



Barbican Estate Residents Consultation Committee

Date: MONDAY, 4 MARCH 2019

Time: 6.30 pm

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

Members:

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

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John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

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

3. **MINUTES**

To approve the minutes of:

1. the Barbican Residents' Consultation Committee (RCC) held on 3rd December 2018; and
2. the RCC AGM held on 28th January 2019.

For Decision
(Pages 1 - 16)

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

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

For Information
(Pages 17 - 18)

5. **TO ELECT TWO DEPUTY CHAIRMEN**

Members are asked to elect two Deputy Chairmen to serve on the Barbican Residents' Consultation Committee (RCC).

For Decision

6. **BARBICAN RESIDENTS CONSULTATION COMMITTEE (RCC) TERMS OF REFERENCE**

Further to the suggestions (highlighted) at the RCC's AGM on 28th January 2019, Members are asked to review and approve the RCC's Terms of Reference.

For Decision
(Pages 19 - 26)

7. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

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

For Information
(Pages 27 - 38)

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

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

For Information
(Pages 39 - 44)

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

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

For Information
(Pages 45 - 52)

10. **ELECTRIC VEHICLE CHARGING POLICY**
Report of the Director of Community and Children's Services.
For Information
(Pages 53 - 56)
11. **BARBICAN ESTATE REDECORATIONS PROGRAMME 2020/25 - GATEWAY 3/4
OPTIONS APPRAISAL**
Report of the Director of Community and Children's Services.
For Information
(Pages 57 - 74)
12. **REPAIRS AND MAINTENANCE TO ROOFS/BALCONIES FOLLOWING WATER
PENETRATION**
Report of the Director of Community and Children's Services.
For Information
(Pages 75 - 78)
13. **PROGRESS OF SALES AND LETTINGS**
Report of the Director of Community and Children's Services.
For Information
(Pages 79 - 82)
14. **WORKING PARTY UPDATES**
Members are asked to note updates from the following Working Parties:
 - Gardens Advisory
 - Asset Maintenance
 - Background Underfloor Heating
 - Leaseholder Service Charge**For Information**
(Pages 83 - 88)
15. **UPDATE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 89 - 96)
16. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE **Monday, 3 December 2018**

Minutes of the meeting of the Meeting held at Guildhall at 6.30 pm

Present

Members:

Christopher Makin - Chairman	Sandy Wilson - Shakespeare Tower
Graham Wallace - Deputy Chairman	Prof. Michael Swash – Willoughby House
Gordon Griffiths - Bunyan Court	Richard Tomkins - Lauderdale Tower
Robert Barker - Barbican Association	Heather Hawker - Speed House
Janet Wells - John Trundle House	James Wilson Undy - Gilbert House
Rodney Jagelman - Thomas More House	Adam Hogg - Andrewes House
John Tomlinson - Cromwell Tower	Jane Samsworth - Defoe House
	Stephen Chapmen- Ben Jonson House

In attendance:

- Susan Pearson – Deputy Chairman of the Barbican Residential Committee (BRC) and Ward Member for Cripplegate (the BRC Chairman sent apologies)
- Mary Durcan – Member of the BRC and Ward Member for Cripplegate

Ted Reilly – Barbican Resident and Member of the Underfloor Heating Working Party – for agenda item 12.

Officers:

Paul Murtagh	Assistant Director, Barbican, Housing and Property Services, Community and Children's Services
Mark Jarvis	Chamberlains
Julie Mayer	Town Clerk's
Michael Bennett	Community and Children's Services
Helen Davinson	Community and Children's Services
Mike Saunders	Community and Children's Services
Barry Ashton	Community and Children's Services
Anne Mason	Community and Children's Services

1. APOLOGIES

Apologies were received from, Jim Davies - Deputy Chairman; John Taysum - Bryer Court; Fred Rodgers - Breton House; David Andrew Graves – Seddon House; Mark Bostock - Frobisher Crescent; David Lawrence – Lauderdale Tower (represented); Jane Smith – Barbican Association (represented); Fiona Lean – Ben Johnson House (represented)

The Chairman welcomed Rodney Jagelman (Thomas More House) to his first RCC meeting.

2. **DECLARATIONS BY MEMBERS IN RESPECT OF ITEMS ON THE AGENDA**

There were no declarations.

3. **MINUTES**

RESOLVED, that – the minutes of the meeting held on 20 September 2018 be approved.

Matters arising:

1. Members noted that the Review of Housing Governance was due to be considered by the Policy and Resources Committee on 17th January 2019.
2. The Court of Common Council would be considering a Motion in respect of dispensations at its meeting on 6th December 2018.
3. The Chairman agreed to follow up an outstanding query in respect of a budget for an all resident meeting.
4. The Assistant Director, Barbican, Housing and Property Services, advised that the next meeting of the RCC and BRC would receive a detailed report and action plan in respect of fire safety. Members noted that the compartmentation surveys were being analysed, specifically in relation to Frobisher Crescent, and a procurement exercise for new signage was underway. In addition, Fire Management Plans would be developed for each block, explaining how the Landlord will manage fire safety in the blocks; i.e. clear escape routes etc.
5. In response to questions about fire door testing, Members noted that the door that had been tested had met the 36 minute test. However, the passage of smoke had been quicker than expected and further work was underway. A further 2 doorsets, including staircase blocks (one with glazing) had been sent off for testing. The Assistant Director advised that current waiting times in the UK were stretching to July next year but he had sourced an alternative testing facility in Poland, which provided the same service cheaper and quicker.
6. In response to further questions about smoke ingress, Members noted that, as this test had been undertaken in a factory, the ventilation systems in the Barbican might act differently and extract it. However, more research was underway in respect of the use of seals and/or strips, using the Compartmentation Contractor. . Members noted that smoke tests were not compulsory but residents safety was paramount to the City Corporation. Members were also assured that, in the past 33 years, whilst there had been some small fires on the Estate, none had breached a flat and spread elsewhere. Officers agreed take further advice about controlled smoke testing in an empty flat.
7. The BRC Chairman had approached the Hospitality Working Party in respect of the Barbican's 50-Year Celebrations for an event next

Summer at the Museum of London and a photographic exhibition in the Guildhall Yard.

8. In respect of the Asset Management and Stock Condition Surveys, Members noted that work would start in the New Year, and include, under floor heating, lifts (this work had been done) and work to the car parks. Members were reminded that windows were a Landlord responsibility but recoverable through the Lease. There could be interim works to poorly fitting windows. The Assistant Director advised that the results of the Survey would be presented to the Asset Maintenance Working Party and a report and plan would be presented to the RCC/BRC in the Autumn of 2019.

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

Members received the Committee's outstanding actions list. In respect of the Ambulance access points at Frobisher Crescent, Members noted that the London Ambulance Service would conduct a 'dummy run' in December and the results would be fed back via e-mail bulleting and in the next Committee report.

RESOLVED, that – the outstanding actions '*You Said; We Did*' list be noted.

5. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2018/19 AND ORIGINAL 2019/20 (EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE)**

Members received a joint report of the Chamberlain and the Director of Community and Children's Services in respect of the latest approved budget for the Revenue and Capital Budgets. Members were asked to note the increase in the employee budget and repairs and maintenance, and the explanations thereon. The Chamberlain also drew Members attention to an error in the report in that the number of commercial bays with Deutsche Bank was 23 and not 15.

In response to questions the following points were noted:

- In response to a written query, the Chamberlain stated that capital charges are levied on the City's assets based on a calculation that charged a proportion of the latest valuation of properties to revenue annually. Members noted that, in accordance with standard recommended accounting practice, some fluctuations in the capital charge was usual following the annual revaluation of assets.
- Officers agreed to make enquiries as to the status of the current planning permission, in respect of the use of surplus bays for commercial car parking, and would provide an update to the Charging Policy for Car Parking and Stores Working Party and in the next formal report to the RCC/BRC. Members noted that business rates were payable on commercial car park spaces.
- If the Turret public lift was taken out of service, it would be for as short a time as possible and would follow consultation.

RESOLVED, That – the Revenue and Capital Budgets – Latest Approved Budget for 2018/19 and Original 2019/20 be noted prior to its recommendation to the Barbican Residential Committee on 10th December 2018.

6. SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2018/19 AND ORIGINAL BUDGET 2019/20

Members received a joint report of the Chamberlain and the Director of Community and Children's Services in respect of the latest approved budget for the Service Charge Expenditure and Income Account. The Chairman and Members commended the work of the Leaseholder Service Charge Working Party in contributing to this report.

During the discussion and questions, the following points were noted:

- There had been three areas of change in expenditure, with notes thereon, in respect of employees; the reallocation of car park attendants' time to include Blake Tower; increases in repairs and maintenance and revenue projects (i.e. repairs, decorations and car park charges).
- In respect of the new Energy Contract, Members noted that pricing was based on kw per half hour; this determined the day and night rates and therefore each meter was different.
- The Asset Management line included an allowance for any additional surveys and unknowns and was £150,000, compared to the figure quoted to the Asset Maintenance Working Party of £114,000.
- In respect of fluctuations, officers advised that they always sought best value in contracts, with due diligence. The budgets reflected an estimate, pending the preparation of service charge bills in April each year, once the final positions were known.

RESOLVED, That – The Service Charge Expenditure and Income Account, Latest Approved Budget 2018/19 and Original Budget 2019/20 be noted, prior to its recommendation to the Barbican Residential Committee on 10th December 2018.

7. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW JULY - SEPTEMBER 2018

Members received a report of the Director of Community and Children's Services in respect of the Service Level Agreements Quarterly review.

Members noted the very low response rates from the Major Works Survey. In response to a question in respect of the Willoughby House car park turning circle, the officer advised that quotations were being sought and it would be replaced by end of the Financial Year. In respect of potential changes to response times in the Repairs and Maintenance contract, Members noted that this would align the Barbican to the Housing Revenue Account (HRA) Estates, at no extra cost.

In respect of the VFM contract, Members noted that this was being reviewed from the end of September 2018, for six months, with a performance review in March 2019. Residents would receive an email bulletin updating them on the position and would no longer need to provide credit card details on initial contact. However, if the fault was with residents' equipment, then they would be charged and this would be administrated by the Estate Office. Members expressed concerns at the lack of a schedule of charges on the VFM website for any work that needed to be recharged.

External redecoration of the car parks would be added as a line for future works and Members noted that responsive maintenance had improved at no extra charge.

RESOLVED, That the report be noted.

8. **CHARGING POLICY FOR CAR PARKING AND STORES**

Members received a report of the Director of Community and Children's Services in respect of the Charging Policy for Car Parking and Stores and were asked to comment on the report and specifically the options listed in paragraphs 21 – 29. Members noted an error in recommendation 3 to the BRC which should read '*available car parking spaces plus (Not less) those that are occupied*'

During the discussion on options 21 – 29, the following points were noted:

1. A strong resistance to any reduction in the free period of visitor car parking, as most trades were likely to work longer than the minimum suggested.
2. Visitors may be considerably longer than 1 or 2 hours – an amenity greatly valued by the residents.
3. Parking by visitors and trades should not be subject to an additional charge and any changes/additional charges should be subject to full consultation.
4. The comparison to other London car parks was unfair.
5. Officers advised that they could issue double bays to disabled users without Committee approval. With any costs accruing to the Landlord.
6. Will there be extra pressure on parking in Lauderdale Place rather, than paying for Thomas More Car Park.
7. Officers advised that income from Temporary Car Parking would go into the car parking account, to the benefit of external decorations and other similar work. Payments for Temporary Car Parking are in advance; cashless and monitored by the Concierges.

8. Some Members stated that it was unfair on car users to take the bulk of Concierge charges, as they service all residents.
9. In respect of the CPI increase for motorcycles and bicycles; the Working Party felt that the volume would be relatively low and this would keep the calculation simple. A Member suggested this should be pro-rata to the recent car park charge increases and officers agreed to take this back to the Working Party.
10. If car parking spaces were being removed for the new residents stores, then would the service charges be spread across less spaces?
11. The potential for the re-allocation of concierge charges was noted by some Members
12. Security duties by the Concierge does include other areas of the Estate and will need further analysis by officers.
13. Should electric cars be discounted or parking free? Members noted that there would be a full report to the RCC's AGM in January and to a Special BRC in February on the Electric Vehicle Charging policy.
14. In respect of an external consultation, there was a view expressed that this might compromise the good relationship between concierges and residents. There were further comments in that the questions would need to be very precise and it was suggested that paragraph 28 in the report was a little vague. Members agreed not to recommend the commissioning of an external report.

RESOLVED, That – the report be noted ahead of its presentation to the BRC on 10th December 2018, and subject to the comments on paragraphs 21-29 of the report as set out above, and Members' agreement NOT TO commission an External Report on the Concierge Service.

9. **REPAIRS & MAINTENANCE TO ROOFS/BALCONIES FOLLOWING WATER PENETRATION**

The Assistant Director, Barbican, Housing and Property Services was heard in respect of repairs and maintenance to roofs and balconies following water penetration. Members noted that the Roofs Working Party was due to meet again shortly and the next meetings of the RCC/BRC would receive a more detailed report.

The Assistant Director advised that the Brandon Mews roof survey by Langleys was now complete and some minor maintenance works and cleaning would be required, including the drainage between barrels.

Members noted that some minor repairs were required to the roofs that Langleys had warranted. The Assistant Director had felt it prudent to wait on the results from the Brandon Mews Survey before commencing the works, which would take place before the end of the current financial year. Members

also noted that the tender for cleaning, repair and re-coating in respect of the 320 barrel roofs across the Estate had been returned. The Director would now mark them for quality and send them to procurement to determine the most economically advantageous bid. The BRC would receive a further update at their meeting on 10th December 2018.

Work was also in hand in respect of the Ben Jonson house leakages. Members noted that the number of water ingress incidents had reduced and remedial works were in hand.

Finally, the Assistant Director advised that, following further consideration by the Working Party, the next Committee report would provide an overview on the residual lifespan of roofs on the Estate, based on the best estimates for modern day costs in 7, 10 years etc.

10. PROGRESS OF SALES & LETTINGS

Members received a report of the Director of Community and Children's Services in respect of the sales and lettings approved by officers, under delegated authority, since the last meeting of the Committee. In response to a question about the number of new tenants moving into Bunyan Court, officers advised that only 1 flat had been sold and the others were likely to be sub-lets. Residents were reminded that the Estate Office reception can change doorbell nameplates, but only on approved sublets. Members noted that some residents preferred not to have their names appear on these nameplates.

RESOLVED, that – the report be noted.

11. LANDLORD'S APPROVAL PROCESS - SIX-MONTH REVIEW

Members received a report of the Director of Community and Children's Service, which provided a six month review in respect of the Landlord's approval process. Officers clarified that 'major works' would include the installation of a mezzanine floor, for example.

RESOLVED, that – the report be noted.

12. WORKING PARTY UPDATES

The Chairman thanked officers and residents for this excellent example of joint working.

The Chairman of the Underfloor Heating Working Party (UHWP) was in attendance and, whilst he agreed that the meetings were very collegiate, some Members felt that the Working Party had lost some impetus and the meetings could be more constructive. However, the Chairman UHWP acknowledged the success in installing the new control equipment and suggested that the Working Party be re-structured with a more flexible approach. Members noted that the background underfloor heating was covered by the service charge and residents could ask for the trimmer to be adjusted, if they needed more heating. In concluding, the Chairman of the RCC and Assistant Director, Barbican, Housing and Property Services, agreed to attend a meeting with the Chairman

UHWP of the Working Party and Mr Saunders, in order to set some new objectives and timescales.

13. UPDATE REPORT

Members received the update report of the Director of Community and Children's Services. In respect of a comment about the increasing number of weeds on the Estate, officers agreed to follow this up with the Department of Open Spaces.

RESOLVED, that – the report be noted.

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

There were no questions.

15. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

The meeting ended at 8.35

Chairman

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 28 January 2019

Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at the Guildhall EC2 at 6.30 pm

Present

Members:

Christopher Makin - Speed House
Gordon Griffiths - Bunyan Court
Jane Smith - Barbican Association
John Taysum - Bryer Court
Janet Wells - John Trundle House
Mike Bristow - Cromwell Tower
Fred Rodgers - Breton House
Sandy Wilson - Shakespeare Tower

Prof. Michael Swash - Willoughby House
David Lawrence - Lauderdale Tower
Mark Bostock - Frobisher Crescent
Heather Hawker - Speed House
Vivian Fowle - Gilbert House
Adam Hogg - Andrewes House
Jane Samsworth - Defoe House
Fiona Lean - Ben Jonson House
Rodney Jagelman - Thomas More House

In attendance:

Mary Durcan – Ward Member for Cripplegate and Chairman of Underfloor Heating Working Party

Ted Reilly – Underfloor Heating Working Party

Officers:

Julie Mayer	- Town Clerks
Barry Ashton	- Community and Children's Services
Beth Humphrey	- Markets and Consumer Protection

1. APOLOGIES

Apologies were received from David Graves (Seddon House), John Tomlinson (Cromwell Tower) and Jim Davies, (Mountjoy House). Mike Bristow represented John Tomlinson

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

There were no declarations.

3. TO ELECT A CHAIRMAN

Being the only Member willing to serve, Christopher Makin was elected as Chairman of the RCC for the ensuing year.

4. TO ELECT TWO DEPUTY CHAIRMEN

Jim Davies and Graham Wallace both tendered their resignation as Deputy Chairmen and the Chairman thanked them for their contributions. Graham Wallace was invited to speak as a past Chairman and as Deputy Chairman. Graham wished the RCC well and asked the Committee to investigate the

benefits of some forms of social media to communicate the work and aspirations of the RCC.

In the absence of any nominations, two Deputy Chairmen were not appointed. In the event of any Member giving this further consideration, they were invited to contact the Town Clerk.

5. **ELECTRIC VEHICLE CHARGING**

Members received a report of the Director of Community and Children's Services in respect of the infrastructure for electric vehicle charging on the Barbican Estate. Members of the RCC were asked to comment on the report, ahead of being presented for approval by the Barbican Residential Committee (BRC). Members noted the time sensitivities connected with this report, in that the Local Emission Neighbourhood (LEN) funding would end in March 2019 and therefore, this report was being presented to a Special Meeting of the BRC later this week.

During the discussion the following points were noted.

1. There had been a positive response to the pilot and there were 2 options before Members. There was a general consensus from the RCC that Option 1 was preferable; i.e. residents should pay for what is used, as Option 2 could penalise those who used only a small proportion of electricity.
2. A Member expressed concern about the Zipcar hire cars using the bays and the difficulty this might present to Concierges. The Car Park Manager agreed to investigate.
3. There was some confusion as to where the cost would fall for two parking bays, if there was adequate space for them and whether this option was worth pursuing. Also, were there any bays which might be unsuitable for conversion?
4. It was suggested that charging for two bays would be prohibitively expensive and would penalise electric car use. However, it was noted that to remove a usable bay and not charge for it would reduce potential car park income.
5. The recommendations in the report were based on forecast demand over the next two years and it was acknowledged that technology moved rapidly in this area. Furthermore, there would be far more choice in electric vehicles in the next couple of years and residents might delay taking a decision to buy one until they have an EV charging point.
6. The Pilot had been set up with different charging speeds; slow, medium and rapid. The pilot found that residents' preference was for a bay of their own; with 7 kw charging units – i.e. the medium rate of 6hours charging. If wanted, communal bays would have a rapid 22 kw charge.

For either option, cabling could be installed and scaled up to respond to increasing demand.

7. It was suggested that it would be hard for residents to sign up for this service until a detailed estimate of the costs involved in terms of the cost of electricity and whether residents would be charged for one bay or two had been finalised.
8. It was suggested that the cost be shared, for about 6 months, while the Working Party continued to meet and review the project.
9. The listed car parks within the report should display their other blocks (i.e. Defoe House / Shakespeare Tower)

RESOLVED, that:

1. The above comments in respect of the Barbican Estate Residents Electric Vehicle Charging Infrastructure be forwarded to the Special Meeting of the Barbican Residential Committee on 31 January 2019.
2. Members of the BRC be asked to note the RCC's preference for Option 1

6. **MINUTES**

The Minutes of the following meetings were approved as a correct record:

1. The RCC's Annual General meeting on 29th January 2018.
2. The RCC's Extraordinary General meeting on 25th June 2018.

Matters arising

The Chairman advised that he would be a guest speaker at the Barbican Association's (BA) Annual General Meeting in April. His comments would cover the division of the roles of the BAGC and RCC and provide an opportunity to open debate across both BA and RCC matters. Members welcomed this, in addition to the Chairman's regular input to the BA newsletters.

7. **ANNUAL REVIEW OF TERMS OF REFERENCE**

Members considered the RCC's current Terms of Reference Map referred to in ToR and made the following comments.

1. Could the map of the Estate Boundaries be appended to the Terms of Reference.
2. Members noted the BRC's Terms of Reference in respect of 'other occupiers', which includes; *'the management of all completed residential premises and ancillary accommodation on the Barbican Estate, e.g. the commercial premises, launderette, car parks, baggage stores, etc. (and,*

in fulfilling those purposes, to have regard to any representations made to it by the Barbican Estate Residents' Consultation Committee)'. It was suggested that the RCC's Terms of Reference be specific in respect of 'other occupiers'.

3. Could there be a reference to reducing costs and investment; i.e. an example being the work of the Asset Maintenance and Underfloor Heating Working Parties.
4. The integrity of the Estate falls within the remit of the Barbican Association, who closely monitor Licensing and Planning Applications.

RESOLVED, that – the Town Clerk include the above comments in a re-draft of the RCC's Terms of Reference, for Members to consider further at their next meeting on 4th March 2019.

8. **ANNUAL REVIEW OF WORKING PARTIES**

Members considered the Membership and Terms and Reference in respect of its working parties and the following points were noted.

1. Fann Street Wildlife Garden is called Barbican Wildlife Garden.
2. The SLA Working Party is highly valued as the keeper of the Estate's 'to do' list.
3. Members look forward to receiving the Asset Maintenance Working Party's report.
4. The Chairman and Members thanked David Lawrence and his Team for the work of the Leaseholder Service Charge Working Party.
5. Report of the Underfloor Heating Working Party

Ted Reilly provided an update on the work of the Underfloor Heating Working Party, following the concerns raised at the last meeting about a perceived lack of progress. Members noted a recent and very constructive officer meeting, with Mary Durcan in the Chair, and the Working Party now had a short shopping list of 'quick wins'. Members agreed that the new control system had been an excellent step forward.

Ted advised that the quick wins included an audit of the 3 different loadings and how they are charged for. The potential to produce , a web page providing information as to how long the heating had been on the previous night, with the profile of temperatures. Officers had devised a mechanism to enable the Estate Office to move some of the power from January and February to the 'shoulder' months of October and May. Feedback on the latter proposal would be sought at the BA AGM. The proposal would be cost neutral.

There was a discussion as to how some flats were warmer or colder than others, depending on their position. The Working Party had an objective whereby flats would be able to have some control of their own heat and a trial was underway for 'trimmers' in 2 flats, whereby the temperature could be turned down but not up.

Members were asked to note the covenants of the Lease that sets the basis of the background heating system. Whilst some were happy with this, some residents would appreciate the option to purchase more heat, if required. There were further suggestions in respect of double glazing and the bulk-buying of electricity falling within the remit of this Working Party. More positively, the survey had found that the underfloor heating kits within the flats were in excellent condition and the failure rate of the heating pads was very low, at just 2 or 3 a year. .

In concluding, the Chairman and Members commended the Working Party on an excellent project.

9. RECOGNISED TENANT ASSOCIATION (RTA) AUDIT 2018

Members received a report of the Town Clerk in respect of the recent RTA Audit and noted that the following; i.e. all those who had applied, had achieved RTA Status. Two blocks which currently had RTA Status; Bunyan Court and Mountjoy House, were invited to submit their returns in time for when the report is formally recognised by the BRC, at its meeting on 18 March 2019.

Andrewes House*
Ben Jonson House*
Cromwell Tower*
Defoe House*
Gilbert House*
Frobisher Crescent*
Lauderdale Tower*
Seddon House*
Shakespeare Tower*
Speed House*
Thomas More*
Willoughby House*
Barbican Association*

**indicates existing RTA, from the last Audit in December 2016*

RESOLVED, that – the report be noted.

10. UPDATE ON HOUSING GOVERNANCE

The Town Clerk advised that, at the last meeting of the Court, two new non-resident Members had been appointed, which would considerably reduce the risk of future BRC Meetings being inquorate. Members noted that the Policy and Resources Committee had delayed taking a decision on Housing Governance, pending the outcome of the Standards Committee's decision on a

report on Policy and Guidance on Dispensations under the Localism Act, 2011, which had subsequently been agreed on Friday 25th January 2019.

Whilst noting the restriction on voting under the 1985, Housing Act, there was some discontent expressed in that the new Policy had not adequately reflected the directions from the Court of Common Council in December 2018. The Chairman of the Barbican Association advised that the matter had been discussed at the Barbican Association General Council meeting the previous week and she would be writing to Aldersgate and Cripplegate Ward Members, setting out their concerns.

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

The Ben Johnson House Group representative raised the matter of water ingress, had caused anxiety to residents and, whilst works would commence in the new financial year, they had been waiting for some two years.

The House Group also felt that the issue of car parking charges, taken together with the installation of stores, which were set to occupy a very considerable area of their car park, needs careful and sensible consideration. The final decision should take into account the overall income from the floor area and any additional costs; i.e. whether the current number of car park attendants can manage all their additional duties without compromising security.

The House Group were very reassured that the question of smoke ingress was under review, but disappointed that relatively simple matters, such as the installation of signage and development of fire management plans were taking some time.

The Defoe House representative raised concerns more generally in respect of the shop below Lauderdale Tower, the 'yellow box' on Ben Jonson Highwalk, new storage, tube noise and the culture mile.

The Chairman encouraged Members to submit written questions in advance of regular RCC Meetings on these and similar issues.

There was some discussion in respect of a vision for residents in the next 10 years, based on the discussions during this meeting; and including Culture Mile, noting what does and does not fall within the RCC's remit. Sandy Wilson (Shakespeare Tower representative) was happy to lead on this, and feedback a shortlist to the Chairman, and residents were mindful of some having cost implications. It was suggested that contributions be via email, or as a sub group, without City officer involvement.

Members were also encouraged to look at the City Corporation's Draft Local Plan in respect of the future of the Barbican and feed back to the next meeting of the RCC, in respect of service charge matters, as this presents an excellent opportunity for making representations. Members noted that the BA had already produced a detailed response to the Local Plan. The Chairman encouraged this and asked Members to canvas their house groups. Fred

Rodgers offered to put together some ideas in respect of social media, as suggested earlier by Graham Wallace.

In concluding the discussion, it was acknowledged that a lot of modern blocks do not enjoy the benefits of a consultation committee such as the RCC.

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

There were no items

The meeting closed at 8.30 pm

Chairman

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

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

Issue	Source	Officer	Action Escalation
Emergency Points (including Ambulance Points) on the Barbican Estate	RCC May 2018	Barry Ashton	
A review of the Emergency Points (including Ambulance Points) was carried out on the Barbican Estate and the protocol was communicated to residents in February. It was agreed that there would be a 6-month review. This was carried out in September and an update provided in the bulletin. The review included Frobisher Crescent and the London Ambulance Service (LAS) requested that a further review be carried out with the BEO, Barbican Arts Centre and resident representatives. <i>This review was carried out in December and Officers have been chasing confirmation of the review by the LAS.</i>			
Willoughby House Car Park Turning Circle	RCC Dec 2018	Barry Ashton	
<i>Works to permanently resurface the original turning circle are due to be completed in March.</i>			
	Contact: Michael Bennett, Head of Barbican Estates – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk		

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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 including the commercial premises, the City of London School for Girls and the Barbican Arts Centre.
2. 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.
3. To enable consultation and the flow of information between the Corporation of London and tenants and to work towards a partnership approach to management.
4. 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.
5. 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
6. To identify Service Charge items and monitor service charge costs, receiving reports of all accounts relating to the estate
7. To discuss routine and major repair works and to consult on how these will affect tenants
8. To seek to achieve efficiencies and improvements to resident services via the network of Working Parties serving the Barbican Estate.

*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.

Appendix – map of the Estate Boundaries

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Note

Internal Estate and Building layout, together with their individual spatial positioning are indicative only as the available data has been fixed to the Ordnance Survey background.

Key

Custodianship and responsibilities

-  Extent of the Department of Community and Children's Services responsibility.
-  Extent of the Department of Community and Children's Services responsibility — subject to access rights for adjacent (non Barbican Estate) properties.
-  Barbican Centre
-  City of London School for Girls
-  Guildhall School of Music and Drama
-  EDF Bulwark (former LBB)
-  St Giles Church
-  City Surveyor (Roman Wall)
-  Shared responsibility and access rights between the Barbican Centre and Barbican Estate.
-  Barbican Estate boundary

NOTE:
One of a set of four plans submitted as part of a report to the Chief Officer Summit Group (SG) — (See SG report 10th May 2012)

Lower Ground
(level 02)

Note

Given the complexity of the numerous floor plate levels within the estate, this set of drawings records the various levels of each individual property unit using its relationship to any adjacent public highway, which for the purpose of this drawings, ground floor level is represented as level 01.

 City of London A.G. Bennett, Alderman, Finance City Surveyor City of London Corporation Corporate Property Group Barbican Estate, London, E.C.2	
This plan identifies the extent of the City of London estate/ownership responsibilities. (Lower Ground level)	
Date: 10/05/12 Drawn by: J. Smith Checked by: A. Jones	Scale: 1:1000 Project No: 4-C-33813-06

Note

Internal Estate and Building layout, together with their individual spatial positioning are indicative only as the available data has been fixed to the Ordnance Survey background.

Key

Custodianship and responsibilities

- Extent of the Department of Community and Children's Services responsibility.
- Extent of the Department of Community and Children's Services responsibility — subject to access rights for adjacent (non Barbican Estate) properties.
- Barbican Centre
- City of London School for Girls
- Guildhall School of Music and Drama
- EDF Substation (Zones LES)
- St Giles Church
- City Surveyor (Roman Wall)
- Public Highway and City Walkway responsibility of the Department of Environmental Services with the Department of Community and Children's Services having responsibility for the cleaning.
- Public Highway and City Walkway rights which are controlled by the Department of Environmental Services.
- Shared responsibility and access rights between the Barbican Centre and Barbican Estate.
- Barbican Estate boundary

NOTE:
One of a set of four plans submitted as part of a report to the Chief Officer Summit Group (SG) ---
(See SG report 10th May 2012)

Ground
(level 03)

Note

Given the complexity of the numerous floor plans within the estate, this set of drawings shows the ground level of each individual property unit using its relationship to any adjacent public highway, which for the purposes of the drawings, ground floor level is regarded as level 03.










<p>London P.G. Smith, M.A. (Cantab) FRCA City Surveyor</p> <p>CITY SURVEYOR'S OFFICE City Surveyor's Office 100 Abchurch Lane London EC4N 3DF</p>	
<p>Barbican Estate, London, E.C.2.</p>	
<p>Plan showing the extent of the City of London custodianship responsibilities. (Ground level)</p>	
<p>Scale 1:1000</p>	<p>Date 10/05/12</p>
<p>4-C-33813-07</p>	

Note

Internal Estate and Building layout, together with their individual spatial positioning are indicative only as the available data has been fixed to the Ordnance Survey background.

Key

Custodianship and responsibilities

- | | |
|---|---|
|  | Extent of the Department of Community and Children's Services responsibility. |
|  | Barbican Centre |
|  | City of London School for Girls |
|  | Guildhall School of Music and Drama |
|  | EDF Substation (former LEB) |
|  | St Giles Church |
|  | City Surveyor (Roman Wall) |
|  | Public Highway and City Walkway responsibility of the Department of Environmental Services with the Department of Community and Children's Services having responsibility for the cleaning. |
|  | Shared responsibility and access rights between the Barbican Centre and Barbican Estate. |
- Barbican Estate boundary

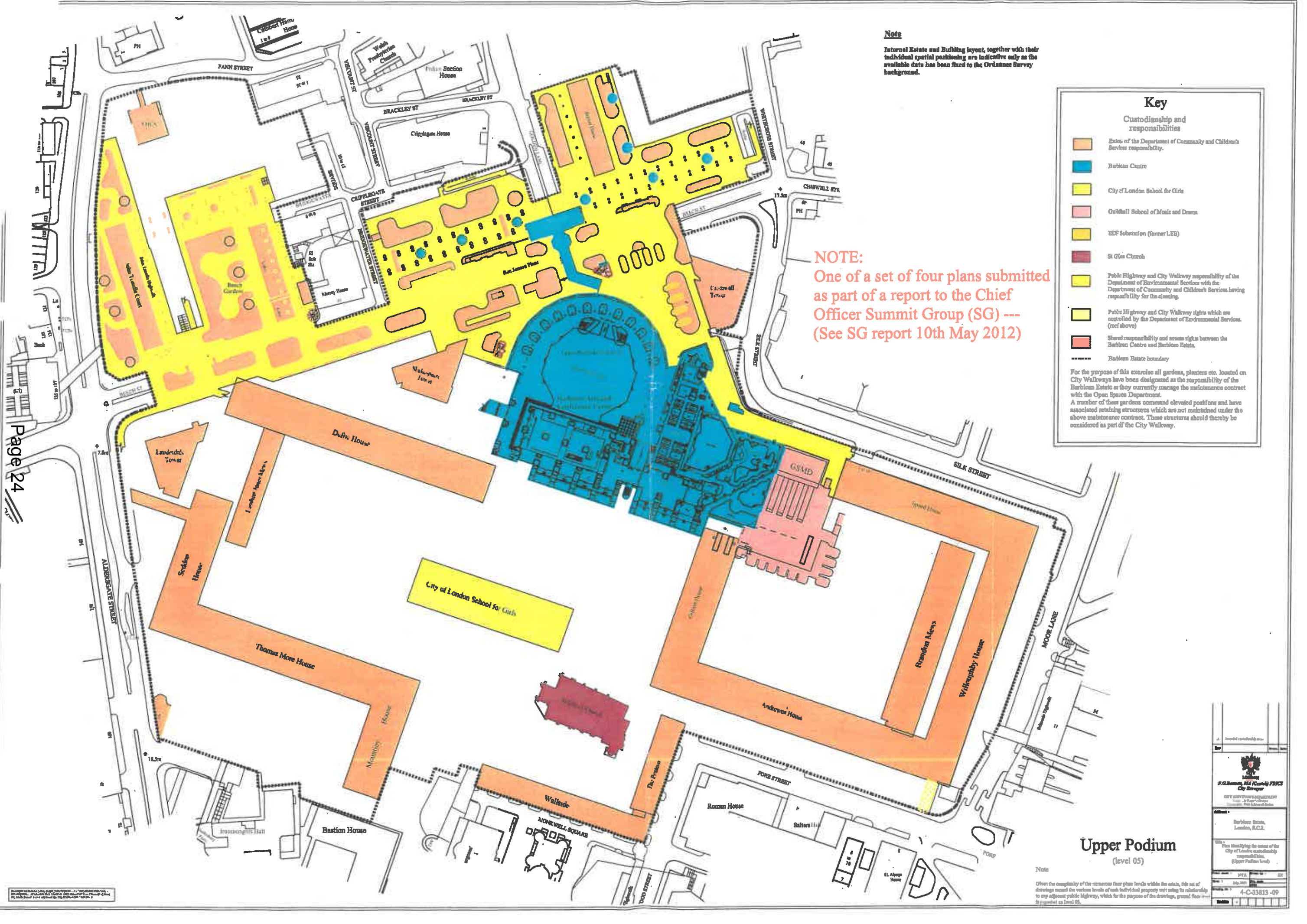
NOTE:
One of a set of four plans submitted
as part of a report to the Chief
Officer Summit Group (SG) ---
(See SG report 10th May 2012)

Lower Podium

Note

Given the complexity of the numerous floor plate levels within the main, this set of drawings record the various levels of each individual property unit using its relationship to any adjacent public highway, which for the purpose of the drawings, ground floor level is ~~any~~ at level 03.





Note
Internal Estate and Building layout, together with their individual spatial positioning are indicative only as the available data has been fixed to the Ordnance Survey background.

NOTE:
One of a set of four plans submitted as part of a report to the Chief Officer Summit Group (SG) --- (See SG report 10th May 2012)

Key
Custodianship and responsibilities

- Excess of the Department of Communities and Children's Services responsibility.
- Barbican Centre
- City of London School for Girls
- Guildhall School of Music and Drama
- EDF Substation (former LEB)
- St Giles Church
- Public Highway and City Walkway responsibility of the Department of Environmental Services with the Department of Communities and Children's Services having responsibility for the cleaning.
- Public Highway and City Walkway rights which are controlled by the Department of Environmental Services. (not above)
- Shared responsibility and some rights between the Barbican Centre and Barbican Estate.
- Barbican Estate boundary

For the purpose of this exercise all gardens, planters etc. located on City Walkways have been designated as the responsibility of the Barbican Estate as they currently manage the maintenance contract with the Open Spaces Department.
A number of these gardens command elevated positions and have associated retaining structures which are not maintained under the above maintenance contract. These structures should thereby be considered as part of the City Walkway.

Upper Podium
(level 05)

Note
Given the complexity of the numerous floor plate levels within the estate, this set of drawings record the various levels of each individual property with using its relationship to any adjacent public highway, which for the purpose of the drawings, ground floor will be regarded as level 00.

Approved:

R. G. Bennett, MA (Cantab) FRICS
City Surveyor

CITY SURVEYORS DEPARTMENT
15, Victoria Street
London, EC6A 3AF

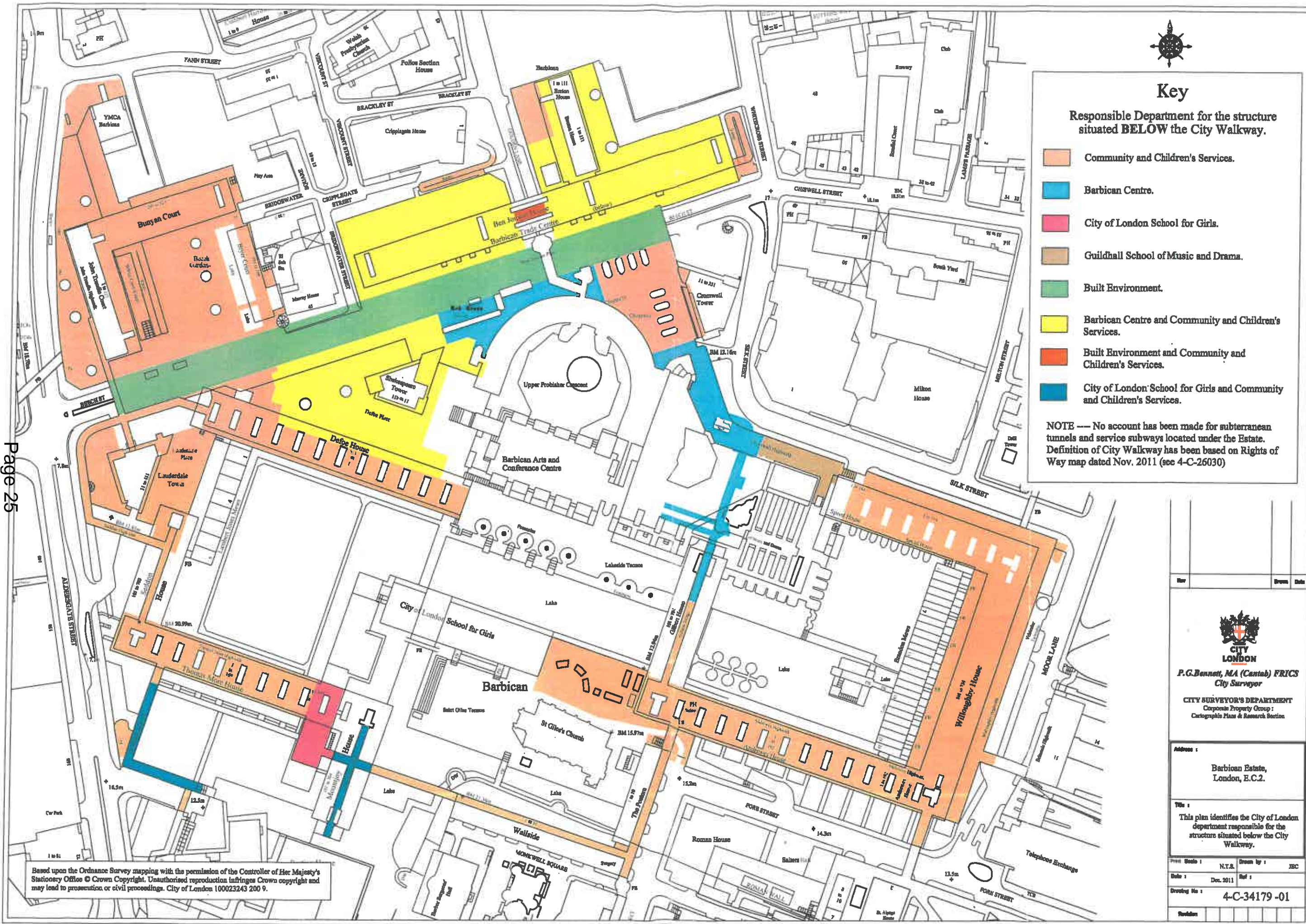
Address: Barbican Estate, London, EC2A 4PU

Plan illustrating the extent of the City of London's custodianship responsibilities (Upper Podium level)

Scale: 1:1000

Date: 10th May 2012

Ref: 4-C-33813-09



P.G. Bennett, MA (Cantab) FRICS
City Surveyor

CITY SURVEYOR'S DEPARTMENT
Corporate Property Group :
Cartographic Plans & Research Section

Address :
Barbican Estate,
London, E.C.2.

Title :
This plan identifies the City of London
department responsible for the
structure situated below the City
Walkway.

Scale : N.T.S.	Drawn by : JEC
Date : Dec. 2011	Ref : 4-C-34179 -01
Drawing No : 4-C-34179 -01	
Revision	

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	04 March 2019 18 March 2019
Subject: Service Level Agreements Quarterly Review October – December 2018	Public
Report of: Director of Community and Children's Services	For Information

Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter October – December 2018. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. This report covers the review of the quarter for October – December 2018 following the estate-wide implementation of the SLAs and KPIs with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter October – December.
3. House Officers, Resident Services Manager and the Head of Barbican Estates attended the recent SLA Working Party review meeting in January to review the SLAs and KPIs.
4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Robert Barker, Graham Wallace, Fred Rodgers, John Tomlinson, Christopher Makin), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the October – December 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 September 2018 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
8. All of the resolved issues to September 2018 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

9. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces SLAs.
10. The review of the SLAs and KPIs for the quarter January to March will take place in April 2019 and details of this review will be presented at the June committees.

Conclusion

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

Appendices

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

Background Papers

Quarterly reports to committee from 2005

Michael Bennett

Head of Barbican Estates

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APPENDIX 1

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

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
241	Oct - Dec 18	HO	Positive feedback from Christmas 'mix & mingle'. BEO will hold Easter 'mix & mingle'.	For comment only	✓
237	Jul-Sept 18	HO	Residents Survey.	Update about survey results sent out on email broadcast. Communications Officer providing individual responses to residents where requested.	
236	Jul-Sept 18	HO	SLA Booklet now being reviewed on Basecamp. (following review of HIP booklet)	For comment only. A "track changes" document will be provided on Basecamp for ease. Further delays due to other priorities this Autumn & current resources.	
Page 29			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			BAC Barbican Centre	BOG Barbican Operational Group	
			Source of comments		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
				AGM House Group Annual General Meeting	

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2018-19

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
241	Oct - Dec 18	SLA	Despite the exceptionally high KPI, window cleaning still perceived to be of poor quality by some residents.	Residents to be reminded to report poor cleaning at the time so it can be remedied.	✓
240	Oct - Dec 18	HO	Recruitment for Car Park Concierge vacancies is underway.	For comment only	✓
231	Oct - Dec 18	BEO	Podium lighting (managed by Department of the Built Environment DBE).	A number of lights have been out across the podium for some time. We have been chasing and escalating the issues but DBE have been slow to act and respond. BEO will continue to monitor and escalate if need be.	
230	Oct - Dec 18	BEO	New stores. Installation well under way. Some stores now let and in use.	Over 120 stores have been secured with deposits.	
229	Oct - Dec 18	BEO	Adjustment to Window Cleaning Schedule.	Due to a review of the risk assessments, window cleaning methods for several flats have had to be changed. Affected residents have been informed.	
228	Oct - Dec 18	HO	Salvage Stores - fly tipping and abandoned items.	Cleaners have had to spend a lot of time clearing this area and removing a great deal of rubbish. Reminders have been sent out about how to pass items on to the Salvage store. CCTV has now been installed.	✓
224	Jul -Sept 18	HO	Block cleaning & podium cleaning, both have improved on last quarter. However window cleaning issues have increased and the car park cleaning fell short this quarter.	Window cleaning comments are reviewed at weekly contractor meetings. Car park cleaning KPI has dropped however since some changes to the car park cleaning team the results are expected to improve in the next quarter. Significant improvement on the results in the last quarter for car park cleaning & window cleaning (Oct-Dec 18).	✓
222	Apr - Jun 18	HO	Car Park fire safety inspections.	Commenced this summer in the same way that the block fire escape/balcony inspections are carried out.	✓

APPENDIX 3

[illegible]

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

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APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
160	Oct - Dec 2018	SLA	External painting work required for most car parks.	Works have been scheduled to be complete this financial year.	
159	Oct - Dec 2018	HO/PS	Cold water storage tank project commences January 2019 to ensure we meet with standards in water hygiene.	For comment only	✓
158	Oct - Dec 2018	HO/PS	Frobisher Crescent heating and hot water system 'health checks' all completed by December 2018. Contract due to be tendered Spring 2019.	For comment only	✓
152	Jul-Sept 17	PS	Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme related to fire safety.	Communicated to the House Group Chairs only.	

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
183	Oct - Dec 2018	SLA	Large bags of garden waste should be removed more frequently.		
182	Oct - Dec 2018	RCC	Work to main lake.	Question raised about potential or future works to lake.	
181	Oct - Dec 2018	HO	Plant nursey area created to bring on seedlings and cutting. These can then be planted out in our gardens and on the podium. Carpark level of TM and MJ.	For comment only.	✓
180	Oct - Dec 2018	HO	Gleditsia tree was removed in the TM garden along the Defoe House border. It was leaning over the path and became unsafe.	For comment only.	✓
177	Apr - Jun 18	SLA	New garden recycling still has some issues and needs further publicity (locations, where soil can go).	BEO will feed back to the Cleansing team. Trial being reviewed in the Autumn.	
173	Jul-Sept 18	AGM	Sculpture Court planters - they are in need of repair/replacement and planting issues need to be addressed - residents comments from AGM.	Reviewed at the Frobisher Crescent Liaison Group Meeting in October - further discussions to take place with the Barbican Arts Centre.	

Appendix 6. Barbican KPIs 2018-19

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18		OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	JUL - SEPT 2018	Oct to Dec 2018	PROGRESS AGAINST TARGET	SUMMARY
Customer Care										
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%		100%	100%	100%	100%	100%		39 letters received
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%		100%	100%	100%	100%	100%		94 emails received
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	100%	100%	100%		2 formal complaints received
Repairs & Maintenance										
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%		99%	99%	98%	98%	97%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%		99%	98%	98%	98%	97%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%		96%	99%	98%	97%	96%	😊	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		99%	99%	99%	97%	91%	😞	HOs been scrutinising with PS & contractors this KPI.
Availability % of Barbican lifts	Tower lifts 99%	Tower lifts 99%		Tower Lifts 99.57%	Tower lifts 99.88%	99.80%	99.34%	99.42%	😊	
	Terrace lifts 99%	Terrace lifts 98.9%		Terrace Lifts 98.86%	Terrace lifts 99.10%	98.85%	99.27%	99.74%	😊	

[illegible]

Title of Indicator	TARGET 2018/19	ACTUAL 2017/18		OCT - DEC 2017	JAN - MAR 2018	APR - JUN 2018	JUL - SEPT 2018	Oct to Dec 2018	PROGRESS AGAINST TARGET	SUMMARY
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	100%	100%	😊	
Major Works										
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	95%		Willoughby 100% Brandon Mews 75%	N/A	N/A	86% MJ 78% TMH	N/A		
Short Term Holiday Lets										
Possible STHL reported to BEO because of noise or nuisance	NA	NA		0	0	0	0	1		
STHL reported to BEO after being found on a website and being investigated	NA	NA		1	1	1	3	0		
STHL at Stage 1	NA	NA		0	1	1	2	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		NA	NA	7	0	1		
Number of cases outstanding.	NA	NA		NA	NA	NA	2	1		

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Committee(s)	Dated:
Barbican Residents Consultation Committee Barbican Residential Committee	04/03/2019 18/03/2019
Subject: Policy for Miscellaneous Car Park Charges	Public
Report of: Director of Community and Children's Services	For information by the RCC For decision by BRC
Report authors: Barry Ashton Car Park and Security Manager	

Summary

At its meeting on 21 June 2018, the Barbican Residential Committee received a report on the Charging Policy for Car Parking on the Barbican Estate. Members agreed to a one-year Policy for residential car parking charges. However, no decision was made with regard to charges for other facilities within the car parks.

The BRC's Member/Officer Working Party met in October 2018 and a report was presented to Committee. This further report proposes a Policy for Miscellaneous Car Parking charges.

Recommendations

The Barbican Residential Committee is asked to endorse the work and recommendations of the Member/Officer Working Party and specifically, to approve the following recommendations for Miscellaneous charges within the Barbican Estate car parks:

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

Main Report

Background

4. At its meeting on 21 June 2018, the Barbican Residential Committee received a report on the Charging Policy for Car Parking on the Barbican Estate. Members agreed to an increase for residential car parking charges. However, no decision was made with regard to charges for other facilities within the car parks.
5. The BRC's Member/Officer Working Party met in October 2018 and reviewed a number of proposals which were presented to Committee. This further report proposes a Policy for Miscellaneous Car Parking charges.
6. The members of the Working Party are:
 - Michael Hudson (Chair) – Chairman of the BRC
 - Sue Pearson – Deputy Chairman of the BRC
 - Randall Anderson – Member of the BRC
 - John Tomlinson – Member of the BRC
 - Paul Murtagh – Assistant Director Barbican & Housing
 - Michael Bennett – Head of Barbican Estates

Current Position - Miscellaneous Car Parking Charges

7. Charges for Temporary Car Parking, Motorcycles, and Bicycle Storage have not been increased since June 2017.
8. The numbers of current users are as follows:
 - a. Temporary Car Parking – 6,005 (ticketed vehicles for 2018)
 - b. Motorcycle Licences – 42
 - c. Bicycle Pods - 30
 - d. Bicycle Lockers - 72

Current Position - Long-term bay agreements

9. Leaseholders requests for long-term car bay agreements have been on hold during the stores project but there is still interest. The agreement states that the service charge is calculated as the estimated cost of services (car parking staff, repairs and maintenance, electricity, water, insurance, equipment, cleaning, supervision and management) divided by the number of available car parking spaces.
10. The new stores project and an audit of the car parks usable bays has reduced the number of available car parking bays. Therefore, it is estimated that there will be a relatively large increase in the service charges for long-term car bay users in 2019/20.

Proposals from the Working Party

11. The Officer/Member Working Party proposed that miscellaneous charges be reviewed in line with CPI over a period of two years in September 2019. This was due to the relatively high level of administration involved compared to estimated income. The proposals are that charges are increased based on the CPI in May 2018 and May 2019 and take effect in September 2019 for the following:

- Temporary Car Parking
- Motorcycle Licences
- Bicycle Pods
- Bicycle Lockers

12. The Working Party queried the history of the differentials between the annual service charge for long-term car bay users and the rental charges and whether there could be resistance to a large increase in service charge (see history of charges in Appendix 1).

13. Furthermore, income from the car park stores is now attributed to the Car Park Account. Therefore, the agreement could be amended to state that the service charge is calculated as the estimated cost of services for car parking and stores in the car parks divided by the number of available car parking spaces plus those that are occupied by resident stores.

Implications

14. The effect of the current CPI (2%) on the above miscellaneous charges would be an estimated additional £1.6k income per annum.

15. The City Solicitor has advised that any variation to the 94 resident long-term car bay agreements would have to be by agreement with all of current users.

Conclusions

16. The Member/Officer Working Party, set up at the instruction of the BRC, has reviewed comments from Members and their recommendations are laid out in paragraphs 1-3 of this report.

Appendices

- Appendix 1 – Differentials between the annual service charge for a long-term car bay agreement and the rental charge

Background Papers

Car Park Strategy Stage One 2009

Car Park Strategy Update 2009

Barbican Estate Car Park Efficiency Strategy Working Party 2011

Baggage Stores Charging Policy 2011

Car Park Charging Policy February 2013

Car Park Charging Policy December 2013
Car Park and Baggage Stores Charging Policy January 2014
Revenue and Capital Budgets – Latest Approved Budget 2013/14 and Original Budget 2014/15
Service Based Review Proposals – Department of Community & Children's Services 2014
Car Park Charging Policy 2015
Car Park Charging Policy March 2016
Service Based Review March 2016
Review of Public Car Park Provision in the City November 2016
Charging Policy for Car Parking and Stores November 2016
Charging Policy for Car Parking June 2017
Charging Policy for Car Parking and Stores June 2018
Charging Policy for Car Parking and Stores December 2018
Charging Policy for Car Parking and Stores January 2019

Barry Ashton

Car Park and Security Manager
Department of Community and Children's Services
T: 020 70293920 and E: barry.ashton@cityoflondon.gov.uk

Appendix 1

Differentials between the annual service charge for a long-term car bay agreement and the rental charge

Date	Rental Charge	Service Charge
2009/2010	£1,038	£855
2010/2011	£1,038	£803
2011/2012	£1,070	£818
2012/2013	£1,126	£832
2013/2014	£1,155	£940
2014/2015	£1,183	£864
2015/2016	£1,210	£867
2016/2017	£1,225	£876
2017/2018	£1,258	£920
2018/2019	£1,340	£962
2019/2020	£1,420*	£1139**

* To be reviewed by Car Park Charging Working Party and Barbican Residential Committee - Spring 2019

** TBC

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Committee(s)	Dated:
Barbican Residents Consultation Committee Barbican Residential Committee	04/03/2018 18/03/2019
Subject: Charging Policy for Disabled Car Park Users	Public
Report of: Director of Community and Children's Services	For information (RCC) For decision (BRC)
Report author: Barry Ashton - Car Park and Security Manager	

Summary

At its meeting on 21 June 2018, the Barbican Residential Committee received a report on the Charging Policy for Car Parking on the Barbican Estate, where Members agreed to a one-year Policy for residential car parking charges. The Barbican Estate does not currently have a charging Policy for Disabled Car Parking.

Officers were instructed to carry out an Equalities Impact Assessment to enable the BRC's Member/Officer Working Party to assess whether a reduced charge should apply to disabled or similar users and, if so, what the reduction should be.

The BRC's Member/Officer Working Party met in October 2018 and a report was presented to Committee. This further report proposes a Policy for Disabled Car Park Users.

Recommendations

The Barbican Residential Committee is asked to endorse the work and recommendations of the Member/Officer Working Party and specifically, to approve a Charging Policy for Disabled Car park Users based on either option 1 or 2:

1. Option 1: a 25% reduction on the approved Car Parking bay charges in line with the annual review of charges in June 2019
2. Option 2: a CPI increase on the approved Car parking bay charges in line with the annual review of charges in June 2019
3. In addition to provide a concession of 2 hours free parking for disabled residents (blue or red badge holders) visiting ward motes (in Cripplegate and Aldersgate), and by prior arrangement with the Barbican Estate Office

Main Report

Background

4. At its meeting on 21 June 2018, the Barbican Residential Committee received a report on the Charging Policy for Car Parking on the Barbican Estate. Members agreed to a one-year policy for residential car parking charges.
5. It further agreed that an Equalities Impact Assessment be undertaken to assess the impact of the new Charging Policy and that this should be presented to the Working Party.
6. The BRC's Member/Officer Working Party met in October 2018 and reviewed a number of proposals which were presented to Committee. This further report proposes a Policy for Disabled Car park Users.
7. Members of the Working Party are:
 - Michael Hudson (Chair) – Chairman of the BRC
 - Sue Pearson – Deputy Chairman of the BRC
 - Randall Anderson – Member of the BRC
 - John Tomlinson – Member of the BRC
 - Paul Murtagh – Assistant Director Barbican & Housing
 - Michael Bennett – Head of Barbican Estates

Current Position

8. An Equalities Analysis was carried out of the new Car Parking Charging Policy (see Appendix 1).
9. Currently there are 11 disabled resident car park users on the Barbican Estate. The Working Party noted that very few residents used the car park on a temporary basis and agreed that disabled users for temporary car parking will continue to be managed on an individual basis by the on-site Concierge staff.

Proposals from the Working Party

10. That the BRC consider the following options:
 - a 25% reduction (currently £335) on the approved Car Parking bay charges (currently £1,340) in line with the annual review of charges in June 2019
 - a CPI increase on the approved Car parking bay charges in line with the annual review of charges in June 2019
 - provide a concession of 2 hours free parking for disabled residents (blue or red badge holders) visiting ward motes (in Cripplegate and Aldersgate), and by prior arrangement with the Barbican Estate Office

Implications

11. All costs on any reductions pertaining to approvals by this Committee will be met by the Car Park Account.

Conclusions

12. The Member/Officer Working Party, set up at the instruction of the BRC, has reviewed comments from Members and resident representatives and a number of options are laid out in paragraphs 1-3 of this report.

Appendices

- Appendix 1 – Equalities Analysis

Background Papers

Car Park Strategy Stage One 2009

Car Park Strategy Update 2009

Barbican Estate Car Park Efficiency Strategy Working Party 2011

Baggage Stores Charging Policy 2011

Car Park Charging Policy February 2013

Car Park Charging Policy December 2013

Car Park and Baggage Stores Charging Policy January 2014

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

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

Car Park Charging Policy 2015

Car Park Charging Policy March 2016

Service Based Review March 2016

Review of Public Car Park Provision in the City November 2016

Charging Policy for Car Parking and Stores November 2016

Charging Policy for Car Parking June 2017

Charging Policy for Car Parking and Stores June 2018

Charging Policy for Car Parking and Stores December 2018

Charging Policy for Car Parking and Stores January 2019

Barry Ashton

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TEST OF RELEVANCE: EQUALITY ANALYSIS (EA)



The screening process of using the Test of Relevance template aims to assist in determining whether a full Equality Analysis (EA) is required. The EA template and guidance plus information on the Equality Act and the Public Sector Equality Duty (PSED) can be found on Colnet at: <http://colnet/Departments/Pages/News/Equality-and-Diversity.aspx>

Introduction

The Public Sector Equality Duty (PSED) is set out in the Equality Act 2010 (s.149). This requires public authorities, in the exercise of their functions, to have 'due regard' to the need to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between people who share a protected characteristic and those who do not, and
- Foster good relations between people who share a protected characteristic and those who do not

The characteristics protected by the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership.
- Pregnancy and maternity
- Race
- Religion or belief
- Sex (gender)
- Sexual orientation

What is due regard?

- It involves considering the aims of the duty in a way that is proportionate to the issue at hand
- Ensuring that real consideration is given to the aims and the impact of policies with rigour and with an open mind in such a way that it influences the final decision
- Due regard should be given before and during policy formation and when a decision is taken including cross cutting ones as the impact can be cumulative.

The general equality duty does not specify how public authorities should analyse the effect of their business activities on different groups of people. However, case law has established that equality analysis is an important way public authorities can demonstrate that they are meeting the requirements.

Even in cases where it is considered that there are no implications of proposed policy and decision making on the PSED it is good practice to record the reasons why and to include these in reports to committees where decisions are being taken.

It is also good practice to consider the duty in relation to current policies, services and procedures, even if there is no plan to change them.

How to demonstrate compliance

Case law has established the following principles apply to the PSED:

- **Knowledge** – the need to be aware of the requirements of the Equality Duty with a conscious approach and state of mind.
- **Sufficient Information** – must be made available to the decision maker
- **Timeliness** – the Duty must be complied with before and at the time that a particular policy is under consideration or decision is taken not after it has been taken.
- **Real consideration** – consideration must form an integral part of the decision-making process. It is not a matter of box-ticking; it must be exercised in substance, with rigour and with an open mind in such a way that it influences the final decision.
- **Sufficient information** – the decision maker must consider what information he or she has and what further information may be needed in order to give proper consideration to the Equality Duty
- **No delegation** - public bodies are responsible for ensuring that any third parties which exercise functions on their behalf are capable of complying with the Equality Duty, are required to comply with it, and that they do so in practice. It is a duty that cannot be delegated.
- **Review** – the duty is continuing applying when a policy is developed and decided upon, but also when it is implemented and reviewed.

Test of Relevance screening

The Test of Relevance screening is a short exercise that involves looking at the overall proposal and deciding if it is relevant to the PSED.

Note: If the proposal is of a significant nature and it is apparent from the outset that a full equality analysis will be required, then it is not necessary to complete the Test of Relevance screening template and the full equality analysis and be completed.

The questions in the Test of Relevance Screening Template to help decide if the proposal is equality relevant and whether a detailed equality analysis is required. The key question is whether the proposal is likely to be relevant to any of the protected characteristics.

What to do

In general, the following questions all feed into whether an equality analysis is required:

- How many people is the proposal likely to affect?
- How significant is its impact?
- Does it relate to an area where there are known inequalities?

At this initial screening stage, the point is to try to assess obvious negative or positive impact.

If a negative/adverse impact has been identified (actual or potential) during completion of the screening tool, a full equality analysis must be undertaken.

If no negative / adverse impacts arising from the proposal it is not necessary to undertake a full equality analysis.

However there is no requirement to:

- Produce equality analysis or an equality impact assessment
- Indiscriminately collect diversity data where equalities issues are not significant
- Publish lengthy documents to show compliance
- Treat everyone the same. Rather, it requires public bodies to think about people's different needs and how these can be met
- Make services homogeneous or to try to remove or ignore differences between people.

The key points about demonstrating compliance with the duty are to:

- Collate sufficient evidence to determine whether changes being considered will have a potential impact on different groups
- Ensure decision makers are aware of the analysis that has been undertaken and what conclusions have been reached on the possible implications
- Keep adequate records of the full decision making process

Quite often, the answer may not be so obvious and service-user or provider information will need to be considered to make a preliminary judgment. For example, in considering licensing arrangements, the location of the premises in question and the demographics of the area could affect whether section 149 considerations come into play.

There is no one size fits all approach but the screening process is designed to help fully consider the circumstances.

On completion of the Test of Relevance screening, officers should:

- Ensure they have fully completed and the Director has signed off the Test of Relevance Screening Template.
- Store the screening template safely so that it can be retrieved if for example, Members request to see it, or there is a freedom of information request or there is a legal challenge.
- If the outcome of the Test of Relevance Screening identifies no or minimal impact refer to it in the Implications section of the report and include reference to it in Background Papers when reporting to Committee or other decision making process.

1. Proposal / Project Title: Car Park Charging Policy

2. Brief summary (include main aims, proposed outcomes, recommendations / decisions sought):

Achieve a fair return on assets for the car parking spaces within the Barbican Estate.

Review and implement a charging policy for car parking.

Obtained advice from two separate independent consultations on opinions of value for car parking – use as basis for decision with committee.

3. Considering the equality aims (eliminate unlawful discrimination; advance equality of opportunity; foster good relations), indicate for each protected group whether there may be a positive impact, negative (adverse) impact or no impact arising from the proposal:

Protected Characteristic (Equality Group) <input checked="" type="checkbox"/>	Positive Impact	Negative Impact	No Impact	Briefly explain your answer. Consider evidence, data and any consultation.
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not possible to distinguish if relevant and whether someone of a different age group be able to meet possible increases or not.
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Possible negative impact, depending on disability and related restrictions. Should consider fostering a good relationship.
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Marriage and Civil Partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Pregnancy and Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Sex (i.e gender)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Relevant, as does not discriminate and would neither cause a Positive or Negative effect.

4. There are no negative/adverse impact(s)

N/A

Please briefly explain and provide evidence to support this decision:

5. Are there positive impacts of the proposal on any equality groups? N/A
Please briefly explain how these are in line with the equality aims:

6. As a result of this screening, is a full EA necessary? (Please check appropriate box using ☐)

Yes

No

Briefly explain your answer:

Disability awareness is the only factor that could possibly be impacted by the increases.

Recommend reviewing Disability Allowances as part of the Car Park Charging Working Party, which reviews policy and is attended by Senior CoL Officers and elected Members.

- Current number of disabled resident users - 11
- Availability of marked disabled bays – 0
- Comments received since commencing the new charging policy from 25 June 2018.
 - 14 Surrendered in total, none relating to disability or to cost.
 - 4 Moved away from the Estate, 2 no longer need a car and the others did not comment (as per appendix 2 (1))

Options for Disability Allowances;

1. Providing a pre-set number of disabled bays in designated areas is not practically possible, due to the scattering of the residential staircase entrances
2. Making use of two car parking bays for each disabled user for ease of access etc
3. CPI increases as previous basis for charging only to those that have a disability (subject to annual review).
4. City of London Public Car Parks Policy
 - The Blue Badge Scheme does not apply in the City but they do operate its own Red Badge scheme for people with disabilities who are City residents or permanent City workers.
 - Red Badge holders can park on a single yellow line for a period of 30 minutes, at payment parking bays and disabled bays without paying.
5. Housing Car Parks (other than BE) Policy
 - Have a small number of Designated Bays
 - Offer Discounted Rate of 50% (Acknowledge Blue and Red Badge Holders)
 - Have a report to Committee 24 September with the following three options
 - Maintain the 50% discount
 - Increase to a 75% discount
 - Provide Disabled Users a Bay for free

Recommendation: To introduce options 2 and 3 or await DCCS decision of Housing Policy and review

7. Name of Lead Officer: Barry Ashton

Job title: Car Park & Security Manager

Date of completion: 24 August 2018

Signed off by Department
Director :

Name:

Date:

Committee(s)	Dated:
Residential Consultation Committee – for information Barbican Residential Committee – for decision	04/03/2019 18/03/2019
Subject: Barbican Estate Residents Electric Vehicle Charging Policy	Public
Report of: Director of Community and Children's Services	For decision by the Barbican Residential Committee
Report authors: Barry Ashton Car Park and Security Manager	

Summary

In January 2019, the Barbican Residential Committee reviewed a report regarding the pilot of Electric Vehicle (EV) charging points across the Barbican Estate.

The installation of the current units, the pilot and associated costs have been funded by the Low Emission Neighbourhood (LEN), which ceases in April 2019.

This report proposes a Policy for the Electric Vehicle Charging at the Barbican Estate from April 2019.

Recommendations

The Barbican Residential Committee are asked to approve that:

1. From April 2019 EV Charging users have an additional quarterly surcharge on their car parking bay permit of £25 per quarter
2. From October 2019 (or sooner if funding and resources allow) EV Charging users to be charged for the electricity they use
3. From October 2019 EV Charging users are directly billed per kWh of electricity at 25p/kW (14p/kW domestic rate + 11p management levy/kW)
4. All EV Charging users are assigned a dedicated EV bay, in line with the Car Parking Licence
5. Officers to progress associated works to provide as many of the other car parks with charging facilities and connections via Smart Technology, that the current additional LEN funding allows
6. Officers continue to update the Electrical Vehicle Working Party (EVWP), carrying out a review after one year and report back to this committee

Main Report

Background

7. In December 2016, a Working Party was established by the Barbican Residential Committee to look to pilot the introduction of EV charging points across the Estate.
8. Consultants were contracted to oversee the pilot and produce a report with recommendations for a working business model regarding cost and management of the charging units, and for further roll-out of EV charging on the Estate. This was presented to members in January 2019.
9. In May 2018, 22 charging units were installed in five car parks (Breton, Bunyan, Cromwell, Thomas More & Willoughby) on the Estate providing a total capacity for 30 EV charging bays. A selection of charging units were chosen and installed as part of the trial to determine the best type of charger to meet residents' requirements.
1. 15 participants took part in the pilot and the main findings included:
 - Average electricity consumption of 1.3kW / day per participant
 - Low usage is due to high proportion of plug-in hybrid EVs in the participant group and low mileage due to inner City location
 - Preference for users to be charged per kW of electricity they use
 - Preference for dedicated use bays
 - Convenience of charging units' locations is key to uptake of using charging points
 - Preference for communicating charging units that can be operated with a swipe card and are connected to the Chargemaster management system
 - 7kW units identified as most suitable
10. The installation of the current EV charging units on the Estate, the pilot and associated costs has been totally funded by the LEN, with no charges to residents or the Car Park Account. This funding ceases in April 2019.

Current Position

11. At its meeting on 31 January 2019, Members requested assurances for residents regarding:
 - Procedures for users
 - Metering of electricity use and its invoicing
 - Communication of the Policy
 - Timelines

Options

12. The LEN Project team have been able to provide a further £40,000 funding to this project, which has to be spent within this current financial year.
13. This funding will be used for the work which is currently proceeding:

- Conversion of all current outstanding equipment to smart charging points (within Breton and Cromwell Car Parks)
- Data cabling for those car parks that require additional monitoring capabilities (Breton and Cromwell Car Parks)
- New charging facilities including smart charging points in Defoe Car Park, including the installation of passive cabling for future points.

Proposals

14. That the Barbican Residential Committee approve the following:

- From April 2019 EV Charging users have an additional quarterly surcharge on their car parking bay permit of £25 per quarter
- From October 2019 (or sooner if funding and resources allow) EV Charging users to be charged for the electricity they use
- From October 2019 EV Charging users are directly billed per kWh of electricity at 25p/kW (14p/kW domestic rate + 11p management levy/kW)
- All EV Charging users are assigned a dedicated EV bay, in line with the Car Parking Licence
- Officers to progress associated works to provide as many of the other car parks with charging facilities and connections via Smart Technology, that the current additional LEN funding allows
- Officers continue to update the EV WP and carry out a review after one year

15. Officers to provide EV Charging Users with a procedure user guide for the charge points including how they will be invoiced.

16. Officers to continue pursuing for alternative funding schemes to enable passive cabling infrastructure and the associated smart charging technology for the remaining car parks to allow the installation of individual charging units on an “on demand basis”.

Conclusions

17. This project is currently being fully funded by the LEN project. From 1 April 2019, costs and management associated with the EV charging in Barbican car parks will no longer be sustained by LEN funding. Recommendations to resolve this are laid out in paragraphs 1-6 of this report.

Background Papers

Electric Vehicle Charging Points Pilot Project - June 2017

Barbican Estate Residents Electric Vehicle Charging Infrastructure - January 2019

Barry Ashton

Car Park and Security Manager

Department of Community and Children's Services

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Committees: Barbican Residents Consultation Committee (For Information) Barbican Residential Committee (For Decision) Projects Sub Committee (For Decision)		Dates: 04 March 2019 18 March 2019 22 March 2019
Subject: Barbican Estate Redecoration Programme 2020-25 Unique Project Identifier: 12035	Gateway 3/4: Options Appraisal (Regular)	
Report of: Director of Community & Children's Services Report Author: David Downing; Steven Murray		For Decision
<h1>PUBLIC</h1>		

1. Next steps and Requested decisions	<p>Project Mission statement: This project will address the cyclical redecoration of internal and external areas of the residential blocks of the Barbican Estate as identified for the next five financial years (2020/21-2024/25) of the redecorations programme.</p> <p>Next Gateway: <i>Gateway 5: Authority to Start Work</i></p> <p>Next Steps:</p> <p>Pre-tender S20 consultation with long leaseholders.</p> <p>Procurement</p> <p>Post-tender S20 consultation with long leaseholders.</p> <p>Requested Decisions:</p> <p>The Barbican Estate Residents Consultation Committee is asked to note this report for information only.</p> <p>The Barbican Residential Committee and the Projects Sub Committee are asked to note and approve the following:</p> <ol style="list-style-type: none"> 1. That Option 2 is approved for proceeding to Procurement and Gateway 5. 2. That the project scope is to be expanded to include the internal redecoration of those six blocks removed from the expiring redecoration contract due to the ongoing uncertainty regarding the need to replace internal fire doors.
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	<div>3. That the estimated total project budget of £3,037,500 - £3,375,000 is noted.</div> <div>4. That an additional budget of £3,000 is approved to reach the next Gateway.</div>												
2. Resource requirements to reach next Gateway	<div>From recommended option</div> <table><tr><th>Item</th><th>Reason</th><th>Funds/ Source of Funding</th><th>Cost (£)</th></tr><tr><td>Staff Costs</td><td>Procurement, Consultation</td><td>Long Lessee contributions (95%) / Barbican Res. Local Risk budget (5%)</td><td>£3,000</td></tr><tr><td>Total</td><td></td><td></td><td>£3,000</td></tr></table>	Item	Reason	Funds/ Source of Funding	Cost (£)	Staff Costs	Procurement, Consultation	Long Lessee contributions (95%) / Barbican Res. Local Risk budget (5%)	£3,000	Total			£3,000
Item	Reason	Funds/ Source of Funding	Cost (£)										
Staff Costs	Procurement, Consultation	Long Lessee contributions (95%) / Barbican Res. Local Risk budget (5%)	£3,000										
Total			£3,000										
3. Overview of project options	<div>There are two options:</div> <div>Option 1 is founded upon procuring a series of redecoration contracts to cover the identified works on an annual basis.</div> <div>Option 2 is to build upon the previous successful approach by procuring a single contractor for a 5-year programme of works.</div>												
4. Recommended Option	<div>Option 2 is recommended. A single procurement exercise will minimise project development costs, will present cost savings via economies of scale and provide cost surety throughout the programme during an uncertain economic climate. Furthermore, a single contractor with have an ongoing commitment to maintaining the Estate to the standards required. The current redecoration contract as held by K&M McLoughlin Ltd, which expires March 2020, was procured in this manner. This contract has to date been a clear success, with works completed on time and to budget whilst meeting the high standards required by both the City and residents for the Barbican Estate.</div>												
5. Procurement approach	<div>The route to market will be via an open (below-OJEU) tender advertised on the Capital E-sourcing portal. The recommended technical/price evaluation ratio is 60:40 for this contract.</div> <div>City Procurement Project Reference: 16/189PS.</div>												

Appendices

Appendix 1	Project Coversheet
Appendix 2	PT4 Procurement Form

Contact

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Options Appraisal Matrix

Option Summary	Option 1 – annual procurement	Option 2 – 5-year programme				
1. Brief description of option	<p>This project will address the cyclical redecoration of internal and external areas of the predominantly residential aspects of the Barbican Estate. Under this option, the works will be procured out on an annual basis.</p>	<p>This project will address the cyclical redecoration of internal and external areas of the predominantly residential aspects of the Barbican Estate. Under this option, a contractor will be appointed to complete a 5-year programme of works. This is the approach that was used to procure the current redecoration contract which expires March 2020. This contract has to date been a clear success, with works completed on time and to budget whilst meeting the high standards required by both the City and residents for the Barbican Estate.</p>				
2. Scope and exclusions	<p>The project applies to the Barbican Residential Estate. Blocks will be addressed through annual projects.</p> <p>Due to uncertainty on the long-term strategy of the possible replacement of flat front doors as a result of fire safety tests, internal redecoration cannot be procured on a 1-year basis until the results become clear and a strategy developed in the event of the front doors being replaced/upgraded. The initial procurements for</p>	<p>The programme applies to the Barbican Residential Estate, multiple blocks will be included as part of a 5-year programme.</p> <p>The external redecoration programme is as follows:</p> <table><tr><th>YEAR</th><th>External Redecoration</th></tr><tr><td>2020/21</td><td>Bryer Court Bunyan Court John Trundle Court</td></tr></table>	YEAR	External Redecoration	2020/21	Bryer Court Bunyan Court John Trundle Court
YEAR	External Redecoration					
2020/21	Bryer Court Bunyan Court John Trundle Court					

the early years of the programme will therefore be for external works only.

The year 1 programme is as follows:

YEAR	External Redecoration
2020/21	Bryer Court Bunyan Court John Trundle Court

Subsequent procurements would, beyond those blocks indicated at Gateway 2 (see Appendix 1 - Project Coversheet) include a further six blocks (Gilbert House, Willoughby House, Bunyan House, Cromwell Tower, Speed House & Defoe House) whose internal redecoration was deferred from the expiring redecorations contract due to uncertainty regarding the internal fire door strategy. The scheduling of these blocks within the 5-year programme of annual procurements is dependent on the determination of that strategy.

YEAR	External Redecoration
2021/22	Ben Jonson House Breton House Cromwell Tower Frobisher Crescent
2022/23	Lauderdale Tower Shakespeare Tower
2023/24	Andrewes House Defoe House Speed House
2024/25	Brandon Mews Gilbert House Willoughby House

The following list of blocks are also to have internal redecorations included within this proposed 5-year programme:

Ben Jonson House, Breton House, Mountjoy House, Andrewes House, Lauderdale Tower, Seddon House, Shakespeare Tower, Thomas More House, Gilbert House, Frobisher Crescent.

		<p>The scheduling of these blocks within the 5-year programme is dependent on the determination of the Barbican Estate internal fire door strategy.</p> <p>A further six blocks (Gilbert House, Willoughby House, Bunyan House, Cromwell Tower, Speed House & Defoe House) whose internal redecoration was deferred from the expiring redecoration contract due to uncertainty regarding the internal fire door strategy, are to be added to the previously approved Gateway 2 project scope. The inclusion of these additional works is estimated to increase the total estimated project budget by £775,000.</p> <p>With having the internal redecoration procured within this 5-year programme, we will then have both cost certainty for each block for the next 5 years along with the flexibility to be able to commence with the works once the long-term strategy for the flat front doors has been made following receipt of the fire safety test results. Furthermore, by ensuring that the internal redecoration were procured on a basis whereby the cost of redecoration the existing fire doors and surroundings could be included or omitted on instruction we would ensure that the internal works proposed would remain appropriate in terms of price and scope whatever the outcome of the fire door strategy.</p>
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Project Planning		
3. Programme and key dates	Year 1 programme: <ul style="list-style-type: none"> • Gateway 3/4 Options Appraisal – March 2019 • Procurement of year 1 contractor – complete August 2019 • Gateway 5 (year 1) – Autumn 2019 • Deliver year 1 works– through April 2020 – March 2021 • Procurement of year 2 contractor – complete August 2020 • Gateway 5 (year 2) – Autumn 2020 • Deliver year 2 works– through April 2021 – March 2022 <p>Years 3-5 would proceed on a similar pattern.</p>	Overall programme: <ul style="list-style-type: none"> • Gateway 3/4 Options Appraisal – March 2019 • Procurement of contractor – complete August 2019 • Deliver works– through April 2020 – March 2025 <p>Key dates: Contract to commence in April 2020.</p> <p>Other works dates to coordinate: The project will have regard to other projects on the Barbican Estate. This included aligning the external redecorations of the Barbican Centre with the residential floors above within Frobisher Crescent and co-ordinating the redecoration programme around Phase II of the podium water proofing project.</p>
4. Risk implications	Overall project option risk: Green	
5. Stakeholders and consultees	<ul style="list-style-type: none"> • Residents, including leaseholders through Section 20 consultation where they stand to incur service charges. • Departments of City Surveyor's, Town Clerks, Planning and Chamberlain's (including CityProc). 	

	<ul style="list-style-type: none"> • Members and Ward Members. • Barbican Centre (with regard to Frobisher Crescent). 	
6. Benefits of option	<ul style="list-style-type: none"> • An under performing contractor can be removed from site with minimal risk to the overall programme. 	<ul style="list-style-type: none"> • A single procurement exercise. • Cost surety provided throughout the programme during uncertain economic climate. • A single contractor with an ongoing commitment to maintaining the Estate to the standards required. • Economies of scale from 5-year contract. • Replicates current contract which has operated successfully.
7. Disbenefits of option	<ul style="list-style-type: none"> • Considerable increase in officer time and associated staff costs due to annual procurements. • Potential for multiple contractors could lead to differing standards of work throughout the estate. • Little scope for achieving economies of scale. 	<ul style="list-style-type: none"> • Should market conditions change dramatically during the 5-year period, works may have to be re-procured to ensure continued value for money.

Resource Implications		
8. Total Estimated cost	£700,000 - £750,000 (works costs) per annum. £787,500 - £843,750 (including fees/staff costs) per annum Total Project Budget: £3,937,500 - £4,218,750	£2,700,000 - £3,000,000 (works costs) £3,037.500 - £3,375.000 (including fees/staff costs) Total Project Budget: £3,037.500 - £3,375.000
9. Funding strategy	The project is funded by the City Fund, the majority (circa 95%) of the cost is recoverable by way of service charges from leaseholders, the remainder (circa 5%) is funded from ongoing annual Barbican Residential local risk revenue budgets.	
10. Investment appraisal	N/A	
11. Estimated capital value/return	N/A	
12. Ongoing revenue implications	There will be annual one-off costs relating to individual blocks that are decorated each year.	There will be annual costs relating to the 5-year programme. The costs will be known in advance aiding financial planning.
13. Affordability	The works have been factored into the Asset Management plans for the Barbican Estate. Circa 95% of the cost is recoverable from long leaseholders.	The works have been factored into the Asset Management plans for the Barbican Estate, the programmed approach is considered more cost effective. Circa 95% of the cost is recoverable from long leaseholders.

14. Legal implications	Maintaining the assets in a compliant way discharges the City's legal and statutory obligations.	
15. Corporate property implications	It is important that the City's assets remain in good, safe and statutory compliant condition. Therefore, all necessary action should be taken to ensure that assets are kept as such throughout the assets' lifetime.	
16. Traffic implications	This would be discussed and agreed with appointed contractors where the works have any impact on roads/highways, this does not apply to the majority of the Barbican Estate.	
17. Sustainability and energy implications	The finishes will be specified to be of high quality and as durable as possible, ensuring the cycle of required redecorations is not disrupted by early failure of materials.	
18. IS implications	N/A	
19. Equality Impact Assessment	N/A	
20. Data Protection Impact Assessment	N/A	
21. Recommendation	Not recommended	Recommended

Project Coversheet

[1] Ownership

Unique Project Identifier: 12035 **Report Date:**
Core Project Name: Barbican Estate Redecoration Programme 2020-25
Programme Affiliation (if applicable): N/A
Project Manager: David Downing
Next Gateway to be passed: Gateway 3/4

[2] Project Brief

Project Mission statement: This project will address the cyclical redecoration of internal and external areas of the residential blocks of the Barbican Estate as identified for the next five financial years (2020/21-2024/25) of the redecoration programme. The current five-year contract, ending March 2020, has to date been a success with the works being delivered within budget, to the required quality and with a high level of resident satisfaction. It is intended to procure a similar contract which will deliver cost surety and maintain the high standards set.

The outline programme, as approved at Gateway 2, for the next five years encompasses the internal redecoration of nine blocks and the external redecoration of fifteen blocks.

YEAR	Internal Redecoration	External Redecoration
2020/21	Ben Jonson House Breton House Mountjoy House	Bryer Court Bunyan Court John Trundle Court
2021/22	Andrewes House Lauderdale Tower Seddon House	Ben Jonson House Breton House Cromwell Tower Frobisher Crescent
2022/23	Shakespeare Tower Thomas More House	Lauderdale Tower Shakespeare Tower
2023/24		Andrewes House Defoe House Speed House
2024/25	Frobisher Crescent	Brandon Mews Gilbert House Willoughby House

Definition of need: The City has legal responsibilities as freeholder of the Barbican Estate to undertake maintenance to protect the assets from deterioration. A cyclical programme of works has been drawn up whereby the exterior of blocks are redecorated on a seven-year cycle, with the interiors on a ten-year cycle as dictated by recommended product lifecycles.

Key measures of success:

- 1) Barbican Estate redecorated and maintained to the high standards required.
- 2) Works are managed to minimise disruption to residents and impact on the general public and wider public realm.
- 3) Resident satisfaction above City's corporate targets.

[3] Highlights

Finance:

Total anticipated cost to deliver [£]: £3,037,500 - £3,375,000
Total potential project liability (cost) [£]: £3,037,500 - £3,375,000
Total anticipated on-going commitment post-delivery [£]: N/A
Programme Affiliation [£]: N/A

[A] Budget Approved to Date*	[B] New Financial Requests	[C] New Budget Total (Post approval)
£37,500	£3,000	£40,500
[D] Previous Total Estimated Cost of Project	[E] New Total Estimated Cost of Project	[F] Variance in Total Estimated Cost of Project (since last report)
£2,600,000	£3,375,000	£775,000
[G] Spend to Date	[H] Anticipated future budget requests	
£15,000	£3,334,500	

Headline Financial changes:

Since 'Project Proposal' (G2) report:

▲ Increase from £2,600,000 to £3,375,000 due to expanded project scope.

Since 'Options Appraisal and Design' (G3-4) report:

N/A

Since 'Authority to start Work' (G5) report:

N/A

Project Status:

Overall RAG rating: Green

Previous RAG rating: Green

[4] Member Decisions and Delegated Authority

N/A

[5] Narrative and change

Date and type of last report:

Gateway 2 – Project Proposal (12 December 2018)

Key headline updates and change since last report.

The project scope has expanded to include the internal decoration of additional blocks removed from the current 5-year redecorations contract due to ongoing uncertainty regarding the need to replace internal fire doors.

Internal redecorations to the following blocks have been added to the Gateway 2 programme: Gilbert House, Willoughby House, Bunyan House, Cromwell Tower, Speed House & Defoe House. The scheduling and scope of works for all internal redecorations covered by the new 5-year programme will be confirmed once the fire-door strategy is determined.

Headline Scope/Design changes, reasons why, impact of change:**Since 'Project Proposal' (G2) report:**

The project scope has expanded to include the internal decoration of additional blocks removed from the current redecorations contract due to ongoing uncertainty regarding the need to replace internal fire doors.

Since 'Options Appraisal and Design' (G3-4 report):

N/A

Since 'Authority to Start Work' (G5) report:

N/A

Timetable and Milestones:

Expected timeframe for the project delivery: April 2020 – March 2025

Milestones:

- | |
|---|
| 1) Gateway 3/4 approval - March 2019 |
| 2) Pre-tender S20 consultation - April/May 2019 |
| 3) Procurement - June 2019 |

Are we on track for this stage of the project against the plan/major milestones? Yes

Are we on track for completing the project against the expected timeframe for project delivery? Yes

Risks and Issues**Top 3 risks:**

<i>Risk description</i>	Internal redecoration programme dependent on results of fire door testing.
<i>Risk description</i>	Economic uncertainty may cause market instability and industry disruption.
<i>Risk description</i>	Leaseholder challenge to any fire door works may cause internal redecorations to be further deferred.

See 'risk register template' for full explanation.

Top 3 issues realised

<i>Issue Description</i>	Impact and action taken	<i>Realised Cost</i>

Has this project generated public or media impact and response which the City of London has needed to manage or is managing?

N/A

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PT4 - Committee Procurement Report

This document is to be used to identify the Procurement Strategy and Purchasing Routes associated with a project and only considers the option recommended on the associated Gateway report.

Introduction

City Procurement Project Reference:	16/189PS		
Project / Contract Title:	Barbican Estate Redecoration Programme 2020-25		
Project Lead & Contract Manager:	David Downing	Lead Department:	DCCS Housing & Barbican
Category Manager:	Michael Harrington	Other Contact:	n/a
Total Contract Value (excluding VAT and inc. extension options):	£2,700,000 - £3,000,000	Contract Duration (inc. extension options):	60 Months
Budget approved Capital/Revenue:	No Capital	Capital Project reference (if applicable):	04800017
Gateway Approval Process <ul style="list-style-type: none"> - Is this project subject to the Gateway process? Yes - If so, what was the last Gateway report, and date of approval, and what is the next Gateway report and scheduled date for recommendation for approval? Gateway 2 approved 12 December 2018, Gateway 3/4 approval anticipated March 2019. 			
Opportunity for Inter-City Collaboration (is there another site/department that could benefit from this project)? No			

Procurement Strategy Recommendation

City Procurement team recommended option
Option 1: Traditional – Delivery Specification – More robust specification, which can closely monitor the Suppliers delivery

Route to Market Recommendation

City Procurement team recommended option
Option 1: Sub OJEU – Open Tender – In line with our procurement code and not verging towards the works OJEU threshold

Specification and Evaluation Overview

Summary of the main requirements: The works to be carried out under the proposed contract will be preparing existing decorated surfaces, which includes cleaning, sanding and any minor repairs that may be necessary; and then re-coating these surfaces with undercoats, paints and varnishes, as may be required, to achieve the necessary finish. External redecoration is currently undertaken on a seven-year cycle (as stipulated by recommended product lifecycles), with internal areas, where not subject to the same degree of environmental pressures, on a ten-year cycle. The outline programme for the next five years encompasses the internal redecoration of nine blocks and the external redecoration of fifteen blocks.	
Technical and Pricing evaluation ratio 60% (Technical) / 40% (Price)	
Overview of the key Evaluation areas (if known at this stage): Establishing a rolling programme of communal redecoration and minor repair work to preserve the residential buildings of the Barbican Estate. Ensure resident satisfaction and safeguard the City's reputation by maintaining the Barbican Estate to the high standards required. Achievement of a better value contract through procuring for a 5-year term thereby delivering cost surety and minimising procurement and management costs.	
Does contract delivery involve a higher than usual level of Health & Safety, Insurance, or Business risk to be allowed in the procurement strategy? <ul style="list-style-type: none"> • Enhanced level of health and safety because of works • GDPR will need to be met as the suppliers will be logging tenants details. 	
Are there any accompanying documents with this report? e.g. PTO/outlined project plan identifying roles and responsibilities as appropriate	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

If yes, please include information in the appendices section below.	
Will this project require the winning supplier(s) to process personal data on our behalf?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If yes, please make sure you've defined roles and responsibilities within your project specification. For more information visit Designing Specifications under GDPR . You may include your Privacy Impact Assessment or other relevant report as an appendix to this PT form when submitting to category board (for information).	
Evaluation Panel – Please enter Names and Departments below (if known)	
Jason Hayes	DCCS Housing
Mike Saunders	DCCS Housing
David Downing	DCCS Housing
Steve Murray	DCCS Housing
Natalie Evans	City Procurement

Procurement Strategy Options This could include inter-departmental usage, external collaborative opportunities, existing contracts integrated once expired or adding it to an existing contract. Options for Make (In-house delivery) versus Buy (Outsource) decision to be considered; also indicate any discarded or radical options.

Option 1: Traditional – Delivery Specification
Advantages to this Option: <ul style="list-style-type: none"> It identifies what is required for a supplier It requires the level of quality a supplier must adhere to when delivering. It identifies a standard of material to be used.
Disadvantages to this Option: <ul style="list-style-type: none"> It may not cater for elements that could be unforeseen If a level of tenant interaction is required, this may reduce access to areas.
Please highlight any possible risks associated with this option: The levels of the specification maybe outside of the of the estimated budget
Option 2: Other –Outcome Specification
Advantages to this Option: <ul style="list-style-type: none"> Leaves the supplier free to deliver the project within their capabilities, meeting the City's requests. Standard of materials are not specified, so supply issues are not affected.
Disadvantages to this Option: <ul style="list-style-type: none"> Not specifying the standard of materials, lesser products could be used. Delivery by the supplier is not set to a standard.
Please highlight any possible risks associated with this option: A poorer standard of delivery would be provided by the supplier.

Route to Market Options: Route to market is the way in which the City will invite suppliers to bid for the procurement.

Option 1: Sub OJEU – Open Tender
Advantages to this Option: <ul style="list-style-type: none"> Advertises via Capital eSourcing and Contracts Finder and should encourage competition in the market. Allows for a wide variety of suppliers to respond. Creates an opportunity to contract with a new supplier.
Disadvantages to this Option: <ul style="list-style-type: none"> May result in large volumes of returns, which will need to be evaluated. Additional resources are required to process the admin both pre- and post-tender process.
Please highlight any possible risks associated with this option:
Option 2: External Framework
Advantages to this Option: <ul style="list-style-type: none"> The Framework is focused on the spend value and location. Reduced number of suppliers.
Disadvantages to this Option: <ul style="list-style-type: none"> Set rates could be assigned to the framework. A framework levy could be added to the final cost provided by the contractor. There are specialist requirements which mean the supplier may not be able to deliver this project.
Please highlight any possible risks associated with this option: A contractor nomination received during S20 consultation for a contractor not on the intended framework may give rise to a necessary change of strategy to OJEU where the contractor nomination must be upheld.

Price Mechanism

Option 1: Lump sum fixed price
Advantages to this Option: <ul style="list-style-type: none">• Gives the Client confidence in paying the one fee.• Only required to raise one PO for the programme of works.• Predictability in the price you receive and stick to overall.
Disadvantages to this Option: <ul style="list-style-type: none">• Increased costs from the Fixed Priced supplier to factor in for risk.
Please highlight benefits and possible risks associated with this option relative to the specifics of the project: Does not provide a transparent mechanism for calculating cost adjustments.
Option 2: Fixed price - Schedule of Requirements
Advantages to this Option: <ul style="list-style-type: none">• A fixed fee for different requirements, allows us to better budget future works depending on the requirement.• The Schedule of rates is split up by size of flat and works required, allowing us better visibility on variations.
Disadvantages to this Option: <ul style="list-style-type: none">• Additional resources are required to measure work and certify payments• There is no real incentive for contractors to treat work with urgency as there may not be LAD's in place.
Please highlight benefits and possible risks associated with this option relative to the specifics of the project:

Form of Contract

Option 1: Col Standard amendments to JCT
Advantages to this Option: <ul style="list-style-type: none">• City amended terms to what is otherwise a standard industry form of contract.• City amendments balance some risk back towards the contractor• Project delivery team is familiar with managing contractors under this form of contract
Disadvantages to this Option: <ul style="list-style-type: none">• Does not promote collaborative working.• Not considered to be as balanced apportioning contractual risk as NEC3•
Please highlight benefits and possible risks associated with this option relative to the specifics of the project: JCT is a more reactive form of tender
Option 2: Other CC&S standard form
Advantages to this Option: <ul style="list-style-type: none">• Can be signed underhand as opposed to as a deed.• Standard terms that suppliers who have worked with the City before, are used to the ways of execution.
Disadvantages to this Option: <ul style="list-style-type: none">• More relevant for less complex works.• Limited to contract valued up to £450k.
Please highlight benefits and possible risks associated with this option relative to the specifics of the project: More complex works may have a higher likelihood of dispute without the dispute resolution methods in the standard JCT with City amendments.

Outline of appendices

Not applicable

Report Sign-offs

Senior Category Manager Chamberlain's Department	Michael Harrington PP. In absence of a Senior Category Manager	Date	01/02/2019
Departmental Stakeholder Department	David Downing DCCS – Housing & Barbican	Date	01/02/2019

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Committees:	Dates:
Residents' Consultation Committee Barbican Residential Committee	04/03/2019 18/03/2019
Subject: Repairs and maintenance to roofs/balconies following water penetration	Non-Public
Report of: Director of Community and Children's Services	For Information

Summary

The purpose of this report is to update Members on the progress made by the Working Party in relation to the City of London Corporation's (the City Corporation) approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate.

Recommendations

The Committee is asked to note the progress made by the Working Party and the contents of this report and make any observations and comments as it sees fit.

Main Report

Background

1. At previous meetings of the Barbican Residential Committee (BRC) and the Residents' Consultation Committee (RCC), there have been discussions and questions relating to roof and balcony repairs to the various blocks on the Barbican Estate. Some of the discussion has revolved around the application and validity of the various warranties that were taken out at the time major roof or balcony replacement works were undertaken by the City of London.
2. Over a period of 10 years between 1996 and 2005, the surfaces to the flat roofs, barrel roofs and balconies to most blocks on the Barbican Estate were recovered. The scope of these works included the provision of warranties for the materials and workmanship. Such warranties typically ranged from 10 to 20 years and were largely underwritten by the manufacturer of the roofing system chosen at the time.
3. One of the key reasons for obtaining the warranties was the independent assurance they provided that the roof works were adequately designed and executed. The warranty provider would have carried out an inspection of the works upon completion before issuing the warranty.

4. A Working Party comprising officers and members of the RCC was set up to review the City Corporation's approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate with particular regard to the application of the warranties that were taken out at the time major roof or balcony replacement works were undertaken.

Considerations

5. At its meeting in December 2016, Members of the BRC and RCC received a report from the Working Party outlining its initial findings from its review into the City Corporation's approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate.
6. Subsequent reports have been brought back to the RCC (22/5/17 and 5/3/18) and BRC (5/6/17 and 9/3/18) setting out the progress made by the Working Party in relation to the City of London Corporation's (the City Corporation) approach to dealing with repairs and maintenance to roofs and balconies to the residential units on the Barbican Estate. In addition, verbal reports have also been given to subsequent meetings of both the RCC and the BRC.
7. Members of the BRC and the RCC have previously noted that the Working Party has been making good progress particularly in respect of the following:
 - The agreement of Langley Waterproofing Systems (LWS) to work with the City Corporation to evaluate the condition of its 14 'live' warranties on the Barbican Estate.
 - The agreement of LWS, as a gesture of goodwill, that it will continue to honour its 14 'live' warranties for the remainder of the guarantee periods subject to the following:
 - the full replacement of the failed section of the main roof at Mountjoy House to the Langley Waterproofing standard and specification;
 - the completion of all minor repair works to areas identified during the survey process and included in the report;
 - the implementation of a standard routine maintenance schedule to include the clearing of all rainwater outlets, gutters and other drainage outlets, as well as removing any vegetation, loose debris and repair of any paving slabs as required;
 - the reapplication of white solar reflective paint every 5 years to all exposed asphalt areas to protect against UV degradation.
 - The agreement of LWS, again as a gesture of goodwill, to carry out minor repair works at Ben Jonson House and Breton House, which are not covered by its own warranties, free of charge.
 - The agreement of LWS to carry out a similar evaluation on the condition of roof areas on the Barbican Estate whose warranties are guaranteed by others to give officers and Members an indication as to whether there are

any issues with these roofs and expected remaining lifespans of the roofs. This work has now been completed and a detailed survey submitted, which has been shared with Members in previous meetings.

Progress

8. Since the last written updates given to the RCC and the BRC in March last year, there has been further work done and good further progress made as outlined below:
 - The full replacement of the failed section of the main roof at Mountjoy House to the Langley Waterproofing standard and specification agreement of Langley Waterproofing Systems (LWS).
 - The implementation of a routine drainage maintenance schedule to include the clearing of all rainwater outlets, gutters and other drainage outlets, as well as removing any vegetation and loose debris.
 - The introduction of a planned programme of roof inspections to ensure the LWS warranties are maintained and remain valid.
 - The completion of outstanding surveys to previously restricted areas including Brandon Mews and Lauderdale Tower.

Further Work and Wider Issues

9. It had been previously agreed with LWS, that the minor repair works to areas identified during the survey process would be completed in the Spring/Summer last year. Unfortunately, due to work commitments, LWS was unable to carry out this work as planned. Following further discussions however, it has been agreed that LWS will carry out this work, which includes work at Ben Jonson and Breton House, starting on 20 March.
10. The LWS survey included recommendations that the barrel roofs on all the Barbican residential blocks should be cleaned, essential repairs undertaken, and the barrels then resurfaced with a liquid membrane coating to eliminate current leaks and to extend their current life expectancy. This work has now been successfully procured and work has now started on site.
11. With specific regard to Ben Jonson House, there have been ongoing problems with leaks from the balcony walkways. It has been agreed that these leaks will be dealt with on an ad-hoc basis and, subsequent areas that have been repaired appear to have been successful. If, however, the problem of leaks from the balcony walkways intensifies, it may well be necessary for more extensive and intrusive remedial works to be implemented. The RCC and BRC will be advised on this in due course.
12. It is generally accepted that there is nothing more that can be done with the other warranty providers to reinstate those warranties that have not yet expired. As such, there is no alternative but to continue with the ad-hoc approach of dealing

with leaks to these roofs as and when they occur. It should be noted however, that the planned programme of routine standard maintenance on the roofs, outlined above, should go some way to ensuring that problems with the roofs are kept to a minimum.

13. As has been stated in previous reports, when future major works are to be done on the Barbican, explicit consideration, with resident involvement, must be given to the question as to whether manufacturer's warranties or guarantees are a sensible investment. At the time the roof works on the Barbican were done, the warranties gave residents some assurance that the quality of the works had been independently assessed and validated. In future however, residents may wish to explore alternative methods of independently assuring the quality of the works carried out around their homes. It has been previously agreed that this task could be picked up by the Asset Maintenance Working Party.
14. Similarly, due consideration needs to be given to the most economic and efficient way to procure such large estate-wide projects in future as, from the information we have seen previously, original roof replacement costs and subsequent repairs vary widely between blocks. Similarly, this is something that the Asset Maintenance Working Party could also consider.
15. Now that we have robust information on the condition of the roofs to the residential units, it is intended that this will be used to inform the future Asset Management Strategy for the Barbican Estate. It should also be used to determine future major works programmes for the estate as well as providing a basis for sound financial planning and future works estimates.

Paul Murtagh

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Committee(s) Residents' Consultation Committee Barbican Residential Committee	Date(s): 04032019 18032019
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 and in accordance with Standing Orders 77a and 77b.

SURRENDERS/TERMINATIONS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	20	1	£23,550	20/02/2016 19/02/2019	Moving abroad	19/02/2019

RIGHT TO BUY SALES

3.

	5 February 2019	17 October 2018
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
NET PRICE	£65,007,843.75	£65,007,843.75

OPEN MARKET SALES

4.

	5 February 2019	17 October 2018
Sales Completed	856	856
Market Value	£154,804,271.97	£154,804,271.97

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

APPROVED SALES

8. No new sales have been approved

SALES PER BLOCK

9.

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

The freeholds of 14 flats in Wallside have been sold. The net price achieved for the purchase of the original leasehold and subsequent freehold interest is £3,459,500.

Anne Mason

Revenues Manager

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Working Party Updates Residents Consultation Committee 04 March 2019

Gardens Advisory Group

GAG meeting held 15th February 2019

As if to emphasise the strangeness of the climate, after the long, hot summer last year members of GAG started the February meeting with a walk round the gardens in glorious sunshine and unseasonal warmth. It could prove another challenging year for the gardening team.

The resident members of GAG still have concerns about the work load in the BEO and how this is impacting on GAG – this was raised with the RCC last September. It was agreed that all members of GAG would communicate directly with everyone else to assist Helen Davinson. Also resident members are to be encouraged to take on the role of Chair and Secretary for GAG as was agreed in the 2017 Terms of Reference.

Resident members of GAG have noted that budget constraints often limit the work the gardens team, and delay or prevent desired improvements to the gardens. The cost to the service charge of the Open Spaces work is very small within the overall bill, with tower flats paying around £2 a week and smaller flats less. While in most cases residents wish to limit service charge increases, GAG members suggested that the RCC consider agreeing an increase in this part of the budget – with the money raised ring-fenced for the estate gardens team – since even an increase in the order of 50p or £1 a week per flat according to size would fund a significant difference to the attractiveness of the private gardens.

The walkaround highlighted the problem of vine weevils in many planters around the Estate. These pests can also be found in residents' balcony window boxes and allotments. Vine weevils eat plants' leaves making unsightly holes, but do more serious unseen damage to roots, eventually killing plants. The gardeners have used biological methods (nematodes) to control infestations, but where the problem is particularly severe removal and replacement of soil is necessary. The planters on the highwalk by Brandon Mews may need this treatment.

In Speed Garden, GAG discussed the brick buttresses under flat windows on the north side. These prove tempting to children who climb on them, to the annoyance of residents. Suggestions were made for plants to cloak the brick and so deter the youngsters.

Otherwise members noted that previous work is paying off, for instance along the Speed Garden pergola where new planting has grown so well that some trimming of the hebes and tying in of the *trachelospermum jasminoides* (star jasmine) is now necessary. The Thomas More "hanging" garden benefited from much pruning work late last year and in spring new plants will be put in.

Residents will learn about new tree plantings in forthcoming Estate bulletins, including three new trees for the St Giles area and the replacement mimosa for Thomas More. In late spring the Estate bulletin will carry an explanation of the new policy of not watering lawns during droughts following the experience of last summer. Although the unwatered grass looked brown and dead, it revived quickly once it started raining.

On the subject of communicating with residents, Jake Tibbetts, City Gardens Manager, is to address a meeting set up by the BHS on February 19th, to talk about the garden team's work and his aspirations. He is planning some "Meet the Gardeners" sessions around the Estate, so residents should look out for information on these.

Jake put forward a plan to build on the regular inspections of the gardens now being made by resident members of GAG. The gardeners would benefit from a grading system so that they could see which areas residents were happy with, and to highlight issues that needed addressing. A future walkaround will focus on how to make grading consistent across the inspection teams.

The Barbican Wildlife Group has been approached by the Butterfly Conservation charity to take part in a new, heritage lottery financed project promoting butterflies in cities. This will include teach-ins on butterfly and moth identification and advice on how to encourage them to live in the City.

Next GAG meeting Tuesday 21st May.

Leaseholder Service Charge

Members

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

Meeting - 5 February 2019

Improving Communications with Leaseholders

All blocks were sent the new format letters for the service charge actuals in September 2018. The few comments received were generally positive.

However, the new format letters did take much longer to produce. It was agreed that in May, as a trial involving five blocks, some of the service charge estimate information would be provided on-line.

The service charge schedules for the current year and the 2017/18 actuals are now on-line. This was advertised in an email broadcast in December.

Comparison of Service Charges with other estates

The working party would like to look at various other estates/blocks to compare the service charges. It was recognised that services provided could vary considerably and care would be needed in choosing the comparables.

The service charges for a two bed flat on Golden Lane and the Barbican was discussed and it was noted that cleaning for the Barbican flat was some 57% higher. However, Golden Lane flats do not have the same level of service e.g. refuse is not collected from the flats.

The services provided to both estates will be looked at in more detail at the next meeting along with other estates.

Procurement

The City's procurement process was discussed. Further discussions will take place with regard to value for money, cost savings and innovation.

Asset Maintenance

The Asset Maintenance Working Party met on 13th February 2019 (minutes pending).

Discussions took place concerning:

- Underfloor Heating (see below)
- Garchey – an update on the current position to be re-sent
- Beech Gardens – an update on the current 2 leaks and the proposal for phase II
- Repairs and Maintenance Contract – AMWP resident members to sit on the Working Party to monitor the new contract
- Issues Log – An issues log was presented and well received to capture actions and updates from the working party
- Redecorations – An update on the proposed next phase of the 5 year redecorations contract
- Lifts – an update on the proposed condition survey of the tower block lifts
- Fire Safety – an update on the testing of fire doors
- Stock Condition Survey – an update on the current position and the tender process

Background Underfloor Heating

The Underfloor Heating Working Party met on 7th February. Below are the draft minutes.

Apologies:

Renu Gupta	Resident
Kate Wood	Resident
Sarah Bee	Resident
Ted Reilly	Resident
Craig Allen	Resident

Attendee		Organisation
Mary Durcan	GL	Chair - Resident
Paul Murtagh	PM	Assistant Director Barbican & Property Services
Mike Saunders	MS	CoL Housing Property Services
Shaun Moore	SM	CoL Housing Property Services
Shaunna McFarlane	SMc	CoL Housing Property Services
Garth Leder	GL	Deputy Chair – Resident

Chris Sedgewick	<p><u>Review of Preceding minutes</u></p> <p>Minutes of last meeting date to be amended, all other matters are covered under agenda.</p>	
CoL Housing Property Services 1	<p>It is confirmed for this meeting we will review the residents briefing paper as it covers all items under the agenda.</p>	
2	<p><u>UFH WP Objective</u></p> <p>The ultimate long-term objective of the Working Party is confirmed and noted as the following:</p> <p>‘The long-term objective of the Resident members of the Working Party is to provide for those residents, who are willing to pay for it, a mechanism by which they can control their own heating. This will recognise the constraints of the lease, and the heating system itself.’</p> <p>This objective will be presented to the Barbican Association AGM on the 24th April; a detailed report is being prepared by Party Members,</p>	

	it is then hoped that a vote will be able to shower whether the above is something that most residents will want.	
3/4	<p><u>Load Balancing/Switching Loads</u></p> <p>An audit has been carried out by the engineers and a list generated detailing the current flats and which loads they are on.</p> <p>List to be circulated to all members.</p> <p>The engineers have gone through the control rooms to ensure that the new system is mimicking the original cyclo control system, which it now is.</p> <p>October 2020 is when the current contract with our current supplier comes to an end, approaching this date we will be able to negotiate and get prices for changing the profiles for the system; with the desired profile being only one estate wide load being used.</p> <p>It is confirmed that we will need to brief the Corporate Energy Board in the above i.e. James Rooke, negotiations of the contract will go through this team.</p>	
6	<p><u>Demand Side Response</u></p> <p>James Rooke has been in contact and has advised that there was a delay in the trial due to funding. Funding has now been confirmed and we will be moving forward with Schneider.</p> <p>It is confirmed that along with Guildhall, Barbican Centre and Barbican Residential will also be included in the trial.</p> <p>James is hoping that the above will be in place in the next 2months.</p> <p>It is also confirmed that we will see a return for the electricity we do not use during the allotted time. (30mins a day)</p>	
	<p><u>Individual Flat Controls</u></p> <p>GL confirms that the trimmers were installed in his property (Defoe House) 10 days ago, he has been monitoring them daily to make sure they are working as they should be.</p> <p>GL will now start trying to adjust the controls using future weather forecasts, results to be given at next meeting in June.</p> <p>GL asks if Data Loggers can be purchased so he can log the temperature and keep accurate records of when he adjusts it.</p> <p>SM to investigate the above</p>	

	<p>Costs for the above installation is confirmed as:</p> <p>£155 for the new trimmer £350 for installation</p>	
	<p><u>Live Web Page for Residents</u></p> <p>SM has been chasing Schneider's technical department in the hopes of getting daily updates emailed to the engineers with details on the nightly charges, once Schneider can confirm and do this, we will be able to make it available to residents via the web page.</p> <p>SM will continue to chase Schneider</p>	
	<p><u>Seasonal Load Transfer</u></p> <p>It is noted that TR has created a tool which shows shifting the heating load to the shoulder months could be done in a cost-neutral way.</p> <p>SM and TR to sit down and go through design to establish whether it is feasible.</p>	
10	<p><u>AOB</u></p> <p>A Working Part Action Plan is to be created, this will clearly outline any actions and help keep track of progress.</p> <p><u>Next meeting date</u></p> <p>Thursday 6th June 2019</p>	

Committee:	Date(s):
Residents' Consultation Committee	04 March 2019
Barbican Residential Committee	18 March 2019
Subject: Update Report	For Information
Report of: Director of Community and Children's Services	Public

Summary

Barbican Estate Office

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

Property Services – see appendix 1

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

Recommendation: that the contents of this report be noted.

Main Report

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in December 2018. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

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

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

Agenda Plan - the table below includes a list of pending committee reports:

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	10 June	17 June
Service Level Agreement Review	Michael Bennett		
Car Park Charging Policy	Michael Bennett		
Fire Safety Update	Paul Murtagh		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Working Party Updates (deadline 28 May RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge Electric Vehicle Charging 	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report (deadline 28 May): <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues/Agenda Plan 2019 Property Services Update (Appendix 1) 	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	2 Sept	16 Sept
Service Level Agreement Review	Michael Bennett		
2018/19 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2018/19 Revenue Outturn for the Dwellings Service Charge Account including Reconciliation between the closed accounts and the final service charge	Chamberlains		
Stock Condition Surveys	Mike Saunders		

Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Working Party Updates (deadline 19 August RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge Electric Vehicle Charging 	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report (deadline 19 August): <ul style="list-style-type: none"> Main update - Blake Tower service charge related issues/Agenda Plan 2019 Property Services Update (Appendix 1) 	Michael Bennett		
“You Said; We Did” Actions (Separate list for RCC & BRC)	Michael Bennett	2 Dec	16 Dec
Service Level Agreement Review	Michael Bennett		
Service Charge Expenditure & Income Account - Original Budget 2019/20 & Original Budget 2020/21	Chamberlains		
Revenue & Capital Budgets – Original Budget 2019/20 and Original 2020/21 - Excluding dwellings service charge income & expenditure	Chamberlains		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Commercial Arrears (BRC Only)	Helen Davinson		
Working Party Updates inc. “Review of Terms of Reference” for RCC AGM in January (deadline 18 November RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance 			

<ul style="list-style-type: none"> • Background Underfloor Heating • Leaseholder Service Charge • Electric Vehicle Charging 	Helen Davinson Mike Saunders Mike Saunders Anne Mason Michael Bennett		
Update Report (deadline 18 November): <ul style="list-style-type: none"> • Main update - Blake Tower service charge related issues/Agenda Plan 2020 • Property Services Update (Appendix 1) 	Michael Bennett		

Background Papers:

Minutes of Residents' Consultation Committee 03 December 2018.
Reports to the Barbican Residential Committee 10 December 2018.

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

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3. Redecorations

The programme for 2019/20 is currently being developed. This will be the final year of the successful 5 year redecorations programme. Property Services are currently collating information on the next 5 year programme which will commence in 2020

4. Public Lift Availability

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

Lift	From April 2017 to March 2018	From April 2018 to December 2018
Turret (Thomas More)	99.90%	99.80%
Gilbert House	99.99%	98.90%

5. Concrete Repairs

Works are progressing well and are currently on programme

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

As reported previously, the contract for television services is under a 6 month review. An issues log has been created and will form part of the review in April 2019

7. Repairs and Maintenance Update

The contract has now been formally let and we are currently going through the mobilisation period. A monitoring group is to be set up to review the services provided which will include officers and resident members (see working part update report)

8. What's Gone Well

Background Underfloor Heating – as part of the work being carried out by officers and residents. The Barbican PSO's (Resident Engineers) have developed trial monitoring equipment that allows residents to control the background heating within their flat. Currently the PSO's have to attend to individual requests for heating to be turned up or down. The results of the trial, which includes temperature data loggers, will be known by the end of the current heating period.

Our thanks go to the 2 resident members of the Underfloor Heating Working Party who volunteered to be part of the trial