



Barbican Estate Residents Consultation Committee

Date: MONDAY, 25 JUNE 2018

Time: 6.30 PM

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

Members:

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

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John Barradell
Town Clerk and Chief Executive

AGENDA

WELCOME FROM CHAIRMAN AND INTRODUCTIONS

1. **APOLOGIES**

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

3. **MINUTES**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC)
Annual General Meeting held on 29th January 2018.

For Decision
(Pages 1 - 6)

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

For Decision
(Pages 7 - 8)

5. **IMPROVING COMMUNICATION**

Christopher Makin (Chairman) to begin the discussion.

For Discussion

6. **SERVICE CHARGES**

David Lawrence (Lauderdale Tower) to begin the discussion.

For Discussion

7. **A MORE STRATEGIC ROLE FOR THE RCC**

Sandy Wilson (Shakespeare Tower) to begin the discussion.

For Discussion

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

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

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC)
ANNUAL GENERAL MEETING
Monday, 29 January 2018

Minutes of the meeting of the Barbican Estate Residents Consultation Committee
held at Committee Rooms, 2nd Floor, West Wing, Guildhall

Present

Members:

Christopher Makin - Chairman
Graham Wallace – Deputy Chairman
Gordon Griffiths - Bunyan Court
Fiona Lean - Ben Jonson House
Janet Wells - John Trundle House
Jane Smith - Barbican Association
Averil Baldwin - Thomas More House
Jane Northcote - Cromwell Tower
John Whitehead - Breton House

Natalie Robertson - Andrewes House
Sandy Wilson - Shakespeare Tower
David Kirkby - Defoe House
Gillian Laidlaw - Mountjoy House
David Lawrence - Lauderdale Tower
Mark Bostock - Frobisher Crescent
Lorne Whiteway - Gilbert House

Officers:

Julie Mayer – Town Clerk's

1. APOLOGIES

Apologies were received from John Taysum (Bryer Court), John Tomlinson (Cromwell Tower – represented by Jane Northcote), Fred Rodgers (Breton House – represented by John Whitehead), David Graves – Seddon House, Nancy Chessum (Andrewes House – represented by Natalie Robertson), Jim Davies (Deputy Chairman) – represented by Gillian Laidlaw) and Prof. Michael Swash (Willoughby House).

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

There were no declarations.

3. TO ELECT A CHAIRMAN

It was proposed by Gillian Laidlaw and seconded by Averil Baldwin that Christopher Makin be nominated for Chairman of the Barbican Estate Residents' Consultation Committee. The only other Member who had expressed a wish to stand for Chairman was Graham Wallace; Christopher Makin having expressed a wish to stand for Deputy Chairman. With the agreement of both candidates a ballot was held, as follows:

11 – Christopher Makin
3 – Graham Wallace
2 Members abstained

Christopher Makin was therefore duly Elected as Chairman of the Barbican Estate Residents' Consultation Committee.

4. **TO ELECT TWO DEPUTY CHAIRMEN**

In accordance with City of London Protocol, the immediate past Chairman, Graham Wallace agreed to serve as Deputy Chairman for the ensuing year.

Jim Davies, being the only other Member willing to serve, was duly elected as Deputy Chairman for the ensuing year.

On taking the Chair, Christopher Makin thanked Members for their proposal and paid tribute to the Chairmanship of Graham Wallace, who had served as the RCC Chairman for 2 years. Members endorsed this vote of thanks and, in the interests of continuity, were pleased that Graham Wallace had agreed to serve as Deputy Chairman for the ensuing year.

5. **MINUTES**

The Minutes of the RCC's AGM held on 6 March 2017 were approved.

Matters arising

There were a couple of matters in respect of the Terms of Reference, which would be picked up under Agenda item 6.

Mark Bostock was pleased to announce excellent progress with the Frobisher Crescent Protocol, which would be shared with RCC Members.

6. **COMMITTEE'S TERMS OF REFERENCE**

Members considered the RCC's Terms of Reference and noted a couple of amendments, made last year, which had not been picked up on this version; i.e. expansion of ToR 1 and deletion of ToR 7. The Town Clerk would check that the latest version reflected this change.

A Member asked if a copy of the Barbican Estate Lease could be obtained from the Estate Office, as it would help widen the definition in the Terms of Reference. There was a further suggestion that this would assist with the Conservation Area Consultation and should also be forwarded to the Planning Department.

RESOLVED, that the Terms of Reference be agreed.

7. **WORKING PARTY REVIEW**

Members considered the current memberships and Terms of Reference of the Working Parties as follows:

Gardens Advisory Group

A communications strategy was being formed and, as it developed, inspections would be invited from House Group representatives. Ben Jonson House would like a representative on this working group, if possible.

SLA Review Working Party

Jane Smith asked for the membership list to be amended to reflect her membership as the Barbican Association's representative and not Seddon House.

Asset Maintenance Working Party

This group was carrying a vacancy and Gordon Griffiths volunteered.

Background Heating Underfloor Working Party

Members considered a short report from Ted Reilly, who was a long serving member of this Working Party and had been invited, by the Chairman, to address this Annual General Meeting. During the discussion the following points were noted:

Members of the Working Party would not like to merge with the Asset Maintenance Working Party at this time. They suggested that the Asset Maintenance Working Party already had a large agenda and therefore it would struggle to accommodate the Underfloor Heating Working Party. Furthermore, the Asset Maintenance Working Party was also heavily involved in building an asset database.

Residents clearly valued the underfloor heating and would strongly recommend an improvement to the control system.

The Working Party had previously had a Common Councilman as Chairman, who was also the Chairman of the BRC. Members felt that, if the Working Party had a Common Councilman as a Member and possibly as Chairman, it would re-energise it. However, Members would also like the Group to remain as a Working Party of the RCC and not the BRC. Mr Bostock agreed to make enquiries amongst his Ward colleagues to gauge interest.

The Working Party would like to revisit their Terms of Reference and the Chairman invited the Group to submit them the next meeting of the RCC.

A couple of Members of the Working Party had resigned due to lack of progress. However, if the Working Party were to be re-energised those Members were likely to re-join.

Given this was a strategic, forward looking project, which could potentially save costs if upgraded to a more refined system, it should be measured via a KPI.

The expertise of the UHWP could assist the Barbican Estate Office and the Working Party would also welcome attendance from more City of London Corporation Officers.

Leaseholder Service Charge Working Party

Members were concerned at the increase in the September service charge bill, particularly a perceived lack of communications, which had caused confusion. The Working Party were working with the Estate Office to improve communications to residents and would add this to their Terms of Reference.

Members agreed that it was important to report back from RCC meetings as fully as possible. This would enable the House Group, when approaching the BEO for further information/clarification on an ongoing issue, to quote relevant details from the RCC Member's feedback. In turn, this would enable the BEO to process the request more speedily, and without repeating information that had already been disclosed. Members recognised the RCC as a significant committee in the lines of communication between House Groups/Residents and the BEO, and they should ensure that the information flow along these lines makes the most efficient use of the resources of the BEO.

Members felt that the KPI approach would best ensure residents understood the breakdown in costs and the stats should include kw usage and hours of labour.

Working Parties were generally more strategic than RCC meetings, as they represented partnership working between officers and residents. Whilst noting that last year's residents' survey had not gone ahead, due to lack of resources, it could help set priorities which would help the strategic role of the Leaseholder Service Charge Working Party. The Asset Maintenance Working Party was recognised as having a strong strategic role.

The Chairman of the Barbican Association Communications Sub Committee, who was also in attendance at this meeting as the Mountjoy House Group Representative, was disappointed that the regular updates from the Estate Officer had been removed from the BA Newsletter and hoped they could be reintroduced.

Members asked for a report and presentation of the Leaseholder Service Charge Working Party at the next RCC meeting, which would be circulated with the next agenda.

8. GENERAL DATA PROTECTION REGULATIONS AND THIS YEAR'S RECOGNISED TENANT ASSOCIATION (RTA) AUDIT

The Town Clerk was heard in respect of the new GDPR Regulations as follows:

1. Resident's Groups only need to comply with data protection rules, including GDPR where they are processing personal data i.e. holding personal information relating to a living individual.
2. Groups who have deemed membership and don't otherwise process personal data do not need to be GDPR compliant. Those that process personal data, e.g. maintaining a data base of individual resident's concerns or complaints will.

3. As Resident's Groups are external bodies the Corporation's legal team cannot advise them. Advice is available from the Information Commissioner's website.

In respect of a query about Opt-in/Opt-out Memberships, Members noted that the City of London Corporation had accepted deemed memberships for some time.

Members asked when Blake House would be able to apply for RTA status.

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

There were no questions

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

Members asked if the next meeting of the RCC could have an update on the Thomas Moore Car Park project; particularly in respect of the Consultant's role and the Barbican Estate Office's heavy engagement in the project. Members also asked to be sighted on any information passed to the school, from the Estate Office, and why the second planning application had not included a baggage store in Thomas Moore Car Park. Being the only City of London Corporation Officer present, the Town Clerk noted this request and agreed to forward it to the Barbican Estate Office.

In concluding, Members had welcomed the candid nature of this RCC AGM and asked if they could hold a further, extraordinary AGM half way through the year, given the workload of this Consultative Committee and the number of Working Parties reporting to it. The Town Clerk agreed to investigate possible dates in late June.

The meeting ended at 8.05 pm

Chairman

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Barbican Residents Consultation Committee (RCC) -Terms of Reference

1. To be the main formal channel of communication between tenants* and the Corporation of London in all landlord and tenant matters which affect the Barbican Residential Estate, including interfaces with other occupiers, and to present the views of tenants on the general management of the estate, within the parameters of the Barbican RCC/Barbican Residential Committee's Terms of Reference and communicating views, via Resolution, as appropriate.
2. To enable consultation and the flow of information between the Corporation of London and tenants and to work towards a partnership approach to management
3. To develop, in conjunction with the Corporation, Service Level Agreements between tenants and the Barbican Estate Office for the Estate as a whole and for individual House Groups and to be involved in the modification of these agreements as required
4. To oversee delivery of services against any Service Level Agreements with tenants, third parties and Corporation departments, monitoring their performance and satisfaction with the service and making suggestions where appropriate for alterations or improvement
5. To identify Service Charge items and monitor service charge costs, receiving reports of all accounts relating to the estate
6. To discuss routine and major repair works and to consult on how these will affect tenants

*tenants refers to all persons who have a tenancy agreement with the Corporation and includes also any resident who no longer retains the Corporation as a landlord but still pays a service charge to the Corporation.

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