



Barbican Residential Committee

Date: MONDAY, 10 DECEMBER 2018
Time: 11.00 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

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

**non-resident Members*

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N.B. Part of this meeting may be subject to audio-visual recording.

Lunch will be served in the Guildhall Club at 1.00pm.

**John Barradell
Town Clerk**

AGENDA

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES OF THE PREVIOUS MEETING**
 1. To approve the public minutes and non-public summary of the meeting held on 4th June 2018.
 2. To approve the public minutes of the special meeting held on 21st June 2018.
 3. To approve the minutes of the inquorate meeting held on 17th September 2018.

For Decision
(Pages 1 - 20)
4. **BREXIT UPDATE**

Members will receive a verbal update on any aspects of Brexit affecting the service.

For Information
5. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2018/19 AND ORIGINAL 2019/20 (EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE)**

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

For Decision
(Pages 21 - 32)
6. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2018/19 AND ORIGINAL BUDGET 2019/20**

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

For Decision
(Pages 33 - 40)
7. **REPAIRS AND MAINTENANCE TO ROOFS/BALCONIES FOLLOWING WATER PENETRATION: VERBAL UPDATE**

Assistant Director, Barbican and Property Services to be heard.

For Information
8. **CHARGING POLICY FOR CAR PARKING AND STORES**

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

For Decision
(Pages 41 - 56)
9. **LANDLORD'S APPROVAL PROCESS - SIX-MONTH REVIEW**

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

For Information
(Pages 57 - 62)
10. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW JULY - SEPTEMBER 2018**

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

For Information
(Pages 63 - 74)

11. **PROGRESS OF SALES & LETTINGS**
Report of the Director of Community and Children's Services.
For Information
(Pages 75 - 78)
12. **BARBICAN ARREARS**
Report of the Director of Community and Children's Services.
Please note there is a non-public appendix to this report at agenda item 23.
For Information
(Pages 79 - 82)
13. **BARBICAN COMMERCIAL ARREARS**
Report of the Director of Community and Children's Services.
Please note there is a non-public appendix to this report at agenda item 24.
For Information
(Pages 83 - 84)
14. **UPDATE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 85 - 94)
15. **ACTION TAKEN SINCE THE LAST MEETING OF THE COMMITTEE UNDER URGENCY**
Report of the Town Clerk.
For Information
(Pages 95 - 96)
16. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
18. **EXCLUSION OF THE PUBLIC**
MOTION – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.
For Decision
19. **MINUTES OF THE PREVIOUS MEETING**
To approve the non-public minutes of the meeting held on 4th June 2018.
For Decision
(Pages 97 - 98)
20. **MINUTES OF THE CAR PARK CHARGES WORKING PARTY**
To receive the draft minutes of the Car Park Charges Working Party meeting held on 23rd October 2018.
For Information
(Pages 99 - 102)

21. **HOUSING AND BARBICAN RESPONSIVE REPAIRS, MAINTENANCE AND VOIDS SERVICE**
Report of the Director of Community and Children's Services.
For Information
(Pages 103 - 108)
22. **HOUSING MANAGEMENT SYSTEM UPGRADE**
Report of the Director of Community and Children's Services.
For Information
(Pages 109 - 124)
23. **BARBICAN ARREARS**
An appendix in respect of agenda item 12.
For Information
(Pages 125 - 128)
24. **BARBICAN COMMERCIAL ARREARS**
An appendix to agenda item 13.
For Information
(Pages 129 - 130)
25. **LEASE RENEWAL**
Report of the Director of Community and Children's Services.
For Decision
(Pages 131 - 134)
26. **LEASE RENEWAL**
Report of the Director of Community and Children's Services.
For Decision
(Pages 135 - 138)
27. **ACTION TAKEN SINCE THE LAST MEETING OF THE COMMITTEE UNDER URGENCY**
Report of the Town Clerk.
For Information
(Pages 139 - 140)
28. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
29. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

Agenda Item 3

BARBICAN RESIDENTIAL COMMITTEE Monday, 4 June 2018

Minutes of the meeting of the Barbican Residential Committee held at Guildhall
on Monday, 4 June 2018 at 1.45 pm

Present

Members:

Randall Anderson
Matthew Bell*
Chris Boden*
Mark Bostock
Deputy David Bradshaw
Mary Durcan
Ann Holmes*
Michael Hudson*
Jeremy Mayhew*
Deputy Joyce Nash (in the Chair until item 6)
Barbara Newman
Susan Pearson*
William Pimlott
Stephen Quilter
Deputy John Tomlinson

**non-resident members*

Officers:

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

1. APOLOGIES

Apologies were received from Graham Packham and Rehana Ameer.

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

The Town Clerk reminded those Members who had been granted dispensations to speak at today's meeting, as follows:

Mark Bostock	Granted (speaking rights only) – (Standards Committee) <i>**under delegated authority (SO 41(b))</i>	18/05/18	A dispensation be granted to speak only on Ben Jonson, Breton, Thomas More, Benyon and Willoughby Houses, Barbican residential car park and <i>stores</i> ** at the Barbican Residential Committee on 4 June 2018.
Deputy John Tomlinson	Granted (speaking rights only) (Standards Committee)	18/05/18	A dispensation be granted to speak only at Barbican Residential Committee on 4 June 2018 on car park charges and stores.
Deputy David Bradshaw	Granted (speaking rights only until 4 June 18) (Standards Committee)	18/05/18	A dispensation be granted to speak only on Baggage stores in the Barbican at the Barbican Residential Committee on 4 June 2018.
William Pimlott	Granted (Standards Committee under delegated authority (SO 41(b)))	31/5/18	A dispensation be granted to speak only on Ben Jonson, Breton, Thomas More, Benyon and Willoughby Houses, Barbican residential car park and stores at the Barbican Residential Committee on 4 June 2018.
Mary Durcan	Granted (Standards Committee under delegated authority (SO 41(b)))	31/5/18	A dispensation be granted to speak only on Ben Jonson, Breton, Thomas More, Benyon and Willoughby Houses, Barbican residential car park and stores at the Barbican Residential Committee on 4 June 2018.

Mrs Newman and Mrs Nash, both resident members, had been advised not to apply for dispensations, in respect of car park charges, as they were not car owners and had no intention of becoming one in the future.

Members were also reminded of the importance of submitting timely applications, which were neither too wide nor vague, and the Chairman suggested that Members work together, across the two wards, to ensure consistent applications, which were more likely to be granted. A Member, who is also a Member of the Standards Committee, suggested that the bureaucracy could be simpler and the timespan between Members receiving reports and the date of the Committee could be unhelpful. He had raised this matter with the Chairman of the Standards Committee and, in the interim, Members were advised to speak to the Monitoring Officer if they were unclear.

3. MINUTES OF THE PREVIOUS MEETING

RESOLVED, that - the public minutes and non-public summary of the meeting held on 19th March 2018 be approved.

4. ORDER OF THE COURT

Members received the Order of the Court of Common Council dated 19 April 2018.

RESOLVED, that – the order of the Court dated 19 April 2018 be approved.

5. **TO ELECT A CHAIRMAN IN ACCORDANCE WITH STANDING ORDER 29**

The Committee elected a Chairman in accordance with Standing Order 29.

RESOLVED, That – being the only Member willing to serve, Mr Michael Hudson be elected as Chairman of the Barbican Residential Committee for 2018/19.

It was moved by Deputy Joyce Nash, seconded by Randall Anderson and RESOLVED UNANIMOUSLY, that -

Members of the Barbican Residential Committee wish to place on record their sincere appreciation to ANN HOLMES for her committed, enthusiastic and good-humoured way she has chaired their Committee since 2016.

Under Ann's Chairmanship, the residents' working party network has strengthened to include a new Electric Vehicle Charging Working Party, including a successful launch event in May and a Car Park Charges Working Party.

In order to improve both the quality of life and safety of residents; Ann's Chairmanship has overseen a new Fire Safety Policy, following the tragic Grenfell Fire in June 2017 and new access arrangements for emergency services entering the Estate. Concrete testing and surveys to the tower and terrace blocks have completed, along with repairs to roofs and guttering, and an historic issue in respect of roof warranties is close to resolution. A new Lease Enforcement Policy is in place which, as a result of Ann's commitment to thorough consultation, aims to deliver a fair but flexible approach to an emotive and complex matter.

Looking to the future, and from a corporate perspective; the Committee is currently deliberating options to achieve additional car park/storage income for 2018/19, as part the City Corporation's service-based review targets. This has been another highly emotive and contentious area of Policy and, again, Ann has worked diligently with officers and the Car Park Charges Working Party, to ensure a measured and fair outcome.

Finally, the Committee wishes to place on record its recognition of Ann's dedication to the Barbican Residential Committee and the Estate's residents, along with her exemplary work ethic and affable nature. Her colleagues would like to convey their gratitude and best wishes for the future.

6. **TO ELECT A DEPUTY CHAIRMAN IN ACCORDANCE WITH STANDING ORDER 30**

The Committee elected a Deputy Chairman in accordance with Standing Order 30.

RESOLVED, That – being the only Member willing to serve, Ms Susan Pearson be elected as Deputy Chairman of the Barbican Residential Committee for 2018/19.

7. **MINUTES OF THE MEETING OF THE BARBICAN RESIDENTS CONSULTATION COMMITTEE (BRCC)**

Members received the draft minutes of the Barbican Residents Consultation Committee of 21 May 2018.

8. **CAR PARK CHARGING POLICY**

Members considered a report of the Director of Community and Children's Services in respect of car park charges and stores on the Barbican Estate. Members noted that there had been extensive communications from residents in this matter, including an alternative proposal from one of the House Groups, which had been supported by the RCC when it met on 21st May. Since the meeting of the RCC, the City Solicitor had provided legal responses to some of the questions raised at the RCC's meeting on 21st May and these had been circulated to RCC and BRC Members ahead of that day's meeting.

The Chairman opened the debate by asking Members as to whether or not they wanted to consider car park and storage either together, or as separate items, and the consensus was for them to be taken together.

During the discussion and debate the following points were noted and each Member, who had been granted a dispensation, was given the opportunity to speak:

1. Should the proposal before Members not go ahead, could Members take a decision in respect of the bigger stores, and some increase in respect of car park charges, to residents only, although by a lesser amount than that suggested in the report?
2. Could the Car Park Charges Working Party undertake a new study, including the proposals put forward by the RCC House Groups?
3. Could there be a longer-term approach, with a quick fix on short term problems, to assist those in small flats who are in need of storage?
4. The proposal appears to lack a consolidated financial analysis and might need more work; it was suggested that a 15% drop in demand might be underestimated.
5. Could the proposal be more creative, without the need for a large increase? Gradual increases are always more acceptable and Concierge allocation and stores need a more holistic approach.
6. If non-residents use baggage stores they would not have an assa key which would access private residential areas of the Estate. Officers advised access arrangements would be via a dual lock system; one would

be kept by the Concierge and one by the non-resident, as agreed by the Police and the Barbican Association Security Committee. Could charging for key porters be introduced?

7. Residents of the City are entitled to a considerable discount in City car parks and there was a concern about assumed elasticity of demand.
8. There should have been an Equalities Impact Assessment with the report and Members expressed concern for those residents with mobility issues who need to park their cars close to where they live. Could a reduced amount be introduced for residents with a disability?
9. The RCC had rejected the report before the BRC but there had been unanimous support for the Lauderdale Tower House Group proposal. House Groups had clearly given serious thought to producing logical arguments for scrutiny at the RCC.
10. There were concerns about the accuracy of data in respect of the number of car parks and vacancies. Whilst Members accepted that the car park deficit could not be sustained, they had concerns that commercial costs appeared to have been applied to a residential area.
11. The Girls School proposal and Culture Mile would impact on car parking spaces.
12. BRC Members would have liked more time to consider the extensive number of emails from residents over the previous week.
13. If the Stores application to the Planning and Transportation Committee had not been delayed, there would be a different set of figures before Members.
14. The Deputy Chairman is a resident of Golden Lane and paid more for car parking than Barbican residents.

Some Members spoke in support of the report and Officers responded, as follows:

15. There is a need to look at reapportioning service charges and, whilst not affecting the basis of this report, car park users effectively pay for the parking of other residents' visitors and contractors.
16. This report is based on the views of a Member/Officer Working Party, on which Members were in a majority. It was established a year ago as the BRC had no charging policy and needed one, and the remit of the Working Party was to look for a fair return for car parking and storage.
17. It is commonly accepted that a fair return is based on market values - the basis by which City Corporation rents are set. The City Corporation can

choose not to go to the maximum suggested by market valuations; as set out in the proposal before Members.

18. The only leaseholders with any entitlement to a parking or storage space in the car parks are those who have bought a lease on one. Other residents had no entitlement to the use of these spaces.
19. Policy and Resources Committee and the Court of Common Council can intervene in decisions which impact on a Committee's ability to balance its budget. If a facility fails to return a fair rent then it is possible that other uses could be found.
20. The City is densely occupied and has a very limited amount of land. As we move towards a City community, which is a mix of business, cultural and residential uses, is it prudent to leave tracts of land either underused or undercosted?
21. In response, the resident Members stressed that, notwithstanding their duty to the City and the Committee's role as a Landlord, they were also here to represent their constituents. Given that such a high number of residents are unhappy, then the Committee should consider an alternative.
22. Officers confirmed that the current stores Charging Policy expired in March 2018 and the current car parking Charging Policy expires in September 2018. Officers also confirmed that stores and car parking licence holders require three months notification to take effect and that this would have to be completed by 23 June to effect an increase for the September quarter.
23. The signing of the contract for the new stores has been delayed and if this is not done shortly then the works would have to be re-tendered.

It was then Proposed by Jeremy Mayhew, seconded by Matthew Bell and RESOLVED, that -

The Working Party convene a further meeting to consider the matter further and a Special Meeting of the BRC be convened, on the morning of Court, 21 June 2018 to take a decision.

9. **FIRE SAFETY UPDATE**

Members received a report of the Director of Community and Children's Services in respect of the work done on potential improvements to enhance the safety of the City of London Corporation's (CoLC's) Barbican Residential Estate and its residents in the event of fire.

When the report was considered by the Community and Children's Services Committee, Members were asked to consider the strategic direction the CoLC should take in its future approach to fire safety. Pending the decision taken at the meeting of the Community and Children's Services, Members noted that

there had been an expectation that the recommendations from Dame Judith Hackett's report would be different. The Assistant Director further explained that, since the cladding at Grenfell Tower had been unfit for purpose, there was no longer a retrospective requirement to fit sprinklers to Tower Blocks.

Members noted that fire testing of doors had taken place the previous Saturday, attended by some Members and officers, including RCC Members, and the Assistant Director advised that the test had gone well, with a combustion point of 36 minutes. Members also noted that the Fire Risk Assessments had not raised significant concerns on compartmentation.

RESOLVED, that – the report be noted.

10. UPDATE REPORT

Members received the Update report of the Director of Community and Children's Services. In respect of a query about the cost of the retrofitting of assa keys for Blake Towers, officers agreed to provide the cost of key fobs under the '*You Said; We Did*' outstanding actions report at the next meeting.

RESOLVED, that – the report be noted.

11. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW

Members received the quarterly Service Level Agreement report of the Director of Community and Children's Services.

RESOLVED, that – the report be noted.

12. PROGRESS OF SALES AND LETTINGS

Members received the regular update on sales and lettings approved by officers, under delegated authority, since the last meeting of the Committee.

RESOLVED, that – the report be noted.

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

A Member asked about the apparent increase in the theft of plants from Thomas More Garden, the Wildlife Garden and the residents' planter boxes on the highwalks. This had been upsetting for those residents, and those who enjoy the gardens, as well as disheartening for the gardening staff and volunteers. Furthermore, there would be cost implications to both residents and the BEO. The Members also asked if any action could be taken; i.e. notices or CCTV? The Chairman of the BA Security Committee; also a Member of this Committee, agreed to add this matter to the agenda for their next meeting.

14. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There was none.

15. EXCLUSION OF THE PUBLIC

In respect of item 18 on today's agenda; i.e. 18 Brandon Mews, Members were reminded that the report was exempt under the 1972 Local Government Act as it contained information that could identify an individual and was commercially sensitive. Therefore, the Members of the public attending today's meeting would be required to leave for this item.

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

Item No	Para No
18, 19	1, 2 & 3

At 3.40 pm, Members resolved to suspend Standing Order to complete the business on the agenda.

16. NON-PUBLIC MINUTES

RESOLVED, that – the non-public minutes of the meeting held on 19th March 2018 be approved.

17. DRAFT MINUTES OF THE CAR PARK CHARGES WORKING PARTY

The draft minutes of the Car Park Charging Working Party were received.

18. BRANDON MEWS LEASE VARIATION

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

19. ARREARS UPDATE

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

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

There were no questions.

21. 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 3.55 pm

Chairman

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SPECIAL MEETING OF THE BARBICAN RESIDENTIAL COMMITTEE (BRC)
Thursday, 21 June 2018

Minutes of the meeting held at Guildhall at 9.30 am

Present

Members:

Michael Hudson (Chairman) *
Rehana Ameer*
Randall Anderson
Matthew Bell*
Mark Bostock
Deputy David Bradshaw
Mary Durcan
Jeremy Mayhew*
Deputy Joyce Nash
Barbara Newman*
Graham Packham*
William Pimlott
Deputy John Tomlinson

**indicates non-resident Member*

In attendance

Ann Holmes – immediate past Chairman of the Barbican Residential Committee

Officers:

Paul Murtagh	- Assistant Director, Barbican and Property Services, Community and Children's Services
	- Community and Children's Services
	- Community and Children's Services
	- Community and Children's Services
Alan Bennetts	- Comptroller and City Solicitor's Department
Michael Bradley	- City Surveyor's Department
Anne Mason	- Community and Children's Services
Mark Jarvis	- Head of Finance - Citizen Services, Chamberlains
	- Comptroller and City Solicitor's
Julie Mayer	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Chris Boden, Susan Pearson (Deputy Chairman) and Stephen Quilter.

Members noted that the Deputy Chairman had broken her arm following a recent fall and wished her a speedy recovery.

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

The Town Clerk advised that, of those Members who had applied for dispensations, only Mr Mark Bostock and Mr William Pimlott had been granted dispensations to speak but not to vote on the Car Park Charges and Storage Report (at item 3 on this agenda).

The Chairman had agreed that those Members, who had not been granted dispensations, could email their comments to BRC Members and they had also been tabled. Members expressed their frustration at being refused dispensations to speak at this Special Meeting of the BRC, particularly as they had been granted for previous meetings. *NB. This was discussed further under 'Items of Urgent Business' later on the agenda.*

3. **CAR PARK CHARGING AND STORAGE ON THE BARBICAN ESTATE**

Members considered a report of the Director of Community and Children's Services in respect of a charging policy for car parking and storage. At the meeting of the BRC on 4 June 2018, Members agreed that the Car Park Charges Working Party should convene a further meeting to consider the representations from Members, residents and officers. The Working Party met on 11th June 2018 and the report before Members today comprised an overview of its considerations and recommendations.

Following the discussion and questions, the Chairman advised that many of the points raised had been addressed at the Working Party. Furthermore, three of the recommendations in the report; covering an Equalities Impact Assessment, short-term parking by visitors, tradesmen and 'others', free parking periods and the provision of concierge and related services had been referred to the Working Party for further consideration, before coming back to the BRC for decision.

The following points were also noted.

1. The CPI rate had changed since the report was first drafted but it was not relevant to this decision.
2. There was a general consensus that there should be no cross subsidy.
3. The request for a charging policy for all land on the Barbican Estate was referred to officers.
4. A resident member stressed the difficulties experienced by visiting tradesmen, who were not able to park on the street or on driveways. However, it was noted that, if tradesmen were able to park on the street, they would need to pay parking fees. Members agreed that this matter required further consideration to ensure a fair policy, which was neither too complex nor expensive to administer. It was also suggested that, as all residents had visiting tradesmen, it might be fair to transfer this to service charges. The height restriction on garages was also an issue, as

this forced some tradesmen to park in front of Lauderdale or Cromwell Towers, without paying.

5. There was a general consensus that more work was required in respect of residents who owned their car parking spaces, concierge charges, CCTV and security. Members noted that the Management Plan (as required by the planning permission) would include details of additional security including dual lock systems for the new stores and CCTV.
6. A resident Member related an incident from 2014 whereby a car park roof collapsed on a vehicle and challenged whether the charges should increase above inflation.
7. Given that elasticity of demand cannot be measured, the phased increases over 3 years; i.e. £1340; £1420 and £1500 would be reviewed after one year, to see if there was a significant drop in demand.
8. Members were reminded that the BRC was a Landlord and not a Social Housing Committee.
9. In respect of the new stores, Members noted that the planning permission required a management plan before they could be constructed. Also, under the planning conditions, the stores could not be let to non-residents until 6 months after they had first been let to residents. Depending on take up by residents, the BRC would be asked to take a decision as to whether or not to let to non-residents. Members were reminded that a decision was required today, to enable construction to begin and for the first stores to be let by the end of the year, in order to receive income within the current financial year.
10. Disabled or 'similar' would include the infirm, elderly and carers and an Equalities Impact Assessment of the Car Park Charging Policy would be undertaken by the Working Party for approval by the BRC. Members noted that 3 months' notice was required to increase charges but none was required to reduce them or make concessions.
11. Members referred to a 1957 report to the Court of Common Council in respect of providing amenities to the Barbican Estate; *'even if this meant foregoing a more remunerative return on the land'*. It was suggested that circumstances had changed in 61 years.
12. Trends for car usage across London continued to fall; the City car parks were particularly underused and, therefore, any downward trend would not just be from elasticity of demand.
13. Members noted that there were 2 resident Members on the Working Party who were entitled to participate and make recommendations to the BRC. There were also 2 non-resident Members and 2 officers; 6 was considered an adequate membership for a Working Party looking at a project of this scale.

14. In drawing the debate to a close, the Chairman acknowledged that the recommendations, as set out in the report, represented a compromise. He thanked the Working Party, Residents and Members for their constructive input in reaching this position and particularly commended the work of the Lauderdale Tower House Group for presenting a viable alternative set of proposals.

On putting the recommendations to the vote, the following final points were raised:

- Members noted that the rent for stores within the Barbican Buildings (£27.50 per square foot) had been £40 but the Working Party had reduced this following further comparisons with storage space in London Wall buildings, which were dry and lit. It was proposed by Jeremy Mayhew, seconded by Matthew Bell and carried that the charge for internal stores be £25.00 per sq ft and not £27.50, thereby representing a 25% increase and not 37%.
- It was proposed by Michael Hudson, Seconded by Matthew Bell and carried that the charge for non-resident users be £40.00, including VAT.

RESOLVED, that:

1. The Barbican car park charge, per parking space and for the ensuing year, be increased to £1,340 per annum, subject to a review in one year.
2. Officers be instructed to carry out an Equalities Impact Assessment and report back to the Working Party, so that recommendations as to whether a reduced charge should apply to disabled or similar users and, if so, what the reduction should be.
3. Officers be asked to consider whether the provision of free short-term parking by visitors, tradesmen and others, could, and if so should, be allocated to the service charge account, and whether the free period of parking should be altered, and report to a future meeting of the Working Party.
4. Officers be asked to consider how an adjustment can be made, consistent with complying with the lessor's obligations and service charge provisions within the leases, in the way concierge and related services are provided and charged, and to make recommendations to the Working Party to consider, prior to it making recommendations to the BRC.
5. The rents for stores within Barbican buildings (that is, stores not constructed in the car parks) be increased to £25.00 per square foot, per annum (which are all classed as small/standard stores) and be subject to review after one year.

6. The rents of all existing stores within the car parks be increased to £20.00 per square foot per annum.
7. The increase of rents for existing stores in the car parks, currently let to existing users, be phased in over over a three-year period and that they be let at £14.00 per square foot, per annum for the ensuing year.
8. Rents for the new stores, to be constructed in the car parks, be charged at £20.00 per square foot, per annum and subject to review after one year.
9. Agree the lettings policy for the new stores in the car parks in order that:
 - a) stores be first offered to Barbican residents and not offered to non-Barbican residents, for at least 6 months after the first letting of a new store;
 - b) the minimum Barbican resident use of the new stores be set at 90 per cent (subject to review and depending on the take up of the new stores);
 - c) non-resident users be restricted to City residents whose home is not more than one half mile from the entrance to the car parks containing the store such residents would use;
 - d) the minimum rent to be charged to non-resident users be set at £40.00, including VAT, per square foot per annum, subject to review;
 - e) officers be instructed to finalise the management plan and submit it to the planning authority for approval.

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

There were no questions.

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

Resident Members of the BRC, who had not been granted dispensations, expressed their disappointment at having been granted them for previous BRC meetings. Furthermore, they had not been given an explanation as to why they had been refused this time. Whilst accepting that they might not be able to vote, resident and non-resident Members agreed that the Cripplegate and Aldersgate Ward Members should be allowed to represent the views of their constituents. Members were reminded that all meetings of the Standards and Dispensations Sub Committees were held in public and encouraged to attend if their dispensations were being heard.

The Chairman, also a Member of the Standards Committee, advised that Co-opted Standards Committee Members had raised this issue and the Standards Committee had taken a Resolution to Policy and Resources Committee in respect of the BRC's governance arrangements. The matter was also the subject of a question to the Court of Common Council later today.

Members noted that the BRC was carrying 5 non-resident vacancies, which compounded its' governance issues. In the event of today's Court question not answering the above points, it was Proposed by Jeremy Mayhew, Seconded by David Bradshaw and RESOLVED, that:

The Standards Committee be asked to justify why Members of the BRC had been refused dispensations to speak at today's meeting, given that they had been granted for previous meetings.

The meeting ended at 10.45 am

Chairman

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

BARBICAN RESIDENTIAL COMMITTEE
Monday, 17 September 2018

Minutes of an INQUORATE meeting of the Barbican Residential Committee
held at 2.30 pm at Guildhall

At 2.30 pm the Chairman proposed and Members agreed to adjourn the start of the formal Committee meeting in order to continue the informal meeting of the BRC, which had commenced at 1.45 pm. The meeting of the BRC re-commenced at 3.15 pm.

Present

Members:

Michael Hudson (Chairman)
Susan Pearson (Deputy Chairman)
Rehana Ameer
Randall Anderson
Mark Bostock
Deputy David Bradshaw
Mary Durcan
Barbara Newman
William Pimlott
Stephen Quilter
Deputy John Tomlinson

Officers:

Alan Bennetts	- Comptroller and City Solicitor's Department
Helen Davinson	- Community and Children's Services
Mark Jarvis	- Head of Finance - Citizen Services, Chamberlains
Anne Mason	- Community and Children's Services
Julie Mayer	- Town Clerk's Department
Paul Murtagh	- Assistant Director, Barbican and Property Services, Community and Children's Services
Mike Saunders	- Community and Children's Services

1. APOLOGIES

Apologies were received from Matthew Bell, Chris Boden, Jeremy Mayhew, Deputy Joyce Nash and Graham Packham.

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

The following Members, who are Barbican Residents, had received dispensations to speak but not vote on Agenda item 5 (Housing Governance Review):

Randall Anderson

David Bradshaw
Mary Durcan
Deputy John Tomlinson
Mark Bostock
William Pimlott

3. **MINUTES**

RESOLVED, that - the public minutes and non-public summary of the meeting of the Barbican Residential Committee (BRC) on 4th June and the minutes of the Special Meeting of the BRC on 21st June 2018 be approved.

4. **MINUTES OF THE BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC)**

RESOLVED, that – the draft minutes of the meeting of the Barbican Residents' Consultation Committee (RCC) of 10th September 2018 be received.

5. **HOUSING GOVERNANCE REVIEW**

Members considered a report of the Town Clerk in respect of a review of Housing Governance at the City of London Corporation. Members had debated this matter at length at an informal meeting directly before this inquorate and agreed that - the existing Barbican Residential Committee be retained as a standalone Grand Committee, reducing the number of resident Members to six, two from Aldersgate and two from each side of Cripplegate, retaining the number of non-residents at 11.

Note: the view to retain the BRC was unanimous; reduction of the number of resident Member numbers was a small minority view

As this meeting was inquorate, this decision would be taken by the Town Clerk, in consultation with the Chairman and Deputy Chairman of the Barbican Residential Committee, under Urgency Provision.

6. **BARBICAN ESTATE 50TH ANNIVERSARY CELEBRATIONS 2019**

Members considered a report of the Director of Community and Children's Services in respect of the Barbican 50 Commemorations in 2019. Members had received the draft minutes of the previous week's RCC meeting, where residents had raised strong objection to this event being service chargeable. There was also a challenge as to whether a lease could be invoked to include a 'celebration' in service charge accounts.

The Chairman suggested a couple of options; i.e. a speaker at the Committee Dinner on the Estate's Architecture; Open Gardens in June and Open House in September, within existing Committee budgets. Members noted that that Hospitality Working Party, chaired by the Chief Commoner (in attendance at this meeting) received nominations for events and all Members could attend the public session of the meeting.

A Member had written to the Chairman of Policy in support of the City celebrating the Barbican Estate and the Chairman (of the BRC) agreed to add this to a formal request to the Chairman of the Hospitality Working Party. The

BRC Members were also encouraged to make individual representations. The Chief Commoner advised the meeting that the HWP had a budget and employed consultants to market the events.

RESOLVED, that - given the outcome of consultation with RCC and the comments at this meeting, the above options for a 50th Anniversary Celebration of the Barbican Estate be explored.

7. FIRE SAFETY UPDATE

Members received a report of the Director of Community and Children's Services in respect of progress made to date in relation to fire safety matters since the last update report in March 2018.

In response to a question about Counsel's opinion, Members noted that a number of London Councils have decided to recharge leaseholders for works such as sprinklers and fire doors and deal with any subsequent challenges through the legal channels. The City Corporation would not be taking this action but, officers continued to monitor the actions of neighbouring Boroughs would advise Members on the outcome of any challenges. Members noted that the Director had given assurance that resources for fire safety would remain a priority. In concluding, the Chairman and Members thanked the Assistant Director (Barbican and Property Services) and his team for their hard work in protecting residents' safety.

RESOLVED, that – the report be noted.

8. RESIDENTS SURVEY

Members received a report of the Director of Community and Children's Services in respect of this year's Resident Survey.

RESOLVED, that – the report be noted.

9. 2017/18 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)

Members received a joint report of the Director of Community and Children's Services and the Chamberlain in respect of the 2017/18 Revenue Outturn (excluding the Residential Service Charge)

RESOLVED, that – the report be noted.

10. 2017/18 REVENUE OUTTURN FOR THE DWELLINGS SERVICE CHARGE ACCOUNT

Members received a joint report of the Director of Community and Children's Services and the Chamberlain in respect of the 2017/18 Revenue Outturn for the Dwellings Service Charge. Members had been given an opportunity to discuss the report during the informal meeting directly before this inquorate meeting.

RESOLVED, that – the report be noted.

11. UPDATE REPORT

Members received an update report of the Director of Community and Children's Services. Members noted a recent meeting in respect of the handover of Blake Tower in September 2019, which sought a smooth handover. The Lease Enforcement Policy had also been implemented and Members would receive an update at the next meeting of the BRC.

RESOLVED, that – the report be noted.

12. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW

Members received a report of the Director of Community and Children's Services which provided information on the implementation of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) for the quarter April to June 2018.

RESOLVED, that – the report be noted.

13. 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 under delegated authority, since the last meeting of the Committee.

RESOLVED, that – the report be noted.

14. BARBICAN ARREARS

Members received a report of the Director of Community and Children's Services in respect of tenant and leaseholder arrears. Members noted a more detailed appendix in the non-public part of the agenda and commended officers on the collection rates.

RESOLVED, that – the report 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 100A (4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act.

Item no's
18-19

Paragraph No
1 and 2

18. NON-PUBLIC MINUTES

RESOLVED, that - the non-public minutes of the meeting of the Barbican Residential Committee (BRC) on 4th June be approved.

19. **BARBICAN ARREARS - APPENDIX**

Members received the appendix in respect of agenda item 14.

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

There were no questions.

21. **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 3.35 pm.

Chairman

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

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Agenda Item 5

Committee(s)	Dated:
Residents Consultation	03 December 2018
Barbican Residential	10 December 2018
Subject: Revenue and Capital Budgets - Latest Approved Budget 2018/19 and Original 2019/20 Excluding dwellings service charge income and expenditure	Public
Report of: The Chamberlain Director of Community & Children's Services	For Decision

Summary

This report is the annual submission of the revenue and capital budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2019/20, for subsequent submission to the Finance Committee. Details of the Committee's draft capital budget are also provided. The budgets have been prepared within the resources allocated to the Director.

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

- Landlord Services

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

- Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,273 car spaces of which some 958 (75%) are currently occupied.

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,625 baggage stores. There will be 313 new Baggage Stores currently being installed and due to be completed in Dec/Jan 2019.

- Trade Centre

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

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

Summary of Table 1	Original Budget 2018/19	Original Budget 2019/20	Movement
	£'000	£'000	£'000
Expenditure	(3,224)	(3,613)	(389)
Income	5,123	5,205	82
Net Income (Local and Central Risk)	1,899	1,592	(307)
Capital Charges and Support services	(4,458)	(4,537)	(79)
Total Net Expenditure	(2,559)	(2,945)	(386)

Overall, the 2019/20 provisional revenue budget totals a deficit of £2,945,000 a variance of £386,000 compared with the Original Budget for 2018/19. The main reason for this variance is increase in breakdown maintenance and staffing costs.

Recommendations

The Committee is requested to:

- review the provisional 2019/20 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- review and approve the draft capital budget;
- authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews including corporate projects.

Main Report

Introduction

1. This report sets out the proposed revenue budget and capital budgets for 2019/20. The revenue budget management arrangements are to:
 - Provide a clear distinction between local risk, central risk and recharge budgets
 - Place responsibility for budgetary control on departmental Chief Officers
 - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the original approved budget for the current year.

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

Proposed Revenue Budget for 2019/20

3. The proposed Revenue Budget for 2019/20 is shown in Table 1 overleaf analysed between:
- Local Risk budgets – these are budgets deemed to be largely within the Chief Officer’s control.
 - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
 - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.
4. The provisional 2019/20 budgets, under the control of the Director of Community & Children’s Services being presented to your Committee, have been prepared in accordance with guidelines agreed by the Policy and Resources and Finance Committees. This includes a 2% efficiency saving and 2.45% pay and prices inflating uplift. The budget has been prepared within the resources allocated to the Chief Officer.

Table 1 - Analysis of Service Expenditure	Local or Central Risk	Actual 2017-18 £'000	<i>Original Budget 2018-19</i> £'000	Latest Budget 2018-19 £'000	Original Budget 2019-20 £'000	Movement OB 2018-19 to OB 2019-20 £'000	Paragraph Reference
EXPENDITURE Employees	L	(1,782)	(1,806)	(1,835)	(1,920)	(114)	7

Repairs and Maintenance	L	(723)	(1,040)	(983)	(1,282)	(242)	10
Other Premises Related Expenditure	L	(241)	(271)	(255)	(289)	(18)	
Supplies & Services	L	(162)	(106)	(104)	(121)	(15)	
Transport	L	(1)	(1)	(1)	(1)	0	
Supplementary Revenue Projects	C	(15)	-	0	0	0	
Total Expenditure		(2,924)	(3,224)	(3,178)	(3,613)	(389)	
INCOME							
Customer, Client Receipts (mainly rents and non-dwelling service charges)	L	4,707	4,898	4,688	4,980	82	8
Charge for insurance	C	150	225	225	225	0	
Transfer from Reserves	C	0	0	0	0	0	
Total Income		4,857	5,123	4,913	5,205	82	
NET INCOME BEFORE SUPPORT SERVICES AND CAPITAL CHARGES		1,933	1,899	1,735	1,592	(307)	
SUPPORT SERVICES AND CAPITAL CHARGES							
Central Support Services and Capital Charges		(5,488)	(5,272)	(5,354)	(5,173)	99	
Recharges within Fund & Committee		(29)	133	(37)	(19)	(152)	
Recharges to Service Charge Account		723	681	532	655	(26)	
Total Support Services and Capital charges		(4,794)	(4,458)	(4,859)	(4,537)	(79)	9
TOTAL NET EXPENDITURE		(2,861)	(2,559)	(3,124)	(2,945)	(386)	

Notes - Examples of types of service expenditure: -

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

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

6. Overall there is an increase in net expenditure of £386,000 in the overall budget between the 2018/19 original approved budget and the 2019/20 original budget. The main movements are explained by the variances in the following paragraphs.
7. There has been an increase in employee budgets of £114,000. This reflects the agreed increases in pay including provision for a 2.45% inflation increase and incremental staff progression and higher expected use of agency staff. Analysis of the movement in manpower and related staff costs are shown in Table 2 below.

Table 2 - Manpower statement	Original Budget		Original Budget	
	2018/19		2019/20	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Supervision and Management	14	(798)	14	(880)
Car Parking - Estate Concierge (2/3)	19	(1,008)	18	(1,040)
Total	33	(1,806)	32	(1,920)

8. Income has increased by £82,000 mainly relating to additional income expected from the new baggage stores. Note that much of the increased income from the baggage stores was already included in the 2018/19 original budget figure.
9. A detailed breakdown of the movement on Central Support Services and Capital Charges is presented in Appendix 2.
10. Repairs and maintenance costs are expected to be £242,000 higher in 2019/20 than in 2018/19 as a result of higher breakdown maintenance. A detailed breakdown of Repairs and Maintenance costs is provided in Appendix 3.
11. The current forecast outturn for 2018/19 is on budget.

Potential Further Budget Developments

12. The provisional nature of the 2019/20 revenue budget recognises that further revisions may be required.

Draft Capital and Supplementary Revenue Budgets

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

Service	Project	Exp. Pre 01/04/18 £'000	2018/19 £'000	2019/20 £'000	2020/21 £'000	Later Years £'000	Total £'000
<u>Pre-implementation</u>							
Landlord Costs	Podium Highwalk Waterproofing options, phase 2	14	40				54
Landlord Costs	Barbican Turret John Wesley Highwalk	94	45				139
<u>Authority to start work</u>							
Landlord Costs	Residential baggage stores	16	434	2			452
Landlord Costs	Contractor's Office	52	237				289
TOTAL BARBICAN RESIDENTIAL		176	756	2	0	0	934

14. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work. It should be noted that the above figures exclude the implementation costs of those schemes which have yet to receive authority to start work.
15. Subject to further approvals are the schemes to fit out and market the 2 bedroom flat at the Barbican Turret, John Wesley Highwalk and Phase 2 of the Podium Waterproofing, Drainage and Landscaping Works.
16. The latest Capital and Supplementary Revenue Project forecast expenditure on approved schemes will be presented to the Court of Common Council for formal approval in March 2019.

Appendices

Appendix 1: Revenue Expenditure by Service Managed

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

Appendix 3: Analysis of Repairs, Maintenance and Minor Improvements

Appendix 4: Original Budget 2018/19 to latest Approved Budget

Dr Peter Kane
Chamberlain

Andrew Carter
Director of Community & Children's Services

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

APPENDIX 1

Analysis by Service Managed	Actual 2017-18	Original Budget	Latest Budget	Original Budget	Movement 2018-18 to
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	£'000	2018-19 £'000	2018-19 £'000	2019-20 £'000	2018-19 £'000
CITY FUND					
Supervision & Management (fully recharged)	0	0	0	0	0
Landlord Services	(2,772)	(2,952)	(3,223)	(3,223)	(271)
Car Parking (inc new baggage stores)	(630)	(158)	(397)	(238)	(80)
Baggage Stores (outside car park)*	(6)	28	(91)	(75)	(103)
Trade Centre	575	544	592	597	53
Other Non-Housing	(28)	(21)	(5)	(6)	15
TOTAL Net Expenditure	(2,861)	(2,559)	(3,124)	(2,945)	(386)

*Note that the new Baggage Stores were included within baggage stores in 2018/19 and the net income is now profiled within Car Parking in 2019/20.

Supervision and Management – General

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

Landlord Services

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

Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,273 car spaces of which some 958 (75%) are currently occupied. The budget position for 2018/19 has been helped from the continued commercial car parking and Heron paying service charges for residential car bays. However, although we have retained 15 commercial bays with Deutsche Bank which are based on market value rates, they have surrendered 43 bays over the last two years. The budget has been revised to include the Baggage Stores located in the car parks including the 313 new stores that are currently been installed.

Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,029 baggage stores located in the residential blocks.

Trade Centre

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

APPENDIX 2

Support Service and Capital Charges from/to Barbican Residential Committee	Actual 2017/18 £'000	Original Budget 2018/19 £'000	Latest Budget 2018/19 £'000	Original Budget 2019/20 £'000
Support Service and Capital Charges				
Insurance	(266)	(263)	(276)	(295)
IS Recharges	(212)	(244)	(185)	(172)
Capital Charges	(4,387)	(4,196)	(4,287)	(4,095)
Chamberlain	(411)	(317)	(391)	(395)
Comptroller and City Solicitor	(63)	(106)	(62)	(61)
Town Clerk	(135)	(132)	(138)	(141)
City Surveyor	(1)	(2)	(1)	(1)
Other Services	(13)	(12)	(14)	(13)
Total Support Services and Capital Charges	(5,488)	(5,272)	(5,354)	(5,173)
Recharges Within Funds				
Corporate and Democratic Core - Finance Committee	50	50	32	50
HRA	8	160	11	11
Community and Children's Services Committee	(87)	(77)	(80)	(80)
Service Charge Account	723	681	532	655
TOTAL SUPPORT SERVICE AND CAPITAL Charges	(4,794)	(4,458)	(4,859)	(4,537)

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

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

	Original Budget 2018/19 £'000	Latest Budget 2018/19 £'000	Original Budget 2019/20 £'000	
<u>Supervision & Management Holding</u>				
<u>Account</u>				
Estate Office - Breakdown Maintenance	(9)	(25)	(9)	E
Total Supervision & Management Holding Account	(9)	(25)	(9)	
<u>Services and Repairs - Landlords</u>				
Breakdown Maintenance	(669)	(525)	(841)	E
Drains	(97)	(97)	(97)	
Insurance Works	(35)	(35)	(35)	
Dilapidations	(15)	(15)	(15)	
Lift contract servicing	(7)	(7)	(7)	
Asbestos data	(5)	(5)	(5)	
Redecorations Works	(35)	(35)	(35)	A
Total Services and Repairs - Landlords	(863)	(719)	(1035)	
<u>Car Parking</u>				
Breakdown Maintenance - Building	(143)	(194)	(193)	E
Safety Security	(1)	(1)	(1)	
Total Car Parking	(144)	(195)	(194)	
<u>Stores</u>				
Breakdown Maintenance	(7)	(17)	(7)	E
Total Stores	(7)	(17)	(7)	
<u>Trade Centre</u>				
Breakdown Maintenance	(15)	(27)	(37)	E
Total Trade Centre	(15)	(27)	(37)	
<u>Other Non-Housing</u>				
Breakdown Maintenance	(2)	(0)	(0)	E
Total Other Non-Housing	(2)	(0)	(0)	
TOTAL	(1,040)	(983)	(1,282)	

E = ESSENTIAL A = ADVISABLE D = DESIRABLE

Appendix 4

Original Budget 2018/19 to Latest Approved Budget	£'000
Original Budget Net Income	(2,559)
Compensating resource allocated as a result of sales in prior years.	(210)
Increase in Breakdown Maintenance	57
Correction of recharge and change in capital charges	(401)
Other movements	(11)
Latest Approved Budget	(3,124)

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Agenda Item 6

Committee(s)	Dated:
Residents Consultation Barbican Residential	03 December 2018 10 December 2018
Subject: Service Charge Expenditure and Income Account - Latest Approved Budget 2018/19 and Original Budget 2019/20	Public
Report of: The Chamberlain Director of Community & Children's Services	For Decision

Summary

This report sets out the original approved budget for 2018/19 and original 2019/20 for revenue expenditure proposed to be included within the service charge in respect to dwellings. This does not include any expenditure or income pertaining to car parking or stores. The amount charged to individual lessees will depend on the percentages set out in their lease.

The original budget for 2019/20 total expenditure including net recharges is £9,822,000 compared to the 2018/19 original approved budget of £9,226,000, an increase of £596,000.

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

Summary Of Table 1	Original Budget 2018/19 £'000	Original Budget 2019/20 £'000	Movement £'000
Expenditure	(8,027)	(8,455)	(428)
Recharges	(1,199)	(1,367)	(168)
Other Income	9,226	9,822	596
Total Net Expenditure	0	0	0

Recommendations

The Committee is requested to:

- review the provisional 2019/20 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, and corporate projects.

Main Report

Introduction

1. This report sets out the proposed revenue budget for 2019/20. The revenue budget management arrangements are to:
 - Place responsibility for budgetary control on departmental Chief Officers
 - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.

Proposed Revenue Budget for 2019/20

3. The proposed Revenue Budget for 2019/20 is shown in table 1 overleaf note a reconciliation of the 2018/19 latest agreed budget to the 2018/19 original budget is also provided in Appendix 3 for information.
 - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
 - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
 - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.

Table 1 - Analysis of Service Expenditure	Local, Central Risk or Recharges	Actual 2017-18 £'000	Original Budget 2018-19 £'000	Latest Approved Budget 2018-19 £'000	Original Budget 2019-20 £'000	Movement 2018-1 to 2019-20 £'000	Paragraph Reference
Expenditure							
Employees	L	(2,276)	(2,446)	(2,500)	(2,587)	(141)	7
Premises Related Expenses Repairs and Maintenance	L	(1,933)	(1,805)	(1,932)	(1,856)	(51)	4
Supplementary Revenue Projects	C	(515)	(752)	(1052)	(910)	(158)	5
Energy Costs	L	(2,304)	(2,405)	(2,397)	(2,458)	(53)	6
Rents	L	(132)	(134)	(136)	(141)	(7)	
Rates	L	(15)	(18)	(18)	(19)	(1)	
Water Services	L	(1)	(3)	(3)	(3)	0	
Cleaning and Domestic Supplies	L	(202)	(228)	(230)	(238)	(10)	
Grounds Maintenance	L	(133)	(126)	(126)	(130)	(4)	
Supplies and Services Equipment, Furniture and Materials	L	(57)	(71)	(71)	(73)	(2)	
Catering	L	0	(1)	(1)	(1)	0	
Uniforms	L	(7)	(12)	(12)	(12)	0	
Printing, Stationery and Office Exp.	L	(2)	(7)	(7)	(7)	0	
Fees and Services	L	(2)	(1)	(1)	(1)	0	
Communication and Computing	L	(14)	(18)	(18)	(19)	(1)	
Total Expenditure		(7,593)	(8,027)	(8,504)	(8,455)	(428)	
Income							
Local Risk	L	7,355	8,416	8,927	9,012	596	
Central Risk	C	1,564	810	810	810	0	
Net Income		1,326	1,199	1,233	1,367	168	
Recharges							
Expenditure	R	(1,472)	(1,374)	(1,410)	(1,542)	(168)	
Income	R	146	175	177	175	0	
Total Recharges		(1,326)	(1,199)	(1,233)	(1,367)	(168)	
Total Service Charge Account		0	0	0	0	0	

4. Repairs and maintenance costs have increased by £51,000 compared to the previous years budget due to increase in costs for miscellaneous works and Responsive and Contract Servicing Lifts. Full analysis is provided in Appendix 1.
5. The cost of supplementary revenue projects is expected to be £910,000 and relates to concrete testing and communal repairs redecorations as set in paragraph 9 below. This is £ 158k higher than the cost expected in the original budget for 2017/18.
6. Energy costs have also increased by £53,000 due to expected higher tariffs.
7. Analysis of the movement in manpower and related staff costs are shown in Table 2 below.

Table 2 - Manpower statement	Original Budget 2018/19		Original Budget 2019/20	
	Manpower Full-time equivalent	Estimated cost £'000	Manpower Full-time equivalent	Estimated cost £'000
Garchey Operatives	3	(124)	3	(126)
Cleaners	36	(1,152)	36	(1,187)
Estate Concierge (1/3)	9	(513)	10	(583)
Lobby Porters	12	(657)	12	(691)
Total Barbican Residential	60	(2,446)	61	(2,587)

Draft Capital and Supplementary Revenue Budgets

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

Service	Project	Exp. Pre 01/04/18 £'000	2018/19 £'000	2019/20 £'000	2020/21 £'000	Later Years £'000	Total £'000
Pre-implementation							
Service Charge	Water system testing	5	2				7
Authority to start work							
Service Charge	Concrete testing	297	815	165			1,277
Service Charge	Communal repairs / redecorations	1,368	235	745			2,348
TOTAL BARBICAN RESIDENTIAL		1,670	1,052	910	0	0	3,632

9. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work. It should be noted that the above figures exclude the implementation costs of those schemes which have yet to receive authority to start work.
10. The programme of water system testing will be subject to further approvals, following completion of the risk assessments.
11. A proportion of the costs for these schemes will be recoverable from residents via service charges
12. The latest Capital and Supplementary Revenue Project forecast expenditure on approved schemes will be presented to the Court of Common Council for formal approval in March 2019.

Appendices

Appendix 1 = Analysis of Repairs, Maintenance and Minor Improvements

Appendix 2 = Support Services and Capital Charges

Appendix 3 = Reconciliation of 2018/19 Original Budget to Latest Approved Budget 2018/19

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

Dr. P. Kane
Chamberlain

Andrew Carter
Director of Community and Children's Services

Analysis of Repairs, Maintenance and Minor Improvements

Costs to be charged to Long Lessees and Landlord. (The latter responsible for short term tenancies and voids)	Original Budget 2018/19 £000	Latest Budget 2018/19 £000	Original Budget 2019/20 £000
Responsive and Contract Servicing including Building			
Miscellaneous Works	(1,181)	(1,123)	(1,205)
IRS maintenance	(30)	(30)	(30)
Responsive and Contract Servicing - Lifts	(272)	(272)	(300)
Drainage Repairs / Remedial Work	(61)	(81)	(61)
Sub Total Responsive and Contract Servicing	(1,544)	(1,506)	(1,596)
Asbestos Removal	(110)	(110)	(60)
Water Supply Works	0	(75)	(45)
Electrical Testing	(10)	(10)	(10)
Upgrade Safety/Security Installations	(36)	(36)	(40)
Consultants Fees	(35)	(25)	(35)
Emergency lighting to stairs, corridors and plant rooms	(20)	(20)	(20)
Asset Management	(50)	(150)	(50)
TOTAL	(1,805)	(1,932)	(1,856)

Appendix 2

Support Service and Capital Charges from/to Barbican Service Charges	Actual 2017/18 £0	<i>Original Budget</i> 2018/19 £0	Latest Approved Budget 2018/19 £0	Original Budget 2019/20 £0
Support Service and Capital Charges				
Insurance	(39)	(51)	(40)	(41)
IS Staff Recharge	(41)	(39)	(42)	(39)
Total Support Services	(80)	(90)	(82)	(80)
Recharges within Committee				
Cleaning and Lighting	121	126	126	126
Barbican Supervision and Management	(840)	(807)	(698)	(834)
Recharges Within Funds				
DCCS	(553)	(428)	(579)	(579)
Contributions to Funds and Provisions				
TOTAL SUPPORT SERVICE AND CAPITAL CHARGES	(1,352)	(1,199)	(1,233)	(1,367)

Appendix 3

Reconciliation of 2018/19 Original Budget to Latest Approved Budget	£'000
Original Budget Net Expenditure	0
Increase in Supplementary Revenue Projects (Concrete Testing & Communal Repairs / Redecorations)	(300)
Revised estimates of employee costs.	(54)
Premises Related Expenses increase (Mainly water supply works and asset management)	(123)
Balancing increased income.	477
Latest Approved Budget Net Expenditure	0

Agenda Item 8

Committee(s)	Dated:
Residents Consultation Committee Barbican Residential Committee	03/12/2018 10/12/2018
Subject: Charging Policy for Car Parking and Stores	Public
Report of: Director of Community and Children's Services	For Information and consultation with the Residents Consultation Committee For decision by the Barbican Residential Committee
Report authors: Michael Bennett Head of Barbican Estates	

Summary

The context for the update on the Charging Policy for Car Parking and Stores on the Barbican Estate includes the following:

- Expenditure on car parking on the Barbican Estate has for some years significantly exceeded income;
- The Barbican car parks are underused with a large number of vacant car parking spaces that are being put to much better use (including the current provision of the new storage units for residents);
- Following ongoing extensive marketing there is currently a small number of Barbican residents who are waiting for additional storage as and when residents transfer to the new stores;
- The current 1-year Charging Policy for Car Parking and Stores (including a lettings policy for new stores in the car parks) was approved by the Barbican Residential Committee (BRC) in June 2018 and is due for review next summer;
- The Car Park Charging Working Party updates on its further work on Car Parking and the Estate Concierge service
- The City Corporation has implemented an 'Efficiency Plan', which seeks to maximise income from its property assets;
- The City Corporation is carrying out a general review of all its car parks within the City.

At its meeting on 21 June 2018, the BRC received a report on the Charging Policy for Car Parking on the Barbican Estate. The Committee agreed that the Member/Officer Working Party consider matters related to Car Parking and the Estate Concierge service. The Working Party has met and this report comprises an update on its considerations and its recommendations.

Recommendations

The Barbican Residential Committee is asked to endorse the work and recommendations of the Member/Officer Working Group and specifically, to:

1. Approve one or more of the following options for disabled users of the car parks:
 - a. a 25% reduction or
 - b. the old rate plus a Consumer Price Index (CPI) increase
 - c. and a concession of 2 hours free parking for disabled residents (blue or red badge holders) visiting ward motes (in Cripplegate and Aldersgate), and by prior arrangement with the Estate Office.
2. Approve that for other Barbican charges for licences (motorcycle and bicycles) and temporary car parking a CPI increase take affect from September 2019 for 2 years.
3. Approve that the long-term car bay agreements are updated so that the service charge is calculated as the estimated cost of services divided by the number of available car parking spaces less those that are occupied by resident stores or remains the same as specified in paragraph 17.

The Residents Consultation Committee is asked to comment on the report and specifically to consider the options as listed in paragraphs 21-29.

Main Report

Background

4. Expenditure on car parking on the Barbican Estate has for some years significantly exceeded income. In 2016, the BRC instructed officers to review the underused Barbican car parking spaces and subsequently agreed that they could and should be put to other uses including the provision of additional storage space in order to generate additional income to meet the Service Based Review targets of £154k and annual efficiency savings from 2017/18 for the Barbican Estate.
5. Members agreed that a Member/Officer Working Party be established and after a number of meetings and reports the BRC approved a one-year Car Parking and Stores Policy at its meeting on 21 June 2018.
6. At that meeting the Committee asked that the following be progressed:
 - the Management Plan for the new stores be submitted to Planning for approval
 - an Equalities Impact Assessment on the new Car Parking Charging Policy
 - the provision of temporary car parking
 - the way the Estate Concierge and related services are provided and charged
7. Other issues that had been brought to the attention of the BRC during the discussions have also been reviewed by the Working Party:
 - Car Parking elasticity of demand
 - Public Car Parks Charging Policy

- Other Barbican Estate Charges
- Audit of car parks and parcel holding facilities
- Long-term car bay agreement

8. The members of the Working Party are:

- Michael Hudson (Chair) – Chairman of the BRC
- Sue Pearson – Deputy Chairman of the BRC
- Randall Anderson – Member of the BRC
- John Tomlinson – Member of the BRC
- Paul Murtagh – Assistant Director Barbican & Housing
- Michael Bennett – Head of Barbican Estates

Current Position

9. The Member/Officer Working Party convened on 23 October and reviewed the areas highlighted in paragraphs 6 and 7 which are detailed below.

Stores Management Plan

10. The Barbican Estate Storage Management Plan has been submitted, with is being progressed by the City Planning Department.

11. The new storage units have been marketed: over 100 agreements have been signed so far, with deposits taken and 313 units are due to be installed by the end of the year.

Elasticity of demand

12. So far, there had been the usual surrenders and new licences related to residents moving in and out, with a low number of comments, none of which had been in respect of the price increase. There would be a further update at the March BRC meeting, with no CPI increases recommended at present.

Public Car Parks Charging Policy

13. This would be the subject of a report (of the Director of the Built Environment) for decision by Planning and Transportation, Resource Allocation Sub and Markets Committees in January 2019. The report would be presented to the Working Party for information only.

Audit of car parks and parcel holding facilities

14. Following an audit of the car parks and demand for parcel storage additional facilities including the making use of the new stores over the next few months will facilitate the increased demand for parcel storage at the Car park offices (see appendix 1).

Options

Equalities Analysis for Car Parking

15. An Equalities Analysis was carried out of the new Car Parking Charging Policy approved by the BRC in June (see appendix 2). The Working Party supported this document and asked that the BRC consider the following options for disabled rental users:

- as the Barbican is not a Housing Revenue Estate, a 25% reduction
- or the old rate plus a CPI increase
- a concession of 2 hours free parking for disabled residents (blue or red badge holders) visiting ward motes (in Cripplegate and Aldersgate), and by prior arrangement with the Estate office.

Other Barbican Estate Charges

16. A number of other charges for licences (motorcycle and bicycles) and temporary car parking had not been reviewed as part of the Policy decisions during June 2018 and there is the option of the BRC reviewing these with a CPI increase to take effect from September 2019 for two years. This would also maintain the policy of all car parking and stores charges taking effect at the same time, rather than mid-year, that is September 2019.

Long-term bay agreements

17. Leaseholders requests for long-term car bay agreements have been on hold during the stores project but there is still interest. The agreement states that the service charge is calculated as the estimated cost of services (car parking staff, repairs and maintenance, electricity, water, insurance, equipment, cleaning, supervision and management) divided by the number of available car parking spaces.

18. The new stores project would reduce the number of available car parking bays and it is estimated that there would be a relatively large increase in the service charges for long-term car bay users in 2019/20. The Working Party queried the history of the differentials between the annual service charge for long-term car bay users and the rental charges and whether there could be resistance to a large increase in service charge (history of charges has therefore been shown in appendix 3).

19. Furthermore, income from the car park stores are now attributed to the Car Park Account. Therefore, the agreement could be amended to state that the service charge is calculated as the estimated cost of services divided by the number of available car parking spaces less those that are occupied by resident stores.

20. The City Solicitor has advised that any variation to the 94 resident agreements would have to be by agreement with all current users.

Temporary Car Parking

21. The Working Party noted that all payments were made in advance: very few residents used the car park on a temporary basis and all were likely to have

visitors/contractors in varying quantities. Appendix 4 illustrates the volume of free and paid temporary car parking as well as a worked example of the income and costs.

22. The City Solicitor has advised that it would be difficult to bring the car parking duties incurred in respect of the temporary car parking services within the service charge, unless there were certain employees specifically employed to deal with this. The City Solicitor has also advised that to pursue this may not be an exercise of reasonable discretion.
23. Therefore, the Working Party suggested that possibly one or two hours free parking could be an option (rather than the current five hours) and that residents be balloted and/or the Resident Consultation Committee (RCC) be asked as to whether this should be subject to full consultation.

Estate Concierge Services and allocation to service charge

24. The advice from the City Solicitor is that the standard lease is quite proscriptive in what employment costs can be put through the service charge account. The Fifth schedule of the lease (Services) Part IV states the salary emoluments and wages together with any expenses connected therewith of:
 - (a) the key porters
 - (b) the storekeepers
 - (c) the resident housekeepers
 - (d) the resident engineers
 - (e) any other staff which the City shall in its reasonable discretion employ from time to time
25. Key porters, storekeepers and resident housekeepers are not defined in the leases. The City Solicitors advice is that there is no reason why time spent on what can be classed as the duties of key porters, storekeepers and resident housekeepers should be excluded from the service charge. The Concierge, parcel and key service duties should be appropriate to (a) above. This would be subject to leaseholder consultation.
26. The Working Party noted the time recording for the key service was high and should be audited (see appendix 5). It was also agreed that the car parking and stores element of security should be separated; that is, security for the car parks only and not walkways and blocks. It was also suggested that the use of stores for non-residents would change time recording for Estate Concierges, as the time spent on security duties would likely increase.
27. The Working Party agreed that it was unfair on car users to take the bulk of concierge charges, as they provide a service to all residents.
28. The Working Party suggested the option of consulting the House groups and RCC on the feasibility of a full external report of the Estate Concierge service to include:
 - Defining the service and reviewing the breakdown of time recording and their current definitions

- Historical analysis of time recording from April 2016 to September 2018
- Interviews of a number of the Estate Concierge staff

29. The estimated costs of this analysis and report would be in the region of up to £10k which could lead to recommendations to a future RCC/BRC. This should also be subject to 3 yearly reviews and, should the pattern change, it will require a policy to reflect the changes.

Proposals from the Working Party

30. That the BRC consider the following options:

- that disabled users of the car parks be subject to a 25% reduction in rental charges or the old rate plus CPI increase, and a concession of 2 hours free parking for disabled residents (blue or red badge holders) visiting ward motes (in Cripplegate and Aldersgate), and by prior arrangement with the Estate Office
- other Barbican charges such as licences (motorcycle and bicycles) and temporary car parking be subject to a CPI increase to take effect from September 2019 for two years
- that long-term car bay agreements are updated so that the service charge is calculated as the estimated cost of services divided by the number of available car parking spaces less those that are occupied by resident stores or remains the same and specified in paragraph 17.

Corporate & Strategic Implications

31. In terms of the relevant policies incorporated in the City Corporation's Corporate Asset Management Strategy, the proposals contained in this report will ensure that:

- Operational assets remain in a good, safe and statutory compliant condition;
- Operational assets are fit for purpose and meet service delivery needs;
- Annual revenue expenditure is efficiently managed to ensure value for money and operational asset running costs are reduced wherever possible;
- Opportunities to create added value and maximise income generation be pursued.

Conclusions

32. The Member/Officer Working Party, set up at the instruction of the BRC, has reviewed comments from Members and residents presented at its last meeting on 21 June and their recommendations are laid out in paragraphs 1-3 of this report.

33. A number of other options are listed in paragraphs 21-29 for consideration by the RCC.

Appendices

- Appendix 1 – Audit of car parks and parcel holding facilities
- Appendix 2 – Equalities Analysis
- Appendix 3 - Differentials between the annual service charge for a long-term car bay agreement and the rental charge
- Appendix 4 – Volume of free and paid temporary car parking as well as a worked example of the income and costs
- Appendix 5 – Estate Concierge Time Recording

Background Papers

Car Park Strategy Stage One 2009

Car Park Strategy Update 2009

Barbican Estate Car Park Efficiency Strategy Working Party 2011

Baggage Stores Charging Policy 2011

Car Park Charging Policy February 2013

Car Park Charging Policy December 2013

Car Park and Baggage Stores Charging Policy January 2014

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

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

Car Park Charging Policy 2015

Car Park Charging Policy March 2016

Service Based Review March 2016

Review of Public Car Park Provision in the City November 2016

Charging Policy for Car Parking and Stores November 2016

Charging Policy for Car Parking June 2017

Charging Policy for Car Parking and Stores June 2018

Michael Bennett

Head of Barbican Estates

Department of Community and Children's Services

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Audit of car parks and parcel holding facilities

The Concierge Staff and Management Team have reviewed the onsite locations and the following table presents whether the facilities for the resident parcel holding service are suitable or not.

Car Park	Day to Day basis	At Peaks (i.e. Christmas)	What size store would be required (based on new store sizes)	Would it be possible to utilise one of the new stores	Alternative Options
Andrewes	No	No	XXL	No	A temporary transportable store until a full review
Breton	No	No	XL	Yes	-
Bunyan	Yes	No.	L	Yes	-
Defoe	No	No	XL	Yes	-
Speed	Yes	No	L	No	Review 2019
Thomas More	No	No	XXL	No	Current Store in Car Park
Willoughby	No	No	L	Yes	-

TEST OF RELEVANCE: EQUALITY ANALYSIS (EA)



The screening process of using the Test of Relevance template aims to assist in determining whether a full Equality Analysis (EA) is required. The EA template and guidance plus information on the Equality Act and the Public Sector Equality Duty (PSED) can be found on Colnet at: <http://colnet/Departments/Pages/News/Equality-and-Diversity.aspx>

Introduction

The Public Sector Equality Duty (PSED) is set out in the Equality Act 2010 (s.149). This requires public authorities, in the exercise of their functions, to have 'due regard' to the need to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between people who share a protected characteristic and those who do not, and
- Foster good relations between people who share a protected characteristic and those who do not

The characteristics protected by the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership.
- Pregnancy and maternity
- Race
- Religion or belief
- Sex (gender)
- Sexual orientation

What is due regard?

- It involves considering the aims of the duty in a way that is proportionate to the issue at hand
- Ensuring that real consideration is given to the aims and the impact of policies with rigour and with an open mind in such a way that it influences the final decision
- Due regard should be given before and during policy formation and when a decision is taken including cross cutting ones as the impact can be cumulative.

The general equality duty does not specify how public authorities should analyse the effect of their business activities on different groups of people. However, case law has established that equality analysis is an important way public authorities can demonstrate that they are meeting the requirements.

Even in cases where it is considered that there are no implications of proposed policy and decision making on the PSED it is good practice to record the reasons why and to include these in reports to committees where decisions are being taken.

It is also good practice to consider the duty in relation to current policies, services and procedures, even if there is no plan to change them.

How to demonstrate compliance

Case law has established the following principles apply to the PSED:

- **Knowledge** – the need to be aware of the requirements of the Equality Duty with a conscious approach and state of mind.
- **Sufficient information** – must be made available to the decision maker
- **Timeliness** – the Duty must be complied with before and at the time that a particular policy is under consideration or decision is taken not after it has been taken.
- **Real consideration** – consideration must form an integral part of the decision-making process. It is not a matter of box-ticking; it must be exercised in substance, with rigour and with an open mind in such a way that it influences the final decision.
- **Sufficient information** – the decision maker must consider what information he or she has and what further information may be needed in order to give proper consideration to the Equality Duty
- **No delegation** – public bodies are responsible for ensuring that any third parties which exercise functions on their behalf are capable of complying with the Equality Duty, are required to comply with it, and that they do so in practice. It is a duty that cannot be delegated.
- **Review** – the duty is continuing applying when a policy is developed and decided upon, but also when it is implemented and reviewed.

Test of Relevance screening

The Test of Relevance screening is a short exercise that involves looking at the overall proposal and deciding if it is relevant to the PSED.

Note: If the proposal is of a significant nature and it is apparent from the outset that a full equality analysis will be required, then it is not necessary to complete the Test of Relevance screening template and the full equality analysis and be completed.

The questions in the Test of Relevance Screening Template to help decide if the proposal is equality relevant and whether a detailed equality analysis is required. The key question is whether the proposal is likely to be relevant to any of the protected characteristics.

What to do

In general, the following questions all feed into whether an equality analysis is required:

- How many people is the proposal likely to affect?
- How significant is its impact?
- Does it relate to an area where there are known inequalities?

At this initial screening stage, the point is to try to assess obvious negative or positive impact.

If a negative/adverse impact has been identified (actual or potential) during completion of the screening tool, a full equality analysis must be undertaken.

If no negative / adverse impacts arising from the proposal it is not necessary to undertake a full equality analysis.

However there is no requirement to:

- Produce equality analysis or an equality impact assessment
- Indiscriminately collect diversity data where equality issues are not significant
- Publish lengthy documents to show compliance
- Treat everyone the same. Rather, it requires public bodies to think about people's different needs and how these can be met
- Make services homogeneous or to try to remove or ignore differences between people.

The key points about demonstrating compliance with the duty are to:

- Collate sufficient evidence to determine whether changes being considered will have a potential impact on different groups
- Ensure decision makers are aware of the analysis that has been undertaken and what conclusions have been reached on the possible implications
- Keep adequate records of the full decision making process

Quite often, the answer may not be so obvious and service-user or provider information will need to be considered to make a preliminary judgment. For example, in considering licensing arrangements, the location of the premises in question and the demographics of the area could affect whether section 149 considerations come into play.

There is no one size fits all approach but the screening process is designed to help fully consider the circumstances.

On completion of the Test of Relevance screening, officers should:

- Ensure they have fully completed and the Director has signed off the Test of Relevance Screening Template.
- Store the screening template safely so that it can be retrieved if for example, Members request to see it, or there is a freedom of information request or there is a legal challenge.
- If the outcome of the Test of Relevance Screening identifies no or minimal impact refer to it in the implications section of the report and include reference to it in Background Papers when reporting to Committee or other decision making process.

1. Proposal / Project Title: Car Park Charging Policy

2. Brief summary (include main aims, proposed outcomes, recommendations / decisions sought):

**Achieve a fair return on assets for the car parking spaces within the Barbican Estate.
Review and implement a charging policy for car parking.
Obtained advice from two separate independent consultations on opinions of value for car parking – use as basis for decision with committee.**

3. Considering the equality aims (eliminate unlawful discrimination; advance equality of opportunity; foster good relations), indicate for each protected group whether there may be a positive impact, negative (adverse) impact or no impact arising from the proposal:

Protected Characteristic (Equality Group) <input checked="" type="checkbox"/>	Positive Impact	Negative Impact	No Impact	Briefly explain your answer. Consider evidence, data and any consultation.
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not possible to distinguish if relevant and whether someone of a different age group be able to meet possible increases or not.
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Possible negative impact, depending on disability and related restrictions. Should consider fostering a good relationship.
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Marriage and Civil Partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Pregnancy and Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Sex (i.e gender)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.

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**4. There are no negative/adverse impact(s)
Please briefly explain and provide evidence to support this decision:**

N/A

5. Are there positive impacts of the proposal on any equality groups? N/A
 Please briefly explain how these are in line with the equality aims:

6. As a result of this screening, is a full EA necessary? (Please check appropriate box using <input type="checkbox"/>)	Yes	No	Briefly explain your answer:
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Disability awareness is the only factor that could possibly be impacted by the increases.</p> <p>Recommend reviewing Disability Allowances as part of the Car Park Charging Working Party, which reviews policy and is attended by Senior CoL Officers and elected Members.</p> <ul style="list-style-type: none"> • Current number of disabled resident users - 11 • Availability of marked disabled bays – 0 • Comments received since commencing the new charging policy from 25 June 2018. <ul style="list-style-type: none"> ○ 14 Surrendered in total, none relating to disability or to cost. ○ 4 Moved away from the Estate, 2 no longer need a car and the others did not comment (as per appendix 2 (1)) <p>Options for Disability Allowances;</p> <ol style="list-style-type: none"> 1. Providing a pre-set number of disabled bays in designated areas is not practically possible, due to the scattering of the residential staircase entrances 2. Making use of two car parking bays for each disabled user for ease of access etc 3. CPI increases as previous basis for charging only to those that have a disability (subject to annual review). 4. City of London Public Car Parks Policy <ul style="list-style-type: none"> ○ The Blue Badge Scheme does not apply in the City but they do operate its own Red Badge scheme for people with disabilities who are City residents or permanent City workers. ○ Red Badge holders can park on a single yellow line for a period of 30 minutes, at payment parking bays and disabled bays without paying. 5. Housing Car Parks (other than BE) Policy <ul style="list-style-type: none"> ○ Have a small number of Designated Bays ○ Offer Discounted Rate of 50% (Acknowledge Blue and Red Badge Holders) ○ Have a report to Committee 24 September with the following three options <ul style="list-style-type: none"> ▪ Maintain the 50% discount ▪ Increase to a 75% discount ▪ Provide Disabled Users a Bay for free

7. Name of Lead Officer: Barry Ashton **Job title: Car Park & Security Manager** **Date of completion: 24 August 2018**

Signed off by Department Director : **Name:** **Date:**

Differentials between the annual service charge for a long-term car bay agreement and the rental charge

Date	Rental Charge	Service Charge
2009/2010	£1,038	£855
2010/2011	£1,038	£803
2011/2012	£1,070	£818
2012/2013	£1,126	£832
2013/2014	£1,155	£940
2014/2015	£1,183	£864
2015/2016	£1,210	£867
2016/2017	£1,225	£876
2017/2018	£1,258	£920
2018/2019	£1,340	£962
2019/2020	£1,420*	£1139**

* To be reviewed by Car Park Charging Working Party and Barbican Residential Committee - Spring 2019

** TBC

Barbican Estate Temporary Car Parking

History of Barbican Estate Temporary Car Parking. Displaying the Daily charges, the number visitors who parked without charge and also those who stayed longer than 5 hours and the total income this generated - from 2004 to September 2018

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018*
Non-Ticketed Visitors	7,975	12,145	**	**	5,507	**	**	**	**	5,044	3,871*
Ticketed Visitors	8,502	7,527	8,156	7,384	7,805	7,795	7,390	5,617	4,279	4,320	4,401*
Income	£68,021	£62,101	£70,494	£64,837	£71,806	£73,588	£71,468	£55,553	£42,796	£44,375	£45,196*

*Part year, up to 30 September 2018

**Information unavailable

Worked Example – Cost of Temporary Car Parking Service based on sample month of July 2018

- 8% of Concierge time spent on Temporary Car Parking (see Appendix 5)
- Based on 2018/19 budgets Concierge Staff costs estimated to be £1,510k (£126k per month)
- Based on the above Concierge staff costs estimated to be £10.1k
- Costs for officer time £506
- Contractor charges for transactions £101
- Income per month based on estimates for 2018 £5k
- Cost of service to the car park account £5.7k

Cost Item	Cost (£k)
Concierge Staff Costs	10.1
Officer Time	0.5
Contractor	0.1
Sub-Total	10.7
Income	5
Cost to Car Park Account	5.7

	Car Parking		*Security	Concierge	Parcels	Keys
	Temporary	General				
April 2016	22		22	29	21	6
May 2016	23		17	31	22	7
June 2016	21		21	22	27	9
July 2016	20		28	19	25	8
August 2016	18		22	24	25	11
September 2016	21		19	26	22	12
October 2016	27		16	22	25	10
November 2016	18		23	21	26	12
December 2016	19		21	22	28	10
January 2017	21		20	24	23	12
February 2017	20		28	20	24	8
March 2017	15		26	30	12	17
April 2017	20		22	25	23	10
May 2017	22		17	26	24	11
June 2017	21		19	26	23	11
July 2017	20		18	27	24	11
August 2017	18		27	24	22	9
September 2017	18		27	25	22	8
October 2017	20		23	25	22	10
November 2017	19		22	24	24	11
December 2017	19		23	22	26	10
January 2018	19		24	24	23	10
February 2018	19		26	23	22	10
March 2018	23		24	21	19	14
April 2018	18		24	26	23	9
May 2018	20		27	24	22	8
June 2018	22		29	22	18	9
July 2018	8	12	26	22	13	19
August 2018	9	11	28	24	10	18
September 2018	10	12	16	26	26	10
Average Total	19		23	24	23	11

Car Parking Service

Time spent with either Temporary (Inc. visitors and contractors) or car parking in General (Inc. Permanent users)

Security Service

Not only specific Incidents, but also time spent monitoring the CCTV and general security of the estate as a whole.

Concierge Service

Dealing with anything relating to residents, their visitors, flats or estate wide issues

Parcel Service

The receiving, safe guarding, forwarding and administration of the residents' parcels and post.

Key Service

The receiving, safe guarding, forwarding and administration of the residents' keys.

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*Car Park Duties %	Residential Block Duties %
42	58

*Includes car park and estate wide patrols

New Stores in the Car Parks and Potential Non-BE Residents may have an effect on the Concierge Staff's Time Recording.

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 03 December 2018 10 December 2018
Subject: Landlord's Approval Process – six-month review	Public
Report of: Director of Community and Children's Services	For Information
Report author: Helen Davinson, DCCS	

Summary

This report is to update the committee on the six-month review of the new Landlord's Approval process.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. In spring 2018, the Barbican Estate Office reviewed the approval process for Home Improvements in light of Grenfell Tower and ongoing conversations with the City's Fire Safety Advisor and our Fire Risk Assessors.
2. The old process was principally a desktop approval exercise and was reliant upon the Leaseholder gaining the appropriate approvals and inspections from the Planning Department and Building Control.
3. In March 2018, officers reported to the Residents Consultation Committee that a change to the approval process for Home Improvements would commence in April 2018 for a six-month trial period with the appointment of a temporary Property Services Officer.
4. In order to protect the fabric and integrity of the estate, Landlord's Approval is now issued at the end of any project and after an inspection by the BEO has concluded that the works agree with what was applied for and have been carried out in accordance with the conditions as laid out in the Home Improvements Pack.

5. The new process has now been in operation for just over six months and is laid out in Appendix 1. Officers committed to reporting back to committee, following a review of the new procedure.

Current Position

6. In the last six months the office has processed 60 applications. Some of these are still in progress.
7. A part time post has been temporarily created to review all applications on a technical level and inspect during the project; as well as upon completion, prior to issuing Landlord's Approval. This officer has worked on 15 to 20 hours per week in the first six months.
8. Additionally, this Senior Surveyor post has been involved in a number of related workstreams. These have included:-
 - a. Survey of Plumber's Duct Access (PDA) cupboards in a sample tower with regard to compartmentation issues from previous residents' projects.
 - b. Liaising with popular contractors on the estate about common methods and standards of work.
 - c. Adjustments to the ventilation specification, the Barbican Estate requires on bathroom and kitchen refurbishment projects.
 - d. Sharing best practice with contractors as to methods and standards of work.
 - e. A complete review of Home Improvements Handbook ready for a re-print and re-issue in early 2019.
9. The Senior Surveyor post has reported into the Resident Services Manager and this inclusion within the estate management team has worked well.
10. This post has also forged close links with colleagues in the District Surveyors Department who deal with Building Control. Together, they have reviewed and inspected a number of technically challenging projects and offered advice to Leaseholders where certain aspects have failed to meet the required standard.
11. The House Officer team have also been heavily involved with the new procedure and have noted an increased workload in this area. In the last six months the team have dedicated 10% of their time to Landlord's Approvals and associated workstreams. This has resulted in other longer term workstreams being re-prioritised and put on hold until additional resources are identified.
12. Further workstreams have also been developed. Most recently, leaseholders who completed their projects in 2016 and 2017 but are yet to receive Building Control sign off, have all been written to reminding them until this has happened they do not have Landlord's Approval for their project.
13. As stated at the beginning of the trial, all officer time spent on Landlord's Approvals during the six-month trial has been allocated to the Landlord's Account.

14. During the trial period, the BEO has repeatedly reminded residents about the new procedure with six articles related to Home Improvements. These have included articles on noise, waste and a reminder of the importance to submit all required documents.

Conclusion

15. Whilst the new process does involve extra officer time, the extra workstreams and changes to methodology demonstrate that this has been a worthwhile exercise and is helping to protect the fabric and integrity of our buildings.

16. Officers consider the trial to be a success and will establish a full-time Senior Surveyor post to review and inspect all leaseholder improvement projects. This will enable the House Officer team to re-focus on other duties that have been “on hold”.

17. In accordance with the lease and advice from Comptroller and City Solicitor, officer time in dealing with Landlord Approvals will now be allocated to the Supervision and Management Account.

Appendices

- Appendix 1 – Flow chart of Landlord’s Approval Process

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Appendix 1. Flow Chart of new Landlord’s Approval Process

<p>Stage 1A</p> <p>If you plan to do structural or electrical work, you must contact the District Surveyor</p> <p>Ensure your plans conform to the Building Regulations.</p>	<p>Stage 1</p> <p>Your initial enquiry Home Improvements Pack is sent to you by us or is available online here</p>	<p>Stage 1B</p> <p>For your planned improvements</p> <ul style="list-style-type: none"> • Refer to the Listed Building Management Guidelines • If in doubt, contact the Planning Department regarding Listed Building Consent
<p>Stage 2</p> <ul style="list-style-type: none"> • Send your completed forms from the Home Improvement Pack back to us • You must read all the pack. • You must provide all the forms including a signed declaration of compliance. 		
<p>Stage 3</p> <ul style="list-style-type: none"> • We will review your application and if acceptable, will provide a “Permission to Commence Work” letter. This stage may require a site visit from one of our Property Services staff. • You must notify your neighbours before the works commences (with approximate start and finish dates if possible). 		
<p>Stage 4</p> <ul style="list-style-type: none"> • Your home improvements work may commence once you have received Permission to Commence has been granted. • You must ensure your contractors follow the guidelines throughout your project. 		
<p>Stage 5</p> <ul style="list-style-type: none"> • We may wish to inspect during your project. We expect you and/or your contractors to grant access when requested. • We reserve the right to halt your project if we consider works are not being carried out in accordance with standards of work as laid out in the Home Improvements Pack 		
<p>Stage 6</p> <ul style="list-style-type: none"> • Your home improvements are now finished. • You must complete the Notification of Completion form and send to us within a week of the works being completed. • We will carry out a Post-Works inspection alongside inspections of the Garchey and/or ventilation system (if appropriate) 		
<p>Stage 7</p> <p>Landlord’s Consent will now be given.</p> <p>Or</p> <p>If works have not been carried out to your specification and our satisfaction</p> <ul style="list-style-type: none"> • You will be given 3 weeks to rectify • A further inspection will be required to gain Landlord’s Consent 		
<p>Stages 1-3 providing you have completed all the appropriate forms correctly, this process can take up to 6 weeks</p> <p>Stages 1A& 1B Other consents can be applied for concurrently with Stage 1 – most planning applications are decided within 2 months, but large and complex applications can take up to 3</p>		

Appendix 1. Flow Chart of new Landlord's Approval Process

months. You must ensure that all appropriate consents have been applied for – otherwise it could invalidate your Landlord's Consent.

Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	03 December 2018 10 December 2018
Subject: Service Level Agreements Quarterly Review July – September 2018	Public
Report of: Director of Community and Children's Services	For Information

Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter July – September 2018. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. This report covers the review of the quarter for July – September 2018 following the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

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

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 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 June 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 October to December will take place in January 2019 and details of this review will be presented at the March committees.

Conclusion

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

Appendices

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

Background Papers

Quarterly reports to committee from 2005

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**APPENDIX 1
SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2018-19**

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
239	Jul-Sept 18 SURV	Following comments on residents' survey BEO reviewing use of envelopes for named party only and envelopes will not be used for circulars.	For comment only	✓
238	Jul-Sept 18 HO	Recent 'mix & mingle' with new House Officer proved popular with residents. BEO will hold Christmas 'mix & mingle' with all House Officers.	For comment only	✓
237	Jul-Sept 18 HO	Residents Survey.	Update about survey results sent out on email broadcast. Communications Officer providing individual responses to residents where requested.	
236	Jul-Sept 18 HO	SLA Booklet now being reviewed on Basecamp. (following review of HIP booklet)	For comment only. A "track changes" document will be provided on Basecamp for ease.	
235	Apr-June 18 HO	Website information has been updated & is being updated more regularly.	Due to this we are able to confidently direct residents to the website where appropriate. (This includes committee reports, Major Works updates).	✓
234	Apr-June 18 HO	GDPR - reduced outreach via the Bulletin. Comments received from residents about the explanations sent out with the service charges not being sufficient.	Following changes to the Data Protection regulations, the amount of residents we reach on the bulletin had reduced, however this has since increased to almost 1,200. We are placing regular reminders to sign up in the lifts and on noticeboards & are reviewing other ways to increase the "sign up".	✓
222	July-Sept 17 HO		Revised explanations for service charge actual letters in August in conjunction with Leasehold Service Charge Working Party.	✓
221	Apr-June 17 HO	Review of Residents Information Pack & SLA booklet on hold due to other priorities & resourcing issues.	Draft SLA booklet being finalised by BEO & anticipated to be presented by our communications officer via basecamp (web based discussion forum) to the SLA WP in the Autumn.	✓

**APPENDIX 1
SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2018-19**

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

**APPENDIX 2
SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2018-19**

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
227 Jul - Sep 18	SLA	Breton bin store has a consistent problem with fly-tipping. Contractor is on site during October reviewing fire signage inside the blocks, (action point following the Fire Risk Assessments).	Fly-tipping is within resident area (you need a key to get there). To be discussed again at Breton AGM in Dec 18, with regard to CCTV deterrent. Signage already present.	
226 Jul -Sept 18	HO		For comment only.	✓
225 Jul-Sept 18	HO	Contractor on site completing checks from tower's Plumber's Duct Access regarding compartmentation (action point following the Fire Risk Assessments).	For comment only.	✓
224 Jul -Sept 18	HO	Block cleaning & podium cleaning, both have improved on last quarter. However window cleaning issues have increased and the car park cleaning fell short this quarter.	Window cleaning comments are reviewed at weekly contractor meetings. Car park cleaning KPI has dropped however since some changes to the car park cleaning team the results are expected to improve in the next quarter.	
223 Apr - Jun 18	HO	Car Park fire safety inspections. Bins in private gardens - comments received about possibility of locating them closer to the exit points. Also if the bins could have lids to prevent spillage and that they are emptied as part of the weekend cleaning duties.	Commenced this summer in the same way that the block fire escape/balcony inspections are carried out.	
216 Jan - Mar 18	AGM		This has now been actioned by the Cleaning Manager.	✓

**APPENDIX 3
SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2018-19**

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
212	Jul-Sept 18 HO and res	VFM TV and broadband service various comments received: Who does the City have a maintenance contract for the TV system with? Is it VFM or Community Vision? VFM are now stating, "its nothing to do with them." Community Vision are stating that there is no maintenance contract and therefore no target dates. Complaints about their upfront fee and wanting credit card details. What is the procedure? Issues with freewiew. How many calls for it to be a common problem rather than individual? Repairs taking 4 days to rectify when they're affecting more than one flat. Intermittent loss of signal since July 2018. Periodically better in August. Quite bad throughout September. Loss of signal intermittently across the estate throughout October.	Protocol & response times for residents presented via our bulletin in May & will be repeated during the year. Ongoing TV service issues - BEO liaising with PS regarding a review & presentation of the KPIs. Concerns about level of contract monitoring. This statement is not correct. This statement is not correct.	
211	Jul-Sept 18 Res complaint	Can the signal fail due to high winds? That has been the explanation over the summer. Timeliness of updates to residents regarding repairs.	Licence Agreement meeting to be held with VFM in early 2019. Maintenance meeting to be held with VFM in November. Please see Property Services update for latest position. BEO and PS reviewing procedures for who updates resident and when, for the more difficulty/lengthy repairs.	
210	Jul-Sept 18 PS	Upgrade of lift lights to LEDs all completed by September 2018.	For comment only.	✓

**APPENDIX 3
SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2018-19**

202	Jan - Mar 18	HO/PS	<p>Repairs & Maintenance (R&M) contract (anticipated contract start date April 2019).</p> <p>2 resident volunteers assisted the BEO with the tender on the "quality" side. Their comments and opinions were extremely valuable. Report to December committee.</p> <p>Review of repairs response times with SLA Working Party (see separate document) and RCC - will await RCC comments.</p> <p>✓</p>
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**APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2018-19**

<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
157 Jul - Sept 18	HO	Despite Incentivising redecoration satisfaction survey, the response rate is still incredibly low and very hard to gauge any true satisfaction from it. Most recently: Thomas More 10 out 165 and Mountjoy 7 out of 64 responded. Frobisher Crescent heating and hot water "health checks" of internal system in individual properties being carried out September and October. The Postern external redecoration has commenced.	For comment only	✓
156 Jul - Sept 18	HO		For comment only	✓
155 Jul - Sept 18	HO		For comment only	✓
153 Jul - Sept 18	HO	External redecoration work - feedback from residents about fire doors from flats being painted shut following external redecoration programmes. Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme related to fire safety.	Policy on external redecoration on fire doors from Tower flats (and Buryan and Ben Jonson north side) - being reviewed by PS. They will not be painted shut in the future and residents will be reminded at the time, of the importance of being able to open these doors.	✓
152 Jul-Sept 17	PS		Communicated to the House Group Chairs only.	

**APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2018-19**

<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
179	Jul-Sept 18	HO	4 new planters will be installed on Willoughby Highwalk in November. This will complete the planter replacement programme at that end of the Estate.	For comment only. ✓
177	Apr - Jun 18	SLA	New garden recycling still has some issues and needs further publicity (locations, where soil can go).	BEO will feed back to the Cleansing team. Trial being reviewed in the Autumn.
176	Apr - Jun 18	BEO	Issues with watering across the estate due to the severe weather conditions.	Sprinkler systems & watering ongoing but has been an exceptionally dry this summer. ✓
173	Jul-Sept 18	AGM	Sculpture Court planters - they are in need of repair/replacement and planting issues need to be addressed - residents comments from AGM.	Reviewed at the Frobisher Crescent Liaison Group Meeting in October - further discussions to take place with the Barbican Arts Centre.

Appendix 6. Barbican KPIs 2018-19

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18	JULY-SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	JUL - SEPT 2018	PROGRESS AGAINST TARGET	SUMMARY
Customer Care									
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%	100%	100%	100%	100%	100%	😊	
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%	😊	
To resolve written formal complaints satisfactorily within 14 days	100%	100%	100%	100%	100%	100%	100%	😊	
Repairs & Maintenance									
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%	99%	99%	99%	98%	98%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%	99%	99%	98%	98%	98%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%	99%	96%	99%	98%	97%	😊	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%	98%	99%	99%	99%	97%	😊	
Availability % of Barbican lifts	Tower lifts 99%	Tower lifts 99%	Tower Lifts 92.77%	Tower Lifts 99.57%	Tower lifts 99.88%	99.80%	99.34%	😊	
	Terrace lifts 99%	Terrace lifts 98.9%	Terrace Lifts 98.24%	Terrace Lifts 98.86%	Terrace lifts 99.10%	98.85%	99.27%	😊	

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18	JULY-SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	JUL - SEPT 2018	PROGRESS AGAINST TARGET	SUMMARY
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	96%	82%	77%	73%	88%	87%	☹️	Resources in the team still limited as one officer still undergoing training.
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 100% Partial 98.5%	N/A	Total 100% Partial %100	Total 100% Partial 96.84%	N/A	N/A	☺️	
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%	0%	0%	0%	0%	0%	☺️	
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	100%	100%	96%	97%	100%	100%	☺️	
Estate Management									
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard (& outstanding)	90%	94%	86%	89%	83%	92%	98%	☺️	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	92%	90%	81%	81%	74%	70%	☹️	11 out of 37 inspections fell below good or outstanding.
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	84%	96%	57%	65%	83%	95%	☺️	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	89%	95%	83%	83%	76%	68%	☹️	10 out of 31 inspections fell below good or outstanding.
Open Spaces									

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18	JULY-SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	JUL - SEPT 2018	PROGRESS AGAINST TARGET	SUMMARY
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	80%	100%	n/a	100%	100%	N/A	100%	☺	
Major Works									
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	95%	n/a	Willoughby 100% Brandon Mews 75%	N/A	N/A	86% MJ 78% TMH	☹	see Major Works SLA.
Short Term Holiday Lets									
Possible STHL reported to BEO because of noise or nuisance	NA	NA	0	0	0	0	0		
STHL reported to BEO after being found on a website and being investigated	NA	NA	1	1	1	1	3		
STHL at Stage 1	NA	NA	1	0	1	1	2		
STHL at Stage 2	NA	NA	0	0	0	0	0		
Lease Enforcement cases									
Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)	NA	NA	NA	NA	NA	7	0		No new cases.
Number of cases outstanding.	NA	NA	NA	NA	NA	NA	2		

Committee(s) Residents' Consultation Committee Barbican Residential Committee	Date(s): 26112018 10122018
Subject: Progress of Sales & Lettings	Public
Report of: Director of Community and Children's Services	For Information
Report author: Anne Mason	

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. No surrenders received for this period.

RIGHT TO BUY SALES

3.

	17 October 2018	26 July 2018
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
NET PRICE	£65,007,843.75	£65,007,843.75

OPEN MARKET SALES

4.

	17 October 2018	26 July 2018
Sales Completed	856	855
Market Value	£154,804,271.97	£153,904,271.97

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

APPROVED SALES

8. No new sales have been approved

COMPLETED SALES

9. Since the last report one sale has completed. The sale of 34 Speed House on 7 September.

SALES PER BLOCK

10.

BLOCK	TOTAL NO. OF FLATS	TOTAL NO. SOLD	NET PRICE £	% NO. OF FLATS SOLD
ANDREWES HOUSE	192	184	16,648,760.00	95.83
BEN JONSON HOUSE	204	196	14,877,454.83	96.08
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	108	8,041,712.50	97.30
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	67	5,384,280.00	97.10
DEFOE HOUSE	178	173	17,414,782.50	97.19
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,499,630.00	66.67
SEDDON HOUSE	76	75	8,445,677.50	98.68
SPEED HOUSE	114	108	12,468,148.50	94.74
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	146	14,337,670.50	98.65
TERRACE BLOCK TOTAL	1645 (1645)	1595 (1594)	139,991,073.33 (139,091,073.33)	96.96 (96.90)
CROMWELL TOWER	112	102	25,305,801.00	91.07
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	110	27,300,415.76	94.83
TOWER BLOCK TOTAL	345 (345)	326 (326)	77,159,996.39 (77,159,996.39)	94.49 (94.49)
ESTATE TOTAL	1990 (1990)	1921 (1920)	217,151,069.72 (216,251,069.72)	96.53 (96.48)

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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Committee(s) Residents' Consultation Committee Barbican Residential Committee	Date(s): 26112018 10122018
Subject: Barbican Arrears	Public
Report of: Director of Community and Children's Services	For Information
Report author: Anne Mason	

Summary

This report, which is for information is to advise members of the current arrears in respect of tenants and leaseholders on the Barbican Estate.

Recommendation

Members are asked to note the report.

Main Report

Background

1. Leaseholders and tenants are billed quarterly in June, September, December and March. The charges raised include charges for car parking and baggage stores.
2. A further analysis of arrears cases is contained in Appendix 1 (Non-public).

Current Position

3. Leaseholders and freeholders

	No of free/ leaseholders			
Charges raised for period	£9,899,350	2002		
Target level of net arrears	1%			
Actual level of net arrears	0.17%			
<i>Age Analysis of Debt:</i>	Sept 18	June 18		
Value of debts				
3 - 6 months	£ 23,701.54	43	£ 21,423.96	48
6 – 12 months	£ 15,782.24	16	£ 24,769.03	21
12 - 24 months	£ 14,286.87	9	£ 14,799.35	10
Over 24 months	£ 21,724.98	9	£ 20,062.04	8
Total arrears outstanding	£ 75,495.63		£ 81,054.38	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 15,735.16	6	£ 18,643.15	7
Amounts referred to Comptroller for recovery action	£ 41,773.92	8	£ 40,463.36	8
Net debt outstanding	£ 17,986.55		£ 21,947.87	

There are a total of 57 leaseholders in arrears.

Of the amounts owing for over 12 months (£36,011.85) £29,555.43 is included in the amounts referred to C&CS, £287.57 is in dispute, £5,755.50 is subject to arrangements. The remaining £413.35 relates to 7 cases.

The net debt balance comprises 42 accounts. I anticipate being able to recover the remainder without the necessity for legal action.

4. Tenants

		No of tenants			
Charges raised for period	£1,669,936	71			
Target level of net arrears 1%					
Actual level of net arrears 0.43%					
	Sept 18		June 18		
<i>Age Analysis of Debt:</i>					
Value of debts					
3 - 6 months	£ 13,632.13	5	£ 15,960.29	5	
6 - 12 months	£ 14,453.25	2	£ 0.00	0	
12 - 24 months	£ 0.00	0	£ 0.00	0	
debts over 24 months	£ 0.00	0	£ 0.00	0	
Total arrears outstanding	£ 28,085.38		£ 15,960.29		
<i>Action taken:</i>					
Amounts subject to arrangement	£ 1,148.11	2	£ 1,506.54	1	
Amounts referred to Comptroller for recovery action	£ 0.00	0	£ 0.00	0	
Net debt outstanding	£ 26,937.27	0	£ 14,453.75		

There are a total of 5 tenants in arrears.

5. Former tenants' arrears

		No of former tenants			
Charges raised for period to	N/A	1			
Target: as flats are surrendered infrequently the target is that action on arrears must be dealt with within 3 months					
	Sept 18		June 18		
<i>Age Analysis of Debt:</i>					
Value of debts 3 - 6 months	£ 0.00	0	£ 0.00	0	
Value of debts 6 - 12 months	£ 0.00	0	£ 0.00	0	
debts between 12 - 24 months	£ 0.00	0	£ 0.00	0	
debts over 24 months	£12,697.75	1	£12,697.75	1	
Total arrears outstanding	£12,697.75		£12,697.75		

Action taken:

Amounts subject to arrangement	£	0.00	£	0.00
Amounts referred to Comptroller for recovery action/in dispute		£12,697.75		£12,697.75
Awaiting write off	£	0.00	£	0.00
Net debt outstanding	£	0.00	£	0.00

There is 1 case in total.

This case is currently being dealt with by the Comptroller and City Solicitor.

Appendices

- Appendix 1 – Arrears Update (Non-Public)

Anne Mason

Revenues Manager DCCS

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Committee: Barbican Residential Committee	Date: 10 December 2018
Subject: Barbican Commercial Arrears	Public
Report of: Director of Community and Children's Services	For Information
Report author: Rebecca Bello, Department of Community and Children's Services	

Summary

This report, which is presented annually, is for information and to advise members of the current arrears in respect of commercial property tenants on the Barbican Estate and the action being taken with these arrears.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. Commercial tenants are billed quarterly in June, September, December and March.
2. A further analysis of arrears is contained in Appendix 1 which is Non-Public.

Current Position

3. Debt

		Number of commercial tenants
Charges raised for period	£1,870,721	24

Target level of gross arrears: 2%

This is the target set previously when reporting commercial arrears.

Actual level of gross arrears: 1.2%

Age Analysis of Debt:

Value of debts

3-6 months	£ 19,693.99	3
6-12 months	£ 0	
12-24 months	£ 2,104.07	1
Over 24 months	£ 0	
Total	£ 21,798.06	

Action taken

Amounts referred to Comptroller for recovery action	£ 6,118.66	1
Amounts in dispute	£ 0	
Amounts to be written off	£ 0	
Net debt outstanding	£ 15,679.40	

There are a total of four commercial tenants in arrears.

Of the amount owing for over 12 months (£2,104.07) a payment plan is in place with the tenant to clear the arrears of which they have already paid a substantial amount. For the debts of 3-6 months £11,806.00 of total amount of £19,693.99 are owed by another City of London Department.

Appendices

- Non-Public Appendix 1 – Commercial Arrears

Name

Rebecca Bello, House Officer. Department of Community and Children's Services.

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Committee:	Date(s):
Residents' Consultation Committee	03 December 2018
Barbican Residential Committee	10 December 2018
Subject: Update Report	
Report of: Director of Community and Children's Services	Public
Report author: Michael Bennett	For information
<p>Summary</p> <p>Barbican Estate Office</p> <ol style="list-style-type: none"> 1. Blake Tower (formally the YMCA) Service Charge related issues 2. Agenda Plan <p>Property Services – see appendix 1</p> <ol style="list-style-type: none"> 3. Redecorations 4. Public lift availability 5. Concrete Repairs 6. Vision Fibre Media (VFM) Contract for TV and Broadband Services 7. Repairs and Maintenance Update 8. Electric Vehicle Charging 9. What's gone well <p>Recommendation: that the contents of this report be noted</p>	

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in September 2018. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

1. Blake Tower (formally the YMCA) Service Charge related issues (no change from previous update).

Issue	Update
Will it be managed by the BEO as part of the Barbican Estate?	Yes.
If so, when from? Day 1 – or after a period?	After 2 years (from September 2019) .
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, ASSA keys could be retro-fitted as has been the case with Frobisher Crescent. The cost of fitting an ASSA lock at one or more of the entrances to Blake Tower would be a cost borne by the leaseholders of the Tower. Following handover to the BEO, the City will discuss options for this with the leaseholders.
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.

Agenda Plan

The table below includes a list of pending committee reports:

Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	4 March	18 March
Service Level Agreement Review	Michael Bennett		
Car Park Charging Policy	Michael Bennett		
Review of RTAs	Town Clerks		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Residential Rent Review (BRC Only)	Anne Mason		
Working Party Updates (deadline 18 February RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge Electric Vehicle Charging 	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report (deadline 18 February): <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues/Agenda Plan 2019 Property Services Update (Appendix 1) 	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	10 June	17 June
Service Level Agreement Review	Michael Bennett		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		

<p>Working Party Updates (deadline 28 May RCC Only)</p> <ul style="list-style-type: none"> • Gardens Advisory • Asset Maintenance • Background Underfloor Heating • Leaseholder Service Charge • Electric Vehicle Charging 	<p>Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett</p>		
<p>Update Report (deadline 28 May):</p> <ul style="list-style-type: none"> • Main update - Blake Tower service charge related issues/Agenda Plan 2019 • Property Services Update (Appendix 1) 	<p>Michael Bennett</p>		
<p>“You Said; We Did” Actions (Separate list for RCC & BRC)</p>	<p>Michael Bennett</p>	<p>2 Sept</p>	<p>16 Sept</p>
<p>Service Level Agreement Review</p>	<p>Michael Bennett</p>		
<p>2018/19 Revenue Outturn (Excluding the Residential Service Charge Account)</p>	<p>Anne Mason/Chamberlains</p>		
<p>2018/19 Revenue Outturn for the Dwellings Service Charge Account including Reconciliation between the closed accounts and the final service charge</p>	<p>Chamberlains</p>		
<p>Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only</p>	<p>Anne Mason</p>		
<p>Progress of Sales & Lettings</p>	<p>Anne Mason</p>		
<p>Arrears Report (BRC Only)</p>	<p>Anne Mason</p>		
<p>Working Party Updates (deadline 19 August RCC Only)</p> <ul style="list-style-type: none"> • Gardens Advisory • Asset Maintenance • Background Underfloor Heating • Leaseholder Service Charge • Electric Vehicle Charging 	<p>Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett</p>		
<p>Update Report (deadline 19 August):</p> <ul style="list-style-type: none"> • Main update - Blake Tower service charge related issues/Agenda Plan 2019 • Property Services Update (Appendix 1) 	<p>Michael Bennett</p>		
<p>“You Said; We Did” Actions (Separate list for RCC & BRC)</p>	<p>Michael Bennett</p>	<p>2 Dec</p>	<p>16 Dec</p>

Service Level Agreement Review	Michael Bennett		
Service Charge Expenditure & Income Account - Original Budget 2019/20 & Original Budget 2020/21	Chamberlains		
Revenue & Capital Budgets – Original Budget 2019/20 and Original 2020/21 - Excluding dwellings service charge income & expenditure	Chamberlains		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Commercial Arrears (BRC Only)	Helen Davinson		
Working Party Updates (deadline 18 November RCC Only) <ul style="list-style-type: none"> • Gardens Advisory • Asset Maintenance • Background Underfloor Heating • Leaseholder Service Charge • Electric Vehicle Charging 	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report (deadline 18 November): <ul style="list-style-type: none"> • Main update - Blake Tower service charge related issues/Agenda Plan 2020 • Property Services Update (Appendix 1) 	Michael Bennett		

Background Papers:

Minutes of Residents' Consultation Committee 10 September 2018.
Reports to the Barbican Residential Committee 17 September 2018.

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3 Redecorations

Works continue to progress on the 2018/19 programme

At the time of this report (1 November 2018)

- The Postern – Complete

Several blocks are programmed for internal redecorations in 2018/2019. These are currently on hold pending the results of the destructive testing on front doors and door surrounds. The programme for 2019/20 is currently being developed.

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

4 Public Lift Availability

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

Lift	From April 2017 to March 2018	From April 2018 to September 2018
Turret (Thomas More)	99.90%	99.92%
Gilbert House	99.99%	98.87%

5 Concrete Repairs

Concrete repairs commenced, as programmed, in June 2018. Since the last report, works to Seddon House, Lambert Jones, Defoe House, John Trundle Court, Thomas More and Defoe car parks are all complete and works to Bunyan car park are continuing.

Works are progressing well and are currently on programme

6 Vision Fibre Media (VFM) Contract for TV and /Broadband Services

Discussions have taken place with VFM concerning the television service. We have agreed an action plan for the next 6 months in order to improve the services provided.

This will be reviewed frequently. One of the changes, which has caused some concern from residents, is that credit/debit card details will not be taken when a resident reports a fault but will be told this could result in a recharge if it was their equipment. The BEO will determine the cause once the invoice is received and challenge if we believe it is a service issue.

7 Repairs and Maintenance Update

Following an OJEU compliant tender process we are now going through the City's governance process before the contract can be awarded. The contract is due to commence on 1st April 2019. It has an enhanced specification and KPI's compared to the existing contract. We also had 2 Barbican resident volunteers who reviewed the tender returns and provided feedback which was similar to the comments from the evaluation panel.

8 Electric Vehicle Charging

The LEN project has funded the installation of 22 charging units, providing charging capabilities to a total of 30 bays, across 5 carparks on the Barbican Estate, following decisions made by the EV Charging Points Working Party. These charging units went live in May 2018. The charging units are currently available for use by any resident with an EV/plug-in hybrid vehicle.

The LEN project additionally funded consultants to undertake a pilot study assessing resident's usage and user experience of charging points over a 6-month period (May-November 2018). This pilot study has just completed, with just under half of the available EV charging bays used in the trial. The findings are now being drawn together into a final report with recommendations for future-roll out. This will be fed back to the Working Party and presented to Committee.

Due to unforeseen issues regarding the electrical supply, the installation of the EV charging units, and by extension the timeline of the trial, was delayed by some months from those originally stated in the Update reports. With the pilot now just ended, the Consultant's final report and recommendations are due to be completed by end of December this year. The draft report will be shared with the Electric Vehicle Charging Point Working Party for comments before the final report is presented to RCC and BRC committees.

Throughout the trial the cost of the electricity drawn down by the charging points, and any other overhead costs, have been met by the LEN funding. Despite the trial finishing mid-November, the LEN will continue to meet the costs until March 2019, at which point the LEN funding ceases. Post-March 2019, the Barbican Estate will need a management plan in place, including that of how to cover the electricity costs and the assignment of EV charging bays.

Due to the timing of the report, and the need to have a decision in place regarding the on-going use of the electric vehicle charging bays from March 2019, the Electric Vehicle Working Party have requested to present this report as a separate agenda item at the start of the RCC AGM on 28th January 2019, and hold a special BRC meeting in early February 2019, with the express purpose to make a decision on the future of the EV charging points management and costings. This request has been granted by both Chairs of the RCC and BRC.

9 What's Gone Well

Drainage – Following a review of the drainage system across the Barbican Podium areas and investigations into currently available products, the BEO now has drain clearing equipment capable of not only unblocking the drain but removing scale build up without the need for acid chemicals that only remove scale from a short section of pipework.

Early indications are that the incidents of blockages and ponding on the Podium have reduced drastically. A programme of cyclical clearing is currently being developed

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Committee: Barbican Residential Committee	Date: 10th December 2018
Subject: Decision taken under Urgency since the last meeting of the Committee	Public
Report of: Town Clerk	For Information
Report author: Julie Mayer, Town Clerk's Department	

Summary

This report advises Members of action taken, under Urgency, by the Town Clerk in consultation with the Chairman and Deputy Chairman, in accordance with Standing Order No. 41 in respect of :

Housing Governance

The Policy and Resources Committee was due to consider the outcome of its consultation with the relevant committees on housing governance at its meeting on 15th November 2018. The Barbican Residential Committee (BRC) was not due to meet again until 10th December 2018. The views of the inquorate meeting of the BRC (held on 17th September 2018) had to be approved formally, by the Town Clerk, in consultation with the Chairman and Deputy Chairman of the Barbican Residential Committee, in order for them to be presented to the Policy Committee.

RECOMMENDATION – that, the report be noted.

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