



Barbican Estate Residents Consultation Committee

Date: MONDAY, 2 SEPTEMBER 2019

Time: 6.30 pm

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

Members:

Christopher Makin - RCC Chairman (Chairman)	Mark Bostock - Frobisher Crescent
Adam Hogg - RCC Deputy Chairman (Deputy Chairman)	Heather Hawker - Speed House
Ted Reilly - RCC Deputy Chairman (Deputy Chairman)	Jane Samsworth - Defoe House
Gordon Griffiths - Bunyan Court	Fiona Lean - Ben Jonson House
Jane Smith - Barbican Association	Rodney Jagelman - Thomas More House
John Taysum - Bryer Court	Mike Cribb - Andrewes House
Janet Wells - John Trundle House	Nadia Bouzidi - Gilbert house
John Tomlinson, Deputy	James Ball - Brandon Mews
Mary Bonar - Wallside	Joe Reeves - Mountjoy House
Fred Rodgers - Breton House	Tim Hollaway - Lambert Jones Mews
David Andrew Graves - Seddon House	
Sandy Wilson - Shakespeare Tower	
Prof. Michael Swash - Willoughby House	
David Lawrence - Lauderdale Tower	

Enquiries: Julie Mayer - tel.no.: 020 7332 1410
Julie.Mayer@cityoflondon.gov.uk

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 agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 10th June 2019.

For Decision
(Pages 1 - 10)

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

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

For Information
(Pages 11 - 12)

5. **RESIDENTS SURVEY 2019**

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

For Information
(Pages 13 - 34)

6. **SERVICE LEVEL AGREEMENT QUARTERLY REVIEW: APRIL - JUNE 2019**

Report of the Director of Community and Children's Services

For Information
(Pages 35 - 48)

7. **2018/19 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)**

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

For Information
(Pages 49 - 54)

8. **218/19 REVENUE OUTTURN FOR THE DWELLINGS SERVICE CHARGE ACCOUNT**

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

For Information
(Pages 55 - 60)

9. **RELATIONSHIP OF BRC OUTTURN REPORT TO SERVICE CHARGE SCHEDULES**
Report of the Director of Community and Children's Services.
For Information
(Pages 61 - 86)
10. **FIRE SAFETY UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 87 - 94)
11. **PROGRESS OF SALES AND LETTINGS**
Report of the Director of Community and Children's Services.
For Information
(Pages 95 - 98)
12. **WORKING PARTY UPDATES**
A report of the Gardens Advisory and Leaseholder Service Charge Working Parties.
For Information
(Pages 99 - 100)
13. **THE PUBLIC REALM AROUND THE BARBICAN ESTATE**
Report of the Deputy Chairman of the RCC.
For Discussion
(Pages 101 - 104)
14. **UPDATE REPORT**
Report of the Director of Community and Children's Services
For Information
(Pages 105 - 110)
15. **A VERBAL UPDATE ON BLAKE TOWER**
Assistant Director, Barbican and Property Services to be heard.
For Information

16. **DATES OF THE AGM AND 2020 RCC MEETINGS**

Members are asked to consider a date for the AGM in January 2020 and to note provisional dates for RCC meetings in 2020; i.e. 2 weeks before BRC Meetings, as follows:

2nd March 2020

1st June

31st August or Members might prefer 7th September – BRC meets on 14th September
30th November.

For Discussion

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

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

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC)

Monday, 10 June 2019

Minutes of the meeting held at Guildhall 6.30 pm

Present

Members:

Christopher Makin - Chairman	Prof. Michael Swash - Willoughby House
Ted Reilly – Deputy Chairman	David Lawrence - Lauderdale Tower
Gordon Griffiths - Bunyan Court	Mark Bostock - Frobisher Crescent
Jane Smith - Barbican Association	Nadia Bouzidi- Gilbert House
John Tomlinson - Cromwell Tower	Jane Samsworth - Defoe House
Fred Rodgers - Breton House	Fiona Lean - Ben Jonson House
Sandy Wilson - Shakespeare Tower	Rodney Jagelman - Thomas More House
Andrew Hawkins - Mountjoy House	Mike Cribb – Andrewes House
Humfrey Brandes - Brandon Mews	

In Attendance:

Michael Hudson – Chairman of the Barbican Residential Committee (BRC)
Mary Durcan – Member of the BRC and Ward Member for Cripplegate
Peter Bennett – an observer for Blake Tower

Officers:

Helen Davinson	- Community and Children's Services
Michael Bennett	- Community and Children's Services
Anne Mason	- Community and Children's Services
Julie Mayer	- Town Clerks
Barry Ashton	- Department of Community and Children's Services
Mike Saunders	- Community and Children's Services Department

1. APOLOGIES

Were received from John Taysum (Bryer Court) and Janet Wells (John Trundle House).

Members noted that with effect from the next meeting, the Mountjoy House representative would be Joe Reeves. Members also noted that Brandon Mews had a new representative, James Ball, who would be in attendance from the next meeting. Brandon Mews was represented by Humfrey Brandes at tonight's meeting.

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

Whilst the RCC did not have decision making powers, David Graves, Seddon House representative, who is also an Alderman of the City of London Corporation advised the Committee that he has a car parking space on the Barbican.

3. **MINUTES**

RESOLVED, That – the minutes of the meeting held on 4 March 2019 be approved as a correct record.

Matters arising

Members noted those items that would be picked up in either the '*You Said: We Did*' or from reports on today's agenda. In respect of the Roofs and Balconies, Members noted that the high level estimates for the potential cost of future roof refurbishments would go to the Asset Maintenance Working Party before being presented to September's RCC.

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

Members received the Committee's Outstanding Actions list and noted the following updates:

- a. A Member raised a concern about the 20 minute average response times, noting that, for Tower Blocks, the Fire Brigade used the stairways for their equipment and, therefore, would a 30 minute fire door be adequate? Officers advised that there would be full update on Fire Safety at the September RCC and BRC meetings and this would include compartmentation for Frobisher Crescent and the entire estate. City Procurement were considering a route to market in respect of compartmentation and signage.
- b. Members also noted that the survey results and fire risk assessments were part of the Stock Condition Survey; tenders had been returned and the works could start in the next 8-10 weeks. A Member asked if accessibility for older residents could be included as part of the Stock Condition Survey.
- c. The Frobisher Crescent representative stressed the importance of establishing a clear fire escape strategy, given the commercial element of this building.
- d. Residents had recently received an email bulletin in respect of the VFM Contract's Six-month review. Members noted that there were still some isolated TV issues, which were being resolved via the use of amplifiers, but the Broadband Service was generally very good. The issues log would continue to be updated, and there would be another review in 6 months, with email bulletin updates to residents.
- e. Members were also reminded that the TV and Broadband service was on a 25-year Licence, unless the contract defaulted, and the maintenance contracts were for 5 years, due for renewal in 12 months.
- f. Members reported that there were still some issues with floor access panels in some corridors not being secured properly and making a noise when stood on and officers agreed to investigate.

- g. The Bunyan House representative advised that residents were still experiencing noise disturbance due to early deliveries and particularly from refuse lorries. The Barbican Association Chairman reminded the Committee of the City Corporation Policy of no deliveries between 11pm and 7am and officers agreed to take this up with the Cleansing Team with regards to rubbish collections.

5. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW: JANUARY-MARCH 2019

Members received a report of the Director of Community and Children's Services, which provided an update on the Estate-wide implementation of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) for January to March 2019. The report also included comments from the House Officers and Resident Working Parties and an on-going action plan for each SLA.

- a. Members noted that, since the agenda had gone out, the fire safety information booklets had been distributed to all flats.
- b. Officers advised that the pumps for the waterfalls were not working. These are maintained by the Barbican Centre, who were working with the Estate Office Engineers to return them to working order. The loss of water in the lake was likely to be coming through the Weir and temporary measures were in place to keep the water flowing. There were some issues with access to complete the works and when timescales were known, they would be communicated via the email bulletin.
- c. A Member suggested that Leaseholder feedback on repairs and maintenance be included in the KPIs.

In concluding, the Chairmen welcomed suggestions to the RCC meetings and encouraged the various Working Parties to share their ideas.

RESOLVED, that – the report be noted.

6. CHARGING POLICY FOR CAR PARKING AND STORES - ANNUAL REVIEW

Members received a report of the Director of Community and Children's Services, in respect of the Annual Review on the Charging Policy for Car Parking and Stores on the Barbican Estate.

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

- a. Charges on management and supervision were up in respect of the stores project but owners paid a fixed charge and this cost was not passed on to residents.
- b. The BRC had taken a decision last year to allow 10% of the stores to be let to local non-Barbican residents.

- c. The Car Parking account deficit affected the City Fund.
- d. Officers agreed to review the commercial use in Bunyan Car Park in relation to noise nuisance to residents.
- e. Officers agreed to investigate, with City Solicitors, progress in respect of the Brandon Mews Garages, agreed by the BRC in Autumn 2018.

RESOLVED, That – the report be noted.

7. PROGRESS OF SALES AND LETTINGS

Members received a report of the Director of Community and Children's Services in respect of sales and lettings which have been approved by officers, since the last meeting, under delegated authority and in accordance with standing orders.

RESOLVED, that - the report be noted.

8. WORKING PARTY UPDATES

Members received updates from the following resident working parties:

1. Gardens Advisory

The officer thanked Jenny Nesbitt for producing this report and the Chairman for attending the last meeting of the Working Party. Members agreed to add a question to this year's resident survey as to whether residents would be happy to make an additional small contribution for extra Open Spaces staffing of the private gardens. Members asked if the question could include an explanation on the benefits and be clear that this would provide extra working hours to maintain the gardens, rather than for a specific project. Members were reminded that private gardens were those with key access only and not all the planters on the podium across the Estate were maintained by Open Spaces.

The Working Party was carrying a vacancy and Nadia Bouzidi volunteered.

2. Leaseholder Service Charge

Members noted that last years' service charges letter contained 8 pages of information. For this year, 4 blocks had been trialled and received a shorter letter with headlines, with the bulk of the detail provided online, and there had been a split of preferences.

Members were reminded that there were hundreds of electricity meters and sub meters on the Estate. The Deputy Chairman (also a Member of the Working Party) offered to explain the variances in charging outside of the meeting. Members noted that meters were read on a monthly basis and the Estate Office did not have the resources for weekly readings, but a one-off reading would be passed on to an interested resident who wished to make comparisons.

In respect of Underfloor Heating, the Working Party were concerned that some procurement delays might have resulted in missed opportunities for achieving better value. The Chairman of the Working Party would be writing to the City Corporation on this matter and Members asked for their disappointment to be noted.

3. Asset Maintenance

The officer advised that water ingress and salt deposits to the tiling around Bunyan would be investigated. In response to a question, Members noted that repairs to the tiling on Ben Jonson House's 5th floor balconies would not be charged to leaseholders. Officers advised that various options had been explored and it was hoped that the methodology could be used for similar problems.

Members noted that the fire door testing for Thomas More and Breton House doors would take place in July, in Poland, and would include the glazing and door surround. Planning Permission had been obtained for the temporary replacements, which would take place on 24th June. Due to extremely high demand, all UK test centres were fully booked until November and the results from the test centres in Poland were expected in 4-6 weeks.

There was a vacancy on this Working Party and Fred Rodgers volunteered.

4. Electric Vehicle Charging

In response to a question about residents installing their own charging points, officers explained that, whilst the infrastructure was in place in 5 of the car parks, as a result of the LEN funding, the remaining had not been completed. These works were subject to sourcing additional funding. The Working Party was due to meet in July, with an update report to BRC at their September meeting.

9. REPORTS FROM MEMBERS OF THE RCC

Members received the following reports of RCC Members:

1. City of London School for Girls (oral report of the Chair of the Residents' Working Party)

Members noted there was a public meeting planned this Thursday, 13th June, in respect of the plans for expansion, ahead of the planning application in September. The Chairman encouraged all residents with concerns to attend the meeting. In summary, residents were most concerned with the damage to the architecture as well as their amenity and felt that there were viable alternatives. Residents also felt that the proposed works might not meet all of the School's requirements and further plans for expansion would follow. Generally, residents felt that the school's business case was weak.

The RCC asked the BRC to support a reconsideration of the plans for the City of London School for Girls.

2. Anti-Social Behaviour (report attached to agenda)

A report of Members noted that this had also been a concern at the recent City Wide Residents' meeting. Members had noted the Assistant Commissioner's statement in that, due to current resourcing levels, skateboarders and parkour could only be challenged if accompanied by intimidating behaviour. It was alleged that this had been the case in one incident, where a resident confronted a skateboarder and was threatened. It had been suggested that, generally, anti-social behaviour fell within the BEO's remit, who had in turn challenged this as they did not have sufficient resources, and the area was City Walkway.

The report explored alternatives such as CCTV, an integrated security function and Public Space Protection Orders and suggested that a working party be set up to carry out an appraisal and explore future options. Officers felt that this would be helpful in clearing current blurred lines of responsibility and reaching a solution, but Members were asked to be mindful of the current resourcing issues. In the interim, the report author, Michael Bennett and Paul Murtagh, Assistant Director, Barbican and Property Services, would arrange an initial meeting, with a view to framing the work of the new Working Party. It was suggested that the Working Party should also consider how safe Barbican residents felt generally.

The Barbican Area and Culture Mile Strategies for a 'well managed space' were noted and it was suggested that these officers be engaged. There was a further suggestion to provide a Skateboard Park, as was the case on the South Bank.

3. The Barbican at 50: A Blueprint for the next 50 Years (report attached to the agenda)

A report of Members endorsed the suggestion for a working party and noted that the City Solicitor would be in attendance at the next BRC meeting. Members thanked Barbican Association Chairman, Jane Smith, for her presentation at the 'Barbican at Fifty' celebration on 8th June, for depicting the Barbican's sense of place.

RCC Members endorsed this report and recommended it to the BRC

10. UPDATE REPORT

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

Members had particular concerns about ongoing issues at Blake Tower and noted one very recently in respect of the cold water system. Members noted that a meeting had been arranged with the House Group for the first week in

July. With effect from September 2019, there would be a Blake Tower representative on the RCC and tonight Mr Peter Bennett was in attendance as an observer. The Chairman of the BRC was in attendance and assured the RCC Members that he was taking this forward with the City Solicitor and future concerns should be emailed to him via the town clerk: julie.mayer@cityoflondon.gov.uk. The Chairman and residents thanked the Chairman for his intervention.

RESOLVED, that – the report be noted.

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

There were no questions.

12. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items.

The meeting ended at 8.30 am

Chairman

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

Appendix: Pre-Committee questions – RCC Meeting 10th June 2019

Pre-committee Questions for RCC Meeting, 10 June 2019.

1. Recently a film crew was filming in Ben Jonson, making an advert for smart meters. Four flats on Level 5 were involved. Heavy equipment on large trolleys was taken up in the lift - no protection - and some of the time leaving it unattended in the corridor. Damage to the lift car and fire escape issues were evident. There was a large gentleman sitting on a stool wearing a security badged jacket at the bottom of the car park ramp. The CPA's knew nothing about him. He was apparently there to watch the contents of the four lorries parked in Golden Lane, being transported in and out of the lift.

The day after, contractors working on the roof were taking bits of scaffolding up and down in two of the lifts, leaving lumps of dust and deep scratches in the lift cars because there was no protection.

On both occasions, the CPA's were not aware that these activities were happening, hence no protection to the cars, plus the weights put in them could have caused over-loading. It is understood that both activities were without the consent or knowledge of the office.

It is a big ask to expect the lifts to remain in good condition, and reliable, with this type of uncontrolled use. This is private property where residents ask each other to show their key if they are following one another into the life lobbies and, although very reassuring that people are conscientious, now rather pointless when there are huge breaches elsewhere. It is to be remembered that all residents pay the service charge for a secure environment and the maintenance of plant and machinery.

Incidents such these pose a challenge for the management process in its broadest sense, but we would like to hear how the system copes with those flat owners who allow such activity to happen and how contractors, who should know better, are monitored.

It is surprising, and perhaps needs further explanation, as to why these activities took place without the knowledge of the CPA. To prevent them, could CPAs be more vigilant and be given the authority to stop them straight away, and not wait for a decision to do so from the BEO?

With regards to the filming incident, a resident had been not altogether truthful with the Car park Concierge as to who was entering their flat. This person was a tenant and this matter has been taken up with the leaseholder. Additionally we understand that the resident involved had also been misled about the scale of the shoot and when they found out they cancelled the second day.

We will remind all contractors about the availability of lift protection.

2. The agenda report on charges for car parking and stores shows that the budgeted expenditure for the baggage stores in the basements of the residential blocks is £359,000 for 2019/20 (second table, appendix 5.) In

last year's similar report (appendix 3b, last table) the expenditure for these stores in 2018/19 was given as £189,000, and the breakdown showed that most of this sum - £167,000 - consisted of capital charges. May we please have a similar breakdown for the 2019/20 expenditure and an explanation as to why the expenditure on the routine supervision and management of these basement baggage stores, negligible in 2018/19, has apparently risen by £170,000 in one year?

The expenditure for 2019/20 is broken down as follows-

Stores	
	2019/20
	£,000
Repairs and Maintenance	7
Notional interest (buildings)	157
Notional interest (equipment)	18
Equipment depreciation	29
Total Capital Charges	204
Recharges	
Cleaning	6
Supervision and Management	140
Technical Services	2
Total Recharges	148
Total Expenditure	359

The Equipment notional interest and depreciation (£47k) should be transferred to the car park account. The amount budgeted for supervision and management reflects the activity recorded in this area.

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

Actions from June 2019 Residents Consultation Committee (RCC) & other outstanding issues (*updates appear in italics*)

Issue	Source	Officer
Willoughby House Car Park Turning Circle		
<i>The works are expected to commence in September. The House Officer has updated Willoughby House Group.</i>	RCC Dec 18	Barry Ashton
Loose floor access panels on some floors in internal corridors on Bunyan and Gilbert House (making a noise when stood on)		
<i>These works have been completed.</i>	RCC June 19	Mike Saunders
Bunyan Car Park – Disturbance from loading & unloading		
Residents were still experiencing noise disturbance due to early deliveries and particularly from refuse lorries. Agreed that there would be a review of commercial use in Bunyan Car Park in relation to noise nuisance to residents. <i>There are 4 non-car parking users within Bunyan Court car park:</i> <ul style="list-style-type: none"> <i>City of London’s Gardening Team (Welfare Facility)</i> <i>Metwin, Barbican Estate’s onsite repair contractor (Welfare Facility)</i> <i>Department of the Building Environment Cleansing division (Rubbish collections)</i> <i>GSMD (Storage Only)</i> <i>All users are aware of the Barbican Estate’s protocols and the City Corporation Policy – which is for no deliveries between 11pm and 7am. Officers have re-iterated this to the above users.</i> <i>Protocol for limiting delivery hours has been re-iterated to the Estate Concierge team who are monitoring the situation. However, it has been noted that since this period the few deliveries received outside of these times were directly for residents.</i>	RCC June 19	Barry Ashton
Brandon Mews Demised garages		
<i>The City Solicitor has been progressing this with the interested leaseholders.</i>	RCC June 19	Barry Ashton
Gardens Advisory Group		
<i>It was agreed to add a question to this year’s resident survey as to whether residents would be happy to make an additional small contribution for extra Open Spaces staffing of the private gardens. The question included an explanation on the benefits and that this would be for the provision of extra working hours to maintain the gardens, rather than for a specific project.</i>	RCC June 19	Helen Davinson

<i>Included in Residents Survey – please see RCC report.</i>		
Meter readings for resident representative		
<i>A one-off reading has been passed on to an interested resident who wished to make comparisons.</i>	RCC June 19	Mike Saunders
Anti-social Behaviour Working Party		
<p><i>In respect of the RCC's request for a Working Party to look into anti-social behaviour, at the Barbican Residential Committee meeting in June the Chairman of the Barbican Association Security Committee advised that this fell within his Committee's remit. Members agreed that, whilst there was already a large number of RCC Working Parties, the RCC were entitled to organise an additional one looking specifically at anti-social behaviour. However, due to limited resources, this Working Party could not be administered or attended by City of London Corporation officers.</i></p> <p><i>The July meeting of the Barbican Association Security Committee agreed that the way forward in the first instance would be to develop an ASB reporting system for stakeholders which Officers are investigating.</i></p>	RCC June 19	Barry Ashton
Noise disturbance issue Breton House		
<i>Officers have been liaising with the City solicitor on this matter.</i>	RCC June 19	Helen Davinson
Contact: Michael Bennett, Head of Barbican Estates – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk		

Committee(s)	Dated:
Residents Consultation Committee – For Information Barbican Residential Committee – For Information	2 September 2019 16 September 2019
Subject: Residents' Survey	Public
Report of: Director of Community and Children's Services	For Information

Summary

This report informs the committee of the results of the Residents' Satisfaction Survey which was undertaken in July 2019.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

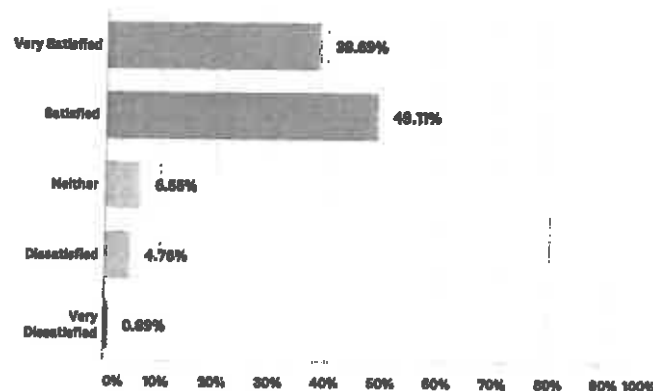
1. In July 2019 a residents' satisfaction survey was undertaken to gauge current satisfaction levels with the services provided or managed by the Barbican Estate Office. A copy of the survey is attached as Appendix 1.
2. This was the sixth time that an online survey was used, with paper copies advertised as being available on request from the main reception, car park attendants and concierges.
3. The survey asked residents to rate services against one of five criteria: very satisfied, satisfied, neither, dissatisfied and very dissatisfied.
4. Additional fields throughout the survey enabled residents to add their comments. A selection of these comments both positive and negative is detailed in the relevant sections. As with previous surveys, all comments received were circulated to staff and service providers. This was very motivational to them as they felt their efforts were valued and highlighted behaviours which residents appreciated as well as common themes and trends that needed to be addressed.
5. The response rate of 336 is made up of 329 online entries and 7 in paper format. This was a significant improvement on the 228 responses received in 2018. As with previous years, officers incentivised completing of the survey by having a prize drawer of £100 voucher.

6. Officers felt that last year's decline, was in part, due to the General Data Protection Regulations (GDPR). Over the last year our Communications Officer has worked hard to increase the number of email addresses that the Barbican Estate Office holds and (as of 19 August 2019) currently stands at 1365.
7. The results of the survey will be published via the Barbican electronic bulletin in September 2019.
8. Common queries and comments have also been answered throughout August and publicised in the Friday bulletin.
9. Additionally, residents were given the option to provide or update their emergency contact details and Officers would like to thank those residents who chose to do this.

Current Position

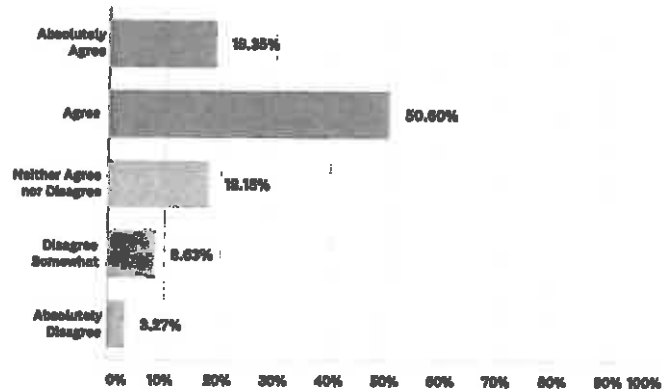
10. **Customer Care.** A result of 88% was achieved in the "satisfied" and "very satisfied" categories. The same result as achieved in 2018.

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



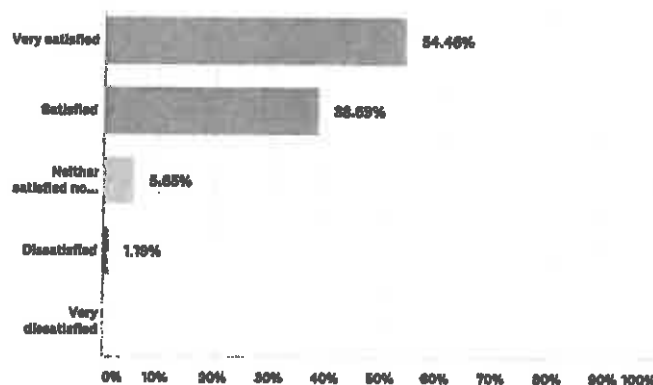
11. **Value for Money.** 70% of responses "absolutely agreed" and "agreed" with the statement that *"the Barbican Estate Office provides good value for money in managing the Barbican Estate"*. This was an increase of 2% on 2018 (which was itself, a 2% increase on 2016).

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



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

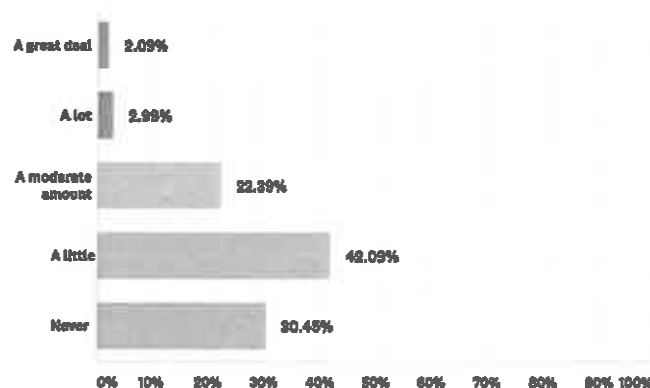
Q3 How satisfied or dissatisfied are you with the information we provide you in the Estatewide Bulletin?



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

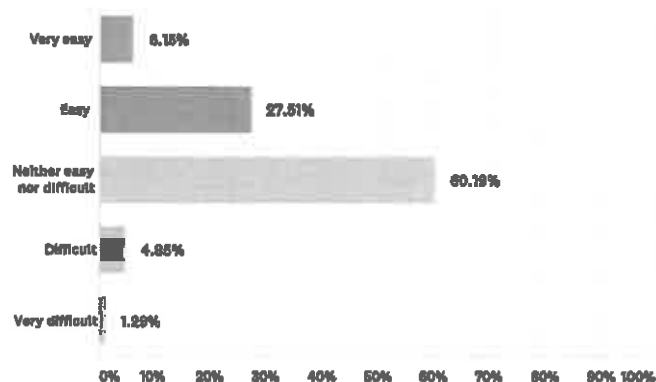
14. Usage. Only 27% of responders use the Barbican Estate pages of the City of London website "a moderate amount" or more.

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



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

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



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

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

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

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

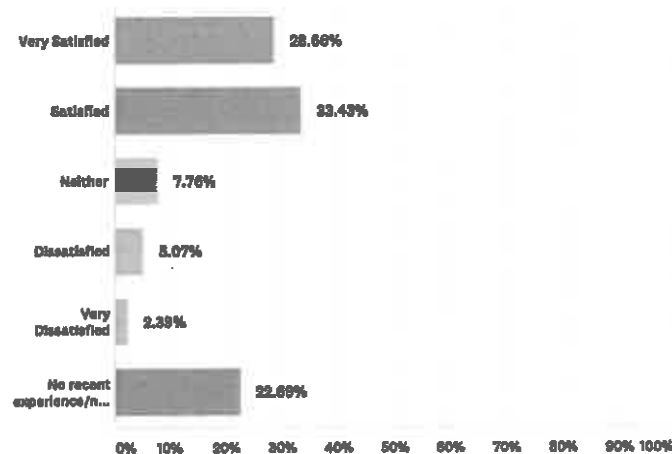
"Best in the business. Compliments to them all!"

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

"Generally happy with the service."

"Always pleasant and helpful!"

Q6 House Officer satisfaction



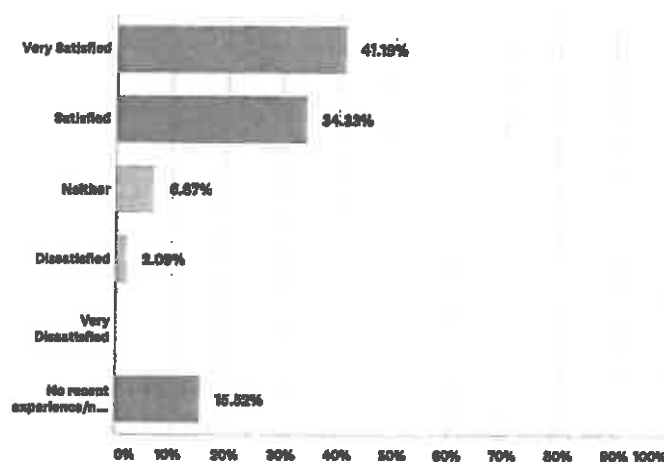
20. Barbican Estate Office Reception. Considering the 16% with "no recent experience of this service/not applicable"; 89% satisfaction was achieved in the way Reception deals with general enquiries. This is a 2% increase on the high level of satisfaction noted in 2018.

"The staff in reception are always very helpful."

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

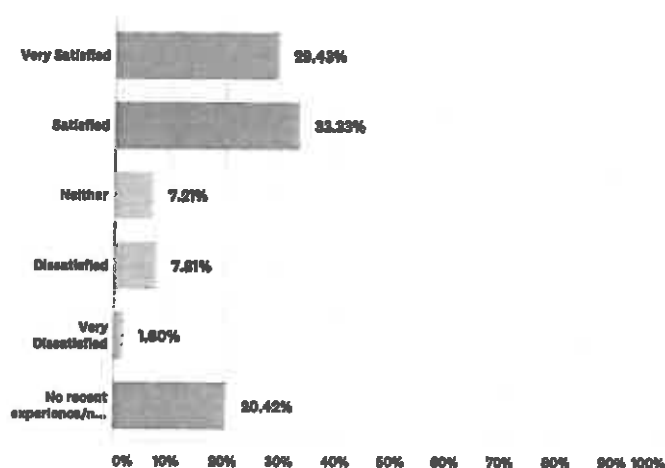
"Michael Bailey is amazing and a key part of my satisfaction with the estate management. He is so professional and helpful."

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



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

Q9 Property Maintenance - The Repairs Service Desk satisfaction



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

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

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

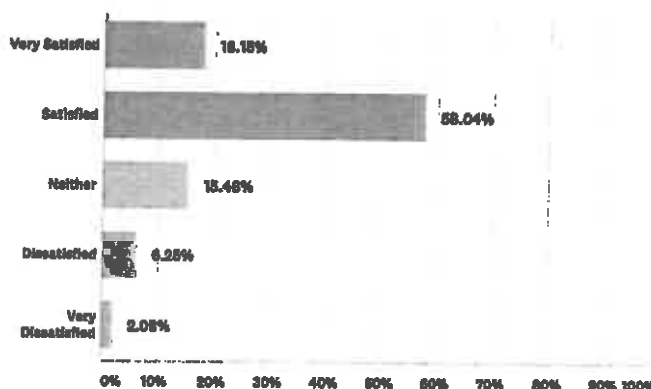
“Repairmen are friendly and knowledgeable about the estate.”

“Communal Areas can take a long time.”

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

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

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



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

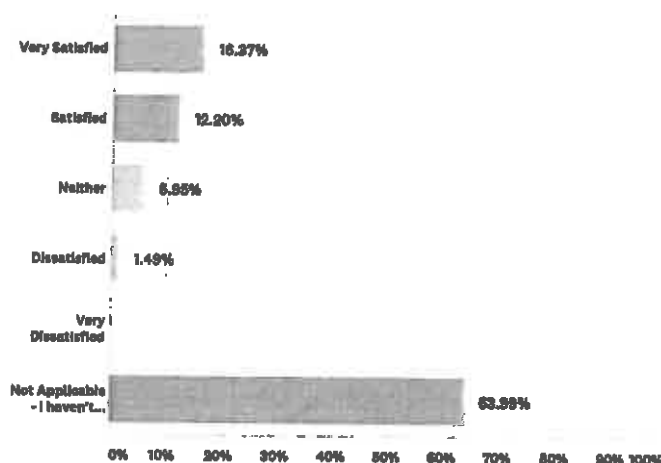
24. Because of the consistently high rate of "non- applicable" responses to this question, we added an extra question this year. 52% of respondents were unsure how to contact the Duty Manager in an Out of Hours emergency. We have since publicised this information in our weekly bulletin and will do so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

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

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

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

Q14 Out-of-Hours Duty Managers



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

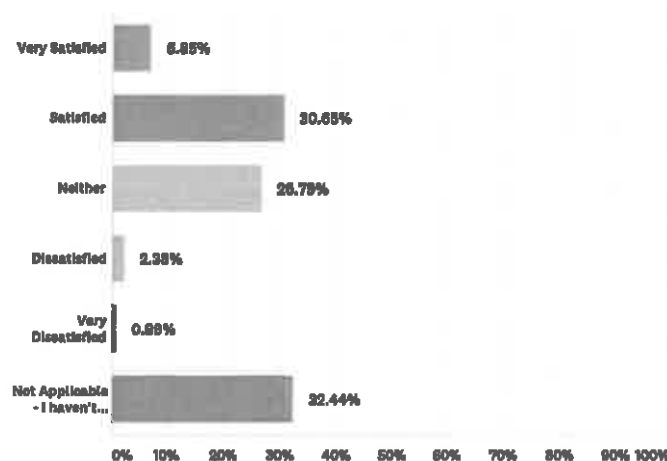
Taking into account the 32% of respondents who have "no recent experience/non-applicable", of the remaining respondents 56% satisfaction was achieved. 40% were neither satisfied nor dissatisfied.

"Concrete repairs are of excellent quality."

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

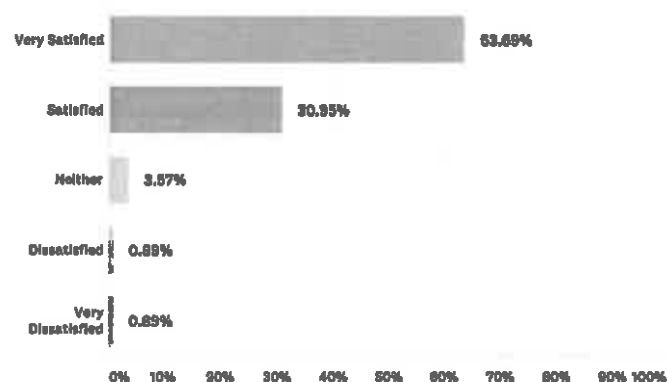
"I do not see the programme as good value for money."

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



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

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



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

"Staff are great."

"They tend to occupy lifts at busy times."

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

Inside work good: outside work not so good."

"They are very good."

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

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

"Window cleaners are not thorough enough."

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

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

"Helpful, friendly, efficient."

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

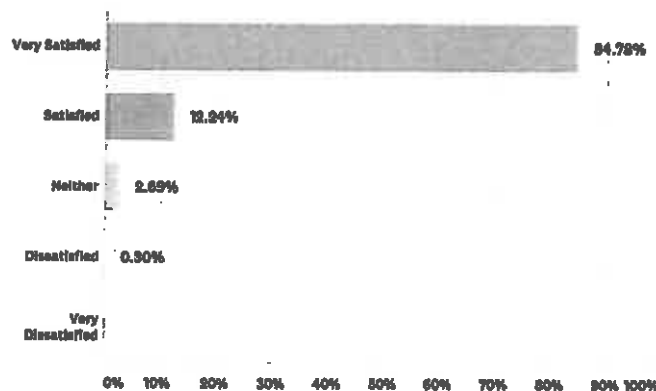
"We are fortunate to have them."

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

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

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

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



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

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

"They seem to be improving slowly."

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

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

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

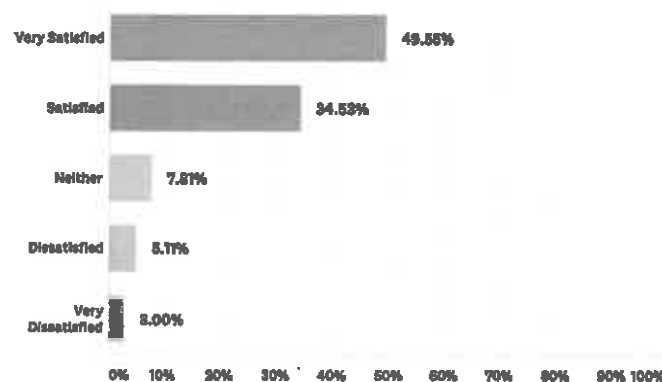
"They seem quite run down relative to the rest of the estate. I live over Thomas More Garden, it would be good if there was a way to encourage a bit more respect for the gardens from kids (but I'm not sure how you do it)."

"The lakes need thorough overhaul."

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

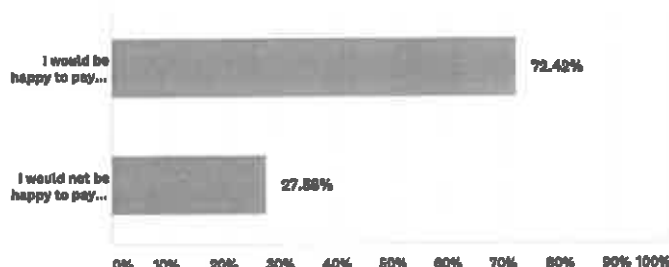
"The big lawn needs completely relaying."

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



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

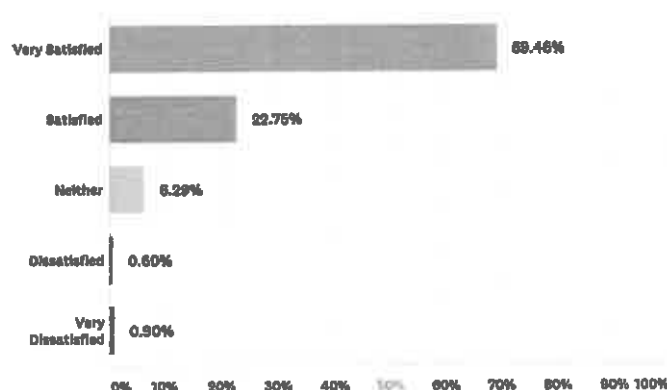
Q25 Would you be happy to pay an extra £25 per year, if this was to solely fund extra labour within the private gardens of the estate?



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

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

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



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

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

"Leave it Unchanged."

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

"Get rid of the pigeons"

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

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

Conclusion

37. General comments and common themes have been fed back to the individual service providers and will be included within the Service Level Agreement Action Plans.

38. Satisfaction levels remain high but we will aim to improve services where the results have identified areas of concern.

Appendices

Appendix 1: Resident Survey July 2019

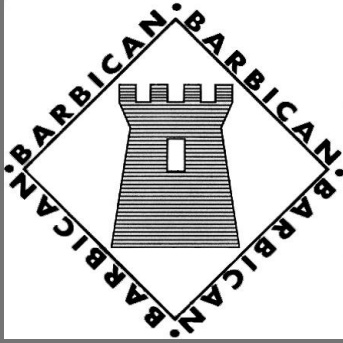
Background Papers

October 2004 Residents Satisfaction Survey
October 2005 Residents Satisfaction Survey
March 2007 Residents Satisfaction Survey
May 2009 Residents Satisfaction Survey
March 2011 Residents Satisfaction Survey
September 2013 Residents Satisfaction Survey
September 2014 Residents Satisfaction Survey
September 2015 Residents Satisfaction Survey
September 2016 Residents Satisfaction Survey
September 2018 Residents Satisfaction Survey

Helen Davinson

Resident Services Manager

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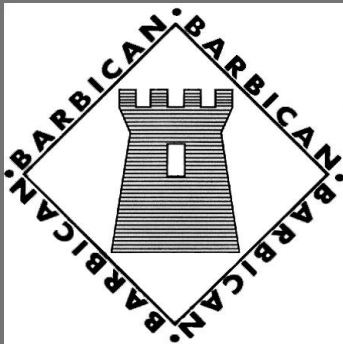
Resident Satisfaction Survey June 2019

Welcome to the Barbican Estate Residents Satisfaction Survey 2019.

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

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

Thank you for participating in our survey.
Barbican Estate Office



Resident Satisfaction Survey June 2019

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

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

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

- ☐ Absolutely Agree
- ☐ Agree
- ☐ Neither Agree nor Disagree
- ☐ Disagree Somewhat
- ☐ Absolutely Disagree

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

On top of all this, they also provide the Out of Hours Duty Management of the Estate and are your first of call for emergency electrical issues and leaks.

How satisfied or dissatisfied are you with the way the Out-Of-Hours Duty Manager deals with your emergency repairs?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither
- ☐ Dissatisfied
- ☐ Very Dissatisfied
- ☐ Not Applicable - I haven't made use of the Out of Hours team this year.

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

- ☐ Yes
- ☐ No

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	02 September 2019 16 September 2019
Subject: Service Level Agreements Quarterly Review April – June 2019	Public
Report of: Director of Community and Children's Services	For Information

Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter April – June 2019. This report details comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

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

Current Position

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

5. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1 to 5.
6. The KPIs are included in Appendix 6. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party.
7. All of the unresolved issues from the previous quarterly reviews to March 2019 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
8. All of the resolved issues to March 2019 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

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

Conclusion

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

Appendices

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

Background Papers

Quarterly reports to committee from 2005

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APPENDIX 1

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

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
245	Apr - Jun 19	HO	Residents' satisfaction survey sent out 21 June, closing date 26 July.	BEO to review feedback in order to improve services. Report to September Committee.	
243	Apr - Jun 19	HO	Schedule of items in the residents bulletin with links to the website to increase traffic and direct flow to the website. The website is being regularly updated. Welcome Pack is proposed to be added to the website.	For comment only.	✓
242	Jan to Mar 19	HO	Residents bulletin - June 2018 (1,001 residents signed up) and in June 2019 this had increased to over 1,300 residents.	For comment only.	✓
236	Jul-Sept 18	HO	Review of SLA booklet - following review of Home Improvement Pack booklet.	On hold due to other priorities & current resources.	
Page 37			Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
			GAG Gardens Advisory Group	PS Property Services	
			CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
			LP Lobby Porter	DCCS Department of Children & Community Services	
			BAC Barbican Centre	BOG Barbican Operational Group	
			Source of comments:		
			HO House Officers	COM Complaint	
			RCC Residents Consultation Committee	SURV Survey	
			RCC ? RCC Pre Committee Question	HGM House Group Meeting	
				AGM House Group Annual General Meeting	

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2018-19

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
248	Apr - Jun 19	SLA	Graffiti at the podium level is removed as a Landlord cost. The recent grafitti at Bunyan was removed very promptly.	For comment only	✓
247	Apr - Jun 19	HO	Estate wide fire escape and balcony inspections complete. Follow up inspections currently being carried out	For comment only	✓
246	Apr - Jun 19	HO	New cleaners in John Trundle Court and Frobisher Crescent, currently being monitored.	For comment only	✓
245	Jan - Mar 19	COM	Fire Safety - use of decking and astroturf on resident balconies/fire escapes.	Fire Safety booklet revised and also included specific information on items on balconies. Distributed to residents before balcony/fire escape inspections in Summer 2019.	✓

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2018-19

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

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

APPENDIX 4

SLA AGREEMENT REVIEW - MAJOR WORKS 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
164	Apr - Jun 19	PS	As part of the Estate Maintenance programme a project is underway for the painting of the external communal podium rails which are reverting 'back to black' as per the Listed Building Guidelines.	For comment only	✓
163	Apr - Jun 19	HO	External redecoration commenced in Lambert Jones Mews and Seddon House. Completion August (weather permitting).	For comment only	✓
162	Jan - Mar 19	HO	Communications Officer ongoing liaisons with Project Management team in Property Services to ensure regular communications in resident bulletin regarding projects e.g. concrete and water tank works.	For comment only	✓
161	Jan - Mar 19	PS	Work to replace the water proof coating on the barrel vault roofs has commenced. This project will run until summer 2019.	For comment only	✓
152	Jul-Sept 17	PS	Internal redecoration works for 17/18 put on hold due to the possibility of front door replacement programme related to fire safety.	Communicated to the House Group Chairs only.	

APPENDIX 5

SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2018-19

	<u>Quarter</u>	<u>Source</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
187	Apr - Jun 19	HO	New signs at the entrances to the residents' private gardens "No dogs, no barbeques and requesting ball games are reserved for the Thomas More Play area".	For comment	
186	Apr - Jun 19	COM	Comments about condition of Speed House Lawn. Planting now completed and the lawn has been cut. This is being monitored.	For comment	
185	Apr - Jun 19	HO	Complaints received from Brandon Mews residents regarding the waterfall timing and lack of consultation.	Resident House Group has been formed and have been directed to approach Barbican Association in order to be included in future discussions with Barbican Centre.	
177	Apr - Jun 19	SLA	New garden recycling still has some issues and needs further publicity (locations, where soil can go).	Officers from the City's Cleansing Department are putting together a proposal to undertake another trial, subject to interest from residents, to collect garden waste next year. However, the proposal to undertake the trial is subject to Port Health and Environmental Services Committee approval. The success of the trial will be measured by level of participation in the trial and the weight and quality of the garden waste collected.	
182	Oct - Dec 2018	RCC	Work to the main lake.	As reported in the recent residents bulletin the original lake pumps were brought back into service to return water levels back to normal. Future works are for the Barbican Arts Centre to allow their plant room and equipment to be repaired to bring the fountains and waterfall back into service.	

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

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Appendix 6. Barbican KPIs 2019-20

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Apr - Jun 2018	Jul - Sept 2018	Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	PROGRESS AGAINST TARGET	COMMENT
Customer Care										
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%		100%	100%	100%	100%	100%	😊	53 letters all met the KPI
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%		100%	100%	100%	96%	100%	😊	76 Emails all met the KPI
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	100%	100%	100%	😊	2 formal complaints received
Repairs & Maintenance										
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%		98%	98%	97%	99%	95%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%		98%	98%	97%	98%	96%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%		98%	97%	96%	96%	96%	😊	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		99%	97%	91%	91%	94%	😞	Being monitored with Property Services

[illegible]

[illegible]

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

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Committee(s)	Dated:
Residents' Consultation Committee	02 September 2019
Barbican Residential Committee	16 September 2019
Subject: 2018/19 Revenue Outturn (Excluding the Residential Service Charge Account)	Public
Report of: The Chamberlain and Director of Community & Children's Services	For Information
Report author: Mark Jarvis Head of Finance, Chamberlains	

Summary

This report compares the revenue outturn for the services overseen by your committee in 2018/19, with the final agreed budget for the year.

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

- Landlord Services

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

- Car Parking

The running expenses, capital charges, rent income and service charges relating to 1,508 car spaces of which 878 (58.2%) are currently occupied.

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1,308 baggage stores.

- Trade Centre

This is a commercial area of some 117,000 square feet bounded broadly by Beech Street, Aldersgate Street, Fann Street and Bridgewater Square. Capital charges are the main item of expense, although some premises and supervision and management costs are incurred. Income comprises rent and charges for services in respect of GSMD practice room, Laundrette, Indigo Park Services UK Ltd and Creche.

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

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

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

Recommendation(s)

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

Main Report

Revenue Outturn for 2018/19

4. This report compares the revenue outturn for the services overseen by your Committee in 2018/19, excluding the dwellings Service Charge account, which is the subject of a separate report, with the final agreed budget for the year.
5. Actual net revenue expenditure for your Committee's services during 2018/19 totalled £3,365,000. A summary comparison of this expenditure with the final agreed budget for the year of £3,287,000 as set out in the budget report to this Committee in December 2018, is tabulated below. In the various tables, figures in brackets indicate expenditure or adverse variances, decreases in income or increases in expenditure.

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

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

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

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

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

Appendices

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

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Director of Community & Children Services

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

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

Recharges include recharges from the Service Charge Account to Landlord and Car Park Accounts for cleaning and electricity as well as and Central and Departmental Recharges.

**Barbican Residential Committee – Comparison of 2018/19 Original Budget
With Final Agreed Budget**

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

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Committee(s)	Dated:
Residents' Consultation Committee	02 September 2019
Barbican Residential Committee	16 September 2019
Subject: 2018/19 Revenue Outturn for the Dwellings Service Charge Account.	Public
Report of: The Chamberlain Director of Community & Children's Services	For Information
Report author: Mark Jarvis Head of Finance, Chamberlains	

Summary

This report provides a summary of service charge expenditure. It compares the revenue outturn (i.e. actual net costs) for the Barbican Estate's Residential service charges with the latest agreed budget for the year ended 31st March 2019. A summary is provided in the table below:

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

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

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

Recommendation

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

Main Report

Revenue Outturn for 2018/19

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

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

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

Service Charge Reconciliation 2018/19

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

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

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

Appendices

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

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Appendix 1

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

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

Appendix 2

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

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

Appendix 3

Analysis of Repairs, Maintenance and Minor Improvements

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

Committee	Dated:
Barbican Residents' Consultation Committee	02092019
Subject: Relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules	Public
Report of: Director of Community and Children's Services	For Information
Report author Anne Mason - Service Charge and Revenues Manager Department of Community and Children's Services	

Summary

This report seeks to clarify how the Service Charge Account 2018/19 Revenue Outturn Report relates to the service charge schedules provided to long lessees.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. This report is presented annually to this Committee to demonstrate the relationship of the Corporate outturn report on the revenue expenditure and income for the Barbican Estate with the service charge made to residents.

The Outturn Report

2. The report comprises revenue expenditure and income that has been properly identified and coded to the Barbican Estate on the City of London's general ledger system (Oracle). It includes Supplementary Revenue Project expenditure e.g. redecoration programme works.

Reconciliation Annexes

3. A number of annexes have been produced to demonstrate the linkages between the 2018/19 revenue outturn report and the service charge schedules. The important features of each annex are outlined below.

ANNEX 1 – Extract from the Barbican Residential Committee Revenue Outturn Report

4. Annex 1 is Table 3 from the Service Charge Outturn report to the Barbican Residential Committee.
5. The general ledger records expenditure and income transactions e.g. monthly salaries, bills paid, service charge invoices raised. Each transaction is coded in various ways including by activity (e.g. cleaners, hall porters, car park attendants), by type of expenditure (e.g. employees, repairs and maintenance, supplies and services), and by block or estate wide. These codings are summarised to produce the revenue outturn report to the Barbican Residential Committee and the initial service charge schedule.
6. Expenditure incurred in the financial year to 31 March relates to;
 - i) services and works for which an invoice/charge has been paid; and
 - ii) accruals for services and works provided but for which an invoice had not been paid before the year-end. Accruals are proper accounting practice and are made at the year end so that the accounts correctly reflect the expenditure and income for the year rather than just the payments and receipts.

ANNEXES 2 and 3 – General Ledger Service Charge Revenue Account in More Detail

7. Annex 2 expands each of the headings in Annex 1 (the staff groups under employees, the types of repairs and maintenance etc.) whilst Annex 3 converts the same information, through use of the cross-reference key, to the headings used in the service charge schedules provided to long lessees (electricity, lift maintenance, resident engineers etc).

ANNEX 4 – Comparison of the General Ledger and Final Service Charge Schedule.

8. Annex 4 indicates the adjustments made by the Estate Office to the general ledger costs in order to produce the final service charge schedule. These adjustments are typically due to the fact that more accurate information relating to expenditure items is available at the time individual service charges are being prepared after the financial year end.
9. A total of £9,336,695 revenue expenditure was included on service charge schedules which, due to adjustments made by the BEO is £25,881 lower than

the expenditure on the general ledger. The main reasons for this decrease are explained in paragraphs 11 to 17.

ANNEX 5 – Adjustments to General Ledger Expenditure by Barbican Estate Office.

10. The reasons for each of the adjustments are explained in this annex. As indicated above, the adjustments mainly result from a further examination of entries after the closure of the general ledger. The City Fund accounts must be approved by the City of London in accordance with statutory deadlines and therefore the general ledger is closed several weeks before the final service charge invoices are prepared for the September quarter day. Without such timing constraints it would be possible to alter the general ledger to exactly reflect the final service charges.
11. The main adjustments are for window cleaning, technical services, heating and the concrete works.
12. The £21,310 adjustment for window cleaning is a reversal of last year's adjustment which had been made in respect of advance charges.
13. The Technical Services recharge has been reduced by £41,409 in respect of non-service charge work. Following the closure of the accounts the allocation of time between various projects was examined and re-allocated from a general technical services account to specific the landlord's account.
14. The heating charge was adjusted by £66,392 Most of this is in respect of invoices received after the closure of the accounts. There was also an adjustment for a non-service charge property.
15. With regard to the concrete project, £62,882 was reallocated to the car park account.

ANNEX 6 – Attribution of the 2018/19 Service Costs Across Blocks

16. This annex shows for the expenditure headings on the service charge schedule, the amount attributed to each block together with the main basis of attribution. The accompanying commentary provides more detail on the basis of attribution and the annex also includes a list of the estate wide and terrace block percentages and a comparison between the actual service charges for 2017/18 with the 2018/19 actual charges and the estimates for 2018/19.
17. The comparison with the 2017/18 actuals shows significant variations for several service heads.
18. The rise in electricity costs is due to the increased unit price following the tender exercise in 2018. For example, for Andrewes House the daily rate increased by from 11.036 pence to 13.3898 pence (day) and from 7.297 pence to 9.06065

pence (night). The new rates were applicable from October 2018. The previous rate had been in force since October 2016.

19. The lift maintenance charge was slightly lower than the estimate. In 2017/18 charge was higher than usual due to the late billing of the March 17 costs.
20. The increase in resident engineers' costs (19.30%) year, is mainly because the section was fully staffed for the year. There was also an increase in training costs £7,463, and relocation costs £2,275. The increase in salary costs was £55,471.
21. The furniture and fittings charge is mainly for replacement carpets in the tower and corridor blocks. These replacements are carried out in consultation with the housegroups and usually vary considerably from year to year.
22. Most of the expenditure on cleaning materials is for refuse sacks (£15,435) which are ordered in bulk, more orders were placed in 2018/19 than in the previous year. Expenditure on equipment decreased in comparison with 2017/18 expenditure includes parts and replacements of small appliances such as vacuum cleaners. Expenditure this year includes replacement hoovers and steam cleaners.
23. The increase in expenditure on cleaning staff reflects pay increases, changes to salary scales and cover for sickness. The lowest scale point has been removed and an additional higher scale point added. Also, due to changes in employment law staff are now entitled to holiday pay on overtime. The holiday pay entitlement has been backdated to 1 April 2015. The pay increase (2.45% basic and 5% London weighting) salary scale changes and holiday pay resulted in a 5.7% increase in basic pay. There was a 30% increase in agency and overtime costs, mainly to cover long-term sickness and a 31.37% increase in superannuation costs due to more staff joining the scheme and increased overtime.
24. The garden maintenance costs were higher than estimated in 2017/18 due to pathway improvement works.
25. The increase car park attendants' costs reflects the pay increases (2.45% basic and 5% London weighting) and backdated holiday pay. Overall the increase in salary costs was 4.35%. The cost of agency and overtime cover for sickness, holidays and vacancies increased by 24.07%.
26. The increase in Lobby porters' costs also reflects pay increases, supervision costs and backdated holiday pay. Also, there was a full complement of staff through the year and all joined the pension scheme. The agency and overtime costs reduced by 24.27%
27. The overall increase in garchey costs is mainly due to an increase in repairs expenditure and energy costs.
28. Most of the general maintenance expenditure is demand led and can vary considerably from year to year. The cost of estate wide repairs decreased by

29.13%. in 2017/18 expenditure included lighting repairs to the subways, £10,565 and tiling repairs to the lakeside areas, £15,535. There was also an incorrect accrual of £15,717 which was subsequently cancelled in 2018/19. The fibre network maintenance charge was £39,548.

29. Expenditure on electrical repairs increased this mainly due to expenditure on distribution boards and control panels in the Towers and Defoe House (£22,000), £19,839 for heating repairs at Frobisher Crescent and £2,520 on cabling/wiring works. The increase in exterior electrical repairs costs was mainly due to the door access control system at Shakespeare Tower (£8,509) and repairs to over door lighting.
30. Expenditure on common parts repairs increased by 7.93%. The main areas of increase were plumbing (£72,527), this was largely due to repairs to booster pumps and pressure vessels (£20,303). Exterior repairs increased by 8.11%, this was largely due to repairs to remedy water penetration, particularly in Shakespeare Tower, Cromwell Tower, Ben Jonson House, Breton House and Defoe House. Expenditure on Safety and Security was higher in 2017/18, this was mainly due to the expenditure on fire risk assessments.
31. Overall expenditure for the above repairs headings (key ref 15-20 26 27) has increased by 6.06%.
32. The allocation of House Officer, Supervision and Management recharge and Technical recharge are mainly based on timesheet information and reflect the time being spent on service charge issues. This year more of the House Officers' time has been allocated to estate management duties which is included in the Supervision and Management Charge. The overall cost for Supervision and Management and House Officer duties increased by 5.16%.
33. The contract for electricity and gas supplies for heating was also tendered last year and charges increased significantly. On average the increase was 31.62% for the night rate and 11.10% for the day rate. For example, the average unit price for the three meters in Andrewes House increased from 7.255 pence to 9.5688 pence (night) and from 9.80 pence to 10.7421 pence (day). The previous contract was tendered in 2016. Overall the electricity consumption was 4.72% less than in 2017/18.
34. In addition to the unit charge there are available capacity and excess capacity charges. For Andrewes House for the October to March period these amounted to 4.6% of the total charge.
35. The asbestos management/ removal heading includes £32,658 for re-inspections of asbestos containing materials.

ANNEX 7 Attribution to a Typical Flat

36. The information in Annex 6b for Andrewes House is analysed further to give the costs for a typical flat.

ANNEX 8 Service Charge Chart

37. This shows the service charges by service head for the years 2013/14 – 2018/19.

Conclusion

38. Overall the estate service charge for the annually recurring items excluding heating (key ref 1-24 & 26, 27 & 30) has increased by 4.98%. The increase when heating is included is 5.95%

39. The Actual Service Charge schedules and an explanatory letter of the various items included on the schedule will be sent to residents by early September.

Appendices

Annex 1-8

Background Papers

Barbican Residential Committee
2017/18 Revenue Outturn for the Dwellings Service Charge Account including reconciliation between the closed accounts and the final service charge

Anne Mason

Revenues Manager

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

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GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - OUTTURN REPORT ORDER

Key	Local Risk	CBIS Actual ANNEX 3 £	CBIS Actual ANNEX 1 £
	Employees		
	3 Additional Pension (Resident House)	(276)	
9 10	Estate Cleaners	(1,114,746)	
12	Car Park Attendants	(596,677)	
13	Hall Porters	(652,529)	(2,487,150)
4	Relocation expenses	(2,275)	
9 12 23	Training Expenses	(9,160)	
14	Garchey Operatives	(122,922)	
			(2,498,585)
	Premises Related Expenditure		
	Repairs and Maintenance		
2	Lifts General Maintenance	(4,195)	
2	Lifts Contract Servicing	(274,991)	
14	Garchey Repairs	(124,357)	
9	Cleaners	(1,415)	
16	General Maintenance Estate Wide	(85,756)	
17	Electrical Repairs Common Parts	(123,367)	
18	Electrical Repairs Exterior	(10,572)	
19	General Repairs Common Parts	(134,267)	
20	General Repairs Exterior	(892,021)	
30	Asbestos Management	(101,143)	
32	Asset Management Plan	(4,072)	
25	Redecoration Programmes	1,049	
31	Roof Repairs	(70,000)	
27	Water Supply Works	(67,595)	
26	Special Works - Safety/Security	(49,628)	
29	Emergency Lighting	(6,784)	
	Total		(1,949,115)
	Supplementary Revenue Projects		
25	Redecoration Programmes	(248,934)	
27	Water testing	(18,931)	
19	Concrete Works (estatewide)	(7,136)	
28	Concrete Works	(300,420)	
34	Redecoration Programme 2020/25	(7,620)	
			(583,042)
			(2,532,156)
	Energy Costs		
1	Electricity (Common Parts and Lifts)	(468,074)	
4	Electricity Resident Engineers	(557)	
9	Electricity Cleaners	(308)	
14	Electricity Garchey	(10,011)	
33	Electricity heating	(1,879,071)	
23	Gas S&M	(904)	
33	Gas Heating	(15,003)	
9	Gas Cleaners	(356)	
1 9	Carbon reduction commitment	(20)	
	Total		(2,374,303)
	Rents		
9	Cleaners	(4,327)	
4	Resident Engineers	(131,375)	
	Total		(135,702)
	Rates/Council tax		
9	Cleaners	(6,397)	
4	Resident Engineers	(9,060)	
	Total		(15,458)
	Water		
9	Cleaners	(141)	
14	Garchey	(246)	
4	Resident Engineers	(945)	
	Total		(1,332)
	Cleaning and Domestic Supplies		
6	Window Cleaning	(126,515)	
2 7 9 12 13 26	Cleaning and materials	(25,220)	
15	Pest Control	(14,068)	
	Total		(165,803)
	Garden Maintenance		
11	Grounds maintenance costs	(118,670)	
			(118,670)
	Total Premises Related Expenses		(5,343,423)
	Travel expenses		
	Staff travelling expenses	0	0
	Total Transport Related Expenses		0

Supplies and Services**Equipment Furniture and Materials**

5 12	Furniture and Fittings	(5,648)	
5 8 12 15 16	Equipment	(25,682)	
2 4 16	Materials	(1,469)	
	Total		(32,799)

	Books and Publications	0	0
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23	Provisions	(106)	(106)
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4 9 12 13	Clothing Uniforms and Laundry	(7,263)	(7,263)
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2 4 9 12 13 14			
16 17 23	Communications & Computing	(14,574)	(14,574)

23	Expenses - Subsistence and Hos	(177)	(177)
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12 17 23	Printing and stationery	(4,052)	(4,052)
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9 12	Professional fees	(327)	(327)
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	Total Supplies and Services		(59,298)
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	TOTAL DIRECT COSTS		(7,901,306)
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Recharges

9 12 13 14	IS recharge	(42,709)	
2 14 N/C	Insurance	(39,359)	
	Total Insurance		(82,068)

Supervision and Management - Estate Wide

9	Cleaners	(75,571)	
12	Car park attendants	(35,827)	
13	Lobby Porters	(25,866)	
22	House Officers	(141,785)	
23	Supervision and Management	(633,641)	
			(912,691)

Community Services Technical Division

2	Lifts	(8,669)	
4	Resident Engineers	(279,526)	
21	Technical Services	(321,199)	
	Total recharges		(609,395)

	Total expenditure		(9,505,460)
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Income

	Other contributions	523,676	
			523,676
	Total Reimbursements and Contributions		523,676

Fees and Charges

23	Charges for Services (inc solicitor's	13,198	
	Total		13,198

	Service Charges	8,803,616	8,803,616
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	Total Customer Client Receipts		8,816,814
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RECHARGES**Recharges within fund**

	Supervision and Management	35,285	
9	Estate Cleaners/ electricity- Rechar	129,685	
			164,970

	Total income		9,505,460
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	TOTAL NET REVENUE EXPENDITURE		0
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GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER		
Cross Reference	2017/18	Final CBIS
Key to		Actual
ANNEXES 2 & 4		ANNEX 4
	£	£
1 Electricity		
Energy Costs - Electricity Common Parts and Lifts	(468,074)	
Carbon reduction commitment	28	
		(468,045)
2 Lift Maintenance		
Technical Division - Resident Engineers	(8,669)	
Repairs & Maintenance - Lifts General Maintenance	(4,195)	
Repairs & Maintenance - Lifts Contract Servicing	(274,991)	
Materials	(114)	
Cleaning Materials	(980)	
Communications and Computing	(9,325)	
Central Recharges -Engineering Insurance	(23,870)	
		(322,144)
3 Employees - Resident Housekeeper - Additional Pension	(276)	(276)
4 Resident Engineers		
Technical Division - Resident Engineers	(279,526)	
Uniforms	(198)	
Relocation expenses	(2,275)	
Electricity	(557)	
Rents - Resident Engineers	(131,375)	
Rates & Council Tax	(9,060)	
Training	(7,463)	
Materials	(29)	
Communications and computing	(425)	
Water - Residents Engineers Water Rates	(945)	
		(431,853)
5 Equipment Furniture and Materials - Furniture and Fittings		
Furniture and Fittings	(5,562)	
Equipment	(5,424)	
		(10,986)
6 Cleaning and Domestic Supplies - Window Cleaning	(126,515)	(126,515)
7 Cleaning and Domestic Supplies - Cleaning Materials		
Cleaning and Domestic Supplies - Cleaning Materials	(22,538)	(22,538)
8 Equipment Furniture and Materials - Cleaning Equipment		
Equipment Furniture and Materials - Equipment	(17,308)	(17,308)
9 Cleaners		
Employees - Estate Cleaners	(1,114,746)	
Supervision & Management on costs	(75,571)	
Training	(409)	
Clothing Uniforms and Laundry - Estate Cleaners	(5,508)	
Rates for mess room	(6,397)	
Rent for mess room	(4,327)	
Repairs	(1,415)	
Fees	(298)	
Water rates	(141)	
Electricity	(308)	
Gas	(356)	
Carbon reduction commitment	(49)	

	Cleaning	(1,068)	
	Communications and computing	(1,740)	
	IS recharge	(10,279)	
	Recharges from/to Other Divisions - Cleaners Recharge to Car Park	129,685	
	Additional weekend cleaning	14,668	
			(1,078,257)
10	Additional Refuse Collection	(14,668)	
			(14,668)
11	Garden Maintenance		
	Repairs & Maintenance - Garden Maintenance	(118,670)	
			(118,670)
12	Car Park Attendants		
	Employees - Car Park Attendants	(596,677)	
	Fees	(30)	
	Training	(6)	
	Cleaning materials/Hygiene services	(846)	
	Furniture	(86)	
	IS recharge	(11,872)	
	Supervision & Management on costs	(35,827)	
	Uniforms	(560)	
	Printing	(198)	
	Communications and computing	(87)	
	Equipment	(133)	
			(646,323)
13	Hall Porters		
	Employees - Hall Porters	(652,529)	
	Uniforms	(997)	
	IS recharge	(15,418)	
	Supervision & Management on costs	(25,866)	
	Cleaning materials/Hygiene services	(1,242)	
	Communications and Computing	(1,423)	
			(697,477)
14	Garchey Maintenance		
	Employees - Garchey Operatives	(122,922)	
	Repairs & Maintenance - Garchey Repairs	(124,357)	
	Energy Costs	(10,011)	
	Water rates	(246)	
	Communications and computing	(219)	
	Central Recharges - IS	(5,139)	
	Central Recharges - Insurance	(12,710)	
			(275,603)
15	Pest Control		
	Equipment Furniture and Materials - Cleaning Equipment	(225)	
	Cleaning and Domestic Supplies - Pest Control	(14,068)	
			(14,293)
16	General Maintenance (Estate wide)		
	Repairs & Maintenance - General Maintenance	(81,006)	
	Communications and computing	(210)	
	Equipment	(2,592)	
	Materials	(1,326)	
	Concrete Repairs SRP	(7,136)	
			(92,270)
17	Electrical Repairs Common Parts		
	Repairs & Maintenance - Electrical Repairs Common Parts	(123,367)	
	Communications and computing	(994)	
	Printing and stationery	(196)	
			(124,557)

18	Electrical Repairs Exterior Repairs & Maintenance - Electrical Repairs Exterior	<u>(10,572)</u>	(10,572)
19	General Repairs Common Parts Repairs & Maintenance - General Repairs Common Parts	<u>(134,267)</u>	(134,267)
20	General Repairs Exterior Repairs & Maintenance - General Repairs Exterior	<u>(889,325)</u>	(889,325)
21	Technical Services Division	<u>(321,199)</u>	(321,199)
22	House Officer Supervision & Management costs	<u>(141,785)</u>	(141,785)
23	Supervision and Management Supervision and Management Estate Wide Training Provisions Fees and Charges - Charges for Services (solicitor's enquiries) Printing and stationery Communications and Computing Gas Expenses - Subsistence and Hospitality	(633,641) (1,282) (106) 13,198 (3,657) (152) (904) <u>(177)</u>	(626,721)
24	Supervision and Management Blocks	0	
25	Redecorations Programmes Repairs & Maintenance - Redecoration Contracts Repairs & Maintenance - Exterior Supplementary Revenue Projects	1,049 (1,348) <u>(248,934)</u>	(249,233)
26	Safety/Security - Repairs and Maintenance Repairs and Maintenance - Safety/Security Cleaning and materials	(49,628) <u>1,455</u>	(48,174)
27	Water Supply Repairs and Maintenance - Special Works - Water testing and Water testing (supplementary revenue project)	(67,595) <u>(18,931)</u>	(86,526)
28	Concrete Works Concrete works (Supplementary Revenue Project)	<u>(300,420)</u>	(300,420)
29	Emergency Lighting Emergency lighting	<u>(6,784)</u>	(6,784)
30	Asbestos management Asbestos Management	(101,143)	(101,143)
31	Roof Repairs	<u>(70,000)</u>	(70,000)

32	Asset Management/Stock Condition Survey		
	Asset Management	<u>(4,072)</u>	(4,072)
33	Heating		
	Energy Costs - Electricity	(1,879,071)	
	Energy costs - gas	<u>(15,003)</u>	
			(1,894,074)
34	Redecs Programme 2020-2025	<u>(7,620)</u>	(7,620)
35	Water Tank Repairs/Replacement	(4,750)	
	Repairs and Maintenance - Exterior	<u>(1,348)</u>	
			(6,098)
N/C	Insurance	<u>(2,779)</u>	(2,779)
	TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER		<u>(9,362,576)</u>
	Supervision and Management	35,285	
	Other contributions	523,676	
	Service Charges	<u>8,803,616</u>	9,362,576
	TOTAL NET REVENUE EXPENDITURE		<u><u>0</u></u>

<u>Narration</u>	<u>Cross- Reference key</u>	<u>CBIS Actual</u>	<u>BEO Adjustment</u>	<u>Service Charge Schedule</u>
		£	£	£
Electricity (Common Parts and Lifts)	1	(468,045)	(207)	(468,252)
Lift Maintenance	2	(322,144)	(4,020)	(326,164)
Resident Housekeepers (Additional Pensic	3	(276)	0	(276)
Resident Engineers	4	(431,853)	0	(431,853)
Furniture & Fittings	5	(10,986)	0	(10,986)
Window Cleaning	6	(126,515)	(21,310)	(147,825)
Cleaning Materials including refuse sacks	7	(22,538)	0	(22,538)
Cleaning Equipment	8	(17,308)	0	(17,308)
Estate Cleaners	9	(1,078,257)	0	(1,078,257)
Additional Refuse Collection	10	(14,668)	0	(14,668)
Garden Maintenance	11	(118,670)	0	(118,670)
Car Park Attendants	12	(646,323)	(1,067)	(647,389)
Hall Porters	13	(697,477)	0	(697,477)
Garchey Maintenance	14	(275,603)	0	(275,603)
Pest Control	15	(14,293)	222	(14,071)
General Maintenance (Estate)	16	(92,270)	0	(92,270)
Electrical Repairs (Common Parts)	17	(124,557)	6,194	(118,363)
Electrical Repairs (Exterior)	18	(10,572)	0	(10,572)
General Repairs (Common Parts)	19	(134,267)	0	(134,267)
General Repairs (Exterior)	20	(889,325)	4,472	(884,853)
Technical Services	21	(321,199)	41,609	(279,590)
House Officer	22	(141,785)	0	(141,785)
Estate-Wide proportion of Supervision & l	23	(626,721)	719	(626,002)
Directly attributed Supervision & Manage	24	0	0	0
Redecorations	25	(249,233)	0	(249,233)
Safety/Security	26	(48,174)	0	(48,174)
Water Supply Works	27	(86,526)	0	(86,526)
Concrete Works	28	(300,420)	62,882	(237,538)
Emergency Lighting	29	(6,784)	0	(6,784)
Asbestos Management	30	(101,143)	0	(101,143)
Roof Repairs	31	(70,000)	0	(70,000)
Asset Management/Stock Condition Surve	32	(4,072)	0	(4,072)
Redecorations Programme 2020-2025	34	(7,620)	0	(7,620)
Water Tank Repairs/Replacement	35	(6,098)	0	(6,098)
Heating	33	(1,894,074)	(66,392)	(1,960,466)
Insurance	N/C	(2,779)	2,779	0
TOTAL		(9,362,576)	25,881	(9,336,695)

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ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Reference	Item	£	Reasons for Adjustments
1	Electricity	(207)	Adjustment to Recharge to Car parks
2	Lift Maintenance	265	Reallocation to Landlords for non service charge account lifts
		490	Recharge to Barbican Centre for specialist lift cleaning
		(4,776)	Reallocation in respect of Frobisher Crescent lift contracts and maintenance
		(4,020)	
6	Window Cleaning	(21,310)	Reversal of 2017/18 adjustment
12	Car Park Attendants	(1,067)	Adjustment to reflect the stated percentages in the lease.
15	Pest Control	222	Re-allocation to car parks
17	Electrical Repairs (Common Parts)	6,194	Re-allocation to landlord
20	General Repairs exterior	4,472	Re-allocation to Landlord
21	Technical costs	41,609	reallocation of technical costs to landlord
23	Supervision and Management	719	reallocated to Landlord
28	Concrete works	62,882	Reallocated to Car Parks
32	Heating	1,094	Reallocated for non service charge account properties
		(67,486)	Adjusted to reflect actual invoices received.
		(66,392)	
N/C	Insurance	2,779	Allocated to Landlord
	Total BEO Adjustment	25,881	

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ACTUAL COST OF SERVICES 1.4.18 31.3.19 (LONG LESSEES)

Cross ref key	ITEM	AMOUNT TO APPORTION	ANDREWES HOUSE	B JONSON HOUSE	BRANDON MEWS	BRETON HOUSE	BRYER COURT	BUNYAN COURT
1	Electricity (Common Parts and Lifts)	468,252	34,561	41,119	58	19,902	15,304	18,769
2	Lift Maintenance	326,164	43,111	14,628	0	11,113	7,542	4,279
3	Resident Housekeepers (Additional Pension)	276	20	24	3	8	4	8
4	Resident Engineers	431,853	30,823	37,877	4,787	13,060	5,543	12,976
5	Furniture & Fittings	10,986	0	0	0	0	0	0
6	Window Cleaning	147,825	7,072	16,639	2,609	5,376	7,496	3,038
7	Cleaning Materials including refuse sacks	22,538	2,569	2,161	175	1,080	526	555
8	Cleaning Equipment	17,308	564	474	38	237	253	177
9	Estate Cleaners	1,078,257	120,790	101,573	8,236	50,787	24,707	26,080
10	Additional Refuse Collection/cleaning	14,668	0	0	0	0	0	286
11	Garden Maintenance	118,670	8,134	9,996	1,263	3,447	1,463	3,424
12	Car Park Attendants	647,389	62,962	77,422	9,816	26,722	11,312	26,511
13	Hall Porters	697,477	0	0	0	0	0	0
14	Garchey Maintenance(Andrewes reduced for No 185 attribution)	275,603	20,202	24,992	3,159	8,617	3,657	8,562
15	Pest Control	14,071	1,187	862	109	477	181	295
16	General Maintenance (Estate)	92,270	6,339	7,790	985	2,686	1,140	2,669
17	Electrical Repairs (Common Parts)	118,363	4,196	4,775	235	2,588	1,967	2,599
18	Electrical Repairs (Exterior)	10,572	104	524	0	650	0	0
19	General Repairs (Common Parts)	134,267	5,195	9,923	1,083	3,470	2,380	2,662
20	General Repairs (Exterior)	884,853	79,272	102,054	7,305	44,701	14,450	30,677
22	House Officer	141,785	10,120	12,436	1,572	4,288	1,820	4,260
	Sub-total of apportioned services	5,653,448	437,220	465,270	41,434	199,209	99,744	147,826
21	S & M Technical	279,590	18,326	38,181	1,827	11,896	8,757	15,482
23	Estate-Wide proportion of Supervision & Management costs	626,002	48,414	51,520	4,588	22,059	11,045	16,369
24	Directly attributed Supervision & Management costs	0	0	0	0	0	0	0
25	Redecorations	249,233	0	-1,049	0	0	0	0
25	Redecorations 2020 - 2025 Programme	7,620	1,000			917	458	875
26	Safety/Security	48,174	6,005	3,349	2,143	3,580	807	1,112
27	Water supply works	86,526	2,863	4,078	2,511	4,256	457	1,550
28	Concrete works	237,538	6,903	35,772	0	0	12,467	21,397
29	Emergency lighting	6,784	0	0	0	0	0	0
30	Asbestos	101,143	6,074	10,668	485	14,319	4,506	4,504
31	Roof Repairs	70,000	34,496	0	0	0	0	0
32	Asset Management	4,072	295	362	46	125	53	124
34	Water Tank Repairs/Replacement	6,098	268	646	0	70	0	268
	Services total	7,376,229	561,863	608,797	53,034	256,431	138,294	209,508
33	Heating	1,960,466	166,033	186,404	32,879	55,264	30,384	57,758
	Total Services & Heating	9,336,695	727,896	795,201	85,912	311,695	168,679	267,266

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	CROMWELL TOWER	DEFOE HOUSE	FROBISHER CRESCENT	GILBERT HOUSE	J.TRUNDLE COURT	L.JONES MEWS
1	Electricity (Common Parts and Lifts)	468,252	40,608	34,481	7,563	17,893	26,049	353
2	Lift Maintenance	326,164	24,712	42,645	5,266	11,073	14,552	0
3	Resident Housekeepers (Additional Pension)	276	27	19	9	11	10	2
4	Resident Engineers	431,853	42,245	30,109	14,152	17,931	15,873	2,478
5	Furniture & Fittings	10,986	200	317	0	0	0	0
6	Window Cleaning	147,825	15,967	8,124	3,806	6,290	6,561	261
7	Cleaning Materials including refuse sacks	22,538	683	2,161	533	993	1,080	88
8	Cleaning Equipment	17,308	3,796	474	117	600	1,078	19
9	Estate Cleaners	1,078,257	50,787	101,573	25,050	46,669	50,787	4,118
10	Additional Refuse Collection/cleaning	14,668	5,170	0	0	0	0	0
11	Garden Maintenance	118,670	11,149	7,946	3,735	4,732	4,189	654
12	Car Park Attendants	647,389	0	61,484	29,079	36,679	32,404	5,031
13	Hall Porters	697,477	232,492	0	0	0	0	0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185	275,603	27,873	19,866	0	11,831	10,473	1,635
15	Pest Control	14,071	1,344	686	322	708	361	56
16	General Maintenance (Estate)	92,270	8,689	6,193	2,816	3,688	3,265	510
17	Electrical Repairs (Common Parts)	118,363	11,476	7,090	21,744	4,587	5,495	668
18	Electrical Repairs (Exterior)	10,572	65	0	0	65	0	87
19	General Repairs (Common Parts)	134,267	22,792	7,702	1,438	4,837	9,380	416
20	General Repairs (Exterior)	884,853	128,243	79,195	13,458	21,799	45,144	4,371
22	House Officer	141,785	13,870	9,885	4,646	5,887	5,211	813
	Sub-total of apportioned services	5,653,448	642,187	419,950	133,734	196,272	231,913	21,559
21	S & M Technical	279,590	19,450	20,454	9,275	12,731	13,045	1,137
23	Estate-Wide proportion of Supervision & Management costs	626,002	71,111	46,502	14,809	21,734	25,680	2,387
24	Directly attributed Supervision & Management costs	0	0	0	0	0	0	0
25	Redecorations	249,233	0	0	0	6,674	0	0
25	Redecorations 2020 - 2025 Programme	7,620	179	1,000			500	
26	Safety/Security	48,174	3,650	4,586	3,849	1,598	1,130	186
27	Water supply works	86,526	9,667	14,019	358	3,793	10,090	787
28	Concrete works	237,538	25,816	26,218	5,878	5,115	26,677	10,137
29	Emergency lighting	6,784	0	0	0	0	0	0
30	Asbestos	101,143	6,310	13,453	204	2,040	6,160	5
31	Roof Repairs	70,000	0	0	0	0	0	0
32	Asset Management	4,072	404	288	135	171	152	24
34	Water Tank Repairs/Replacement	6,098	217	291	0	159	579	65
	Services total	7,376,229	778,990	546,760	168,243	250,288	315,927	36,287
33	Heating	1,960,466	168,169	167,151	15,003	85,625	70,385	17,317
	Total Services & Heating	9,336,695	947,159	713,910	183,246	335,913	386,312	53,604

CROSS REF. KEY	ITEM	AMOUNT TO APPORTION	LAUDERDALE TOWER	MOUNTJOY HOUSE	SEDDON HOUSE	SHAKESPEAR TOWER	SPEED HOUSE	T MORE HOUSE
1	Electricity (Common Parts and Lifts)	468,252	38,186	12,113	18,451	38,228	31,681	32,564
2	Lift Maintenance	326,164	23,244	7,472	11,579	22,458	29,706	35,123
3	Resident Housekeepers (Additional Pension)	276	29	9	10	29	12	16
4	Resident Engineers	431,853	45,436	13,480	15,873	45,226	18,981	25,364
5	Furniture & Fittings	10,986	2,434	0	0	8,035	0	0
6	Window Cleaning	147,825	14,853	2,810	6,332	14,716	9,670	7,787
7	Cleaning Materials including refuse sacks	22,538	1,080	788	993	1,080	1,752	2,169
8	Cleaning Equipment	17,308	4,067	173	218	3,709	384	476
9	Estate Cleaners	1,078,257	50,787	37,061	46,669	50,787	82,357	101,985
10	Additional Refuse Collection/cleaning	14,668	7,507	0	0	1,705	0	0
11	Garden Maintenance	118,670	11,991	3,557	4,189	11,936	5,009	6,694
12	Car Park Attendants	647,389	0	27,567	32,404	0	38,755	51,791
13	Hall Porters	697,477	232,492	0	0	232,492	0	0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185	275,603	29,979	8,894	10,473	29,841	12,524	16,735
15	Pest Control	14,071	1,665	307	451	1,435	522	577
16	General Maintenance (Estate)	92,270	9,345	2,772	3,265	9,302	3,904	5,217
17	Electrical Repairs (Common Parts)	118,363	9,318	6,983	3,500	12,465	3,560	6,727
18	Electrical Repairs (Exterior)	10,572	0	76	0	8,936	0	0
19	General Repairs (Common Parts)	134,267	19,295	2,257	8,207	16,854	2,771	7,043
20	General Repairs (Exterior)	884,853	54,888	20,845	13,783	98,647	15,672	61,103
22	House Officer	141,785	14,917	4,426	5,211	14,849	6,232	8,327
	Sub-total of apportioned services	5,653,448	571,513	151,589	181,609	622,729	263,491	369,698
21	S & M Technical	279,590	16,084	10,530	11,996	16,795	10,891	18,408
23	Estate-Wide proportion of Supervision & Management costs	626,002	63,285	16,786	20,110	68,956	29,177	40,937
24	Directly attributed Supervision & Management costs	0	0	0	0	0	0	0
25	Redecorations	249,233	0	99,409	0	0	0	97,814
25	Redecorations 2020 - 2025 Programme	7,620	691			179	1,000	161
26	Safety/Security	48,174	-381	3,794	1,293	-1,531	3,660	4,926
27	Water supply works	86,526	11,529	1,168	1,934	8,822	2,159	3,284
28	Concrete works	237,538	0	0	17,046	31,386	0	6,074
29	Emergency lighting	6,784	0	0	0	0	0	6,784
30	Asbestos	101,143	9,477	2,634	3,870	8,412	2,237	3,139
31	Roof Repairs	70,000	0	0	0	0	8,848	0
32	Asset Management	4,072	434	129	152	432	181	242
34	Water Tank Repairs/Replacement	6,098	1,043	51	76	292	235	227
	Services total	7,376,229	673,674	286,090	238,085	756,473	321,880	551,694
33	Heating	1,960,466	174,264	65,927	81,638	162,013	104,821	138,957
	Total Services & Heating	9,336,695	847,938	352,018	319,722	918,485	426,701	690,651

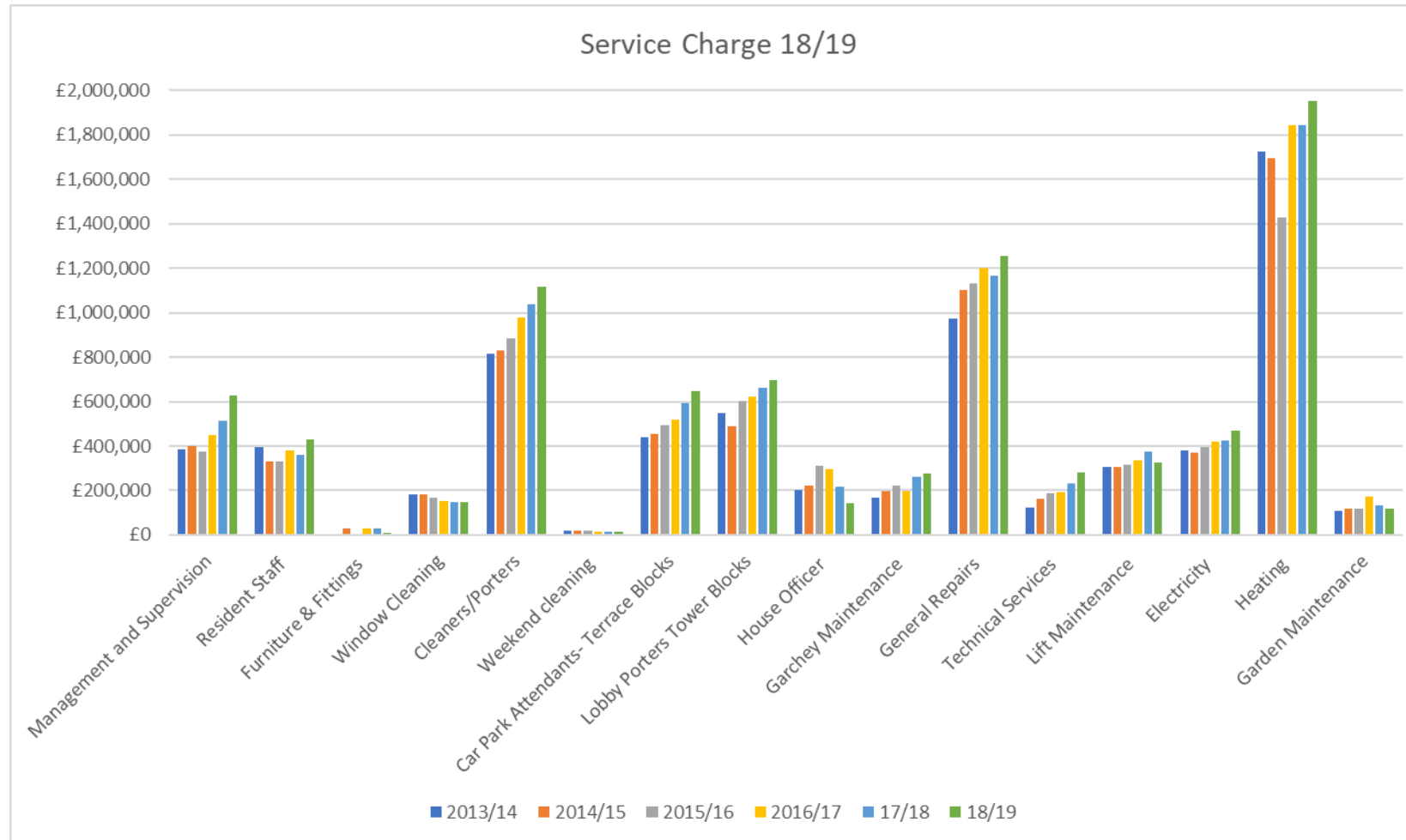
CROSS REF. KEY	ITEM	3 TO 16 WALLSIDE	THE POSTERN	2 WALLSIDE	1 WALLSIDE	WILLOUGHBY HOUSE	BLAKE TOWER
1	Electricity (Common Parts and Lifts)	706	389	112	62	39,102	0
2	Lift Maintenance	0	0	0	0	17,660	0
3	Resident Housekeepers (Additional Pension)	4	2	1	0	19	0
4	Resident Engineers	5,888	3,246	931	518	29,059	0
5	Furniture & Fittings	0	0	0	0	0	0
6	Window Cleaning	0	348	0	345	7,726	0
7	Cleaning Materials including refuse sacks	0	73	0	15	1,985	0
8	Cleaning Equipment	0	16	0	3	436	0
9	Estate Cleaners	0	3,432	0	686	93,338	0
10	Additional Refuse Collection/cleaning	0	0	0	0	0	0
11	Garden Maintenance	1,554	857	246	137	7,669	4,699
12	Car Park Attendants	12,030	6,631	1,902	1,057	59,408	36,421
13	Hall Porters	0	0	0	0	0	0
14	Garchey Maintenance(Andrewes House reduced to reflect No 185	3,885	2,142	614	341	19,173	0
15	Pest Control	134	74	21	12	1,877	405
16	General Maintenance (Estate)	1,211	668	191	106	5,977	3,543
17	Electrical Repairs (Common Parts)	437	189	0	0	7,762	0
18	Electrical Repairs (Exterior)	0	0	0	0	65	0
19	General Repairs (Common Parts)	0	2,719	229	128	3,489	0
20	General Repairs (Exterior)	0	14,025	301	167	34,753	0
22	House Officer	1,933	1,066	306	170	9,541	0
	Sub-total of apportioned services	27,782	35,876	4,855	3,748	339,037	45,069
21	S & M Technical	209	1,717	309	295	21,521	276
23	Estate-Wide proportion of Supervision & Management costs	3,076	3,973	538	415	37,542	4,991
24	Directly attributed Supervision & Management costs	0	0	0	0	0	0
25	Redecorations		26,553	6,588	3,662	9,583	0
25	Redecorations 2020 - 2025 Programme	0	0	0	0	661	0
26	Safety/Security	29	500	5	3	3,878	3
27	Water supply works	2	2,128	178	178	706	7
28	Concrete works	0	4,799	1,191	662	0	0
29	Emergency lighting	0	0	0	0	0	0
30	Asbestos	0	7	0	1	2,639	0
31	Roof Repairs	0	0	0	0	26,656	0
32	Asset Management	0	31	9	5	278	0
34	Water Tank Repairs/Replacement	0	1,522	20	20	50	0
	Services total	31,098	77,105	13,691	8,987	442,550	50,345
33	Heating	31,417	17,307	0	1,371	130,381	0
	Total Services & Heating	62,515	94,412	13,691	10,358	572,932	50,345

Annex 7 (Attribution to a flat)

Cross ref key	ITEM	MAIN BASIS OF ATTRIBUTION (A)	AMOUNT TO APPORTION	Andrewes House £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	468,252	34,561	187
2	Lift Maintenance	Actual	326,164	43,111	233
3	Resident Housekeepers (Additional Pension)	E. wide lease %	276	20	0
4	Resident Engineers	E. wide lease %	431,853	30,823	166
5	Furniture & Fittings	Actual	10,986	0	0
6	Window Cleaning	Contract base	147,825	7,072	38
7	Cleaning Materials including refuse sacks	No of cleaners	22,538	2,569	14
8	Cleaning Equipment	No of cleaners	17,308	564	3
9	Estate Cleaners	No. cleaners	1,078,257	120,790	652
10	Additional Refuse Collection	No. cleaners	14,668	0	0
11	Garden Maintenance	E. wide lease %	118,670	8,134	44
12	Car Park Attendants	Terrace lease %	647,389	62,962	340
13	Hall Porters	Towers one third each plus individual costs	697,477	0	0
14	Garchey Maintenance	E. wide lease %	275,603	20,202	109
15	Pest Control	E. wide lease % & individual block costs	14,071	1,187	6
16	General Maintenance (Estate)	E. wide lease % & no of repairs orders	92,270	6,339	34
17	Electrical Repairs (Common Parts)	Actual	118,363	4,196	23
18	Electrical Repairs (Exterior)	Actual	10,572	104	1
19	General Repairs (Common Parts)	Actual	134,267	5,195	28
20	General Repairs (Exterior)	Actual	884,853	79,272	428
22	House Officer	E. wide lease %	141,785	10,120	55
	Sub-total of apportioned services		5,653,448	437,220	2,361
21	S & M Technical	No of repairs orders	279,590	18,326	99
23	Estate-Wide proportion of S & M costs	Ratio	626,002	48,414	261
24	Directly attributed S & Ma costs	Actual time	0	0	0
25	Redecorations	Actual	249,233	0	0
25	Redecorations 2020 - 2025 Programme	Actual/E. wide lease %	7,620	1,000	5
26	Safety/Security	Actual/E. wide lease %	48,174	6,005	32
27	Water supply works	Actual	86,526	2,863	15
28	Concrete works	Actual	237,538	6,903	37
29	Emergency lighting	Actual	6,784	0	0
30	Asbestos	Actual	101,143	6,074	33
31	Roof Repairs	Actual	70,000	34,496	186
32	Asset Management	Actual	4,072	295	2
34	Water Tank Repairs/Replacement	Actual	6,098	268	1
	Services total		7,376,229	561,863	3,034
33	Heating	Actual	1,960,466	166,033	897
	Total Services & Heating		9,336,695	727,896	3,931

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Service Charge 18/19



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

Summary

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

Recommendation

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

Main Report

Background

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

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

3. This paper is intended as a further update.

Fire Risk Assessments

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

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

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

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

- reviewed every year;
- redone every 3 years.

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

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

Fire Doors

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

Communication with residents

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

Estate Management

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

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

Inspections by the London Fire Brigade (LFB)

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

Frobisher Crescent

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

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

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

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Estates	Observation/Issues	Consideration and recommendation	Block	Risk Priority & Action completed by Date	Responsible Team	Timescale	Cost	Comments
Barbican Estate	Evidence was not available to confirm relevant electrical equipment such as communal area heating appliances; are subject to PAT.	Ensure relevant equipment is subject to a robust PAT by a competent person.	Only Tower blocks (Except Lambert Jones Mews, Postern & Wallside)	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	Regular testing programme in place. Certificates filed centrally. Will be made available before FRA in future.
Barbican Estate	Evidence was not available to confirm the fixed wiring installation is subject to an appropriate programme of periodic testing.	Ensure a robust programme of 5 year fixed wiring testing is implemented.	All blocks and car parks	Priority-C 28 days Medium	Housing Property Services	Completed	£20,000 per annum	Detailed pre-survey completed, programme now commenced.
Barbican Estate	Due to the survey being undertaken during daylight hours it was not possible to determine if an adequate provision of emergency lighting exists throughout the premises.	A survey should be undertaken by a competent person; with any identified issues being rectified to ensure the system complies with BS 5266.	All blocks and car parks	Priority-E Project Planning Medium	Housing Property Services	Completed	N/A	Emergency lighting maintenance contract in place.
Barbican Estate	<ul style="list-style-type: none">• The flat entrance door is consistent with those throughout the block. It does not comply with current standards.• It appears to be of substantial construction, without substantial rebates, smoke strips or intumescent seals, hinges x3 do not appear to be of fire resisting standard. The centre hinge appears to be of spring loaded design, to assist with door closing; however it was noted that this arrangement did not result in the door self-closing effectively.	Due to the opportunity for means of escape in 2 directions; this situation is considered acceptable. Consideration should be given to upgrading/replacing doors on the means of escape routes; to current standards as part of any future refurbishment program. Consideration should be given to implementing a robust program of testing and servicing for spring loaded hinges; to ensure final exit doors close effectively.	All blocks	Priority-D 3 Months Low	Housing Property Services	31-Mar-19	£50,000 research and maintenance programme.	Sample fire doors and screens are being/have been tested. Varying results require further investigation particularly, relating to passage of smoke.
Barbican Estate	It was noted that in some instances lobby doors are not provided with smoke seals. Ensure all such doors are provided with adequate protection against the spread of smoke.	Ensure all such doors are provided with adequate protection against the spread of smoke.	All blocks (Except Lambert Jones Mews & Postern)	Priority-D 3 Months Low	Housing Property Services	31-Mar-19	£30,000	Pre-survey to identify full extent of works. Further research into design for natural ventilation.
Barbican Estate	<ul style="list-style-type: none">• It was noted that numerous doors to electrical intakes, service risers, plant rooms, stores and similar; within escape routes are not provided with 'fire door keep locked shut' signs.• Lobby doors are not provided with 'fire door keep shut signs'.• 'Do not use lift in case of fire' signs are not displayed adjacent to lift enclosures.	Ensure appropriate signs are displayed.	Andrew House , Ben Johnson, Brandon Mews	Priority-C 28 days Medium	Housing Property Services	31-Mar-19	£120,000	Signage survey has been completed. Tenders being sought for the installation of new signage.
Barbican Estate	Fire action notices are inconsistently displayed in communal areas and the guidance is ambiguous in respect of a 'stay put' evacuation strategy.	Consideration should be given to replacing this signage with more definitive instructions; displayed in a consistent manner.	All blocks	Priority-D 3 Months Low	Housing Property Services	31-Mar-19	Included in above.	As above.
Barbican Estate	It was noted that portable fire extinguishers are provided within communal areas. Typically fire extinguishers are not provided within this type of property as residents are unlikely to have been appropriately trained.	Consideration should be given to their removal.	All blocks and car parks	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	Fire extinguishers in plant rooms serviced to ensure they are fit-for-purpose.
Barbican Estate	As part of the fire risk assessment process a documentation audit was undertaken in respect of the specific premises. The brief was to randomly sample 6 categories from a detailed list detailed above. In this instance the only records available at the Estate Office were as follows; <ul style="list-style-type: none">• Whilst it is evident that Allied Protection are maintaining fire alarm systems; contractors are not updating documented records.• Records were not available to evidence the recently implemented program of fire door inspections.• Fire stopping registers are not in place; this has specific relevance in respect of PDA's & EDA's.• Records of fire brigade operation attendances are not maintained. It is recommended that robust arrangements be implemented to ensure the requirements of CoL Guidance Note on Fire Log Books on CoL premises are achieved.• Portable firefighting equipment is out of test date; this situation is expected to be resolved in response to relevant guidance provided elsewhere in this report.	It is recommended that robust arrangements be implemented to ensure the requirements of CoL Guidance Note on Fire Log Books on CoL premises are achieved.	All blocks and car parks	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	Regular testing programme in place. Certificates filed centrally. Will be made available before FRA in future.
Barbican Estate	The emergency services box contained; 1) Estate block plan map. 2) Useful telephone numbers list. 3) Block plan.	Consideration should be given to liaising with London Fire Brigade to rationalise/standardise the information contained within the premises information box.	All blocks	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	All 36 'Premises Information' boxes at the entrances to the blocks and car parks have been updated to include Estate plans, block plans, and contact numbers for the emergency services.
Barbican Estate	It was noted that portable fire extinguishers within communal areas and plant rooms (provided for use by competent persons) have not been subject to servicing within the past 12 months.	Subject to comments in 19.4, ensure all such equipment is robustly maintained.	All block and car parks (Except Lambert Jones Mews & Postern)	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	
Barbican Estate	What appears to be a BS 5839 pt 6 category LD3 grade F fire alarm system is installed. <ul style="list-style-type: none">• A means of providing detection and warning was not provided. The domestic smoke detector did not function when tested.• Accommodation is largely of open plan design across all levels.• Where provided doors to the internal escape route are unlikely to comply with current standards.• It should be noted that issues exist in respect of the ability for CoL to effectively manage residents actions; which may compromise the internal means of escape from their or a neighbouring dwelling.• What appear to be original nonfire rated room dividers are present (Cromwell Tower)• Domestic smoke detectors x2 were provided. (John Trundle Court)• A means of providing detection and warning was not provided. (John Trundle Court)• Accommodation is largely of open plan design across all levels. (John Trundle Court)• Where provided doors to the internal escape route are unlikely to comply with current standards. (John Trundle Court)• Alternative means of escape routes provide direct access to the communal escape balcony at both the lower level and at the upper level, to a shared enclosed balcony; from where further escape should be made via the neighbouring dwelling. (John Trundle Court).• Significant structural alterations have created a largely open plan flat; with non-fire rated room dividers. (Lauderdale Tower)	As a compensatory feature in respect of internal configuration; consideration should be given to installing/upgrading a fire alarm system to BS 5839 pt 6 category LD2 grade D.	All blocks	Priority-B 4 days High	Housing Property Services	31-Mar-19	£20,000	Further specialist detailed Fire Management Survey is being carried out. Initial surveys suggest that many of the improvements identified in the FRA's are unnecessary and are mitigated by the design of the building.
Barbican Estate	It should be noted that issues exist in respect of the ability for CoL to effectively manage residents actions; which may compromise the internal means of escape from their or a neighbouring dwelling.	CoL should undertake a strategic review of management protocols regarding tenants/leaseholders actions which may implications the overall fire safety of the premises.	All blocks	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	Part of ongoing inspection regime carried out by House Officers in Barbican Estate Office.

Barbican Estate	<ul style="list-style-type: none">Vertical service risers which serve multiple dwellings are present; residents/contractors potentially have access to these enclosures for the purposes of alterations/maintenance to services.It was not possible to determine the standard of fire resistance provided between the flat and communal stair afforded by glazed partitions.It appears that flats were originally provided with a non-fire rated ‘pass door’ arrangement adjacent to the main entrance/exit door; in this instance this facility is still available.	Consideration should be given to the targeted inspections of a sample of dwellings to undertake Type 4 fire risk assessments; to address specific areas of concern. Consideration should be given to implementing a program of scheduled cleaning for communal kitchen extraction installations.	Andrew House , Ben Johnson, Brandon Mews, Defoe House, Frobisher Crescent, Speed House	Priority-C 28 days Medium	Housing Property Services	31-Mar-19	£25,000	Further specialist detailed Fire Management Survey is being carried out. Initial surveys suggest that many of the improvements identified in the FRA's are unnecessary and are mitigated by the design of the building.
Barbican Estate	Appropriate ‘no smoking’ signs are not prominently displayed within communal areas.	Ensure appropriate signs are displayed.	Brandon Mews	Priority-D 3 Months Low	Housing Property Services	Completed	N/A	
Barbican Estate	It was noted that the final exit doors to alternative MOE from rooftop plant rooms are fitted with inappropriate locking mechanisms.	It is recommended that failsafe devices; such as push paddles or similar are fitted.	Brandon Mews	Priority-E Project Planning Low	Housing Property Services	31-Mar-19	£2,500	Part of maintenance programme.
Barbican Estate	<p>Where provided doors to the internal escape route do not appear to comply with current standards.</p> <ul style="list-style-type: none">A loft hatch and ladder arrangement provide internal access from 02 level the 03 level garage; where an alternative means of escape is available. It is assumed that the original design provide a permanent staircase between these levels.A means of providing detection and warning was not provided.	As a compensatory feature in respect of internal configuration; consideration should be given to installing/upgrading a fire alarm system to BS 5839 pt 6 category LD2 grade D.	Brandon Mews	Priority-B 4 days High				
Barbican Estate	<ul style="list-style-type: none">Vertical service risers which serve 2 dwellings are present; residents/contractors potentially have access to these enclosures for the purposes of alterations/maintenance to services.	Consideration should be given to the targeted inspections of a sample of dwellings to undertake Type 4 fire risk assessments; to address specific areas of concern.	Brandon Mews,	Priority-C 28 days Medium	Housing Property Services	31-Mar-19	£5,000	Further specialist detailed Fire Management Survey is being carried out. Initial surveys suggest that many of the improvements identified in the FRA's are unnecessary and are mitigated by the design of the building.
Barbican Estate	The inadequate provision of electrical socket outlets, within the kitchen area; encourages the potentially hazardous use of multi adapters, trailing leads and similar.	Consideration should be given to providing additional electrical socket outlets in the kitchen area.	Ben Johnson, Breton House, Bryer Court, Bunyan Court, Defoe House, Mountjoy House, & Willoughby House	Priority-C 28 days Medium	Housing Property Services	31-Mar-19	£100,000	We are only responsible for the kitchens in our rented homes. We have introduced an electrical testing programme that will pick up this improvement work.
Barbican Estate	It was noted that in some instances discarded trade materials and general waste has been allowed to accumulate in riser cupboards.	Implement robust management arrangements to ensure all such areas are maintained free from inappropriate storage.	Cromwell Tower, Lauderdale Tower & Shakespeare Tower	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	Dealt with through inspection process carried out by Barbican Estate Office.
Barbican Estate	It was noted that in a number of instances what appears to have been unauthorised structural alterations have been undertaken by/on behalf of residents. This has resulted in compromised standards of compartmentation between individual flats and the communal risers.	Ensure appropriate remedial actions are implemented to achieve and maintain current standards.	Cromwell Tower, Lauderdale Tower & Shakespeare Tower	Priority-D 3 Months Medium	Housing Property Services	Completed	£40,000 per annum	We have appointed a Technical Surveyor to oversee the Landlord's Approval process.
Barbican Estate	Anecdotal evidence from the tenant suggested that lack of maintenance to the kitchen extraction system has previously resulted in a small fire; elsewhere on the estate.	Consideration should be given to implementing a program of scheduled cleaning for communal kitchen extraction installations.	John Trundle Court	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	Inspection and maintenance programme in place.
Barbican Estate	<ul style="list-style-type: none">The internal original configuration appears to have been of; entrance hall, kitchen, bedrooms, lounge and bathrooms.Where provided doors to the internal escape route appear to comply with current standards.Alternative means of escape are provided via external stairs to the communal flat roofs and a place of ultimate safety.Domestic smoke detectors are provided.	As a compensatory feature in respect of internal configuration; consideration should be given to installing/upgrading a fire alarm system to BS 5839 pt 6 category LD2 grade D. CoL should undertake a strategic review of management protocols regarding tenants/leaseholders actions which may have implications to the overall fire safety of the premises.	Lambert Jones Mews, Postern	Priority-D 3Months Low	Housing Property Services	31-Mar-19	£20,000	Further specialist detailed Fire Management Survey is being carried out. Initial surveys suggest that many of the improvements identified in the FRA's are unnecessary and are mitigated by the design of the building. Management protocols have been reviewed and deemed satisfactory. Installation of alarm systems not deemed appropriate.
Barbican Estate	<ul style="list-style-type: none">Visual inspection of compartmentation between neighbouring dwellings (via walls and ceilings) did not identify any obvious areas of concern.Vertical service risers which serve 2 dwellings may be present; residents/contractors potentially access these enclosures for the purposes of alterations/maintenance to services.	Consideration should be given to the targeted inspection of a sample of dwellings to undertake Type 4 fire risk assessments; to address specific areas of concern.	Lambert Jones Mews & Postern	Priority-D 3Months Low	Housing Property Services	31-Mar-19	£5,000	Low risk - further detailed surveys to be carried out as part of inspection process.
Barbican Estate	<ul style="list-style-type: none">Alternative means of escape are provided via communal balconies	Consideration should be given to upgrading/replacing doors on a single means of escape route to achieve compliance with current standards. Where the opportunity for means of escape in 2 directions is available; this situation is considered acceptable. Consideration should be given to upgrading/replacing doors on the means of escape routes; to current	Thomas More House	Priority-C 28 days Medium	Housing Property Services	31-Mar-19	£50,000 research and maintenance programme.	Sample fire doors and screens are being/have been tested. Varying results require further investigation particularly, relating to passage of smoke.
Barbican Estate	Whilst emergency action notices were provided, it not considered that sufficient signs are displayed in prominent positions throughout the car park.	Ensure appropriate signs are displayed.	All car parks	Priority-C 28 days Medium	Housing Property Services	31-Mar-19	£120,000	Signage survey has been completed. Tenders being sought for the installation of new signage.
Barbican Estate	<p>It was noted; That fire doors to protected escape routes do not consistently display ‘fire door keep shut’ signage’.</p> <ul style="list-style-type: none">Doors to plant rooms, service cupboards and similar do not consistently display ‘fire door keep locked’ signage.	Ensure appropriate signs are displayed.	All car parks	Priority-D 3 Months Medium	Housing Property Services	31-Mar-19	£120,000	Signage survey has been completed. Tenders being sought for the installation of new signage.
Barbican Estate	Whilst adequate compensatory lighting is provided; it was not possible to determine whether adequate emergency escape lighting is provided to escape routes.	A survey should be undertaken by a competent person; with any identified issues being rectified to ensure the system complies with BS 5266.	All car parks	Priority-E Project Planning Medium	Housing Property Services	Completed	N/A	Emergency lighting maintenance contract in place.

Committee(s) Residents' Consultation Committee Barbican Residential Committee	Date(s): 02092019 16092019
Subject: Progress of Sales & Lettings	Public
Report of: Andrew Carter Director of Community and Children's Services	For Information
Report author: Anne Mason	

Summary

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

Recommendation:

That the report be noted.

Main Report

BACKGROUND

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

SURRENDERS/TERMINATIONS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	8A	29	£53,300	Tenant at Sufferance	Moving abroad	31/08/2019 (TBC)
2	1A	18	£36,200	28/07/2017 27/10/2020	Moving abroad	30/10/2019

RIGHT TO BUY SALES

3.

	30 July 2019	7 May 2019
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
NET PRICE	£65,007,843.75	£65,007,843.75

OPEN MARKET SALES

4.

	30 July 2019	7 May 2019
Sales Completed	856	856
Market Value	£154,804,271.97	£154,804,271.97

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

APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 07/05/2019
1	Breton House	4th	Bedsit F2A	£465,000	Proceeding

SALES PER BLOCK

9.

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

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

Anne Mason

Revenues Manager

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Working Party Updates Residents Consultation Committee 2 September

Gardens Advisory Group (GAG)

GAG meeting held 15 August 2019

The latest residents' survey had shown that 84% were satisfied or very satisfied with the management of the gardens, a marginally lower number than last year which might be explained by the recent work being done on the main lake. This is progressing with huge quantities of sludge having been removed and the original pumps restarted. Once the water circulation is working properly again the berms in the lake should improve. Residents' comments will be collated and circulated.

The survey also found that 72% of residents are prepared to pay a small increase in the service charge, of around £25 per flat, to fund improvements to the gardens. Such an increase would pay for an additional gardener and new plants. Residents must be assured the extra money would be applied solely to the three private gardens and not the public areas.

The resident-run garden inspection teams used the grading system proposed at the last GAG meeting for the first time. It was felt that some modification of the system was needed after a number of areas of the gardens were rated "unacceptable" and teams reported difficulty in applying the excellent/good/acceptable/unacceptable grades in a consistent and fair manner. However, the reports were helpful to the gardeners as they highlighted areas that needed attention. A meeting with members of the teams is to be held on 23rd September to discuss how the system should be applied in future.

A walk along Beech Gardens, looked at some issues raised by the inspection report. It was agreed that the grasses had become over-dominant in the beds and should be thinned more aggressively in coming months, while more of the miniature red and yellow tulips would be planted. Two silver birch trees adjacent to Ben Johnson are dying and will be removed this autumn.

In the Wildlife Garden, the new steps from the bottom gate, by the Bunyan carpark, up to the meadow had been completed by the TCV team. An official opening of the steps will be held on 18th September at 11 am, all are welcome and refreshments will be served.

Records of bug sightings in the wildlife garden had reached 130 different species and are expected to get to around 200. The resident expert on insects will run a mini-beasts hunt in the Thomas More garden during the Barbican@50 event in September.

The next GAG meeting will be on 15th November 2019.

Leaseholder Service Charge Working Party

Anne Mason - Chair (BEO), Phillip Burgess, David Lawrence, Helen Wilkinson, Helen Davinson (BEO), Dave Taylor, David Graves, Jane Northcote, Adam Hogg

Meeting 12 August 2018

Communications with Leaseholders

In June a trial was undertaken where the majority of the service charge estimate information was provided on the website. Five blocks were involved and although there was not a lot of feedback it was generally positive. Six residents asked for paper copies which were supplied. For the September actuals this format will be rolled out for all blocks.

Service Charge Actuals 2018/19

It was noted that the main areas of expenditure were employees (£2.5m), repairs and maintenance (£2.53m) and energy costs (£2.44m).

The increase in expenditure on employees reflects the annual pay rises for staff and for the cleaners the increase changes to the salary scale has also had an effect.

The expenditure on general repairs and maintenance increased by just over 6%.

Underfloor heating is the largest energy expenditure item and the increase in prices was slightly masked by comparatively lower consumption to the previous year. The City is investigating whether there would be benefits in adjusting the capacity charge to reduce excess charge. It was noted that the capacity charge is payable throughout the year.

More detail on the outturn is in the report and annexes.

Comparison with 2008/19 and 1998/99

The comparison was requested by a member of the working party and showed an increase of 45.27% in the annual service charge items over the 10-year period and 116.68 over the 20-year period.

Other activity

Discussions on procurement and service charge comparables have been held over to the next meeting.

The Public Realm in and around the Barbican Estate

Summary

Residents are concerned about the poor state of the public realm in and around the Barbican Estate. The City has delegated responsibility for maintaining the public realm to the Barbican Estate Office (BEO). The budget for this maintenance, including drain maintenance is around £300,000 pa, Given the extent of the challenge, it is surprising how well the BEO does with this limited budget.

Contrast this with the £35 million project to waterproof and replace all the podium areas around the Estate. Beech Gardens Phase 1 was the first stage of this work. It cost over £4 million, is of questionable utility and is already showing signs of dilapidation caused by inadequately funded maintenance, poor initial design and project implementation.

Residents don't want the City to spend more on maintaining the public realm around the Barbican. On the contrary, we want the City to spend less, but more effectively.

Resolution

- The RCC ask that the BRC acknowledge the reasonable concerns of residents and that
- The BRC ask those responsible for the funding and implementation of maintenance programmes for the public realm in and around the Barbican Estate to look for a new approach for upgrading and maintenance

The unfurnished public realm

The dilapidated condition of the public areas of the Estate is a surprise to many visitors. This dilapidation is worrying, not just from an aesthetic viewpoint, but more importantly from the “stitch in time” consequences of poor maintenance. This dilapidation concerns residents but the impact on visitors is surely more significant. The City has launched its challenging initiative “Culture Mile”, which will attract international attention. However, visitors to and participants in Culture Mile encounter filth and dilapidation as they make their way across the podiums and along Beech Street. Currently 1.5 million people visit the Barbican Centre each year. This number will rise significantly when Culture Mile gets fully under way. To these numbers we need to add City workers and visitors to the City who use the Barbican as a thoroughfare, soon to substantially increase when Crossrail finally arrives.

To the casual observer, The City seems to be more interested in shiny new projects, whilst neglecting what it already has. The remaining £30 million to be spent on the highwalks is a clear example of this approach. This expenditure represents one hundred times the current annual maintenance budget. The replacement programme is extravagant, wasteful and unsustainable.

Financing Constraints

Members of the RCC are fully aware of the constraints that surround some of the sources of money used to maintain and renew the City's infrastructure. However, the City has demonstrated its ability to use creative financing and legal structure to overcome these constraints.

Examples

On the following pages are some examples from around the Barbican These are not isolated occurrences; it is difficult to walk more than a few metres without observing dilapidation.



Corroded fixings on steps up to Beech Highwalk from Lauderdale Place



Railings unpainted for at least 20 years and 20 mm thick calcination on Defoe Place



Door to the Estate from Beech street



Paving on the Sculpture Court



Flooding on the new Beech Gardens Highwalk



Plants in mortar joints on Cromwell Highwalk



Calcination on a bench on new Beech Gardens Highwalk



Grass growing out of a drain on Beech Gardens Highwalk

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

Summary

Barbican Estate Office

1. Agenda Plan

Property Services – see appendix 1

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

Recommendation - that the contents of this report be noted.

Background

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

1. Agenda Plan

The table below includes a list of pending committee reports:

Residents' Consultation Committee & Barbican Residential Committee

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

Background Papers:

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

Contact: Michael Bennett, Head of Barbican Estates
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2 Redecorations

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

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

3. Public Lift Availability

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

Lift	From April 2017 to March 2018	From April 2019 to June 2019
Turret (Thomas More)	99.90%	99.72%
Gilbert House	99.99%	98.95%

4. Concrete Repairs

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

5. What's Gone Well

Lift Maintenance Contract

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

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

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

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