



Barbican Residential Committee

Date: MONDAY, 17 JUNE 2019
Time: 1.45 pm
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:	Randall Anderson	Jeremy Mayhew*
	Adrian Bastow	Barbara Newman
	Matthew Bell*	Graham Packham*
	Chris Boden*	Susan Pearson*
	Mark Bostock	William Pimlott
	Deputy David Bradshaw	Stephen Quilter
	Mary Durcan	Deputy John Tomlinson
	Michael Hudson*	Mark Wheatley*

*non-resident Members

Enquiries: Julie Mayer
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Julie.Mayer@cityoflondon.gov.uk

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

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **ORDER OF THE COURT OF COMMON COUNCIL**
To receive the Order of the Court of Common Council dated 25 April 2019.
For Information
(Pages 1 - 2)
4. **TO ELECT A CHAIRMAN IN ACCORDANCE WITH STANDING ORDER 29**
For Decision
5. **TO ELECT A DEPUTY CHAIRMAN IN ACCORDANCE WITH STANDING ORDER 30**
For Decision
6. **TO CONFIRM THE APPOINTMENT OF THE CHAIRMAN (OR THEIR REPRESENTATIVE) TO THE CULTURE MILE WORKING PARTY**
For Decision
7. **TO APPOINT THE CAR PARK CHARGES WORKING PARTY**
Members are asked to appoint the Chairman and Deputy Chairman (as non-resident members) and two resident Members to the Working Party and to agree its terms of reference, as set out as below:

'To proceed in the reference of the Grand Committee to review the charging policy for car parking and storage in the car parking areas of the Barbican and to report back thereon, with recommendations'.
For Decision
8. **MINUTES OF THE PREVIOUS MEETING**
To approve the public minutes and non-public summary of the meeting held on 18th March 2019.
For Decision
(Pages 3 - 10)
9. **'YOU SAID: WE DID'**
Member are asked to note the Committee's outstanding actions list.
For Information
(Pages 11 - 12)
10. **DRAFT MINUTES OF THE BARBICAN RESIDENTS CONSULTATION COMMITTEE (RCC)**
To receive the draft minutes of the meeting held on 10th June 2019. TO FOLLOW
For Information

11. **THE QUORUM OF THE BARBICAN RESIDENTIAL COMMITTEE**
Report of the Town Clerk.
Members are asked to note the Order of the Court at agenda item 3.
For Decision
(Pages 13 - 14)
12. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**
Report of the Director of Community and Children's Services.
For Information
(Pages 15 - 26)
13. **CHARGING POLICY FOR CAR PARKING AND STORES - ANNUAL REVIEW**
Report of the Director of Community and Children's Services.
For Decision
(Pages 27 - 40)
14. **PROGRESS OF SALES AND LETTINGS**
Report of the Director of Community and Children's Services.
For Information
(Pages 41 - 44)
15. **UPDATE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 45 - 50)
16. **BARBICAN ARREARS**
Report of the Director of Community and Children's Services.
Please note there is a non-public appendix to this report at agenda item 22.
For Information
(Pages 51 - 54)
17. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
18. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
19. **EXCLUSION OF THE PUBLIC**
MOTION – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.
For Decision
20. **NON-PUBLIC MINUTES**
To approve the non-public minutes of the meeting held on 18 March 2019.
For Decision
(Pages 55 - 56)
21. **MINUTES OF THE CAR PARK CHARGES WORKING PARTY**
To receive the minutes of the Car Park Charges Working Party held on 2nd April 2019.
For Information
(Pages 57 - 60)

22. **BARBICAN ARREARS - APPENDIX**
Report of the Director of Community and Children's Services.
There is a public report in respect of Barbican Arrears at agenda item 16.
For Information
(Pages 61 - 64)
23. **HOUSING MANAGEMENT SYSTEM UPGRADE**
Report of the Director of Community and Children's Services.
For Decision
(Pages 65 - 88)
24. **ENFORCEMENT ACTION**
Report of the Director of Community and Children's Services.
For Decision
(Pages 89 - 130)
25. **BLAKE TOWER**
Assistant Director, Barbican and Property Services to be heard.
For Information
26. **REPORT OF ACTION TAKEN**
Report of the Town Clerk.
For Information
(Pages 131 - 134)
27. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
28. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

ESTLIN, Mayor	RESOLVED: That the Court of Common Council holden in the Guildhall of the City of London on Thursday 25th April 2019, doth hereby appoint the following Committee until the first meeting of the Court in April, 2020.
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BARBICAN RESIDENTIAL COMMITTEE

1. **Constitution**

A Non-Ward Committee consisting of,

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

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

2. **Quorum**

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

3. **Membership 2019/20**

Non-Residents:-

- 11 (4) Michael Hudson
- 3 (3) Graham David Packham, *for three years*
- 7 (3) Christopher Paul Boden
- 3 (2) Susan Jane Pearson
- 2 (2) Matthew Bell, *for three years*
- 2 (2) Mark Raymond Peter Henry Delano Wheatley

Residents:-

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

Aldersgate

Randall Keith Anderson
Adrian Mark Bastow
Barbara Patricia Newman, C.B.E.

Cripplegate

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

together with the ex-officio Members referred to in paragraph 1 above and five Members to be appointed this day.

4. **Terms of Reference**

To be responsible for:-

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

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BARBICAN RESIDENTIAL COMMITTEE **Monday, 18 March 2019**

Minutes of the meeting held at Guildhall at 1.45 pm

Present

Members:

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

Officers:

Paul Murtagh	- Assistant Director, Barbican and Property Services, Community and Children's Services
Alan Bennetts	- Comptroller and City Solicitor's
Julie Mayer	- Town Clerk's Department
Barry Ashton	- Community and Children's Services
Anne Mason	- Community and Children's Services
Mike Saunders	- Community and Children's Services

1. APOLOGIES

Apologies were received from Graham Packham, Jeremy Mayhew and Mark Wheatley.

Before commencing the business on the agenda, the Chairman and Members welcomed Adrian Bastow (Resident Member for Aldersgate) to the Committee and asked for their thanks to on record to Deputy Mrs Joyce Nash (also a Member for Aldersgate) who had stepped down, having served on the Barbican Residential Committee since its inception.

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

The following resident Members of the Barbican Residential Committee – Mark Bostock, Mary Durcan, Barbara Newman, David Bradshaw, Randall Anderson, John Tomlinson and Adrian Bastow had applied for and been granted a dispensation under the Localism Act 2011, allowing them to speak only on general housing matters including, on this occasion, parking spaces and private

storage spaces, except where that disclosable pecuniary interest would be directly and materially impacted by the matter to be determined.

The Town Clerk advised that the wider provisions of the dispensation applications would be considered at a meeting of the Dispensations Sub (Standards) Committee on 1 April 2019, which would fully consider any appropriate extension to the dispensations granted for that day's meeting; insofar as they requested speaking (and in one case voting) rights on all matters relating to the Barbican residential estate, except where that disclosable pecuniary interest would be directly and materially impacted by the matter to be determined.

Members also noted that there was an issue around the interpretation of "*all matters relating to the Barbican Estate*" and whether it included the car parks and the baggage stores, or whether separate applications would need to be made. There were currently varying views on the matter and they too would be the subject of further discussion at the Dispensations Sub Committee. Members also noted that, where a standing dispensation had been granted for the remainder of their terms of office, as was the case with Mr Anderson and Mr Quilter, they would remain and had not been superseded by the new Dispensations Policy which came into effect on 1 March 2019.

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

Members elected a Deputy Chairman in accordance with Standing Order 30.

RESOLVED, That - being the only Member willing to serve, Mr Mark Wheatley was elected as Deputy Chairman for the Barbican Residential Committee for the remainder of 2018/19.

The Town Clerk agreed to confirm the voting rights for resident and non-resident Members, in the event of a future ballots for the positions of Chairman and Deputy Chairman. Members were reminded that only non-resident Members could stand for the position of Chairman or Deputy Chairman.

4. MINUTES OF THE PREVIOUS MEETING

RESOLVED, that – the public minutes and non-public summary of the Special Meeting of the BRC held on 31 January 2019 be approved.

Matters arising

Members noted the decision of the Policy and Resources Committee to revisit Housing Governance in about six months' time, to give the new Dispensations Policy time to bed-in and to give the BRC the opportunity to recruit more non-resident Members. The Chairman stressed that any decision to reduce the number of resident Members on the BRC would be subject to full consultation with residents.

5. **DRAFT MINUTES OF THE BARBICAN ESTATE RESIDENTIAL COMMITTEE (RCC)**

Members received the draft minutes of the Barbican Residents Consultation Committee (RCC) held on 4th March 2019.

6. **UPDATE REPORT**

Members received the Director of Community and Children's Services update report. There was some discussion about the Barbican Estate's take-over of Blake Tower in September 2019. Members noted that the defects liability period had expired and any remaining issues would fall under the warranty. The Assistant Director advised that he was working with the City Surveyor and the Contractor to manage this. Members noted that September was an absolute undertaking for the City to take over the Management of Blake Tower but there were still issues to be resolved. The Chairman had asked for a full briefing and to be sighted on the Contract, which was available to other BRC Members on request.

Given the lessons learnt from the Frobisher Crescent development, Members asked for their concerns to be noted to the responsible department. The City Solicitor explained that the City retained its right to enforce a breach of contract, should it become necessary, and any costs should not fall on the residents.

Whilst Members noted that the lift performance for the Speed House Moor Lane/Silk Street Public Lift fell outside the BRC's remit, the Chairman had chased progress and Members noted that work had commenced in February and is expected to finish in July.

RESOLVED, that – the report be noted.

7. **ELECTRIC VEHICLE CHARGING POLICY**

Members considered a report of the Director of Community and Children's Services in respect of the Electric Vehicle Charging Policy, which Members had first considered at the Special Meeting of the BRC on 31 January 2019. Members noted that, in order to simplify both this and future decision making; there were three separate car parking reports on this agenda, at items 7, 8 and 9.

Members noted that that the installation of current units and associated costs had been funded by the Low Emission Neighbourhood (LEN) Funding, which would end at the end of March 2019. Members were also pleased to note that the project had been delivered on time, for implementation on 1 April 2019, and that cards and keys had been issued to users.

During questions, Members noted that it had been made very clear to EV users that the free period would end on 31 March 2019. The RCC had also supported the report when they considered it at their AGM in January 2019. Officers advised that charges had been based on typical, average uses across similar installations and that the consultants had interviewed users. The City Solicitor reminded Members that pricing reviews fell within the BRC's Terms of Reference and the Working Party would continue to review the project.

RESOLVED, that:

1. The EV Charging users' quarterly charge of £25 cease when individual charging is implemented on 1st April 2019 and, from this point forward, EV Charging users would pay only for the electricity they use.
2. With effect from 1st April 2019, EV Charging users be directly billed per kWh of electricity at 25p/kW (14p/kW domestic rate + 11p management levy/kW)
3. All EV Charging users be assigned a dedicated EV bay, in line with the Car Parking Licence.
4. Officers progress the additional LEN funding of £17,000 to provide Breton House car park with charging facilities and connections via Smart Technology.
5. Officers continue to update the Electrical Vehicle Working Party (EVWP), which will carry out a review in respect of usage and the pricing structure and report back to the BRC in September 2019.

8. **CHARGING POLICY FOR DISABLED CAR PARK USERS**

Members considered a report of the Director of Community and Children's Services in respect of a Policy for Disabled Car Park users, for which the BRC had agreed a policy in June 2018.

Members noted that, since publication of the report and agenda, further spaces had been surrendered due to costs and the records would be maintained for scrutiny by the Car Park Charges Working Party. The Working Party was scheduled to meet on 2nd April and the May/June meetings of the RCC/BRC would receive a further report.

RESOLVED, that:

1. Option 2 as set out in the report be approved; i.e. a CPI increase on the approved car parking bay charges in line with the annual review of charges in June 2019; and
2. A concession of two hours free parking for disabled persons (blue or red badge holders) on the Ward Lists, visiting Wardmotes in Cripplegate and Aldersgate and by prior arrangement with the Barbican Estate Office.

9. **POLICY FOR MISCELLANEOUS CAR PARK CHARGES**

Members considered a report of the Director of Community and Children's Services in respect of proposed policy for miscellaneous car park charges. Members noted that there had been no change to the current five hour free parking period for residents' visitors.

RESOLVED, that:

1. A policy based on CPI be approved, to be reviewed annually in line with Car Parking Charging.
2. The other charges listed below be increased by CPI (for May 2018 and May 2019), to take effect from September 2019:
 - a. Temporary Car Parking
 - b. Motorcycle Licences
 - c. Bicycle pods
 - d. Bicycle lockers
3. The long-term car bay agreements be updated, so that the service charge is calculated as the estimated cost of services for car parking and stores in the car parks, divided by the number of available car parking spaces, plus those car parking spaces occupied by residents' stores.

10. BARBICAN ESTATE REDECORATIONS PROGRAMME 2020/25 - GATEWAY 3/4 OPTIONS APPRAISAL

Members considered a report of the Director of Community and Children's Services in respect of the Barbican Estate Redecorations Programme and noted that the RCC had favoured option 2, as set out in the report.

Members noted an error in the report in that the standard of materials should be specified at the outset. There was some discussion on the quality of paint used, which must be compliant with Listed Building regulations. Officers explained that price was also considered and Members suggested that the specification should state either the product currently in use or another of an equivalent international standard.

RESOLVED, that -

1. Option 2 as set out in the report be approved (i.e. to build upon the previous successful approach by procuring a single contractor for a 5-year programme of works) for proceeding to Procurement and Gateway 5.
2. The Project Scope be expanded to include the internal redecoration of those six blocks removed from the expiring redecoration contract, due to the on-going uncertainty regarding the need to replace internal fire doors.
3. An additional budget of £3,000 to reach the next Gateway be approved.
4. The estimated total project budget of £3,037,500 - £3,375,000 be noted.

11. REPAIRS AND MAINTENANCE TO ROOFS/BALCONIES FOLLOWING WATER PENETRATION

Members received a report of the Director of Community and Children's Services in respect of progress made by the Roofs Working Party, which comprised of residents experienced in this matter, the Assistant Director and

two other officers. Member were reminded that when the issue of the City's failure to manage and maintain roof warranties had come to light, Members had been very critical but also accepted that this failure pre-dated the current Assistant Director and his team. The Chairman advised that earlier reports were available for the newer Members of the BRC, on request.

The Assistant Director advised that the next cycle of the RCC/BRC meetings in May and June would receive a further report, setting out an estimate on the lifecycle and cost of the future re-roofing works, including any financial implications on the warranties. The Assistant Director confirmed that residents were no worse off as a result of the City's historic failure in the maintenance of warranties and the next report would demonstrate this. Members also noted that, generally, flat roofs were problematic but some Barbican roofs were in a good condition and, in some cases, the water penetration damage had not been caused by roof failure.

RESOLVED, that – the report be noted.

12. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW: OCTOBER - DECEMBER 2018

Members received a report of the Director of Community and Children's Services in respect of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) for the quarter October – December 2018.

- In respect of lighting issues on the podium - the Chairman advised that he had taken this up with the Director of the Built Environment and Members noted that the Barbican Security Committee had also chased progress.
- In respect of Garden Waste – Members noted that the Department of Open Spaces were moving the waste bags more frequently. Officers agreed to investigate residents' complaints about the garden waste bags being of an inadequate size.

RESOLVED, that – the report be noted.

13. PROGRESS OF SALES AND LETTINGS

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

RESOLVED, that – the report be noted.

14. BARBICAN ARREARS

Members received a received a report of the Director of Community and Children's Services in respect of arrears, which had a detailed appendix at item 19 on the non-public agenda.

RESOLVED, That – the report be noted.

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

In response to a question on the current level of resourcing at the Estate Office, Members noted that this had also been discussed at the RCC on 4 March 2019. The Director advised that a restructure of the Estate Office had started two years ago and some delays had occurred as a result of the time taken to negotiate job evaluations; which were essential for offering competitive salaries. Members noted that the job evaluation procedure had recently been amended to make them more simplistic; the more recent evaluations were being processed quicker and the backlogs were being cleared. However, following Grenfell, a further restructure (of the ongoing restructure) had been required and, whilst some good progress had been made, there was still some work to do, including obtaining relevant approvals, before it could be completed.

The Assistant Director offered to follow up on the budget carry forwards being used to fund the entrance to the Wildlife Garden.

There was a request as to whether residents could receive text notifications of their parcel deliveries, if this was preferable to the current arrangement for dropping pink cards through letter boxes. Members were reminded that the concierges handled over 100,000 parcels a year and the pink card system had been working very well since its introduction many years ago and had been reviewed by the RCC's Parcel Delivery Working Party in 2016. There was a general agreement that, in the first instant, this suggestion should go back to the RCC. In the interim, officers agreed to investigate whether sending text messages would be feasible and if there were any additional cost implications.

16. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items.

17. EXCLUSION OF THE PUBLIC

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

Item no	Para no
18	1,2 & 3
19	1&2
21,22	-

18. NON-PUBLIC MINUTES

RESOLVED, that – the non-public Special Meeting of the BRC held on 31 January 2019 be approved.

19. BARBICAN ARREARS

Members received a non-public appendix in respect of agenda item 14.

20. RESIDENTIAL RENT REVIEW

Members considered a report of the Director of Community and Children's Services which sought approval for increases in residential properties on the Barbican Estate, let under City of London Corporation Tenancies. In response to a question about the increase in the rental for studio flats, Members noted that there had been a disparity with the market rates and therefore the past three uplifts had sought to address this, resulting in the percentage increase set out below. Members also noted that the Estate office had worked with local, reputable agents over a number of years in order to gain reliable comparisons.

RESOLVED, that the following rent increases over the 2018 rental levels, effective for all tenants renewing their leases from 1 July 2019 to 30 June 2020, be approved as follows:

1. Studio flats 0.41%
2. 1 bedroom flats 2.19%
3. 2 bedroom flats 2.05%
4. 3 / 4 bedroom flats 0.96%

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

There were no questions.

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

There were no items.

The meeting ended at 3.40 pm

Chairman

Contact Officer: Julie Mayer
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Julie.Mayer@cityoflondon.gov.uk

“You Said; We Did” - Action List – May /June 2019

Actions from March 2019 Barbican Residential Committee (BRC) & other outstanding issues (*updates appear in italics*)

Issue	Source	Officer
Garden Waste		
<i>Review with Open Spaces Department the inadequate size of the garden waste bags.</i>	BRC March 19	Helen Davinson
Wildlife Gardens		
<i>Funds have been sourced to enable contractors to renovate the steps to the south-west corner of the Wildlife Garden.</i>	BRC March 19	Helen Davinson
Resident Parcel Delivery service (Pink card service)		
<i>An Officer/Residents Working Party was set up to review the residents’ parcel delivery system. In 2016 it concluded that the current “holding” system worked well and that it be reviewed in five years’ time.</i>	BRC March 19	Barry Ashton
<i>In the meantime, the BEO will include a question on the service in their annual resident’s survey in June.</i>		
Electric Vehicle Charging		
The BRC approved the following at its meeting in March (with updates in italics as of 17 May):	BRC March 19	Barry Ashton
1. The EV Charging users’ quarterly charge of £25 cease when individual charging is implemented on 1 st April 2019 and, from this point forward, EV Charging users would <u>pay only</u> for the electricity they use. <i>This commenced for the current 19 users with the exception of 4 users in Breton car Park (see below).</i>		
2. With effect from 1 st April 2019, EV Charging users be directly billed per kWh of electricity at 25p/kW (14p/kW domestic rate + 11p management levy/kW). <i>As above.</i>		
3. All EV Charging users be assigned a dedicated EV bay, in line with the Car Parking Licence. <i>This is current practice.</i>		
4. Officers progress the additional LEN funding of £17,000 to provide Breton House car park with charging facilities and connections via Smart Technology. <i>These works were completed in May and EV users in Breton Car Park are now charged for the electricity they use.</i>		
5. Officers continue to update the Electrical Vehicle Working Party (EVWP), which will carry out a review in respect of usage and the pricing structure and report back to the BRC in September 2019. <i>A report is included in the agenda plan for September.</i>		
Contact: Michael Bennett, Head of Barbican Estates – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk		

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Committee: Barbican Residential Committee	Date: 17 June 2019
Subject: Quorum of the Barbican Residential Committee	Public
Report of: Town Clerk Report author: Julie Mayer	For Decision

Summary

The Barbican Residential Committee (BRC) has experienced difficulty in recruiting non-resident Members and is currently carrying 5 vacancies, with notice of a further resignation after the June meeting of the Committee. Given that this will leave just 5 Members out of the required 11, future meetings will be at a very high risk of being inquorate.

Housing Governance, including the Membership of the BRC, was considered by the Policy and Resources Committee on 14th March 2019. Members noted the latest position in respect of non-residential Membership and the fact that a new dispensations regime had been implemented on 1st March 2019. Consequently, Members agreed that it would be prudent to allow a reasonable amount of time for the new dispensations regime to bed in and review the position at that time.

Members are asked to note that, if the quorum was to be reduced permanently, as a result of the BRC's decreased non-residential Membership, then the number of resident Members would need to reduce proportionately. The Housing Governance paper stated that we would consult with stakeholders on any proposed reduction. The Comptroller and City Solicitor has advised that, in order to be lawful, a consultation needs to follow the Gunning principles; i.e. *'it needs to take place at a formative stage, enough information and time must be given to permit intelligent consideration and response and the decision maker must conscientiously take the product of the consultation into account when reaching their decision'*.

Members are therefore asked to consider a temporary reduction in the quorum of the BRC, from 5 to 4 non-resident Members, to ensure a quorum at the September and December 2019 BRC Meetings. The issue of Membership will then be considered, as part of the wider Housing Governance review, which is due to be revisited by the Policy and Resources Committee. Members are asked to note that, by the end of September 2019, the new dispensations regime would have been in place for 6 months.

Recommendations

The Policy and Resources Committee (P&R) and the Court of Common Council be recommended to approve:

-
1. A temporary reduction in the quorum of the Barbican Residential Committee by one; i.e. from 5 to 4 non-resident Members, until such time as another non-resident member is appointed, or until the end of 2019.
 2. In the event of the BRC being unable to recruit more non-resident Members by the September 2019 meeting; by which time the new dispensations regime will have been in place for 6 months, the Policy and Resources Committee be asked to revisit the Housing Governance Review, including the future Membership of the BRC.

Contact:

Julie Mayer

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	10 June 2019 17 June 2019
Subject: Service Level Agreements Quarterly Review January – March 2019	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 January – March 2019. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. This report covers the review of the quarter for January – March 2019 following the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

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

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 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 2018 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 2018 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

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

Conclusion

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

Appendices

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

Background Papers

Quarterly reports to committee from 2005

Michael Bennett

Head of Barbican Estates

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APPENDIX 1

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

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
244	Jan to Mar 19	HO	New receptionist appointed to the team – Kelly Tang.	For comment only	
243	Jan to Mar 19	HO	Schedule of items in the residents bulletin with links to the website to increase traffic and direct flow to the website. The website is being regularly updated.	For comment only	
242	Jan to Mar 19	HO	Residents bulletin - June 2018 (1,001 residents signed up) and in April 2019 this had increased to 1,245 residents.	For comment only	
241	Oct - Dec 18	HO	Positive feedback from Christmas 'mix & mingle'. BEO will hold Easter 'mix & mingle'.	Easter 'mix & mingle' went well with further positive feedback. BEO reviewing how to develop these seasonal resident sessions to increase resident engagement.	
236	Jul-Sept 18	HO	Review of SLA booklet - following review of Home Improvement Pack booklet.	On hold due to other priorities & current resources.	
Page 17					
			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			BAC Barbican Centre	BOG Barbican Operational Group	
			Source of comments		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
				AGM House Group Annual General Meeting	

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2018-19

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
245	Jan - Mar 19	COM	Fire Safety - use of decking and astroturf on resident balconies/fire escapes.	Fire Safety booklet being revised and will also include specific information on items on balconies prior to being distributed to residents before balcony/fire escape inspections in Summer 2019.	
244	Jan - Mar 19	COM	Request by a resident for a dedicated day of week for vacuuming carpets and the replacement of corridor carpet tiling.	SLA states a weekly task for vacuuming carpets. Quotes being obtained for replacement of corridor carpet tiling and to be forwarded to House Group Committee.	
243	Jan - Mar 19	HO	Re-assigned Cleaning Supervisors areas of responsibility to match House Officers.	Changes to encourage better communications and working relationships between Supervisors and HO's. Has also increased efficiencies and service levels (as per most recent Jan-Mar 19 Cleaning KPIs).	
242	Jan - Mar 19	COM	Potential security issues regarding requests for identification before handing over residents keys in car park office. Issues with procedure of escorting residents to BEO key office during out of hours service.	Re-iterated protocol and procedures included in the Estate Concierge Operations Manual to Car Park Attendant/Estate Concierge.	

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
218	Jan- Mar 2019	PS	New Repairs & Maintenance contract commencing 1 April.	A mobilisation workshop was set up between volunteer residents and officers to review how the new contract is improving. Residents comments were taken on board to improve efficiency.	
217	Jan- Mar 2019	PS	Lightbulb KPI. Are the Resident Engineers too qualified for this task. Could it be outsourced?	Most recent KPI (Jan-Mar 19) above target. Resident Engineers do sometimes outsource light replacements. However, it has proved difficult as fittings are also being changed as the programme of replacement with LED lightbulbs continues across the Estate.	
212	Jul-Sept 18	HO and res	VFM TV and broadband service.	Protocol & response times for residents presented via residents bulletin will be repeated during the year. Most of reported issues relate to the TV services and not broadband. Officers have met with VFM and whilst they stated there are mitigating circumstances around some of the service failures, it has been agreed that BEO would monitor the level of service over 6 months before we remove it from the license and seek alternative contractors. The 6-month review of the TV service provided by VFM up until April will also include comments provided by residents in May via our bulletin. The results of this review will be communicated via our bulletin in June.	
211	Jul-Sept 18	Res complaint	Timeliness of updates to residents regarding repairs.	BEO and PS reviewing procedures for who updates resident and when, for the more difficulty/lengthy repairs.	✓

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

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>
162	Jan - Mar 19	HO	Communications Officer ongoing liaisons with Project Management team in Property Services to ensure regular communications in resident bulletin regarding projects e.g. concrete and water tank works.	For comment only	
161	Jan - Mar 19	PS	Work to replace the water proof coating on the barrel vault roofs has commenced. This project will run until summer 2020.	For comment only	
160	Oct - Dec 2018	SLA	External painting work required for most car parks.	Works have been completed.	✓
152	Jul-Sept 17	PS	Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme related to fire safety.	Communicated to the House Group Chairs only.	

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
185	Jan - Mar 19	HO	Complaints received from Brandon Mews residents regarding the waterfall timing and lack of consultation.		
184	Jan - Mar 19	HO	New planting designed to deter non-residents from entering Speed Gardens between the GSMD and Speed Gardens has been completed.	Completed.	✓
183	Oct - Dec 2018	SLA	Large bags of garden waste should be removed more frequently from the Podium.	Fed back to the gardening team in Open Spaces.	
182	Oct - Dec 2018	RCC	Work to the main lake.	Question raised about potential or future works to lake.	
177	Apr - Jun 18	SLA	New garden recycling still has some issues and needs further publicity (locations, where soil can go).	Cleansing reviewing a recycling leaflet drop for Barbican residents including an update about the garden waste collection (as well as an update for the residents bulletin). Cleansing are waiting to hear from the new contractors as to whether collecting garden waste is a possibility.	

Appendix 6. Barbican KPIs 2018-19

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18		Jan - Mar 2018	Apr - Jun 2018	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	PROGRESS AGAINST TARGET	COMMENT
Customer Care										
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%		100%	100%	100%	100%	100%	😊	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%		100%	100%	100%	100%	96%	😞	3 emails out of 73 received did not meet the KPI.
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	100%	100%	100%	😊	
Repairs & Maintenance										
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%		99%	98%	98%	97%	99%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%		98%	98%	98%	97%	98%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%		99%	98%	97%	96%	96%	😊	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		99%	99%	97%	91%	91%	😞	Being reviewed with Property Services.

[illegible]

[illegible]

COMMENT	PROGRESS AGAINST TARGET	Jan to Mar 2019	Oct to Dec 2018	Jul - Sept 2018	Apr - Jun 2018	Jan - Mar 2018		ACTUAL 2017/18	TARGET 2018/19	Title of Indicator
		4	1	0	7	NA		NA	NA	Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)
		3	1	2	NA	NA		NA	NA	Number of cases outstanding.

Committee(s)	Dated:
Residents Consultation Committee – For Information Barbican Residential Committee – For decision	10/06/2019 17/06/2019
Subject: Charging Policy for Car Parking and Stores – Annual Review	Public
Report of: Director of Community and Children's Services	For Decision by Barbican Residential Committee
Report authors: Michael Bennett Head of Barbican Estates	

Summary

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

- Expenditure on car parking on the Barbican Estate has for some years significantly exceeded income;
- The Barbican car parks are underused with a large number of vacant car parking spaces that could be put to much better use (including the provision of storage units for residents);
- The City Corporation has begun the process of a 'Fundamental Review' of its operations, as part of which Efficiency Savings and further Income Generation from its property assets will need to be looked at;
- The City Corporation is carrying out a general review of all its car parks within the City.

At its meeting on 21 June 2018, the BRC received a report on the Charging Policy for Car Parking on the Barbican Estate. The Committee agreed a number of reviews and that the Member/Officer Working Party convene further meetings, before bringing a report back for an annual review to the BRC. The Working Party has met and made recommendations for the 2019-2020 year and, this report comprises an overview of its considerations and its recommendations.

Recommendations

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

Car Parking

1. Pause the Barbican car park charge per parking space for the ensuing year at £1,340 per annum and review charges again in 2020.

Stores

2. Increase the rents for Stores within Barbican buildings (that is, Stores not constructed in the car parks) from £25 to £27.50 per square foot per annum (which are all classed as small/standard Stores) over the next 2 years to £358 (and from £326 to £336 from September 2019) and subject to review again in 2020.
3. To pause rents for the resident new Stores in the car parks at £20.00 per square foot per annum and subject to review in 2020.
4. To pause rents for the non-resident new Stores in the car parks at £40.00 including vat per square foot per annum and subject to review in 2020.

Main Report

Background

1. Expenditure on car parking on the Barbican Estate has for some years significantly exceeded income. In 2016, the BRC instructed officers to review the underused Barbican car parking spaces and subsequently agreed that they could and should be put to other uses including the provision of additional storage space in order to generate additional income.
2. In 2017 Members also agreed that a Member/Officer Working Party be established to carry out further work on the Charging Policy including a study of car park usage and cost allocation, bringing reports back to the BRC.
3. The Planning and Transportation Committee at its meeting in 2018 approved the planning application for new Stores in the car parks for residents and non-residents, subject to conditions and the approval of a management plan.
4. At its meeting in June 2018 the BRC approved the following:

Car Parking

- The Barbican car park charge, per parking space and for the ensuing year, be increased to £1,340 per annum, as part of a three-year phased increase to £1,500 per annum, subject to a review in one year.

Stores

- The rents for Stores within Barbican buildings (that is, Stores not constructed in the car parks) be increased to £25.00 per square foot, per annum (which are all classed as small/standard Stores) and be subject to review after one year
- The increase of rents for existing Stores in the car parks, currently let to existing users, be phased in over a three-year period (expires in September 2021) and that they be let at £14.00 per square foot, per annum for the ensuing year

- Rents for all Stores constructed in the car parks (new and previously existing), be charged at £20.00 per square foot, per annum and subject to review after one year
5. The BRC also approved a lettings policy for new Stores in the car parks in order that:
 - Stores be first offered to Barbican residents and not offered to non-Barbican residents for at least 6 months after the first letting of a new Store;
 - The minimum Barbican resident use of the new Stores be set at 90 per cent (subject to review and depending on the take up of the new Stores);
 - Non-resident users be restricted to City residents whose home is not more than one half mile from the entrance to the car parks containing the Store such residents would use;
 - The minimum rent to be charged to non-resident users be set at £40.00 including vat per square foot per annum, subject to review;
 6. The new additional Stores were completed in April and are currently over 50% occupied by Barbican residents. 10% of the new Stores (thirty-one) will be offered to non-Barbican residents from July 2019.
 7. The current 1-year Charging Policy for non-residents new Stores in the car parks expires in September 2019 and is due for review.
 8. The Management Plan has subsequently been approved by the City Planning Department.

Other Reviews

9. The BRC also asked that a number of other reviews take place and the current position is that:
 - An Equalities Impact Assessment was carried out for disabled car park users in order for Members to consider whether a reduced charge could apply. The BRC approved a Policy for Disabled Car Park Users and also Miscellaneous Car Park Charges in March 2019.
 - The City Solicitor advised that to bring the provision of free short-term parking within the service charge may not be an exercise of reasonable discretion. The Working Party also noted that the BRC had strongly resisted reducing the concession of 5-hours free car parking.
 - Work related to Leaseholder consultation on the allocation of Estate Concierge services to the service charge is ongoing.
10. The members of the Working Party are:

- Michael Hudson (Chairman) – Chairman of the BRC
- Mark Wheatley – Deputy Chairman of the BRC
- Randall Anderson – Member of the BRC
- John Tomlinson – Member of the BRC
- Paul Murtagh – Assistant Director Barbican & Property Services
- Michael Bennett – Head of Barbican Estates

Current Position

11. The Working Party met in October and April and this report comprises an overview of its considerations and its recommendations.

Options

Car Parking

12. The Working Party took into consideration a number of factors with regards to Car Park charges:

- Occupancy history (see Appendix 1);
- Elasticity of demand (see Appendix 2);
- A report of the Director of the Built Environment (DBE) in respect of the short, medium and long-term strategies on Public Car Parks which included the decision not to increase charges at Baynard House, London Wall, Minories and Tower Hill Car Parks until 2022;
- The City of London Corporation's Transport Strategy to discourage car use in the City;
- The reason for the establishment of the Working Party; i.e. the deficit on the car park account and the objective of raising revenue;
- Offering premium car parking bays, which would be subject to consultation with residents and an appraisal of the costs of repainting the bays.

13. There are 2 options for car park charges:

- Pause the Barbican car park charge per parking space for the ensuing year at £1,340 per annum and review charges again in 2020;
- Increase the current charge in line with CPI (based on 17 April CPI of 1.8%) to £1,364 per annum and review charges again in 2020.

Stores

14. The Working Party also took into consideration a number of factors with regards to Store rents:

- There had been no surrenders due to the rent increases in September 2018 (see Appendices 2 and 4);
- The very large Stores had been the most popular (see Appendix 3). Work is ongoing to review the possibility of converting some of the large Stores into very large Stores and the ensuing conversion costs;
- Thirty-one large Stores (10%) had been blocked off for non-residential use, in two sections (one area in Breton and the other in Bunyan Car Park);
- Non-resident take-up was likely to be high, given the Stores' close proximity to the new development at for example, St Barts as well as Heron Tower;
- A comparison of the non-resident Store user rent of £40.00 including vat per square foot per annum to local commercial rates has been carried out by City Surveyors. This review has confirmed that rates have remained mostly level overall.

15. The options for Store rents are:

- As the new Stores had only been let since January 2019, the review be deferred until 2020;
- Increase the rents for Stores within Barbican buildings (that is, Stores not constructed in the car parks) from £25 to £27.50 per square foot per annum (which are all classed as small/standard Stores) to £358 over the next 2 years (and from £326 to £336 from September 2019) and subject to review again in 2020. This would be a direction of travel which was the original recommendation to Members in 2018.

Proposals from the Working Party

Car Parking

16. Pause the Barbican car park charge per parking space for the ensuing year at £1,340 per annum and review charges again in 2020.

Stores

17. Increase the rents for Stores within Barbican buildings (that is, Stores not constructed in the car parks) from £25 to £27.50 per square foot per annum (which are all classed as small/standard Stores) to £358 over the next 2 years (and from £326 to £336 from September 2019) and subject to review again in 2020.

18. Review the rents for new Stores in the car parks in 2020.

Corporate & Strategic Implications

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

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

Implications

20. The Car Parking account (which includes the new stores) had a budgeted deficit for 2019-20 of £238k. The effect of pausing the increase in the uplift of the car park charging will be a reduction in income of some £17k in 2019/20, with the full year effect being £34k. It should also be noted that the overall income expected from stores within the car park is £51k lower than forecast in the Original Budget, mainly because of much lower levels of occupancy of the large stores. However, it is expected that higher than expected income from commercial units may partially offset this shortfall.

21. The Stores outside the Car Park had an expected deficit of £75k in the Original Budget for 2019-20. The actual level of occupancy is much higher than forecast in the budget and with the price increase proposed in this report the deficit is now expected to be £47k lower at £28k (assuming no changes in costs). Please see Appendix 5 for details.

Conclusions

22. The Member/Officer Working Party, set up at the instruction of the Barbican Residential Committee, has carried an annual review of its work and their recommendations are laid out in paragraphs 1-4 of this report.

Appendices

- Appendix 1 – Car Park Occupancy
- Appendix 2 – Elasticity of demand
- Appendix 3 – New Stores rents and occupancy
- Appendix 4 – Current Stores rents and occupancy
- Appendix 5 – Financial Forecasts

Background Papers

Car Park Strategy Stage One 2009

Car Park Strategy Update 2009

Barbican Estate Car Park Efficiency Strategy Working Party 2011

Baggage Stores Charging Policy 2011

Car Park Charging Policy February 2013

Car Park Charging Policy December 2013

Car Park and Baggage Stores Charging Policy January 2014

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

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

Car Park Charging Policy 2015

Car Park Charging Policy March 2016

Service Based Review March 2016

Review of Public Car Park Provision in the City November 2016

Charging Policy for Car Parking and Stores November 2016

Charging Policy for Car Parking June 2017

Charging Policy for Car Parking and Stores June 2018

Charging Policy for Disable Car Park Users March 2019

Policy for Miscellaneous Car Park Charges March 2019

Michael Bennett

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Appendix 1

Occupancy History of Barbican Estate Car Parking – March 2019

Charge	Date	Residential Let Bays	% Change	Comments
£990	June 2006	863	-1%	
£990	Dec 2007	848	-2%	
£990	Oct 2008	820	-3%	
£1,038	Oct 2009	777	-5%	
£1,038	Oct 2010	752	-3%	
£1,070	Oct 2011	744	-1%	
£1,126	Oct 2012	737	-1%	
£1,155	Nov 2013	718	-3%	
£1,183	Nov 2014	691	-4%	
£1,210	Nov 2015	682	-1%	
£1,225	Sept 2016	679	-1%	
£1,225	Nov 2017	648	-5%	
£1,258	June 2018	653	+1%	BRC June 2018 - Approved charge of £1,340 from Sept 2018
£1,340	March 2019	615	-6%	BRC June 2018 – Charge of £1,340 subject to one-year review in June 2019
£1,420	Sept 2019			BRC June 2018 - Phased increase over 3 years to be reviewed after one year
£1,500	Sept 2020			TBC

Appendix 2

Elasticity of Demand – March 2019

The following table displays the number of new car bay licences taken by residents and the figures for surrendered licences at the Barbican Estate.

Surrender Reasons - before review by BRC in June 2018

Jan 2018 – May 2018	Car Bays
Moved out	6
Too Expensive	1
Don't need a Car	7
No Comment	106

Surrender Reasons – after charge review

June 2018 – March 2019	Car Bays
Moved out	10
Too Expensive	2
Don't need a Car	23
No Comment	113

Jan 2018 – May 2018	New	Surrenders
Car Bays	95	120

June 2018 – March 2019	New	Surrenders
Car Bays	110	148

Surrender of old Stores

- Transportable Stores – No transfers have taken effect
- Car Park Stores (Thomas More Car Park) Large – 2 stores were transferred to new larger stores
- No store surrenders have taken place as a result of rent increase
- Stores in block – 14 stores have transferred to new larger stores

Appendix 3

New Stores rent & occupancy – March 2019

		Size	Rent/Sq. ft.	Rent	Occupancy as of March 2019				
Location	Stores	Sq. ft.	£/sq. ft.	Price from Sept 2018	Let	Vacant	Total	%	Comments
Car Park	Large	43	20	£860 per year	51	156	207	25%	BRC June 2018 – Rent subject to review after 1 year
Car Park	Extra Large	61	20	£1,220 per year	42	14	56	75%	BRC June 2018 - Rent subject to review after 1 year
Car Park	Extra Extra Large	86	20	£1,720 per year	50	0	50	100%	BRC June 2018 - Rent subject to review after 1 year

Appendix 4

Current Stores rent & occupancy – March 2019

		Size	Rent/sq. ft.	Rent	Occupancy				
Location	Stores	Sq. ft.	£/sq. ft.	Rent from Sept 2018	Let	Vacant	Total	%	Comments
Block	Standard	13	25	£326	1,000	50	1,050	95%	BRC June 2018 - Review rent after 1 year
Car Park	Transportable	32	14	£448	104	2	106	98%	BRC June 2018 - New users - rents from Sept 2018 - £20 per sq. ft. Existing users – 3-year policy: £14 per sq. ft. Sept 2018 £17 per sq. ft. from Sept 2019 £20 per sq. ft. from Sept 2020
Car Park	Large	41	14	£574	53	1	54	98%	BRC June 2018 - New users - rents from Sept 2018 - £20 per sq. ft. Existing users - 3-year policy: £14 per sq. ft. - Sept 2018 £17 per sq. ft. from Sept 2019 £20 per sq. ft. from Sept 2020

Appendix 5

Financial Forecast – Car Parking

CAR PARKING			
		Original	Revised
		Budget	Position
		2019-20	2019-20
Income £ 000's			
Car Parks	Occupancy reducing by 5% through year, rate at £1,420 from end of Sept	820	
	Occupancy reducing by 5% through year, rate at £1,340 from end of Sept		803
New Stores			
	Large	152	74
	X Large	57	60
	XX Large	73	86
Existing Stores in Car Park		66	77
Sub-total		348	297
Fees & Misc.		69	69
Service Charge		302	302
Total Income		1539	1471
Expenditure		-1777	-1777
		-238	-306

Half-year effect

Occupancy much lower than forecasted

Appendix 5

Financial Forecast – Stores outside Car Park

STORES OUTSIDE CAR PARK			
		Original	Revised
		Budget	Position
		2019-20	2019-20
Income £ 000's			
Existing Stores in Residential Blocks	Stores @ £326	284	
Existing Stores in Residential Blocks	Stores @ £326 rising to £336 from end of Sept 2019		331
Expenditure		-359	-359
		-75	-28

Committee(s) Residents' Consultation Committee Barbican Residential Committee	Date(s): 10062019 17062019
Subject: Progress of Sales & Lettings	Public
Report of: Andrew Carter Director of Community and Children's Services	For Information
Report author: Anne Mason	

Summary

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

Recommendation:

That the report be noted.

Main Report

BACKGROUND

1. The acceptance of surrenders of tenancies and the sale and letting of flats are dealt with under delegated authority.

SURRENDERS/TERMINATIONS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	F2A	1	£18,300	01/09/2018 31/08/2021	Move to a larger property	24/07/2019
2	93	1	£22,300	25/03/2017 24/03/2020	None given	29/07/2019

RIGHT TO BUY SALES

3.

	7 May 2019	5 February 2019
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.

	7 May 2019	5 February 2019
Sales Completed	856	856
Market Value	£154,804,271.97	£154,804,271.97

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 07/05/2019
1	Cromwell Tower	31st	1B (4 Bed)	£1,725,000	Proceeding
2	Breton House	2nd	Bedsit	£475,000	Proceeding

SALES PER BLOCK

9.

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

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

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Committee:	Date(s):
Residents' Consultation Committee	10 June 2019
Barbican Residential Committee	17 June 2019
Subject: Update Report	Public
Report of: Director of Community and Children's Services Report author: Michael Bennett	For information

Summary

Barbican Estate Office

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

Property Services – see appendix 1

3. Redecorations
4. Public lift availability
5. Concrete Repairs
6. Vision Fibre Media (VFM) Contract for TV and Broadband Services
7. What's gone well

Recommendations that the contents of this report are noted.

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in March 2019. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

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

Issue	Update
Will it be managed by the BEO as part of the Barbican Estate?	Yes.
If so, when from? Day 1 – or after a period?	After 2 years (from September 2019) .
If after a period, are there any arrangements that are different before and after the BEO takes over management?	No Garchey or Underfloor Heating. The Concierge Service will be provided by the Lobby Porter for 12 hours and Estate Concierge (Car Park Attendants) for the other 12 hours.
Where do Blake Tower residents park their cars? Bunyan car park? Are there enough spaces?	Bunyan car park. Yes.
Do they have ASSA keys to the gardens and the rest of the estate?	Yes.
If so do the ASSA keys of existing residents allow them access to Blake Tower?	No. There is a fob system. Potentially, ASSA keys could be retro-fitted as has been the case with Frobisher Crescent. The cost of fitting an ASSA lock at one or more of the entrances to Blake Tower would be a cost borne by the leaseholders of the Tower. Following handover to the BEO, the City will discuss options for this with the leaseholders.
When does the adjustment of estate wide service charges to accommodate Blake Tower take place? From day 1 or from when the BEO takes over?	Day 1.

2. Agenda Plan

The table below includes a list of pending committee reports:

Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	2 Sept	16 Sept
Service Level Agreement Review	Michael Bennett		
Electric Vehicle Charging Policy Update	Barry Ashton		
Fire Safety Update	Paul Murtagh		
2018/19 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2018/19 Revenue Outturn for the Dwellings Service Charge Account including Reconciliation between the closed accounts and the final service charge	Chamberlains		
Stock Condition Surveys - TBC	Mike Saunders		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Working Party Updates (deadline 19 August RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge Electric Vehicle Charging 	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report (deadline 19 August): <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues/Agenda Plan 2019 	Michael Bennett		

<ul style="list-style-type: none"> Property Services Update (Appendix 1) 			
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	2 Dec	16 Dec
Service Level Agreement Review	Michael Bennett		
Service Charge Expenditure & Income Account - Original Budget 2019/20 & Original Budget 2020/21	Chamberlains		
Revenue & Capital Budgets – Original Budget 2019/20 and Original 2020/21 - Excluding dwellings service charge income & expenditure	Chamberlains		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Commercial Arrears (BRC Only)	Helen Davinson		
Working Party Updates inc. "Review of Terms of Reference" for RCC AGM in January (deadline 18 November RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge Electric Vehicle Charging 	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report (deadline 18 November): <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues/Agenda Plan 2020 Property Services Update (Appendix 1) 	Michael Bennett		

Background Papers:

Minutes of Residents' Consultation Committee 04 March 2019.
Reports to the Barbican Residential Committee 18 March 2019.

Contact: Michael Bennett, Head of Barbican Estates
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3. Redecorations

The 2019/20 programme has now been developed and is underway.

The blocks affected are:

- Lambert Jones Mews – External
- Seddon House – External

Works are due to complete in July 2019

This will be the final year of the successful 5 year redecorations programme. Property Services are currently collating information on the next 5 year programme which will commence in 2020

4. Public Lift Availability

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

Lift	From April 2017 to March 2018	From April 2018 to March 2019
Turret (Thomas More)	99.90%	99.85%
Gilbert House	99.99%	98.92%

5. Concrete Repairs

Works are due to complete on 20th July. There was a slight delay on the Tower Blocks due to the nesting birds.

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

As reported previously, we have been monitoring the service provided by VFM through an issues log. The 6-month review process resulted in inconclusive evidence that VFM were not providing the service expected under the terms of the license agreement for **television services**. We have therefore carried out surveys through the weekly bulletin to gain feedback from residents during May 2019 to support the review. Results of the review will be published through an email bulletin.

7. What's Gone Well

New Repairs and Maintenance Contract

Following an EU Compliant process, the contract for delivering responsive repairs and maintenance to the Barbican Estate commenced on 1st April 2019.

During the process a resident working group was set up through the Asset Maintenance Working Party to review the tender returns and to provide feedback. Following the conclusion of the tender process the group met as part of the mobilisation during March 2019.

This was a productive workshop and it was agreed that the group would continue to meet to monitor the performance and the enhanced KPI's. The next meeting is due to take place in July 2019 where the first quarter KPI's will be discussed along with any performance issues and/or improvements.

Our thanks go to the resident representatives for giving up their time to attend various meetings and to shape the future service

Going forward, Property Services are looking to replicate this approach for projects such as the 5 year redecorations programme.

Committee(s) Barbican Residential Committee	Date(s): 17062019
Subject: Barbican Arrears	Public
Report of: Director of Community and Children's Services	For Information
Report author: Anne Mason	

Summary

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

Recommendation

Members are asked to note the report.

Main Report

Background

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

Current Position

3. Leaseholders and freeholders

No of free/ leaseholders

Charges raised for period £10,430,507 2002

Target level of net arrears 1%

Actual level of net arrears
0.25%

<i>Age Analysis of Debt:</i>	March 18		Dec 18	
Value of debts				
3 - 6 months	£ 23,472.05	41	£ 30,299.62	52
6 – 12 months	£ 14,055.46	24	£ 15,582.32	19
12 - 24 months	£ 10,644.15	8	£ 10,564.33	8
Over 24 months	£ 23,759.41	8	£ 23,443.77	10
Total arrears outstanding	£ 71,931.07		£ 79,890.06	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 7,985.50	2	£ 6,811.14	3
Amounts referred to Comptroller for recovery action	£ 38,362.51	5	£ 48,249.76	7
Net debt outstanding	£ 25,583.06		£ 24,829.16	

There is a total of 58 leaseholders in arrears.

Of the amounts owing for over 12 months (£34,403.56) £29,849.45 is included in the amounts referred to C&CS, £1,162.82 is in dispute, £2,168.56 is subject to arrangements. The remaining £1,222.73 relates to 6 cases.

The net debt outstanding comprises 51 accounts including 2 cases in dispute.

4. Tenants

		No of tenants	
Charges raised for period	£1,782,707	71	
Target level of net arrears 1%			
Actual level of net arrears 0%			
	March 18	Dec 18	
<i>Age Analysis of Debt:</i>			
Value of debts			
3 - 6 months	£ 11,521.33	3	£ 18,626.79 5
6 - 12 months	£ 21,658.38	2	£ 14,145.71 2
12 - 24 months	£ 3,248.64	2	£ 0.00 0
debts over 24 months	£ 0.00	1	£ 0.00 0
Total arrears outstanding	£ 36,428.38		£ 32,772.50
<i>Action taken:</i>			
Amounts subject to arrangement	£ 490.59	1	£ 1,369.91 2

Amounts referred to Comptroller for recovery action	£ 35,937.79	2	£ 0.00	0
Net debt outstanding	£ 0.00		£ 31,402.59	

There is a total of 3 tenants in arrears.

5. Former tenants' arrears

Charges raised for period to Target: as flats are surrendered infrequently the target is that action on arrears must be dealt with within 3 months	N/A	No of former tenants	1	
	March 18		Dec 18	
<i>Age Analysis of Debt:</i>				
Value of debts 3 - 6 months	£ 0.00	0	£ 0.00	0
Value of debts 6 - 12 months	£ 0.00	0	£ 0.00	0
debts between 12 - 24 months	£ 0.00	0	£ 0.00	0
debts over 24 months	£12,697.75	1	£12,697.75	1
Total arrears outstanding	£12,697.75		£12,697.75	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 0.00		£ 0.00	
Amounts referred to Comptroller for recovery action/in dispute	£12,697.75		£12,697.75	
Awaiting write off	£ 0.00		£ 0.00	
Net debt outstanding	£ 0.00		£ 0.00	

There is 1 case in total.

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

Appendices

- Appendix 1 – Arrears Update (Non-Public)

Anne Mason

Revenues Manager DCCS

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