



Barbican Residential Committee

Date: MONDAY, 16 DECEMBER 2019
Time: 1.45 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
Henry Colthurst *
Mary Durcan
Dawn Wright *
Jeremy Mayhew *
Barbara Newman
Susan Pearson *
William Pimlott
Stephen Quilter
Deputy John Tomlinson

**non-resident Members*

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

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 summary of the meeting held on 16th September 2019.

For Decision
(Pages 1 - 8)

4. DRAFT MINUTES OF THE RESIDENTS CONSULTATION COMMITTEE (RCC) ON 2ND DECEMBER 2019 TO FOLLOW

To receive the draft minutes of the RCC Meeting held on 2nd December 2019.

For Information

5. 'YOU SAID; WE DID' - OUTSTANDING ACTIONS LIST

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

For Information
(Pages 9 - 10)

6. UPDATE REPORT

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

For Information
(Pages 11 - 16)

7. PROGRESS OF SALES AND LETTINGS

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

For Information
(Pages 17 - 20)

8. FIRE SAFETY UPDATE

The Assistant Director, Barbican and Property Services to be heard.

For Information

9. SERVICE LEVEL AGREEMENT (SLA) QUARTERLY REVIEW: JULY-SEPTEMBER 2019

Report of the Director of Community and Children's Services

For Information
(Pages 21 - 34)

- 10. SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2019/20 AND ORIGINAL BUDGET 2020/21**
Report of the Chamberlain and the Director of Community and Children's Services.
- For Decision**
(Pages 35 - 42)
- 11. REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2019/20 AND ORIGINAL 2020/21 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE**
Report of the Chamberlain and the Director of Community and Children's Services.
- For Decision**
(Pages 43 - 54)
- 12. A RESOLUTION FROM THE COMMUNITY AND CHILDREN'S SERVICES COMMITTEE**
Members are asked to note a Resolution from the meeting of the Community and Children's Services Committee on 7 November 2019.
- For Information**
(Pages 55 - 56)
- 13. BARBICAN RESIDENTIAL ARREARS**
Report of the Director of Community and Children's Services.
Members are asked to note a non-public appendix to this report at agenda item 19.
- For Information**
(Pages 57 - 60)
- 14. BARBICAN COMMERCIAL ARREARS**
Report of the Director of Community and Children's Services.
Members are asked to note a non-public appendix to this report at agenda item 20.
- For Information**
(Pages 61 - 62)
- 15. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
- 16. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
- 17. 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**

18. NON-PUBLIC MINUTES

To approve the non-public minutes of the meeting held on 16th September 2019.

For Decision
(Pages 63 - 64)

19. BARBICAN RESIDENTIAL ARREARS APPENDIX

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

Members are asked to note the report at agenda item 13.

For Information
(Pages 65 - 68)

20. BARBICAN COMMERCIAL ARREARS APPENDIX

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

Members are asked to note the report at agenda item 14.

For Information
(Pages 69 - 70)

21. BARBICAN TURRET JOHN WESLEY HIGH WALK - GATEWAY 3 - ISSUE REPORT

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

For Decision
(Pages 71 - 76)

22. BLAKE TOWER

Assistant Director, Barbican and Property Services to be heard.

For Information

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

Confidential Agenda

25. A RESOLUTION FROM THE ESTABLISHMENT COMMITTEE

Members are asked to note a Resolution from the meeting of the Establishment Committee on 29 October 2019.

For Information

26. RESTRUCTURE OF THE BARBICAN ESTATE OFFICE

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

For Decision

BARBICAN RESIDENTIAL COMMITTEE

Monday, 16 September 2019

Minutes of the meeting of the Barbican Residential Committee held at
Guildhall at 2.00 pm

Present

Members:

Michael Hudson (Chairman)*
Mark Wheatley (Deputy Chairman)*
Randall Anderson
Adrian Bastow
Mark Bostock
Mary Durcan
Jeremy Mayhew*
Barbara Newman
William Pimlott
Stephen Quilter
Deputy John Tomlinson

Officers:

Alan Bennetts	- Comptroller and City Solicitor's Department
Mark Jarvis	- Chamberlains
Michael Bennett	- Community and Children's Services
Jason Hayes	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Anne Mason	- Community and Children's Services
Julie Mayer	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Christopher Boden and Susan Pearson.

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

There were no declarations.

3. MINUTES OF THE PREVIOUS MEETING

RESOLVED, that – the public minutes and non-public minutes of the meeting held on 17th June 2019 be approved.

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

Members received the Committee's Outstanding Actions List.

5. MINUTES OF THE BARBICAN RESIDENTS CONSULTATION COMMITTEE (RCC) - TO FOLLOW

Members received the minutes of the meeting of the RCC held 2nd September 2019 and noted the items which would be considered on today's agenda as follows:

Defibrillators.

The following question had been presented to the RCC on 2nd September 2019 as a 'Pre-Committee question and response' and been emailed to BRC Members ahead of this meeting and laid around the table:

'Can the location of the Automated External Defibrillator, kept at Lauderdale Tower, be placed permanently on all the Estate Notice Boards'.

The RCC subsequently asked if BRC Members could consider this further at their meeting on 16th September 2019.

Members noted a schedule of the locations of the Automated External Defibrillators, in and around the Barbican Estate, which also appeared in the weekly bulletin.

During the discussion, the following points were raised:

- Should the Estate noticeboards be larger, given they are generally quite cluttered?
- Could the booklet for all new residents highlight the location of defibrillators? Could they also appear in the bulletin under a regular heading entitled 'in case of emergencies'?
- Members noted that some of the sites were closed to the public during non-business hours and suggested that 24-hour access should be within a specified amount of time (to be determined) from each location in the Estate.
- All Concierges should be aware of the location of defibrillators. Given they require annual maintenance records, Members agreed that they should be kept and maintained by the Estate Office.
- Members noted the cost of £1500 per unit, that they were completely interactive and required no training.

In concluding, officers agreed to work with the Ambulance Service and provide a series of options to the next meeting of the Committee.

Willoughby House Charging Point

Members noted that a meeting had taken place since the RCC meeting, seeking to address residents' concerns.

6. A RESOLUTION FROM THE BARBICAN RESIDENTS CONSULTATION COMMITTEE IN RESPECT OF THE PUBLIC REALM AROUND THE BARBICAN ESTATE

Members received a resolution from the RCC Meeting of 2nd September 2019 in respect of the Public Realm around the Barbican Estate.

At their meeting on 2nd September 2019, Members of the RCC received a report of their Deputy Chairman which expressed disappointment at the City

Corporation's approach to maintenance of the public realm in and around the Barbican Estate. The report sought a resolution to the BRC to support this, on behalf of residents, and for the benefit of visitors to the City. The Barbican Association had also endorsed the resolution. The report of the Deputy Chairman of the RCC had been emailed to BRC Members ahead of this meeting and laid around the table.

Members of the RCC had discussed the general footfall through the Podium and how this was likely to increase in the wake of Culture Mile. Members of the BRC felt that Crossrail footfall would be more significant. Officers advised that, historically, the Estate Office had been left with a minimal amount of budget and resources for the public realm.

It was moved by Jeremy Mayhew, seconded by Mark Wheatley and RESOLVED, that:

1. The Streets and Walkways Sub Committee acknowledge the reasonable concerns of Barbican residents and on behalf of visitors, as set out in the report appended to this Resolution;
2. The Streets and Walkways Sub Committee ask those responsible for the funding and implementation of maintenance programmes for the public realm, in and around the Barbican Estate, to look for a new approach for upgrading and maintaining the public realm in and around the Barbican Estate.

7. **ORAL UPDATE – BREXIT PLANNING**

Members noted that, generally this was a matter for Ward Members and the Chairman of Policy had issued a guidance note in respect of 'settled status' after the last meeting of the Court of Common Council on 12th September 2019.

8. **2018/19 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)**

Members received a joint report of the Chamberlain and the Director of Community and Children's Services in respect of the 2018/19 Revenue Outturn (excluding Residential Service Charge). In response to a question about additional works to podium drainage, the officer advised that budgets were being revised and this could be considered.

RESOLVED, that - the revenue outturn report for 2018/19 and the budgets carried forward to 2019/20 be noted.

9. **218/19 REVENUE OUTTURN FOR THE DWELLINGS SERVICE CHARGE ACCOUNT**

Members received a joint report of the Chamberlain and the Director of Community and Children's Services in respect of the 2018/19 Revenue Outturn for the Dwellings Service Charge Account.

In response to a question about a 30% increase in electrical charges to the overnight rate, the officer confirmed that the current electrical contract had been let in October 2018, for 2 years, and that residents were getting a competitive rate. Members noted that, whilst electrical charges had increased over the past year, there had been a 5% reduction in heating consumption.

Given that Barbican Estate Office resources were essential to delivering high quality service chargeable works, Members were very concerned that there was still a high number of temporary posts in place and there had been very little progress in respect of job evaluations and implementation of the restructure. Furthermore, if the costs were recoverable from service charges then the budget should not be an issue. The Chairman of the Community and Children's Services Committee had raised this matter with the Town Clerk and understood that a way forward had been agreed. Members asked if recharges could be more transparent in future reports.

It was proposed by Jeremy Mayhew, seconded by Mark Wheatley and RESOLVED, that:

1. The Establishment Committee be asked for assurance that, insofar as the costs are recoverable from service charges, the necessary resources required to complete the restructure of the Barbican Estate Office be approved and/or in place by the time the BRC meets again on 13th December 2019;
 2. The revenue report for 2018/19 and the service charge reconciliation be noted.
10. **SERVICE LEVEL AGREEMENT QUARTERLY REVIEW: APRIL - JUNE 2019**
Members received a report of the Director of Community and Children's Services in respect of the Service Level Agreement Quarterly Review.

RESOLVED, that – the report be noted.

11. **RESIDENTS' SURVEY 2019**
Members received a report of the Director of Community and Children's Services in respect of this year's Residents' Survey.

RESOLVED, that – the report be noted.

12. **PROGRESS OF SALES AND LETTINGS**
Members received a report of the Director of Community and Children's Services in respect Sales and Lettings. Further to a request at the last meeting to include Frobisher Crescent, Members noted that, as the Frobisher Crescent flats were not sold by the Estate Office, they could not provide prices but the percentage of sales for both Frobisher and Blake Tower could be included.

RESOLVED, that – the report be noted.

13. **FIRE SAFETY UPDATE**

Members received a report of the Director of Community and Children's Services which provided an update in respect of fire safety matters on the Barbican Estate.

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

- Members noted that, as part of the lessons learnt from Frobisher Crescent, fire risk assessments would form part of the agenda for regular meetings with Redrow.
- The Chairman had asked for further assurance in respect of the security of the doors leading to the risers.
- Members noted that seals would keep doors in position, as well as keep smoke out, and asked for an update on the smoke ingress issue before the next meeting of the BRC. Members were concerned that works to flats might affect the extent to which they were 'sealed'.
- A Member expressed concern about the amount of temporary storage causing clutter around Thomas More House and felt that this (and any other clutter in and around the Estate) should be taken into consideration as part of the Fire Risk Assessments.
- A Member expressed concerns about the most recent Fire Risk Assessments and it was noted that the Assistant Director, Barbican and Property Services, had also approached a specialised consultant who had the original drawings from the Estate and would be able to provide a more detailed report. Members were keen to see whether these findings confirmed that the Estate would not need sprinklers.
- The recent fire Brigade exercise at Cromwell Tower had taken longer than expected, given the narrowness of the stairwell.

Members felt very strongly that the above matters should be progressed as quickly as possible, using urgency procedures if necessary. Mark Wheatley (Deputy Chairman) and Deputy John Tomlinson agreed to Champion BRC Members concerns about fire safety on behalf of the residents.

RESOLVED, that – the report be noted.

14. UPDATE REPORT

Members received the Director of Community and Children's Services' update report. Members were reminded that, in respect of the baggage stores, as they became vacant they would be offered to Barbican residents in the first instant and, for the first 6 months, they had only been available to Barbican residents. Officers advised that there were over 100 stores currently available for residents, with no waiting list.

RESOLVED, that – the report be noted.

15. **BARBICAN ARREARS**

Members received a report of the Director of Community and Children's Services in respect of enforcement action taken to recover arrears on the Barbican Estate. Members noted a non-public appendix at agenda item 21.

RESOLVED, that – the report be noted.

16. **BLAKE TOWER: ORAL UPDATE**

Members received an update in respect of the handover of Blake Tower, to the Barbican Estate, which had been expected on 1st September 2019. Given the number of defects in this development; Members noted that there had been a series of site visits and meetings over the Summer, including the City Surveyor and updates from the Resident's Association. Further to discussions between the City Solicitor and Redrow, the handover was now scheduled for 18th October 2019 and this had been communicated to Blake Tower residents.

Officers hoped that the extension would enable further inspections, which would feed into the current defects list, and bring about a satisfactory resolution. Members noted that a further meeting had been scheduled for the following week. The City Solicitor confirmed that, so long as the defects were identified at this stage, then they would be the responsibility of Redrow. Members thanked the Chairman for his intervention over the Summer recess which had progressed this matter considerably.

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

Members were concerned that there did not appear to be any City Corporation Committee taking responsibility for the Girls' School development and all queries were being forwarded to a third party PR Company. The Chairman had been advised, by the new Chairman of the Board of Governors of the City of London School for Girls, that plans were underway for a public consultation. The Chairman of the BRC had also asked the Chairman to consult the BRC before formally submitting planning permission.

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

There were no items.

19. **EXCLUSION OF THE PUBLIC**

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

Item
20 - 24

Paragraphs
1,2 & 3

20. **NON-PUBLIC MINUTES**

RESOLVED, That the non-public minutes of the meeting held on 17th June be approved.

At 3.55pm Members agreed to suspend standing orders so as to conclude the business on the agenda.

21. **BARBICAN ARREARS - NON-PUBLIC APPENDIX**

Members received a non-public appendix in respect of agenda item 15.

22. **REPORT OF ACTION TAKEN**

Housing Management System

Members received a report of the Town Clerk.

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

There was one question whilst the public were excluded.

24. **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 4.10 pm

Chairman

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Julie.Mayer@cityoflondon.gov.uk

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Agenda Item 5

“You Said; We Did” - Action List – November 2019

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

Issue	Source	Officer
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>Officers are currently liaising with Planning Officers regarding the amendment to increase the percentage of stores to non-residents.</i></p>	BRC June 19	Michael Bennett/ Barry Ashton
Electric Vehicle Charging		
<p><i>The Electric Vehicle Charging Working Party (EVCWP) was set up in 2017 and its Terms of Reference were:</i></p> <p><i>“to determine the most suitable options and solutions for introducing electric vehicle charging points to the Barbican Estate car parks”. The solution will need to:</i></p> <ul style="list-style-type: none"> <i>Meet the needs and requirements of residents charging their vehicles</i> <i>Be future-proofed to accommodate continued growth in electric vehicles (EV)</i> <i>Be cost neutral for other residents and the BEO</i> <i>Easy to manage with need for minimal oversight and input from the BEO</i> <p>Key issues to be considered and resolved include:</p> <p>an</p> <ol style="list-style-type: none"> 1. What do residents require to support their shift to an EV? 2. What is the most suitable infrastructure for the BEO? 3. What is the most suitable way of allocating bays to EV users and charging points? 4. What is the best pricing mechanism to recover costs? 5. Use a 6-month pilot or trial period to test out the different models/options. 6. How will it be delivered? 7. What are the timescales? 8. Ensure accessibility of EV bays is considered 9. How will the pilot/trial be monitored and evaluated? 	BRC June 19	Barry Ashton

<p><i>Following the introduction, pilot and ongoing review the BEO have been informed that Officers from the Department of the Built Environment (DBE) are reviewing EV provision and opportunities in the City including the Barbican Estate as well as the development of an EV Car Club. The DBE are leading on this and the BEO believe this to be a good way forward and will liaise and assist as and when necessary. This will be Policy driven and will include stakeholder engagement with resident representatives and members of the EVCWP as well as updates to the RCC/BRC.</i></p>		
<p>Automated External Defibrillators – Communications of locations & their provision</p>		
<p>a) Q. Should the Estate noticeboards be larger, given they are generally quite cluttered? A. <i>In consultation with each House Group, as experience has shown this year with one House Group that there are many issues and “one size does not fit all”.</i></p> <p>b) Q. Could the booklet for all new residents highlight the location of defibrillators? Could they also appear in the bulletin under a regular heading entitled ‘in case of emergencies’? A. <i>Yes, as and when the new Residents Information Booklet is published which at present is on hold due to other priorities and current resourcing issues. Yes, this will become a regular slot in the bulletin.</i></p> <p>c) Q. Members noted that some of the sites were closed to the public during non-business hours and suggested that 24-hour access should be within a specified amount of time (to be determined) from each location on the estate. A. <i>Officers believe that they can only guarantee 24/7 access to the defibrillator that we are responsible for in Lauderdale Tower and not the access and information as provided by other non-COL sites.</i></p> <p>d) Q. All Concierges should be aware of the location of defibrillators. Given they require annual maintenance records, Members agreed that they should be kept and maintained by the Estate Office. A. <i>Yes, staff have been informed & reminded, they also receive the residents weekly bulletin. Records are not kept by the BEO, however we do weekly checks and send these results to the London Ambulance Service on a monthly basis.</i></p> <p>e) Q. Members noted the cost of £1500 per unit, that they were completely interactive and required no training. A. <i>The City carried out a corporate survey on Automated External Defibrillators which was presented to the Health and Well Being Board in February 2019. It was resolved that the City Corporation take no further action regarding the installation or promotion of additional public access defibrillators in the City, where there is no identified first aid need. However, Officers have obtained a quote of £9k for Automated External Defibrillators for the remaining 9 Car Park Office/Lobby Porter locations for use by residents. There will be additional Officer time estimated at 4 hours per month to conduct the weekly checks and additional costs for ongoing maintenance. These charges would be charged to the Landlord Account as they are not a service provided under the terms of the Lease.</i></p>	<p>BRC Sept 19</p>	<p>Barry Ashton</p>

Committee:	Date(s):
Residents' Consultation Committee	02 December 2019
Barbican Residential Committee	16 December 2019
Subject: Update Report	
Report of: Director of Community and Children's Services	Public
<p style="text-align: center;">Summary</p> <p>Barbican Estate Office</p> <p>1. Agenda Plan</p> <p>Property Services – see appendix 1</p> <p>2. Redecorations</p> <p>3. Public lift availability</p> <p>4. What's gone well</p> <p>Recommendation: the contents of this report be noted.</p>	

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in September 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 March	16 March
Service Level Agreement Review	Michael Bennett		
Fire Safety Update	Paul Murtagh		
Annual Review of RTAs	Town Clerks		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Residential Rent Review (BRC Only)	Anne Mason		
Working Party Updates: <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: <ul style="list-style-type: none"> Main update - Agenda Plan 2020 Property Services Update (Appendix 1) 	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	1 June	15 June
Service Level Agreement Review	Michael Bennett		
Car Park Charging Policy	Michael Bennett		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Working Party Updates: <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating 	Helen Davinson Mike Saunders		

<ul style="list-style-type: none"> Leaseholder Service Charge 	Mike Saunders Anne Mason		
Update Report: <ul style="list-style-type: none"> Main update - Agenda Plan 2020 Property Services Update (Appendix 1) 	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	7 Sept	14 Sept
Service Level Agreement Review	Michael Bennett		
2019/20 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2019/20 Revenue Outturn for the Dwellings Service Charge Account including Reconciliation between the closed accounts and the final service charge	Chamberlains		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Working Party Updates: <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: <ul style="list-style-type: none"> Main update - Agenda Plan 2020 Property Services Update (Appendix 1) 	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	30 Nov	14 Dec
Service Level Agreement Review	Michael Bennett		
Service Charge Expenditure & Income Account - Original Budget 2020/21 & Original Budget 2021/22	Chamberlains		
Revenue & Capital Budgets – Original Budget 2020/21 and Original 2021/22 - Excluding dwellings service charge income	Chamberlains		

& expenditure			
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Commercial Arrears (BRC Only)	Helen Davinson		
Working Party Updates: <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: <ul style="list-style-type: none"> • Main update - Agenda Plan 2021 • Property Services Update (Appendix 1) 	Michael Bennett		

Background Papers:

Minutes of Residents' Consultation Committee 02 September 2019.
Reports to the Barbican Residential Committee 16 September 2019.

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

2. Redecorations

Tenders for the next 5 year programme have been received from 13 suppliers and these are currently being evaluated with an estimated completion of 29th November. This will be followed by moderation, consultation and the various committee approval processes. The contract is due to commence in April 2020 and has the flexibility to delay works and bring works forward as required.

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 September 2019
Turret (Thomas More)	99.90%	99.80%
Gilbert House	99.99%	99.76%

4. What's Gone Well

Barbican Lakes

During the summer and after more than 3 weeks of careful checking, cleaning and servicing, our Barbican Engineers have been able to bring the original Lake Pumps back into service. This has taken a huge amount of effort and expertise from Barbican Centre, Barbican Estate and our specialist contractor. They were **carefully** switched on and turned up and appear to be working well. Almost immediately, the weir started flowing over – for the first time in over 3 months.

A big thank you to all the staff and contractors concerned.





Barbican Estate Engineers working with Barbican Centre staff and our specialist contractor to successfully recommission the original lake pumps



Intake pipe by The Postern – rediscovered and uncapped, after much sludge removal (almost 6ft deep)

It's the Barbican Centre plant room that controls the fountains and waterfall. Whilst the front side of the waterfall has a temporary pump, the fountains and Brandon Mews side of the waterfall will remain off until the Centre can carry out their repairs. Our Engineers are hoping to increase the pump size to the front side of the waterfall, to increase flow.

Agenda Item 7

Committee(s) Residents' Consultation Committee Barbican Residential Committee	Date(s): 02122019 16122019
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. There are no new surrenders.

RIGHT TO BUY SALES

- 3.

	30 September 2019	30 July 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 September 2019	30 July 2019
Sales Completed	857	856
Market Value	£155,269,271.97	£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 17/10/2019
1	John Trundle Court	1	F2A	£475,000	Proceeding
2	Cromwell Tower	31	1A	£1,700,000	Proceeding

COMPLETED SALES

9. Since the last report the sale of 9 Breton House has completed.

10.

SALES PER BLOCK

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	109	8,506,712.50	98.20
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
FROBISHER CRESCENT	69	69		100.00
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	26	22	5,959,130.00	84.62
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	1728 (1728)	1679 (1678)	143,915,573.33 (143,450,573.33)	97.16 (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	2073 (2073)	2005 (2004)	221,075,569.72 (217,151,069.72)	96.72 (96.53)

Frobisher Crescent and the freehold Wallside properties have now been included in the table.

Anne Mason

Revenues Manager

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	02 December 2019 16 December 2019
Subject: Service Level Agreements Quarterly Review July – September 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 July – September 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 July – September 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 July – September 2019.
3. House Officers, Resident Services Manager and the Head of Barbican Estates attended the recent SLA Working Party review meeting in October to review the SLAs and KPIs.
4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Graham Wallace, Fred Rodgers, John Tomlinson, Christopher Makin), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the July – September 2019 comments.

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 5.
6. The KPIs are included in Appendix 6. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party.
7. All of the unresolved issues from the previous quarterly reviews to June 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 June 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 October to December will take place in January and details of this review will be presented at the March committees.

Conclusion

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

Appendices

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

Background Papers

Quarterly reports to committee from 2005

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CUSTOMER CARE

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
251 Jul - Sep 19	SLA	Could the Barbican website be advertised in Bulletin more?	Communications Officer to review.	
250 Jul - Sept 19	Res Surv	A great deal of praise was received for Michael at the BEOs reception desk.	For comment only.	✓
249 Jul - Sept 19	HO	Increased House Officer time taken with "Adults at Risk" across the Estate. The Home Improvements Pack has been revised. This follows the new protocol for Landlord's Approvals being issued at the end of any project for leaseholder alterations to protect the fabric and integrity of the building. The new booklet is now ready to disseminate.	For comment only. This is a concern that other departments could be relying too heavily on the Estate Management. This is recorded as a Landlord item.	✓
248 Jul - Sept 19	HO		For comment only. Meetings held in September 2019 with departments/officers who feed into the the SLAs. Reviewing comments from the survey, looking for common themes and ways to improve.	✓
247 Jul - Sept 19	HO	Residents' satisfaction survey.		
236 Jul - Sept 18	HO	Review of SLA booklet.	On hold due to other priorities & current resources.	✓
		Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily GAG Gardens Advisory Group CPA Car Park Attendant	PS Property Services LL/SC Landlord/Service Charge cost	

LP Lobby Porter

BAC Barbican Centre

Source of comments:

HO House Officers

RCC Residents Consultation Committee

RCC ? RCC Pre Committee Question

DCCS Department of Children & Community
Services

BOG Barbican Operational Group - senior officers
from BEO and Property Services

COM Complaint

SURV Survey

HGM House Group Meeting

AGM House Group Annual General Meeting

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
253	Jul-Sept 19	SLA	Perhaps the Barbican Association would be a more appropriate forum for this in the first instance? BEO stance is that extra water on the balconies is not be encouraged.	✓
252	Jul -Sept 19	Res Surv	This has been fed back to the team.	✓
251	Jul-Sept 19	HO	Commenced with Cromwell Tower. 19 Bikes removed, other car parks to follow. After a significant blockage in Andrewes House reminders were sent out about wet wipes and other products being flushed down the wcs and Garcheys. Officers to speak with the City's Department for the Built Environment about this ongoing issue. Can "flushable wipes" be banned?	✓
250	Jul-Sept 19	HO	For comment only. Resident comments received as well as improved KPIs.	✓
249	Jul-Sept 19	HO		✓

REPAIRS & MAINTENANCE

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
225	Jul-Sept 19	SLA WP	Urgent repairs KPI has fallen off. Why specifically Priority 1?	To raise at next BOG meeting with senior Property Services Officers. An article has already featured in the Friday Bulletin. The Senior Resident Engineer is also writing a further article detailing what they do and examples of their out-of-hours service/call outs". A number of residents don't actually realise the out-of-hours service follows their day job at 5.00pm.	✓
224	Jul-Sept 19	Res Surv	Resident Engineers/Duty Managers - the survey demonstrated that many respondents were not aware of this service or how to contact if required. Training given to new members of the Property Services team regarding how to handle calls concerning the Background Underfloor Heating system.		✓
223	Jul-Sept 19	PS	House officers are being notified about forthcoming works to balconies/roofs so they can communicate this information to residents in adjacent flats	For comment only.	✓
222	Jul-Sept 19	HO/PS	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?	For comment only. 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.	✓
221	Apr - Jun 19	Res	Repairs feedback 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.	
220	Apr - Jun 19	Res			

REPAIRS & MAINTENANCE

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 until November as reported to the RCC on 10 June 2019. There have been less issues during this review period.	✓
219	Apr - Jun 19	HO & PS	Several new staff members at the Repairs Call Centre. HOs have noted some priority assignment issues when raising orders.	To be raised at next Barbican Operational Group meeting. Extra training has been given.	✓

MAJOR WORKS

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
168	Jul-Sept 19	SLA	Rubbish being left after tank replacement project. To be reiterated to contractors.	An Issues list for this project is in place and reviewed regularly by the House Officers.	
167	Jul-Sept 19	HO/PS	Following comments from residents, Tower concierges are now being provided with a copy of letters regarding major projects (e.g. tank replacements) taking place.	For comment only.	✓
166	Jul-Sept 19	HO	External redecorations now complete for Seddon House and Lambert Jones Mews. Redecorations satisfaction survey have been sent for resident feedback. Following the ongoing tank replacement project a new procedure has been introduced to ensure drains/valves are checked before tank work commences. An Issues list for this project is in place and reviewed regularly by the HOs.	For comment only.	✓
165	Jul-Sept 19	HO/PS	Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme related to fire safety.	For comment only.	✓
152	Jul-Sept 17	PS		Communicated to the House Group Chairs only.	

OPEN SPACES

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
191 Jul-Sept 19	HO	The large bed by Breton House that was previously maintained by resident volunteers, has been handed back to Open Spaces. The gardeners have worked exceptionally hard in clearing and re-planting.	For comment.	✓
190 Jul-Sept 19	HO	New stairs in Barbican Wildlife Garden have been built and are complete. This allows the original entrance to the garden to be used. Following the recent unprecedented rain which caused a blockage near Brandon Mews, the overflow drains in the lakes are being monitored more closely and cleared by Open Spaces.	For comment.	✓
189 Jul-Sept 19	HO	Following some incidents where fish were stolen from the lake, new 'no fishing' signs are due to be installed.	For comment.	✓
188 Jul-Sept 19	HO		For comment. The Police have arrested 2 people for poaching from the public access area to Wallside lake. 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.	✓
177 Apr - Jun 19	SLA	New garden recycling still has some issues and needs further publicity (locations, where soil can go).		

Appendix 6. Barbican KPIs 2019-20

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	Jul - Sept 2019	PROGRESS AGAINST TARGET	COMMENT
Customer Care										
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%		100%	100%	100%	100%	100%		
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%		100%	100%	96%	100%	100%		
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	100%	100%	100%		7 complaints
Repairs & Maintenance										
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%		98%	97%	99%	95%	94%	☹	133 completed within time & target (8 completed out of target) 94.3%. Ongoing review by BEO (see appendix 3 issue 225)
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%		98%	97%	98%	96%	93%	☹	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%		97%	96%	96%	96%	95%	☺	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		97%	91%	91%	94%	91%	☹	

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	Jul - Sept 2019	PROGRESS AGAINST TARGET	COMMENT
Availability % of Barbican lifts	Tower lifts 99%	Tower lifts 99%	99.34%	99.42%	98.23%	99.51%	99.36%	☺		
	Terrace lifts 99%	Terrace lifts 98.9%	99.27%	99.74%	99.71%	98.80%	98.52%	☹	A lift in Willoughby House was out for an extended period. This has now been resolved and tested. (Intermittent faults which were hard to trace.)	
	90%	96%	87%	87%	92%	92%	94%	☺		
Percentage of communal light bulbs - percentage meeting 5 working days target	Total 90% Partial 90%	Total 100% Partial 98.5%	N/A	Total 100% Partial 97.87%	Total 100% Partial 100%	N/A	N/A			
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	0%	0%	0%	0%	0%	0%	0%	0%		
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order										

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	Jul - Sept 2019	PROGRESS AGAINST TARGET	COMMENT
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	100%	100%	100%	100%	100%	100%	😊	
New KPI for % of 15% repairs checks from October 2019 (appendix 3 comment 221). How many jobs failed inspection?			XX	XX	XX	XX	0.80%		22.5% inspection rate. 118 jobs inspected. 1 job failed.
Estate Management									
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard (& outstanding)	90%	94%	98%	98%	98%	93%	95%	😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	92%	70%	92%	97%	91%	95%	😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	84%	95%	98%	100%	100%	98%	😊	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	89%	68%	100%	100%	100%	100%	😊	
Open Spaces									
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	80%	100%	100%	100%	N/A	N/A	100%		
Major Works									

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	Jul - Sept 2019	PROGRESS AGAINST TARGET	COMMENT
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	95%		86% MJ 78% TMH	N/A	N/A	N/A	N/A		
Short Term Holiday Lets										
Possible STHL reported to BEO because of noise or nuisance	NA	NA		0	1	0	0	0		
STHL reported to BEO after being found on a website and being investigated	NA	NA		3	0	1	1	5		
STHL at Stage 1	NA	NA		2	0	0	0	0		
STHL at Stage 2	NA	NA		0	0	0	0	0		
Lease Enforcement cases										
Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)	NA	NA		0	1	4	1	0		
Number of cases outstanding.	NA	NA		2	1	3	1	1		

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Committee(s)	Dated:
Barbican Residents Consultation Committee (for information) Barbican Residential Committee	02 December 2019 16 December 2019
Subject: Service Charge Expenditure and Income Account - Latest Approved Budget 2019/20 and Original Budget 2020/21	Public
Report of: The Chamberlain Director of Community & Children's Services	For Decision

Summary

This report sets out the original budget for 2019/20 and 2020/21 for revenue expenditure included within the service charge in respect of dwellings. This does not include any expenditure or income pertaining to car parking or stores. The amount charged to individual lessees will depend on the percentages set out in their lease.

The original budget for 2020/21 total expenditure including net recharges is £9,337,000 compared to the 2019/20 original approved budget of £9,822,000, a decrease of £485,000.

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

Summary Of Table 1	Original Budget 2019/20 £'000	Original Budget 2020/21 £'000	Movement £'000
Expenditure	(8,455)	(8,220)	235
Recharges	(1,367)	(1,117)	250
Income	9,822	9,337	(485)
Total Net Expenditure	0	0	0

Recommendations

The Committee is requested to:

- Review the provisional 2020/21 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- Authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, and corporate projects.

Main Report

Introduction

1. This report sets out the proposed revenue budget for 2020/21. The revenue budget management arrangements are to:
 - Place responsibility for budgetary control on departmental Chief Officers
 - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.

Proposed Revenue Budget for 2020/21

3. The proposed Revenue Budget for 2020/21 is shown in table 1 overleaf. Note a reconciliation of the 2019/20 latest agreed budget to the 2019/20 original budget is also provided for information in Appendix 3.
 - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
 - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
 - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.

Table 1 - Analysis of Service Expenditure	Local, Central Risk or Recharges	Actual 2018-19 £'000	Original Budget 2019-20 £'000	Latest Approved Budget 2019-20 £'000	Original Budget 2020-21 £'000	Movement 2019-20 to 2020-21 £'000	Paragraph Reference
Expenditure							
Employees	L	(2,499)	(2,587)	(2,676)	(2,724)	(137)	7
Premises Related Expenses							
Repairs and Maintenance	L	(1,949)	(1,856)	(2,054)	(1,939)	(83)	4
Supplementary Revenue Projects	C	(583)	(910)	(1178)	(425)	485	5
Energy Costs	L	(2,373)	(2,458)	(2,477)	(2,503)	(45)	6
Rents	L	(137)	(141)	(137)	(141)	0	
Rates	L	(15)	(19)	(18)	(19)	0	
Water Services	L	(1)	(3)	(3)	(3)	0	
Cleaning and Domestic Supplies	L	(166)	(238)	(214)	(222)	(16)	
Grounds Maintenance	L	(119)	(130)	(130)	(130)	0	
Supplies and Services							
Equipment, Furniture and Materials	L	(33)	(73)	(74)	(74)	(1)	
Catering	L	0	(1)	(1)	(1)	0	
Uniforms	L	(7)	(12)	(12)	(12)	0	
Printing, Stationery and Office Exp.	L	(4)	(7)	(6)	(6)	1	
Fees and Services	L	(0)	(1)	(1)	(1)	0	
Communication and Computing	L	(15)	(19)	(20)	(20)	(1)	
Total Expenditure		(7,901)	(8,455)	(9,001)	(8,220)	235	
Income							
Total Income	L/C	9,340	9,822	10,368	9,337	(485)	
Net Income before recharges		1,439	1,367	1,367	1,117	(250)	
Recharges							
Expenditure	R	(1,604)	(1,542)	(1,766)	(1,697)	(155)	
Income	R	165	175	399	580	405	
Total Recharges		(1,439)	(1,367)	(1,367)	(1,117)	250	
Total Service Charge Account		0	0	0	0	0	

4. Repairs and maintenance costs have increased by £83,000 compared to the previous years budget due to increase in costs for estate wide repairs, water supply works and electrical testing. A full breakdown is provided in Appendix 1.
5. The cost of supplementary revenue projects is expected to be £425,000 and relates mainly to the testing of the communal water system as set in paragraph 8 below. This is £485,000 lower than the cost in the original budget for the previous year as concrete testing and communal repairs/redecorations projects have concluded.
6. Energy costs have also increased by £45,000 due to higher than expected tariffs.
7. Employees costs have increased by £137,000 as shown in Table 2 below. Cost increase is mainly due to expected 2.45% inflation and changes in Grade A posts (mainly Cleaners) where there is a new higher spinal salary point.

Table 2 - Manpower statement	Original Budget 2019/20		Original Budget 2020/21	
	Manpower Full-time equivalent	Estimated cost £'000	Manpower Full-time equivalent	Estimated cost £'000
Garchey Operatives	3	(126)	3	(131)
Cleaners	36	(1,187)	36	(1,288)
Estate Concierge (1/3)	10	(583)	10	(594)
Lobby Porters	12	(691)	12	(711)
Total Barbican Residential	61	(2,587)	61	(2,724)

Draft Capital and Supplementary Revenue Budgets

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

Service	Project	Exp. Pre 01/04/19 £'000	2019/20 £'000	2020/21 £'000	2021/22 £'000	2022/23 £'000	Later Years £'000	Total £'000
<u>Pre-implementation</u>								
Service Charge	Renew Door Entry System	20		6				26
Service Charge	Redecoration Programme 2020-2025	8	12	7	7	6		40
<u>Authority to start work</u>								
Service Charge	Water System Testing Communal	24	412	412				848
Service Charge	Repairs/Redecorations Communal	1,617	621					2,238
Service Charge	Concrete Repairs	917	133					1,050
TOTAL BARBICAN RESIDENTIAL (SERVICE CHARGE)		2,586	1,178	425	7	6	0	4,202

9. Pre-implementation costs comprise feasibility and option appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work. It should be noted that the above figures exclude the implementation costs of those schemes which have yet to receive authority to start work.

10. A significant proportion of the costs for these schemes will be recoverable from residents via service charges.

11. The latest Capital and Supplementary Revenue Project forecast expenditure on approved schemes will be presented to the Court of Common Council for formal approval in March 2020

Appendices

Appendix 1 = Analysis of Repairs, Maintenance and Minor Improvements

Appendix 2 = Support Services and Capital Charges

Appendix 3 = Reconciliation of 2019/20 Original Budget to Latest Approved Budget 2019/20

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

Dr. P. Kane
Chamberlain

Andrew Carter
Director of Community and Children's Services

Analysis of Repairs, Maintenance and Minor Improvements

Costs to be charged to Long Lessees and Landlord. (The latter responsible for short term tenancies and voids)	Original Budget 2019/20 £000	Latest Budget 2019/20 £000	Original Budget 2020/21 £000
Responsive and Contract Servicing including Building			
Miscellaneous Works	(1,205)	(1,205)	(1,230)
IRS maintenance (Estate Wide Expenses Repairs)	(30)	(40)	(40)
Responsive and Contract Servicing - Lifts	(300)	(290)	(296)
Drainage Repairs / Remedial Work	(61)	(61)	(62)
Sub Total Responsive and Contract Servicing	(1,596)	(1,596)	(1,628)
Asbestos Removal	(60)	(100)	(60)
Water Supply Works	(45)	(80)	(100)
Electrical Testing	(10)	(41)	(64)
Upgrade Safety/Security Installations	(40)	(40)	(40)
Consultants Fees	(35)	(30)	(30)
Emergency lighting to stairs, corridors and plant rooms	(20)	(17)	(17)
Asset Management	(50)	(150)	(0)
TOTAL	(1,856)	(2,054)	(1,939)

Appendix 2

Support Service and Capital Charges from/to Barbican Service Charges	Actual 2018/19 £0	Original Budget 2019/20 £0	Latest Approved Budget 2019/20 £0	Original Budget 2020/21 £0
Support Service and Capital Charges				
Insurance	(39)	(41)	(42)	(43)
IS Staff Recharge	(43)	(39)	(41)	(36)
Total Support Services	(82)	(80)	(83)	(79)
Recharges within Committee				
Cleaning and Lighting	130	126	126	126
Barbican Supervision and Management	(877)	(834)	(800)	(524)
Recharges Within Funds				
DCCS	(609)	(579)	(610)	(640)
TOTAL SUPPORT SERVICE AND CAPITAL CHARGES	(1,438)	(1,367)	(1,367)	(1,117)

Appendix 3

Reconciliation of 2019/20 Original Budget to Latest Approved Budget	£'000
Original Budget Net Expenditure	0
Increase in Supplementary Revenue Projects (water system testing communal)	(268)
Revised estimates of employee costs.	(89)
Premises Related Expenses increase (Mainly water supply works and asset management)	(189)
Balancing increased income.	546
Latest Approved Budget Net Expenditure	0

Committee(s)	Dated:
Barbican Residents Consultation Committee (for information)	02 December 2019
Barbican Residential Committee	16 December 2019
Subject: Revenue and Capital Budgets - Latest Approved Budget 2019/20 and Original 2020/21 Excluding dwellings service charge income and expenditure	Public
Report of: The Chamberlain Director of Community & Children's Services	For Decision by BRC

Summary

This report is the annual submission of the revenue and capital budgets overseen by your Committee. In particular it seeks approval to the provisional revenue budget for 2020/21, for subsequent submission to the Finance Committee. Details of the Committee's draft capital budget are also provided. The budgets have been prepared within the resources allocated to the Director.

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

- Landlord Services

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

- Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,273 car spaces of which some 897 are currently occupied.

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,625 baggage stores. 1340 baggage stores are currently occupied.

- 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 including Virgin Active, GSMD Practice room, Laundrette, Parking Services and Creche.

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

Summary of Table 1	Original Budget 2019/20	Original Budget 2020/21	Movement
	£'000	£'000	£'000
Expenditure	(3,613)	(3,340)	273
Income	5,205	5,052	(153)
Net Income (Local and Central Risk)	1,592	1,712	120
Capital Charges and Support services	(4,537)	(4,354)	183
Total Net Expenditure	(2,945)	(2,642)	303

Overall, the 2020/21 provisional revenue budget totals a decrease of £2,642,000 a variance of £303,000 compared with the Original Budget for 2019/20 of 2,945,000. The main reason for this variance is reduction in Repairs and Maintenance costs and Capital Charges and Support services.

Recommendations

The Committee is requested to:

- Review the provisional 2020/21 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee;
- Review and approve the draft capital budget;
- Authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews including corporate projects.

Main Report

Introduction

1. This report sets out the proposed revenue budget and capital budgets for 2020/21. The revenue budget management arrangements are to:
 - Provide a clear distinction between local risk, central risk and recharge budgets
 - Place responsibility for budgetary control on departmental Chief Officers
 - Apply a cash limit policy to Chief Officers' budgets

2. The budget has been analysed by service expenditure and compared with the original approved budget for the current year.

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

Proposed Revenue Budget for 2020/21

3. The proposed Revenue Budget for 2020/21 is shown in Table 1 overleaf analysed between:
 - Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
 - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
 - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.
4. The provisional 2020/21 budgets, under the control of the Director of Community & Children's Services being presented to your Committee, have been prepared in accordance with guidelines agreed by the Policy and Resources and Finance Committees. This includes a 2% efficiency saving and 2.45% pay and prices inflating uplift. The budget has been prepared within the resources allocated to the Chief Officer.

Table 1 - Analysis of Service Expenditure	Local or Central Risk	Actual 2018-19 £'000	Original Budget 2019-20 £'000	Latest Budget 2019-20 £'000	Original Budget 2020-21 £'000	Movement OB 2019-20 to OB 2020-21 £'000	Paragraph Reference
EXPENDITURE							
Employees	L	(1,954)	(1,920)	(2,032)	(2,001)	(81)	7
Repairs and Maintenance	L	(871)	(1,282)	(1280)	(887)	395	10
Other Premises Related Expenditure	L	(321)	(289)	(290)	(288)	1	
Supplies & Services	L	(101)	(121)	(163)	(163)	(42)	
Transport	L	(1)	(1)	(1)	(1)	0	
Supplementary Revenue Projects	C	(315)	0	(291)	0	0	
Total Expenditure		(3,563)	(3,613)	(4,057)	(3,340)	273	
INCOME							
Customer, Client Receipts (mainly rents and non-dwelling service charges)	L	4,677	4,980	5,028	4,827	(153)	8
Charge for insurance	C	207	225	320	225	0	
Total Income		4,884	5,205	5,348	5,052	(153)	
NET INCOME BEFORE SUPPORT SERVICES AND CAPITAL CHARGES		1,321	1,592	1,291	1,712	120	
SUPPORT SERVICES AND CAPITAL CHARGES							
Central Support Services and Capital Charges		(5,420)	(5,226)	(4,807)	(4,725)	501	
Recharges within Fund & Committee		(22)	(19)	(26)	(27)	(8)	
Recharges to Service Charge Account		748	708	674	398	(310)	
Total Support Services and Capital charges		(4,694)	(4,537)	(4,159)	(4,354)	183	9
TOTAL NET EXPENDITURE		(3,373)	(2,945)	(2,868)	(2,642)	303	6

Notes - Examples of types of service expenditure: -

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

5. Expenditure and adverse variances are presented in brackets. An analysis of this Revenue Expenditure by Service Managed is provided in Appendix 1. Only significant variances (generally those greater than £100,000) have been commented on in the following paragraphs.
6. Overall there is a decrease in net expenditure of £303,000 in the overall budget between the 2019/20 original approved budget and the 2020/21 original budget. The main movements are explained by the variances in the following paragraphs.
7. There has been an increase in employee budgets of £81,000. This reflects the agreed increases in pay including a provision for a 2.45% inflation increase and incremental staff progression and the use of agency staff. Analysis of the movement in manpower and related staff costs are shown in Table 2 below.

Table 2 - Manpower statement	Original Budget		Original Budget	
	2019/20		2020/21	
	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Supervision and Management	14	(880)	15	(956)
Car Parking - Estate Concierge (2/3)	18	(1040)	18	(1,045)
Total	32	(1,920)	33	(2,001)

8. Income has decreased by £153,000 this is a result of a reduction in the number of car parking bays rented out, also a reduction in residents flats which are rented out.
9. A detailed breakdown of the movement on Central Support Services and Capital Charges is presented in Appendix 2.
10. Repairs and maintenance costs are expected to be £395,000 less in 2020/21 than in 2019/20 as a result of lower breakdown maintenance costs. A detailed breakdown of Repairs and Maintenance costs is provided in Appendix 3.

Potential Further Budget Developments

11. The provisional nature of the 2020/21 revenue budget recognises that further revisions may be required.

Draft Capital and Supplementary Revenue Budgets

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

Service	Project	Exp. Pre 01/04/19 £'000	2019/20 £'000	2020/21 £'000	2021/22 £'000	2022/23 £'000	Later Years £'000	Total £'000
<u>Authority to Start Work</u>								
Landlord Costs	Beech Garden Podium Waterproofing	4,448	203					4,651
Landlord Costs	Residential baggage stores	433	36					469
Landlord Costs	Contractor's Office	298	12					310
Landlord Costs	Frobisher Crescent Balcony Works	326	40					366
TOTAL BARBICAN RESIDENTIAL (LANDLORD COSTS)		5,505	291	0	0	0	0	5,796

14. All of the above schemes are largely complete with residual costs anticipated in 2019/20.
15. The latest Capital and Supplementary Revenue Project forecast expenditure on approved schemes will be presented to the Court of Common Council for formal approval in March 2020.

Capital Bid

The Barbican Turret John Wesley High Walk capital project has bid for an additional £43,000 of corporate funds to apply for planning permission to enable the site to be sold with revised planning permission.

Appendices

- Appendix 1: Revenue Expenditure by Service Managed
- Appendix 2: Support Service and Capital Charges from/to Barbican Residential Committee
- Appendix 3: Analysis of Repairs, Maintenance and Minor Improvements
- Appendix 4: Original Budget 2019/20 to Latest Approved Budget

Dr Peter Kane
Chamberlain
Services

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

Andrew Carter
Director of Community & Children's

APPENDIX 1

Analysis by Service Managed	Actual 2018-19 £'000	Original Budget 2019-20 £'000	Latest Budget 2019-20 £'000	Original Budget 2020-21 £'000	Movement 2019-20 to 2020-21 £'000
CITY FUND					
Supervision & Management (fully recharged)	0	0	0	0	0
Landlord Services	(2,834)	(3,223)	(3,185)	(2,953)	270
Car Parking (inc new baggage stores)	(1013)	(238)	(369)	(346)	(108)
Baggage Stores (residential blocks)*	(80)	(75)	38	5	80
Trade Centre	572	597	649	653	56
Other Non-Housing	(17)	(6)	(1)	(1)	5
TOTAL Net Expenditure	(3,372)	(2,945)	(2,868)	(2,642)	(303)

*Note that the Baggage Stores within the car parks are included in the Car Park Account.

Supervision and Management – General

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

Landlord Services

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

Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,273 car spaces of which some 603 are let to residents and 27 are let to commercial occupiers. There are also 267 bays held on long licences. Long Licensees pay a service charge in respect of the services provided to all car parks.

The income and expenses for the stores located within the car parks are also included in the car park account.

Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,050 baggage stores located in the residential blocks.

Trade Centre

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

APPENDIX 2

Support Service and Capital Charges from/to Barbican Residential Committee	Actual 2018/19 £'000	Original Budget 2019/20 £'000	Latest Budget 2019/20 £'000	Original Budget 2020/21 £'000
Support Service and Capital Charges				
Insurance	(278)	(294)	(296)	(300)
IS Recharges	(219)	(225)	(230)	(207)
Capital Charges	(4,287)	(4,095)	(3,654)	(3,668)
Chamberlain	(409)	(395)	(456)	(395)
Comptroller and City Solicitor	(87)	(61)	(19)	(14)
Town Clerk	(120)	(141)	(137)	(127)
City Surveyor	(2)	(1)	(1)	(1)
Other Services	(13)	(14)	(14)	(13)
Total Support Services and Capital Charges	(5,415)	(5,226)	(4,807)	(4,725)
Recharges Within Funds				
Corporate and Democratic Core - Finance Committee	50	50	50	50
HRA	6	11	4	4
Community and Children's Services Committee	(79)	(80)	(80)	(81)
Service Charge Account	748	708	674	398
TOTAL SUPPORT SERVICE AND CAPITAL Charges	(4,690)	(4,537)	(4,159)	(4,354)

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

APPENDIX 3

ANALYSIS OF REPAIRS, MAINTENANCE AND MINOR IMPROVEMENTS ALL LOCAL RISK

	Original Budget 2019/20 £'000	Latest Budget 2019/20 £'000	Original Budget 2020/21 £'000	
<u>Supervision & Management Holding</u>				
<u>Account</u>				
Estate Office - Breakdown Maintenance	(9)	(9)	(9)	E
Total Supervision & Management Holding Account	(9)	(9)	(9)	
<u>Services and Repairs - Landlords</u>				
Breakdown Maintenance	(841)	(763)	(451)	E
Drains	(97)	(97)	(97)	
Insurance Works	(35)	(35)	(35)	
Dilapidations	(15)	(15)	(15)	
Lift contract servicing	(7)	(29)	(7)	
Asbestos data	(5)	(5)	(5)	
Redecorations Works	(35)	(35)	(35)	A
Total Services and Repairs - Landlords	(1,035)	(979)	(645)	
<u>Car Parking</u>				
Breakdown Maintenance - Building	(193)	(293)	(193)	E
Safety Security	(1)	(1)	(1)	
Total Car Parking	(194)	(294)	(194)	
<u>Stores</u>				
Breakdown Maintenance	(7)	(7)	(7)	E
Total Stores	(7)	(7)	(7)	
<u>Trade Centre</u>				
Breakdown Maintenance	(37)	(32)	(32)	E
Total Trade Centre	(37)	(32)	(32)	
<u>Other Non-Housing</u>				
Breakdown Maintenance	0	0	0	E
Total Other Non-Housing	0	0	0	
TOTAL	(1,282)	(1,321)	(887)	

E = ESSENTIAL

A = ADVISABLE

D = DESIRABLE

Appendix 4

Original Budget 2019/20 to Latest Approved Budget	£'000
Original Budget Net Income	(2,945)
Supplementary Revenue Projects	(291)
Reduction in Central Support Services and Capital Charges	378
Other movements	(10)
Latest Approved Budget	(2,868)

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FROM: **COMMUNITY AND CHILDREN'S SERVICES COMMITTEE**
7TH NOVEMBER 2019

TO: **BARBICAN RESIDENTIAL COMMITTEE**
16TH DECEMBER 2019

15. **RESOLUTION FROM THE STREETS AND WALKWAYS SUB COMMITTEE**

Members received a resolution from the Barbican Residential Committee in respect of the public realm in and around the Barbican Estate. Members noted that, 10 years ago, a budget of £50,000 was transferred to the Director of Community and Children's Services but this was rapidly subsumed into the landlord account and had not been uplifted since. Furthermore, a project to resurface the podium had been put on hold due to the City Corporation's Fundamental Review.

There was some discussion as to whether the Barbican Centre, Culture Mile Project and the Girls School should form a collective bid to address deferred maintenance and, therefore, the resolution should be referred to the Corporate Asset Sub Committee, to consider adding it to the Cyclical Works Programme. Members also noted that the forthcoming Governance Review might seek to redress this. Whilst accepting that there had been some historic deficit in respect of budgetary provision for maintenance works, Members also noted that the Barbican Estate was 50 years old and there had been issues with the structure in recent years.

RESOLVED, that – the Barbican Residential Committee note Members' comments as set out above and suggestions as to their next options.

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Committee(s) Barbican Residential Committee	Date(s): 16122019
Subject: Barbican Residential Arrears	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 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	£10,338,936	2003			
Target level of net arrears	1%				
Actual level of net arrears	0.28%				
<i>Age Analysis of Debt:</i>	Sept 19	June 19			
Value of debts					
3 - 6 months	£ 46,420.96	62	£ 34,045.41	51	
6 – 12 months	£ 15,894.77	19	£ 14,393.43	20	
12 - 24 months	£ 4,424.08	4	£ 11,655.75	7	
Over 24 months	£ 22,654.52	5	£ 23,765.37	7	
Total arrears outstanding	£ 89,394.33		£ 83,859.96		
<i>Action taken:</i>					
Amounts subject to arrangement	£ 125.21	1	£ 7,979.00	2	
Amounts referred to Comptroller for recovery action	£ 52,512.08	11	£ 47,499.34	9	
Net debt outstanding	£ 36,757.04		£ 28,381.62		

There is a total of 67 leaseholders in arrears.

Of the amounts owing for over 12 months (£27,078.60) £25,770.39 is included in the amounts referred to C&CS, £1,162.82 is in dispute, £125.21 is subject to arrangements. The remaining £20.18 relates to 2 cases.

The net debt outstanding comprises 56 accounts including 2 cases in dispute.

4. Tenants

Charges raised for period		No of tenants		
	£1,731,570	70		
Target level of net arrears 1%				
Actual level of net arrears 0.04%				
	Sept 19		June 19	
<i>Age Analysis of Debt:</i>				
Value of debts				
3 - 6 months	£ 14,964.18	8	£ 17,279.94	4
6 - 12 months	£ 6,144.00	2	£ 12,125.00	1
12 - 24 months	£ 12,125.00	1	£ 6,044.46	1
debts over 24 months	£ 8,856.96	1	£ 2,812.50	1
Total arrears outstanding	£ 42,090.14		£ 38,261.90	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 1,677.48	2	£ 1,321.31	1
Amounts referred to Comptroller for recovery action	£ 39,716.94	2	£ 27,044.46	1
Net debt outstanding	£ 695.72		£ 9,896.13	

There is a total of 8 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

Revenues Manager DCCS

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Committee: Barbican Residential Committee	Date: 16 December 2019
Subject: Barbican Commercial Arrears	Public
Report of: Director of Community and Children's Services	For Information
Report author: Rebecca Bello, Department of Community and Children's Services	

Summary

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

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

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

Current Position

3. Debt

		Number of commercial tenants
Charges raised for period	£1,617,487	24

Target level of gross arrears: 2%

This is the target set previously when reporting commercial arrears.

Actual level of gross arrears: 0.7%

Age Analysis of Debt:

Value of debts

3-6 months	£ 515.60	1
6-12 months	£ 5,000	1
12-24 months	£ 5,998.52	1
Over 24 months	£ 0	
Total	£ 11,514.12	

Action taken

Amounts referred to Comptroller for recovery action	£ 5,998.52	1
Amounts in dispute	£ 515.60	
Amounts to be written off	£ 0	
Net debt outstanding	£ 5,000	

There are a total of three commercial tenants in arrears.

Of the amount owing for over 12 months £5,998.52, this tenant was previously referred to the Comptroller, despite correspondence on this matter the tenant still disputes the arrears and it is likely this case may have to progress to Court for recovery. For the debt of 3-6 months £515.60 this amount is disputed by the tenant. The remaining debt of £5,000 is owed by another City of London Department.

Appendices

- Non-Public Appendix 1 – Commercial Arrears

Name

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

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