



Barbican Residential Committee

Date: MONDAY, 16 SEPTEMBER 2019
Time: ** 2 pm **
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

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

**non-resident Members*

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

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

**John Barradell
Town Clerk**

AGENDA

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES OF THE PREVIOUS MEETING**
To approve the public minutes and non-public summary of the meeting held on 17th June 2019.

For Decision
(Pages 1 - 6)
4. **'YOU SAID; WE DID' - OUTSTANDING ACTIONS LIST**
Members are asked to note the Committee's Outstanding Actions list.

For Information
(Pages 7 - 8)
5. **MINUTES OF THE BARBICAN RESIDENTS CONSULTATION COMMITTEE (RCC) - TO FOLLOW**
To receive the draft minutes of the Barbican RCC held on 2nd September 2019.

For Information
6. **A RESOLUTION FROM THE BARBICAN RESIDENTS CONSULTATION COMMITTEE IN RESPECT OF THE PUBLIC REALM AROUND THE BARBICAN ESTATE - TO FOLLOW**
Town Clerk to be heard.

For Decision
7. **BREXIT PLANNING: VERBAL UPDATE**

For Information
8. **2018/19 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)**
Joint report of the Director of Community and Children's Services and the Chamberlain.

For Information
(Pages 9 - 14)
9. **218/19 REVENUE OUTTURN FOR THE DWELLINGS SERVICE CHARGE ACCOUNT**
Joint report of the Director of Community and Children's Services and the Chamberlain.

For Information
(Pages 15 - 20)
10. **SERVICE LEVEL AGREEMENT QUARTERLY REVIEW: APRIL - JUNE 2019**
Report of the Director of Community and Children's Services.

For Information
(Pages 21 - 34)
11. **RESIDENTS' SURVEY 2019**
Report of the Director of Community and Children's Services.

For Information
(Pages 35 - 56)

12. **PROGRESS OF SALES AND LETTINGS**
Report of the Director of Community and Children's Services.
For Information
(Pages 57 - 60)
13. **FIRE SAFETY UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 61 - 68)
14. **UPDATE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 69 - 74)
15. **BARBICAN ARREARS**
Report of the Director of Community and Children's Services.
Members are asked to note a non-public appendix in Part 2 of this agenda, at item 21.
For Information
(Pages 75 - 78)
16. **BLAKE TOWER: VERBAL UPDATE**
For Information
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 17th June 2019.
For Decision
(Pages 79 - 82)
21. **BARBICAN ARREARS - NON-PUBLIC APPENDIX**
A non-public appendix in respect of agenda item 15.
For Information
(Pages 83 - 86)
22. **REPORT OF ACTION TAKEN**
Report of the Town Clerk.
For Decision
(Pages 87 - 88)

23. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
24. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

BARBICAN RESIDENTIAL COMMITTEE

Monday, 17 June 2019

Minutes of the meeting held at Guildhall at 1.45pm

Present

Members:

Randall Anderson

Adrian Bastow

Mark Bostock

Deputy David Bradshaw

Mary Durcan

Michael Hudson*

Jeremy Mayhew*

Barbara Newman, *in the Chair until agenda item 4*

Graham Packham*

Susan Pearson*

William Pimlott

Deputy John Tomlinson

Mark Wheatley*

*non-resident Members

In Attendance

Officers:

Michael Bennett

Alan Bennetts

Helen Davinson

Mark Jarvis

Anne Mason

Julie Mayer

Paul Murtagh

Barry Ashton

- Community and Children's Services
- Comptroller and City Solicitor's Department
- Community and Children's Services
- Chamberlain's Department
- Community and Children's Services
- Town Clerk's Department
- Community & Children's Services Department

1. APOLOGIES

It was proposed by Deputy Bradshaw, seconded by Randall Anderson and agreed that Barbara Newman take the Chair until the election of the Chairman at agenda item 4.

Apologies were received from Deputy John Tomlinson and Chris Boden.

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

The following resident Members had declarable pecuniary interests in respect of agenda item 13; Charging Policy for Car Parking and Stores Annual Review and had received dispensations to speak but not vote:

Randall Anderson

Adrian Bastow

Mark Bostock

Deputy David Bradshaw

Barbara Newman

3. **ORDER OF THE COURT OF COMMON COUNCIL**

The Order of the Court dated 25 April 2019 was received.

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

Members elected a Chairman in accordance with Standing Order 29.

Being the only Member willing to serve, it was RESOLVED, that – Michael Hudson be elected as Chairman of the Barbican Residential Committee (BRC) for the ensuing year.

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

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

Being the only Member willing to serve, it was RESOLVED, that – Mark Wheatley be elected as Deputy Chairman of the BRC for the ensuing year.

6. **TO CONFIRM THE APPOINTMENT OF THE CHAIRMAN (OR THEIR REPRESENTATIVE) TO THE CULTURE MILE WORKING PARTY**

RESOLVED, that - Randall Anderson be appointed as the Chairman's representative on the Culture Mile Working Party for the ensuing year.

7. **TO APPOINT THE CAR PARK CHARGES WORKING PARTY**

As there were 3 expressions of interest for 2 resident Member vacancies on the Car Park Charges Working Party, Members agreed that, for 2019-20, the number of resident Members should be increased to 3. The Chairman and Deputy Chairman, as non-Resident Members were automatically appointed as were two officers; the Assistant Director, Barbican and Property Services and the Head of Barbican Estates, along with any others as required, in an advisory capacity.

RESOLVED, that - Deputy John Tomlinson; Deputy David Bradshaw and Randall Anderson be appointed as the resident Members of the Car Park Charges Working Party for the ensuing year.

8. **MINUTES OF THE PREVIOUS MEETING**

RESOLVED, that – the minutes of the meeting held on 18th March 2019 be approved.

Matters arising

In respect of the estimates on the lifecycle and cost of the future re-roofing works, including any financial implications on the warranties, the Assistant Director, Barbican and Property Services advised that the estimates would be presented to the Barbican Residents Consultation Committee's Asset Maintenance Working Party for scrutiny in September 2019, ahead of being presented to the RCC and BRC. The RCC had met on Monday 10th June 2019 and were content with this approach.

9. **'YOU SAID: WE DID'**

Members received the Committee's outstanding actions list.

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

Members received the draft minutes of the meeting of the RCC held on 10th June 2019.

In respect of the RCC's request for a working party to look into anti-social behaviour, the Chairman of the Barbican Association Security Committee was in attendance and advised that this fell within his Committee's remit. Members agreed that, whilst there was already a large number of RCC Working Parties, the RCC were entitled to organise an additional one looking specifically at anti-social behaviour. However, due to limited resources, this Working Party could not be administered or attended by City of London Corporation officers.

11. **THE QUORUM OF THE BARBICAN RESIDENTIAL COMMITTEE**

Members received a report of the Town Clerk in respect of a temporary reduction in the quorum of the BRC, from 4 to 3 Members, to ensure that the meeting of the BRC in September 2019 would be quorate. The Chairman asked if Ward Deputies could assist in recruiting new non-resident Members and had noted the level of Member interest at the Barbican 50 commemoration the previous weekend.

RESOLVED, that – the Policy and Resources Committee be recommended to approve:

1. A temporary reduction in the quorum of the Barbican Residential Committee by one; i.e. from 4 to 3 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, and by which time the new dispensations regime would 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.

12. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

Members received a report of the Director of Community and Children's Services in respect of the performance of estate wide Key Performance Indicators (KPIs) for the quarter January to March 2019. The report also detailed comments from the House Officers and the Resident Working Party and an on-going action plan for each of the SLA's

RESOLVED, that – the report be noted.

13. **CHARGING POLICY FOR CAR PARKING AND STORES - ANNUAL REVIEW**

Members considered a report of the Director of Community and Children's Services in respect of the Annual Review of a Charging Policy for Car Parking and Stores.

There was some challenge to the accounting methodology and the level of increase in respect of supervision and management. The Chamberlain offered to circulate a schedule clarifying the baggage stores costs for the last two years.

Members noted there was currently no waiting list for new stores or for car parking spaces. Members also noted that, last year, the BRC had agreed to let 10% of the stores to close by non-residents, six months after the first lettings to residents. Given the potential number of residents in close proximity to the Barbican Estate, and the possibility that the waiting list could increase, Members asked if this could be relaxed, with a higher threshold for seeking planning permission. Members asked to see the current level of occupancy of the car park, with totals, and if this could be included in the appendix in future reports. Members also felt that the rent of the stores in the Barbican buildings should remain at £25 per square foot per annum, that is £326.

RESOLVED, that – the work and recommendations of the Member/Officer Party be endorsed, subject to the variations recorded below, and :

1. The Barbican car park charge per parking space for the ensuing year be paused at £1,340 per annum, subject to review in 2020.
2. Rents for Stores within Barbican buildings be paused (that is, stores not constructed in the car parks) at £25 per square foot per annum, subject to review in 2020 (a variation to the Working Party recommendation).
3. Rents for the resident occupiers of new stores in the car parks be paused at £20.00 per square foot per annum, subject to review in 2020.
4. Rents for the non-resident occupiers of new stores in the car parks be paused at £40.00, including vat, per square foot per annum, subject to review in 2020.
5. The Stores Management Plan be amended to increase the percentage of stores lettings to close by non-residents up to a maximum of 50%, so as to avoid the need to continually seek planning permission, but the percentage of stores lettings to close by non-residents should not exceed 25% unless further authorised by the Barbican Residential Committee.

14. **PROGRESS OF SALES AND LETTINGS**

Members received a report of the Director of Community and Children's Services in respect of the sales and letting approved by officers under delegated authority and in accordance with standing orders. The report also provided information on surrenders of tenancies received and the number of flat sales to date.

Members noted that Frobisher Crescent was not included as its sales were not sales made by the City of London Corporation. Officers agreed to include them in future, to make the report complete.

RESOLVED, that – the report be noted.

15. **UPDATE REPORT**

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

RESOLVED, That – the report be noted.

16. **BARBICAN ARREARS**

Members received a report in respect of tenant and leaseholder arrears on the Barbican Estate and noted a non-public appendix at agenda item 22.

RESOLVED, that – the report be noted.

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

There were no questions.

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

Members noted that this would be Graham Packham's last meeting, having served 7 years on the BRC. The Chairman and Members thanked Mr Packham for his service to the Committee and noted that he had delayed his resignation to ensure that day's meeting would be quorate.

19. **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 items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3, of Part 1 (Schedule 12A) of the Local Government Act.

Item No	Para No(s)
23	3
24	1&2

20. **NON-PUBLIC MINUTES**

RESOLVED, that – the non-public minutes of the meeting held on 18th March 2019 be approved.

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

RESOLVED, that – the draft minutes of the Car Park Charges Working Party held on 2nd April 2019 be received.

22. **BARBICAN ARREARS - APPENDIX**

Members received an appendix in respect of the report at agenda item 16.

23. **HOUSING MANAGEMENT SYSTEM UPGRADE**

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

24. **ENFORCEMENT ACTION**

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

25. **BLAKE TOWER**

The Assistant Director, Barbican and Property Services was heard.

26. **REPORT OF ACTION TAKEN**

Members received a report of the Town Clerk.

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

There were no questions.

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

There were no items.

The meeting ended at 3.35pm.

Chairman

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

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

Issue	Source	Officer
Wildlife Gardens		
<i>Works to renovate the steps to the south-west corner of the Wildlife Garden were completed in August.</i>	BRC March 19	Helen Davinson
New Stores project – Stores Management Plan		
<p>The BRC approved that the Stores Management Plan be amended to increase the percentage of stores lettings to close by non-residents up to a maximum of 50%, so as to avoid the need to continually seek planning permission, but the percentage of stores lettings to close by non-residents should not exceed 25% unless further authorised by the Barbican Residential Committee.</p> <p><i>In June Officers submitted a non-material amendment application for 17 of the current new large stores to be converted to “Extra Extra Large” Stores to Planning Officers and we are currently awaiting the outcome of this. Following this Officers will progress liaising with Planning Officers for the amendment to increase the percentage of stores to non-residents.</i></p>	BRC June 19	Barry Ashton
Electric Vehicle Charging		
<p>The BRC approved the following at its meeting in March (with updates in italics):</p> <ol style="list-style-type: none"> 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 <u>pay only</u> for the electricity they use. <i>This is current practice.</i> 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). <i>This is current practice.</i> 3. All EV Charging users be assigned a dedicated EV bay, in line with the Car Parking Licence. <i>There has been the development of “occasional” EV users (users who have a Car Parking Licence/Agreement bay or use the Temporary Car Parking facilities and drive from other properties to charge their vehicles in “occasional” bays). There are currently 13 users with dedicated bays and 11 “occasional” EV users utilising the 30 charging points across the Estate.</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.</i> <p><i>The Electrical Vehicle Working Party (EVWP) met in July to</i></p>		

<i>review usage and the pricing structure. There has been the development of a number of options including the further roll out programme across the Estate. Officers have engaged WSP Consultants who carried out the pilot in 2018 to review the options and it is anticipated that there will be a report to the BRC in December 2019.</i>		
Contact: Michael Bennett, Head of Barbican Estates – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk		

Committee(s)	Dated:
Residents' Consultation Committee	02 September 2019
Barbican Residential Committee	16 September 2019
Subject: 2018/19 Revenue Outturn (Excluding the Residential Service Charge Account)	Public
Report of: The Chamberlain and 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 2018/19, 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 878 (58.2%) are currently occupied.

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,308 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 GSMD practice room, Laundrette, Indigo Park Services UK Ltd and Creche.

1. Total net expenditure during the year was £3,365,000, whereas the total agreed budget for net expenditure was £3,287,000, representing an overspend of £78,000. This is summarised in the table below:

Summary Comparison of 2018/19 Revenue Outturn with Final Agreed Budget – Barbican Residential Committee			
	Final Agreed Budget £000	Revenue Outturn £000	Variations Increase/ (Reduction) £000
Expenditure	(3621)	(3,412)	209
Income	4,803	4,683	(120)
Net Local Risk	1,182	1,271	89
Central Risk	225	(108)	(333)
Recharges	(4,694)	(4,528)	166
Overall Totals	(3,287)	(3,365)	(78)

2. The Director of Community and Children's Service's local risk underspend of £89,000 from 2018/19 has been agreed to be carried forward to help fund the Barbican Estates car park concrete repairs in 2019/20.

Recommendation(s)

3. It is recommended that this revenue outturn report for 2018/19 and the budgets carried forward to 2019/20 are noted.

Main Report

Revenue Outturn for 2018/19

4. This report compares the revenue outturn for the services overseen by your Committee in 2018/19, 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 2018/19 totalled £3,365,000. A summary comparison of this expenditure with the final agreed budget for the year of £3,287,000 as set out in the budget report to this Committee in December 2018, is tabulated below. In the various tables, figures in brackets indicate expenditure or adverse variances, decreases in income or increases in expenditure.

Comparison of 2018/19 Revenue Outturn with Final Agreed Budget					
	<i>Original Budget</i>	<i>Final Agreed Budget</i>	<i>Revenue Outturn</i>	<i>Variations Increase/ (Reduction)</i>	
	£000	£000	£000	£000	
<u>Local risk</u>					
Employees	(1,806)	(1,853)	(1,954)	(101)	7
Repairs and Maintenance	(1,040)	(1,241)	(871)	370	8
Other Property Related	(272)	(421)	(487)	(66)	9
Supplies and Services	(106)	(106)	(101)	5	
Total Expenditure	(3,224)	(3,621)	(3,413)	208	
Total Income	4,898	4,803	4,684	(119)	
Net Local Risk	1,674	1,182	1,271	89	
Central Risk	225	225	(108)	(333)	
Total Recharges	(4,458)	(4,694)	(4,528)	166	
Total	(2,559)	(3,287)	(3,365)	(78)	

6. Annex A1 sets out an analysis by service area of the £78,000 overall outturn variance.

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

7. The overspend of £101k in Employees costs is due to higher than expected overtime and temporary staff cost mainly within the car park service.
8. The underspend in Repairs and Maintenance of £370k is due to lower than anticipated spend on redecorations, drains, and sprinklers. There was also lower than anticipated costs associated with insurance works and Welfare Facilities.

9. Other property Related expenditure has increased due to an increase in Energy Costs, Grounds Maintenance and Rates costs during the year.

Appendices

- Annex A1 - Barbican Residential Committee – Comparison of 2018/19 Revenue Outturn with Latest Agreed Budget by Service Areas.
- Annex A2 - Barbican Residential Committee – Comparison of 2018/19 Original Budget with Latest Agreed Budget.

Dr Peter Kane
Chamberlains

Andrew Carter
Director of Community & Children Services

CONTACTS

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**Barbican Residential Committee – Comparison of 2018/19
Revenue Outturn with Final Agreed Budget**

Comparison of 2018/19 Revenue Outturn with Final Agreed Budget by Service Area				
	<i>Original Budget</i>	Final Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)
	£000	£000	£000	£000
Supervision and Management -General	0	0	0	0
Landlords Services	(2,952)	(3,302)	(3,147)	155
Car Parking	(377)	(587)	(706)	(119)
New Stores in Car Park	0	86	12	(74)
Stores	247	(93)	(79)	14
Trade Centre	544	614	572	(42)
Other Non-Housing	(21)	(5)	(17)	(12)
Total	(2,559)	(3,287)	(3,365)	(78)

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 2018/19 Original Budget
With Final Agreed Budget**

	£'000
Original Budget	(2,559)
Increase in funding for employees costs due to pay award and higher than expected overtime cost.	(83)
Increase in Premises Related Expenses due to water supply works.	(47)
Increase in capital charges and technical services recharge.	(435)
Agreed underspend from 2017/18 carried forward to fund the Barbican Estate car park concrete repairs in 2018/19.	(163)
Latest Approved Budget	(3,287)

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Committee(s)	Dated:
Residents' Consultation Committee	02 September 2019
Barbican Residential Committee	16 September 2019
Subject: 2018/19 Revenue Outturn for the Dwellings 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 provides a summary of service charge expenditure. It compares the revenue outturn (i.e. actual net costs) for the Barbican Estate's Residential service charges with the latest agreed budget for the year ended 31st March 2019. A summary is provided in the table below:

Table 1 - Summary Comparison of 2018/19 Revenue Outturn with Final Agreed Budget			
	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)
	£000	£000	£000
Expenditure	(7,976)	(7,901)	(75)
Income	9,209	9,340	131
Net Recharges	(1,233)	(1,439)	(206)
Overall Totals	0	0	0

A summary of the service charge reconciliation of the 2018/19 actuals as per the closed accounts above and the amount to be charged as a service charge is set out in the table below.

Table 2 - Summary Service Charge Reconciliation 2018/19	£000
Actual Service Charge Expenditure Per Accounts	(9,505)
Less recharges and Barbican Estate Office adjustments	169
Final Service Charge Expenditure	(9,336)

Recommendation

- It is recommended that this revenue report for 2018/19 and the service charge reconciliation are noted.

Main Report

Revenue Outturn for 2018/19

1. This report compares the revenue outturn for the dwellings service charge account overseen by your committee in 2018/19, with the final agreed budget for the year.
2. A summary of the expenditure with the final agreed budget for the year is shown below in table 3. In the various tables, figures in brackets indicate expenditure or adverse variances, decreases in income or increases in expenditure. Note a more detailed analysis of all service charge expenditure is attached at Appendix 2.
3. A reconciliation of the original budget to the latest approved budget is provided in Appendix 1.

Actual 2017-18 £'000	TABLE 3 - Service Charge Account	Original Budget £'000	Latest Approved Budget £'000	Actual 2018-19 £'000	Variances £'000	Para
	Expenditure					
(2,276)	Direct Employee Expenses	(2,439)	(2,492)	(2,487)	5	
0	Indirect Employee Expenses	(7)	(8)	(12)	(4)	
(2,276)	Total Employees	(2,446)	(2,500)	(2,499)	1	
(2,448)	Repairs and Maintenance	(1,805)	(2,456)	(2,532)	(76)	4
(2,304)	Energy Costs	(2,405)	(2,397)	(2,374)	23	5
(132)	Rents	(134)	(136)	(136)	0	
(15)	Rates	(18)	(18)	(15)	3	
(1)	Water Services	(3)	(3)	(1)	2	
(202)	Cleaning and Domestic Supplies	(228)	(230)	(166)	64	6
(133)	Grounds Maintenance Costs	(126)	(126)	(119)	7	
(5,235)	Total Premises Related Expenses	(4,719)	(5,366)	(5,343)	23	
(57)	Equipment, Furniture and Materials	(71)	(71)	(33)	38	
0	Catering	(1)	(1)	0	1	
(7)	Clothes, Uniform and Laundry	(12)	(12)	(7)	5	
(2)	Printing, Stationery	(7)	(7)	(4)	3	
(2)	Fees and Services	(1)	(1)	0	1	
(14)	Communications and Computing	(18)	(18)	(15)	3	
(82)	TOTAL Supplies and Services	(110)	(110)	(59)	51	
(7,593)	TOTAL Expenditure	(7,275)	(7,976)	(7,901)	75	
8,919	Income	8,474	9,209	9,340	131	
1,326	Net Income	1,199	1,233	1,439	206	
(1,472)	Recharges					
146	Expenditure	(1,374)	(1,410)	(1,604)	(194)	7
	Income	175	177	165	(12)	
(1,326)	Total Recharges	(1,199)	(1,233)	(1,439)	(206)	
0	Total Service Charge Account	0	0	0	0	

4. The overspend of £76,000 on Repairs and Maintenance costs is due to Increased expenditure on Drainage works, Miscellaneous repairs in particular for roof repairs. Remedial Work and Asbestos on the Barbican Estate. See analysis set out in appendix 3.
5. The underspend of £23,000 on Energy costs is due to milder weather during the winter months.
6. The underspend of £64,000 on Cleaning & Domestic Supplies is mainly due to lower expenditure on window cleaning.
7. The adverse variance on recharges is due to higher than expected charge received from Technical Services due to additional time spent by technical staff and a proportionally higher number of orders.

Service Charge Reconciliation 2018/19

8. The table below sets out the service charges reconciliation of the 2018/19 actuals as per the closed accounts and the amount charged to the lessees.

Table 4 - Service Charge Reconciliation 2018/19	£000
Actual Service Charge Expenditure Per Accounts (direct 7901k+ gross recharge 1604k)	(9,505)
Less Fees, charges and cleaning and lighting recharges.	143
Less Barbican Estate Office adjustments	26
Final Service Charge Expenditure	(9,336)

9. Time constraints imposed on the City Corporation to close the annual accounts do not allow adequate time for a full detailed examination of all the expenditure figures. Therefore, during the following months up to September, a close examination of the figures is carried out as part of drawing up the schedule of items to be recharged to long leaseholders. This usually results in some adjustments which are noted as Barbican Estate Office adjustments in Table 4, details are set out in Appendix 2.

Appendices

- Appendix 1 – Reconciliation of Original Budget to Latest Approved Budget.
- Appendix 2 – Detail of Barbican Estate Office adjustments
- Appendix 3 – Analysis of repairs, maintenance and minor improvements.

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Appendix 1

Reconciliation of Original Budget to Latest Approved Budget for Barbican Service Charge account.

	£'000
Original Budget	0
Increase in Repairs & Maintenance Costs – Mainly Supplementary Revenue Projects including concrete testing. (see Appendix 3)	(651)
Correction of recharge of House Officers	(34)
Revised estimates of employee costs	(54)
Balancing increase in expected service charge income	739
Latest Approved Budget	0

Appendix 2

Table 4 - Details of Barbican Service Charge Expenditure and Estate office adjustments

<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	(468,045.07)	(206.87)	(468,251.94)
Lift Maintenance	2	(322,143.57)	(4,020.47)	(326,164.04)
Resident Housekeepers (Additional Pension)	3	(276.42)	0.00	(276.42)
Resident Engineers	4	(431,853.46)	0.00	(431,853.46)
Furniture & Fittings	5	(10,986.20)	0.00	(10,986.20)
Window Cleaning	6	(126,515.22)	(21,309.89)	(147,825.11)
Cleaning Materials including refuse sacks	7	(22,537.97)	0.00	(22,537.97)
Cleaning Equipment	8	(17,307.76)	0.00	(17,307.76)
Estate Cleaners	9	(1,078,257.02)	0.00	(1,078,257.02)
Additional Refuse Collection	10	(14,667.68)	0.00	(14,667.68)
Garden Maintenance	11	(118,669.77)	0.00	(118,669.77)
Car Park Attendants	12	(646,322.69)	(1,066.69)	(647,389.38)
Hall Porters	13	(697,476.74)	0.00	(697,476.74)
Garchey Maintenance	14	(275,603.27)	0.00	(275,603.27)
Pest Control	15	(14,293.01)	222.49	(14,070.52)
General Maintenance (Estate)	16	(92,269.88)	0.00	(92,269.88)
Electrical Repairs (Common Parts)	17	(124,556.58)	6,193.60	(118,362.98)
Electrical Repairs (Exterior)	18	(10,572.48)	0.00	(10,572.48)
General Repairs (Common Parts)	19	(134,267.21)	0.00	(134,267.21)
General Repairs (Exterior)	20	(889,325.46)	4,472.00	(884,853.46)
Technical Services	21	(321,199.45)	41,609.02	(279,590.43)
House Officer	22	(141,785.06)	0.00	(141,785.06)
Estate-Wide proportion of Supervision & Management costs	23	(626,721.48)	719.31	(626,002.17)
Directly attributed Supervision & Management costs	24	0.00	0.00	0.00
Redecorations	25	(249,233.10)	0.00	(249,233.10)
Safety/Security	26	(48,173.52)	0.00	(48,173.52)
Water Supply Works	27	(86,526.31)	0.00	(86,526.31)
Concrete Works	28	(300,420.47)	62,882.35	(237,538.12)
Emergency Lighting	29	(6,784.00)	0.00	(6,784.00)
Asbestos Management	30	(101,143.12)	0.00	(101,143.12)
Roof Repairs	31	(70,000.00)	0.00	(70,000.00)
Asset Management/Stock Condition Survey	32	(4,071.93)	0.00	(4,071.93)
Redecorations Programme 2020-2025	34	(7,620.00)	0.00	(7,620.00)
Water Tank Repairs/Replacement	35	(6,098.00)	0.00	(6,098.00)
Heating	33	(1,894,073.61)	(66,392.18)	(1,960,465.79)
Insurance	N/C	(2,778.82)	2,778.82	0.00
TOTAL		(9,362,576.33)	25,881.49	(9,336,694.84)

Appendix 3

Analysis of Repairs, Maintenance and Minor Improvements

Costs to be charged to Long Lessees and Landlord. (The latter responsible for short term tenancies and voids)	Original Budget 2018/19 £000	Latest Budget 2018/19 £000	Actual 2018/19 £000
Responsive and Contract Servicing including Building			
Miscellaneous Works	(1,181)	(1,198)	(1,367)
IRS maintenance	(30)	(30)	(40)
Responsive and Contract Servicing - Lifts	(272)	(272)	(279)
Drainage Repairs / Remedial Work	(61)	(81)	(110)
Sub Total Responsive and Contract Servicing	(1,544)	(1,581)	(1,795)
Asbestos Removal	(110)	(110)	(101)
Electrical Testing	(10)	(10)	4
Redecorations Works	0	0	1
Upgrade Safety/Security Installations	(36)	(36)	(38)
Consultants Fees	(35)	(25)	
Emergency lighting to stairs, corridors and plant rooms	(20)	(20)	(16)
Asset Management	(50)	(150)	(4)
Supplementary Revenue Projects – Mainly concrete testing.	0	(524)	(583)
TOTAL	(1,805)	(2,456)	(2,532)

Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	02 September 2019 16 September 2019
Subject: Service Level Agreements Quarterly Review April – June 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 April – June 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 April – June 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 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, Graham Wallace, Fred Rodgers, 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 March 2019 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 March 2019 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 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

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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>
245	Apr - Jun 19	HO	Residents' satisfaction survey sent out 21 June, closing date 26 July.	BEO to review feedback in order to improve services. Report to September Committee.	
243	Apr - Jun 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. Welcome Pack is proposed to be added to the website.	For comment only.	✓
242	Jan to Mar 19	HO	Residents bulletin - June 2018 (1,001 residents signed up) and in June 2019 this had increased to over 1,300 residents.	For comment only.	✓
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 23			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
248	Apr - Jun 19	SLA	Graffiti at the podium level is removed as a Landlord cost. The recent grafitti at Bunyan was removed very promptly.	For comment only	✓
247	Apr - Jun 19	HO	Estate wide fire escape and balcony inspections complete. Follow up inspections currently being carried out	For comment only	✓
246	Apr - Jun 19	HO	New cleaners in John Trundle Court and Frobisher Crescent, currently being monitored.	For comment only	✓
245	Jan - Mar 19	COM	Fire Safety - use of decking and astroturf on resident balconies/fire escapes.	Fire Safety booklet revised and also included specific information on items on balconies. Distributed to residents before balcony/fire escape inspections in Summer 2019.	✓

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>
221	Apr - Jun 19	Res	BEO expect to check the delivery/cost of 15% of repairs. Would reporting the level achieved provide a visible KPI that the cost of repairs is being monitored?	It is possible to add in an extra KPI that will demonstrate what proportion of the 15% checked passed or failed inspection. This will be in place for Oct - Dec 19.	
220	Apr - Jun 19	Res	Repairs feed back forms are sent to residents requesting such repairs and detailing the work to be done. The return of these forms after completion of the works is expected to indicate resident satisfaction that the work has been done and is satisfactory, as far as the resident can see. Is this a poor measure of control? The work is frequently done weeks after the request and it is not clear to the resident that the form has any significance in terms of costs which may then be charged to them through the service charge. It is understood that because the 15% check may focus more on larger cost items these lower cost items are more likely to fall outside those checks.	The BEO is due to "Go Live" on a new Housing Management System over the next 6 months. It is expected that this system will enable a survey to be sent to residents at the end of the work with an accurate cost attached. SLA WP will monitor further.	
212	Apr - Jun 19	HO and res	VFM TV and broadband service.	Agreed that BEO would monitor the level of service over 6 months before we remove it from the license and seek alternative contractors. The results of this review was that some residents are noticing that there are some isolated TV concerns, which were being resolved via the use of amplifiers. Broadband Service was generally very good. The monitoring period has been extended for a further 6 months as reported to the RCC on 10 June 2019.	
219	Apr - Jun 19	HO & PS	Several new personnel working at Repairs Call Centre. HOs have noted some priority assignment issues when raising orders.	To be raised at next Barbican Operational Group meeting.	

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>
164	Apr - Jun 19	PS	As part of the Estate Maintenance programme a project is underway for the painting of the external communal podium rails which are reverting 'back to black' as per the Listed Building Guidelines.	For comment only	✓
163	Apr - Jun 19	HO	External redecoration commenced in Lambert Jones Mews and Seddon House. Completion August (weather permitting).	For comment only	✓
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 2019.	For comment only	✓
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>
187	Apr - Jun 19	HO	New signs at the entrances to the residents' private gardens "No dogs, no barbeques and requesting ball games are reserved for the Thomas More Play area".	For comment	
186	Apr - Jun 19	COM	Comments about condition of Speed House Lawn. Planting now completed and the lawn has been cut. This is being monitored.	For comment	
185	Apr - Jun 19	HO	Complaints received from Brandon Mews residents regarding the waterfall timing and lack of consultation.	Resident House Group has been formed and have been directed to approach Barbican Association in order to be included in future discussions with Barbican Centre.	
177	Apr - Jun 19	SLA	New garden recycling still has some issues and needs further publicity (locations, where soil can go).	Officers from the City's Cleansing Department are putting together a proposal to undertake another trial, subject to interest from residents, to collect garden waste next year. However, the proposal to undertake the trial is subject to Port Health and Environmental Services Committee approval. The success of the trial will be measured by level of participation in the trial and the weight and quality of the garden waste collected.	
182	Oct - Dec 2018	RCC	Work to the main lake.	As reported in the recent residents bulletin the original lake pumps were brought back into service to return water levels back to normal. Future works are for the Barbican Arts Centre to allow their plant room and equipment to be repaired to bring the fountains and waterfall back into service.	

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

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Appendix 6. Barbican KPIs 2019-20

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Apr - Jun 2018	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 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%	😊	53 letters all met the KPI
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%	96%	100%	😊	76 Emails all met the KPI
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	100%	100%	100%	😊	2 formal complaints received
Repairs & Maintenance										
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%		98%	98%	97%	99%	95%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%		98%	98%	97%	98%	96%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%		98%	97%	96%	96%	96%	😊	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		99%	97%	91%	91%	94%	😞	Being monitored with Property Services

[illegible]

[illegible]

COMMENT	PROGRESS AGAINST TARGET	Apr to June 2019	Jan to Mar 2019	Oct to Dec 2018	Jul - Sept 2018	Apr - Jun 2018		ACTUAL 2017/18	TARGET 2019/20	Title of Indicator
		1	4	1	0	7		NA	NA	Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)
		1	3	1	2	NA		NA	NA	Number of cases outstanding.

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Committee(s)	Dated:
Residents Consultation Committee – For Information Barbican Residential Committee – For Information	2 September 2019 16 September 2019
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 July 2019.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

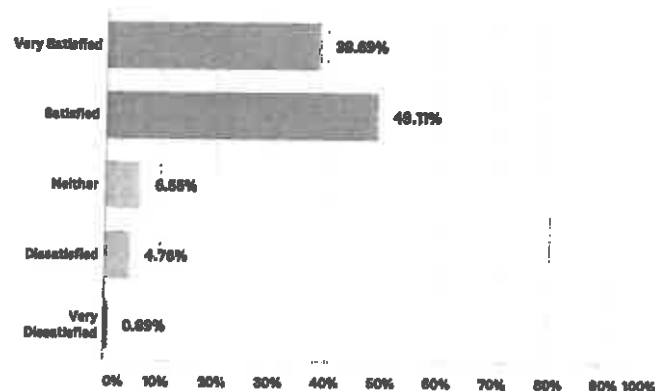
1. In July 2019 a residents' satisfaction survey was undertaken to gauge current satisfaction levels with the services provided or managed by the Barbican Estate Office. A copy of the survey is attached as Appendix 1.
2. This was the sixth time that an online survey was used, with paper copies advertised 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 336 is made up of 329 online entries and 7 in paper format. This was a significant improvement on the 228 responses received in 2018. As with previous years, officers incentivised completing of the survey by having a prize drawer of £100 voucher.

6. Officers felt that last year's decline, was in part, due to the General Data Protection Regulations (GDPR). Over the last year our Communications Officer has worked hard to increase the number of email addresses that the Barbican Estate Office holds and (as of 19 August 2019) currently stands at 1365.
7. The results of the survey will be published via the Barbican electronic bulletin in September 2019.
8. Common queries and comments have also been answered throughout August and publicised in the Friday bulletin.
9. 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

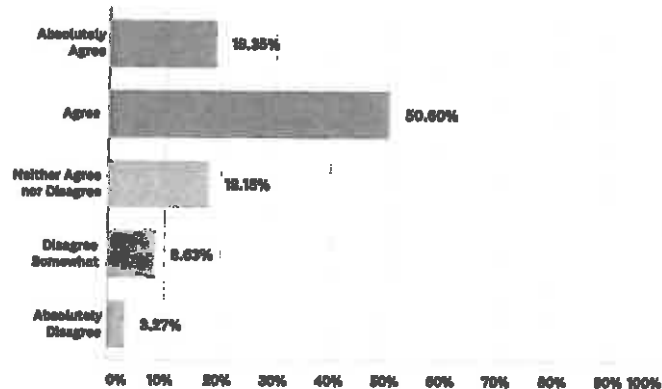
10. **Customer Care.** A result of 88% was achieved in the "satisfied" and "very satisfied" categories. The same result as achieved in 2018.

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



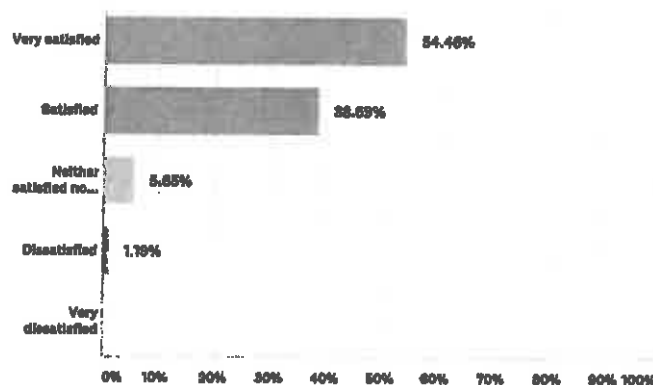
11. **Value for Money.** 70% of responses "absolutely agreed" and "agreed" with the statement that *"the Barbican Estate Office provides good value for money in managing the Barbican Estate"*. This was an increase of 2% on 2018 (which was itself, a 2% increase on 2016).

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



12. Communications. 93% was achieved in the "satisfied" and "very satisfied" categories in the way the Barbican Estate Office keeps residents informed of issues. An increase of 2% on last year.

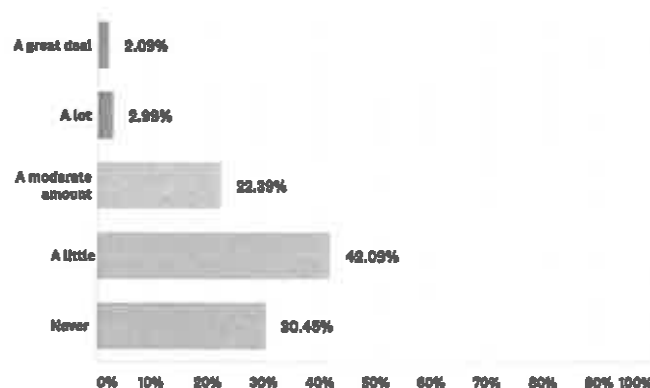
Q3 How satisfied or dissatisfied are you with the information we provide you in the Estatewide Bulletin?



13. This year we asked 2 new questions about the website.

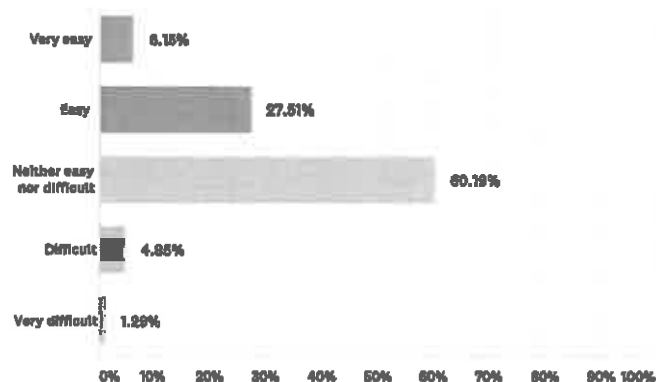
14. Usage. Only 27% of responders use the Barbican Estate pages of the City of London website "a moderate amount" or more.

Q4 How often do you use the Barbican Estate page on the City of London website for information relating to services available to you? Click here for website link.



15. Ease. 34% of respondents found it easy to navigate. 6% found it difficult and 60% of respondents had no opinion.

Q5 Do you find the Barbican Estate page on the City of London website easy to navigate? Click here for website link.



16. These 2 results are disappointing given the time and effort put into updating the information of the Barbican Estate pages and providing links through our weekly bulletin.

17. It could be argued that as the Barbican Estate pages are so little used or referred to, the BEO should limit officer time in updating and promoting the pages. It can equally be argued that BEO should be doing more to encourage residents to refer to these pages.

18. The City is due to migrate to a new website in the next 6 to 9 months. We understand this will be easier to navigate for users, and easier to update for Officers. The BEO will seek further, more detailed feedback on the new Website, next year.

19. House Officers. Taking into account the 23% with "no recent experience of this service/not applicable"; 80% satisfaction was achieved. This is a 3% increase on 2018.

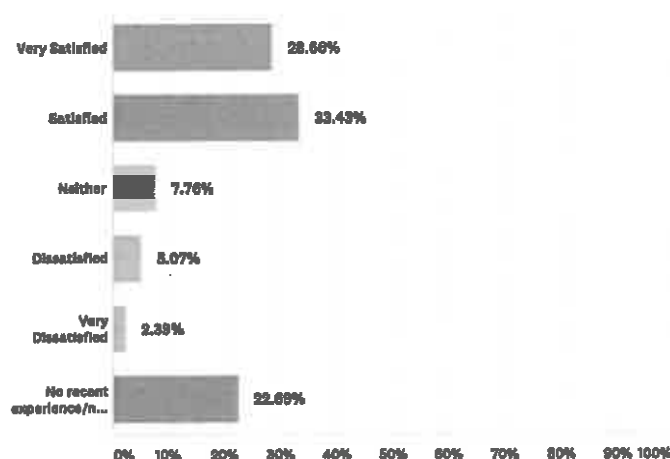
"Best in the business. Compliments to them all!"

"A friendlier, more customer orientated attitude would be appreciated."

"Generally happy with the service."

"Always pleasant and helpful!"

Q6 House Officer satisfaction



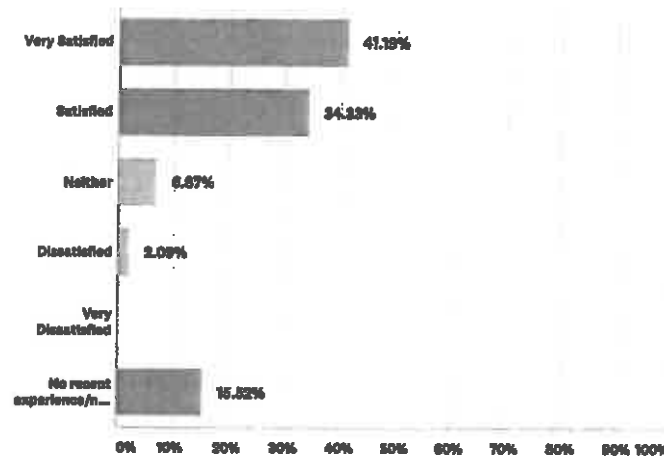
20. Barbican Estate Office Reception. Considering the 16% with "no recent experience of this service/not applicable"; 89% satisfaction was achieved in the way Reception deals with general enquiries. This is a 2% increase on the high level of satisfaction noted in 2018.

"The staff in reception are always very helpful."

"Left hand should know what the right is doing."

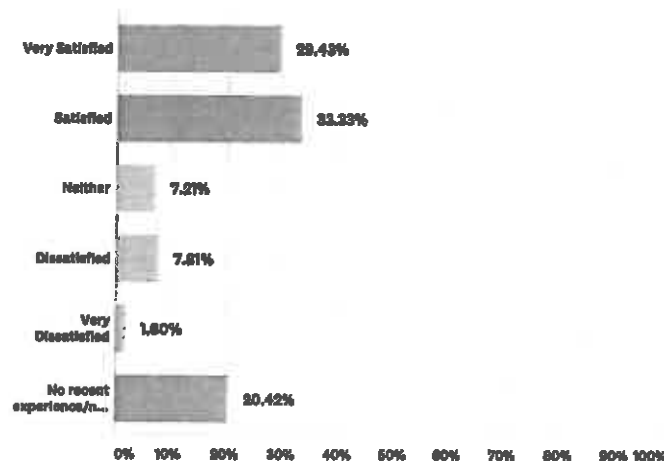
"Michael Bailey is amazing and a key part of my satisfaction with the estate management. He is so professional and helpful."

Q7 How satisfied or dissatisfied are you with the way our Reception deals with your general enquiries?



21. Property Maintenance – Repairs Service Desk. 20% of residents had “no recent experience of this service/not applicable”. Of the remaining, 79% were either “satisfied” or “very satisfied”. This is a 9% improvement on 2018.

Q9 Property Maintenance - The Repairs Service Desk satisfaction



22. Property Maintenance In communal areas. 76% satisfaction levels were achieved. This is a 5% increase on last year.

“Meter reading very fast and efficient, so, too, light replacements, attention to door locks.”

“The pace of work is not fast, although quality is good.”

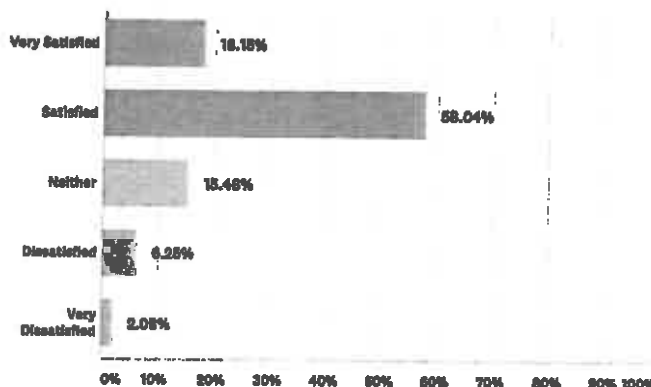
“Repairmen are friendly and knowledgeable about the estate.”

“Communal Areas can take a long time.”

“When there has been a history of problems at an address, I would expect the person handling the calls to be able to access that

Information and direct the enquiry to relevant colleagues. This does not seem to be the case."

Q10 How satisfied or dissatisfied are you with the repairs to the communal areas of your block?



23. Out-of-Hours Emergency Service. Taking into account the 64% who have "no recent use of this service/not applicable", of the remaining respondents 79% satisfaction levels were achieved. This is an 11% improvement on 2018.

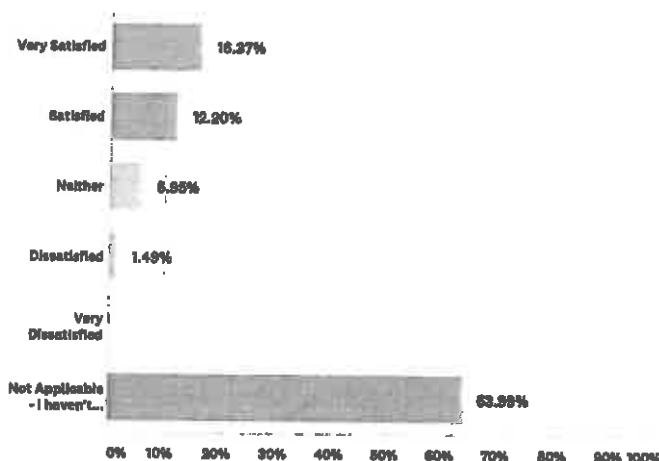
24. Because of the consistently high rate of "non- applicable" responses to this question, we added an extra question this year. 52% of respondents were unsure how to contact the Duty Manager in an Out of Hours emergency. We have since publicised this information in our weekly bulletin and will do so again, in October.

"I wasn't particularly aware we had Out of Hours Duty Managers."

"A reminder of how to contact them would be helpful."

"Have received exceptional help during the recent water tank works."

Q14 Out-of-Hours Duty Managers



25. Major Projects delivered estate wide (specifically concrete repairs).

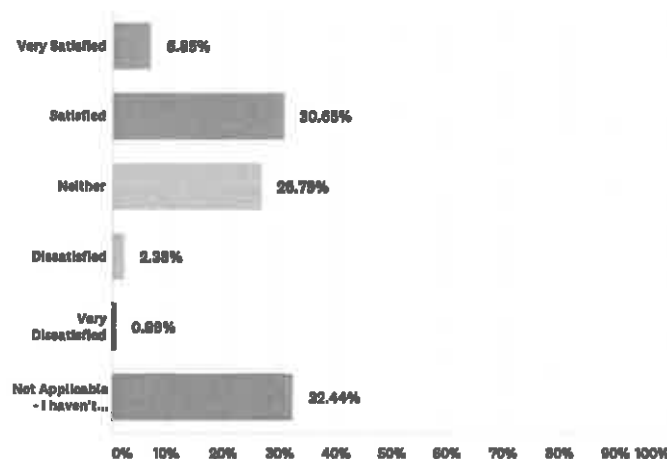
Taking into account the 32% of respondents who have "no recent experience/non-applicable", of the remaining respondents 56% satisfaction was achieved. 40% were neither satisfied nor dissatisfied.

"Concrete repairs are of excellent quality."

"Well I didn't even realise works/repairs were made to the concrete work."

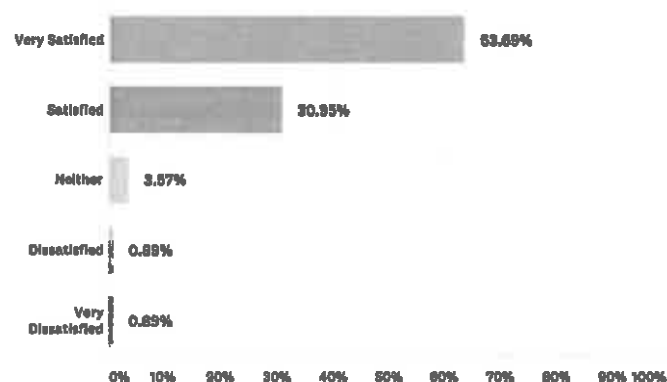
"I do not see the programme as good value for money."

Q12 How satisfied or dissatisfied are you with the Concrete Repairs Programme as part of the Major Projects delivered Estatewide?



26. Communal Area Cleaning. A fantastic result of 95% was achieved in the "very satisfied" and "satisfied" categories. A 2% increase on 2018. Lots of praise for individual cleaners was again received and this has been passed on to them.

Q17 How satisfied or dissatisfied are you with the cleaning services of the communal area of your blocks?



27. Podium Cleaning (public, non-service charge areas of the estate). This year we asked an additional question about cleaning. 84% of respondents were "very satisfied" or "satisfied" with podium cleaning.

"Staff are great."

"They tend to occupy lifts at busy times."

"I notified our House Officer about graffiti on the podium. This was cleaned up/removed that day – this is excellent service, thank you to all concerned."

Inside work good: outside work not so good."

"They are very good."

- 28. Window Cleaning.** A result of 71% was achieved in the "very satisfied" and "satisfied" categories. This is a 7% improvement on last year and has been an area of focus for the Cleaning Supervisors.

"Sloppy cleaning missing the edges and often leaving drips."

"Window cleaners are not thorough enough."

"Now that the 'new' method of cleaning windows at 02 level has been in place for a while, the standard of cleanliness has improved."

- 29. Estate Concierge team.** A fantastic result of 97% was achieved in the "very satisfied" and "satisfied" categories. A 2% increase on last year but still slightly down on the 99% achieved in 2016! Only 1 respondent registered dissatisfaction.

"Helpful, friendly, efficient."

"The offices of where many of the car park attendants are poorly located for their well-being. With poor natural light and ventilation. I would like to see their office areas to be more improved."

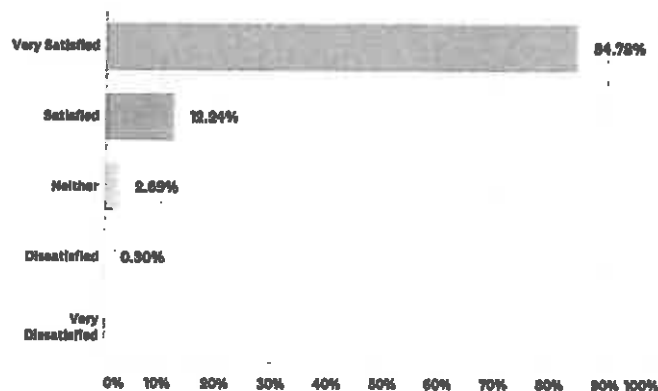
"We are fortunate to have them."

"Yes, all are superb and are a key to the Barbican Estate living experience – again, thank you."

The best staff on the estate! Their feedback should be listened to."

"As a Ben Jonson resident, I can say our car park guys are fabulous. I think it would be nice to give them better facilities."

Q21 How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant)



- 30. Open Spaces.** 84% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This is 4% less than last

year. Many of the comments referred to the recent condition of the lake. Works have recently carried out by the Barbican Estate Office and the Barbican Centre to improve water circulation.

"They seem to be improving slowly."

The steppe planting on the high walk has been a great addition."

The gardens are lovely. The lakes would be lovely too if the fountains would work."

A wonderful place! My favourite spot in the City."

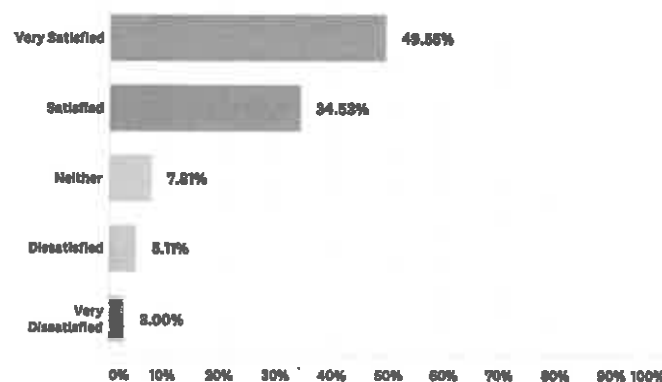
"They seem quite run down relative to the rest of the estate. I live over Thomas More Garden, it would be good if there was a way to encourage a bit more respect for the gardens from kids (but I'm not sure how you do it)."

"The lakes need thorough overhaul."

"The lake is looking pretty bad at the moment."

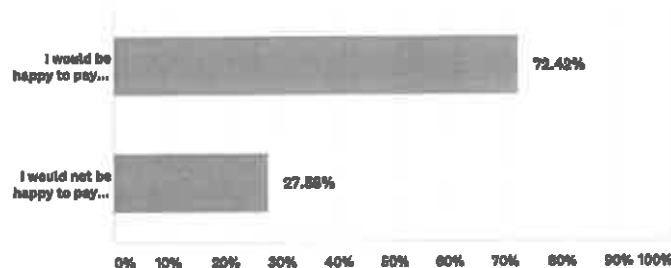
"The big lawn needs completely relaying."

Q23 How satisfied or dissatisfied are you with the way the gardening team look after the lakes and gardens within the Barbican Estate?



31. Extra funding. This year the Gardens Advisory Group (GAG), a resident working party of the RCC suggested that the private gardens across the estate would benefit greatly from an increased budget. Residents were asked if they would be happy to pay an extra £25 per annum, to solely fund the private gardens of the estate. 72% would be happy to pay £25 extra. The BEO will increase the budget for 2020/21. Officers from Open Spaces understand that it will have to be clearly demonstrated that this extra budget is additional and only to be used on the 3 private gardens.

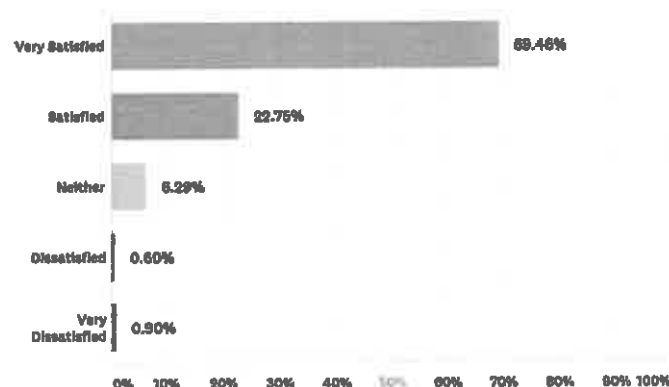
Q25 Would you be happy to pay an extra £25 per year, if this was to solely fund extra labour within the private gardens of the estate?



32. Parcel Tracking. The current system of pink cards is set to be formally reviewed by the working party in 2021. In the interim, residents were asked how they felt the system works in dealing with their parcels. 92% of respondents were "very satisfied" or "satisfied" with the current arrangements.

"The pink cards work really well, it's a huge help for people like me who do most of their shopping online that I don't have to worry about being at home to sign for parcels."

Q27 How satisfied or dissatisfied are you with the current pink card system that your cleaners, Concierges/Car Park Attendants use to deal with your parcels?



33. New Stores. An additional question was asked of those respondents that had taken up one of the newly built stores in the car parks. Of the 44 respondents that had, 77% were "very satisfied" or "satisfied" with it.

34. Additional comments were sought. We asked if there is one thing we could do, to give better service, what would it be? Responses were extremely varied and covered all aspects of service. We will be feeding these comments back to the various service providers as well reviewing them within the House Officer team.

"Leave it Unchanged."

"Noise is a nuisance round the estate, a greater effort to reduce it would be welcome eg. Early morning deliveries, contractors starting work too early etc."

"Get rid of the pigeons"

35. Some of the comments received covered areas not under Barbican Estate control. Where appropriate, these comments will be passed onto the departments responsible.

36. The House Officers have reviewed all the comments. Where necessary they have also followed up if action is required.

Conclusion

37. 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.

38. 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 2019

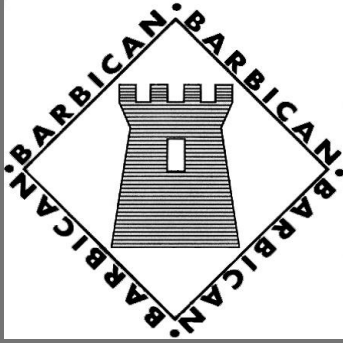
Background Papers

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
September 2018 Residents Satisfaction Survey

Helen Davinson

Resident Services Manager

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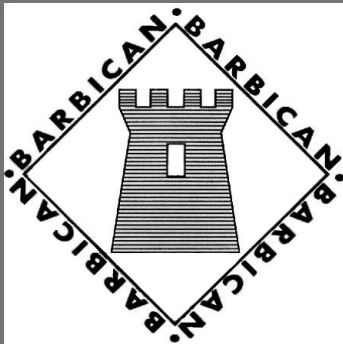
Resident Satisfaction Survey June 2019

Welcome to the Barbican Estate Residents Satisfaction Survey 2019.

The survey helps us to monitor satisfaction levels with the services we provide and manage for you. Your feedback is important, it allows us to improve those services.

If you complete your details you will be entered into the prize draw to win a £100 John Lewis voucher. Please circulate the information to other residents and if printed copies are required please ask your House Officer or at reception. The closing date is Friday 26 July 2019.

Thank you for participating in our survey.
Barbican Estate Office



Resident Satisfaction Survey June 2019

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 information we provide you in the Estatewide Bulletin?

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

4. How often do you use the Barbican Estate page on the City of London website for information relating to services available to you? Click [here](#) for website link.

- ☐ A great deal
- ☐ A lot
- ☐ A moderate amount
- ☐ A little
- ☐ Never

5. Do you find the Barbican Estate page on the City of London website easy to navigate? Click [here](#) for website link.

- ☐ Very easy
- ☐ Easy
- ☐ Neither easy nor difficult
- ☐ Difficult
- ☐ Very difficult

6. Your team of House Officers are here to 'Champion' the quality of services provided to you by the Barbican Estate Office. They are your first point of call for your queries and comments.

The House Officers' responsibilities are varied. From managing your Home Improvement application, liaising with your House Groups, monitoring your window cleaning service, to helping to resolve neighbour disputes. They monitor the services provided by the Estate Office through inspections and spot checks and will endeavour to resolve any issues you may have.

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

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

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

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

8. Do you have any further comments about our Estate Office team?

9. The Repairs Service Desk (RSD) is open from Monday to Friday 8am to 5pm, excluding Public Holidays. Email: Barbicanrepairs@cityoflondon.gov.uk or contact the Repairs Reporting Line on 020 7029 3909. The RSD provides the first level support through taking your calls and handling the resulting incidents or service requests.

How satisfied or dissatisfied are you with the way the Repairs Service Desk deals with your repairs and maintenance enquiries?

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

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

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

11. Do you have any further comments about the work of the Repairs Service Desk or repairs in the communal areas?

12. How satisfied or dissatisfied are you with the Concrete Repairs Programme as part of the Major Projects delivered Estatewide?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable - I haven't experienced any projects this year.

13. Do you have any further comments about the work of the Concrete Repairs Programme?

14. Our Out-of-Hours Duty Managers are here 24 hours a day, 7 days a week. Between them, they have a combined 70 years' experience with electrical, mechanical, building & plumbing trades to provide around the clock cover to the Barbican Estate.

They carry out day-to-day reactive and planned maintenance across the Estate's electrical and mechanical services and investigate issues from water penetration, noise complaints and monitor security arrangements. They manage, install and maintain the Background Underfloor Heating network and control, manage the internal contractors such as Metwin and service the ventilation fans across the Estate. They also provide technical advice and assistance to House Groups, Working Parties, the Major Projects team, assist in the writing of specifications for Estate contracts and provide technical advice to all external contractors such as electrical supply companies, residents' contractors and Vision Fibre Media. On top of all this, they also provide the Out of Hours Duty Management of the Estate and are your first of call for emergency electrical issues and leaks.

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 haven't made use of the Out of Hours team this year.

15. Do you know how to get hold of the Duty Manager in an emergency, out of office hours?

- ☐ Yes
- ☐ No

16. Do you have any further comments about the work of the Out-of-Hours Duty Managers?

17. We have a team of 36 cleaners, who work across the Estate to clean within your blocks, as well as clean the podium & car park areas. They also provide a daily rubbish collection from your front door.

How satisfied or dissatisfied are you with the cleaning services of the communal area of your blocks?

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

18. How satisfied or dissatisfied are you with the cleaning of the Podium?

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

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

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

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

21. We have a team of 40 permanent Estate Concierge/Car Parking staff, who work in shifts to provide services 24 hours a day, 7 days a week. Last year they took in over 150,000 parcels for you.

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

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

23. 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

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

25. The Gardens Advisory Group is a resident Working Party of the Residents' Consultation Committee (RCC). The members have been monitoring the gardening across the estate for a number of years. The members feel that for a small contribution from each leaseholder, the private gardens could benefit from extra man hours of gardening as well as replacement of many of the older shrubs and plants that are coming to the end of their natural life. To note, the Grounds Maintenance Service Charge Budget, has risen by 10% in 10 years from £117,000 in 2009/10 to £ 130,000 in 2019/20. The result will be fed back to the RCC for further consideration.

Would you be happy to pay an extra £25 per year, if this was to solely fund extra labour within the private gardens of the estate?

- ☐ I would be happy to pay an extra £25 per year
- ☐ I would not be happy to pay an extra £25 per year

26. If you have a newly built store in the car park, how satisfied or dissatisfied are you with your experience?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ No I don't have a newly built store, SKIP

27. The last survey conducted about the parcel tracking system, (pink card) system reflected the general feeling that the current 'holding' system for parcels and deliveries works well. The Working Party, at the time proposed that the system should remain the same, but should be reviewed in five years' time, in 2021.

How satisfied or dissatisfied are you with the current pink card system that your cleaners, Concierges/Car Park Attendants use to deal with your parcels?

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

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

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

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Committee(s) Residents' Consultation Committee Barbican Residential Committee	Date(s): 02092019 16092019
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	8A	29	£53,300	Tenant at Sufferance	Moving abroad	31/08/2019 (TBC)
2	1A	18	£36,200	28/07/2017 27/10/2020	Moving abroad	30/10/2019

RIGHT TO BUY SALES

3.

	30 July 2019	7 May 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.

	30 July 2019	7 May 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	Breton House	4th	Bedsit F2A	£465,000	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

Revenues Manager

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Committee(s)	Dated:
Barbican Residents Consultation Committee Barbican Residential Committee	02 September 2019 16 September 2019
Subject: Fire Safety Update	Public
Report of: Director of Community & Children's Services	For Information
Report author: Paul Murtagh Assistant Director Barbican & Property Services	

Summary

The purpose of this report is to update Members on the progress that has been made in relation to fire safety matters since the last update report submitted to Committee in September 2018.

Recommendation

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

Main Report

Background

1. In September 2017, a detailed report was brought to this Committee to update Members on the City of London Corporation's (the Corporation) approach to fire safety on the Barbican Estate. The report informed Members of the progress we had made with matters such as:
 - fire risk assessments,
 - communication with residents,
 - estate management,
 - fire safety maintenance and improvement works,
 - inspections by the London Fire Brigade (LFB),
 - potential future improvement works.
2. Subsequently, further update reports were brought back to Committee in November 2017, March 2018 and September 2018. In addition, at its meeting on 4 June 2018, the Committee received a report entitled 'Fire Safety Review', which informed Members of the work that has been done on potential improvement works to enhance the safety of the CoLC's Barbican Residential Estate and its residents

in the event of fire. The report also sought guidance from Members on the strategic direction the CoLC should take in its future approach to fire safety.

3. This paper is intended as a further update.

Fire Risk Assessments

4. As Members will be aware, Frankham Risk Management Services Limited completed FRAs for each of the residential blocks on the Barbican Estate in January/February 2018 and, as agreed by Members, these were published on the CoLC's website.
5. At its meeting on 17 September 2018, Members were first presented with the 'Specific Hazard Identification and Action Plan Template for Fire Risk Assessments', which lists the recommendations from all the FRA's on the Barbican residential blocks. Officers continue to work on the various recommendations contained within the Action Plan and good progress is being made. An updated version of the Action Plan is included at Appendix 1 to this report.
6. Carrying out FRA's under the Regulatory Reform (Fire Safety) Order 2005 (RRO), is a vital and legally required part of the CoLC's fire safety strategy for its residential portfolio. The RRO does not specify how often FRA's should be carried out or reviewed. However, the Local Government Association (LGA) has published guidance on fire safety in purpose-built blocks of flats, which recommends the following procedure for FRA's:

Low-rise blocks up to 3-storeys built in the last 20 years

- reviewed every 2 years;
- redone every 4 years.

For blocks with higher risks (such as age), or those more than 3-storeys high

- reviewed every year;
- redone every 3 years.

7. The FRA's for the Barbican residential blocks have been done annually for the last 3 years. The FRA's from January/February 2018 have again been reviewed and mandated in line with the Corporation's auditing procedures for FRA's.
8. Clearly, simply carrying out FRA's is worthless if they are not updated regularly and the improvement work identified is not undertaken. As Members will be appreciate, a considerable amount of fire safety work has been done, is being done and is scheduled to be done to maintain the Barbican residential blocks at the required standard.
9. There is no requirement for, or value in, commissioning further FRA's this year and the focus will be on continuing the progress we are making on the improvements identified in the Action Plan appended to this report. This includes carrying out

more intrusive Type 4 FRA's that focus on areas highlighted by the recently completed Type 3 FRA's.

Fire Doors

10. As Members will be aware from previous reports, random sample testing of a limited number of front entrance door sets to individual flats in the Barbican is being carried. This has been a very long-drawn-out process as a result of the planning requirements relating to the temporary and permanent replacement door sets and, the lack of available testing facilities across the country.
11. So far to date, we have tested one door set in Shakespeare Tower, one in Thomas More House and one in Breton House. The door set in Shakespeare Tower was found to have provided fire resistance of 36 minutes, which is greater than the 30 minutes fire resistance it was designed to provide. However, the door set did not perform well in terms of smoke resistance. The two door sets at Thomas More House and Breton House were tested early in August and, the results may not be available until after this meeting. We are looking to carry out destructive testing on one further door set, possibly in Willoughby House and, this will provide us with information on the door sets to almost all the flat types on the Barbican.
12. Once the door testing is complete and, the results have been submitted and analysed, officers will bring a detailed report back to this Committee with options and recommendations as to any improvements that are deemed necessary.

Communication with residents

13. Members will recall that detailed information, in the form of 'Frequently Asked Questions' bulletins, was produced specifically for the Barbican Estate. This was distributed to all House Groups and to residents through our email broadcast service and has also been posted on the Housing Fire Safety pages on the City's website. This information is reviewed on a regular basis and is updated as the fire safety improvement works progress.
14. With the exception of Frobisher Crescent, which is dealt with separately in this report, there have been no new significant fire safety issues raised by residents since the last update report in September 2018. Detailed information on fire safety remains available on the City's website.

Estate Management

15. Barbican Estate staff continue their work to ensure that balconies, walkways and exits are kept clear from hazards. This includes the removal of combustible material from outside properties, along with any items which might cause a trip hazard for residents or firefighting crews in the event of an emergency.
16. Officers in the DCCS Housing Management team are currently piloting a new automated system of estate inspections that is designed to improve the quality and consistency of inspections as well as, providing a much better facility for recording data, identifying problems, areas of improvement and the monitoring of subsequent

follow up actions. Early indications are that the system is proving to be extremely successful and, if it is concluded that the system does meet our requirements, we will look to extend its functionality to include estate inspections for the Barbican.

Inspections by the London Fire Brigade (LFB)

17. At the time of the last update report in September 2018, it was reported that the LFB was carrying out more frequent ad-hoc inspections on residential flat blocks across the City to ensure that they comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005 and to ensure that appropriate FRAs are being carried out. Whilst the LFB continues to carry out regular checks and familiarisation visits on the Barbican Estate, there have been no subsequent ad-hoc formal inspections by the LFB. We do understand however, that the LFB will, over the next few months, be carrying out formal in sections of all City's car parks, including the Barbican Estate.
18. It is worth noting however, that officers have developed a healthy working relationship with the LFB and regularly consult with and seek the advice of the LFB on fire safety matters. Members will recall that early last year, the Corporation granted permission to the LFB to undertake an extensive and important training exercise at Cromwell Tower. This was a unique opportunity for the LFB to practice updated procedures and test out new firefighting equipment. The training exercise proved to be very successful and worthwhile, providing valuable experience, knowledge and guidance for both the LFB and the Corporation.

Frobisher Crescent

19. In line with our Fire Safety Improvement Action Plan for the residential blocks on the Barbican Estate, we have recently completed a sample survey of the compartmentation/fire stopping between the communal areas and individual dwellings in Frobisher Crescent. The survey has identified that there are deficiencies with the existing compartmentation/fire stopping that need to be addressed to ensure that the building complies with modern fire safety standards.
20. Tenders are now being sought for remedial works that are required to bring the compartmentation/fire stopping up to the required standard. Some of the work required will be intrusive and will require access into some of the flats. Residents in Frobisher Crescent have been advised of the situation and our proposals for the remedial works required.
21. Members will be aware, that Frobisher Crescent is unique in that, it is a 'mixed' use block combining residential space with the commercial activities of the Barbican Arts Centre. Whilst this arrangement generally works very well, there have been concerns raised about the practicality and efficiency of operating two different fire strategies for the residential and commercial activities.
22. We have recently engaged a specialist fire safety consultant to review the existing fire strategies for the commercial and residential space with the intention of developing a Fire Safety Management Plan for Frobisher Crescent as a whole. We are collaborating with our colleagues in the Barbican Arts Centre to ensure that all

future fire safety works commissioned by the Estate Office and the Arts Centre are aligned.

23. The remedial compartmentation/fire stopping works identified are scheduled to commence in October/November this year and, it is expected that this work and the work to develop a new Fire Safety Management Plan will be completed by the end of March next year.
24. Whilst the issue with the compartmentation/fire stopping is of concern, the overall Risk Assessment of Fire Safety for Frobisher Crescent is 'low'. The design and construction of the three residential floors does incorporate important fire safety measures including:
- secondary means of escape for all flats;
 - the installation of hard-wired (plus battery backup) smoke detection, installed to LD3 standard;
 - smoke detection in the corridors that is linked to the operation of the fire doors with, an additional activation link to the 24-hour concierge service in Shakespeare Tower;
 - appropriate door compartmentation within the corridors.

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Estates	Observation/Issues	Consideration and recommendation	Block	Risk Priority & Action completed by Date	Responsible Team	Timescale	Cost	Comments
Barbican Estate	Evidence was not available to confirm relevant electrical equipment such as communal area heating appliances; are subject to PAT.	Ensure relevant equipment is subject to a robust PAT by a competent person.	Only Tower blocks (Except Lambert Jones Mews, Postern & Wallside)	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	Regular testing programme in place. Certificates filed centrally. Will be made available before FRA in future.
Barbican Estate	Evidence was not available to confirm the fixed wiring installation is subject to an appropriate programme of periodic testing.	Ensure a robust programme of 5 year fixed wiring testing is implemented.	All blocks and car parks	Priority-C 28 days Medium	Housing Property Services	Completed	£20,000 per annum	Detailed pre-survey completed, programme now commenced.
Barbican Estate	Due to the survey being undertaken during daylight hours it was not possible to determine if an adequate provision of emergency lighting exists throughout the premises.	A survey should be undertaken by a competent person; with any identified issues being rectified to ensure the system complies with BS 5266.	All blocks and car parks	Priority-E Project Planning Medium	Housing Property Services	Completed	N/A	Emergency lighting maintenance contract in place.
Barbican Estate	<ul style="list-style-type: none">• The flat entrance door is consistent with those throughout the block. It does not comply with current standards.• It appears to be of substantial construction, without substantial rebates, smoke strips or intumescent seals, hinges x3 do not appear to be of fire resisting standard. The centre hinge appears to be of spring loaded design, to assist with door closing; however it was noted that this arrangement did not result in the door self-closing effectively.	Due to the opportunity for means of escape in 2 directions; this situation is considered acceptable. Consideration should be given to upgrading/replacing doors on the means of escape routes; to current standards as part of any future refurbishment program. Consideration should be given to implementing a robust program of testing and servicing for spring loaded hinges; to ensure final exit doors close effectively.	All blocks	Priority-D 3 Months Low	Housing Property Services	31-Mar-20	£50,000 research and maintenance programme.	Sample fire doors and screens are being/have been tested. Varying results require further investigation particularly, relating to passage of smoke.
Barbican Estate	It was noted that in some instances lobby doors are not provided with smoke seals. Ensure all such doors are provided with adequate protection against the spread of smoke.	Ensure all such doors are provided with adequate protection against the spread of smoke.	All blocks (Except Lambert Jones Mews & Postern)	Priority-D 3 Months Low	Housing Property Services	31-Mar-20	£30,000	Pre-survey to identify full extent of works. Further research into design for natural ventilation.
Barbican Estate	<ul style="list-style-type: none">• It was noted that numerous doors to electrical intakes, service risers, plant rooms, stores and similar; within escape routes are not provided with ‘fire door keep locked shut’ signs.• Lobby doors are not provided with ‘fire door keep shut signs’.• ‘Do not use lift in case of fire’ signs are not displayed adjacent to lift enclosures.	Ensure appropriate signs are displayed.	Andrew House , Ben Johnson, Brandon Mews	Priority-C 28 days Medium	Housing Property Services	31-Mar-20	£120,000	Signage survey has been completed. Tenders being sought for the installation of new signage.
Barbican Estate	Fire action notices are inconsistently displayed in communal areas and the guidance is ambiguous in respect of a ‘stay put’ evacuation strategy.	Consideration should be given to replacing this signage with more definitive instructions; displayed in a consistent manner.	All blocks	Priority-D 3 Months Low	Housing Property Services	31-Mar-20	Included in above.	As above.
Barbican Estate	It was noted that portable fire extinguishers are provided within communal areas. Typically fire extinguishers are not provided within this type of property as residents are unlikely to have been appropriately trained.	Consideration should be given to their removal.	All blocks and car parks	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	Fire extinguishers in plant rooms serviced to ensure they are fit-for-purpose.
Barbican Estate	As part of the fire risk assessment process a documentation audit was undertaken in respect of the specific premises. The brief was to randomly sample 6 categories from a detailed list detailed above. In this instance the only records available at the Estate Office were as follows; <ul style="list-style-type: none">• Whilst it is evident that Allied Protection are maintaining fire alarm systems; contractors are not updating documented records.• Records were not available to evidence the recently implemented program of fire door inspections.• Fire stopping registers are not in place; this has specific relevance in respect of PDA’s & EDA’s.• Records of fire brigade operation attendances are not maintained. It is recommended that robust arrangements be implemented to ensure the requirements of CoL Guidance Note on Fire Log Books on CoL premises are achieved.• Portable firefighting equipment is out of test date; this situation is expected to be resolved in response to relevant guidance provided elsewhere in this report.	It is recommended that robust arrangements be implemented to ensure the requirements of CoL Guidance Note on Fire Log Books on CoL premises are achieved.	All blocks and car parks	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	Regular testing programme in place. Certificates filed centrally. Will be made available before FRA in future.
Barbican Estate	The emergency services box contained; 1) Estate block plan map. 2) Useful telephone numbers list. 3) Block plan.	Consideration should be given to liaising with London Fire Brigade to rationalise/standardise the information contained within the premises information box.	All blocks	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	All 36 ‘Premises Information’ boxes at the entrances to the blocks and car parks have been updated to include Estate plans, block plans, and contact numbers for the emergency services.
Barbican Estate	It was noted that portable fire extinguishers within communal areas and plant rooms (provided for use by competent persons) have not been subject to servicing within the past 12 months.	Subject to comments in 19.4, ensure all such equipment is robustly maintained.	All block and car parks (Except Lambert Jones Mews & Postern)	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	
Barbican Estate	What appears to be a BS 5839 pt 6 category LD3 grade F fire alarm system is installed. <ul style="list-style-type: none">• A means of providing detection and warning was not provided. The domestic smoke detector did not function when tested.• Accommodation is largely of open plan design across all levels.• Where provided doors to the internal escape route are unlikely to comply with current standards.• It should be noted that issues exist in respect of the ability for CoL to effectively manage residents actions; which may compromise the internal means of escape from their or a neighbouring dwelling.• What appear to be original nonfire rated room dividers are present (Cromwell Tower)• Domestic smoke detectors x2 were provided. (John Trundle Court)• A means of providing detection and warning was not provided. (John Trundle Court)• Accommodation is largely of open plan design across all levels. (John Trundle Court)• Where provided doors to the internal escape route are unlikely to comply with current standards. (John Trundle Court)• Alternative means of escape routes provide direct access to the communal escape balcony at both the lower level and at the upper level, to a shared enclosed balcony; from where further escape should be made via the neighbouring dwelling. (John Trundle Court).• Significant structural alterations have created a largely open plan flat; with non-fire rated room dividers. (Lauderdale Tower)	As a compensatory feature in respect of internal configuration; consideration should be given to installing/upgrading a fire alarm system to BS 5839 pt 6 category LD2 grade D.	All blocks	Priority-B 4 days High	Housing Property Services	31-Mar-20	£20,000	Further specialist detailed Fire Management Survey is being carried out. Initial surveys suggest that many of the improvements identified in the FRA’s are unnecessary and are mitigated by the design of the building.
Barbican Estate	It should be noted that issues exist in respect of the ability for CoL to effectively manage residents actions; which may compromise the internal means of escape from their or a neighbouring dwelling.	CoL should undertake a strategic review of management protocols regarding tenants/leaseholders actions which may implications the overall fire safety of the premises.	All blocks	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	Part of ongoing inspection regime carried out by House Officers in Barbican Estate Office.

Barbican Estate	<ul style="list-style-type: none">Vertical service risers which serve multiple dwellings are present; residents/contractors potentially have access to these enclosures for the purposes of alterations/maintenance to services.It was not possible to determine the standard of fire resistance provided between the flat and communal stair afforded by glazed partitions.It appears that flats were originally provided with a non-fire rated ‘pass door’ arrangement adjacent to the main entrance/exit door; in this instance this facility is still available.	Consideration should be given to the targeted inspections of a sample of dwellings to undertake Type 4 fire risk assessments; to address specific areas of concern. Consideration should be given to implementing a program of scheduled cleaning for communal kitchen extraction installations.	Andrew House , Ben Johnson, Brandon Mews, Defoe House, Frobisher Crescent, Speed House	Priority-C 28 days Medium	Housing Property Services	31-Mar-20	£25,000	Further specialist detailed Fire Management Survey is being carried out. Initial surveys suggest that many of the improvements identified in the FRA's are unnecessary and are mitigated by the design of the building.
Barbican Estate	Appropriate ‘no smoking’ signs are not prominently displayed within communal areas.	Ensure appropriate signs are displayed.	Brandon Mews	Priority-D 3 Months Low	Housing Property Services	Completed	N/A	
Barbican Estate	It was noted that the final exit doors to alternative MOE from rooftop plant rooms are fitted with inappropriate locking mechanisms.	It is recommended that failsafe devices; such as push paddles or similar are fitted.	Brandon Mews	Priority-E Project Planning Low	Housing Property Services	31-Mar-20	£2,500	Part of maintenance programme.
Barbican Estate	Where provided doors to the internal escape route do not appear to comply with current standards. <ul style="list-style-type: none">A loft hatch and ladder arrangement provide internal access from 02 level the 03 level garage; where an alternative means of escape is available. It is assumed that the original design provide a permanent staircase between these levels.A means of providing detection and warning was not provided.	As a compensatory feature in respect of internal configuration; consideration should be given to installing/upgrading a fire alarm system to BS 5839 pt 6 category LD2 grade D.	Brandon Mews	Priority-B 4 days High				
Barbican Estate	<ul style="list-style-type: none">Vertical service risers which serve 2 dwellings are present; residents/contractors potentially have access to these enclosures for the purposes of alterations/maintenance to services.	Consideration should be given to the targeted inspections of a sample of dwellings to undertake Type 4 fire risk assessments; to address specific areas of concern.	Brandon Mews,	Priority-C 28 days Medium	Housing Property Services	31-Mar-20	£5,000	Further specialist detailed Fire Management Survey is being carried out. Initial surveys suggest that many of the improvements identified in the FRA's are unnecessary and are mitigated by the design of the building.
Barbican Estate	The inadequate provision of electrical socket outlets, within the kitchen area; encourages the potentially hazardous use of multi adapters, trailing leads and similar.	Consideration should be given to providing additional electrical socket outlets in the kitchen area.	Ben Johnson, Breton House, Bryer Court, Bunyan Court, Defoe House, Mountjoy House, & Willoughby House	Priority-C 28 days Medium	Housing Property Services	31-Mar-20	£100,000	We are only responsible for the kitchens in our rented homes. We have introduced an electrical testing programme that will pick up this improvement work.
Barbican Estate	It was noted that in some instances discarded trade materials and general waste has been allowed to accumulate in riser cupboards.	Implement robust management arrangements to ensure all such areas are maintained free from inappropriate storage.	Cromwell Tower, Lauderdale Tower & Shakespeare Tower	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	Dealt with through inspection process carried out by Barbican Estate Office.
Barbican Estate	It was noted that in a number of instances what appears to have been unauthorised structural alterations have been undertaken by/on behalf of residents. This has resulted in compromised standards of compartmentation between individual flats and the communal risers.	Ensure appropriate remedial actions are implemented to achieve and maintain current standards.	Cromwell Tower, Lauderdale Tower & Shakespeare Tower	Priority-D 3 Months Medium	Housing Property Services	Completed	£40,000 per annum	We have appointed a Technical Surveyor to oversee the Landlord's Approval process.
Barbican Estate	Anecdotal evidence from the tenant suggested that lack of maintenance to the kitchen extraction system has previously resulted in a small fire; elsewhere on the estate.	Consideration should be given to implementing a program of scheduled cleaning for communal kitchen extraction installations.	John Trundle Court	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	Inspection and maintenance programme in place.
Barbican Estate	<ul style="list-style-type: none">The internal original configuration appears to have been of; entrance hall, kitchen, bedrooms, lounge and bathrooms.Where provided doors to the internal escape route appear to comply with current standards.Alternative means of escape are provided via external stairs to the communal flat roofs and a place of ultimate safety.Domestic smoke detectors are provided.	As a compensatory feature in respect of internal configuration; consideration should be given to installing/upgrading a fire alarm system to BS 5839 pt 6 category LD2 grade D. CoL should undertake a strategic review of management protocols regarding tenants/leaseholders actions which may have implications to the overall fire safety of the premises.	Lambert Jones Mews, Postern	Priority-D 3Months Low	Housing Property Services	31-Mar-20	£20,000	Further specialist detailed Fire Management Survey is being carried out. Initial surveys suggest that many of the improvements identified in the FRA's are unnecessary and are mitigated by the design of the building. Management protocols have been reviewed and deemed satisfactory. Installation of alarm systems not deemed appropriate.
Barbican Estate	<ul style="list-style-type: none">Visual inspection of compartmentation between neighbouring dwellings (via walls and ceilings) did not identify any obvious areas of concern.Vertical service risers which serve 2 dwellings may be present; residents/contractors potentially access these enclosures for the purposes of alterations/maintenance to services.	Consideration should be given to the targeted inspection of a sample of dwellings to undertake Type 4 fire risk assessments; to address specific areas of concern.	Lambert Jones Mews & Postern	Priority-D 3Months Low	Housing Property Services	31-Mar-20	£5,000	Low risk - further detailed surveys to be carried out as part of inspection process.
Barbican Estate	<ul style="list-style-type: none">Alternative means of escape are provided via communal balconies	Consideration should be given to upgrading/replacing doors on a single means of escape route to achieve compliance with current standards. Where the opportunity for means of escape in 2 directions is available; this situation is considered acceptable. Consideration should be given to upgrading/replacing doors on the means of escape routes; to current	Thomas More House	Priority-C 28 days Medium	Housing Property Services	31-Mar-20	£50,000 research and maintenance programme.	Sample fire doors and screens are being/have been tested. Varying results require further investigation particularly, relating to passage of smoke.
Barbican Estate	Whilst emergency action notices were provided, it not considered that sufficient signs are displayed in prominent positions throughout the car park.	Ensure appropriate signs are displayed.	All car parks	Priority-C 28 days Medium	Housing Property Services	31-Mar-20	£120,000	Signage survey has been completed. Tenders being sought for the installation of new signage.
Barbican Estate	It was noted; That fire doors to protected escape routes do not consistently display ‘fire door keep shut’ signage’. <ul style="list-style-type: none">Doors to plant rooms, service cupboards and similar do not consistently display ‘fire door keep locked’ signage.	Ensure appropriate signs are displayed.	All car parks	Priority-D 3 Months Medium	Housing Property Services	31-Mar-20	£120,000	Signage survey has been completed. Tenders being sought for the installation of new signage.
Barbican Estate	Whilst adequate compensatory lighting is provided; it was not possible to determine whether adequate emergency escape lighting is provided to escape routes.	A survey should be undertaken by a competent person; with any identified issues being rectified to ensure the system complies with BS 5266.	All car parks	Priority-E Project Planning Medium	Housing Property Services	Completed	N/A	Emergency lighting maintenance contract in place.

Committee:	Date(s):
Residents' Consultation Committee	02 September 2019
Barbican Residential Committee	16 September 2019
Subject: Update Report	For Information
Report of: Director of Community and Children's Services Report author: Michael Bennett	Public

Summary

Barbican Estate Office

1. Agenda Plan

Property Services – see appendix 1

2. Redecorations
3. Public lift availability
4. Concrete Repairs
5. What's gone well

Recommendation - that the contents of this report be noted.

Background

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

1. Agenda Plan

The table below includes a list of pending committee reports:

Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	2 Dec	16 Dec
Service Level Agreement Review	Michael Bennett		
Electric Vehicle Charging Policy Update	Barry Ashton		
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 	Helen Davinson Mike Saunders Mike Saunders Anne Mason		
Update Report (deadline 18 November): <ul style="list-style-type: none"> Main update - Agenda Plan 2020 Property Services Update (Appendix 1) 	Michael Bennett		

Background Papers:

Minutes of Residents' Consultation Committee 10 June 2019.
Reports to the Barbican Residential Committee 17 June 2019.

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2 Redecorations

Subject to some minor works, Seddon House and Lambert Jones works are now complete for those blocks identified in the 19/20 external redecorations programme

Tenders for the next 5 year programme will be going out in the next 2 months. We are also in discussions with certain house groups with regards to internal redecorations that were due to be carried out as part of the original 5 year programme but have been delayed due to the testing of main entrance doors. It is possible that some works can be carried out this financial year to areas such as corridor walls and staircases.

3. 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 2019 to June 2019
Turret (Thomas More)	99.90%	99.72%
Gilbert House	99.99%	98.95%

4. Concrete Repairs

Works are now complete following the slight delay due to the nesting birds on the tower blocks.

5. What's Gone Well

Lift Maintenance Contract

Following an EU Compliant process, the contract for a fully comprehensive maintenance contract commenced on 1st July 2019

The successful contractor was Guideline Lift Services Ltd who have worked with the City for over 15 years.

Our thanks go to officers and residents who provided valuable feedback on the tender returns.

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Committee(s) Residents' Consultation Committee Barbican Residential Committee	Date(s): 02092019 16092019
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	£10,114,211	2002		
Target level of net arrears	1%			
Actual level of net arrears	0.28%			
<i>Age Analysis of Debt:</i>	June 19	March 19		
Value of debts				
3 - 6 months	£ 34,045.41	51	£ 23,472.05	41
6 – 12 months	£ 14,393.43	20	£ 14,055.46	24
12 - 24 months	£ 11,655.75	7	£ 10,644.15	8
Over 24 months	£ 23,765.37	7	£ 23,759.41	8
Total arrears outstanding	£ 83,859.96		£ 71,931.07	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 7,979.00	2	£ 7,985.50	2
Amounts referred to Comptroller for recovery action	£ 47,499.34	9	£ 38,362.51	5
Net debt outstanding	£ 28,381.62		£ 25,583.06	

There is a total of 62 leaseholders in arrears.

Of the amounts owing for over 12 months (£35,421.12) £31,473.95 is included in the amounts referred to C&CS, £1,162.82 is in dispute, £2,158.81 is subject to arrangements. The remaining £625.54 relates to 4 cases.

The net debt outstanding comprises 53 accounts including 2 cases in dispute.

4. Tenants

Charges raised for period		No of tenants		
	£1,719,568	71		
Target level of net arrears 1%				
Actual level of net arrears 0.58%				
	June 19		March 19	
<i>Age Analysis of Debt:</i>				
Value of debts				
3 - 6 months	£ 17,279.94	4	£ 11,521.33	3
6 - 12 months	£ 12,125.00	1	£ 21,658.38	2
12 - 24 months	£ 6,044.46	1	£ 3,248.64	2
debts over 24 months	£ 2,812.50	1	£ 0.00	0
Total arrears outstanding	£ 38,261.90		£ 36,428.38	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 1,321.31	1	£ 490.59	1
Amounts referred to Comptroller for recovery action	£ 27,044.46	1	£ 35,937.79	2
Net debt outstanding	£ 9,896.13		£ 0.00	

There is a total of 4 tenants in arrears.

5. Former tenants' arrears

Charges raised for period to	N/A	No of former tenants	1	
Target: as flats are surrendered infrequently the target is that action on arrears must be dealt with within 3 months				
	June 19		March 19	
<i>Age Analysis of Debt:</i>				
Value of debts 3 - 6 months	£ 0.00	0	£ 0.00	0
Value of debts 6 - 12 months	£ 0.00	0	£ 0.00	0
debts between 12 - 24 months	£ 0.00	0	£ 0.00	0
debts over 24 months	£12,697.75	1	£12,697.75	1
Total arrears outstanding	£12,697.75		£12,697.75	

Action taken:

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

There is 1 case in total.

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

Appendices

- Appendix 1 – Arrears Update (Non-Public)

Anne Mason

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BARBICAN RESIDENTIAL COMMITTEE

MONDAY, 17 JUNE 2019

NOT FOR PUBLICATION

By virtue of paragraph 3 of Part I of Schedule 12A of the Local Government Act 1972.

23. HOUSING MANAGEMENT SYSTEM UPGRADE

Members considered a report of the Director of Community and Children's Services in respect of the Housing Management System. Members noted that the apportionment of the cost of the system was 2/3rd to the HRA and 1/3rd to the Barbican and that, for many years, the HRA had been subsidising the Barbican's usage.

Members noted that the upgrade was necessary as the existing system was becoming obsolete and would involve just the interfaces, with no customisation or changes to the package.

RESOLVED, that :

1. Option 2, as set out in the report, for proceeding to procurement and Gateway 5 be approved.
2. The total estimated cost of £320,000 be approved.
3. The estimated costed risks of £90,000 be approved.
4. The budget of £10,000 to reach the next Gateway be approved.

24. ENFORCEMENT ACTION

Members considered a report of the Director of Community and Children's Services, which considered the escalation of a dispute in respect of enforcement action taken by the Barbican Estate Office, against a resident who had fitted a wooden floor, and the decision of the Barbican Residential Committee, in January 2019, to not take further action. Since then the claimant had challenged the validity of the decision, as he said his original complaint had been about a breach of the Lease and not about noise disturbance.

The Chairman advised that he had supported drafting a further report to the Committee and had worked with the City Solicitor to present a fresh perspective to ensure the decision was given further consideration in light of the claimant's response to the original decision in January 2019.

During the discussion and questions the following points were noted:

1. The Lessee was technically in breach of their Lease, having installed wooden flooring, and despite the quality of the underlay used. However, in raising a subsequent complaint, the complainant confirmed that they had no issue

with sound transmission, just the fact that the Lessee was in breach of the Lease.

2. Counsel advised that; *'I do not consider the City would be successful in obtaining an order requiring the Lessee to remove the wooden flooring and, in its place, lay a carpet'* and accordingly if proceedings were taken it was likely the Court would simply grant a declaration that the Lessee was in breach and would not grant an injunction which was a discretionary remedy.
3. It was not relevant that the initial breach occurred prior to the change in the City of London Corporation's Enforcement Policy but Counsel advised that it might have some impact on the Court exercising its discretion.
4. The decision was based on Counsel's opinion and would have been the same if the breach had been after the change in the City Corporation's Enforcement Policy.
5. The decision in this case was fact specific and, in the future, each case would be judged on its merits and this case would not set a precedent.
6. Given the likely remedy, Counsel had advised that it was not in the best interests of service charge payers to take proceedings in this case, nor the Court's time in the City Corporation taking proceedings to endorse the Lease Covenants. In all other cases, it would depend on the specific facts of the case and the advice received from the Comptroller and City Solicitor.

In concluding the Chairman stressed, and Members agreed, that the Committee would take any future evidence of noise disturbance very seriously and each case would be judged on its own merits. Members felt they had given this case very serious and lengthy consideration, to both context and reasoning, on the two occasions they had received the report.

RESOLVED, that:

1. Having considered further representations from the affected lessee, the BRC agreed that no action should be taken to enforce the lease covenant to carpet the flat; and
2. The Director of Community and Children's Services be instructed to inform both the lessee and the complainant of the context and reasoning behind the Committee's decision.

25. **BLAKE TOWER**

The Assistant Director, Barbican and Property Services was heard in respect of the Estate Office's takeover of Blake Tower on 1st September 2019. Members noted that there had been some issues with Redrow's performance in responding to a number of outstanding issues and the Estate Office had sought to resolve this. However, having had some initial successes, more issues had come to light recently and there was a perception that Redrow were relying heavily on the warranty to resolve them.

The Chairman of the BRC had taken an active role in seeking to resolve this and had inspected the contract documents. Members noted that, if the City Corporation and Redrow were not able to reach agreement in resolving the issues, before the Estate took over Blake Tower, then in accordance with the contract arbitration proceedings could be commenced to resolve the outstanding issues. Members also noted that the Chairman had consulted the City Surveyor and there could be considerable costs to the City Corporation, should the City Corporation become liable for the cost of remedying the defects.

As the next meeting of the Committee was not until 16th September 2019, the Chairman asked Members to approve a delegated authority. Members suggested that, going forward, the City Corporation avoid being locked into handover dates and, instead insist on a set of conditions before agreeing to handover. In concluding, Members thanked the Chairman for his intervention and tenacity in this matter.

RESOLVED, that - authority be delegated to the Town Clerk, in consultation with the Chairman and Deputy Chairman of the BRC, to commence arbitration or other appropriate proceedings on the transfer claim in respect of Blake Tower, should this become necessary, in order to protect the City Corporation's position.

26. **REPORT OF ACTION TAKEN**

Members received a report of the Town Clerk in respect of action taken, under Urgency, by the Town Clerk and in consultation with the Chairman and Deputy Chairman, in accordance with Standing Order No. 41 in respect of Shelfcorp 59 Ltd, Barbican Laundrette (Lease Renewal).

Action taken:

The Town Clerk, in consultation with the Chairman and Deputy Chairman of the Barbican Residential Committee agreed that:

1. A new five year lease for the property be granted directly to Mr Marboth Kochak, rather than to the current tenant, on the terms and conditions listed above.
2. The Comptroller and City Solicitor be instructed to undertake any necessary documentation.
3. Any major changes to the proposed terms be delegated to the Town Clerk, in consultation with the Chairman and Deputy Chairman, with any minor changes delegated to the City Surveyor, in consultation with the Chamberlain for those of a financial nature.

RESOLVED, that – the report be noted.

Chairman

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The meeting ended at 3.35pm.

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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