



Barbican Estate Residents Consultation Committee

Date: MONDAY, 10 SEPTEMBER 2018

Time: 6.30 pm

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

Members:

Christopher Makin - Chairman	Sandy Wilson - Shakespeare Tower
Graham Wallace - Deputy Chairman	Prof. Michael Swash - Willoughby House
Jim Davies - Deputy Chairman	
Gordon Griffiths - Bunyan Court	David Lawrence - Lauderdale Tower
Jane Smith - Barbican Association	Mark Bostock - Frobisher Crescent
John Taysum - Bryer Court	Heather Hawker - Speed House
Janet Wells - John Trundle House	Vivian Fowle - Gilbert House
Averil Baldwin - Thomas More House	James Wilson Undy - Gilbert House
John Tomlinson - Cromwell Tower	Adam Hogg - Andrewes House
Mary Bonar - Wallside	Jane Samsworth - Defoe House
Fred Rodgers - Breton House	Fiona Lean - Ben Jonson House
David Andrew Graves - Seddon House	

Enquiries: Julie.Mayer@cityoflondon.gov.uk
020 7 332 1410

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

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

3. **MINUTES**

To agree:

1. The minutes of the Barbican Residents' Consultation Committee (RCC) held on 21 May 2018
2. The minutes of the RCC's EGM on 25 June 2018.

For Decision
(Pages 1 - 12)

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

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

For Information
(Pages 13 - 14)

5. **SLA REVIEW**

Report of the Director of Community and Children's Services

For Information
(Pages 15 - 32)

6. **PROGRESS OF SALES AND LETTINGS**

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

For Information
(Pages 33 - 36)

7. **WORKING PARTY UPDATES**

Report of the Leaseholder Service Charges Working Party.

For Information
(Pages 37 - 38)

8. **FIRE SAFETY UPDATE**

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

For Information

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

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

For Information
(Pages 39 - 44)

10. **2017/18 REVENUE OUTTURN FOR THE DWELLINGS SERVICE CHARGE ACCOUNT INCLUDING RECONCILIATION BETWEEN THE CLOSED ACCOUNTS AND THE FINAL SERVICE CHARGE**

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

For Decision
(Pages 45 - 50)

11. **RELATIONSHIP OF THE BARBICAN RESIDENTIAL COMMITTEE OUTTURN REPORT TO SERVICE CHARGE SCHEDULES**

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

For Decision
(Pages 51 - 76)

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

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

For Information
(Pages 77 - 80)

13. **RESIDENTS SURVEY**

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

For Decision
(Pages 81 - 100)

14. **UPDATE REPORT**

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

For Information
(Pages 101 - 110)

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

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

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 21 May 2018

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

Present

Members:

Christopher Makin (Chairman)
Jim Davies (Deputy Chairman)
Graham Wallace (Deputy Chairman)
Gordon Griffiths - Bunyan Court
Fiona Lean - Ben Jonson House
Jane Smith - Barbican Association
John Taysum - Bryer Court
John Tomlinson - Cromwell Tower
David Graves - Seddon House
Adam Hock - Andrewes House
Sandy Wilson - Shakespeare Tower
Prof. M Swash - Willoughby House
David Lawrence - Lauderdale Tower
Mark Bostock - Frobisher Crescent
James Undy – Gilbert House
Julia Braybrook – Speed House

Officers:

Paul Murtagh	- Assistant Director, Barbican and Property Services
Mark Jarvis	- Chamberlains – Head of Citizen Services
Michael Bradley	- City Surveyors
Helen Davinson	- Community and Children's Services
Michael Bennett	- Community and Children's Services
Anne Mason	- Community and Children's Services
Mike Saunders	- Community and Children's Services
Barry Ashton	- Community and Children's Services

In attendance:

James Ball – Brandon Mews
Mary Durcan – Barbican Residential Committee
Ann Holmes – Barbican Residential Committee
Susan Pearson – Barbican Residential Committee
Ted Reilly – Chairman of Shakespeare Tower House Group (for agenda item 8)

1. APOLOGIES

Apologies were received from Janet Wells - John Trundle House (represented by Barbara Robertson); Averil Baldwin (Thomas More House); Fred Rodgers -

Breton House (represented by Randall Anderson); Heather Hawker – Speed House (represented by Julia Braybrook) and David Kirby – represented by Brian Leonard.

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

The Town Clerk explained that this is a standing item on all City of London Corporation agendas. However, as the RCC is not a decision-making body, there is no requirement for Members to declare interests, but this would apply to Members of the Barbican Residential Committee (BRC). Members noted that the Standards Committee on 18 May had considered applications for dispensations, to speak and/or vote, in respect of the meeting of the BRC on 4th June. The decisions taken in respect of these applications would be published on the Standards Committee's website within 7 working days of the meeting. Members also noted that Member/Officer Working Parties; i.e. the Car Park Charges Working, are set up for specific tasks, to make recommendations but not to take decisions.

3. **MINUTES**

The minutes of the Residents' Consultation Committee (RCC) held on 5th March 2018 were approved.

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

Members received the Committee's '*You Said; We Did*' outstanding actions list.

5. **PROGRESS OF SALES AND LETTINGS**

Members received a report of the Director of Community and Children's Services, setting out the sales and lettings approved by officers, under delegated authority, since the last meeting of the Committee.

RESOLVED, that – the report be noted.

6. **SLA REVIEW**

Members received a report of the Director of Community and Children's Services which provided an update on the review of the estate-wide implementation of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) for the quarter January – March 2018.

In response to questions, the following points were noted:

- There had been one complaint, from Cromwell Tower, in respect of the Beech Street Tunnel event. Officers advised that this was a security matter and had been dealt with on the day. Officers advised that only Barbican Estate complaints were captured in this report.
- Frobisher Crescent were not satisfied with the ambulance arrangements and several options were being explored with the Estate Office who will liaise with the emergency services.

- There had been some dissatisfaction with the VFM/Community Vision contract in respect of the Freeview signal, as some residents had been asked for credit card details when they reported a fault. The Chairman of the original TV Upgrade Working Party was in attendance and explained that credit card details were taken in the event of the fault being a user issue and not the responsibility of VFM. Officers advised that, since OFCOM had changed the frequencies, there had been some issues with reduced signal strength and uncertainty as to whether whole blocks were affected. Officers agreed to investigate and would provide feedback.
- In respect of the short term let investigation, officers advised that, whenever possible, they checked the relevant web sites but as they did not provide addresses they could be difficult to identify.

RESOLVED, that the report be noted.

7. REPAIRS AND MAINTENANCE TO ROOFS AND BALCONIES

The Assistant Director, Barbican and Property Services, was heard in respect of the repairs and maintenance to roofs and balconies. Members noted that Mountjoy House had been particularly complex, due to its concrete screed which discharged water. The Assistant Director thanked the residents for their patience during the extensive works and advised that the main works were concluding, and scaffolding was being removed. Furthermore, there would be no charge to Mountjoy House Leaseholders. Members noted that Langley's had provided an update report, with more detail on the different kinds of roofs, and this would be circulated to Members.

The Assistant Director also advised that 10 roofs on the Estate were covered by Langley's warranty and a meeting had been arranged to schedule a programme of minor works over the summer; noting that no scaffolding would be required. The Assistant Director agreed to investigate why Brandon Mews had not been included.

8. CAR PARK CHARGING POLICY

Members received a report of the Director of Community and Children's Services, in respect of the charging policy for car parking and stores, which captured the work of the Car Park Charging Working Party, and would be presented to the Barbican Residential Committee, for decision, on 4th June 2018. Members had been given the opportunity to put questions and provide comments ahead of this meeting; these had been circulated to Members and printed copies were available.

Members noted that the City Solicitor was not able to represent the interests of Barbican Residents, as he was employed by the City of London Corporation. However, the City Solicitor would respond to the legal challenges in some of the questions, before the report was presented to the Barbican Residential Committee, and the responses would also be circulated with the minutes of this meeting.

The Chairman set out the process for taking this item forward; i.e. by taking the questions submitted in advance and then asking the House Groups to present their statements/alternative proposals.

- a. In response to a question about residents in Heron Tower. Members noted that the bays had been purchased and a service charge is payable at the same rate as for Barbican long licence holders
- b. In response to questions submitted by Gilbert House, officers advised that the proposed rental of £40 per sq. ft for the stores is well below that of the majority of the rental comparables provided by Gerald Eve and Farebrother. And in arriving at the proposed rent the Working Party had taken into account the anticipated demand for stores from residents. As regards the relevance of car park charges in West London, officers explained that the Valuers had been shown the Barbican car parks and given background information. The Valuers had then looked across London for comparables but officers had not steered them to any particular area. The proposed rentals were discounted considerably, when compared to West End properties, and this was captured in the Valuers' opinion.
- c. Members noted that Golden Lane had a different arrangement, with some garages and open parking but no security. The Deputy Chairman of the BRC, also a Golden Lane resident, was in attendance and advised that the Golden Lane garages were dark and dingy, and the rental costs are higher than the Barbican Estate, but open-air parking was less. Officers advised that the condition of the Barbican spaces had been represented in the valuation.
- d. In respect of mitigating the impact of the increased charges, Members were reminded of the BRC's decision 2 years ago in that, if increases were significant, they would be phased in over 3 years.
- e. The Estate Officers, Planning Officers and City of London Police had attended the site visits, covering the proposed new storage facilities, and the planning application had included comments from the Police. These comments were taken into account in the subsequent planning conditions to the application and in the Management Plan, should the non-residents letting policy be approved by BRC. Members were reminded that a number of non-residents were currently visiting the site making use of the temporary car parking service; i.e. visiting contractors, friends and relatives and noted that there would be no commercial lettings, just to residents within walking distance.
- f. Officers advised that most new residential developments sold, rather than leased, their car spaces to residents, as had been the case with the Heron development. It was unusual for developers to rent car spaces in their developments. Members noted that the storage licence includes conditions regarding what items cannot be stored.

- g. Generally, Members accepted that the car parks were in deficit and, therefore, it was reasonable for the City to cover its costs, but there was a perception that this proposal sought to make a profit. There were further concerns about hardship which might be experienced by residents, with cars and on fixed incomes, who might be forced to give up their cars and that a fair and reasonable rental should be charged. The view expressed in the report about declining car park use was challenged, as was the valuation of Barbican properties. Members also suggested that the allocation of cost of the Car Park Attendants/Concierges needed more work and the storage charges had been compared with market leaders, which was unrealistic. Residents stressed that they greatly valued the Concierge service.
- h. In responding to the above questions, the Assistant Director reminded Members that the Car Parks are a City asset, which run at a loss, not connected to Barbican leases, and the City Corporation therefore reserved the right to use these assets to achieve best value. Furthermore, the report had opted for the lower recommended valuations.
- i. Members accepted that this was a City Asset but felt that this report represented a major change in Policy; the scale of which should only be sought in response to an emergency. Members felt that the changes proposed should also be phased in over a longer time than 3 years and the consultation had been inadequate, particularly considering the further work required on car park attendant costs. However, Members accepted that the car parks should not continue to run at a loss and they were willing to engage in a full consultation.
- j. The House Groups which had submitted comments and alternative proposals were then invited to sum up. The Defoe House representative confirmed that they had not submitted comments or a proposal, but their views echoed those submitted.
- k. Officers confirmed that provision for motorcycles would continue.

Lauderdale Tower Paper (Appendix 1)

The proposals were unreasonable as some areas of the car park were in poor condition. The storage facilities in the Barbican were not secure and therefore the market comparison provided were irrelevant. The legal grounds to the decision were challenged and there was concern that Concierges were not being recharged correctly. The poor condition and underuse of the car park were accepted, and some residents endorsed the baggage store proposals. However, they were concerned that the proposal was effectively a local tax on the residents. Officers advised that storage for non-Barbican residents would be in the car parks and not in the basement area within Lauderdale Tower.

Ben Jonson House comments

There was some misunderstanding of the car park as a City asset and residents felt it could have been prefaced better. They would also like the forthcoming legal advice to include a definition of Best Value; in the context of the local social and economic environment. Residents/Members felt that this report contradicted the BRC's decision from December 2016; i.e. that the City Corporation should achieve a fair (not maximum) return on assets.

The Assistant Director reminded Members that this report presented the outcome of the work of the Working Party and a market valuation did represent a fair return. And that it should be noted that the proposals are at the lower end of the Valuers' opinions. Members suggested that, before a decision was taken by the BRC, the spreadsheets should be reproduced to show a scenario whereby the City's costs were covered, without making a profit, and without an assumption of elasticity of demand.

In closing the debate, the Chairman asked for a show of hands to indicate which House Groups supported this report. Members felt strongly that they needed the City Solicitor's view before they could support it:

For the paper 0
Abstentions - 2
No - 16

The Chairman then asked for a show of hands in support of Lauderdale Tower's alternative proposal; i.e. to fix the shortfall and generate a fair return and address the Estate Concierge charges to the current/relevant cost centres:

For the proposal -13
Abstentions - 4

In concluding, the Committee recommended that, in light of the above comments and above vote, the Working Party should reconsider the alternative proposal presented by Lauderdale Tower and that this approach be recommended to the Barbican Residential Committee.

9. FIRE SAFETY UPDATE

Members received a report of the Director of Community and Children's Services in respect of the Fire Safety Review which would be presented, for decision, to the Barbican Residential Committee on 4 June 2018. Members noted that the report was incomplete, following the in-principle decision of the Community and Children's Services to retro-fit sprinklers, but the Assistant Director felt it was still worthy of presenting to the RCC to provide an update.

Members raised concerns that the Barbican Residential Committee was being asked to decide on the retro-fitting of sprinklers ahead of the results of the fire door testing.

During the discussion on this item, the following points were noted:

- a. Due to high levels of demand, the fire door testing had been delayed. Members noted that Building Control Regulations specified 30 minutes fire protection.
- b. The fire risk assessments were completed at the end of April and the action plans were being finalised. The risk assessments would be published, following their consideration by the Community and Children's Services Committee in July.
- c. Lauderdale Tower had raised some concerns in that retro-fitting of sprinklers would be particularly disruptive (**Appendix 2**) and this solution was inconclusive; an opinion shared by the Assistant Director. However, the Community and Children's Services Committee had felt that they could not defend a decision which would not include retro fitting of sprinklers. Members noted that Counsel's opinion would be sought as to who should be charged for the retro- fitting. Cromwell Tower House Group endorsed Lauderdale's opinion and there was a consensus that the RCC would seek full consultation and a ballot of residents before any works commenced.
- d. There was a further suggestion that the construction of the Barbican Estate was unlikely to cause the 'chimney effect' which had occurred with Grenfell Tower, but residents suggested that alterations to the cupboards near front doors, service ducts and lockers should be fully investigated.
- e. In view of the above comments, Members suggested that the report should facilitate a useful and informative discussion and that any recommendations or decisions be deferred until officers are ready to recommend a complete fire safety strategy for the Barbican Estate. The RCC also requested that house groups be given adequate time to respond to the proposed strategy before any decisions were taken.

RESOLVED, that – the report be noted.

10. **UPDATE REPORT**

Members received the update report of the Director of Community and Children's Services. Members noted that Savills had been re-commissioned to carry out an asset condition survey of all common parts of the Estate.

RESOLVED, that – the report be noted.

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

There were no questions.

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

The Chairman of the Shakespeare Tower House Group was heard in respect of the Lease Enforcement Policy (**Appendix 3**). The House Group had concerns about the new Lease Enforcement Policy and, given the likelihood of only half of the flats on the Barbican being carpeted, this left some residents vulnerable to vexatious complainers.

Members were reminded that, following extensive consultation, the RCC had a very full debate, with the majority of House Groups voting for one of the enforcement options and only a minority did not vote. The Assistant Director also reminded Members of an unsuccessful complaint to the Ombudsman, who would not intervene in this matter and ruled that setting a Policy was within the gift of the Barbican Residential Committee. Whilst the views of Shakespeare Tower House Group would be included in the minutes of this meeting, which are presented to the Barbican Residential Committee, the Assistant Director strongly recommended against returning to a position of arbitrary decisions.

The Town Clerk had received a couple of suggestions for the EGM on 25th June 2018 at 6.30pm at Guildhall and further suggestions were welcomed.

13. **DATE OF NEXT MEETING**

EGM – 25 June 2018 at 6.30pm – Guildhall

Next regular meeting – 3 September 2018 at 6.30pm - Guildhall

The meeting ended at 8.30 pm

Chairman

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

**BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE
EXTRA GENERAL MEETING
Monday, 25 June 2018**

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

Present

Members:

Christopher Makin - Chairman	Adrian Bastow - Defoe House
Jim Davies - Mountjoy House (Deputy Chairman)	Prof Michael Swash - Willoughby House
Graham Wallace - (Deputy Chairman)	David Lawrence - Lauderdale Tower
Fiona Lean- Ben Jonson House	Mark Bostock - Frobisher Crescent
Jane Smith - Barbican Association	Julia Braebook - Speed House
Janet Wells - John Trundle House	James Wilson Undy - Gilbert House
John Tomlinson - Cromwell Tower	Natalie Robinson - Andrewes House
Fred Rodgers - Breton House	

In attendance:

Mary Durcan – BRC Member and Ward Member for Cripplegate

Officers:

Julie Mayer - Town Clerk's

1. APOLOGIES

Apologies were received from Gordon Griffiths (Bunyan Court), Sandy Wilson (Shakespeare Tower), John Taysum (Bryer Court) and Averil Baldwin (Thomas More House).

Members welcomed the following new Members:

- Helen Hulson – Ben Jonson House, and said farewell and thanks to Fiona Lean, who was attending her last meeting.
- Adam Hogg – Andrewes House (represented by Natalie Robinson for this meeting)
- Jane Samsworth – Defoe House (represented by Adrian Bastow for this meeting) and thanks and farewell to David Kirkby
- Heather Hawker – Speed House (represented by Julia Braebook for this meeting)

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

There were no declarations.

3. MINUTES

The minutes of the Annual General Meeting held on 29 January 2018 were approved.

4. **REVIEW OF THE RCC'S TERMS OF REFERENCE**

Members considered the RCC's Terms and reference and, whilst there was a general consensus that they remained fit for purpose, it was also accepted that there was potential for further discussion about the role of the Committee in a wider context.

During the discussion, the following comments were noted:

- Whilst agreeing that the RCC was the 'main formal channel of communication', it was recognised that there were others that were effective and relevant.
- It was suggested that, sometimes, the RCC did not fully utilise its power to take resolutions to the BRC. However, later in the meeting it was noted that the recent alternative proposal in respect of Car Park Charges, from Lauderdale House Group, had been well received by the BRC and captured in their final decision.
- It was suggested that the Working Party reports should also go to the BRC and it would be helpful if they were more visible, and formed a separate part of the RCC/BRC agenda pack rather than being in the Update Report. The Town Clerk reminded Members that all RCC reports (including the AGM and this EGM) were on the public web site, as were the public reports and minutes of the BRC meetings.
- There was a challenge as to whether the Terms of Reference could also represent short term and sub tenants but it was noted that widening them to include these groups would involve extensive consultation. It was also noted that the Barbican Association and the House Groups represent short term and sub tenants but consultation on expenditure should be confined to the long leaseholders. Furthermore, a short term or sub tenant could effectively represent long lessees at House Group meetings.
- Members were also reminded that most of the Barbican House Groups have RTA status, which gives them enhanced rights in leaseholder matters.
- There was some discussion about the estate boundaries: i.e. the administrative boundary; is owned and managed by the City of London Corporation; the Listed Boundary of the Estate, the Registered Park and Garden Boundary and the Barbican Wildlife Garden. Members agreed that it would be helpful to have a map of the administrative area of the Estate.

5. **IMPROVING COMMUNICATION**

The Chairman referred to the BRC Minutes, which were available on the web site and the Town Clerk agreed to send an email notification to RCC Members once they had been published.

The Chairman had recently written an article for the quarterly BA Magazine, which had been well received.

Going forward, the Chairman suggested and Members agreed, to hold an annual all-Barbican Residents meeting, at Guildhall or at the conference facility at Frobisher Crescent, possibly in the Autumn. The Chairman of the Barbican Association advised that their annual meeting provided refreshments and the Town Clerk was asked to check if there was a budget for this.

6. SERVICE CHARGES

The Committee received a presentation from David Lawrence of the Service Charges Working Party (slides appended to these minutes) which provided a 7-year history of service charges and breakdown of staff costs.

During the discussion, the following points were noted:

Members thanked David Lawrence and the Working Party for the improved service charge letter.

It was noted that service charges had increased over time with repairs and maintenance charges having increased most.

The RCC would appreciate more consultation at an earlier stage in the budget process, and a better understanding on the rationale and consequences behind decisions. Members felt that even small suggestions/compromises could have an impact and Mr Lawrence agreed to take this request back to the Working Party. Members noted that the Revenue Outturn reports were due to be presented to the RCC/BRC in September.

There was an expectation that efficiency savings would ultimately reduce the service charge. Notwithstanding this, Members were mindful of the shared responsibility of the RCC, and the boundaries of the Working Parties, and were mindful of exposing individuals. Mr Lawrence did not want to discuss detail at this meeting but happy to take back suggestions in respect of efficiencies.

Some Members found the City Corporation Budget reports confusing and would welcome a change to the format; i.e. to showing how the position had changed on previous years. The Town Clerk reminded Members that the Chamberlain had delivered a presentation to all Members of RCC/BRC the on the budget reports in April this year, which had been well received.

Members noted that the Asset Maintenance and Stock Condition Surveys were likely to complete in June 2019, possibly sooner. This report would be very helpful in terms of future charges and issues such as the Garchey maintenance. Members noted that there had been a 56% response to the recent Garchey survey. At least 400 garchey units are still in place, and some residents wished to retain them.

The Working Party had met initially, without any BEO staff present, and since then it had been working well with a BEO Chairman. Members noted that either the RCC Chairman or one of the two Deputy Chairmen served on the majority of Working Parties and, if an officer chaired them, they had responsibility for that area of work. The Working Party meetings were clerked by the Estate Office and the RCC's AGM approved all their Terms of Reference

7. A MORE STRATEGIC ROLE FOR THE RCC

Members briefly discussed the recent car park charges decision and the Girls School proposals and it was accepted that there had, at times, been some inappropriate language directed at officers and confrontational behaviours in public. The Chairman was keen to promote positive relationships with the Estate Office and to work as a strategic partnership and asked Members to refrain from generalisations that could taint good behaviour in meetings.

It was suggested that the House Groups and Working Parties could act as 'sounding boards' for the RCC and possibly have earlier conversations with the Estate Office and the City Corporation. Some House Groups would welcome the opportunity to convene special meetings, should a relevant SLA issue arise; for example.

There was concern that some residents, who are not active in the House Groups, might not understand how best to raise a complaint and it was suggested that the structure could be clearer. Members noted that the formal channel was the RCC but a matter should be raised with their House Officer and House Group in the first instance. The RCC also reserved the right to take a resolution to the BRC, as had happened with Lauderdale House's Car Park Charges proposal. Should the matter still not be resolved satisfactorily, then it could be escalated to a Ward Member. The Common Councilmen Members present asked if such complaints could be sent to one Councilman only alone in the first instant, and not copied into various other parties as this could impede progress. It was suggested that lack of clarity in respect of the Girls School had led to some Common Councilmen being bombarded and this had been unhelpful. Finally there was a right of appeal to the Local Government Ombudsman if the matter remained unresolved.

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

There were no further questions.

9. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

Members noted the Children's Fortune Street Funday scheduled this Sunday, 1st July.

The meeting ended at 8pm

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

Actions from May 2018 Residents Consultation Committee (RCC) & other outstanding issues (*updates appear in italics*)

Issue		Source	Officer	Action Escalation
Emergency Points (including Ambulance Points) on the Barbican Estate		RCC May 2018	Barry Ashton	
<i>A review of the Emergency Points (including Ambulance Points) was carried out on the Barbican Estate and the protocol was communicated to residents in February. It was agreed that there would be a review in 6 months which is being carried out in August. The outcome of that review including comments received by Frobisher Crescent House Group are expected to be published in September.</i>				
	Contact: Michael Bennett, Head of Barbican Estates – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk			

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	03 September 2018 17 September 2018
Subject: Service Level Agreements Quarterly Review April – June 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 April – June 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 April – June 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 April – June.
3. House Officers, Resident Services Manager and the Head of Barbican Estates attended the recent SLA Working Party review meeting in July to review the SLAs and KPIs.
4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Robert Barker, Graham Wallace, Fiona Talbot, Fred Rogers, John Tomlinson, Christopher Makin), House Officers, surveys, House

Group meetings, RCC and resident general comments/complaints are incorporated into the April – June 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 December have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
8. All of the resolved issues to December 2017 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 July to September will take place in October and details of this review will be presented at the November/December committees.

Conclusion

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

Appendices

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

Background Papers

Quarterly reports to committee from 2005

Michael Bennett

Head of Barbican Estates

T: 020 7029 3923

E: Michael.bennett@cityoflondon.gov.uk

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APPENDIX 1

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

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
235	Apr-June 18	BEO	Website information has been updated & is in general 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	BEO	GDPR - reduced outreach via the Bulletin.	regulations, the amount of residents we reach on the bulletin has reduced to currently circa 1,000. We are placing regular reminders to sign up in the lifts and on noticeboards & are reviewing other ways to increase the "sign up".	
233	Apr-June 18	BEO	Residents Survey.	Residents survey has gone out and closed on 30/6/2018. Comments are currently being reviewed & a report is being presented to September committee.	
226	Oct-Dec 17	SLA	Group to consider using Basecamp for this Working Party.	To be considered. Mixed feedback from group. To review post RIP and SLA publications.	
222	July-Sept 17	HO	Comments received from residents about the explanations sent out with the service charges not being sufficient.	Trial for some blocks of revised explanations for service charge estimate letters in June in conjunction with Leasehold Service Charge Working Party.	
221	Apr-June 17	BEO	Review of Residents Information Pack & SLA booklet on hold due to other priorities & resourcing issues.	to be presented by our communications officer via basecamp (web based discussion forum) to the SLA WP in the Autumn.	
			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			BAC Barbican Centre	BOG Barbican Operational Group	
			Source of comments		
			HO House Officers	COM Complaint	

APPENDIX 1

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

			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
				AGM House Group Annual General Meeting	

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2018-19

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
223	Apr - Jun 18	BEO	Block cleaning & podium cleaning, both have improved on last quarter. However window cleaning issues have increased and the car park fell short this quarter	All window cleaning issues are recorded and reviewed at the weekly contractor meetings and any complaints are being monitored by the Cleaning Manager.	
222	Apr - Jun 18	BEO	Car Park fire safety inspections.	Commenced this summer in the same way that the block fire escape/balcony inspections are carried out.	
221	Apr - Jun 18	BEO	Fire escape/balcony inspections have taken place.	Much improved on last year - however still some balconies require clearing.	✓
215	Jan - Mar 18	RCC Qs	Garchey Bay area is being used by a commercial tenant for their food waste. There have been some issues with collection and some bags have burst.	The BEO has spoken with the tenant concerned, who is struggling with their private waste collection service at the moment and have asked they be more proactive in ensuring it's collected in a timely fashion. The BEO is monitoring. No further complaints recieved.	✓
216	Jan - Mar 18	AGM	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.	Cleaning Manager reviewing locations. Weekend inspections reinforced & is being checked by the supervisors.	
214	Jan - Mar 18	BEO	Window cleaning monitoring.	Block inspection reports not being received by Window Cleaning Manager - All House Officers to ensure reports are received so they can pick up on any issues not raised directly.	✓
212	Oct - Dec 17	SLA	Comments received that the temporary signage around the lake peapods and St Giles' Terrace are very tatty. Are they necessary? Can they be removed?	BEO currently reviewing location, volume & quality of signage. Signage to be put in place to be discreet, permanent and professional. Not a deluge though! Signage has been installed and old signs and attachment removed.	✓

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2018-19

206	July-Sept 17	SLA	Cleanliness of Gilbert Bridge and other hotspots at the weekend.	Information passed on to the Cleaning Supervisors for follow up and these areas are being monitored whilst on duty at the weekend. (Residents are reminded to contact their Concierge or Porter if they need to report a particular issue at the weekend). On-going and has been monitored.	✓
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APPENDIX 3

[illegible]

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>
160	Apr - Jun 18	BEO	Thomas More redecorations now completed, satisfaction survey to be sent out by HO.	For comment only	✓
161	Apr - Jun 18	HO	Annual asbestos checking commenced and generally good feedback regarding improved communications. Contractor is also offering flexibility regarding appointments.	For comment only	✓
163	Apr - Jun 18	HO/PS	Concrete repair programme commenced June 2018 and HO/Communication Officer working closely with Project Manager regarding communication with residents.	For comment only	✓
153	Jul-Sept	HO	External redecoration work - feedback from residents about fire doors from flats being painted shut following external redecoration programmes.	Policy on external redecoration on fire doors from Tower flats (and Bunyan and Ben Jonson north side) - being reviewed by PS.	
152	Jul-Sept	PS	Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme.	Communicated to the House Group Chairs only.	
149	Oct-Dec 16	HO	Is there an update as to when the repairs to the balcony soffits, following the concrete testing, will be completed.	Following re-tender of the repairs concrete works second stage consultation was carried out in January 2018. Timeline: April 2018 - contractor appointed, June 2018 - works commence, May 2019 - works completed.	

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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>
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.	
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 difficult task during this dry weather.	
173	Jan- Mar 18	AGM	Sculpture Court planters - they are in need of repair and planting issues need to be addressed - residents comments from AGM.	Comments have been passed to the GAG. (planters were installed by United House and now the responsibility of BEO). To be reviewed at next GAG meeting.	

Appendix 6. Barbican KPIs 2018-19

Title of Indicator	TARGET 2018/19	ACTUAL 2016/17		JULY - SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 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%	☺	35/35
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%	☺	182/182
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	100%	100%	☺	2 complaints.
Repairs & Maintenance									
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%		99%	99%	99%	98%	☺	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%		99%	99%	98%	98%	☺	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%		99%	96%	99%	98%	☺	

Title of Indicator	TARGET 2018/19	ACTUAL 2016/17		JULY- SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	PROGRESS AGAINST TARGET	SUMMARY
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		98%	99%	99%	99%	☺	
Availability % of Barbican lifts	Tower lifts 99%	Tower lifts 99%		Tower Lifts 92.77%	Tower Lifts 99.57%	Tower lifts 99.88%	99.80%	☺	
	Terrace lifts 99%	Terrace lifts 98.9%		Terrace Lifts 99.24%	Terrace Lifts 98.86%	Terrace lifts 99.10%	98.85%	☹	KPI missed by 0.15%. Due to an issue with the monitoring software, 2 lifts were showing as being out of service for prolonged periods when they were actually in service. The software company are looking into this issue.
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	96%		82%	77%	73%	88%	☹	KPI missed by 2% but up 15% on last quarter. 314 out of 355 lights met 5 working day target.

Title of Indicator	TARGET 2018/19	ACTUAL 2016/17		JULY - SEPT 2017	OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	PROGRESS AGAINST TARGET	SUMMARY
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	☺	
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%		0%	0%	0%	0%	☺	
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	100%		100%	96%	97%	100%	☺	24 out of 24 lights met 5 working day target
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%	☺	Only 3/36 inspections fell below a Good standard

[illegible]

SUMMARY	PROGRESS AGAINST TARGET	APR - JUN 2018	JAN - MAR 2018	OCT - DEC 2017	JULY - SEPT 2017	ACTUAL 2016/17	TARGET 2018/19	Title of Indicator
	☺	N/A	100%	100%	n/a	100%	80%	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
								Major Works
		N/A	N/A	Willoughby 100% Brandon Mews 75%	n/a	95%	90%	% Overall Resident satisfaction of completed Major Works Projects (£50k+)
								Short Term Holiday Lets
		0	0	0	0	NA	NA	Possible STHL reported to BEO because of noise or nuisance
		1	1	1	1	NA	NA	STHL reported to BEO after being found on a website and being investigated
		1	1	0	1	NA	NA	STHL at Stage 1
		0		0	0	NA	NA	STHL at Stage 2
								Lease Enforcement cases

SUMMARY								
PROGRESS AGAINST TARGET	APR - JUN 2018	JAN - MAR 2018	OCT - DEC 2017	JULY- SEPT 2017		ACTUAL 2016/17	TARGET 2018/19	Title of Indicator
	7	NA	NA	NA		NA	NA	Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)

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Agenda Item 6

Committee(s) Residents Consultation Committee Barbican Residential Committee	Date(s): 3 September 2018 17 September 2018
Subject: Progress of Sales & Lettings	Public
Report of: Director of Community and Children's Services	For information

Summary

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

Recommendation:

That the report be noted.

Main Report

BACKGROUND

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

SURRENDERS

2. No new surrenders received for this period.

RIGHT TO BUY SALES

- 3.

	26 July 2018	23 April 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.

	23 April 2018	23 April 2018
Sales Completed	855	853
Market Value	£153,904,271.97	£152,564,271.97

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

APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 26/7/2018
1	Cromwell	31st	1A (4 bed)	£1,725,000	Proceeding
2	Speed	1st	20 (1 bed)	£900,000	Proceeding

COMPLETED SALES

9. Since the last report two sales have completed. The sales of 71 Breton House and 138 Defoe House completed on 18 May and 15 June respectively.

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	107	11,568,148.50	93.86
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	146	14,337,670.50	98.65
TERRACE BLOCK TOTAL	1645 (1645)	1594 (1592)	139,091,073.33 (137,751,073.33)	96.90 (96.78)
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)	1920 (1918)	216,251,069.72 (214,911,069.72)	96.48 (96.38)

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

T: 020 7029 3912

E: anne.mason@cityoflondon.gov.uk

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Leaseholders Service Charge Working Party

Report to RCC September 2018

Members

Anne Mason - Chair (BEO), Michael Bennett (BEO), Helen Davinson (BEO), Jim Davies (Deputy Chair of RCC), Helen Wilkinson, Jane Northcote, Phillip Burgess, David Lawrence, David Graves

Mary Gilchrist has resigned from the working party due to other commitments.

Meeting - 13 August 2018

Improving Communications with Leaseholders

In May four blocks Lauderdale, Andrewes, Mountjoy and Speed (468 leaseholders) were chosen to receive the trial service charge letter for the 2018/19 estimates.

The letter provided more information on the variances from the previous year's estimate and an additional schedule is included showing the comparison with the 2016/17 actuals.

Leaseholders in the trial blocks were invited to comment on the new letter with a view to compiling a list of frequently asked questions.

Only three comments were received from the trial, they were positive about the new format and asked for further clarification regarding forthcoming major works.

The new format is being used for all blocks for the Actuals and a note will be made of the comments received and additional time taken to prepare the letters.

Anne Mason reported that meetings had taken place with regard to including Service Charge information on the City's website and that this will be progressed over the next few months.

Service Charge Actuals

The RCC report on the service charge outturn was discussed, and in particular the changes to the car park concierge costs, window cleaning and technical services.

Underfloor Heating KPI

David Laurence undertook to contact the Chairman of the Underfloor Heating Working Party regarding the heating KPI's.

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Committee(s)	Dated:
Residents' Consultation Committee	10 September 2018
Barbican Residential Committee	17 September 2018
Subject: 2017/18 Revenue Outturn (Excluding the Residential Service Charge Account)	Public
Report of: The Chamberlain Director of Community & Children's Services	For Information
Report author: Mark Jarvis Head of Finance, Chamberlains	

Summary

This report compares the revenue outturn for the services overseen by your committee in 2017/18, with the final agreed budget for the year.

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

- Landlord Services

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

- Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which some 969 (64.2%) are currently occupied.

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,243 baggage stores.

- Trade Centre

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

1. Total net expenditure during the year was £2,861,000, whereas the total agreed budget was net expenditure of £2,822,000, representing an overspend of £39,000. This is summarised in the table below:

Summary Comparison of 2017/18 Revenue Outturn with Final Agreed Budget – Barbican Residential Committee			
	Latest Agreed Budget £000	Revenue Outturn £000	Variations Increase/ (Reduction) £000
Expenditure	(3,047)	(2,910)	137
Income	4,681	4,707	26
Net Local Risk	1,634	1,797	163
Central Risk	201	136	(65)
Recharges	(4,657)	(4,794)	(137)
Overall Totals	(2,822)	(2,861)	(39)

2. The Director of Community and Children's Service's local risk underspend of £163,000 has been agreed to be carried forward to help fund the Barbican Estates car park concrete repairs in 2018/19.

Recommendation(s)

3. It is recommended that this revenue outturn report for 2017/18 and the budgets carried forward to 2018/19 are noted.

Main Report

Revenue Outturn for 2017/18

4. This report compares the revenue outturn for the services overseen by your Committee in 2017/18, excluding the dwellings service charge account, which is the subject of a separate report, with the final agreed budget for the year.
5. Actual net revenue expenditure for your Committee's services during 2017/18 totalled £2,861,000. A summary comparison of this expenditure with the final agreed budget for the year of £2,822,000 as set out in the budget report to this Committee on 11th December 2017, is tabulated below. In the various tables, figures in brackets indicate expenditure or adverse variances, decreases in income or increases in expenditure.

Comparison of 2017/18 Revenue Outturn with Latest Agreed Budget					
	<i>Original Budget</i>	<i>Latest Agreed Budget</i>	<i>Revenue Outturn</i>	<i>Variations Increase/ (Reduction)</i>	
	£000	£000	£000	£000	
<u>Local risk</u>					
Employees	(1,633)	(1,749)	(1,782)	(33)	7
Repairs and Maintenance	(564)	(918)	(723)	195	
Other Property Related	(315)	(275)	(243)	32	8
Supplies and Services	(96)	(105)	(162)	(57)	
Total Expenditure	(2,608)	(3,047)	(2,910)	137	9
Total Income	4,909	4,681	4,707	26	
Net Local Risk	2,301	1,634	1,797	163	
Central Risk	225	201	136	(65)	
Total Recharges	(4,855)	(4,657)	(4,794)	(137)	
Total	(2,329)	(2,822)	(2,861)	(39)	

6. Annex A1 sets out an analysis of the £39,000 overspend by service area.

Annex A2 shows the reconciliation of the original budget to the latest agreed budget.

7. The underspend in Repairs and Maintenance of £195k is due to reduction in spend against Miscellaneous Works in Landlord Services.
 - Delays to the completion of Mountjoy roof repairs (£58k)
 - Reduced expenditure on tiling works (£27k)
 - Delay in works to improve estate staff facilities (£100k)
 - Lower than anticipated expenditure on Trade Centre and Stores repairs (£10k)

8. The adverse variance on Supplies and Services of £57k is due to an increase in the provision for bad debts.
9. The total recharges adverse variance of £137k is mainly due to the lower than expected Supervision and Management recharge to the Housing Revenue Account.

Local Risk Carry Forward 2017/18

10. £163,000 of the local risk underspend of this Committee has been agreed to be carried forward to contribute towards the cost of repairs on the Barbican Estates car park concrete.

Appendices

- Annex A1 - Barbican Residential Committee – Comparison of 2017/18 Revenue Outturn with Latest Agreed Budget by Service Areas.
- Annex A2 - Barbican Residential Committee – Comparison of 2017/18 Original Budget with Latest Agreed Budget.

Dr Peter Kane
Chamberlains

Andrew Carter
Director of Community & Children Services

CONTACTS

Chamberlain's Department – Senior Accountant (Housing)
T: 020 7332-1571
E: Goshe.Munir@Cityoflondon.gov.uk

Barbican Estate Office – Anne Mason, Budget and Service Charge Manager
T: 020 7029-3912
E: Anne.Mason@Cityoflondon.gov.uk

**Barbican Residential Committee – Comparison of 2017/18
Revenue Outturn with Latest Agreed Budget**

Comparison of 2017/18 Revenue Outturn with Latest Agreed Budget by Service Area				
	<i>Original Budget</i>	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)
	£000	£000	£000	£000
Supervision and Management -General	0	0	(0)	(0)
Landlords Services	(2,690)	(2,985)	(2,772)	213
Car Parking	(382)	(434)	(630)	(196)
Stores	240	100	(6)	(106)
Trade Centre	513	519	575	56
Other Non-Housing	(10)	(22)	(28)	(6)
Total	(2,329)	(2,822)	(2,861)	(39)

Recharges include recharges from the Service Charge Account to Landlord and Car Park Accounts for cleaning and electricity as well as and Central and Departmental Recharges.

**Barbican Residential Committee – Comparison of 2017/18 Original Budget
With Latest Agreed Budget**

	£'000
Original Budget	(2,329)
Additional resource allocated to compensate for property sales in prior years	(225)
Increase in expected breakdown maintenance costs	(356)
Correction of recharge of House officers and change in capital charges	119
Other movements	(31)
Latest Approved Budget	(2,822)

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2. The Director of Community and Children's Service's local risk underspend of £163,000 has been agreed to be carried forward to help fund the Barbican Estates car park concrete repairs in 2018/19.

Recommendation(s)

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Main Report

Revenue Outturn for 2017/18

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Total Expenditure	(2,608)	(3,047)	(2,910)	137	9
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Central Risk	225	201	136	(65)	
Total Recharges	(4,855)	(4,657)	(4,794)	(137)	
Total	(2,329)	(2,822)	(2,861)	(39)	

6. Annex A1 sets out an analysis of the £39,000 overspend by service area.

Annex A2 shows the reconciliation of the original budget to the latest agreed budget.

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9. The total recharges adverse variance of £137k is mainly due to the lower than expected Supervision and Management recharge to the Housing Revenue Account.

Local Risk Carry Forward 2017/18

10. £163,000 of the local risk underspend of this Committee has been agreed to be carried forward to contribute towards the cost of repairs on the Barbican Estates car park concrete.

Appendices

- Annex A1 - Barbican Residential Committee – Comparison of 2017/18 Revenue Outturn with Latest Agreed Budget by Service Areas.
- Annex A2 - Barbican Residential Committee – Comparison of 2017/18 Original Budget with Latest Agreed Budget.

Dr Peter Kane
Chamberlains

Andrew Carter
Director of Community & Children Services

CONTACTS

Chamberlain's Department – Senior Accountant (Housing)
T: 020 7332-1571
E: Goshe.Munir@Cityoflondon.gov.uk

Barbican Estate Office – Anne Mason, Budget and Service Charge Manager
T: 020 7029-3912
E: Anne.Mason@Cityoflondon.gov.uk

**Barbican Residential Committee – Comparison of 2017/18
Revenue Outturn with Latest Agreed Budget**

Comparison of 2017/18 Revenue Outturn with Latest Agreed Budget by Service Area				
	<i>Original Budget</i>	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)
	£000	£000	£000	£000
Supervision and Management -General	0	0	(0)	(0)
Landlords Services	(2,690)	(2,985)	(2,772)	213
Car Parking	(382)	(434)	(630)	(196)
Stores	240	100	(6)	(106)
Trade Centre	513	519	575	56
Other Non-Housing	(10)	(22)	(28)	(6)
Total	(2,329)	(2,822)	(2,861)	(39)

Recharges include recharges from the Service Charge Account to Landlord and Car Park Accounts for cleaning and electricity as well as and Central and Departmental Recharges.

**Barbican Residential Committee – Comparison of 2017/18 Original Budget
With Latest Agreed Budget**

	£'000
Original Budget	(2,329)
Additional resource allocated to compensate for property sales in prior years	(225)
Increase in expected breakdown maintenance costs	(356)
Correction of recharge of House officers and change in capital charges	119
Other movements	(31)
Latest Approved Budget	(2,822)

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Committee	Dated:
Barbican Residents' Consultation Committee	10/09/2018
Subject: Relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules Residential Rent Review	Public
Report of: Director of Community and Children's Services	For Information
Report author Anne Mason Service Charge and Revenues Manager Department of Community and Children's Services	

Summary

This report seeks to clarify how the Service Charge Account 2017/18 Revenue Outturn Report relates to the service charge schedules provided to long lessees.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. This report is presented annually to this Committee to demonstrate the relationship of the Corporate outturn report on the revenue expenditure and income for the Barbican Estate with the service charge made to residents.

The Outturn Report

2. The report comprises revenue expenditure and income that has been properly identified and coded to the Barbican Estate on the City of London's general ledger system (Oracle). It includes Supplementary Revenue Project expenditure e.g. redecoration programme works.

Reconciliation Annexes

3. A number of annexes have been produced to demonstrate the linkages between the 2017/18 revenue outturn report and the service charge schedules. The important features of each annex are outlined below.

ANNEX 1 – Extract from the Barbican Residential Committee Revenue Outturn Report

4. Annex 1 is Table 3 from the Service Charge Outturn report to the Barbican Residential Committee.
5. The general ledger records expenditure and income transactions e.g. monthly salaries, bills paid, service charge invoices raised. Each transaction is coded in various ways including by activity (e.g. cleaners, hall porters, car park attendants), by type of expenditure (e.g. employees, repairs and maintenance, supplies and services), and by block or estate wide. These codings are summarised to produce the revenue outturn report to the Barbican Residential Committee and the initial service charge schedule.
6. Expenditure incurred in the financial year to 31 March relates to;
 - i) services and works for which an invoice/charge has been paid; and
 - ii) accruals for services and works provided but for which an invoice had not been paid before the year-end. Accruals are proper accounting practice and are made at the year end so that the accounts correctly reflect the expenditure and income for the year rather than just the payments and receipts.

ANNEXES 2 and 3 – General Ledger Service Charge Revenue Account in More Detail

7. Annex 2 expands each of the headings in Annex 1 (the staff groups under employees, the types of repairs and maintenance etc.) whilst Annex 3 converts the same information, through use of the cross-reference key, to the headings used in the service charge schedules provided to long lessees (electricity, lift maintenance, resident engineers etc).

ANNEX 4 – Comparison of the General Ledger and Final Service Charge Schedule.

8. Annex 4 indicates the adjustments made by the Estate Office to the general ledger costs in order to produce the final service charge schedule. These adjustments are typically due to the fact that more accurate information relating to expenditure items is available at the time individual service charges are being prepared after the financial year end.

9. A total of £8,863,426.22 revenue expenditure was included on service charge schedules which, due to adjustments made by the BEO is £66,854.38 lower than the expenditure on the general ledger. The main reasons for this decrease are explained in paragraphs 11 to 17.

ANNEX 5 – Adjustments to General Ledger Expenditure by Barbican Estate Office.

10. The reasons for each of the adjustments are explained in this annex. As indicated above, the adjustments mainly result from a further examination of entries after the closure of the general ledger. The City Fund accounts must be approved by the City of London in accordance with statutory deadlines and therefore the general ledger is closed several weeks before the final service charge invoices are prepared for the September quarter day. Without such timing constraints it would be possible to alter the general ledger to exactly reflect the final service charges.
11. The various adjustments are mainly due to miscoding and include and adjustments £29,356.01 in respect of electricity charged to car parks and commercial premises, £1,475 in respect of graffiti removal to the exterior of blocks, £10,890.06 for fire safety inspections in car park areas, £3,185.50 for fire safety inspections in tenanted flats and £6,421.52 for tiling repairs on the Podium.
12. An adjustment of £20,009.90 has been made in respect of advance charges (April 2018) for window cleaning. Window cleaning is invoiced bi-monthly and the April 2018 should have been accrued to 2018/19.
13. The car park attendants' costs charged to the Service Charge Account have increased by £45,911.14. This due to a change in apportionment of costs between the Service Charge Account and Car Park Account. The total recharge to the terrace blocks was originally 33.33% of the total costs and this apportionment was continued after the development of Frobisher Crescent. However, following further redevelopment on the estate the sum of the relevant the percentages in the terrace block leases is now 36.8%. The amount now being charged to each block reflect the terrace block percentages in the Lease.
14. £33,476 of the increase is due to the inclusion of charges in respect of Blake Tower. Although Blake Tower is not currently managed by the Estate Office the residents are receiving the benefit of the concierge services and it was decided, for clarity, to include the re-charges for Blake Tower in the Service Charge calculations.
15. The Technical Services recharge has been reduced by £74,797.63 in respect of non-Barbican service charge projects. Following the closure of accounts the allocation of time between various projects was examined and re-allocated from a general technical services account to specific projects.

16. Charges for notional interest, £379.24 and depreciation, £4,867.09 have not been included in the outturn figures. Also, the accounting adjustments for contribution for residential rents £25,411.88 and the £32,396.47 contribution to funds are not included.
17. A further reallocation was made in respect of a balcony project at Frobisher Crescent.

ANNEX 6 – Attribution of the 2017/18 Service Costs Across Blocks

18. This annex shows for the expenditure headings on the service charge schedule, the amount attributed to each block together with the main basis of attribution. The accompanying commentary provides more detail on the basis of attribution and the annex also includes a list of the estate wide and terrace block percentages and a comparison between the actual service charges for 2016/17 with the 2017/18 actual charges and the estimates for 2017/18.
19. The comparison with the 2017/18 actuals shows a marked variation for several service heads.
20. The increases in lift maintenance costs are mainly due to the late billing of the March 17 costs and increased contract costs. There was also an increase in repairs costs of £13,180.
21. The resident engineers' costs were lower than the previous year, this is mainly due to staff vacancies.
22. Expenditure on cleaning equipment increased in comparison with 2016/17 expenditure includes parts and replacements of small appliances such as vacuum cleaners. This year replacement cleaners' trolleys were purchased at a cost of £10,078.60. The increase in expenditure on staff reflects the need to employ additional staff to cover sickness and for additional work following balcony and common parts inspections. Also, here was an increase in the superannuation rate. Expenditure on additional refuse cleaning is optional service and is demand led by housegroups.
23. The overall increase in garchey costs is mainly due to an increase in repairs expenditure. However, the 2016/17 charge was some £22k lower than the previous year.
24. Most of the general maintenance expenditure is demand led and can vary considerably from year to year. The cost of estate wide repairs increased by 15.67%. Included this year were lighting repairs to the subways, £10,565 and £15,534.97 for tiling repairs to the lakeside areas. Repairs to the common parts of the blocks has decreased, this is mainly due to a reduction in carpentry and plumbing repairs. Other general repairs headings on the service charge schedule include pest control and safety/security works. This year the Water Supply Works and Asbestos Works have been shown separately on the block schedules as there has been significant expenditure on certain blocks. In 2016/17 £45k was included under the safety and security heading for asbestos

works. Also, in 2016/17 there was also significant expenditure on new eyebolts to comply with Health and Safety legislation.

25. Overall expenditure for the above repairs headings (para 24) has increased by 3.07%.
26. The gardening costs were high in 2016/17 due to project works. The pathway works were completed in 2017/18 which is reflected in the cost being £11k above estimate.
27. The increase in car park attendant costs after taking into account the change in allocation to the service charge account (para 13), was 6.18%. The main costs under this heading are the salary costs for the concierge staff. Overall (Car Park Account and Service Charge Account) these salary costs increased from £1,403,475.77 in 2016/17 to £1,496,043.81 in 2017/18 (6.6%). £39,864.88 of the £92,568.04 increase was due to the increase in superannuation costs. The employer's superannuation contribution increased from 17.5% in 2016/17 to 21% in 2017/18.
28. The allocation of House Officer, Supervision and Management recharge and Technical recharge are mainly based on timesheet information and reflect the time being spent on service charge issues. This year more of the House Officers' time has been allocated to estate management duties which is included in the Supervision and Management Charge. The charge for Supervision and Management has increased by 23.31%. This reflects the time spent on management issues such as fire safety and time spent with working parties.
29. Expenditure on the redecoration projects reflects the cost of the works, staff time spent on the project and consultant's fees. The programme of works can vary considerably from year to year.
30. The expenditure on asbestos removal was mainly for the removal of asbestos materials in common parts and access ducts.

ANNEX 7 Attribution to a Typical Flat

31. The information in Annex 6 for Andrewes House is analysed further to give the costs for a typical flat.

ANNEX 8 Service Charge Chart

32. This shows the service charges by service head for the years 2012/13 – 2017/18.

Conclusion

33. Overall the estate service charge for the annually recurring items excluding heating (items 1-24 & 26, 27 & 30) has increased by 4.35%. The increase when heating is included is 3.39%

34. The Actual Service Charge schedules and an explanatory letter of the various items included on the schedule will be sent to residents by early September.

Appendices

Annex 1-8

Background Papers

Barbican Residential Committee
2017/18 Revenue Outturn for the Dwellings Service Charge Account including reconciliation between the closed accounts and the final service charge

Anne Mason

Revenues Manager

T: 020 7029 3912

E: anne.mason@cityoflondon.gov.uk

Actual 2016-17 £'000	TABLE 3 - Service Charge Account	Original Budget £'000	Latest Approved Budget £'000	Actual 2017-18 £'000	Variances £'000	Para
	Expenditure					
(2,130)	Direct Employee Expenses	(2,149)	(2,377)	(2,276)	101	
(6)	Indirect Employee Expenses	(7)	(7)	0	7	
(2,136)	Total Employees	(2,156)	(2,384)	(2,276)	108	
(3,253)	Repairs and Maintenance	(1,687)	(2,202)	(2,448)	(246)	
(2,298)	Energy Costs	(2,369)	(2,369)	(2,304)	65	
(129)	Rents	(129)	(131)	(132)	(1)	
(16)	Rates	(15)	(15)	(15)	0	
(2)	Water Services	(3)	(3)	(1)	2	
(198)	Cleaning and Domestic Supplies	(220)	(223)	(202)	21	
(145)	Grounds Maintenance Costs	(124)	(124)	(133)	(9)	
(6,041)	Total Premises Related Expenses	(4,547)	(5,067)	(5,235)	(168)	
(33)	Equipment, Furniture and Materials	(70)	(70)	(57)	13	
0	Catering	(1)	(1)	0	1	
(7)	Clothes, Uniform and Laundry	(12)	(12)	(7)	5	
(7)	Printing, Stationery	(5)	(6)	(2)	4	
(1)	Fees and Services	(1)	(1)	(2)	(1)	
(16)	Communications and Computing	(15)	(18)	(14)	4	
(64)	TOTAL Supplies and Services	(104)	(108)	(82)	26	
(8,241)	TOTAL Expenditure	(6,807)	(7,559)	(7,593)	(34)	
9,598	Income	7,706	8,756	8,919	163	
1,357	Net Income	899	1,197	1,326	129	
	Recharges					
(1,502)	Expenditure	(1,074)	(1,372)	(1,472)	(100)	
145	Income	175	175	146	(29)	
(1,357)	Total Recharges	(899)	(1,197)	(1,326)	(129)	
0	Total Service Charge Account	0	0	0	0	

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GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - OUTTURN REPORT ORDER

Key	Local Risk	CBIS Actual ANNEX 3 £	CBIS Actual ANNEX 1 £
	Employees		
	3 Additional Pension (Resident Housekeeper)	(268.50)	
	9 10 Estate Cleaners	(1,030,917.25)	
	12 Car Park Attendants	(498,240.13)	
	13 Hall Porters	(627,201.62)	
	9, 13 Recruitment expenses	(140.00)	
	12 13 22 Training Expenses	110.57	
	9 Medical/Counselling expenses	(450.00)	
	14 Garchey Operatives	(119,205.42)	
		<u>(2,276,312.35)</u>	(2,276,312.35)
	Premises Related Expenditure		
	Repairs and Maintenance		
	2 Lifts General Maintenance	(15,052.62)	
	2 Lifts Contract Servicing	(313,966.58)	
	14 Garchey Repairs	(118,799.29)	
	4 Resident Engineers	(59.30)	
	9 Cleaners	(988.26)	
	16 General Maintenance Estate Wide	(135,496.42)	
	17 Electrical Repairs Common Parts	(78,373.87)	
	18 Electrical Repairs Exterior	(1,188.20)	
	19 General Repairs Common Parts	(126,828.80)	
	20 General Repairs Exterior	(818,443.02)	
	16 Electrical testing	(3,185.50)	
	16 19 30 Asbestos Management	(163,620.90)	
	26 Asset Management Plan	(9,061.38)	
	25 Redecoration Programmes	1,632.88	
	26 Fire Risk assessments	(36,300.20)	
	27 Water Supply Works	(83,124.12)	
	26 Special Works - Safety/Security	(10,066.37)	
	26 29 Emergency Lighting	(19,625.00)	
	Total	<u>(1,932,546.95)</u>	
	Supplementary Revenue Projects		
N/C 25 27 28	SRP - Contingency	<u>(515,216.06)</u>	(515,216.06)
			(2,447,763.01)
	Energy Costs		
	1 Electricity (Common Parts and Lifts)	(452,157.99)	
	4 Electricity Resident Engineers	(336.84)	
	9 Electricity Cleaners	(435.38)	
	14 Electricity Garchey	(6,065.11)	
	33 Electricity heating	(1,830,888.47)	
	33 Gas Heating	(13,912.44)	
	9 Gas Cleaners	(227.40)	
1 9	Carbon reduction credits	(427.01)	
	Total	<u>(2,304,450.64)</u>	
	Rents		
	9 Cleaners	(5,174.11)	
	4 Resident Engineers	(127,025.00)	
	Total	<u>(132,199.11)</u>	
	Rates/Council tax		
	9 Cleaners	(6,260.01)	
	4 Resident Engineers	(8,697.20)	
	Total	<u>(14,957.21)</u>	
	Water		
	9 Cleaners	(167.28)	
	14 Garchey	(237.86)	
	4 Resident Engineers	(930.36)	
	Total	<u>(1,335.50)</u>	
	Cleaning and Domestic Supplies		
	6 Window Cleaning	(167,120.64)	
7 8 9 12 13	Cleaning and materials	(21,778.84)	
9, 15	Pest Control	(12,937.63)	
	Total	<u>(201,837.11)</u>	
	Garden Maintenance		
11	Grounds maintenance costs	<u>(132,776.15)</u>	(132,776.15)
	Total Premises Related Expenses		<u>(5,235,318.73)</u>
	Travel expenses		
9 12 23	Staff travelling expenses	<u>(37.81)</u>	(37.81)
	Total Transport Related Expenses		<u>(37.81)</u>

Supplies and Services			
Equipment Furniture and Materials			
5	Furniture and Fittings	(25,015.01)	
8 12 13 16 19 26	Equipment	(30,755.06)	
11 16 23	Materials	(672.98)	
	Total		(56,443.05)
Books and Publications		0.00	
			0.00
5 23	Provisions	(3.90)	
			(3.90)
4 9 12 13	Clothing Uniforms and Laundry	(7,224.82)	
			(7,224.82)
2 5 9 13 14 16	Communications & Computing	(14,262.31)	
			(14,262.31)
9 23	Expenses - Subsistence and Hospitality	(118.84)	
			(118.84)
23	Printing and stationery	(2,257.65)	
			(2,257.65)
13 16 19	Professional fees	(1,808.54)	
			(1,808.54)
Total Supplies and Services			(82,119.11)
TOTAL DIRECT COSTS			(7,593,788.00)
Recharges			
9 12 13 14	IS recharge	(41,071.99)	
2 14 33	Insurance	(39,033.29)	
	Total Insurance		(80,105.28)
9 12 13 22 23	Supervision and Management - Estate Wide	(865,517.92)	
			(865,517.92)
2 4 21 25 27 30	Community Services Technical Division	(552,935.44)	
			(552,935.44)
N/C	Notional Interest	(379.24)	
N/C	Equipment Depreciation	(4,867.09)	
Total Capital Charges			(5,246.33)
N/C	Contributions to Provisions		32,396.47
Total recharges			(1,471,408.50)
Total expenditure			(9,065,196.50)
Income			
Other contributions		459,654.19	
			459,654.19
Fees and Charges			
23	Charges for Services (inc solicitor's enquiries)	13,903.58	
	Total		13,903.58
Income	Service Charges	8,445,214.53	
			8,445,214.53
Total Income			8,918,772.30
RECHARGES			
Recharges within fund			
Income	Contribution from residential rents	25,411.88	
9	Estate Cleaners/ electricity- Recharge to Car Parks /Stores/Landlo	121,012.32	
			146,424.20
Total income			9,065,196.50
TOTAL NET REVENUE EXPENDITURE			0.00

GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference
Key to
ANNEXES 2 & 4

2017/18

**Final CBIS
Actual
ANNEX 4
£**

		£	
1	Electricity		
	Energy Costs - Electricity Common Parts and Lifts	(452,157.99)	
	Carbon reduction credits	(360.02)	
		<hr/>	(452,518.01)
2	Lift Maintenance		
	Technical Division - Resident Engineers	(3,267.02)	
	Repairs & Maintenance - Lifts General Maintenance	(15,052.62)	
	Repairs & Maintenance - Lifts Contract Servicing	(313,966.58)	
	Communications and Computing	(9,127.82)	
	Central Recharges -Engineering Insurance	(24,726.02)	
		<hr/>	(366,140.06)
3	Employees - Resident Housekeeper - Additional Pension	(268.50)	
		<hr/>	(268.50)
4	Resident Engineers		
	Technical Division - Resident Engineers	(224,055.35)	
	Uniforms	(895.41)	
	Electricity	(336.84)	
	Rents - Resident Engineers	(127,025.00)	
	Rates & Council Tax	(8,697.20)	
	Repairs and Maintenance	(59.30)	
	Water - Residents Engineers Water Rates	(930.36)	
		<hr/>	(361,999.46)
5	Equipment Furniture and Materials - Furniture and Fittings		
	Furniture and Fittings	(25,015.01)	
	Provisions	3.95	
	Computers	(299.98)	
	Equipment	(3,388.89)	
		<hr/>	(28,699.93)
6	Cleaning and Domestic Supplies - Window Cleaning	(167,120.64)	
		<hr/>	(167,120.64)
7	Cleaning and Domestic Supplies - Cleaning Materials		
	Cleaning and Domestic Supplies - Cleaning Materials	(18,007.56)	
	Equipment Furniture and Materials - Cleaning Equipment	(3,825.00)	
		<hr/>	(21,832.56)
8	Equipment Furniture and Materials - Cleaning Equipment		
	Equipment Furniture and Materials - Cleaning Equipment	(22,297.33)	
	Cleaning and Domestic Supplies - Cleaning	(1,775.51)	
		<hr/>	(24,072.84)
9	Cleaners		
	Employees - Estate Cleaners	(1,030,917.25)	
	Supervision & Management on costs	(70,761.02)	
	Recruitment expenses	(26.00)	
	Clothing Uniforms and Laundry - Estate Cleaners	(3,116.87)	
	Rates for mess room	(6,260.01)	
	Rent for mess room	(5,174.11)	
	Repairs	(988.26)	
	Medical expenses	(450.00)	
	Water rates	(167.28)	
	Electricity	(435.38)	
	Gas	(227.40)	
	Carbon reduction credits	(66.99)	
	Cleaning	(407.96)	
	Pest Control	(7.98)	
	Travel	(7.18)	
	Expenses - Subsistence and Hospitality	(98.00)	
	Communications and computing	(457.64)	
	IS recharge	(9,884.96)	
	Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc	121,012.32	
	Additional weekend cleaning	13,777.27	
		<hr/>	(994,664.70)
10	Additional Refuse Collection	(13,777.27)	
		<hr/>	(13,777.27)

11	Garden Maintenance		
	Repairs & Maintenance - Garden Maintenance	(132,776.15)	
	Materials	(420.61)	
		<hr/>	(133,196.76)
12	Car Park Attendants		
	Employees - Car Park Attendants	(498,240.13)	
	Travelling expenses - CPA	(22.63)	
	Medical fees	0.00	
	Training	150.00	
	Cleaning materials	(35.85)	
	Printing and Stationery	0.00	
	IS recharge	(11,417.12)	
	Supervision & Management on costs	(38,275.74)	
	Uniforms	(1,065.99)	
	Equipment Maintenance	(209.18)	
		<hr/>	(549,116.64)
13	Hall Porters		
	Employees - Hall Porters	(627,201.62)	
	Uniforms	(2,146.55)	
	IS recharge	(14,827.43)	
	Supervision & Management on costs	(16,403.89)	
	Cleaning materials	(1,551.96)	
	Training	450.00	
	Communications and Computing	(422.04)	
	Hygiene services	0.00	
	Recruitment	(114.00)	
	Equipment	8.50	
	Professional Fees	(13.00)	
		<hr/>	(662,221.99)
14	Garchey Maintenance		
	Employees - Garchey Operatives	(119,205.42)	
	Uniforms	0.00	
	Repairs & Maintenance - Garchey Repairs	(118,799.29)	
	Energy Costs	(6,065.11)	
	Water rates	(237.86)	
	Communications and computing	(25.55)	
	Central Recharges - IS	(4,942.48)	
	Central Recharges - Insurance	(13,590.13)	
		<hr/>	(262,865.84)
15	Pest Control		
	Cleaning and Domestic Supplies - Pest Control	(12,929.65)	
		<hr/>	(12,929.65)
16	General Maintenance (Estate wide)		
	Repairs & Maintenance - General Maintenance	(135,496.42)	
	Electrical testing	(3,185.50)	
	Computing	(420.00)	
	Asbestos Management	(275.00)	
	Equipment	(65.30)	
	Materials	(71.96)	
	Professional fees	(1,495.54)	
		<hr/>	(141,009.72)
17	Electrical Repairs Common Parts		
	Repairs & Maintenance - Electrical Repairs Common Parts	(78,373.87)	
		<hr/>	(78,373.87)
18	Electrical Repairs Exterior		
	Repairs & Maintenance - Electrical Repairs Exterior	(1,188.20)	
		<hr/>	(1,188.20)
19	General Repairs Common Parts		
	Repairs & Maintenance - General Repairs Common Parts	(126,828.80)	
	Asbestos Management	2,559.00	
	Equipment	(130.02)	
	Professional fees	(300.00)	
		<hr/>	(124,699.82)

20	General Repairs Exterior		
	Repairs & Maintenance - General Repairs Exterior	<u>(818,443.02)</u>	(818,443.02)
21	Technical Services Division	<u>(306,461.00)</u>	(306,461.00)
22	House Officer		
	Supervision & Management costs	(214,131.27)	
	Training	(489.43)	
	Communications and Computing	<u>(492.00)</u>	(215,112.70)
23	Supervision and Management		
	Supervision and Management Estate Wide	(525,946.00)	
	Fees and Charges - Charges for Services (solicitor's enquiries)	13,752.00	
	Printing and stationery	(2,257.65)	
	Communications and Computing	(317.28)	
	Materials	(180.41)	
	Provisions	(7.85)	
	Expenses - Subsistence and Hospitality	(20.84)	
	Travel	<u>(8.00)</u>	(514,986.03)
24	Supervision and Management Blocks	0.00	
25	Redecorations Programmes		
	Repairs & Maintenance - Redecoration Contracts	1,632.88	
	Reallocation of Technical Services Costs	(8,705.49)	
	Supplementary Revenue Projects	<u>(514,185.47)</u>	(521,258.08)
26	Safety/Security - Repairs and Maintenance		
	Repairs and Maintenance - Safety/Security	(10,066.37)	
	Emergency Lighting	(10,565.00)	
	Fire Risk assessments	(36,300.20)	
	Asset Management	(9,061.38)	
	Equipment	<u>(847.84)</u>	(66,840.79)
27	Water Supply		
	Repairs and Maintenance - Special Works - Water testing and treatment of communal	(83,124.12)	
	Reallocation of Technical Services Costs	(4,875.07)	
	Water testing (supplementary revenue project)	<u>(248.81)</u>	(88,248.00)
28	Concrete Works		
	Concrete works (Supplementary Revenue Project)	<u>(2,960.00)</u>	(2,960.00)
29	Emergency Lighting		
	Emergency lighting	<u>(9,060.00)</u>	(9,060.00)
30	Asbestos management		
	Asbestos Management	(165,904.90)	
	Reallocation of Technical Division Projects Costs	<u>(5,571.51)</u>	(171,476.41)
33	Heating		
	Energy Costs - Electricity	(1,830,888.47)	
	Communications and computing	(2,700.00)	
	Energy costs - gas	<u>(13,912.44)</u>	(1,847,500.91)
N/C	Contribution to funds	32,396.47	
N/C	Administration Charges	151.58	
N/C	Insurance	(717.14)	
N/C	Notional Interest	(379.24)	
N/C	Equipment Depreciation	(4,867.09)	
N/C	Frobisher balconies (Supplementary Revenue Project)	<u>2,178.22</u>	28,762.80
TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER			<u>(8,930,280.60)</u>

Contribution from residential rents	25,411.88	
Other contributions	459,654.19	
Service Charges	<u>8,445,214.53</u>	8,930,280.60
TOTAL NET REVENUE EXPENDITURE		<u><u>0.00</u></u>

<u>Narration</u>	<u>Cross- Reference key</u>	<u>CBIS Actual</u>	<u>BEO Adjustment</u>	<u>Service Charge Schedule</u>
		£	£	£
Electricity (Common Parts and Lifts)	1	(452,518.01)	29,356.01	(423,162.00)
Lift Maintenance	2	(366,140.06)	(8,242.82)	(374,382.88)
Resident Housekeepers (Additional Pensic	3	(268.50)	0.00	(268.50)
Resident Engineers	4	(361,999.46)	0.00	(361,999.46)
Furniture & Fittings	5	(28,699.93)	(172.97)	(28,872.90)
Window Cleaning	6	(167,120.64)	20,009.90	(147,110.74)
Cleaning Materials including refuse sacks	7	(21,832.56)	0.00	(21,832.56)
Cleaning Equipment	8	(24,072.84)	1,475.00	(22,597.84)
Estate Cleaners	9	(994,664.70)	0.00	(994,664.70)
Additional Refuse Collection	10	(13,777.27)	0.00	(13,777.27)
Garden Maintenance	11	(133,196.76)	47.60	(133,149.16)
Car Park Attendants	12	(549,116.64)	(45,911.14)	(595,027.78)
Hall Porters	13	(662,221.99)	0.00	(662,221.99)
Garchey Maintenance	14	(262,865.84)	107.69	(262,758.15)
Pest Control	15	(12,929.65)	0.00	(12,929.65)
General Maintenance (Estate)	16	(141,009.72)	10,810.37	(130,199.35)
Electrical Repairs (Common Parts)	17	(78,373.87)	0.00	(78,373.87)
Electrical Repairs (Exterior)	18	(1,188.20)	0.00	(1,188.20)
General Repairs (Common Parts)	19	(124,699.82)	300.00	(124,399.82)
General Repairs (Exterior)	20	(818,443.02)	0.00	(818,443.02)
Technical Services	21	(306,461.00)	74,797.63	(231,663.37)
House Officer	22	(215,112.70)	0.00	(215,112.70)
Estate-Wide proportion of Supervision & l	23	(514,986.03)	0.00	(514,986.03)
Directly attributed Supervision & Managei	24	0.00	0.00	0.00
Redecorations	25	(521,258.08)	0.00	(521,258.08)
Safety/Security	26	(66,840.79)	10,890.06	(55,950.73)
Water Supply Works	27	(88,248.00)	0.00	(88,248.00)
Concrete Works	28	(2,960.00)	0.00	(2,960.00)
Emergency Lighting	29	(9,060.00)	0.00	(9,060.00)
Asbestos Management	30	(171,476.41)	0.00	(171,476.41)
	31	0.00	0.00	0.00
	32	0.00	0.00	0.00
Heating	33	(1,847,500.91)	2,149.85	(1,845,351.06)
Other charges	N/C	28,762.80	(28,762.80)	0.00
TOTAL		(8,930,280.60)	66,854.38	(8,863,426.22)

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ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Reference	Item	£	Reasons for Adjustments
1	Electricity	29,356.01	Recharge to Car parks
2	Lift Maintenance	368.30	Reallocation to Landlords for non service charge account lifts
		(7,773.22)	Reallocation in respect of Frobisher Crescent lift contracts and maintenance
		(837.90)	Reallocation of insurance recharge
		(8,242.82)	
5	Furniture and Fittings	(172.97)	Miscoded Credit - allocated to Car Park Account
6	Window Cleaning	(1,299.99)	Miscoded Credit - allocated to Landlords Account
		21,309.89	Invoices paid in advance
		20,009.90	
8	Cleaning Equipment	1,475.00	Reallocation to landlord
9	Garden Maintenance	47.60	Reallocation to landlord
10	Car Park Attendants	(45,911.14)	Adjustment to reflect the stated percentages in the lease which now includes Blake Tower.
14	Garchey Maintenance	129.12	Reallocated to non residential users
		(21.43)	adjustment to insurance
		107.69	
16	General repairs estate wide	3,185.50	fire safety checksreallocated to Landlord Account
		7,624.87	Tiling repairs reallocated to Landlord
		10,810.37	
19	General Repairs (Common Parts)	300.00	fees reallocated to landlord
21	Technical costs	74,797.63	adjustment in respect of reallocation of technical costs
26	Safety and Security	10,890.06	Reallocated to Car Parks
32	Heating	2,149.85	Reallocated for non service charge account properties
N/C	Other charges	(28,762.80)	Not chargeable - provision for adjustment for rented properties, & non service charg
	Total BEO Adjustment	66,854.38	

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ACTUAL COST OF SERVICES 1.4.17 31.3.18 (LONG LESSEES)

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	ANDREWES HOUSE	BEN JONSON HOUSE	BRANDON MEWS	BRETON HOUSE
1	Electricity (Common Parts and Lifts)	423,162	28,420	40,200	48	18,708
2	Lift Maintenance	374,383	45,229	20,986	0	11,672
3	Resident Housekeepers (Additional Pension)	269	19	24	3	8
4	Resident Engineers	361,999	25,837	31,751	4,013	10,947
5	Furniture & Fittings	28,873	0	0	0	0
6	Window Cleaning	147,111	7,047	17,400	1,914	5,579
7	Cleaning Materials including refuse sacks	21,833	2,465	2,071	167	1,033
8	Cleaning Equipment	22,598	1,937	1,627	1,975	812
9	Estate Cleaners	994,665	111,809	93,955	7,597	46,851
10	Additional Refuse Collection/cleaning	13,777	0	0	0	0
11	Garden Maintenance	133,149	9,127	11,216	1,418	3,867
12	Car Park Attendants	595,028	57,869	71,160	9,022	24,561
13	Hall Porters need s and m figs	662,222	0	0	0	0
14	Garchey Maintenance	262,758	19,270	23,839	3,013	8,219
15	Pest Control	12,930	1,045	915	116	315
16	General Maintenance (Estate)	130,199	9,043	11,112	1,404	3,831
17	Electrical Repairs (Common Parts)	78,374	4,498	3,836	908	6,109
18	Electrical Repairs (Exterior)	1,188	297	59	0	0
19	General Repairs (Common Parts)	124,400	6,555	6,402	2,311	3,518
20	General Repairs (Exterior)	818,443	58,667	150,969	2,609	41,409
22	House Officer	215,113	15,353	18,867	2,385	6,505
	Sub-total of apportioned services	5,422,473	404,484	506,389	38,903	193,944
21	S & M Technical	231,663	15,171	27,023	1,271	11,544
23	Estate-Wide proportion of Supervision & Management costs	514,986	38,415	48,093	3,695	18,419
24	Directly attributed Supervision & Management costs	0	0	0	0	0
25	Internal Redecorations	2,683	0	0	0	0
25	External Redecorations	518,575	188,359	0	21,412	0
26	Safety/Security	55,951	-1,508	4,801	3,200	4,225
27	Water supply works	88,248	10,388	4,464	6,741	1,890
28	Concrete works	2,960	141	330	110	0
29	Emergency Lighting	9,060	0	0	0	0
30	Asbestos	171,476	1,612	34,604	0	16,279
	Services total	7,018,075	657,063	625,705	75,331	246,301
33	Heating	1,845,351	155,690	186,802	29,561	49,881
	Total Services & Heating	8,863,426	812,753	812,507	104,892	296,182

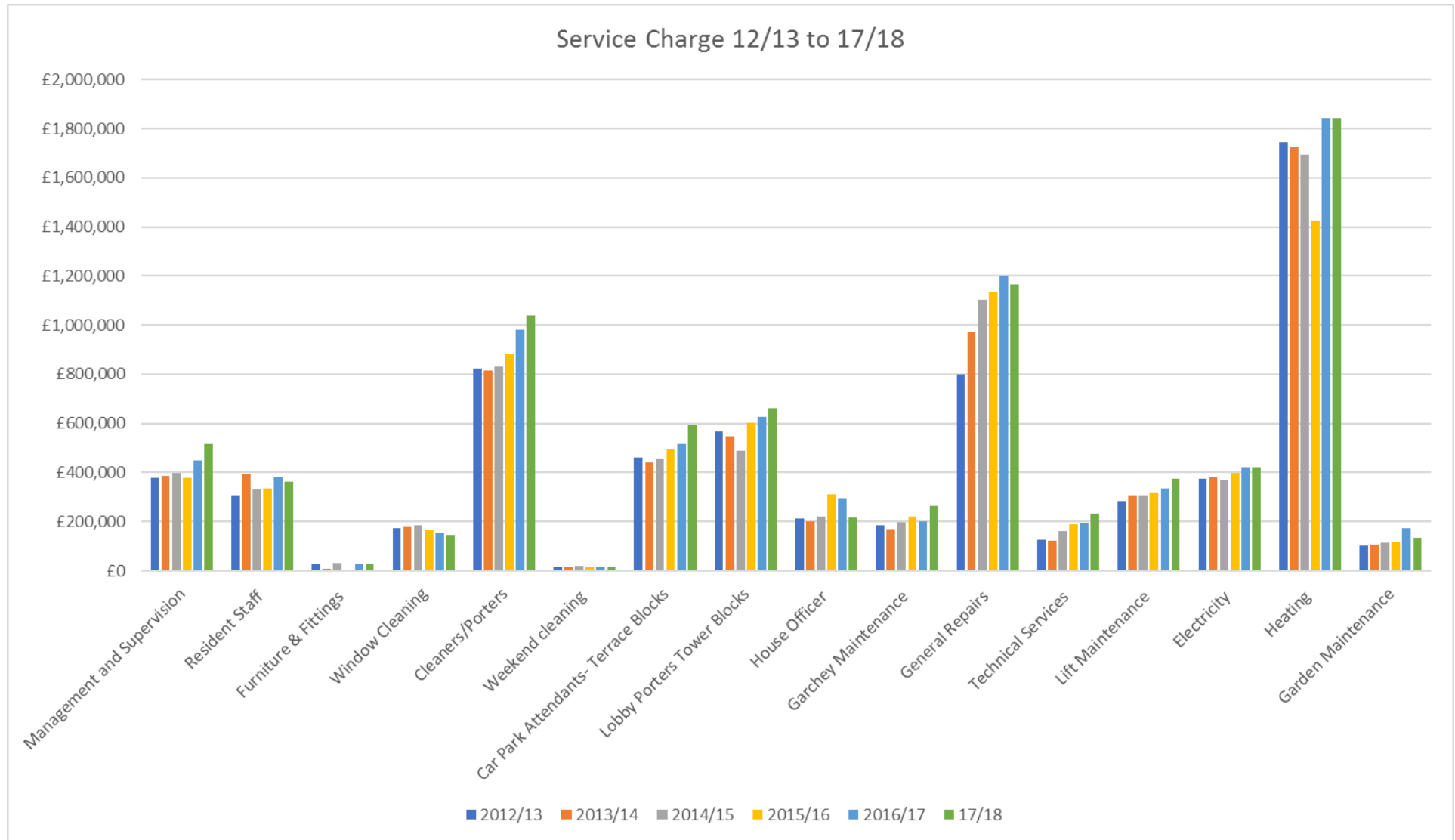
ITEM	BRYER COURT	BUNYAN COURT	CROMWELL TOWER	DEFOE HOUSE	Frobisher Crescent	GILBERT HOUSE
Electricity (Common Parts and Lifts)	14,645	13,955	36,645	31,025	5,290	17,103
Lift Maintenance	7,982	4,226	24,701	45,086	7,773	12,410
Resident Housekeepers (Additional Pension)	3	8	26	19	9	11
Resident Engineers	4,646	10,877	35,411	25,239	11,862	15,031
Furniture & Fittings	0	0	10,052	0	2,136	0
Window Cleaning	7,569	3,306	14,337	7,830	6,129	6,165
Cleaning Materials including refuse sacks	502	530	1,033	2,071	419	921
Cleaning Equipment	654	496	1,409	1,627	329	724
Estate Cleaners	22,792	24,059	46,851	93,955	23,282	41,786
Additional Refuse Collection/cleaning	0	292	5,104	0	0	0
Garden Maintenance	1,641	3,842	12,509	8,916	4,190	5,310
Car Park Attendants	10,397	24,367	0	56,511	26,727	33,713
Hall Porters need s and m figs	0	0	220,741	0	0	0
Garchey Maintenance	3,489	8,166	26,587	18,949	0	11,285
Pest Control	134	313	1,170	1,027	342	433
General Maintenance (Estate)	1,626	3,807	12,394	8,833	3,390	5,261
Electrical Repairs (Common Parts)	1,233	1,148	5,071	2,409	13,452	2,790
Electrical Repairs (Exterior)	0	0	0	76	0	143
General Repairs (Common Parts)	2,533	383	26,190	5,829	1,921	6,564
General Repairs (Exterior)	8,398	41,620	65,496	52,979	9,829	30,399
House Officer	2,761	6,463	21,043	14,998	7,049	8,932
Sub-total of apportioned services	91,007	147,859	566,771	377,380	124,129	198,980
S & M Technical	5,533	10,024	19,026	14,935	4,116	11,981
Estate-Wide proportion of Supervision & Management costs	8,643	14,043	53,828	35,841	11,789	18,898
Directly attributed Supervision & Management costs	0	0	0	0	0	0
Internal Redecorations	526	0	0	0	0	0
External Redecorations	100	0	-5,848	5,719	0	95,825
Safety/Security	918	2,195	5,104	-1,213	4,295	2,400
Water supply works	1,619	2,830	4,518	10,990	39	9,513
Concrete works	115	197	238	242	164	47
Emergency Lighting	0	0	2,200	0	0	2,460
Asbestos	0	0	4,134	52,252	0	0
Services total	108,461	177,149	649,972	496,145	144,531	340,103
Heating	27,450	52,285	155,955	155,280	16,612	87,235
Total Services & Heating	135,910	229,433	805,927	651,425	161,143	427,338

ITEM	J.TRUNDLE COURT	L.JONES MEWS	LAUDERDALE TOWER	MOUNTJOY HOUSE	SEDDON HOUSE	SHAKESPEARE TOWER
Electricity (Common Parts and Lifts)	24,702	292	37,227	11,026	16,066	34,832
Lift Maintenance	15,526	0	24,601	8,645	12,463	24,148
Resident Housekeepers (Additional Pension)	10	2	28	8	10	28
Resident Engineers	13,306	2,077	38,087	11,299	13,306	37,911
Furniture & Fittings	0	0	547	0	0	1,180
Window Cleaning	6,634	261	14,411	2,633	6,055	14,076
Cleaning Materials including refuse sacks	1,033	84	1,033	754	949	1,033
Cleaning Equipment	1,379	66	1,718	592	746	2,001
Estate Cleaners	46,851	3,799	46,851	34,188	43,052	46,851
Additional Refuse Collection/cleaning	0	0	6,805	0	0	1,576
Garden Maintenance	4,700	734	13,454	3,991	4,700	13,392
Car Park Attendants	29,783	4,624	0	25,337	29,783	0
Hall Porters need s and m figs	0	0	220,741	0	0	220,741
Garchey Maintenance	9,990	1,559	28,596	8,484	9,990	28,464
Pest Control	383	60	1,815	326	383	1,093
General Maintenance (Estate)	4,657	727	13,330	3,955	4,657	13,268
Electrical Repairs (Common Parts)	6,741	35	2,982	1,566	4,220	4,344
Electrical Repairs (Exterior)	195	0	0	0	0	258
General Repairs (Common Parts)	5,400	142	14,906	3,756	4,128	15,889
General Repairs (Exterior)	48,708	3,527	75,384	22,747	17,488	74,586
House Officer	7,907	1,234	22,632	6,714	7,907	22,528
Sub-total of apportioned services	227,905	19,222	565,148	146,021	175,902	558,197
S & M Technical	12,109	1,548	16,255	6,386	7,629	19,669
Estate-Wide proportion of Supervision & Management costs	21,645	1,826	53,674	13,868	16,706	53,013
Directly attributed Supervision & Management costs	0	0	0	0	0	0
Internal Redecorations	2,156	0	0	0	0	0
External Redecorations	100	0	12,253	760	0	5,856
Safety/Security	1,994	436	7,386	4,481	2,137	7,416
Water supply works	2,581	743	3,985	7,337	1,825	3,587
Concrete works	246	94	215	0	157	289
Emergency Lighting	0	0	2,200	0	0	2,200
Asbestos	12,683	0	14,935	827	3,173	0
Services total	281,418	23,867	676,050	179,680	207,529	650,228
Heating	65,761	15,765	159,611	58,276	74,319	161,128
Total Services & Heating	347,178	39,632	835,661	237,956	281,849	811,355

ITEM	SPEED HOUSE	THOMAS MOF HOUSE	3-16 WALLSIDE	The Postern	2 Wallside	1 Wallside	WILLOUGHBY HOUSE	BLAKE TOWER
Electricity (Common Parts and Lifts)	28,318	28,355	754	416	119	66	34,951	0
Lift Maintenance	31,632	48,140	0	0	0	0	29,163	0
Resident Housekeepers (Additional Pension)	12	16	4	2	1	0	18	0
Resident Engineers	15,911	21,261	4,936	2,721	780	434	24,359	0
Furniture & Fittings	0	0	0	0	0	0	14,958	0
Window Cleaning	9,608	7,731	0	348	0	348	7,731	0
Cleaning Materials including refuse sacks	1,682	2,074	0	65	0	9	1,905	0
Cleaning Equipment	1,321	1,630	0	51	0	7	1,497	0
Estate Cleaners	76,291	94,082	0	2,938	0	405	86,421	0
Additional Refuse Collection/cleaning	0	0	0	0	0	0	0	0
Garden Maintenance	5,620	7,510	1,743	961	276	153	8,605	5,272
Car Park Attendants	35,620	47,602	11,057	6,095	1,748	972	54,603	33,476
Hall Porters need s and m figs	0	0	0	0	0	0	0	0
Garchey Maintenance	11,946	15,963	3,706	2,043	586	326	18,289	0
Pest Control	459	1,063	142	78	22	13	852	430
General Maintenance (Estate)	5,569	7,441	1,727	952	273	152	8,525	4,265
Electrical Repairs (Common Parts)	4,115	9,611	313	13			2,981	0
Electrical Repairs (Exterior)	0	0	0	0	0	0	161	0
General Repairs (Common Parts)	4,190	8,588	0	59	37	20	5,080	0
General Repairs (Exterior)	25,226	49,432	0	3,456	657	1,364	33,492	0
House Officer	9,455	12,634	2,933	1,617	464	258	14,475	0
Sub-total of apportioned services	266,973	363,133	27,315	21,814	4,964	4,527	348,065	43,443
S & M Technical	13,436	16,397	161	1,177	193	188	15,681	210
Estate-Wide proportion of Supervision & Management costs	25,355	34,488	2,594	2,072	471	430	33,057	4,126
Directly attributed Supervision & Management costs	0	0	0	0	0	0	0	0
Internal Redecorations	0	0	0	0	0	0	0	0
External Redecorations	3,836	43,712	0	410	0	0	146,081	0
Safety/Security	3,117	4,593	174	797	23	55	-1,075	0
Water supply works	2,517	2,191	0	3,473	479	481	6,056	0
Concrete works	154	56	0	61	0	0	104	0
Emergency Lighting	0	0	0	0	0	0	0	0
Asbestos	1,209	0	0	0	0	0	29,767	0
Services total	316,597	464,570	31,477	29,805	5,527	5,051	577,737	47,779
Heating	96,146	130,403	28,493	15,696	0	1,107	121,895	0
Total Services & Heating	412,744	594,972	59,970	45,501	5,527	6,158	699,632	47,779

Cross ref key	ITEM	Main Basis of Attribution	Amount to Apportion	Andrewes House £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	423,162	28,420	153
2	Lift Maintenance	Actual	374,383	45,229	244
3	Resident Housekeepers (Additional Pension)	E. wide lease %	269	19	0
4	Resident Engineers	E. wide lease %	361,999	25,837	140
5	Furniture & Fittings	Actual	28,873	0	0
6	Window Cleaning	Contract base	147,111	7,047	38
7	Cleaning Materials including refuse sacks	No of cleaners	21,833	2,465	13
8	Cleaning Equipment	No of cleaners	22,598	1,937	10
9	Estate Cleaners	No. cleaners	994,665	111,809	604
10	Additional Refuse Collection	No. cleaners	13,777	0	0
11	Garden Maintenance	E. wide lease %	133,149	9,127	49
12	Car Park Attendants	Terrace lease %	595,028	57,869	312
		Towers one third each plus			
13	Hall Porters	individual costs	662,222	0	0
14	Garchey Maintenance	E. wide lease %	262,758	19,270	104
		E. wide lease % plus individual			
15	Pest Control	block costs	12,930	1,045	6
		E. wide lease % and no of repairs			
16	General Maintenance (Estate)	orders	130,199	9,043	49
17	Electrical Repairs (Common Parts)	Actual	78,374	4,498	24
18	Electrical Repairs (Exterior)	Actual	1,188	297	2
19	General Repairs (Common Parts)	Actual	124,400	6,555	35
20	General Repairs (Exterior)	Actual	818,443	58,667	317
22	House Officer	E. wide lease %	215,113	15,353	83
	Sub-total of apportioned services		5,422,473	404,484	2,184
21	S&M technical	o of repairs orde	231,663	15,171	82
23	Estate-Wide Supervision & Management costs	Ratio	514,986	38,415	207
24	Directly attributed Supervision & Management costs	Actual time	0	0	0
25	Redecorations	Actual	521,258	188,359	1,017
		Actual/E. wide			
26	Safety/Security (included in general repairs on)	lease %	55,951	-1,508	-8
		Actual/E. wide			
27	Water Supply Works	lease %	88,248	10,388	56
28	Concrete works	Actual	2,960	141	1
29	Emergency Lighting	Actual	9,060	0	0
30	Asbestos management / removal	Actual	171,476	1,612	9
	Total Services		7,018,075	657,063	1,364
33	Heating - Electricity	Actual	1,828,739	155,690	841
33	Heating - Gas	Actual	16,612	0	0
	Total Services & Heating		7,439,300	812,753	4,389

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Committee(s)	Dated:
Resident Consultation Committee – For Information Barbican Residential Committee – For Decision	03/09/18 17/09/18
Subject: Barbican Estate 50 th Anniversary Celebrations 2019	Public
Report of: Director of Community and Children’s Services	For Decision by the Barbican Residential Committee
Report author: Michael Bennett Head of Barbican Estates	

Summary

In 2009 the Barbican Estate celebrated the 40th Anniversary of the completion of the first residential blocks on the Estate in July 1969.

This event was attended by over 600 residents and Officers worked with resident volunteers, local Community groups, Exhibitors, a number of sponsors including several contractors, commercial tenants, the Emergency Services as well as numerous City Departments (Libraries, the Police, Guildhall School of Music and Drama) to provide for an extremely successful occasion. A whole range of competitions, exhibitions, tours, catering, entertainment and Guest Speakers were provided as part of the celebrations.

Next year will be the 50th Anniversary for the Barbican Estate and Officers are scoping the nature of the event and reviewing the required resources to prepare for a successful occasion. There are a number of options for the 50th Anniversary and if officers are to repeat or exceed the last Anniversary celebration in 2009, an Events Manager will be required to plan, co-ordinate and manage all of the activities.

Recommendation(s)

The Residents Consultation Committee is asked to note and comment on the report.

The Barbican Residential Committee is asked to:

- Agree that option 1 to plan for a 50th Anniversary Celebration Event for the Barbican Estate in 2019 is progressed and that an Events Manager is recruited to enable the planning and co-ordination of all aspects of the event.

Main Report

Background

1. In 2009 the Barbican Estate celebrated the 40th Anniversary of the completion of the first residential blocks on the Estate in July 1969.
2. This event was attended by over 600 residents and Officers worked with resident volunteers, local Community groups, Exhibitors, a number of sponsors including several contractors, commercial tenants, the Emergency Services as well as numerous City Departments (Libraries, the Police, Guildhall School of Music and Drama) to prepare for a successful occasion. A whole range of competitions, exhibitions, tours, catering, entertainment and Guest Speakers were provided as part of the celebrations.

Current Position

3. Next year will be the 50th Anniversary for the Barbican Estate and Officers are scoping the nature of the event and reviewing the required resources to prepare for a successful occasion. There a number of options for the 50th Anniversary and if officers are to repeat or exceed the last Anniversary celebration in 2009, an Events Manager will be required to plan, co-ordinate and manage all of the activities.

Options

Option 1. A 50th Anniversary Celebration Event that repeats or exceeds the 40th Anniversary.

4. The option of providing a Celebratory event that repeats or exceeds the 40th Anniversary will require the recruitment of an Event Manager for up to 6 months (costs in the region of £25 to £30K).
5. The BEO do not have the resources that existed for the 40th Anniversary event and there are a number of other key priorities that officers are progressing (Fire Safety, new Lease Enforcement Policy, new Landlords Approvals protocol for Leaseholder Alterations, Car Park Charging Policy, new Stores project, ongoing communications plan).
6. The current temporary Communications Officer will be in a position to lead on the preparation of initial plans for the 50th Anniversary Celebrations Event. An Event Manager will develop a Master Plan that will encompass all aspects of the event and will include the following:
 - select date and Event Committee
 - seeking funding from external parties
 - seeking resident involvement to organise the event
 - venue and logistics management
 - catering management
 - speakers/presenters
 - activities/entertainment planning
 - publicity and promotion plan
 - sponsors/partner management
 - volunteer management

- cleaning management
 - budget management
 - post-event publicity plan, survey, communication with participants, evaluation
7. The previous 40th Anniversary Event received a number of sponsors and external funding and the Officer time and additional costs were charged to the service charge. The same would apply for this 50th Anniversary Celebrations Event.

Option 2. 50th Anniversary Event that provides for a basic celebration for residents to join officers at a drinks reception.

8. This option will provide a chance for residents to join officers at a drinks reception to celebrate the 50th Anniversary of the completion of the first blocks on the Estate. This could be provided in-house with limited catering and the costs for catering, cleaning and Officer time will be charged to the service charge.

Option 3. Do nothing.

9. Following the 40th Anniversary Event it would be difficult to propose this option but officers have a number of key priorities and could not achieve a similar event unless option 1 was progressed.

Proposals

10. It is proposed that option 1 is to progress to provide for a 50th Anniversary Celebratory Event that repeats or exceeds the 40th Anniversary occasion. Following the very successful 40th Anniversary Event it would be difficult not to repeat or exceed those celebrations.
11. There are also a number of other key stakeholders on the Barbican Estate (Barbican Arts Centre, Barbican Libraries, St Giles Church, the City of London School for Girls) and in the City (Police, Open Spaces, Culture Mile, Town Clerks) who may wish to join us for our 50th Anniversary celebrations.

Conclusion

12. Next year will be the 50th Anniversary for the Barbican Estate and officers hope that resident volunteers will join other stakeholders in providing for an event that will surpass the last main event. For this to succeed officers would require an Events Manager in order to lead on all aspects of the celebrations.

Michael Bennett

Head of Barbican Estates
Department of Community and Children's Services

T: 020 70293923

E: michael.bennett@cityoflondon.gov.uk

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Committee(s)	Dated:
Residents Consultation Committee – For Information Barbican Residential Committee – For Information	3 September 2018 17 September 2018
Subject: Residents' Survey	Public
Report of: Director of Community and Children's Services	For Information

Summary

This report informs the committee of the results of the Residents' Satisfaction Survey which was undertaken in June 2018.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

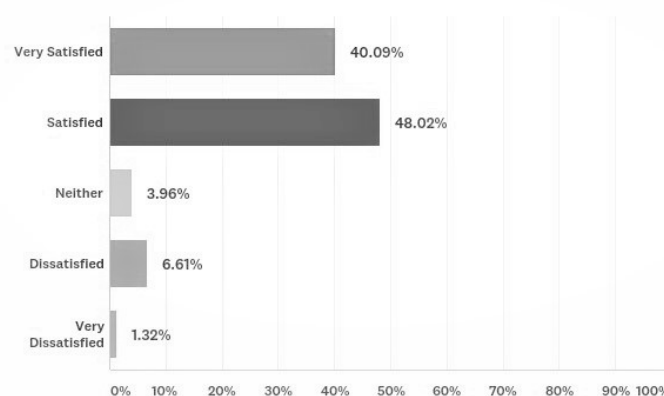
1. In June 2018 a residents' satisfaction survey was undertaken to gauge current satisfaction levels with the services provided or managed by the Barbican Estate Office. A copy of the survey is attached as Appendix 1.
2. This was the fifth time that an online survey was used, with paper copies advertised as being available on request from the main reception, car park attendants and concierges.
3. The survey asked residents to rate services against one of five criteria: very satisfied, satisfied, neither, dissatisfied and very dissatisfied.
4. Additional fields throughout the survey enabled residents to add their comments. A selection of these comments both positive and negative is detailed in the relevant sections. As with previous surveys, all comments received were circulated to staff and service providers. This was very motivational to them as they felt their efforts were valued and highlighted behaviours which residents appreciated as well as common themes and trends that needed to be addressed.
5. The response rate of 228 is made up of 226 online entries and 2 in paper format. This was substantially down from 334 responses in 2016, 465 responses in 2015 and 500 responses in 2014. As with previous years Officers incentivised completing of the survey by having a prize drawer of £100 voucher.

6. Officers feel that the decline this year, was in part, due to the new General Data Protection Regulations (GDPR). The number of email addresses the Barbican Estate Office currently holds is (as of 13 July 2018) 1,019 down from over 1,700 before the changes to the regulations.
7. Officers updated all properties and all external mailing addresses in May 2018 on GDPR. The email database is slowly increasing as residents realise they are no longer receiving information from the Barbican Estate Office via email.
8. The results of the survey will be published via the Barbican electronic bulletin in September 2018.
9. This year, residents were given the option of requesting a direct response to their comments and queries and these have been responded to throughout August.
10. Common queries and comments have also been answered throughout August and publicised in the Friday bulletin.
11. Additionally, residents were given the option to provide or update their emergency contact details and Officers would like to thank those residents who chose to do this.

Current Position

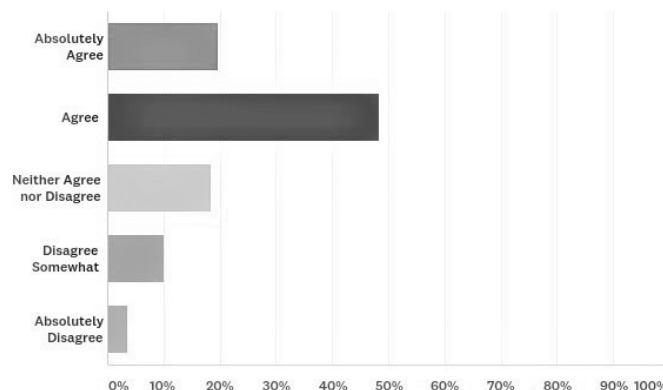
12. **Customer Care.** A result of 88% was achieved in the “satisfied” and “very satisfied” categories. An increase of 1% on 2016.

Q1 Overall, how satisfied or dissatisfied are you with the services provided by us in managing the Barbican Estate?



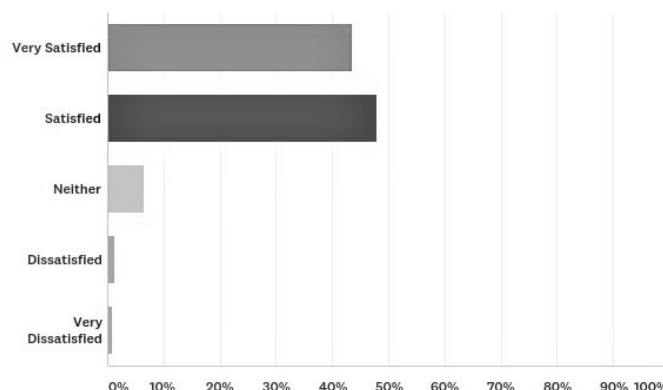
13. **Value for Money.** 68% of responses “absolutely agreed” and “agreed” with the statement that *“the Barbican Estate Office provides good value for money in managing the Barbican Estate”*. An increase of 2% on 2016. The increase was noted in the “absolutely agree” option.

Q2 Overall, to what extent do you agree with the statement that "we provide good value for money in managing the Barbican Estate"?



14. **Communications.** 91% was achieved in the “satisfied” and “very satisfied” categories in the way the Barbican Estate Office keeps residents informed of issues. A decrease of 3% on last year.

Q3 How satisfied or dissatisfied are you with the way we keep you informed about issues that may affect you e.g email bulletin/notice boards/ the website etc?



“I find all the services provided around the estate to be top quality and commend all those involved for their outstanding work.”

“Generally excellent”

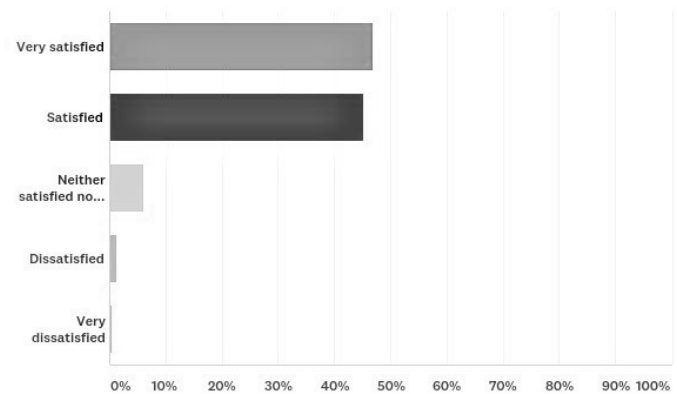
“honestly didn't even know there was a website! you're great, keep it up”

“the notice boards are old and not fit for purpose. please give responsibility for them to the new communications manager who appears to have real drive and so far, improves all she touches.”

15.3 extra questions about the various methods of communication were added to this year's survey.

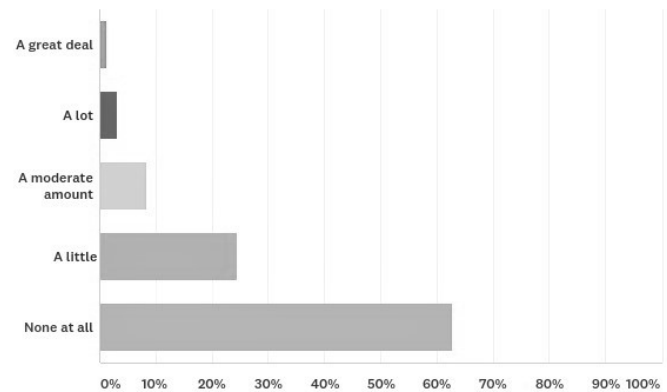
16. Bulletin. 92% of responses were either “satisfied” or “very satisfied” with the bulletin.

Q4 How satisfied or dissatisfied are you with the information in the Estatewide Bulletin?



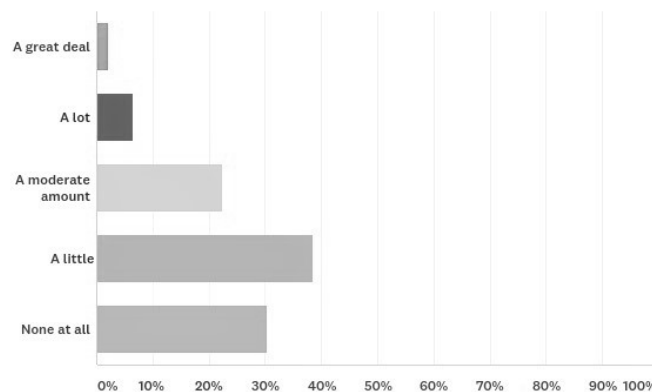
17. Barbican Estate Noticeboard. Only 1% of respondents used the noticeboard “a great deal” whilst 63% of respondents hadn’t used the noticeboard at all.

Q5 How often do you use the Barbican Estate noticeboard in reception for information relating to services available?



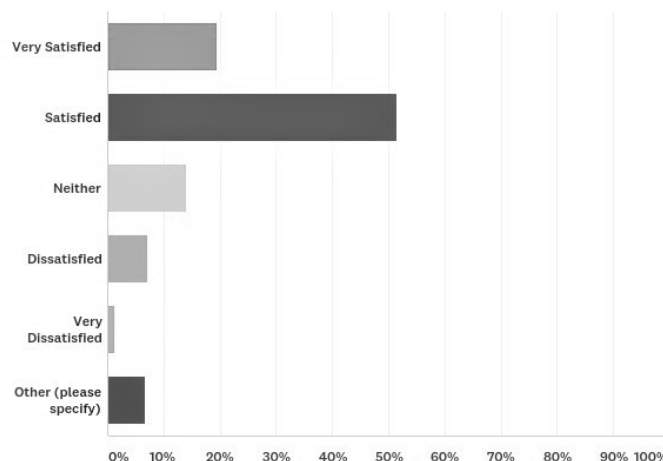
18. Website. Disappointingly 69% of respondents hadn’t used the website “at all” or just “a little”. Our recently created post of Communications Officer has been working hard to promote the website and keep it fresh and relevant. This is a key area of focus over the next 12 months.

Q6 How often do you use the Barbican Estate website for information relating to services available? [Click here for website link.](#)



19. **Fire Safety.** Additionally, this year a question was added about Fire Safety. 71% of respondents were “satisfied” or “very satisfied” with the level of information they had received from the Barbican Estate Office about fire safety procedures. 8% were either “very dissatisfied” or dissatisfied”. In response, Officers sent reminders regarding Fire Safety, and a further FAQ is being produced following the publication of the most recent Fire Risk Assessments for the Barbican Estate.

Q7 After the recently conducted Fire Safety Exercise and subsequent communications, do you feel satisfied in how we have informed you of the safety procedures in the event of a fire?



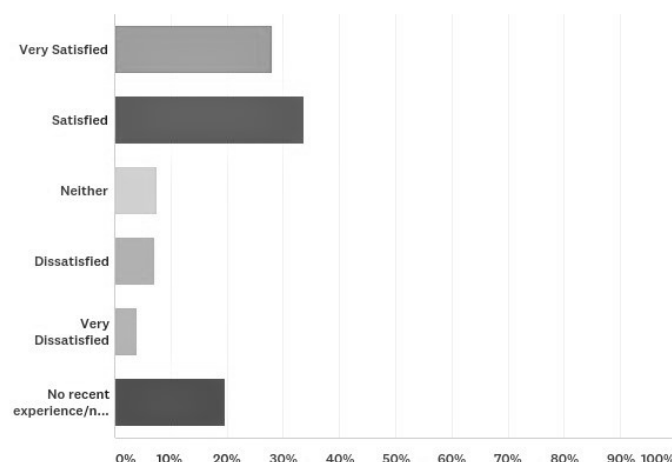
“I am not aware of any instructions concerning the outbreak of fire.”

“Clear balcony policy not evenly applied”

“I think there has been an over-reaction in the wake of Grenfell. We had the fire brigade round into this flat just before and they were satisfied that all was well. I think the fuss about the front doors is inappropriate, given that we all have the windows to exit from. Time wasting and costly.”

20. **House Officers.** Taking into account the 20% with “no recent experience of this service/not applicable”; 77% satisfaction was achieved. This is a 1% increase on 2016.

Q8 How satisfied or dissatisfied are you with the way your House Officer deals with your general enquiries?

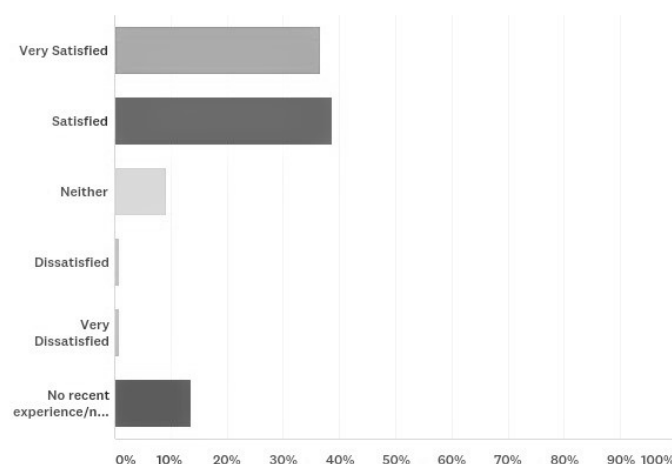


“A keen and experienced team who provide friendly assistance.”

“Very responsive and always helpful and pleasant.”

21. **Barbican Estate Office Reception.** Taking into account the 14% with “no recent experience of this service/not applicable”; 87% satisfaction was achieved in the way Reception deals with general enquiries. This is the same high level of satisfaction as in 2016.

Q9 How satisfied or dissatisfied are you with the way Reception deals with your general enquiries?



“The reception team are wonderful, kind, efficient and knowledgeable”

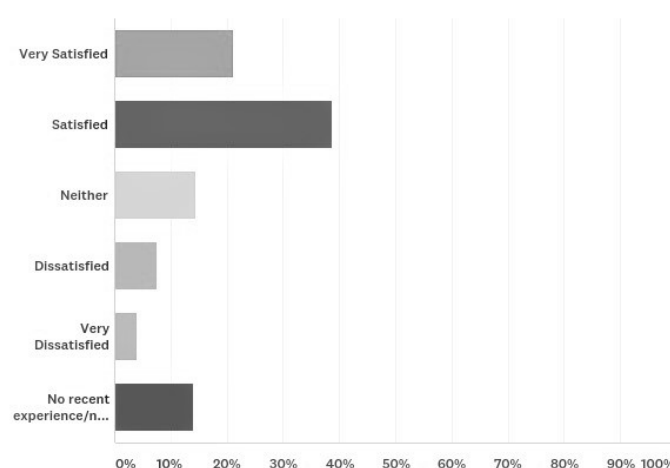
“It is sometimes difficult to get through to reception. When I do, they are always very helpful.”

“Reception staff is very helpful”

“The front desk people are very helpful and surprisingly tolerant of idiots like me who tend to lose their keys. Thank you!”

22. Property Maintenance. 14% of residents had “no recent experience of this service/not applicable”. Of the remaining, 70% were either “satisfied” or “very satisfied”. This is a 4% decline on 2016.

Q11 How satisfied or dissatisfied are you with the way the Repairs Contact Centre deals with your repairs and maintenance?



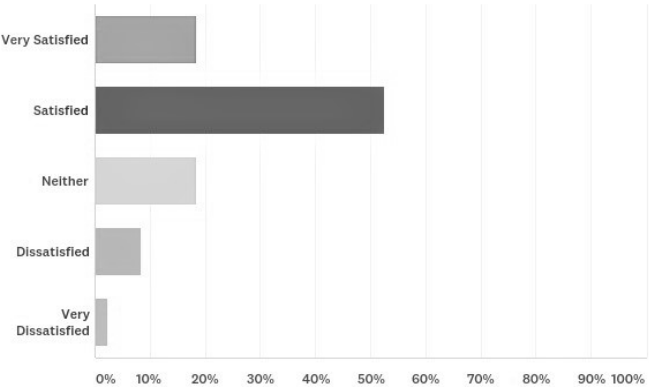
“Always get prompt replies from repairs email team, thank you.”

“I have found the Repairs team respond very promptly to enquiries.”

“From reporting to action - even something as trivial as missing light/light bulb - seems unwieldy, cumbersome and unnecessarily lengthy. It is unacceptable to take several weeks to replace a lightbulb in corridors or over doors.”

23. Property Maintenance in communal areas. 71% satisfaction levels were achieved. This is a 5% increase on last year.

Q12 How satisfied or dissatisfied are you with the repairs to the communal areas of your block?



“Good service”

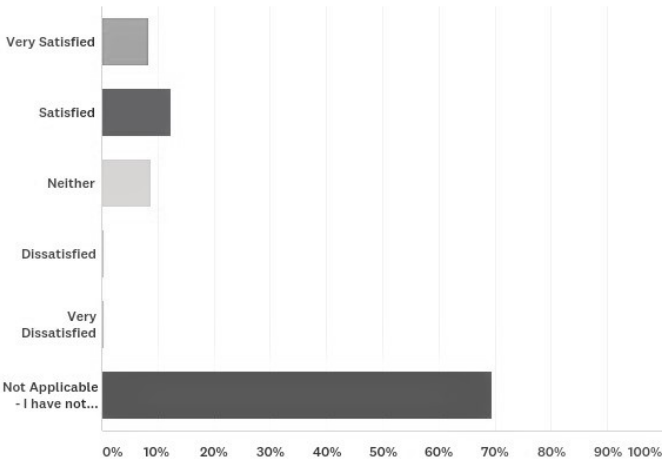
“Communication between Metwins and the Estate Office team are hit and miss. I usually have to chase up. Repairs in communal areas don't seem to follow any logical project mgt path. Lots of cart before the horse.”

“Very difficult for them since some residents do not obey rules designed for everybody's benefit.”

“There is a worrying lack of expertise and ability to solve problems. Too often, work does not get done, even though the computer system marks it as finished.”

24. Out-of-Hours Emergency Service. Taking into account the 70% who have “no recent use of this service/not applicable”, of the remaining respondents 68% satisfaction levels were achieved. This is an 2% improvement on 2016.

Q14 How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?

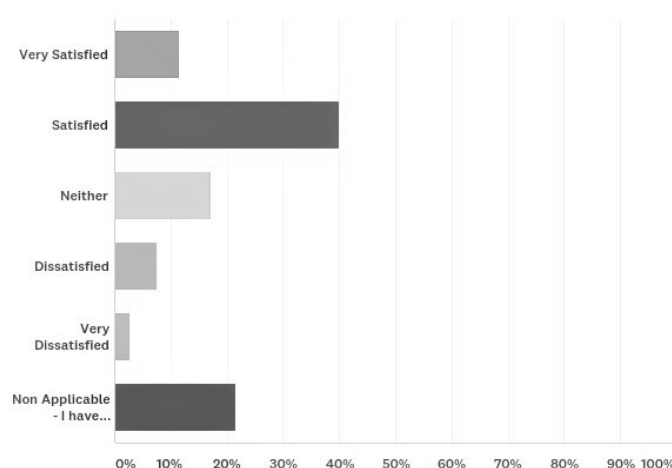


I didn't realise there is an out of hours duty manager and would have liked to call them when I had a leak that resulted in an electrical fault. I called the car park attendant instead."

"I had no idea there was an out of hours Duty Manager. This needs publicising. Good team".

- 25. Projects on/in your block (but not including projects in the public areas of the estate funded by the City of London).** Taking into account the 21% of respondents who have "no recent experience/non-applicable", of the remaining respondents 65% satisfaction was achieved. This is an improvement of 6% on 2016 and dissatisfaction levels have reduced from 18% in 2016 to 12% in 2018.

Q13 How satisfied or dissatisfied are you with project works on your block (not including projects in the public areas of the Estate which are managed and funded by the City of London)?

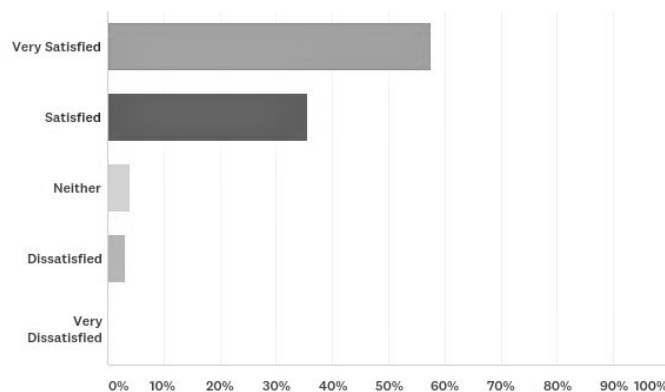


"Projects are usually noisy and there seem to be a lot of them, so there is often continuous noise over many months. Don't see an easy solution."

"Routine maintenance still an issue, especially drainage".

- 26. Communal Area Cleaning.** 93% was achieved in the "very satisfied" and "satisfied" categories. A 1% increase on 2016 with the "very satisfied" category increasing by 5%. Lots of praise for individual cleaners was received and this has been passed on to them.

Q16 How satisfied or dissatisfied are you with the communal area cleaning services provided by your cleaners?



“Our cleaner is excellent”

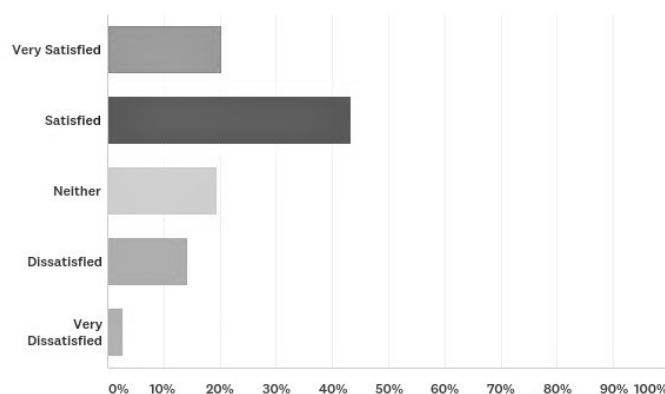
“The cleaner is always very cheerful!”

“Block internal areas are cleaned perfectly.”

“The cleaner is meticulous and always seems to be working at something.”

27. **Window Cleaning.** A result of 64% was achieved in the “very satisfied” and “satisfied” categories. This is 1% less than 2016. The vast majority of comments in the cleaning section, were concerning the quality of window cleaning. This will be an area of focus with our contractors over the next few months.

Q17 How satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?



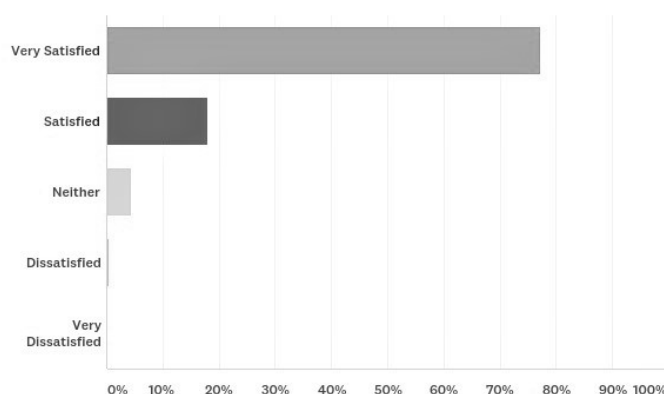
“Window cleaning standards getting much lower this year.”

“Window cleaning standard has dropped noticeably in recent weeks. Windows to the rear of BJH have not been cleaned recently and the last time they were cleaned it was done very carelessly.”

“Sometimes windows smeary after cleaning.”

28. **Estate Concierge team.** A fantastic result of 95% was achieved in the “very satisfied” and “satisfied” categories. This is slightly down on the 99% achieved in 2016, but that is exceptionally hard to maintain or improve on! Dissatisfaction remained extremely low. Many comments named individual members of the team and the praise and thanks will be passed on.

Q19 How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)



“Always helpful, polite and knowledgeable staff.”

“The hearts of the operation - they should be nurtured.”

“Gold Stars to the CPA's for their helpfulness, common sense and stamina.”

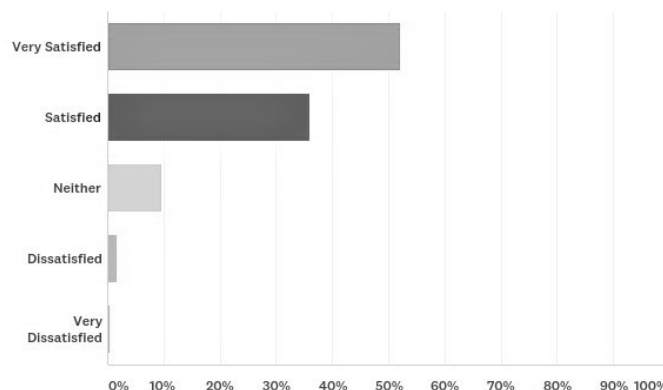
“They are one of the major benefits of living in the Barbican.”

“Consistently excellent since 2005 when we first moved in.”

“Outstanding. Friendly, professional and very helpful.”

29. **Open Spaces.** 88% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This is 1% less than 2016.

Q21 How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?



“The recent team changes have seen a vast improvement. However, some of the pods are kept locked making watering difficult for gardeners and allotment holders.”

“The gardeners do wonders with limited staff and money resources; the gardens mean a great deal to me.”

“Generally very well kept but what is happening to the beds on the north side of ben jonson? they are looking rather overgrown and neglected.”

“The gardens look amazing and really add to the experience of living in the Barbican. The newish Highwalk planting is stunning. The gardening staff are great.”

“The water condition of the lake is poor with thick sludge now very evident in some areas notably the ‘canal’ on the Lakeside Terrace below Gilbert House. The Lakeside fountains are not operating at full strength and water circulation generally is not as good as it used to be.”

30. Additional comments were sought, and residents were given the option to receive a direct response. Those that requested so, have all been responded to in August. 35 residents chose to make comments on varied topics. Some comments were specific to particular residents or properties.

“I don't think that VFM are providing a good service for the TV's system.”

“I think you all do an amazing job. I hope you realise how much you are valued by the residents. I know we can be difficult sometimes, but we are so lucky to have you.”

“Would prefer some of the legalistic circulars received e.g. on contracts for various services to include a simple explanation of what they are all

about. After reading some of them I am often little wiser, and they are not always set in a proper context e.g. what they are replacing etc.”

“How do I know if I am getting value for money? When the repairs team arrive, there seem to be many people for a small job, and it takes a long time (except the Garchey team, who are quick and efficient).”

31. Finally, we asked, “what is the one thing the BEO could do to provide better service?”

“Sorting out leaks. My flat has been affected several times in the same place.”

“Employ people with the appropriate skills and business acumen to respond to residents' needs in an efficient timely manner. A simple cost-saving exercise might be to employ a communications person who would think about delivering unpersonlised single page round-robin letter without the need to first put them in a large unaddressed envelope - it need not have been placed in an envelope at all thus saving both time and expense.”

“Listen to us. And act on what you hear. Take responsibility for the Grade 2 heritage that is your duty.”

“Deal with VFM effectively.”

“Provide equal communication for all residents in the community. Many are not online, elderly and miss the weekly email and the chance to input in the survey (was there a paper survey copy? or a number to call to request one?). They also do not visit the estate office to read the newsletter.”

32. Some of the comments received covered areas not under Barbican Estate control. Where appropriate, these comments will be passed onto the departments responsible.
33. The House Officers have reviewed all the comments. Where necessary they have also followed up if action is required.

Conclusion

34. General comments and common themes have been fed back to the individual service providers and will be included within the Service Level Agreement Action Plans.
35. Satisfaction levels remain high but we will aim to improve services where the results have identified areas of concern.

Appendices

Appendix 1: Resident Survey July 2018

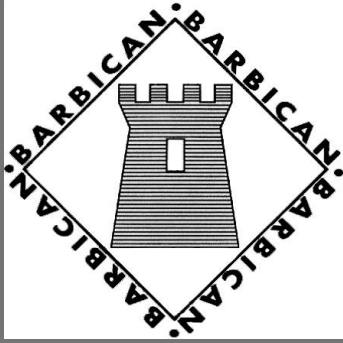
Background Papers

October 2004 Residents Satisfaction Survey
October 2005 Residents Satisfaction Survey
March 2007 Residents Satisfaction Survey
May 2009 Residents Satisfaction Survey
March 2011 Residents Satisfaction Survey
September 2013 Residents Satisfaction Survey
September 2014 Residents Satisfaction Survey
September 2015 Residents Satisfaction Survey
September 2016 Residents Satisfaction Survey

Helen Davinson

Resident Services Manager

T: 020 7029 3963, E: Helen.davinson@cityoflondon.gov.uk



Resident Survey June 2018

1. Overall, how satisfied or dissatisfied are you with the services provided by us in managing the Barbican Estate?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied

2. Overall, to what extent do you agree with the statement that "we provide good value for money in managing the Barbican Estate"?

- ☐ Absolutely Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree Somewhat
- ☐ Absolutely Disagree

3. How satisfied or dissatisfied are you with the way we keep you informed about issues that may affect you e.g email bulletin/notice boards/ the website etc?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied

4. How satisfied or dissatisfied are you with the information in the Estatewide Bulletin?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

5. How often do you use the Barbican Estate noticeboard in reception for information relating to services available?

- ☐ A great deal
- ☐ A lot
- ☐ A moderate amount
- ☐ A little
- ☐ None at all

6. How often do you use the Barbican Estate website for information relating to services available? Click [here](#) for website link.

- ☐ A great deal
- ☐ A lot
- ☐ A moderate amount
- ☐ A little
- ☐ None at all

7. After the recently conducted Fire Safety Exercise and subsequent communications, do you feel satisfied in how we have informed you of the safety procedures in the event of a fire?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ Other (please specify)

8. How satisfied or dissatisfied are you with the way your House Officer deals with your general enquiries?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ No recent experience/not applicable

9. How satisfied or dissatisfied are you with the way Reception deals with your general enquiries?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ No recent experience/not applicable

10. Do you have any further comments about the Estate Office team?

11. How satisfied or dissatisfied are you with the way the Repairs Contact Centre deals with your repairs and maintenance?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ No recent experience/not applicable

12. How satisfied or dissatisfied are you with the repairs to the communal areas of your block?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied

13. How satisfied or dissatisfied are you with project works on your block (not including projects in the public areas of the Estate which are managed and funded by the City of London)?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ Non Applicable - I have experienced no projects this year.

14. How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable - I have not made use of the Out of Hours team this year.

15. Do you have any further comments about the work of Property Services ie. the Repairs Contact Centre, repairs in the communal areas, projects or the out of hours Duty Manager ?

16. How satisfied or dissatisfied are you with the communal area cleaning services provided by your cleaners?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied

17. How satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied

18. Do you have any further comments about the work of the Cleaning team?

19. How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied

20. Do you have any further comments about the work of the Estate Concierge team?

21. How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied

22. Do you have further comments about the gardens or lakes?

23. Do you have any further comments or queries regarding the services provided to you? (Please note: If you would like a personal response to your query, please insert your name and address as well.)

24. If there is one thing we could do to give better service, what would it be?

25. Do you find this survey useful?

- ☐ Very useful
- ☐ Useful
- ☐ Neither
- ☐ Not useful
- ☐ Complete waste of time

26. Have you left emergency contact details with us? If not please add your name and address (we also need this to enter the free prize draw for the £100 John Lewis voucher!)

Committee:	Date(s):
Residents' Consultation Committee	03 September 2018
Barbican Residential Committee	17 September 2018
Subject: Update Report	Information
Report of: Director of Community and Children's Services	Public
<p style="text-align: center;">Summary</p> <p>Barbican Estate Office</p> <ol style="list-style-type: none"> 1. Blake Tower (formally the YMCA) Service Charge related issues 2. Electric Vehicle Charging Points 3. Car Park Charging Policy 4. Lease Enforcement Policy 5. Leaseholder Alterations – Pilot review of landlord's approval 6. Agenda Plan <p>Property Services – see appendix</p> <ol style="list-style-type: none"> 7. Redecorations 8. Public lift availability 9. Concrete Repairs 10. Vision Fibre Media (VFM) Contract for TV and Broadband Services 11. Asset Maintenance Working Party 12. Things that have gone well <p>Recommendation: that the contents of this report are noted.</p>	

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in May/June 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 (*updated in italics following BRC question*).

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. <i>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.</i>
When does the adjustment of estate wide service charges to accommodate Blake Tower take place? From day 1 or from when the BEO takes over?	Day 1.

2. Electric Vehicle (EV) Charging Points (update from the Low Emission Neighbourhood (LEN) team – late July)

The LEN project has funded a pilot scheme to roll out EV charging points on the Barbican Estate, with a view to determining the best strategy for the wider roll-out of EV charging points in City of London Corporation managed car parks. The 6-month pilot trial began in May 2018 after the 30 charging points across 5 car parks on the Barbican Estate went live at a well-attended launch event. The LEN project has funded consultants to monitor usage and user experience of charging points over the 6-month period (May-October 2018) and draw conclusions together into a Best Practice report with recommendations for future-roll out. This will be fed back to the Working Party and presented to Committee.

The pilot trial consists of residents with EV/hybrid vehicles who signed up to participate having exclusive use of one of the charging bays for the trial's duration. Data retrieved from the charging units has shown that over the trial duration to date 390 kW of electricity has been drawn from the charge points, equating to 1,500 miles driven fuelled by electricity, saving approximately 235kg of CO₂ emissions. Monitoring has shown that the use of charging points has remained steady across the two months so far.

Over the next two months of the trial, participants in the pilot study will be approached to obtain a more detailed view of user experience, individual usage of the charging points, through one-to-one interviews with the consultants, and a more general interim survey on attitudes to EV charging.

3. Car Park Charging Policy Update

Car Parking and stores licence users were updated in June of the new rates that were approved by the Barbican Residential Committee on 21 June. A Management Plan for the new stores was submitted to Planning Officers in July and it is anticipated that contractors will be on site in the Autumn to install the new stores. The Car Park Charging Working Party will meet in September to consider a review of a number of actions for Officers that were agreed at the last BRC and an update report will be presented to committee in November/December.

4. Lease Enforcement Policy

The Barbican Residential Committee approved a formal protocol for dealing with breaches of lease, specifically in respect of non-carpeted floors and animals at its meeting in March. In the first quarter, April to June the House Officer team have been dealing with seven cases. Although this has taken up more officer time the new protocol has provided clarity to both leaseholders and officers in dealing with each case.

5. Leaseholder Alterations – Pilot review of landlord's approval

In order to protect the fabric and integrity of the residential blocks (and specifically the compartmentation and fire integrity of flats) officers began a 6-month pilot in April of landlord's approval for alteration works.

A temporary part-time Technical Services Officer has been in place to help with this process and has been working with the House Officer team. In the first quarter, April to June the team have been dealing with almost 40 cases.

Although this has taken up a great deal of officer time it has helped in being able to provide a number of bulletins to residents updating on the pilot and the lessons learnt so far in order for leaseholders to comply with the requirements outlined in our revised Home Improvements Pack.

A full review of the 6-month pilot will be provided at the December committee.

6. 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	26 Nov	10 Dec
SLA Review	Michael Bennett		
Car Park Charging Policy Update	Michael Bennett		
Review of Pilot of Landlord Approvals for Leaseholder Alterations	Helen Davinson		
Service Charge Expenditure & Income Account - Latest Approved Budget 2018/19 & Original Budget 2019/20	Chamberlains		
Revenue & Capital Budgets - Latest Approved Budget 2018/19 and Original 2019/20 - Excluding dwellings service charge income & expenditure	Chamberlains		
Annual Review of RTAs	Town Clerks		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Commercial Arrears (BRC Only)	Helen Davinson		
Update Report: <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues/Electric Vehicle Charging/Agenda Plan 2019 Property Services Update (Appendix 1) 	Michael Bennett		
Working Party Updates	Officers, Working Parties & Town Clerks		

Background Papers:

Minutes of Residents' Consultation Committee 21 May 2018.
Reports to the Barbican Residential Committee 04 June 2018.

Contact: Michael Bennett, Head of Barbican Estates
Tel: 020 7029 3923
E:mail: barbican.estate@cityoflondon.gov.uk

7. Redecorations

Works continue to progress well on the 2018/19 programme

At the time of this report (3 August 2018)

- Thomas More House – Complete
- Mountjoy House – Complete
- The Postern – Commencing 6th August

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

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

8. 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 June 2018
Turret (Thomas More)	99.90%	99.97%
Gilbert House	99.99%	99.42%

9. Concrete Repairs

Concrete repairs commenced, as programmed, in June 2018. As at the time of this report, Shakespeare Tower and Thomas More House are complete. Works to Seddon House are nearing completion. Lambert Jones, Defoe House and Cromwell Tower are the blocks to follow.

Works are progressing well and are currently on programme

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

We are aware of some issues that have occurred recently with the signal strength and availability of some Freeview and HD channels provided through the Integrated Reception System (Television services). VFM have made some changes to the system following the Government's change in frequencies. VFM attend as and when they are called if a resident is having issues. As part of the maintenance contract, VFM will charge for any call outs that are outside of the service agreement eg problems with residents own equipment and will take payment details in case of this event.

In contrast, the broadband services provided by VFM appear to be being delivered in accordance with the license agreement

The agreement, whilst signed in early 2014, took effect from the actual completion of the broadband fibre network and the upgrade to the television services. The completion was in January 2016. A review of the license and various KPI's is due to take place in 2019 and a working party will be formed similar to the WP that reviewed the initial license.

11. Asset Maintenance Working Party (AMWP)

Garchey

Results of the recent survey were discussed. Of the 968 letters sent, 526 were returned 14% of which confirmed they no longer had a Garchey. This potentially means that there are less than 900 Garcheys in place. The future of the Garchey is due to be reviewed in 2020 and the AMWP will start working on a strategy in early 2019

Repairs and Maintenance

2 residents have volunteered to review the responses for the new repairs and maintenance contract and meeting is due to take place on 30th August to go through the returns

Working Party Membership

Following a resident representative standing down, an email broadcast was sent out seeking new member(s). We now have a resident volunteer who has a good background in asset management, in particular listed buildings

12. What's Gone Well

As part of future Property Services updates, we will be adding a regular item highlighting one particular area of the service that has gone well.

On Sunday 28th July 2 staircases in Andrewes House suffered a power failure due to the adverse weather conditions. It resulted in total power loss to around 40 flats. The cause was water ingress to the switch room burning out the switchgear.

The Property Services Team Manager (Shaun Moore) who was on duty attended within minutes of receiving the call. He called out UK Power Network who isolated their supply and confirmed they would not be able to reinstate until the switchgear was replaced/repaired.

Shaun contacted our repairs and maintenance contractor, Metwin, who began sourcing a generator in the event the power could not be easily re-instated.

Shaun also contacted senior managers in the afternoon to update on the severity of the situation, whilst he disconnected the power supply from the switchgear in readiness for the generator. He also visited every affected flat to let them know the cause of the failure and to reassure residents.

Obtaining a generator at such short notice and on a Sunday was proving difficult, so Shaun worked through the afternoon and evening to rebuild the switchgear. He was joined by an off-duty colleague (Chris Sedgwick) who had just returned from leave and one of our contractors, D.B Site Services, who came out to assist. Between them they completed the rebuild and had UKPN back to sign off and reconnect the supply at around 2am Monday morning. The Car Park Attendants on duty at Andrewes sent texts to those residents who had given their contact details, to let them know that power was restored.

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