. <b>Latest FAQ was sent out on the email broadcast in December.</b>	✓

**APPENDIX 2**  
**SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2017-18**

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). <b>New signage is currently on order.</b>	
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**APPENDIX 4**  
**SLA AGREEMENT REVIEW - MAJOR WORKS 2017-18**

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
157	Oct - Dec 17	SLA	Please ensure the Gardens are included within the Asset Maintenance schedule (regarding hard landscaping).		
156	Oct - Dec 17	HO	Property Services to provide a programme of works for damaged asbestos removal in communal areas. This to include accurate information regarding areas being worked on.	HO will be updated as to which blocks have been completed and can advise residents accordingly, as HOs have been receiving queries about this.	
155	Oct-Dec 17	BEO	External redecoration work for Brandon Mews and Willoughby House completed. Resident surveys due to be sent out in due course.	For comment only.	✓
154	Jul-Sept	HO	Paint code information provided to House Officers by Property Services for redecoration works - some information incorrect.	Being reviewed with Property Services officers with possibility of linking to Asset Maintenance software.	✓
153	Jul-Sept	HO	External redecoration work - feedback from residents about fire doors from flats being painted shut following external redecoration programmes.	Policy on external redecoration on fire doors from Tower flats (and Bunyan and Ben Jonson north side) - does this need to be reviewed within the specification?	
152	Jul-Sept	PS	Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme.	Communicated to the House Group Chairs only.	
149	Oct-Dec 16	HO	Asking for an update as to when the repairs to the balcony soffits, following the concrete testing, will be completed.	<b>Following re-tender of the repairs concrete works second stage consultation was carried out in January 2018. We expect to commence works in late Spring 2018.</b>	

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**APPENDIX 5**  
**SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2017-18**

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
171	Oct - Dec	BEO	<b>New Barbican Supervisor has started on site.</b>	<b>For comment only.</b>	
169	July-Sept 17	SLA	New City Gardens Manager made positive start and seems enthusiastic	For comment only.	✓
168	July-Sept 17	BEO	Comments from several Thomas More House residents regarding noise from lawnmower in the private garden.	New lawnmower has been acquired. The new one is much quieter which should hopefully help with noise for residents overlooking the private gardens.	✓
163	Oct - Dec 16	RCC Qs	BEO to review whether the old ironmongery grilles that was removed during the recent works by Speed Lawn, should be replaced.	Officers reviewing following growth of new shrubbery covering the ironmongery grills & Listed Building issues. No plans to replace.	✓
1	July-Sept 15	SURV	Is there sufficient investment in the large private gardens?	Being reviewed by the GAG in the first instance. Survey sent out in Nov/Dec 2017 re Speed Lawn. 83 responses received. No mandate for large project but lots of support for smaller investment in planting and play equipment. Further analysis being carried out by GAG who will then consult widely with the Estate.	✓

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## Appendix 6. Barbican KPIs 2017-18

Title of Indicator	TARGET 2015/16	TARGET 2016/17	TARGET 2017/18	ACTUAL 2016/17		APR- JUN 2017	JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	PROGRES S AGAINST TARGET	SUMMARY	Actual 2017/18
<b>Customer Care</b>												
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	100%		100%	100%	100%		☺	71/71	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%	100%	100%		100%	100%	100%		☺	113/113	
To resolve written complaints satisfactorily within 14 days	100%	100%	100%	100%		%	100%	100%		☺	3 complaints.	
<b>Repairs &amp; Maintenance</b>												
% 'Urgent' repairs (complete within 24 hours)	95%	95%	95%	99.8%		100%	99%	99%		☺		
% 'Intermediate' repairs (complete within 3 working days)	95%	95%	95%	99.3%		98%	99%	99%		☺		
% 'Non-urgent' repairs (complete within 5 working days)	95%	95%	95%	99.0%		98%	99%	96%		☺		

Title of Indicator	TARGET 2015/16	TARGET 2016/17	TARGET 2017/18	ACTUAL 2016/17		APR- JUN 2017	JULY- SEPT 2017	OCT- DEC 2017	JAN- MAR 2018	PROGRES S AGAINST TARGET	SUMMARY	Actual 2017/18
% 'Low priority' repairs (complete within 20 working days)	95%	95%	95%	98.2%		99%	98%	99%		☺		
Availability % of Barbican lifts	99%	99%	Tower lifts 99%	Tower lifts 99%		Tower lifts 98.43%	Tower Lifts 92.77%	Tower Lifts 99.57%	Tower lifts %	☺		
			Terrace lifts 99%	Terrace lifts 98.9%		Terrace lifts 99.74%	Terrace Lifts 99.24%	Terrace Lifts 98.86%	Terrace lifts %	☹	KPI missed by 0.04%	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	90%	90%	96%		91%	82%	77%		☹	Estate office is currently one Resident Engineer short since early September 2017 (219 out of 285 lights met 5 working day target)	
Background heating - percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	<b>Total 90%</b> <b>Partial 90%</b>	<b>Total 90%</b> <b>Partial 90%</b>	Total 90% Partial 90%	Total 100% Partial 98.5%		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%	0%		☺		

Title of Indicator	TARGET 2015/16	TARGET 2016/17	TARGET 2017/18	ACTUAL 2016/17		APR- JUN 2017	JULY- SEPT 2017	OCT- DEC 2017	JAN- MAR 2018	PROGRES S AGAINST TARGET	SUMMARY	Actual 2017/18
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	90%	90%	100%		100%	100%	96%		☺	27 out of 28 lights met 5 working day target	
<b>Estate Management</b>												
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard (& outstanding)	90%	90%	90%	94%		97%	86%	89%		☹	33/37 inspections	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	80%	80%	92%		92%	90%	81%		☺		



Title of Indicator	TARGET 2015/16	TARGET 2016/17	TARGET 2017/18	ACTUAL 2016/17		APR- JUN 2017	JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	PROGRES S AGAINST TARGET	SUMMARY	Actual 2017/18
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	90%	90%	95%		92%	n/a	Willoughby 100% Brandon Mews 75%			Willoughby 9/148 Brandon Mews 8/26 response rate	
<b>Short Term Holiday Lets</b>												
Possible STHL reported to BEO because of noise or nuisance	NA	NA	NA	NA		2	0	0				
STHL reported to BEO after being found on a website and being investigated	NA	NA	NA	NA		0	1	0				
STHL at Stage 1	NA	NA	NA	NA		2	1	0				
STHL at Stage 2	NA	NA	NA	NA		0	0	0				

# Agenda Item 7

<b>Committee(s)</b> Residents Consultation Committee Barbican Residential Committee	<b>Date(s):</b> 5 March 2018 19 March 2018
<b>Subject:</b> Progress of Sales & Lettings	<b>For information</b>
<b>Report of:</b> Director of Community and Children's Services Report author: Ann Mason – Revenues Manager	<b>Public</b>

## 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	1	£24,550	01/07/2017 30/06/2020	Move to more suitable flat	21/12/2017
2	F2A	1	£14,150	12/10/2015 11/10/2018	Retirement	23/04/2018

3	F2A	1	£13,550	02/12/14 01/12/17	None given	01/03/2018
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### RIGHT TO BUY SALES

3.

	<b>30 January 2018</b>	<b>20 October 2017</b>
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
<b>NET PRICE</b>	<b>£65,007,843.75</b>	<b>£65,007,843.75</b>

### OPEN MARKET SALES

4.

	<b>30 January 2018</b>	<b>20 October 2017</b>
Sales Completed	852	850
Market Value	£151,873,771.97	£150,358,771.97

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

### APPROVED SALE

8.

CASE	Block	Floor	Type	Price	Remarks as at 12/2/2018
1	Breton	5th	F1A	£415,000	Proceeding

### COMPLETED SALES

9. Since the last report two sales have completed. The sale of 308 Seddon House completed on 21 December 2017 and the sale of 240 Ben Jonson House completed on 22 January 2018.

### APPROVED LETTING

10.

CASE	Block	Floor	Type	Annual Rent	Remarks as at 2018
1	Ben Jonson House	5/6/7	M3B 2 bed	£30,250	Completed 21/12/17

## SALES PER BLOCK

11.

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	196	14,877,454.83	96.08
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	107	7,626,712.50	96.40
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	172	16,489,782.50	96.63
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 POSTERNWALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	75	8,445,677.50	98.68
SPEED HOUSE	114	107	11,568,148.50	93.86
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	146	14,337,670.50	98.65
<b>TERRACE BLOCK TOTAL</b>	1645 (1645)	1591 (1589)	137,060,573.33 (135,545,573.33)	96.72 (96.60)
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
<b>TOWER BLOCK TOTAL</b>	345 (345)	326 (326)	77,159,996.39 (77,159,996.39)	94.49 (94.49)
<b>ESTATE TOTAL</b>	1990 (1990)	1917 (1915)	214,220,569.72 (212,705,569.72)	96.33 (96.23)

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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# Agenda Item 8

<b>Committees:</b>		<b>Dates:</b>	
Corporate Projects Board		16/02/2018	
Barbican Estate Residents Consultation Committee (For Information Only)		05/03/2018	
Resource Allocation Sub Committee		15/03/2018	
Barbican Residential Committee		19/03/2018	
Projects Sub Committee		18/04/2018	
<b>Subject:</b> Concrete repairs to the Barbican Estate		<b>Issue Report:</b>  <b>Regular</b>	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services		<b>For Decision</b>	
<b>Report Author:</b> David Downing			
<b><u>Summary</u></b>			
Project Status		Red (programme delay due to requirement to retender works, tender results in excess of approved estimates)	
Project Risk		Green – Low	
Programme status		Pending Approval of Budget Increase prior to Gateway 5	
Timeline		1. Contractor Appointment – April 2018 2. Third stage S20 Consultation – May 2018 3. Works Commence – June 2018 4. Works Complete – May 2019	
Expenditure to date		Concrete Testing: £285,480.22 Fees & Staff Costs: £11,127.50 <b>Total: £296,607.72</b>	
Last approved estimate (at Gateway 4)		Concrete Testing: £285,000.00 Repairs to Residential Blocks: £300,000.00 Repairs to Car Parks: £220,000.00 Fees & Staff Costs: £100,000.00 <b>Total: £905,000.00</b>	

<p>Current estimate (following tender, prior to Gateway 5)</p>	<p>Concrete Testing: £285,480.22  Tendered repairs to Residential Blocks: £403,186.71  Tendered repairs to Car Parks: £506,108.29  Fees &amp; Staff Costs: £100,000.00  <b>Total: £1,294,775.22</b></p>
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**Last Gateway Approved**

A Gateway 4 – Detailed Options Appraisal was presented to Barbican Residential Committee (13 February 2017), DCCS Grand Committee and Projects Sub Committee (both 17 February 2017). The recommended option of tendering concrete repair works in two lots (Lot 1 - the Barbican Estate at an estimated total budget of £905,000, Lot 2 – Golden Lane & Middlesex Street Estates at an estimated budget of £1,370,000) was approved.

This Issues Report concerns the outcome of the tender for Lot 1 – Barbican Estate only. The award of a contract for the concrete repair works to other City Housing estates as tendered as Lot 2 has been approved by a separate Gateway 5 report and will not be considered further in the below.

**Progress to date including resources expended**

A comprehensive concrete testing programme was completed for the Barbican Estate at a cost of £285,480.22. A further £11,127.50 has been on fees and staff costs to date. A full and compliant tender process has been completed in conjunction with City Procurement. During the first issue of the tender only one bid was received for the Barbican Estate which was insufficient to meet Section 20 consultation regulations. On the second issuing of the tender for the Barbican Estate, four qualifying tenders for the work were received. These were carefully evaluated on the quality and cost criteria as laid out in the procurement process and a successful bidder was identified.

**Summary of Issue**

Following the procurement process the total project budget for the concrete testing and repairs programme at the Barbican Estate, encompassing the successful tender, the costs already expended on the testing programme and associated staff costs & fees, exceeds the estimated budget range approved at Gateway 4 by £389,775.22.

**Proposed way forward**

Increase the project budget by £389,775.22 to £1,294,775.22 and submit a Gateway 5 – Authority to Start Work report for Chief Officer approval.

**Recommendations**

The **Barbican Estate Residents Consultation Committee** is asked to note this report for information only.

The **Resource Allocation Sub Committee** is asked to approve the following:

1. Approve an increase in the non-recoverable expenditure to the Car Park Account to

£506,108.29 (an increase of £286,108.29).

The **Barbican Residential Committee** and the **Projects Sub Committee** are asked to note and approve the following:

1. Approve an increase in the project budget to a total of £1,294,775.22, comprised of £909,295.00 for the tendered repair works, £285,480.22 for the completed concrete testing programme, £40,000 for consultancy fees and £60,000 to cover staff costs.
2. Note that a Gateway 5 – Authority to Start Work report will be submitted for Chief Officer approval as per the regular approval track.

### Main Report

<p><b>1. Issue description</b></p>	<p><b><u>1. Background.</u></b></p> <p>A comprehensive concrete testing programme was completed at the Golden Lane, Middlesex Street and Barbican Estates. At the previous Gateway, approval was given to tender for a programme of concrete repair works split into two lots (Lot 1: Barbican Estate, Lot 2: Golden Lane &amp; Middlesex Street Estates) to ensure that the contracts were attractive to a range of potential contractors from specialist SMEs to the large construction corporations.</p> <p>A full and compliant tender process has been completed in conjunction with City Procurement with tenders advertised on the open market via the CapitalESourcing portal. During the first issue of the tender only one bid was received for the Barbican Estate which was insufficient to meet Section 20 consultation regulations. Sufficient bids within approved Gateway 4 estimates were however received to progress the Golden Lane and Middlesex Street Estate repairs independently; the contract award for these other estates has been authorised via a separate Gateway 5 report. This Issues Report concerns concrete repairs to the Barbican Estate only.</p> <p>On the second issuing of the tender for the Barbican Estate, four qualifying tenders for the work were received. These were carefully evaluated on the quality and cost criteria as laid out in the procurement process with Structural Renovations subsequently identified as the successful contractor. The bid from Structural Renovations was the second lowest priced tender and the second highest scorer on the quality criteria.</p> <p>Following the procurement process the proposed total project budget for the Barbican Estate concrete repairs project, encompassing the</p>
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successful tender for the repairs, the completed concrete testing programme and the associated fees and staff costs for both, exceeds the estimated budget approved at Gateway 4 by £389,775.22.

## **2. Financial Implications.**

An estimated budget of £905,000 for the Barbican Estate repairs was notified to Committee at Gateway 4, this was broken down as follows:

<b>Estimated Project Costs at Gateway 4</b>	
<b>Barbican Estate</b>	
Testing costs (rounded)	£285,000
Estimated repair costs (blocks)	£300,000
Estimated repair costs (car parks)	£220,000
Fees and staff costs	£100,000
<b>Total</b>	<b>£905,000</b>
<b>Funding strategy</b>	City Fund (works to residential blocks circa 95% recoverable from leaseholders, works to car parks from the Car Park Account)

Following the tender process, budget estimates are revised as follows:

<b>Revised Project Costs following tender</b>	
<b>Barbican Estate</b>	
Testing costs	£285,480.22
Tendered Repairs costs (blocks)	£403,186.71
Tendered Repairs costs (car parks)	£506,108.29
Fees and staff costs	£100,000.00
<b>Total</b>	<b>£1,294,775.22</b>
<b>Funding strategy</b>	City Fund (works to residential blocks circa 95% recoverable from leaseholders, works to car parks from the Car Park Account)

Total project costs for Barbican Estate concrete repairs are thus revised upwards by £389,775.22.

Analysis of the tendered pricing submission identifies two main areas where costs were underestimated at Gateway 4.

**(i) Repairs to car parks.** Circa £215,000 of the £286,000 increase from pre-to post-tender car park works estimates is attributable to the post Gateway 4 addition of crack injection works to the previously advised remedial works to address the corrosion induced damage to the concrete in the nine Barbican Estate car parks. Sealing the large number of cracks within the car parks will help prevent water penetration to these structures and thus reduce the risk of further corrosion induced damage to the concrete which can be exacerbated

	<p>by continued wetting and drying. Addressing this issue will also prevent dripping onto vehicles. It is cost efficient to combine these works to prevent water penetration with the repairs to the corrosion induced damage to the concrete and will also minimise disruption to car park users.</p> <p><b>(ii) Repairs to residential terrace blocks.</b> The cost discrepancy between pre-tender estimates and the tendered cost for the concrete repairs to the Barbican residential blocks (circa £103,000) is attributable to an underestimation of roped access costs to complete the repairs to the terrace blocks. Other access solutions proposed by prospective bidders (scaffold, cradles or the installation of mast climbers) saw an even greater increase over Gateway 4 estimates in the range of £380,000 - £2,900,000. Should the bid from Structural Renovations be accepted the average repair cost per terrace flat would be £195.</p> <p>Tendered costs for repairs to the three tower blocks, where works are restricted to the internal faces of balconies only and thus require no specialist access equipment, were priced in line with pre-tender estimates. Should the bid from Structural Renovations be accepted the average repair cost per tower flat would be £293.</p> <p><b><u>3. Options.</u></b></p> <ol style="list-style-type: none"> <li>1. Approve the increase in project budget to a total of £1,294,775.22 and authorise the submission of a Gateway 5 report for Chief Officer approval. This is the recommended option.</li> <li>2. Undertake a third tender for the concrete repair works to the Barbican Estate.</li> </ol> <p><b><u>4. Recommendations.</u></b></p> <ol style="list-style-type: none"> <li>1. Approve an increase in the project budget to a total of £1,294,775.22, comprised of £909,295.00 for the tendered repair works, £285,480.22 for completed concrete testing programme, £40,000 for consultancy fees and £60,000 to cover staff costs.</li> <li>2. Note that a Gateway 5 – Authority to Start Work report will be submitted for Chief Officer approval as per the regular approval track.</li> </ol>
<p><b>2. Last approved limit</b></p>	<p>Of the overall concrete repair budget approved at Gateway 4 of £2,275,000, a sum of £905,000 was designated for the Barbican Estate.</p>
<p><b>3. Options</b></p>	<p>1. Approve the increase in project budget to a total of £1,294,775.22 and authorise the submission of a Gateway 5 report for Chief Officer</p>

	approval. This is the recommended option. 2. Undertake a third tender for the concrete repair works to the Barbican Estate.
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**Appendices**

None

**Contact**

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<b>Committee(s)</b>	<b>Dated:</b>
Barbican Residents Consultation Committee Barbican Residential Committee	5 March 2018 19 March 2018
<b>Subject:</b> Fire Safety Update	<b>Public</b>
<b>Report of:</b> Director of Community & Children's Services	<b>For Information</b>
<b>Report author:</b> Paul Murtagh Assistant Director Barbican & Property Services	

## Summary

The purpose of this report is to update Members on the progress that has been made in relation to fire safety matters since the last update reports submitted to Committee in September and November 2017.

## Recommendation

Members are asked to note, consider and comment on the report.

## Main Report

### Background

1. Following the tragic fire at Grenfell Tower in West London on 14 June 2017, which killed at least 80 people, concerns were, understandably, raised by City Corporation Members and residents about the safety of our homes and the possibility of a similar incident in one of our tower blocks.
2. In September 2017, a detailed report was brought to this Committee to update Members on the City Corporation's approach to fire safety on the Barbican Estate and, following the tragic fire at Grenfell Tower, to inform Members on the subsequent actions taken by the City Corporation. This report outlined:
  - Fire safety measures in place prior to the Grenfell Tower fire;
  - Our immediate response to the Grenfell Tower fire;
  - The next phase of work to be undertaken;
  - Issues for consideration for possible future inclusion in programmes of work.

3. An update report was brought back to Committee in November 2017 and this paper is intended as a further update.

### **Fire Risk Assessments**

4. Frankham Risk Management Services Limited has been commissioned to carry out new Fire Risk Assessments (FRA's) for each of our residential blocks including those on the Barbican. These new FRA's will be very detailed and will cover not only those areas previously inspected, but also any further concerns raised since the Grenfell Tower fire.
5. Previous FRA's carried out on Barbican have been Type 1 FRA's as required by legislation. The new FRA's are Type 3, which go beyond the requirements of the Regulatory Reform (Fire Safety) Order 2005, covering all that is required for a Type 1 FRA but also providing for an assessment of the arrangements for means of escape and fire detection (i.e. smoke alarms) within a sample of the properties (typically around 10%). A Type 3 FRA is a non-destructive survey but, the fire resistance of doors to rooms and compartmentation within the property is considered.
6. At the time of writing this report, the survey work to the communal areas on the Barbican Residential Estate was complete and the internal survey work on a sample of properties is well underway. The draft reports are due to be submitted by 31 March 2018. As the assessments are completed and submitted to us, they are being analysed by staff in Property Services, Estate Management and by the City's Fire Safety Advisor for accuracy and detail.
7. It was a requirement of the contract with Frankham's that any serious fire safety issues or concerns identified during the survey process would be immediately reported to the City Corporation. There have been no such issues.
8. As part of the new FRA process, urgent recommendations are being addressed as a priority and a detailed Action Plan will be developed to plan, programme and implement all other recommendations as appropriate.
9. A summary report outlining the headline findings from the newly completed FRA's will be presented to your Committee at the earliest opportunity after the Action Plan has been finalised.
10. It is intended that the new FRAs will be made available to the public through the Fire Safety pages on the City's website. The current FRAs, which are not due for review until November 2018, have already been made available here.
11. We have continued to carry out work to address the risks highlighted by the previous (2016) FRAs, including, for example, removing barriers to fire escape routes.

## **Communication with residents**

12. Detailed information, in the form of 'Frequently Asked Questions' bulletins, was produced specifically for the Barbican Estate. This was distributed to all House Groups and to residents through our email broadcast service and has also been posted on the Housing Fire Safety pages on the City's website.
13. There have been no new significant fire safety issues raised by residents since the last update report in November 2017. Detailed information on fire safety is available on the City's website.
14. Once we have completed our research into fire safety improvements and have all the relevant information, we will write to residents again to outline the City's position regarding retrofitting sprinklers, fire alarms and new fire doors.

## **Fire Doors, Sprinkler Systems and Alarms**

15. We have identified a number of front entrance doors from our residential blocks of flats that are being tested for fire resistance. Some of these have been, or will be sent away to the Building Research Establishment (BRE) but, due to capacity issues, the BRE has a turnaround period in excess of 20 weeks. Once the testing has been done and the reports received, we will be able to decide whether or not the doors on the Barbican Estate require upgrading and, if they do, we can properly prioritise, plan and cost a door replacement programme.
16. As part of all the projects included in our Major Works Programme, including those on the Barbican, fire safety has been given the highest priority. New methods of containment to protect fire escape routes have been introduced and fire stopping is being checked and improved wherever necessary.
17. The feasibility study into the potential installation of sprinkler systems in our tower blocks has now been received from our consultant, Butler & Young Group Ltd and has been analysed by staff in the Property Services Team. It is intended that once the work on the new FRA's is complete, along with our research into fire alarms, sprinklers and fire doors, a detailed holistic report on fire safety will be brought back to this Committee outlining proposals for fire safety improvements on the Barbican Estate.

## **Estate Management**

18. Barbican Estate staff continue their work to ensure that balconies, walkways and exits are kept clear from hazards. This includes the removal of combustible material from outside properties, along with any items which might cause a trip hazard for residents or firefighting crews in the event of an emergency.
19. A further review of estate walkabouts and checks has been carried out, with a view to improving consistency and monitoring, and to introducing an automated system for recording data and follow up actions.

## **Inspections by the LFB**

20. As part of the government's response to the Grenfell Tower tragedy, fire services across the country have been instructed to carry out ad-hoc inspections on residential flat blocks to ensure that they comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005 and to ensure that appropriate FRAs are being carried out.
21. The LFB has carried out several ad-hoc inspections on the City Corporation's residential blocks in the last few months. Subsequently, we have received Fire Safety Deficiency Notices on a number of our premises but, only one of those was on the Barbican Estate. The Deficiency Notice issued for Willoughby House was challenged by the City's own Fire Safety Advisor as being incorrect and we are currently awaiting a response.

## **Resources**

22. As Members will appreciate the level of work relating to fire safety that has arisen, and continues to arise, in the aftermath of the Grenfell Tower fire has been unprecedented. The vast burden of this work has fallen on the existing staff within the Housing Property Services and Housing and Barbican Estate Management teams. Staff have responded commendably to the challenge that this considerable amount of extra work has thrown up and their efforts have been reflected in the positive feedback we have received from residents in dealing with, and allaying, their fears in relation to fire safety in their homes.
23. We have recently appointed a new Health and Safety Manager within DCCS, whose main priority is to co-ordinate our work around fire safety with particular focus on the FRA process and the implementation of the resulting Action Plans.
24. We have previously alerted Members to the potential need for additional resources to ensure that we are able to deal effectively with the fire safety improvement measures that we are considering and have committed to with particular regard to:
  - Door replacement programme;
  - Installation of fire suppression systems (sprinklers);
  - Fire safety management planning;
  - Communications and website development.
25. At this stage, until we have the results of the fire resistance testing, feasibility study into sprinklers, completion of the new round of FRA's and information from government in relation to changes in Building Regulations and guidance from the Grenfell Tower enquiry, we are not in a position to properly identify any additional resources that may be required. We will naturally keep Members informed on this matter, and seek the necessary approvals, when we are in a position to do so.

## **Corporate & Strategic Implications**

26. Clearly, as well as the resources issue outlined above, there are further serious financial implications for the City in carrying out the fire safety improvements included and outlined in this report. There will also likely be a financial impact on homeowners on the Barbican Estate if these works are undertaken.
27. The City must also be mindful of the reputational damage should it decide not to take reasonable measures to improve fire safety. The key issue for Members will be to decide what action and expenditure is reasonable and proportionate to the risk.

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<b>Committee(s)</b>	<b>Dated:</b>
Barbican Residential Consultation Committee Barbican Residential Committee	5 March 2018 19 March 2018
<b>Subject:</b> Lease Enforcement	<b>Public</b>
<b>Report of:</b> Director of Community & Children’s Services	<b>For Decision</b>
<b>Report author:</b> Paul Murtagh Assistant Director Barbican & Property Services	

## Summary

The purpose of this report is to seek approval from the Barbican Residential Committee for the formal procedure for dealing with breaches of lease, specifically the non-carpeted floors and animals for residents on the Barbican Estate.

## Recommendations

The Committee is asked to:

1. Approve the Barbican Estate Office protocol for dealing with breaches of lease as laid out in Appendix A.

## Main Report

### Background

1. In December 2017, officers presented a report concerning Lease Enforcements to Committee. Various options were considered as to the approach officers should take regarding breaches of lease (specifically the installation of wooden floors/non-carpeted floors and animals).
2. It was resolved at the Barbican Residential Committee that:
  - a. Formal adoption of the current practice for all future cases be adopted as follows:
    - i. The Corporation will effectively decide to use its discretion in enforcing the various restrictive clauses within the lease, endorsing the current “soft” approach of only taking enforcement action against residents who have breached a particular covenant in the lease and such a breach is causing a “nuisance” and/or “annoyance” to adjacent residents.
    - ii. Under this option, there will not be a requirement for the “affected” party to have to demonstrate, to the City Corporation, that the “breach” is causing a nuisance. In the case of wooden floors, for

example, there would be no requirement for the affected party to complete and submit “noise monitoring sheets” as has been the case previously.

3. The two covenants that have caused most concern for Barbican residents, are:
  - i. Non-carpeted floors
  - ii. Animals
4. The protocol as laid out in Appendix A, demonstrates the procedure that Barbican Estate Officers will follow in dealing with these breaches.
5. Whilst created with these two covenants in mind, the protocol is not restricted to dealing with only these two covenants.

### **Conclusions**

6. For the avoidance of doubt, if a new Leaseholder moves in and complains of a breach that has been in place for many years and has not caused a nuisance and/or annoyance to the previous Leaseholder, this will still be subject to the same enforcements.
7. The Barbican Estate will continue to remind Leaseholders of lease compliance via the regular email bulletins.

### **Other Considerations**

#### Resourcing

8. Whilst it is understood that the Barbican Estate Office will not be expected to actively ‘police’ the enforcement of the various covenants in the lease, it is anticipated that there will be an increased volume of work arising from the formal adoption of this protocol for both the Barbican Estate Office and the Comptroller and City Solicitor.
9. The Barbican Estate Office and the Comptroller and City Solicitor will monitor all time spent on lease enforcement for the first year and provide an update to this Committee in March 2019.

### **Appendices**

Appendix ‘A’ – Barbican Estate Office Breach of Lease Protocol

### **Background Papers**

Lease Enforcements, December 2017

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**Appendix A – Barbican Estate Office (BEO) Breach of Lease Protocol**

(specifically non-carpeted floors and animals)

1	Resident complains. BEO to ascertain if the resident is a Long Leaseholder, Short Leaseholder or Subtenant. If Subtenant and not registered, then BEO to refer them to their Landlord.  BEO to begin a log.	
2	BEO to establish if there is an actual breach of lease within 10 working days e.g. Non-carpeted floor or animal present. To telephone first.	
2a	If the response is “No, I don't have a wooden floor/animal”, then BEO to arrange a visit to confirm. The aim is to complete this within 10 working days.	If the response is “Yes, I do have a wooden floor/animal”, then no visit required.
3	If a breach is established by BEO, either by admission or inspection, then BEO to arrange a “Rent Stop” on the Leaseholder’s service charge account i.e. the City is neither to demand or accept rent from the Leaseholder until the issue has been resolved.	
4	BEO to update complainant	
5	If a breach is established by BEO, then BEO is to inform Long Leaseholder that they will be receiving a letter within 10 working days from Comptroller and City Solicitor (C&CS) asking the Leaseholder to rectify the breach.	
6	If a breach is established by BEO, then BEO to instruct C&CS (Mr Paul Chadha, Chief Lawyer, Litigation Team) to send a letter the Leaseholder requiring the breach to be remedied.	
7	Within 15 working days of instruction by BEO, letter to be sent by C&CS to flat, external address (if there is one), Managing Agent (if there is one) and BEO (for House File).	
7a	If within 20 working days from date of C&CS letter the Leaseholder informs C&CS that breach has been rectified, then C&CS instruct BEO to organise compliance inspection within 5 working days to confirm. BEO confirm result of inspection to C&CS.	If 20 working days pass from date of C&CS letter and (i) C&CS does not receive a confirmation from the Long Leaseholder that the breach has been rectified or (ii) Long Leaseholder states they have not rectified the breach, then C&CS to begin the enforcement process.

7b	BEO to update complainant.	<p>The C&amp;CS enforcement process will be in three stages:</p> <ol style="list-style-type: none"> <li>1. Before a section 146 notice can be issued, the City will require a determination of the breach by the court. C&amp;CS will apply to the court for a determination of the breach on instructions from the BEO.</li> <li>2. If the court determines that a breach has occurred, then the City can serve a section 146 notice on the Leaseholder requiring the breach to be remedied. C&amp;CS will serve a section 146 notice on instructions from the BEO.</li> <li>3. If the breach is not remedied, then C&amp;CS can issue proceedings for the forfeiture of the lease. C&amp;CS will issue forfeiture proceedings on instructions from the BEO.</li> </ol>
8		C&CS advises BEO of outcome of forfeiture proceedings.
9		If at any time during enforcement process, the Leaseholder advises C&CS that the breach has been remedied, then the BEO is to organise a compliance inspection within 5 working days. BEO confirm result of inspection to C&CS.
10		BEO to update complainant.

## **Vexatious Complainants**

If BEO House Officer considers a complaint to be vexatious, they will be logged and a brief report must be submitted to Head of Barbican Estate (or Resident Services Manager, in their absence) for decision as to whether to proceed or not.

Examples of vexatious complaints include (but are not limited to): -

- Complaining about a floor not yet laid (e.g. the floor has been seen being brought into the property)
- Complaining about a wooden floor not directly affecting them. Complaints will only be heard from neighbours directly above, below or adjacent
- Complaining about a wooden floor seen in an Estate Agent's window or other publication
- Complaining about seeing animal products (e.g. cat litter) being delivered to the Car Park Concierge
- Complaining about seeing an animal on the podium or entering a block

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<b>Committees:</b>	<b>Dates:</b>
Residents' Consultation Committee Barbican Residential Committee	05/03/2018 19/03/2018
<b>Subject:</b> Repairs and maintenance to roofs/balconies following water penetration	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services <b>Paul Murtagh:</b> Assistant Director, Barbican & Property Services	<b>For Information</b>

## 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 in December 2016, Members of the BRC and RCC 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.
6. An update report was subsequently brought back to the RCC (22/5/17) and BRC (5/6/17) setting out 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.
7. Members of the BRC and the RCC noted that the Working Party had made good progress particularly in respect of the following:
  - The agreement of Langley Waterproofing Systems (LWS) to work with the City Corporation to evaluate the condition of its 14 'live' warranties on the Barbican Estate.
8. The agreement of LWS, as a gesture of goodwill, that it will continue to honour its 14 'live' warranties 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.
9. The further agreement of LWS, again as a gesture of goodwill, to carry out minor repair works at Ben Jonson House and Breton House, which are not covered by its own warranties, free of charge.

10. The agreement of LWS to carry out a similar evaluation on the condition of roof areas on the Barbican Estate whose warranties are guaranteed by others 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.

## **Progress**

11. Since the last report of the Working Party to the RCC and the BRC in May and June 2017 respectively, there has been further work done and some progress made as outlined below.

12. LWS has now been able to complete its survey of those high-level roofs, which were not previously 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. LWS has subsequently issued a revised final report on its findings, which is attached as Appendix 'A'.

13. Now that we have robust information on the condition of the roofs to the residential units, this will be used to inform any future Asset Management Strategy for the Barbican Estate. It will 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.

14. It has been agreed with LWS that the minor repair works to areas identified during the survey process and outlined in the attached report, will be started in the Spring this year, with an anticipated completion date at the end of the Summer.

15. With regard to the full replacement of the failed section of the main roof at Mountjoy House, tenders have been invited and received and the contract awarded. The work is due to be completed by the end of April and, once completed, a new 25-year warranty for that section of roof will be issued. It has been agreed that leaseholders will not be recharged for this work.

16. Provision has been made for an ongoing planned programme of routine standard maintenance on the roofs including cleaning, maintaining and unblocking drainage and refixing lightening strips.

## **Further Work and Wider Issues**

17. It is generally felt that there is nothing more that can be done with the other warranty providers to reinstate those warranties that have not yet expired. As such, there appears to be no alternative but to continue with the ad-hoc approach of dealing with leaks to these roofs as and when they occur. It should be noted however, that the planned programme of routine standard maintenance on the roofs, outlined above, should go some way to ensuring that problems with the roofs are kept to a minimum.

18. 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. It is suggested that this task could be picked up by the Asset Management Working Group.
19. 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. Similarly, this may be something that the Asset Management Working Group may wish to consider.
20. 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 (updated)  
                          Non-Langley Waterproofing System Guaranteed Roofs

#### **Background Papers:**

RCC and BRC Reports:   November/December 2016  
                                  May/June 2017

Langley Roofing Systems Report:  
Existing Langley Waterproofing System Guaranteed Roofs

#### **Paul Murtagh**

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# Report Document

**Project: – Barbican Estate**  
**Non-Langley Roof Areas**

Barbican Estate  
City of London  
EC2Y

**Client:**

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City of London Corporation  
City of London  
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**Report written by**

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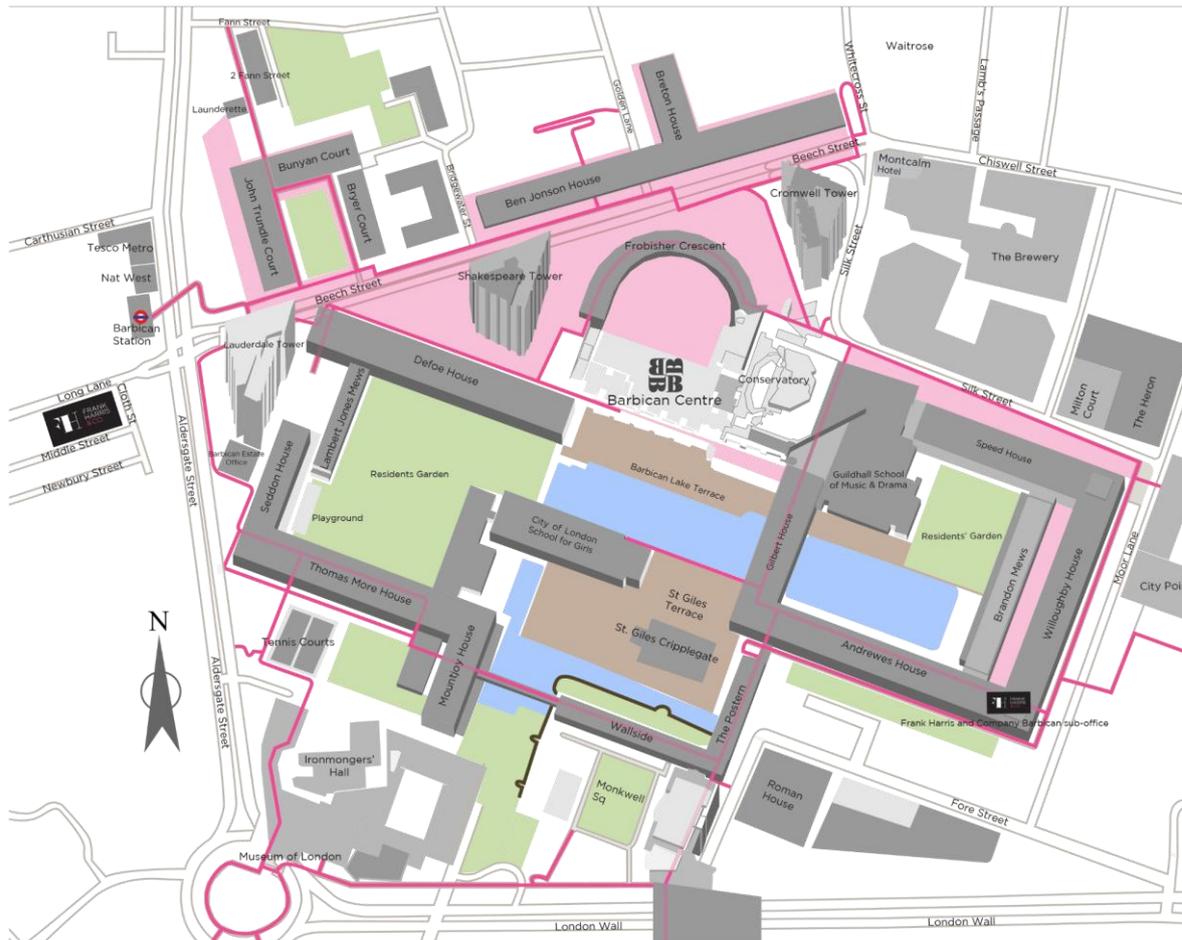


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## Roof Survey Report & Recommendations

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.   |
| <b>B2</b> | <b>Barrel Vault roofs only-</b> 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, **Page 65**

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 detailin, recent overlay apparent– 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	BUR Felt	2-3 Years	B. Average	Blistering and mineral migration, Apparent repairs around the perimeter.

	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	2-3 Years	C. Poor	Mineral migration, felt waterproofing showing signs of failure including blistering 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	BUR Felt	2-3 Years	B. Average	Blistering and mineral migration, Apparent repairs around the perimeter.
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- <b>This will need urgent repair</b>
	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	Main roof	Asphalt	1-2 years	C. Poor	Moisture found within the insulation, and therefore consideration should be made for refurbishment
Wallside	Main roof	Asphalt	1-2 years	C. Poor	Roof appears to be in reasonable condition, but moisture within the insulation at the low point.
Lauderdale	Top Roof	BUR Felt	4-5 years	B. Average	In reasonable condition, and appeared to have been refurbished not too long in the past.
	Mid roof	BUR Felt	2-3 years	Below Average	In fair condition, but much mineral migration and defects evident
	Lower Roof/Terrace	Partly felt	Nk		Due to inaccessible nature (private balcony) it was not possible to fully assess this roof area.

### 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.



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



**9. Cromwell Tower balcony roof**

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



**10. Cromwell Tower balcony roof**

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



**11. Cromwell Tower balcony roof**

Existing asphalt underneath the door threshold has started to slump.



**12. Barbican Centre roof**

Overview of the Barbican Centre roof.



**13. Barbican Centre roof**

Liquid repair indicating previous water ingress issues.



**14. Barbican Centre roof**

Vegetation growth on existing asphalt stairwell roof.



**15. Andrewes House Barrel Roof Areas**

Liquid has de-bonded from the concrete upstand with cracking also evident causing water ingress.



**16.**

As Above.



**17.**  
**As Above.**

#### **4: 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 2 no. 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.**

## **BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE** **Monday, 5 March 2018**

Minutes of the meeting of the Barbican Estate Residents Consultation Committee  
held at Guildhall at 6.30 pm

### **Present**

#### **Members:**

Christopher Makin - Speed House (Chairman)  
Jim Davies - Mountjoy House (Deputy Chairman)  
Graham Wallace - Andrewes House (Deputy Chairman)  
Gordon Griffiths - Bunyan Court  
Fiona Lean - Ben Jonson House  
Jane Smith - Barbican Association  
Averil Baldwin - Thomas More House  
John Tomlinson - Cromwell Tower  
Joanne Rodgers - Breton House  
David Graves – Seddon House  
Natalie Roberson - Andrewes House  
Sandy Wilson - Shakespeare Tower  
David Kirkby - Defoe House  
Professor Michael Swash - Willoughby House  
David Lawrence - Lauderdale Tower  
Mark Bostock – Frobisher Crescent  
Francis Pugh - Gilbert House  
Heather Hawker - Speed House  
In attendance – Ted Reilly (to take questions on the Underfloor Heating Working Party at agenda item 11

#### **Officers:**

Paul Murtagh	Assistant, Director, Barbican and Property
Helen Davinson	Service, Community and Children's Services
Michael Bennett	Community and Children's Services
Anne Mason	Community and Children's Services
Mike Saunders	Community and Children's Services
Julie Mayer	Town Clerk's

#### **In attendance:**

Randall Anderson	Ward Member, Aldersgate and BRC Member
Mary Durcan	Ward Member, Cripplegate and BRC Member

#### **1. APOLOGIES**

Apologies were received from Fred Rodgers, represented by Joanna Rodgers and Lorne Whiteway, represented by Francis Pugh and John Taysum. Whilst not a Member of the RCC, the BRC Chairman, Ann Holmes generally attends

as an observer. This evening, Mrs Holmes was attending a Committee of which she was a full Member and therefore had submitted apologies.

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

There were no declarations.

3. **MINUTES**

The minutes of the RCC meeting held on 27 November 2017 were approved as a correct record, subject to Gordon Griffiths' apologies being recorded at this meeting.

The minutes of the RCC's AGM held on 29 January 2018 were approved as a correct record, subject to an amendment stating that a Member had asked for a map or plan of the Barbican Estate to accompany its Terms of Reference.

**Matters arising:**

Members noted that the information requested in respect of the potential City of London School for Girls project in Thomas Moore car park had been passed to the Chairman of the Barbican Association, who was present at this meeting and agreed to circulate to RCC Members. Members noted that the car park and stores charging report was due at the RCC/BRC, once the stores planning application had been heard, and this would include the impact on the financial position of the accounts. Members of the RCC were keen to be more engaged in this which was currently the remit of the Car Park Charging Working Party.

The Town Clerk agreed to canvass Members for preferred dates, in June this year, for an Extraordinary General Meeting of the RCC. Members favoured holding this on a Monday evening.

4. **'YOU SAID; WE DID' - ACTIONS LIST FEBRUARY 2018**

Members received the 'You Said: We Did' Outstanding Actions List. A question in respect of VFM had been answered in 'questions in advance', which had been circulated before the meeting and tabled for Members.

5. **SERVICE LEVEL AGREEMENTS (SLA) QUARTERLY REVIEW OCTOBER - DECEMBER 2017**

Members received a report of the Director of Community and Children's Services in respect of service level agreements and key performance indicators (KPIs). In response to a question about the lighting at the edge of the podium, Members noted that this was the responsibility of the Department of the Built Environment and in the process of being upgraded

RESOLVED, that the report be noted.

6. **PROGRESS OF SALES AND LETTINGS**

Members received a report of the Director of Community and Children's Services in respect of sales and lettings approved by officers since the last meeting of the RCC. Members noted that this was reported to the BRC as

approval was granted under delegated authority, in accordance with standing orders.

RESOLVED, that the report be noted.

**7. FIRE SAFETY UPDATE**

Members received a report of the Director of Community and Children's Services which provided Members with an update on progress made in relation to fire safety matters since the last reports submitted in September and November 2017. Members noted that this report was also being scrutinised by the City Corporation's Audit and Risk Management Committee the following day.

Members noted that the City Corporation had conducted more detailed risk assessments at Level 3, rather than 1, although there was no legal requirement to do so. There had been concern expressed at a deficiency notice issued in respect of Willoughby House, but officers reassured Members that they had challenged this as it was incorrect, and the deficiency was no longer valid. Officers agreed to share this reason with the House Group representative, on order for him to share it with Willoughby House Group Members.

RESOLVED, that the report be noted.

**8. REPAIRS AND MAINTENANCE TO ROOFS/BALCONIES FOLLOWING WATER PENETRATION**

Members received a report of the Director of Community and Children's Services in respect of progress made by the Working Party in relation to the City Corporation's approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate.

In respect of Mountjoy House's re-roofing project, officers advised that this had been delayed due to last week's adverse weather but works would start this week. Furthermore, leaseholders would not be charged, as the whole roof has failed, and be kept updated on progress.

The barrel roofs at Andrewes House would be cleaned to ascertain their condition and had been graded as 'Condition D', pending the outcome of the cleaning.

Members suggested that the chart at pages 50-52 be assessed by the Service Charges Working Group.

The representative for Frobisher Crescent was concerned about the amount of litter on the roof. Officers advised that, whilst this has not been reported by the Inspector, maintenance workers would resolve this.

Members accepted that there had not been a high degree of expenditure on roof repairs, when compared to the cost of maintaining warranties, but better comparisons were now available.

The Assistant Director agreed to provide Members with a description of the various roof types set out on page 50.

RESOLVED, that the report be noted.

9. **LEASE ENFORCEMENT**

Members received a report of the Director of Community and Children's Services in respect of a protocol to deal with breaches of leases.

Members made the following comments, for consideration by Members of the BRC:

- Noise transfer in the Barbican Estate is not always straightforward so complaint about noise transfer should be interpreted sensibly.
- The Protocol should specify 'non-carpeted' floors, not 'wooden' floors. Members noted that there was no mention of underlay in the Lease.
- There should be no restrictions on the relationship of the complainant to any pet owner(s), as the nuisance could be wider than the immediate neighbours.

RESOLVED, that the report be noted.

10. **CONCRETE REPAIRS TO THE BARBICAN ESTATE**

Members received a report of the Director of Community and Children's Services in respect of concrete repairs to the Barbican Estate which would be presented to various City Corporation Committees over the next month, including the Barbican Residential Committee.

The report was before the various Committees as there had been a programme delay to the requirement to retender works and the tenders had been more than the approved estimates. Members noted that there was some reluctance from contractors to tender for works on the Barbican estate, very possibly on account of its unique design and Listed Building status.

Officers confirmed that there would be proportionate additional costs for those who had purchased car parking bays and, following budget approval, there would be a full consultation on charges.

RESOLVED, that the report be noted.

11. **UPDATE REPORT**

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

Members noted a technical delay to the electronic vehicle charging points pilot and the launch date had slipped from March to May. The Working Party had been updated and was due to meet on 12 April to review the reasoning for the

delays. Some Members expressed disappointment about this delay. Officers agreed to provide information in respect of kw usage for each of the blocks.

Officers were very pleased at the joint working evidenced by the working party reports on this agenda and thanked Members for their co-operation.

Members welcomed the new Chairman of the Underfloor Heating Working Party; Mrs Mary Durcan, who was a Member of the BRC and a Ward Member for Cripplegate. Members noted that many of the quick wins were not reliant on cost and proposed enhancements would give greater control to the engineers and the estate office. A Member suggested that the last email broadcast about underfloor heating was unduly negative. Finally, Members welcomed the introduction of KPI's, once the work of the Underfloor Heating Working Party had delivered.

Officers advised that a survey on possible works to Speed garden was currently being reviewed by the Gardens Advisory Group. Members noted that there had been a wide range of responses which were being analysed.

RESOLVED, that the report be noted.

## 12. **POTENTIAL CONFLICTS OF INTEREST - BARBICAN RESIDENTIAL COMMITTEE**

Members received a report of the Comptroller and City Solicitor, in respect of potential conflicts of interest on the Barbican Residential Committee (BRC). Members had been emailed the draft minutes from this meeting, which had been inquorate and minuted as such. The Town Clerk confirmed that this procedure was in order in circumstances where a quorum was almost achieved, and Members had agreed to hold an inquorate meeting. The draft minutes had been shared with RCC Members, in keeping with transparency and to inform this discussion. The report was presented by Alderman David Graves, who is a Member of the RCC and the Standards Committee and Alderman for the Ward of Cripplegate.

During the debate, the following points were noted:

Whilst the current procedures were legal, the report stated that Members (of the Standards Committee) might wish to consider whether current arrangements might give rise to a negative public perception that conflicts of interest could occur. Members of the Standards Committee particularly noted that, at the two most recent quorate meetings of the BRC, the resident Members were in the majority. However, Members of the RCC were reminded that the Barbican Residential Committee had been carrying 5 vacancies for non-resident Members and that (without a dispensation from the Standards Committee) no Members may speak to or vote upon a matter in which they have a pecuniary interest.

Prior to the submission of the Standards Committee report, the City of London Corporation's Policy and Resources Committee had requested a strategic

review of housing governance in the City of London Corporation affecting both the Corporation's Housing Revenue Account Estates in Central London and the Barbican. Members noted that the City Corporation had an ambition to more than double the size of its HRA stock by 2025. This ambition, combined with the concerns expressed by the Standards Committee, meant (in the Alderman's opinion) that Members should proceed on the assumption that a change in current arrangements was likely over the next 2-3 years.

Members discussed the context for the creation of the RCC in 2003, which was decided by ballot, concerning the future management of the Barbican Estate with options which included management of the Estate by the residents themselves; no change; and the establishment of the RCC. Members asked if they could see any supporting documentation. A Member recalled that residents had also petitioned the House of Commons to enable resident Members to sit on a Committee overseeing the affairs of the Barbican Estate. Members asked for clarity as to whether the Localism Act of 2011 and the Standards Regime had overridden this? It was suggested that London Boroughs, in which many of the elected Members are residents of the Borough, are presumably able to address any perceptions of conflict of interest when making decisions. The Assistant Director agreed to check the position at the London Borough of Islington and whether there were any comparisons.

RCC Members felt very strongly that they would be disenfranchised if elected Members on the BRC could not vote and urged them to seek dispensation to speak and/or vote wherever possible.

There was a perception that recent issues; i.e. car park charges and, more recently, the proposed expansion of the City of London School for Girls were damaging residents' relationship with the City Corporation.

The Ward Member for Aldersgate, who is also the Chairman of the City Corporation's Housing Management and Almshouses Sub Committee, advised that elected Members, who are also residents/leaseholders of the City's housing estates, served on this sub committee without compromising governance.

RCC Members were concerned at the uncertainty which now surrounded well established and valued governance arrangements. The RCC asked to be kept informed and consulted on any proposed changes and they would like the opportunity to respond formally to the City Corporation, as and when any proposals were being considered.

RESOLVED, that the report be noted.

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

There were no questions.

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

Officers tabled a revised staged process for the Home Improvements Pack which had originally been approved by the Residents Consultation Committee in 2016. Members noted that a 6-month trial would commence in April; with a focus on safety and the integrity of the buildings. Further communications would follow in the coming weeks and would include long leaseholders not living on the Estate.

The representative from Andrewes House complained about the excessive works from the former contractor's house and asked for it to be investigated.

Members asked if a representative from Blake Tower could attend as an observer, pending the block formally joining the Barbican Estate.

A Member had observed that the roof of the Guildhall School was very untidy.

A skip outside Blake Tower had been overflowing but Members noted that the delay in removing it was due to the adverse weather the previous week.

The Chairman suggested that the Barbican Estate should hold an open meeting at Guildhall, like the Barbican Association's AGM, and suggested that this could be an agenda item at the Extraordinary General Meeting in June, as referred to in 'matters arising' at item 3.

**The meeting ended at 8.20pm**

-----  
Chairman

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

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