



## Barbican Estate Residents Consultation Committee

**Date:** MONDAY, 2 DECEMBER 2019

**Time:** 6.30 pm

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

**Members:**

Christopher Makin - RCC Chairman (Chairman)	Mark Bostock
Ted Reilly - RCC Deputy Chairman (Deputy Chairman)	Heather Hawker - Speed House
Adam Hogg - 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 - Cromwell Tower	James Ball - Brandon Mews
Mary Bonar - Wallside	Joe Reeves - Mountjoy House
Fred Rodgers - Breton House	Tim Hollaway - Lambert Jones Mews
David 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 2<sup>nd</sup> September 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. **SERVICE LEVEL AGREEMENT (SLA) QUARTERLY REVIEW: JULY-SEPTEMBER 2019**

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

**For Information**  
(Pages 13 - 26)

6. **PROGRESS OF SALES AND LETTINGS**

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

**For Information**  
(Pages 27 - 30)

7. **FIRE SAFETY UPDATE**

Assistant Director, Barbican and Property Services to be heard.

**For Information**

8. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2019/20 AND ORIGINAL 2020/21 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE**

Report of the Chamberlain.

**For Information**  
(Pages 31 - 42)

9. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2019/20 AND ORIGINAL BUDGET 2020/21**

Report of the Chamberlain.

**For Information**  
(Pages 43 - 50)

10. **WORKING PARTY UPDATES**

**For Information**

- a) Asset Maintenance (Pages 51 - 52)
- b) Leaseholder Service Charge (Pages 53 - 56)
- c) Resolution from the Leaseholder Service Charge Working Party (Pages 57 - 58)

11. **THE BARBICAN - A STRATEGY FOR THE FUTURE**

Report of the Deputy Chairmen, Barbican Residents Consultation Committee.

**For Discussion**  
(Pages 59 - 66)

12. **UPDATE REPORT**

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

**For Information**  
(Pages 67 - 72)

13. **BLAKE TOWER - VERBAL UPDATE**

Assistant Director, Barbican and Property Services to be heard.

**For Information**

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

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

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## **BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE** **Monday, 2 September 2019**

Minutes of the meeting held at Guildhall at 6.30 pm

### **Present**

### **Members:**

Christopher Makin - RCC Chairman (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 (BA)	Rodney Jagelman - Thomas More House
John Taysum - Bryer Court	Mike Cribb - Andrewes House
Janet Wells - John Trundle House	Nadia Bouzidi - Gilbert house
Mike Bristow - Cromwell Tower	James Ball - Brandon Mews
Fred Rodgers - Breton House	Joe Reeves - Mountjoy House
David Graves - Seddon House	Peter Bennett – Blake Tower
William Naughton - Shakespeare Tower	
Prof. Michael Swash - Willoughby House	
David Lawrence - Lauderdale Tower	

### **In attendance:**

Mark Wheatley – Deputy Chairman, Barbican Residential Committee (BRC)  
William Pimlott – Ward Member for Cripplegate and BRC Member

### **Officers:**

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

### **1. APOLOGIES**

Apologies were received from Adam Hogg – Deputy Chairman; John Tomlinson (Cromwell Tower) – represented by Mike Bristow; Sandy Wilson (Shakespeare Tower) – represented by William Naughton.

The Chairman welcomed the following new Members:

Mike Cribb – Andrewes House  
James Ball – Brandon Mews  
Joe Reeves – Mountjoy House

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

There were no declarations.

3. **MINUTES**

The minutes of the meeting held on 10<sup>th</sup> June 2019 were approved.

**Matters arising**

Stock Condition Survey – Members noted that Savills had been appointed to carry out this survey and that following a recent estate tour and meetings to plan the next steps, there would be a ‘pilot block’ over the next 7-8 weeks, to agree how the survey would look. The results of the Stock Condition Survey will inform the 30- Year Barbican Estate Maintenance Programme.

**Meeting of the Barbican Residential Committee (BRC) – 17<sup>th</sup> June 2019**

Members noted the headlines from the minutes of the last meeting of the BRC on 17<sup>th</sup> June 2019. Members noted that, as some of the additional works associated with security for the new stores in the car parks had not been completed, they had not as yet been let to non-residents.

Members also noted that the BRC agreed that the Stores Management Plan will be amended to increase the percentage of stores lettings to close by non-residents up to a maximum of 50%, so as to avoid the need to continually seek planning permission, but the percentage of stores lettings to close by non-residents should not exceed 25% unless further authorised by the BRC.

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

Members received the RCC's outstanding actions list and noted the following:

Members noted that works to the Willoughby House Turning Circle were expected to commence on 16<sup>th</sup> September 2019. Officers accepted that this had taken longer than expected to resolve but it had been a complex matter and the House Officer had been in regular communication with residents. Members noted that the ramps would not be blocked and Willoughby and its neighbouring blocks would be kept informed of developments.

Members noted that action to address anti-social behaviour was being driven by a BRC Member, who is also the Chairman of the Barbican Association BA's Security Committee. Members were reminded of the all-resident meeting in May this year when the City of London Police Commissioner had advised of national budgetary cuts and their impact on policing priorities. Whilst the Police would intervene in cases of 'intimidation', Members were concerned that its interpretation could be subjective. Members were advised that a first point of contact was the Concierges but were also reminded of the Estate Office's duty of care to staff. Members were asked to advise house groups to keep a record

of incidents and the BA Security Committee would be looking at a logging mechanism at their next meeting.

There was further discussion about anti-social behaviour in the context of how the Culture Mile and Crossrail will bring larger numbers of visitors to the City. Members expressed some concern in that the City Corporation's commitment to ensuring that this would be 'well-managed' was somewhat vague.

Members also noted further disturbances (pre 7 am) by cleaning services and the BA had also raised this with the Art Centre. There was a further complaint about the installation of new water tanks, when a communication about turning off water between 9 am and 5pm had extended to 9pm, without notice. Officers agreed to raise this with the relevant project managers.

**5. RESIDENTS SURVEY 2019**

Members received a report of the Director of Community and Children's Services in respect of the 2019 Residents Satisfaction Survey which was undertaken in July 2019.

Members noted that, whilst response rates were up on last year, 336 was still rather low when compared to the number of Barbican residents. However, the responses received were very positive and Members particularly noted the excellent plaudits for Michael Bailey, the Estate Office's Receptionist.

It was suggested that RCC Members and House Group Chairmen promote the next survey to encourage greater participation but the limitation on personal data, resulting from last year's GDPR legislation, made this challenging. Some Members found leaflet drops to be particularly effective.

Members were then asked to consider the survey question in respect of paying an additional £25 per year to fund additional labour within the private gardens on the Estate, to which 72% had responded in favour. As participation in the survey had been fairly low, Members discussed this and raised queries about the structure of the charging, additional works and spend on management and supervision. There was a further suggestion that, as the outcome was subjective, it might be better to run this initially as a trial. In concluding, the consensus was that the Gardens Advisory Group should consider this further, in light of the comments from this meeting of the RCC, and prepare a proposal that identified measurable outcomes from this additional expenditure to share with the House Groups before further consideration by the RCC.

RESOLVED, That – the report be noted.

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

Members received a report of the Director of Community and Children's Services in respect of Service Level Agreements and Key Performance Measures for April to June 2019. Members noted that the introduction an additional KPI on repairs in communal areas was a good example of the Working Parties working together. A member asked that the cleaning staff be commended for removing some graffiti very promptly.

RESOLVED, that – the report be noted.

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

Members received a report of the Chamberlain and the Director of Community and Children's Services which compared the revenue outturn for the services overseen by the Committee in 2018/19, with the final agreed budget for the year. The Chairman agreed that items 7,8 and 9 could be presented together as they were interrelated.

During the discussion there were concerns raised as to service charge transparency, particularly in respect of recharges and the complexity of City Corporation budget reports generally. Members noted the training/briefing session offered to RCC Members last year, ahead of the presentation of these reports, which had been very helpful.

The Revenues Manager and Chamberlain agreed to take this request forward and explained the format of the reports; i.e. how to navigate the detail and explanations of the various elements which made up the charges. As there were some new Members of the RCC, the Revenues Manager and the Chamberlain agreed to re-introduce a briefing/training session, along with an Executive Summary. In the meantime a training session would be held to explain the accounts and their presentation.

The Revenues Manager then took Members through the headlines, as follows, which would also be explained in the Service Charge letter:

There had been an increase in energy costs; i.e. 30% on the night rate. However, underfloor heating costs had fallen and this had helped offset it.

Lift maintenance had fallen but the cost of resident engineers had risen this year, mainly because they were now fully staffed.

Some manual workers had received a pay rise, in line with London Living Wage and City of London Corporation policy; which had eliminated the lowest point of the grade and added a higher point. The Revenues Manager agreed to provide Members with the background to the City Corporation's decision.

It was clarified that the cost of the garcheys were divided between all flats, even for those where they had been removed, as the plumbing had to remain.

There had been some changes to contract letting, with more emphasis on longer term lets, as had been the case with window cleaning. Some repair and maintenance contracts had also been let over longer timescales to achieve economies of scale. The House Group representative requested a list of repairs to Ben Jonson House.

RESOLVED, that – the report be noted.



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

Members received a report of the Chamberlain which provided a summary of service charge expenditure. It compared the revenue outturn (actual net costs) for the Barbican Estate's residential service charges with the latest agreed budget for the year ended 31 March 2019.

RESOLVED, that – the report be noted.

**9. RELATIONSHIP OF BRC OUTTURN REPORT TO SERVICE CHARGE SCHEDULES**

Members received a report of the Director of Community and Children's Services which sought to clarify how the Service Charge Account for 2018/19 Revenue Outturn Report relates to the service charge schedules provided to long lessees.

RESOLVED, that – the report be noted.

**10. FIRE SAFETY UPDATE**

Members received a report of the Director of Community and Children's Services in respect of progress made in relation to fire safety matters, since the last update report submitted to Committee in September 2018.

The Assistant Director reassured Members that although good progress continued to be made with the fire safety improvement works, this was not easy to detect from the report itself. He also reminded Members that the Barbican Estate was low risk. The last fire risk assessments had taken place in 2018 and, whilst there were no regulations as to their frequency, guidance suggested every 3 years. Members also noted that a further two door sets had recently been tested and the outcome report was due at the end of the month. Further final testing on a corridor block door was also planned.

Whilst the doors had passed the 30-minute flame test, an issue remained about the degree to which the doors would prevent smoke transfer. The Assistant Director has approached Arup, a specialist consultant with an in-depth knowledge of the Barbican Estate, to carry out a series of follow up surveys to look at specific matters such as compartmentation. Members noted that tenders had been invited for the works to deal with the compartmentation issues at Frobisher Crescent. It was expected that the cost of these works would not be passed to leaseholders.

The Assistant Director was also aware of concerns raised during a recent training exercise at Cromwell Tower. Members noted that the City Corporation's Fire Safety Advisor had been communicating with the London Fire Brigade about the 'stay put' advice. Further advice had also been sought from some of the City Corporation's Building Control Officers. Some of these officers had been in post for many years and had considerable knowledge of

the design and construction of the Barbican Estate. In concluding, Members noted that the City Corporation had made good progress on fire safety.

The Assistant Director confirmed that the current advice of the London Fire Brigade was to implement the “Stay Put” policy in the event of a fire.

RESOLVED, that – the report be noted.

**11. PROGRESS OF SALES AND LETTINGS**

Members received the regular report of the Director of Community and Children’s Services in respect of sales and lettings that had been approved by officers, under delegated authority, since the last meeting.

RESOLVED, that – the report be noted.

**12. WORKING PARTY UPDATES**

Members received a report on the work of the various working parties. A resident member of the Underfloor Heating Working Party was also heard in respect of recent success with ‘trimmers’, which were inexpensive and could control heating within staircase flats. Members noted that the BA had also voted in favour of levelling temperatures. The Working Party had expressed some disappointment following a poor response from the City’s Electrical Procurement Team in the pursuit of investigations into the potential for Demand Side Response using the Barbican’s heating system

RESOLVED, that – the report be noted.

**13. THE PUBLIC REALM AROUND THE BARBICAN ESTATE**

Members received a report of the Deputy Chairman which expressed some disappointment at the City Corporation’s approach to maintenance of the public realm in and around the Barbican Estate. This report sought a resolution to the BRC to support this, on behalf of residents, and for the benefit of visitors to the City.

In response to a question about the fountains, Members noted that this was on the next BA Agenda, when there would be feedback from the Arts Centre.

Members discussed the general footfall through the Podium and how this was likely to increase in the wake of Culture Mile. Members also noted that the City had been conducting Architecture Tours. In concluding, the Chairman and Members thanked the Deputy Chairman for the strong messaging in the report and the Chairman of the BA confirmed their endorsement.

On being put to a vote, 20 voted for, with one abstention and it was therefore RESOLVED, that:

1. The RCC ask that the BRC acknowledge the reasonable concerns of residents and on behalf of visitors;

2. 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.

**14. UPDATE REPORT**

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

RESOLVED, that – the report be noted.

**15. A VERBAL UPDATE ON BLAKE TOWER**

Members received an update in respect of the handover of Blake Tower, to the Barbican Estate, which had been expected on 1<sup>st</sup> September 2019. Given the number of defects in this development; Members noted that there had been a series of site visits and meetings over the Summer, including the City Surveyor and updates from the Resident's Association. Further to discussions between the City's Lawyers and Redrow, the handover would now be on 18<sup>th</sup> October 2019 and this had been communicated to Blake Tower residents. Officers hoped that the extension would enable further inspections bring about a satisfactory resolution. A representative from Blake Tower was in attendance and endorsed these concerns. Members noted that a troublesome noise nuisance with a heavy metal door, which was used frequently by construction workers was included in the City's current defects schedule.

RESOLVED, that – the report be noted.

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

Members noted the dates of the 2020 meetings as follows:

2<sup>nd</sup> March

1<sup>st</sup> June

7<sup>th</sup> September

30<sup>th</sup> November                      all starting at 6.30 pm

The AGM would take place in January 2020, at a date to be advised by the Town Clerk.

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

Members noted the questions which had been received in advance of this meeting and the responses circulated this afternoon and laid around the table.

There were further concerns about siting of defibrillators and public notification of defibrillators on City Corporation properties which might be closed when needed (such as the school). The Deputy Chairman of the BRC was in attendance and suggested that the BRC consider this further at its meeting on 16<sup>th</sup> September.

The Willoughby House Group representative was not satisfied with the response in respect of the Electric Vehicle Charging Points in Willoughby House Car Park and remained very concerned about strong evidence to suggest that drug dealers might be operating in the car park. The Car Park Manager agreed to meet with the resident as a matter of urgency.

18. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**  
There were no items.

**The meeting ended at 8.35 pm**

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Chairman

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

Appendix – Pre Committee Questions

## **Pre-committee Questions for RCC Meeting, 2 September 2019.**

### **1. Willoughby Car Park - Electric Vehicle Charging Points**

- The charge points appear to be used by the general public, in addition to Willoughby House residents. Indeed, the charge points in Willoughby House are advertised on the internet.
- It is therefore impossible for the Concierge staff to check who is coming and going through the Car Park to use these charge points and the associated vehicles - the Willoughby House Group believes this is a serious security risk, since the locked doors to the stairs and lifts are by no means themselves secure - they are often found 'ajar'.
- The electric charging points are located deep within the car park, far from the entrance, making it impossible for the concierges to monitor them adequately.
- There are two ZIP-Car vehicles available at these charge points for anyone to hire. These are regularly surrounded by rubbish and this rubbish shows signs suggestive of substance abuse. One hirer of such a vehicle complained to the car park attendants about the stench of marijuana (hash) in the vehicle and I can vouch for this in the vicinity of one vehicle recently. The residents of Willoughby House do not leave rubbish around their own vehicles!
- I point out that the brief hiring of a ZIP-car is a perfect method for transport and sale of street drugs, and the Barbican car parks are secluded and free from the likelihood of police detection
- It was not our understanding, when we welcomed these charging points, that they would be available in this manner to all Londoners.
- This situation is unmanageable and most unsatisfactory. On behalf of the Willoughby House Group I ask that this problem be addressed, thoroughly and expeditiously.

***One of roles for the Estate Concierge is security and the controlling of the entrance area to the Car Park. Whether it is a resident, visitor, worker or someone unwanted – it's their responsibility to deal with them appropriately.***

***Any issues throughout the car park (bay usage, rubbish, door repairs etc) should also be addressed via the Estate Concierge as part of their patrols.***

## **2. Automated External Defibrillators – locations on noticeboards**

Can the location of the Automated External Defibrillator, kept at Lauderdale Tower, be placed permanently on all the estate noticeboards?

***A schedule of the locations of the Automated External Defibrillators in and around the Barbican Estate as provided by the First Responder Department, London Ambulance Service last year was placed in our weekly bulletin:***

Barbican Underground	Aldersgate Street, London EC1A 4JA
Barbican Estate	Lauderdale Tower, Lauderdale Place, Barbican, EC2Y 8BY
City of London Girls' School	St Gile's Terrace, Barbican, London EC2Y 8BB
Citypoint	One Ropemaker Street, London EC2Y 9AW
Citypoint Club	1 Ropemaker St, London, EC2Y 9AW
Guildhall School of Music & Drama	Silk Street, Barbican, London EC2Y 8DT
Moor Place	1 Fore Street Avenue, Moorgate, London EC2Y 5EJ
Moorgate Underground	Moorfields, London EC2Y 9AE
Museum of London	150 London Wall, EC2Y 5HN

***The BEO will schedule a more regular update on this in our bulletin.***

***The 160 noticeboards across the Estate generally include the following standard items from the BEO:***

- ***window cleaning schedules***
- ***locations of the Emergency Services points***
- ***block inspection reports***
- ***use of lift curtains (in some cases)***

***As there can be varying comments about your noticeboards what do RCC Members feel about the current standard and any additional items including the locations of Automated External Defibrillators?***

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

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

Issue	Source	Officer
<b>Willoughby House Car Park Turning Circle</b>		
<i>These works are completed.</i>	RCC Dec 18	Barry Ashton
<b>Anti-social Behaviour (ASB)</b>		
<p>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.</p> <p><i>The Barbican Association Security Committee meeting in October reviewed the position in relation to anti-social issues across the Estate and new processes that might be introduced so that residents would be able to report incidences and these to be categorised easily and efficiently in the future. It was noted that regarding any proposed changes to byelaws, firm evidence would be needed before anything could be done and that darker evenings might lead to a reduction in ASB.</i></p> <p><i>It was also noted that officers had started cross-referencing the categories and definitions of ASB as used by the CoLP with that of the BEO's reporting system and that further work was required in order to develop an IT reporting system for stakeholders, However, things were very slow moving at present due to current resourcing issues.</i></p> <p><i>Finally, it was reported that Park Guard, a private uniformed patrol service that was operating in the City could be considered for troublesome areas that were the subject of reported incidents.</i></p>	RCC June 19	Barry Ashton
<b>Noise disturbance issue related to two leaseholders in Breton House</b>		
<i>Officers organised and attended a productive meeting with representatives from both leaseholders including the City Solicitor in October. A number of avenues are being explored which it is hoped will resolve the noise disturbance issue for both parties.</i>	RCC June 19	Helen Davinson
<b>Repairs &amp; Maintenance costs for 2018/19 for Ben Jonson House</b>		
<i>A list of repairs for 2018/19 for Ben Jonson House has been passed to the House Group representative.</i>	RCC Sept 19	Anne Mason
<b>Briefing/training sessions for Members on the financial reports to help explain the accounts and their presentation</b>		

<i>Following discussions with the Leaseholder Service Charge Working Party; the RCC Chairs/Deputies had a meeting with Officers in October to look at the potential for alternative more interactive financial issues of interest for RCC Members as an ongoing agenda item. This to be an agenda item for the December meeting.</i>	RCC Sept 19	Anne Mason
<b>Zip cars in Willoughby House Car Park</b>		
Public users of the Zipcar scheme & the issues of the security, standard of cleanliness and potential drug dealers.	RCC Sept 19	Barry Ashton
<i>Following an on-site meeting with resident representatives in September and feedback from Zipcar the BEO reviewed the issues and decided to terminate the agreement with Zipcar (effective from 25 October).</i>		
<i>Officers from the Department of the Built Environment (DBE) are reviewing Electric Vehicle (EV) provision and opportunities in the City including the Barbican Estate as well as the development of an EV Car Club. The DBE are leading on this and the BEO will liaise and assist as and when necessary.</i>		
<i>It has been re-iterated that access control for the Car Park is very much the Estate Concierge's role and that the monitoring of the state of repairs and cleaning of the Car Park is also their duty.</i>		
<b>Contact:</b> Michael Bennett, Head of Barbican Estates – 020 7029 3923 – <a href="mailto:barbican.estate@cityoflondon.gov.uk">barbican.estate@cityoflondon.gov.uk</a>		



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

## Summary

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

## Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

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

### Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter July – September 2019.
3. House Officers, Resident Services Manager and the Head of Barbican Estates attended the recent SLA Working Party review meeting in October to review the SLAs and KPIs.
4. New comments from the residents Working Party (Randall Anderson, Jane Smith, David Graves, Graham Wallace, Fred Rodgers, John Tomlinson, Christopher Makin), House Officers, surveys, House Group meetings, RCC and resident general comments/complaints are incorporated into the July – September 2019 comments.

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

### **Proposals**

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

### **Conclusion**

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

### **Appendices**

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

### **Background Papers**

Quarterly reports to committee from 2005

**Michael Bennett**

**Head of Barbican Estates**

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## CUSTOMER CARE

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

**CUSTOMER CARE**

LP Lobby Porter

BAC Barbican Centre

Source of comments:

HO House Officers

RCC Residents Consultation Committee

RCC ? RCC Pre Committee Question

DCCS Department of Children & Community  
Services

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

COM Complaint

SURV Survey

HGM House Group Meeting

AGM House Group Annual General Meeting

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

## REPAIRS & MAINTENANCE

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
225	Jul-Sept 19	SLA WP	Urgent repairs KPI has fallen off. Why specifically Priority 1?	To raise at next BOG meeting with senior Property Services Officers. An article has already featured in the Friday Bulletin. The Senior Resident Engineer is also writing a further article detailing what they do and examples of their out-of-hours service/call outs". A number of residents don't actually realise the out-of-hours service follows their day job at 5.00pm.	✓
224	Jul-Sept 19	Res Surv	Resident Engineers/Duty Managers - the survey demonstrated that many respondents were not aware of this service or how to contact if required. Training given to new members of the Property Services team regarding how to handle calls concerning the Background Underfloor Heating system.		✓
223	Jul-Sept 19	PS	House officers are being notified about forthcoming works to balconies/roofs so they can communicate this information to residents in adjacent flats	For comment only.	✓
222	Jul-Sept 19	HO/PS	BEO expect to check the delivery/cost of 15% of repairs. Would reporting the level achieved provide a visible KPI that the cost of repairs is being monitored?	For comment only. It is possible to add in an extra KPI that will demonstrate what proportion of the 15% checked passed or failed inspection. This will be in place for Oct - Dec 19.	✓
221	Apr - Jun 19	Res	Repairs feedback forms are sent to residents requesting such repairs and detailing the work to be done. The return of these forms after completion of the works is expected to indicate resident satisfaction that the work has been done and is satisfactory, as far as the resident can see. Is this a poor measure of control? The work is frequently done weeks after the request and it is not clear to the resident that the form has any significance in terms of costs which may then be charged to them through the service charge. It is understood that because the 15% check may focus more on larger cost items these lower cost items are more likely to fall outside those checks.	The BEO is due to "Go Live" on a new Housing Management System over the next 6 months. It is expected that this system will enable a survey to be sent to residents at the end of the work with an accurate cost attached. SLA WP will monitor further.	
220	Apr - Jun 19	Res			

## REPAIRS & MAINTENANCE

212	Apr - Jun 19	HO and res	VFM TV and broadband service.	Agreed that BEO would monitor the level of service over 6 months before we remove it from the license and seek alternative contractors. The results of this review was that some residents are noticing that there are some isolated TV concerns, which were being resolved via the use of amplifiers. Broadband Service was generally very good. The monitoring period has been extended for a further 6 months until November as reported to the RCC on 10 June 2019. <b>There have been less issues during this review period.</b>	✓
219	Apr - Jun 19	HO & PS	Several new staff members at the Repairs Call Centre. HOs have noted some priority assignment issues when raising orders.	To be raised at next Barbican Operational Group meeting. Extra training has been given.	✓

## **MAJOR WORKS**

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



## OPEN SPACES

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
191 Jul-Sept 19	HO	The large bed by Breton House that was previously maintained by resident volunteers, has been handed back to Open Spaces. The gardeners have worked exceptionally hard in clearing and re-planting.	For comment.	✓
190 Jul-Sept 19	HO	New stairs in Barbican Wildlife Garden have been built and are complete. This allows the original entrance to the garden to be used. Following the recent unprecedented rain which caused a blockage near Brandon Mews, the overflow drains in the lakes are being monitored more closely and cleared by Open Spaces.	For comment.	✓
189 Jul-Sept 19	HO	Following some incidents where fish were stolen from the lake, new 'no fishing' signs are due to be installed.	For comment.	✓
188 Jul-Sept 19	HO	New garden recycling still has some issues and needs further publicity (locations, where soil can go).	For comment. The Police have arrested 2 people for poaching from the public access area to Wallside lake. Officers from the City's Cleansing Department are putting together a proposal to undertake another trial, subject to interest from residents, to collect garden waste next year. However, the proposal to undertake the trial is subject to Port Health and Environmental Services Committee approval. The success of the trial will be measured by level of participation in the trial and the weight and quality of the garden waste collected.	✓
177 Apr - Jun 19	SLA			

## Appendix 6. Barbican KPIs 2019-20

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

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

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

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

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# Agenda Item 6

<b>Committee(s)</b>  Residents' Consultation Committee Barbican Residential Committee	<b>Date(s):</b>  02122019 16122019
<b>Subject:</b> Progress of Sales & Lettings	<b>Public</b>
<b>Report of:</b> Andrew Carter Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Anne Mason	

## Summary

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

### **Recommendation:**

That the report be noted.

## Main Report

### BACKGROUND

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

### SURRENDERS/TERMINATIONS

2. There are no new surrenders.

### RIGHT TO BUY SALES

- 3.

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

#### OPEN MARKET SALES

4.

	<b>30 September 2019</b>	<b>30 July 2019</b>
Sales Completed	857	856
Market Value	£155,269,271.97	£154,804,271.97

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

#### APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 17/10/2019
1	John Trundle Court	1	F2A	£475,000	Proceeding
2	Cromwell Tower	31	1A	£1,700,000	Proceeding

#### COMPLETED SALES

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



10.

**SALES PER BLOCK**

<b>BLOCK</b>	<b>TOTAL NO. OF FLATS</b>	<b>TOTAL NO. SOLD</b>	<b>NET PRICE £</b>	<b>% NO. OF FLATS SOLD</b>
ANDREWES HOUSE	192	184	16,648,760.00	95.83
BEN JONSON HOUSE	204	196	14,877,454.83	96.08
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	109	8,506,712.50	98.20
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	67	5,384,280.00	97.10
DEFOE HOUSE	178	173	17,414,782.50	97.19
FROBISHER CRESCENT	69	69		100.00
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	26	22	5,959,130.00	84.62
SEDDON HOUSE	76	75	8,445,677.50	98.68
SPEED HOUSE	114	108	12,468,148.50	94.74
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	146	14,337,670.50	98.65
<b>TERRACE BLOCK TOTAL</b>	1728 (1728)	1679 (1678)	143,915,573.33 (143,450,573.33)	97.16 (96.96)
CROMWELL TOWER	112	102	25,305,801.00	91.07
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	110	27,300,415.76	94.83
<b>TOWER BLOCK TOTAL</b>	345 (345)	326 (326)	77,159,996.39 (77,159,996.39)	94.49 (94.49)
<b>ESTATE TOTAL</b>	2073 (2073)	2005 (2004)	221,075,569.72 (217,151,069.72)	96.72 (96.53)

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

**Anne Mason**

Revenues Manager

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# Agenda Item 8

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

## Summary

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

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

- Landlord Services

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

- Car Parking

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

- Baggage Stores

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

- Trade Centre

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

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

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

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

### Recommendations

The Committee is requested to:

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

### Main Report

#### Introduction

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

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

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

### **Proposed Revenue Budget for 2020/21**

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

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

Notes - Examples of types of service expenditure: -

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

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

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

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

### **Potential Further Budget Developments**

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

## **Draft Capital and Supplementary Revenue Budgets**

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

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

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

## **Capital Bid**

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

## **Appendices**

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

**Dr Peter Kane**  
**Chamberlain**  
**Services**

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

**Andrew Carter**  
**Director of Community & Children's**



## APPENDIX 1

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

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

### Supervision and Management – General

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

### Landlord Services

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

### Car Parking

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

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

### **Baggage Stores**

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

### **Trade Centre**

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

## APPENDIX 2

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

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

# APPENDIX 3

## ANALYSIS OF REPAIRS, MAINTENANCE AND MINOR IMPROVEMENTS ALL LOCAL RISK

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

E = ESSENTIAL

A = ADVISABLE

D = DESIRABLE

## Appendix 4

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

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

## Summary

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

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

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

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

## **Recommendations**

The Committee is requested to:

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

## **Main Report**

### **Introduction**

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

### **Proposed Revenue Budget for 2020/21**

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



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

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

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

## **Draft Capital and Supplementary Revenue Budgets**

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

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

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

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

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

## **Appendices**

Appendix 1 = Analysis of Repairs, Maintenance and Minor Improvements

Appendix 2 = Support Services and Capital Charges

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

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

**Dr. P. Kane**  
**Chamberlain**

**Andrew Carter**  
**Director of Community and Children's Services**

Analysis of Repairs, Maintenance and Minor Improvements

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

## Appendix 2

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

## Appendix 3

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

**Asset Maintenance Working Party Meeting**  
**30<sup>th</sup> September 2019, 6:00PM Lilac Room, Barbican Estate**

**Attendee**

Mike Saunders  
 Shaunna McFarlane  
 David Downing  
 Jason Hayes

**Organisation**

**Chair** - CoL Housing Property Services  
 CoL Housing Property Services  
 CoL Housing Property Services  
 CoL Housing Property Services

Ted Reilly

Resident

Graham Wallace

Resident

Fiona Lean

Resident

Mike Greensmith

Resident

Gail Beer

Resident

Henry Irwig

Resident

Apologies: Michael Bennett, Christopher Makin, Randall Anderson, Paula Ridley, David Lawrence

**Minutes**

Item	Key discussion & action points	Who
1/2	<p><b>Introductions/Review of Minutes from Preceding Meeting:</b></p> <p>Introductions were done around the table and members welcome Gail Beer a new member from Lauderdale Tower.</p> <p>Jason Hayes the new manager of Major Works/Projects is also introduced as he will be taking over as Head of the Asset Programme side of Major Works across the estate.</p> <p><u>Estate Maintenance</u>          A report was submitted to RCC and BRC by TR with their supported it was then submitted to Streets &amp; Walkways.</p> <p><u>Under Floor Heating Working Party</u>          We have had a brief response from City Surveyors Energy Department. The Chair and</p> <p><u>Tower Block Lift Maintenance:</u>          Surveys to be returned by Butler &amp; Young and then to be reviewed.</p> <p><u>Fire Risk Assessment</u>          Tender returns are currently being reviewed.</p>	

Item	Key discussion & action points	Who
3	<p><b>Conditions Survey Update:</b></p> <p>Savilles have now been appointed.</p> <p>Mountjoy House will be done as a pilot, works to start on 14<sup>th</sup> Oct. we are hoping to have the data on this back by the end of Nov.</p> <p>A date for when works will start estate wide will then be confirmed.</p>	
4	<p><b>Roof Repairs Review</b></p> <p>It is confirmed that Savilles will be surveying the roofs on the Barbican.</p> <p>Once done and surveys reviewed, and we will be able to discuss options going forward.</p>	
5	<p><b>Barbican Redecorations 2020/25:</b></p> <p>Tender is now live and will close 25<sup>th</sup> Oct.</p> <p>Once closed, Tender returns will be reviewed.</p>	
6	<p><b>AOB:</b></p> <p><u>Car Park Concrete Works</u> It is confirmed that any works around Concrete in the Carparks will/would have gone through the Working Party.</p> <p><u>Working Party Action Plan</u> MS advised that the layout of the Action Plan will be changed to make it more manageable. <b>Revised Plan to be circulated.</b></p> <p><u>Repair Issues</u> MG advises that he has had ongoing repair issues with his balcony glass door. FL advises that she is a member of the resident subgroup that attends quarterly progress meetings with the Repairs &amp; Maintenance contractors Metwin. <b>FL &amp; MG to liaise so issues can be raised at the next meeting.</b></p> <p><u>Ventilation System</u> It is confirmed that air vents in the event of a fire should shut down automatically.</p> <p>Next meeting date: <b>Wednesday 27<sup>th</sup> November</b></p>	<p>SM</p> <p>FL/MG</p>



## **Leaseholders Service Charge Working Party**

### **Report to RCC December 2019**

#### **Members**

Anne Mason - Chair (BEO), Michael Bennett (BEO), Nicola Lloyd (BEO) Helen Wilkinson, Jane Northcote, Phillip Burgess, David Lawrence, David Graves, Adam Hogg, David Taylor

Meeting - 12 November 2019

#### **Procurement**

The meeting received a very positive presentation from the Commercial Director in charge of procurement. They are targeted with making savings above inflation. Having made substantial savings from the introduction of a centralised savings team in 2014 they are now looking to savings from further work with shifts from reactive maintenance to planned maintenance and more specialised skills in areas where they perceive opportunity still exists. The latter would include work on electricity supply which might involve long term price fixing.

The procurement subcommittee targets are available on the Corporation website.

This commercial and positive approach to achieving savings was applauded by the meeting

#### **Selection of Service Charge categories for deeper analysis**

The working party intends to look at various service charge costs in order to facilitate the greater in depth understanding of service charges (“deep dives”) by the RCC.

A number of areas were mooted with the intention that the initial presentations could be made to the March RCC.

The initial area selected was Resident Engineers, whose annual costs run at some £400,000 pa.

#### **Budgetary review**

The first budget for the 2020/21 Service Charges was incomplete at the time of the meeting so it was not possible to consider the overall impact of planned charges.

However, a discussion ensued about how the continuing increases in Service Charges above the rate of inflation. The Resident members considered that it was time that a proposal was put to the RCC regarding how the BRC managed the Service Charge budget within inflation.

## **Outstanding Query from September – Grade A staff review**

Grade A was revised for two principal reasons:

1. As part of a general effort to provide a greater reward for our lowest-paid employees.
2. To ensure that it remains above the level of the National Living Wage.

The remodelling was as part of the CoL Pay Award, which is collectively agreed with our recognised Trade Unions before being approved by the Court of Common Council. Clearly in negotiation Pay Awards take some cognisance of what the TUs consider as their key objectives.

Although our Pay Awards are negotiated from within and apply only to the CoL and do not form part of any wider local-government agreement, they also take cognisance of what appropriate national settlements are at the time of their negotiation, particularly in local government. In this case, the CoL agreement is a two-year deal, covering 1 July 2018 - 30 June 2020. This reflected the national local-government pay deal of 2018, which was also a two-year agreement (covering 1 April 2018 – 31 March 2020), and also favoured the lower-paid employees (and in fact had much more significant restructuring of, and to the advantage of employees paid on, the lower national pay bands).

## Resident Staff

The resident staff are the four engineers who live on the estate. Their costs include a proportion of their salary, residential costs and uniforms. These costs are charged using the estate wide percentages. The resident engineers' salary costs are divided between general duties, lifts, and projects. A proportion of their costs are recharged to Housing in respect of Housing projects and lifts. This recharge can vary considerably from year to year. These costs are allocated with regard to time spent on the Barbican and time spent on projects.

Below are the costs for the last five years.

Resident Engineers	2018/19	2017/18	2016/17	2015/16	2014/15
	£	£	£	£	£
Salary	156,810	136,617	148,903	131,961	135,900
NI	17,128	14,692	15,978	11,447	11,668
Pension	36,655	31,315	28,279	25,404	26,493
Total	210,592	182,624	193,160	168,811	174,061
Allocated resident engineers' duties	204,714	173,445	145,420	116,190	129,884
Technical division on-costs	74,812	50,610	98,009	84,954	74,658
<b>Total</b>	<b>279,526</b>	<b>224,055</b>	<b>243,429</b>	<b>201,144</b>	<b>204,541</b>
Uniforms	198	895	741	0	145
Relocation expenses	2,275	0	2,794	0	0
Electricity	557	337	366	483	296
Rents - Resident Engineers	131,375	127,025	123,250	119,800	114,750
Rates & Council Tax	9,060	8,697	8,461	8,501	8,434
Training	7,463	0	160	0	600
Materials/equipment	29	0	298	1,436	107
Communications and comp	425	0	0	0	0
Repairs and Maintenance	0	59	0	0	0
Water Rates	945	930	1,261	1,294	1,293
<b>Sub-Total</b>	<b>152,327</b>	<b>137,944</b>	<b>137,331</b>	<b>131,514</b>	<b>125,624</b>
<b>Total</b>	<b>431,853</b>	<b>361,999</b>	<b>380,760</b>	<b>332,659</b>	<b>330,166</b>

Note in 2017/18 and 2015/16 there were staff vacancies

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## Leaseholder Service Charge Working Party

### Proposed resolutions from the Resident Members to Residential Consultative Committee

The Working Party met on Tuesday 12<sup>th</sup> November, to review the Proposed Service Charge Budget

This proved to be impossible as some costs were still to be provided by the Chamberlain.

It was hoped that members of the group would have the opportunity to scrutinize the proposals in time to pose any questions to the BEO prior to the RCC meeting and report accordingly.

Serious concern was expressed at the history, over the past twenty years, of service charges growing ahead of inflation when there had been no increase in the level of service. On average lessees are paying £1300 a year more than they would have if charges had been in line with inflation.

It was questioned whether serious attempts had been made to review and reduce costs over the years as the emphasis from the BRC had been on ensuring that the charges were collected in full rather than minimized.

The residential members of the group proposed to recommend to the RCC that the following resolutions should be passed

1. The Service Charge Budget (Estimate) as currently presented shows above-inflation increases in total and in recurring costs. This is a trend over multiple years and is not acceptable. This committee requests the officers responsible to present a 2020-2021 Budget which shows an overall increase less than or equal to inflation, while maintaining current service levels.

2. This Committee asks the BRC to ensure the City of London, as part of its regular activities, manages and controls service charge expenditure so that future Service Charge estimates and actuals show overall year-on-year increments at or below inflation, while maintaining current service levels.

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## **The Barbican. A Strategy for the Future**

### **Background**

It was agreed at the March meeting of the RCC that a strategy for the maintenance of and improvements to the Barbican Estate should be developed.

This paper is an interim report on the progress made to date.

Sandy Wilson and Adam Hogg put together a paper outlining the scope of the project. After discussion with the Chairs of the RCC, the BA and the BAGC, it was shared with the House Group Chairs asking them to canvass their membership for their views on what was needed to ensure that the Barbican remains relevant to the modern world.

The responses received from House Groups are presented in the attached table and a preliminary attempt has been made to group them into Residential vs Estate-Wide and Short-term vs Long-Term. A further sub-grouping has been attempted under headings such as Greening, Cars & Parking, Security, Energy Efficiency and Preservation and Maintenance, to name a few. A draft of an overarching Barbican Residents' Estate Strategy has also been produced.

### **The next stage**

Set up a Barbican Residents' Strategy Steering Group to analyse the results and determine a way forward paying particular attention to:

Evolving the draft into a full strategy.

The relationship between lessees and the landlord.

The constraints imposed by our leases on maintenance and improvements.

How future works might be funded.

Restrictions on change imposed by the Grade II listing.

### **TOR for the Steering Group**

**The Barbican is a magnificent place to live - we wish for it to continue be so.**

#### Objective/Purpose

To articulate an overall strategy, informed by the views of residents to ensure that the Barbican Estate, one of the most important residential developments in Europe, maintains its position as a good place to live by taking advantage of technological and other developments which will ensure that as a place to live it remains relevant to the world around it.

#### Scope

In developing the strategy, the following will be taken into account:

- The Barbican is principally a residential estate and the focus should recognize this.

- The architectural integrity must be maintained but sensitive development must also be allowed if the fabric of estate is to keep pace with modern residential developments and environmental concerns.
- Long term planning of all aspects of the running of the estate is essential.
- Solutions to the conflict between maintenance and improvement enshrined in the leases must be sought.
- Existing initiatives such as asset maintenance, underfloor heating and others will be recognized and supported appropriately.
- Work with the landlord to consider means of improving delivery of services.
- All stakeholders, Residents, Lessees, Common Councillors, Barbican Residential Committee and City of London should be engaged both formally and informally.
- Plans for implementation of the strategy cognizant of financial impact on Lessees to be submitted to the BAGC and RCC.

#### Membership

Joint Chairs AW and AMH

Experts: Architectural, Environmental, Engineering, Marketing/PR, Councillors, Legal

Resident Chairs of Asset Maintenance, Underfloor Heating, BA, RCC

Committed residents

#### Reporting to

BAGC and RCC

**We seek the approval of the BAGC and the RCC to proceed with the project along the lines suggested above.**

Sandy Wilson

Adam Hogg



## November 2019

v08  
page 1

## Residential - Short Term

Item No	Proposal	Issue/Benefits	From
1.1	Individual Flat Heating Control	QL	L, W, Sh, Sp, A
1.2	Garchey Removal or Replacement	QL, CS	G, A, Sh
1.3	More frequent redecoration because of damage	QL	BJ, A
1.4	Remove redundant heaters in communal areas	AR	A
1.5	Improve Tower Lift Availability through alternative control algorithms	QL	Sh
2	Procurement Club (electricity, improvements etc)	P, CS	G
3.1	Double Glazing where not already installed	T, QL, EE, CC	W, G, A, Sp, Se
3.2	Triple Glazing in high noise areas	T, QL	G
3.3	Thermal Insulation of some roofs & floors	QL, EE, CC	W, Sp
3.4	Draft-exclusion in apartments ( <i>actually this may impact on the air circulation philosophy of the design</i> )	QL, EE	A
4.1	Upgrade security access systems	SEC	G, L, A
4.2	ASB Measures	SEC, T, QL	BJ, Sp, Sh
4.3	Threat Assessment for Barbican Residences	SEC	Private
5.1	Sound Insulation of some roofs and floors	T, QL	A
5.2	Sound Insulation of lift-shafts	T, QL	Sh
5.3	Noise to be included in new lift procurement specs	T, QL	Sh
5.4	Reduce Noise from various sources (Store Doors, Entry Doors, AC from commercial premises, Contactors/Estate trolleys)	T, QL	A, Sh
5.5	Silence trolleys used by BC/BEO/Contractors	T, QL	Sh
5.6	Have a drone delivery policy - restricted hours (Ban them!)	T, QL	A, (Sh)
6	Brand New Park roof replacement	AR	BM, W, A
7	Window Box encouragement/(mandating) programme (with pollution absorbing plants).	QL, E&P	BJ, Sp, (A)

## Estate-Wide - Short Term

[illegible]

## Concerns

Item No	Proposal	Category	From
	Costs to Residents	AF	L, Sh, Se, Br
	Topics are already under consideration	P	Se
	Some should be personal purview of residents	P	Se
	Don't be hi-jacked by single-issue militant activists	P	A
	Don't lump Barbican and Golden Lane together - different issues	P	A

**Notes:** To understand the Table Layout, please read.

i) Where square brackets are used in the tale it indicates an elaboration of the main idea. Where curved brackets are there is a specific point made by a particular respondent sometimes against the main thrust of the point in question. This respondent is also indicated in curved brackets.

ii) The text colour in the table is a first attempt to group points. Security is always in **red**, cars & parking in **blue**, environmental in **green**, energy efficiency etc in **brown**, noise in **purple** and maintenance in **orange**. The other categories use a variety of colours.

## Residential - Long Term

Item No	Proposal	Issue/Benefits	From
1	Policy of Improving when Maintaining [if appropriate]	P	
2	Establish a "Tranquillity Zone" around the Estate	QL, P	W
3.1	Community Heating and Energy Recycling System	EE, CS, CC	L, A
3.2	Local Power Generation incl Solar Panels on roofs with energy storage	E&P, EE, CS	L, G, A
3.3	Solar Control Film on S-facing Windows	QL, EE	Sh
3.4	Consistent low power lighting across the estate	AR, E&P, CC	G
3.5	Air Cooling to cope with hotter summers	QL, CC	G, L, Sh
4.1	Long Term Plan for Car Parks...EV & re-use planning including workshops, bike storage, music practice room etc whilst maintaining security	QL, CC, E&P	G, L, BJ, Sh, W
4.2	Car Sharing Scheme done properly	QL, CS	G
5.1	ASB measures	SEC, T, QL, AR	BJ, Sh
5.2	Security Patrolling	SEC, T, QL	L, Sh
5.3	Security: alternative to the 'one-key' issue	SEC	W
6.1	Green Roofs	G, E&P	G
6.2	Water Recycling & Conservation	CC, E&P	A
6.3	Asbestos Removal	E&P	BJ
6.4	Built-in irrigation for window boxes	QL, E&P	A
7	Resolve damage remediation to residences from external works incl Crossrail	P	W
8	Focus on the elderly...access, assistance etc but not at expense of the wider population	QL	A
9	Exploit the Fibre-Optic Network	QL	?

## Estate-Wide - Long Term

Item No	Proposal	Issue/benefits	From
1.1	What do other estates do....learn from them.	P	G
1.2	Consider Neighbourhood Forum/Strategy	P	W, A, Sh
1.3	Enable changes to leases to allow improvements	P	A, Sh
1.4	Set up a Unitary Authority reporting to Col for Management of Barbican & Golden Lane?	P, CS	I, G, A, Sh
2.1	<i>Conservation Management Plan for the Barbican (including upkeep)</i>	P, AR, CS	G, Sh, LM
2.2	<i>Restoration of the Design Purity of the Estate.</i>	AR, P	A
2.3	<i>Tiling repair must keep the patterning</i>	AR	Bf
2.4	<i>Redevelop CLSG as new Barbican housing (or as new CLS for art)</i>	P, AR, AF	Sh, (L)
2.6	<i>Improve/re-instate/more highwalk links</i>	AR	A
2.7	<i>Return link to its original form once CLSG goes</i>	AR	Sp
2.8	<i>Resurrect Barbican Conservatory</i>	AR, QL, E&P	A
2.8	<i>Cleaning the concrete (against)</i>	AR?	A (sh)
3.1	<i>Comprehensive Green Spaces Plan including garden regeneration of older areas (e.g. 50 year tree plan)</i>	G, CC, E&P	G, L
3.2	<i>Greening Moor Lane</i>	G, CC, E&P	W
3.3	<i>Active Air Pollution Monitoring within the estate</i>	E&P	W
3.4	<i>Estate-wide plan to reduce our environmental impact</i>	E&P, CC	L, W
3.5	<i>Assessment of and planning for Flood Risk.</i>	E&P	G
4.1	<i>Repurposing of Beech St (Pedestrianisation etc)</i>	T, QL, E&P, CC	W
4.2	<i>Close Moor Lane to through traffic</i>	T, QL, E&P	W
4.3	<i>Tube Noise Reduction</i>	T, QL	Sp, D, BM, W
5	<i>Facilities for children to reflect increasing number of young families on the estate.</i>	QL	L
6	<i>Improved working environment for CPAs</i>	?	Bf

### Issues & Benefits Key

AF	Affordability i.e. cost to residents
AR	Architecture
CC	Climate change
CS	Cost Savings
E&P	Environment & Pollution
EE	Energy Efficiency
G	Greening
Her	Heritage
P	Policy & Process of Management of Estate
QL	Quality of Life
SEC	Security
T	Tranquillity

**Notes:**

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**Issues & Benefits Key**

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**Concerns**

Item No	Proposal	Category	From
	Costs to Residents	AF	L, Sh, Se, Br
	Topics are already under consideration	P	Se
	Some should be personal purview of residents	P	Se
	Don't be hi-jacked by single-issue militant activists	P	A

## Residential - Short Term

Item No	Proposal	Issue/Benefits	From
1.1	Individual Flat Heating Control	QL	L, W, Sh, Sp, A
1.2	Garchey Removal or Replacement	QL, CS	G, A, Sh
1.3	More frequent redecoration because of damage	QL	BJ, A
1.4	Remove redundant heaters in communal areas	AR	A
1.5	Improve Tower Lift Availability through alternative control algorithms	QL	Sh
2	Procurement Club [electricity, improvements etc]	P, CS	G
3.1	Double Glazing where not already installed	T, QL, EE, CC	W, G, A, Sp, Se
3.2	Triple Glazing in high noise areas	T, QL	G
3.3	Thermal Insulation of some roofs & floors	QL, EE, CC	W, Sp
3.4	Draft-exclusion in apartments <i>[actually this may impact on the air circulation philosophy of the design]</i>	QL, EE	A
4.1	Upgrade security access systems	SEC	G, L, A
4.2	ASB Measures	SEC, T, QL	BJ, Sp, Sh
4.3	Threat Assessment for Barbican Residences	SEC	Private
5.1	Sound Insulation of some roofs and floors	T, QL	A
5.2	Sound insulation of lift-shafts	T, QL	Sh
5.3	Noise to be included in new lift procurement specs	T, QL	Sh
5.4	Reduce Noise from various sources [Store Doors, Entry Doors, AC from commercial premises, Contactors/Estate trolleys]	T, QL	A, Sh
5.5	Silence trolleys used by BC/BEO/Contractors	T, QL	Sh
5.6	Have a drone delivery policy - restricted hours (Ban them!)	T, QL	A, (Sh)
6	Brandon Mews Pcarb roof replacement	AR, ?	BM, W, A
7	Window Box encouragement/(mandating) programme (with pollution absorbing plants)	QL, E&P	BJ, Sp, (A)

## Residential - Long Term

Item No	Proposal	Issue/Benefits	From
1	Policy of Improving when Maintaining [if appropriate]	P	
2	Establish a "Tranquillity Zone" around the Estate	QL, P	W
3.1	Community Heating and Energy Recycling System	EE, CS, CC	L, A
3.2	Local Power Generation incl Solar Panels on roofs with energy storage	E&P, EE, CS	L, G, A
3.3	Solar Control Film on S-facing Windows	QL, EE,	Sh
3.4	Consistent low power lighting across the estate	AR, E&P, CC	G
3.5	Air Cooling to cope with hotter summers	QL, CC	G, L, Sh
4.1	Long Term Plan for Car Parks....EV & re-use planning including workshops, bike storage, music practice room etc whilst maintaining security	QL, CC, E&P	G, L, BJ, Sh, W
4.2	Car Sharing Scheme done properly	QL, CS	G
5.1	ASB measures	SEC, T, QL, AR	BJ, Sh
5.2	Security Patrolling	SEC, T, QL	L, Sh
5.3	Security: alternative to the 'one-key' issue	SEC	W
6.1	Green Roofs	G, E&P	G
6.2	Water Recycling & Conservation	CC, E&P	A
6.3	Asbestos Removal	E&P	BJ
6.4	Built-in irrigation for window boxes	QL, E&P	A
7	Resolve damage remediation to residences from external works incl Crossrail	P	W
8	Focus on the elderly...access, assistance etc but not at expense of the wider population	QL	A
9	Exploit the Fibre-Optic Network	QL	?

## Estate-Wide - Short Term

[illegible]

## Estate-Wide - Long Term

Item No	Proposal	Issue/benefits	From
1.1	What do other estates do....learn from them.	P	G
1.2	Consider Neighbourhood Forum/Strategy	P	W, A, Sh
1.3	Enable changes to leases to allow improvements	P	A, Sh
1.4	Set up a Unitary Authority reporting to CoL for Management of Barbican [& Golden Lane?]	P, CS	L, G, A, Sh
2.1	<i>Conservation Management Plan for the Barbican (including upkeep)</i>	<i>P, AR, CS</i>	<i>G, Sh, LJM</i>
2.2	<i>Restoration of the Design Purity of the Estate.</i>	<i>AR, P</i>	<i>A</i>
2.3	<i>Tiling repair must keep the patterning</i>	<i>AR</i>	<i>BJ</i>
2.4	<i>Redevelop CLSG as new Barbican housing (or as new CLS for art)</i>	<i>AR, P, AF</i>	<i>Sh, (L)</i>
2.6	<i>Improve/re-instate/more highwalk links</i>	<i>AR,</i>	<i>A</i>
2.7	<i>Return lake to its original design once CLSG goes</i>	<i>AR</i>	<i>Sp</i>
2.8	<i>Resurrect Barbican Conservatory</i>	<i>AR, QL, E&amp;P</i>	<i>A</i>
2.8	<i>Cleaning the concrete (against)</i>	<i>AR?</i>	<i>A (Sh)</i>
3.1	Comprehensive Green Spaces Plan including garden regeneration of older areas [e.g. 50 year tree plan]	G, CC, E&P	G, L
3.2	Greening Moor Lane	G, CC, E&P	W
3.3	Active Air Pollution Monitoring within the estate	E&P	L
3.4	Estate-wide plan to reduce our environmental impact	E&P, CC	L, W
3.5	Assessment of and planning for Flood Risk	E&P	G
4.1	Repurposing of Beech St (Pedestrianisation etc)	T, QL, E&P, CC	W
4.2	Close Moor Lane to through traffic	T, QL, E&P	W
4.3	Tube Noise Reduction	T, QL	Sp, D, BM, W
5	Facilities for children to reflect increasing number of young families on the estate.	QL	L
6	Improved working environment for CPAs	?	BJ

<b>Committee:</b>	<b>Date(s):</b>
Residents' Consultation Committee	02 December 2019
Barbican Residential Committee	16 December 2019
<b>Subject:</b> Update Report	
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>
<p style="text-align: center;"><b>Summary</b></p> <p><b>Barbican Estate Office</b></p> <ol style="list-style-type: none"> <li>1. Agenda Plan</li> </ol> <p><b>Property Services – see appendix 1</b></p> <ol style="list-style-type: none"> <li>2. Redecorations</li> <li>3. Public lift availability</li> <li>4. What's gone well</li> </ol> <p>Recommendation: the contents of this report be noted.</p>	

## **Background**

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

### **1. Agenda Plan**

The table below includes a list of pending committee reports:

## Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	2 March	16 March
Service Level Agreement Review	Michael Bennett		
Fire Safety Update	Paul Murtagh		
Annual Review of RTAs	Town Clerks		
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Residential Rent Review ( <b>BRC Only</b> )	Anne Mason		
Working Party Updates: <ul style="list-style-type: none"> <li>Gardens Advisory</li> <li>Asset Maintenance</li> <li>Background Underfloor Heating</li> <li>Leaseholder Service Charge</li> </ul>	Helen Davinson Mike Saunders Mike Saunders Anne Mason		
Update Report: <ul style="list-style-type: none"> <li>Main update - Agenda Plan 2020</li> <li>Property Services Update (Appendix 1)</li> </ul>	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	1 June	15 June
Service Level Agreement Review	Michael Bennett		
Car Park Charging Policy	Michael Bennett		
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Working Party Updates: <ul style="list-style-type: none"> <li>Gardens Advisory</li> <li>Asset Maintenance</li> <li>Background Underfloor Heating</li> </ul>	Helen Davinson Mike Saunders		



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

& expenditure			
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Commercial Arrears ( <b>BRC Only</b> )	Helen Davinson		
Working Party Updates: <ul style="list-style-type: none"> <li>• Gardens Advisory</li> <li>• Asset Maintenance</li> <li>• Background Underfloor Heating</li> <li>• Leaseholder Service Charge</li> </ul>	Helen Davinson Mike Saunders Mike Saunders Anne Mason		
Update Report: <ul style="list-style-type: none"> <li>• Main update - Agenda Plan 2021</li> <li>• Property Services Update (Appendix 1)</li> </ul>	Michael Bennett		

### **Background Papers:**

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

**Contact:** Michael Bennett, Head of Barbican Estates  
Tel: 020 7029 3923  
E:mail: [barbican.estate@cityoflondon.gov.uk](mailto:barbican.estate@cityoflondon.gov.uk)

## 2. Redecorations

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

## 3. Public Lift Availability

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

Lift	From April 2017 to March 2018	From April 2019 to September 2019
Turret (Thomas More)	99.90%	99.80%
Gilbert House	99.99%	99.76%

## 4. What's Gone Well

### Barbican Lakes

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

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





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



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

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