



Barbican Estate Residents Consultation Committee

Date: MONDAY, 2 MARCH 2020

Time: 6.30 pm

Venue: COMMITTEE ROOM 4 - 2ND FLOOR WEST WING, GUILDHALL

Members:

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

Enquiries: Julie Mayer - tel.no.: 020 7332 1410
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John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

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

3. **MINUTES AND MATTERS ARISING**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 2 December 2019 and the minutes of the Annual General Meeting held on 20 January 2020.

For Decision

a) **Meeting of the Barbican RCC on 2 December 2019 (Pages 1 - 6)**

b) **Annual General Meeting of the RCC on 20 January 2020 (Pages 7 - 10)**

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

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

For Information
(Pages 11 - 12)

5. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW OCTOBER - DECEMBER 2019**

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

For Information
(Pages 13 - 24)

6. **FIRE SAFETY UPDATE**

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

For Information
(Pages 25 - 60)

7. **PROGRESS OF SALES AND LETTINGS**

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

For Information
(Pages 61 - 64)

8. **THE BARBICAN STRATEGY FOR THE NEXT 50 YEARS - MARCH UPDATE**

Report of the Deputy Chairman, Barbican RCC.

For Discussion
(Pages 65 - 66)

9. **BLAKE TOWER**

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

For Information

10. **BARBICAN ESTATE REDECORATION PROGRAMME 2020-25 - GATEWAY 4 -
ISSUE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 67 - 76)
11. **FROBISHER CRESCENT BALCONY DRAINAGE SCHEME - GATEWAY 6 -
SUMMARISED OUTCOME REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 77 - 80)
12. **WORKING PARTY UPDATES**
To receive reports from the Asset Maintenance, Leasehold Service Charge and
Underfloor Heating Working Parties.
For Information
(Pages 81 - 90)
13. **UPDATE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 91 - 96)
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 December 2019**

Minutes of the meeting of the Barbican Estate Residents Consultation
Committee (RCC) held at Guildhall at 6.30 pm

Present:

Members

Christopher Makin - RCC Chairman (Chairman)	Mark Bostock - Frobisher Crescent
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 Tomlinson - Cromwell Tower	Mike Cribb - Andrewes House
Fred Rodgers - Breton House	Jackie Ashurst - Brandon Mews
David Graves - Seddon House	Joe Reeves - Mountjoy House
Sandy Wilson - Shakespeare Tower	Tim Hollaway - Lambert Jones Mews
Prof. Michael Swash - Willoughby House	
David Lawrence - Lauderdale Tower	

In Attendance

Mary Durcan – Ward Member for Cripplegate
Michael Hudson - Chairman of the BRC
Mark Wheatley – Deputy Chairman of the BRC
Helen Fentimen - Ward Member for Aldersgate

Officers:

Paul Murtagh	- Assistant Director, Barbican and Property Services
Barry Ashton	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Michael Bennett	- Community and Children's Services
Anne Mason	- Community and Children's Services
Julie Mayer	- Town Clerks
Mark Jarvis	- Chamberlain's Department

1. APOLOGIES

Apologies were received from; John Taysum – Bryer Court; Janet Wells – John Trundle House; Mike Cribb – Andrewes House; Nadia Bouzidi – Gilbert House and James Ball – Brandon Mews (represented by Jackie Ashurst).

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

There were no declarations.

Ahead of commencing the business on the agenda, the Chairman reminded Members that, in the first instant, all issues should be raised with House Officers and only escalated to the RCC when necessary. Furthermore, there was an expectation that requests to officers be made politely.

3. MINUTES

RESOLVED, that – the public minutes and non-public summary of the meeting held on 2 September 2019 be approved, subject to recording Mark Bostock as having submitted apologies.

In respect of the pre-committee questions appended to the Minutes, the Willoughby House representative thanked the Chairman and officers for their prompt action in respect of Zipcar.

BRC Minutes

In response to a request for BRC minutes to be included as a standing item on RCC agendas, the Town Clerk advised that this was not standard City Corporation meetings procedure. Whilst it was usual for Grand Committees to receive the minutes of their Subs and Consultation Committee, it was not convention to do so the other way round. The Town Clerk would check that this might not set a precedent.

4. 'YOU SAID; WE DID' - Outstanding Actions List

Members received the 'You Said; We Did' outstanding actions list.

In response to a question, officers advised that the Department of the Built Environment was leading on the City Corporation's Electric Vehicle Charging Strategy and the Estate Office would be able to provide updates. Members thanked officers for their action in respect of the complaints of anti-social behaviour.

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

During the discussion, the following points were raised:

- Members noted that the VFM 6 monthly review had ended and there had been very few comments in that time. Residents would receive feedback via the bulletin and at the RCC meeting in March 2020.

- The SLA Working Party had discussed whether guidance could be issued in respect of flushable wipes as they had been causing drainage problems.

RESOLVED, that – the report be noted.

6. Progress of Sales and Lettings

Members received a report of the Director of Community and Children's Services which advised them of the sales and lettings, approved under delegated authority, since the last meeting of the Committee.

In response to a request for the sale price of the properties in Frobisher Crescent to be included, the officer advised that the sales were part of the development agreement and offered to check

RESOLVED, that – the report be noted.

7. FIRE SAFETY UPDATE

The Assistant Director, Barbican and Property Services, was heard in respect of the latest position on fire safety works, further to the publication of the Stage 1 Report into the Grenfell Tower fire, as follows:

- Members noted that the contract for the renewal of signage had been awarded and Members would be kept advised of progress.
- In respect of door testing, 1 set of results (of the entire door sets) were awaited and Members were reminded that smoke and not fire had been an issue. The Assistant Director was hopeful of upgrading, rather than replacing doors. Whilst sealing the sides of the doors had made some improvements, more work was required. Members were assured that all works were checked to ensure they had been resealed on completion.
- An initial survey of compartmentation at Frobisher had provided further information. A funding bid had been submitted and the project would go out to tender shortly.
- The Assistant Director, Director of CCS, representatives from the BCC had met with the London Fire Brigade last week. The meeting had been productive and the LFB had recognised the Barbican Estate as a safe environment with appropriate fire safety procedures in place. All parties recognised fire safety as a collective issue; i.e. – the Estate office, the London Fire Brigade, Contractors, Members and Residents.
- Arup's findings would be used in future fire risk assessments.
- There was now a dedicated officer dealing with landlord approvals and Members were asked to note that this was a different process to Building Control approvals; i.e. – the Estate Office needs to be advised of a project's completion so they can make their final check.

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

Members received a report of the Chamberlain and Director of Community and Children's Services in respect of the annual submission of the revenue and capital budgets overseen by the Barbican Residential Committee (BRC), within the budgets allocated to the Director.

Members discussed the BRC's Resolution to Streets and Walkways, which has subsequently been referred to the Community and Children's Services Committee. The BRC would therefore receive a response to this Resolution at its next meeting on 16th December. Members noted that when some of the public realm budget had transferred from the Department of the Built Environment to the Community and Children's Services Department, it had not been sufficient and was rapidly absorbed by the landlord budget.

Members noted that the 2% efficiency saving stated in section 4, page 33, was not present in section 9 of the agenda that covers service charges.

In response to a question about the annualised cost of the initial investment on the Barbican, the Chamberlain agreed to provide Members with an explanation of the capital charges. The Chamberlain also explained that the corporate heading for unplanned maintenance in the budget lines was 'breakdown'.

RESOLVED, that – the report be noted.

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

Members received a report of the Chamberlain and the Director of Community and Children's Services, which set out the original budget for 2019/20 and 2020/21 for revenue expenditure included within the service charge in respect of dwellings. Members also noted the Resolution from the Leaseholder Service Charge Working Party at agenda item 10 (c).

In response to questions, the following points were noted:

- Estimated service charges in respect of employees were at current staffing levels and the anticipated pay award. The officer agreed to check that reference to 'National Living Wage', as prescribed by the Pay and Grading Board, was actually the 'London Living Wage', which was the City of London Corporation's standard.
- Underfloor heating related to expected consumption and the current unit rates and savings were sought where possible.
- The Draft Capital and Supplementary Revenue Budgets table contains the approved expenditure only. The 5-year forecast provided to residents includes estimated works expenditure for projects awaiting approval.

- The 5-Year Programme would be factored into the Draft Capital and Supplementary Revenue Budgets once it had been approved but it could be 20/21 for some of the works.

RESOLVED, that – the report be noted.

10. WORKING PARTY UPDATES

Members received updates from the following working parties.

11. ASSET MAINTENANCE

Members noted that the Asset Maintenance Working Party had met again since 30th September 2019; i.e. as set out in the minutes attached to this agenda pack. The most recent set of minutes were expected to be circulated with the minutes of this RCC meeting.

Underfloor Heating Work Party – Questions

There was some discussion about the work of the Underfloor Heating Working Party in respect of input adjustment, based on weather forecasting and demand side response (serviced by the National Grid) which would enable large savings. Members noted that these proposals had been put to the City Surveyor 2 years ago and, in the absence of any outcome, the Working Party asked whether there were sufficient resources to take them forward. The officers advised that the Underfloor Heating Working Party was due to meet this Thursday and would consider the resources required.

13. Leaseholder Service Charge and a Resolution from the Leaseholder Service Charge Working Party

Members received a report of the Leaseholder Service Charge Working Party. Officers advised that additional workstreams that had evolved over the years, particularly as a result of the Working Parties, and they required additional resources.

RESOLVED, that – the BRC be asked to seek mechanisms to ensure the City of London Corporation, 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 to allow it to be kept below inflation, whilst maintaining current service levels.

14. THE BARBICAN - A STRATEGY FOR THE FUTURE

Members received a report of the Deputy Chairman of the RCC which provided an update on the report presented to the RCC in March, recommending that a strategy for the maintenance of, and improvements to, the Barbican Estate be developed. Members noted that all views had been presented unedited and, at this stage, the implementation of a Steering Group would not require any BEO resources.

A couple of amendments were suggested and the Deputy Chairman asked for them to be emailed. In concluding, Members agreed to consider the Steering

Group's Terms of Reference with the Annual Review Working Parties Terms of Reference at the RCC's Annual General Meeting on 20th January 2020

15. Update Report

Members received the Director of Community and Children's Services regular update report on issues raised by the RCC and BRC at their meetings in September 2019. It also provided updates on other issues on the Estate.

In respect of a question about the fountain, Members noted that the waterfall to the west side was controlled by the plant room under the Barbican Centre, which had flooded but was now dried out. The fountain could therefore be turned back on in December.

RESOLVED, that – the report be noted.

16. BLAKE TOWER - VERBAL UPDATE

Members noted that the new handover date was 6th January 2020 and a meet and greet session had taken place in September. Work had been ongoing over the past couple of months, regular communications between residents, the estate office, stakeholders and the City Surveyor. A number of further inspections were planned over the next month.

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

Officers advised that the questions submitted in advance of the meeting would be responded to and were expected to be circulated with the minutes.

18. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items.

The meeting ended at 8.35 pm

.....
Chairman

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

ANNUAL GENERAL MEETING

Monday, 20 January 2020

Minutes of the meeting held at Guildhall at 6.30 pm

Present

Members:

Christopher Makin (Chairman)	Heather Hawker - Speed House
Adam Hogg (Deputy Chairman)	Jane Samsworth - Defoe Tower
Ted Reilly (Deputy Chairman)	Fiona Lean - Ben Jonson House
Derek Penny - Bunyan Court	Hugo Dinis - Thomas More House
Jane Smith - Barbican Association	Mike Cribb - Andrewes House
John Taysum - Bryer Court	Nadia Bouzidi - Gilbert House
Janet Wells - John Trundle House	James Ball - Brandon Mews
John Tomlinson - Cromwell Tower	Tim Hollaway – Lambert Jones Mews
Fred Rodgers - Breton House	
Sandy Wilson - Shakespeare Tower	
Prof. Michael Swash - Willoughby House	
David Lawrence – Lauderdale Tower	

In Attendance

Mary Durcan CC Cripplegate
Helen Fentiman CC Aldersgate
Jim Durcan and Maggie Urry (Gardens Advisory Group) For item 9

Officers:

Julie Mayer - Town Clerks (items 1-4 only)

1. APOLOGIES

Apologies were received from Mark Bostock, Frobisher Crescent; Gordon Griffiths, Bunyan Court (represented by Derek Penny), Rodney Jagelman, Thomas More House (represented by Hugo Dinis). David Graves, and Mary Bonar.

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

There were no declarations.

3. TO ELECT A CHAIRMAN

Being the only Member willing to serve, Christopher Makin was elected as Chairman for 2020/21.

4. **TO ELECT TWO DEPUTY CHAIRMEN**

Being the only Members willing to serve, Adam Hogg and Ted Reilly were elected as Deputy Chairmen for 2020/21.

The Town Clerk oversaw the election of the Chairman and Deputy Chairmen and then left the meeting. The minutes were taken by Ted Reilly, the Deputy Chairman.

5. **MINUTES**

The Minutes of the RCC AGM of 28 January 2019 were agreed as a correct record.

6. **MATTERS ARISING FROM THE MINUTES**

There was a discussion on the role and impact of Social Media on the work of the RCC. It was felt that the work of the RCC was not adequately communicated to the wider Barbican community and that despite the challenges that Social Media presented the RCC should investigate its potential.

Nadia Bouzidi of Gilbert House agreed to share a paper outlining her experience of this medium to the RCC.

7. **ANNUAL REVIEW OF THE RCC'S TERMS OF REFERENCE**

Members considered the current RCC Terms of reference; there were no suggested amendments.

8. **ANNUAL REVIEW OF THE RCC'S WORKING PARTIES**

8.1 **Working Parties' Membership**

Gardens Advisory Group (GAG)

Members noted that there are no vacancies on this working party, but further there were no members of the RCC serving on this group. Additionally, GAG members present felt that communications between the RCC and GAG could be improved.

To this end it was agreed that an RCC member be appointed to GAG. Mike Cribb of Andrewes House agreed to serve on GAG.

SLA Review

There were no volunteers for the single vacancy on this working party. Members were asked to canvass house groups to attempt to identify residents willing to serve.

Asset Maintenance

Although there were no vacancies on this working party members were advised of the sub-group that was to be formed to review the Garchey system. Volunteers were needed for this sub-group and John Taysum of Bryer Court and Tim Hollaway of Lambert Jones Mews agreed to serve.

John Taysum and Tim Hollaway also agreed to serve on the working group supporting the Conditions Survey report.

Underfloor Background Heating Leaseholder Service Charge

There were no vacancies on either of these working parties.

8.2 Working Parties' Terms of Reference

It was agreed that in future all working parties would submit progress reports to each RCC meeting.

Gardens Advisory Group (GAG)

GAG's terms of reference were confirmed, but there was some discussion relating to the interface between the BEO's work and the responsibilities of the City Corporation for the public realm. The absence of the City's Estate Landscape Management Strategy (ELMS) was noted and it was acknowledged that this absence made the work of GAG more difficult.

The poor condition of the planters around the Estate was discussed. It was reported that the BEO had a plan for replacing the existing timber planters with new concrete planters. The BEO would be asked to share this plan.

Other Working Parties

Members considered the current Terms of reference; apart from the Background Underfloor Heating Working Party (see below) there were no suggested amendments.

8.3 Proposal to modify the Terms of Reference for the Background Underfloor Heating Working Party (BUHWP)

Members considered and approved the proposed changes to the Terms of reference for the BUHWP.

9. PROPOSAL TO INCREASE BARBICAN GARDEN FUNDING

Jim Durcan presented the paper "Why we need to spend more on the Barbican private gardens". There was a comprehensive discussion. Members were supportive and in general agreement that Thomas More and Speed gardens were tired and needed additional resources. It was not clear exactly how the current budget for garden maintenance was being spent and how the additional money would be spent. It was noted that a new SLA, which would monitor the effectiveness of the spend, had been established.

It was agreed that GAG would bring back to the RCC meeting on 2 March:

1. a proposal that included details of current spending and details of the additional spending together with likely outcomes.
2. A copy of the new SLA with changes highlighted for ease of reference.

Members were generally in favour of the proposal and looked forward to seeing the details at the next meeting.

BARBICAN FUTURE STRATEGY

Sandy Wilson gave a verbal report on the work of the Strategy Steering Group. This group has been jointly established by the RCC and the BA. At this point it has no formal constitution.

Sandy identified three areas of current concentration, namely

- Estate-wide Energy Strategy
- The Garchey System
- Affecting change: This includes working more effectively with our Common Councillors to deliver benefits for residents and considering whether a neighbourhood plan would add value.

Members generally supported the initiative but there were some concerns relating to governance. It was not clear what were the terms of reference, what was the group's reporting structure and concerns were raised about the transparency of its activities.

Adam Hogg, a member of the group, summarised its activities as a response to the difficulties of making any changes under the current governance systems that managed change within the Barbican.

Members were supportive and welcomed the initiative but looked forward to clarity on the issues of governance and transparency.

11. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items

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

There were no items

The meeting ended at 8.35 pm

“You Said; We Did” - Action List – February 2020

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

Issue	Source	Officer
Revenue & Capital Budgets (latest Approved Budget 19/20 & Original 20/21 – excluding dwellings service charge income & expenditure)		
<i>Re-presentation of Capital Charge explanation - to follow.</i>	RCC Dec 19	Chamberlains
Service Charge Expenditure & Income Account (latest Approved Budget 19/20 & Original 20/21)		
<i>Confirmation that reference to the ‘National Living Wage’, as prescribed by the Pay and Grading Board, was actually the ‘National Living Wage’ (and not the London Living Wage), which was the City of London Corporation’s standard.</i>	RCC Dec 19	Anne Mason
Asset Maintenance Working Party (WP) minutes from 27 November 2019 (missing from previous WP update)	RCC Dec 19	Town Clerks
<i>Distributed to RCC Members.</i>		
Anti-social Behaviour (ASB) on the Highwalks/Podium		
<i>Firm evidence of the extent of ASB is required before anything can be done including any proposed changes to byelaws.</i>	RCC June 19	Barry Ashton
<i>The BEO is reviewing ASB 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 in order to develop an ASB reporting system for stakeholders.</i>		
<i>The Barbican Association Security Committee (BASC) met in January and reviewed a draft of a potential incident reporting system together with the ColP’s ASB definitions including relevant byelaws and which department is responsible for dealing with such behaviour.</i>		
<i>The next step was to review comments from the BASC and to outline the proposed ‘joined-up’ reporting system and obtain agreement from all parties involved including Barbican Centre, House Officers, Duty Managers, Concierge/Porters, the ASB Officer at Guildhall as well as other City officials.</i>		
Contact: Michael Bennett, Head of Barbican Estates – 020 7029 3923 – barbican.estate@cityoflondon.gov.uk		

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	02 March 2020 16 March 2020
Subject: Service Level Agreements Quarterly Review October - December 2019	Public
Report of: Director of Community and Children's Services	For Information

Summary

This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter October – December 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 October – December 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 October – December 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 October – December 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 September 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 September 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 January to March will take place in April and details of this review will be presented at the June committees.

Conclusion

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

Appendices

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

Background Papers

Quarterly reports to committee from 2005

Michael Bennett

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APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2019-20

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
252 Oct- Dec 19	HO	Vacant House Officer post - temporary agency staff to help whilst recruitment takes place.	For comment	
251 Jul - Sep 19	SLA	Could the Barbican website be advertised in the Bulletin more?	The City of London is relaunching its website in Spring 2020. The BEO will continue to promote the website in its weekly bulletins.	
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	PS Property Services	
		CPA Car Park Attendant	LL/SC Landlord/Service Charge cost	
		LP Lobby Porter	DCCS Department of Children & Community Services	
		BAC Barbican Centre	BOG Barbican Operational Group - senior officers from BEO and Property Services	
		Source of comments:		
		HO House Officers	COM Complaint	
		RCC Residents Consultation Committee	SURV Survey	
		RCC ? RCC Pre Committee Question	HGM House Group Meeting	
			AGM House Group Annual General Meeting	

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2019-20

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
255 Oct - Dec 19	AGM	Clarification about the procedure for residents ordering take-aways to be issued by BEO. This will assist security of the blocks. Concierge to notify House Officers when a new resident moves onto the Estate and clarify if a leaseholder or sub-tenant.	Extremely hard to police. Would assist the delivery drivers. Breton as pilot, review in 3 months. SLA WP agrees. Welcome card is a work in progress.	
254 Oct- Dec 19	AGM			

APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2019-20

Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
228	Oct - Dec 19	COM	Recommendation from a Stage 3 complaint was made that the residents should be better informed of any delays to Repairs.	
227	Oct - Dec 19	PS/HO	Weekly meetings held with Repairs & Maintenance contractor to provide an update on outstanding orders.	
225	Jul-Sept 19	SLA WP	Urgent repairs KPI has fallen off. Why specifically Priority 1?	Raised at BOG meeting with senior Property Services Officers. All R&M KPIs increased above target for Oct/Dec quarter.
220	Apr - Jun 19	Res	Repairs feedback forms with cost of works to be included.	The BEO is due to "Go Live" on a new Housing Management System in Spring 2020. It is expected that this system will enable a survey to be sent to residents at the end of the work with an accurate cost attached. SLA WP will monitor further.
212	Apr - Jun 19	HO and res	VFM TV and broadband service.	Agreed that BEO would monitor the level of service over 6 months before we remove it from the license and seek alternative contractors. The results of this review was that some residents are noticing that there are some isolated TV concerns, which were being resolved via the use of amplifiers. Broadband Service was generally very good. The monitoring period has been extended for a further 6 months until November 2019. There have been less issues during this review period. Update expected to March RCC update report.
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.	Additional training has been given. ✓

APPENDIX 4
SLA AGREEMENT REVIEW - MAJOR WORKS 2019-20

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
168	Jul-Sept 19	SLA	Rubbish being left after tank replacement project. To be reiterated to contractors.	An issues list for this project is in place and reviewed regularly by the House Officers.	✓

APPENDIX 5

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Appendix 6. Barbican KPIs 2019-20

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	Jul - Sept 2019	Oct - Dec 2019	PROGRESS AGAINST TARGET	COMMENT
Customer Care										
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%		100%	100%	100%	100%	100%	😊	25 letters met the KPI
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%		100%	96%	100%	100%	100%	😊	82 emails met the KPI
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	100%	100%	100%	😊	3 at Stage 1 and 1 at Stage 2
Repairs & Maintenance										
% 'Urgent' repairs (complete within 24 hours)	95%	99.8%		97%	99%	95%	94%	100%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	99.3%		97%	98%	96%	93%	99%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	95%	99.0%		96%	96%	96%	95%	99%	😊	
% 'Low priority' repairs (complete within 20 working days)	95%	98.2%		91%	91%	94%	91%	99%	😊	

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	Jul - Sept 2019	Oct - Dec 2019	PROGRESS AGAINST TARGET	COMMENT
Availability % of Barbican lifts	Tower lifts 99%	Tower lifts 99%		99.42%	98.23%	99.51%	99.36%	99.84%	😊	
	Terrace lifts 99%	Terrace lifts 98.9%		99.74%	99.71%	98.80%	98.52%	99.38%	😊	
Percentage of communal light bulbs - percentage meeting 5 working days target	90%	96%		87%	92%	92%	94%	87%	😞	252 out of 289 lights met the KPI
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 90% Partial 90%	Total 100% Partial 98.5%		Total 100% Partial 97.87%	Total 100% Partial 100%	N/A	N/A	Total 100% Partial 100%	😊	
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%		0%	0%	0%	0%	0%	😊	
Replacement of lift car light bulbs - percentage meeting 5 working days target	90%	100%		100%	100%	100%	100%	100%	😊	

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	Jul - Sept 2019	Oct - Dec 2019	PROGRESS AGAINST TARGET	COMMENT
New KPI for % of 15% repairs checks from October 2019. How many jobs failed inspection?				XX	XX	XX	0.80%	0.00%	☺	22.6% of all jobs checked. 0 fails
Estate Management										
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard (& outstanding)	90%	94%		98%	98%	93%	95%	95%	☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	80%	92%		92%	97%	91%	95%	93%	☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring podium cleaning - good and very good standard	80%	84%		98%	100%	100%	98%	100%	☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring car park cleaning - good and very good	80%	89%		100%	100%	100%	100%	95%	☺	
Open Spaces										
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	80%	100%		100%	N/A	N/A	100%	100%	☺	
Major Works										
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	90%	95%		N/A	N/A	N/A	N/A	N/A		
Short Term Holiday Lets										
Possible STHL reported to BEO because of noise or nuisance	NA	NA		1	0	0	0	0		

Title of Indicator	TARGET 2019/20	ACTUAL 2017/18		Oct to Dec 2018	Jan to Mar 2019	Apr to June 2019	Jul - Sept 2019	Oct - Dec 2019	PROGRESS AGAINST TARGET	COMMENT
STHL reported to BEO after being found on a website and being investigated	NA	NA		0	1	1	5	0		
STHL at Stage 1	NA	NA		0	0	0	0	0		
STHL at Stage 2	NA	NA		0	0	0	0	0		
Lease Enforcement cases										
Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)	NA	NA		1	4	1	0	3		
Number of cases outstanding.	NA	NA		1	3	1	1	3		

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Committee(s)	Dated:
Barbican Residents Consultation Committee Barbican Residential Committee	02 March 2020 16 March 2020
Subject: Fire Safety Update	Public
Report of: Director of Community & Children's Services	For Information
Report author: Paul Murtagh Assistant Director Barbican & Property Services	

Summary

The purpose of this report is to update Members on the progress that has been made in relation to fire safety matters since the last update report submitted to Committee in September 2019.

Recommendation

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

Main Report

Background

1. In September 2017, a detailed report was brought to this Committee to update Members on the City of London Corporation's (the Corporation) approach to fire safety on the Barbican Estate. The report informed Members of the progress we had made with matters such as:
 - fire risk assessments,
 - communication with residents,
 - estate management,
 - fire safety maintenance and improvement work,
 - inspections by the London Fire Brigade (LFB),
 - potential future improvement works.
2. Subsequently, further update reports have been brought back to Committee on a regular basis with the last one being September 2019. In addition, at its meeting on 4 June 2018, the Committee received a report entitled 'Fire Safety Review', which informed Members of the work that has been done on potential improvement works to enhance the safety of the CoLC's Barbican Residential Estate and its

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

3. This paper is intended as a further update.

Fire Risk Assessments

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

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

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

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

- reviewed every year;
- redone every 3 years.

7. Up until recently, the FRA's for the Barbican residential blocks had been done annually. The FRA's from January/February 2018 have again been reviewed and mandated in line with the Corporation's auditing procedures for FRA's.
8. Clearly, simply carrying out FRA's is worthless if they are not updated regularly and the improvement work identified is not undertaken. As Members will appreciate, a considerable amount of fire safety work has been done, is being done and is scheduled to be done to maintain the Barbican residential blocks at the required standard.
9. There is no requirement for, or value in, commissioning further FRA's this year and the focus will be on continuing the progress we are making on the improvements identified in the Action Plan appended to this report. However, it is intended that new Type 3 FRA's will be undertaken on the Barbican Estate early in 2021.

Fire Doors

10. As Members will be aware from previous reports, random sample testing of a limited number of front entrance door sets to individual flats in the Barbican has been carried out. This has been an arduous process as a result of the planning requirements relating to the temporary and permanent replacement door sets and, the lack of available testing facilities across the country.
11. The details of the three door sets that were tested are summarised below:

252 Shakespeare Tower

Description: Latched, single leaf, single acting door set with sidescreen and overpanel.
Tested by: Exova Warringtonfire, High Wycombe
Times to failure: Integrity – 35 minutes
Insulation – 24 minutes

When this door set was originally installed, it complied fully with the Building Regulations at the time. The destructive testing has shown that the integrity of the door (resistance to fire) exceeds the modern standard of 30 minutes. In terms of the insulation test, the door failed to meet the modern standard, albeit marginally (six minutes). However, the real problem with this particular door set, was its failure to deal with the passage of smoke. The test showed that smoke was penetrating the door set after a very short period of time (just over two minutes).

A copy of the test report for this particular property is included for Members consideration at Appendix 2 to this report.

9 Breton House

Description: Latched, single leaf, single acting door set with side service cupboard.
Tested by: Centrum Techniki Okretowej, Poland
Times to failure: Integrity (Doorset) – 18 minutes
Integrity (Service cupboard) – 22 minutes

When this door set was originally installed, it complied fully with the Building Regulations at the time. The destructive testing has shown that the integrity of the door set (resistance to fire) does not meet the modern standard of 30 minutes (failed after 18 and 22 minutes). In addition, the door set failed to deal with the passage of smoke. The test showed that smoke was penetrating the door set and service cupboard after a very short period of time (less than two minutes in both cases).

86 Thomas More House

Description: Latched, single leaf, single acting door set with side cupboard door and glazed sidescreen.

Tested by: Laboratory BadanOgniwych, Poland
Times to failure: Integrity (Doorset) – 5 minutes
Integrity (Service cupboard) – 5 minutes
Integrity (Glazed screen) – 8 minutes

When this door set was originally installed, it complied fully with the Building Regulations at the time. The destructive testing has shown that the integrity of the door set (resistance to fire) does not meet the modern standard of 30 minutes (both doors failed after 5 minutes).

12. The planned destructive door set testing (including associated screens and panels) for the Barbican Estate is now complete. The destructive testing has shown that all door sets tested fail to meet the modern standards for fire resistance. It is the recommendation of officers that consideration needs to be given to replacing front door sets to all residential properties on the Barbican Estate with new modern replacements that comply with Approved Document B – Fire Safety of the Building Regulations.

Communication with residents

13. Members will recall that detailed information, in the form of 'Frequently Asked Questions' bulletins, was produced specifically for the Barbican Estate. This was distributed to all House Groups and to residents through our email broadcast service and has also been posted on the Housing Fire Safety pages on the City's website. This information is reviewed on a regular basis and is updated as the fire safety improvement works progress.
14. With the exception of Frobisher Crescent, which is dealt with separately in this report, there have been no new significant fire safety issues raised by residents since the last update report in September 2019. Detailed information on fire safety remains available on the City's website.

Estate Management

15. Barbican Estate staff continue their work to ensure that balconies, walkways and exits are kept clear from hazards. This includes the removal of combustible material from outside properties, along with any items which might cause a trip hazard for residents or firefighting crews in the event of an emergency.

London Fire Brigade (LFB)

16. At the time of the last update report in September 2019, it was reported that the LFB was carrying out more frequent ad-hoc inspections on residential flat blocks across the City to ensure that they comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005 and to ensure that appropriate FRAs are being carried out. Whilst the LFB continues to carry out regular checks and familiarisation visits on the Barbican Estate, there have been no subsequent ad-hoc formal inspections by the LFB.

17. It is worth noting however, that officers have developed a healthy working relationship with the LFB and regularly consult with and seek the advice of the LFB on fire safety matters.
18. On 29 November last year, Members and officers met with David Bulbrook, Borough Commander of the City of London Fire Brigade to discuss fire safety matters relating to the Barbican Estate including:
- the practicality of maintaining a 'stay-put' policy in the aftermath of the Grenfell tragedy;
 - an understanding as to how the LFB would tackle a fire in one of the towers on the Barbican Estate;
 - response times for the LFB when attending emergencies on the Barbican Estate;
 - an assessment on the perceived safety of the Barbican Estate in terms of fire;
 - sharing knowledge and information about the Barbican Estate and its residents.
19. It was generally felt that the meeting was extremely helpful for all those in attendance and, Barbican Members in particular were reassured by the discussion that took place.

Frobisher Crescent

20. Members will be aware from the last Fire Safety Update Report to this Committee that following the completion of a sample survey of the communal areas and individual dwellings in Frobisher Crescent, deficiencies with the existing compartmentation/fire stopping had been identified.
21. In order to identify the full extent of this problem, a more detailed and specialist survey was undertaken by Guardian Consultancy Services Limited. This survey was completed in December last year and, confirms the full extent of the deficiencies and, the extent of the remedial work required.
22. On the basis of this survey, officers made a Capital Bid for £600,000 to fund the necessary remedial works to the communal areas and individual dwellings in Frobisher Crescent. We have recently been advised that the bid has been approved and, the funding will be available from 1 April this year. We are currently working on the Specification for the extensive remedial works and, it is expected that tender will be obtained by the end of March and, work will commence on site in May/June. It has been agreed that residents will not be recharged the cost of this work.
23. As has been explained previously, we continue to work very closely with our colleagues in the Barbican Arts Centre to ensure that all future fire safety works commissioned by the Estate Office for Frobisher Crescent and the Arts Centre are aligned.

24. It must be remembered however, that whilst the problem identified with the compartmentation/fire stopping is of concern, the overall Risk Assessment of Fire Safety for Frobisher Crescent is 'low'. The design and construction of the three residential floors does incorporate important fire safety measures including:

- secondary means of escape for all flats;
- the installation of hard-wired (plus battery backup) smoke detection, installed to LD3 standard;
- smoke detection in the corridors that is linked to the operation of the fire doors with, an additional activation link to the 24-hour concierge service in Shakespeare Tower;
- appropriate door compartmentation within the corridors.

Further specialist fire safety survey

25. Due to the unique nature of the Barbican Estate, some Members have previously suggested that a more detailed specialist fire safety survey be undertaken on a representative sample of flat blocks on the Estate. The purpose of this specialist survey would be to review and assess specific fire safety precautions such as:

- Communal fire doors;
- Smoke control measures;
- Fire alarm and fire detection measures;
- Escape routes;
- Ventilation provisions.

26. This specialist survey would also satisfy some of the recommendations of the FRA's that were carried out by Frankham Risk Management Services Limited in January/February 2018 and, will help fill in some of the 'gaps' in our understanding of how the residential buildings will perform in the event of a fire. In addition, consideration can also be given to the Phase 1 recommendations made by Sir Martin Bick in relation to the Grenfell fire.

27. In line with the wishes of some Members, discussions have taken place with representatives of Arup, a specialist consultancy firm that was involved in the construction of the Barbican Estate and retains significant knowledge and expertise of its design and maintenance.

28. Arup has recently submitted a fee proposal for the specialist survey of four representative blocks on the Barbican Estate based on the following methodology:

- Stage 1 – desktop review and familiarisation;
- Stage 2 – site survey;
- Stage 3 – site testing.

29. Officers will be submitting a non-public report (due to the commercial sensitivity) to the Barbican Residential Committee meeting on 16 March seeking approval to the appointment of Arup to carry out the specialist survey as outlined above.

Appendices

Appendix 1 – Fire Safety Action Plan

Appendix 2 – Test Report for 252 Shakespeare Tower

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

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

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Testing, calibrating, advising.

Title:

The fire resistance performance of a single leaf single acting doorset with side screen and overpanel, when tested in accordance with BS 476: Part 20/22: 1987

WF Report No:

399929



Prepared for:

Housing Property
Services

City of London
Corporation
Barbican Estate Office
Ground Floor
3 Lauderdale Place
London EC2Y 8EN

Test date:

2nd June 2018



1762


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Summary of Performance

The following performance was achieved from the specimen tested. Full details of the testing and specimen construction are described in the report.

Results: Fire resistance test in accordance with BS476: Part 20/22: 1987	Times to failure: <table border="1" data-bbox="718 683 1308 813"> <tr> <td>Integrity</td><td>35 (thirty five) minutes</td></tr> <tr> <td>Insulation</td><td>24 (twenty four) minutes*</td></tr> </table> <p>* Roving thermocouple reading recorded on side screen</p>	Integrity	35 (thirty five) minutes	Insulation	24 (twenty four) minutes*
Integrity	35 (thirty five) minutes				
Insulation	24 (twenty four) minutes*				

	Summary of specimen: A latched single leaf single acting doorset with sidescreen and overpanel opening in towards the furnace Leaf size – 1995mm high x 915 wide x 45mm thick Overpanel size – 340mm high x 860mm wide x 45mm thick Sidescreen size – 2290mm high x 490mm wide x 45mm thick
---	---

1 Introduction

The doorset was manufactured and supplied for test by the client and delivered on 29th May 2018. Exova Warringtonfire constructed a plasterboard clad timber stud supporting construction and installed the specimen into the wall.

2 Specification

Details of the specimen are shown in the Appendix.

2.1 Door leaf and overpanel

The leaf measured 1995mm high x 915 wide x 45mm thick. The overpanel measured 340mm high x 860mm wide x 45mm thick and the side screen measured 2290mm high x 490mm wide x 45mm thick. The doorset was hung to open in towards the furnace. The results of this test were obtained from a doorset fitted with a latch that was engaged for the test.

2.2 Door perimeter gaps

The gaps between the edge of the door and frame were measured prior to test. A total of 12 readings were taken. The measurements (in mm) are given in Section 5.4.

2.3 Closer forces

Measured in accordance with FTSG Resolution No 63.

Opening force (Nm)	Closing force (Nm)
29	12

3 Description of Construction (Refers to Figures 1 to 4 of the Appendix)

Leaf and overpanel

	Species/type	Dimensions (mm)	Density (kg/m ³)	Moisture (% w/w)	Key to figures
Stiles and rails	None fitted	-	-	-	-
Core	Engineered Pine*	39 thick*	420*	-	1
Facings	Plywood – species unknown*	4 thick*	530*	11.2-12.9	2
Adhesive	All adhesives within the construction remain unknown.				
Lippings – leaf hanging edge	Mahogany*	15 thick*	620*	-	3
Lipping – leaf closing edge	Mahogany*	7 thick*	620*	-	4
Lippings – top of leaf and bottom edge of overpanel	Mahogany*	21 thick with a 23 wide x 12 deep rebate*	620*	-	5

* Stated by client, not verified by laboratory

Side screen

	Species/type	Dimensions (mm)	Density (kg/m ³)	Moisture (% w/w)	Key to figures
Stiles and rails	None fitted	-	-	-	-
Core	Unknown material, identified to include Asbestos post-test	45 thick*	Unknown	-	6
Core beading – planted (screwed)	Pine fitted on the unexposed face only*	13 thick x 45 wide*	420*	-	7
Facings	None fitted	-	-	-	-
Letter plate mounting pattress	Aluminium – Manufacturer and product reference unknown*	353 high x 385 wide x 20 thick*	-	-	8

* Stated by client, not verified by laboratory

Door and side screen frame

	Species/type	Dimensions (mm)	Density (kg/m³)	Moisture (% w/w)	Key to figures
Head and jambs and side screen bottom edge	Pine*	32 wide x 146 deep	420-510*	11.2	9
Stop – planted (screwed) – continuing around over panel perimeter	Two part – Pine*	25 high x 52 wide (overall)	420-510*	10.2	10
Head to jamb jointing detail	Mortice and tenon – screwed	-	-	-	-
Frame to supporting construction fire stopping detail	Rockwool mineral fibre capped with 10mm deep intumescent mastic on the exposed face	Nominally 10-15 wide x full depth of frame	-	-	-
Frame to supporting construction fixing detail	4No. steel screws per jamb	6Ø x 100 long	-	-	-
Architrave	European Redwood	45 wide x 18 thick	510**	15.0	-
Threshold	Non combustible	-	-	-	-

* Stated by client, not verified by laboratory

** Nominal density – TRADA Timber database

Intumescent and sealing materials

		Make/type	Size (mm)	Location	Key to figures
Leaf edge	Vertical edges and bottom edge	Intumescent Seals Ltd Therm-A-Blade*	10 x 4	Fitted 18mm from the exposed face	11
	Head	Intumescent Seals Ltd Therm-A-Blade*	10 x 4	Fitted in the rebate of the leaf head 10mm from the exposed face	12
Frame reveal		None fitted*	-	-	-
Overpanel		None fitted*	-	-	-
Side screen		None fitted*	-	-	-

* Stated by client, not verified by laboratory

Intumescent interruptions and additional hardware protection

	Make/type	Size (mm)	Location
Around hinge blade	Fully interrupted	-	Hinge blade fully interrupts the seal in the frame reveal
Under hinge blades	None fitted*	-	-
Encasing lock body	Interdens	1 thick	Fitted around the body of the lock
Under lock forend	None fitted	-	-
Around lock forends	Fully interrupted	-	Lock forends fully interrupts the seal in the leaf edge
Under lock keep	None fitted*	-	-
Letter plate	Intumescent Seals Ltd Therm-A-Flex*	240 x 45 x 3 thick*	Fitted lining the letter plate aperture*

* Stated by client, not verified by laboratory

Hardware

	Make/type	Size (mm)	Location	Key to figures
Hinges	2No. manufacturer and reference unknown, stainless steel, brass and steel bearing butt type hinge	162 x 35 (blade size)	Fitted 220mm and 1638mm from the head of the leaf	13
Closer	Rutland TS11204 overhead type closer*	250 x 62 (footprint)	Surface fixed on the exposed face	14
Latch – engaged	ASSA key mortice lock complete with 33Ømm escutcheons, Product references unknown.	140 x 22 (forend size) 100 x 70 x 17 (case size)* 168 x 25 (keep size)	Bottom of escutcheon fitted 1010mm from the leaf threshold	15
Lock	ERA key/thumb turn (exposed face) complete with 56Ømm escutcheons, Product references unknown.	120 x 26 (forend size) 76 x 75 x 15 (case size)* 85 x 23 (keep size)	Bottom of escutcheon fitted 1137mm from the bottom edge of the leaf	16
Furniture	Round door pull Manufacturer and product reference unknown	Ø63 (rose size)	Fitted 1010mm from the bottom of the leaf	17
	Letter plate Manufacturer and product reference unknown	279 x 88 (footprint to exposed face)	Fitted 601mm from the bottom edge of the side screen	19

* Stated by client, not verified by laboratory

4 Test Conditions

Where areas of the test specification are ambiguous or open to interpretation the Fire Test Study Group Resolutions No's 51, 63, 70, 71, 72 and 78 have been followed (further specific details are available on request). These Resolutions provide basis of common agreements between the fire test laboratories which are members of this Group.

The ambient temperature of the test area at commencement of test was 18°C.

After the first 5 minutes of the test, the furnace pressure was maintained such that it complied with the requirements of BS 476-20:1987 clause 3.2.2 (including allowance for transient occurrences in line with clause 12 (L)) at 4.25 ± 2 Pa with respect to atmosphere, at a point 0.5m from the notional floor level, equating to 0Pa at a point 1m above the notional floor level.

The furnace was controlled to follow the temperature/time relationship specified in BS 476: Part 20: 1987 as closely as possible, using the average of nine thermocouples suitably distributed within the furnace. The temperatures recorded are shown graphically in Section 5.1.

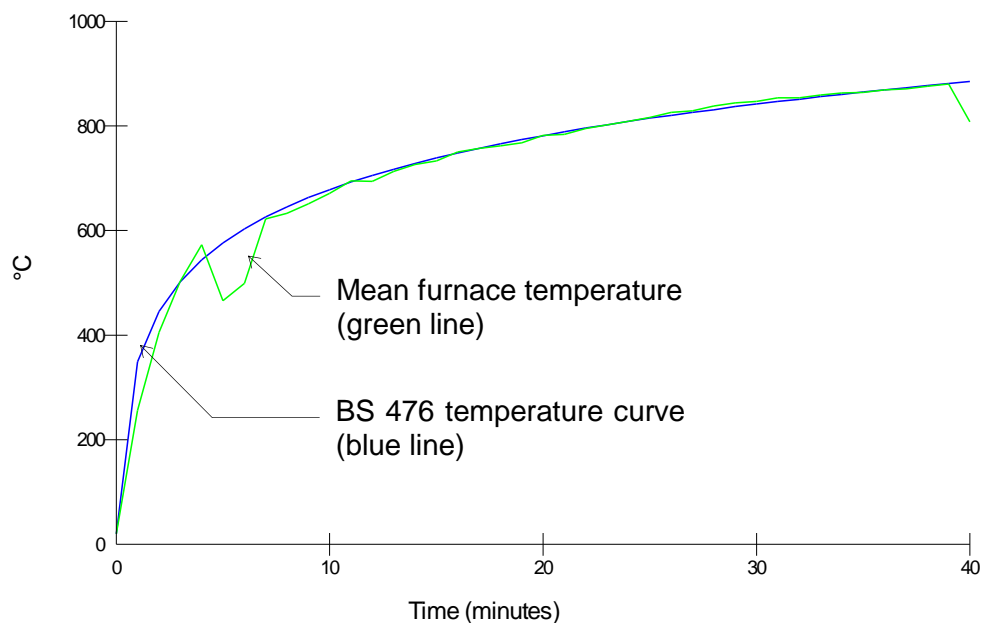
The temperature of the unexposed face was monitored by means of five thermocouples fixed to the surface of the door leaf, two thermocouples fixed to the surface of the overpanel, three thermocouples fixed to the side screen, five thermocouples attached to the frame, one at midheight on each jamb and one centrally located on the frame head above the overpanel and side screen. Two additional thermocouples used to monitor the letter plate temperature – one fixed to the letter plate and one fixed to the pattern 25mm from the letter plate

The thermocouple positions are shown in Figure 4 of the appendix. The average temperature of the door leaf and maximum temperature of the doorset are shown graphically in Section 5.2.

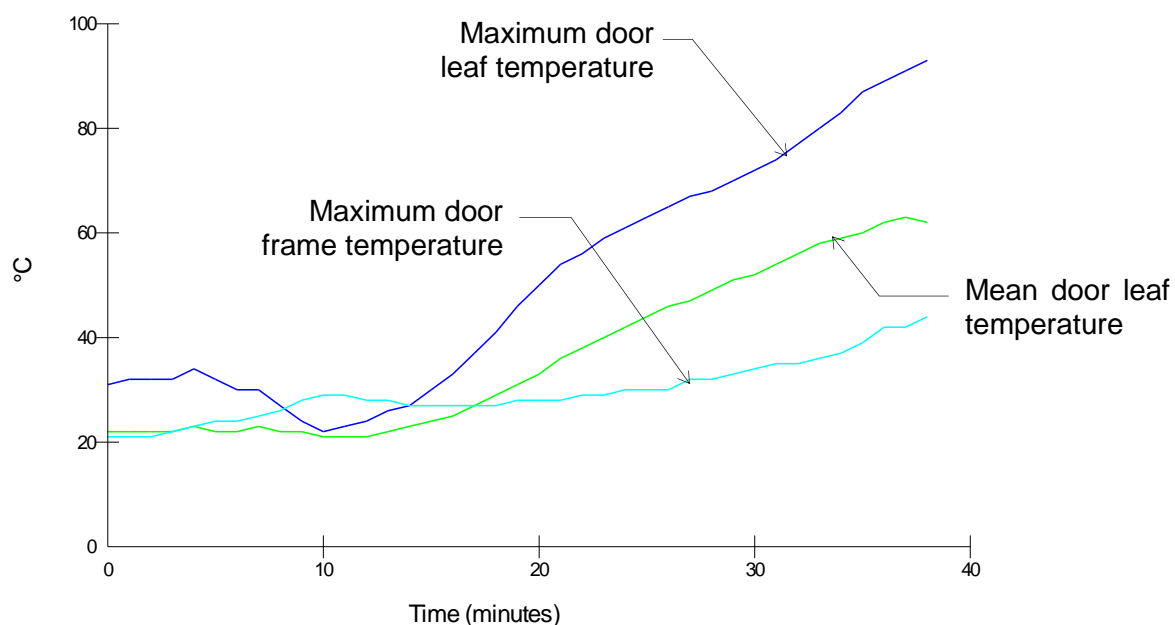
5 Test Results

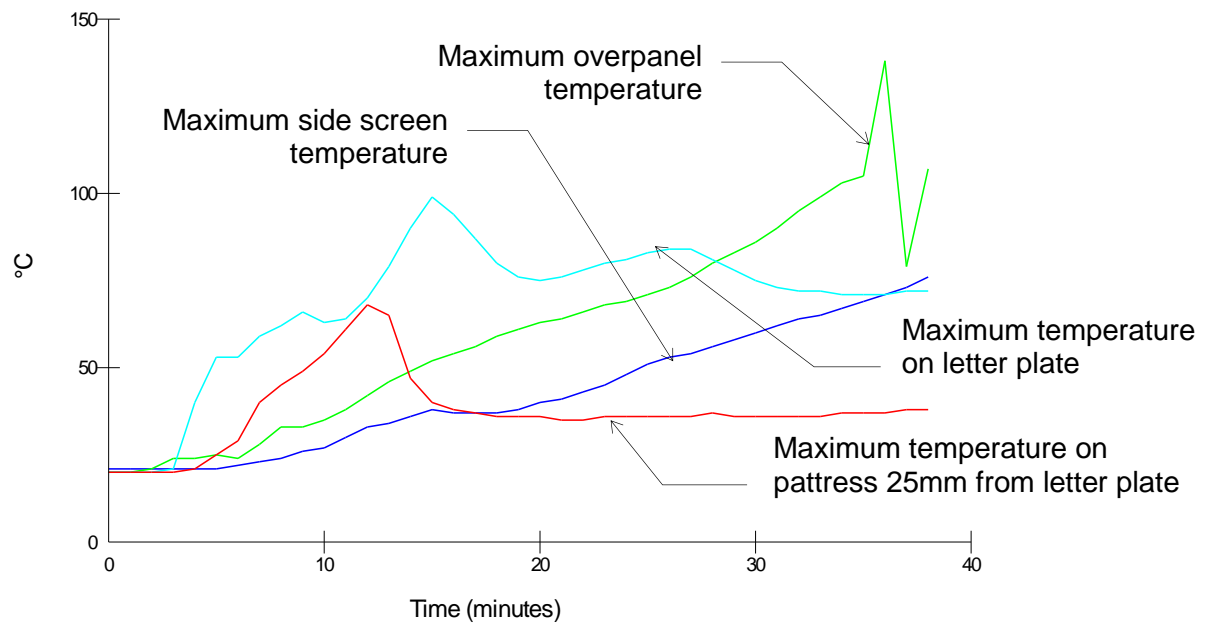
The following data and observations were recorded during the test.

5.1 Furnace Temperature Curve



5.2 Unexposed Face Temperature Curves





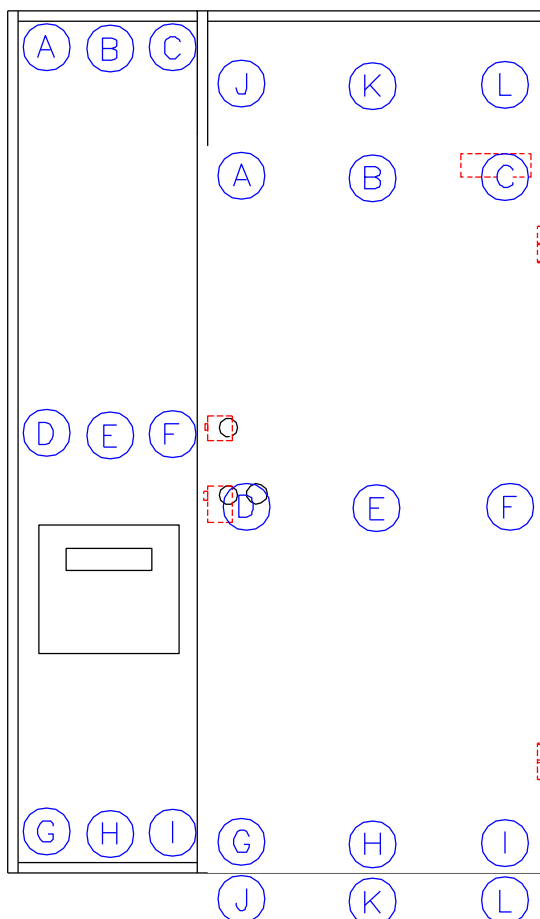
5.3 Door, Side screen and overpanel Distortion Data

The following tables show the distortion of the door in mm with an accuracy of ± 1 mm.

A positive measurement indicates distortion towards the furnace.

A negative measurement indicates distortion away from the furnace.

J, K and L of the table titled leaf give vertical movement of the door, a negative reading indicates that the door has dropped.



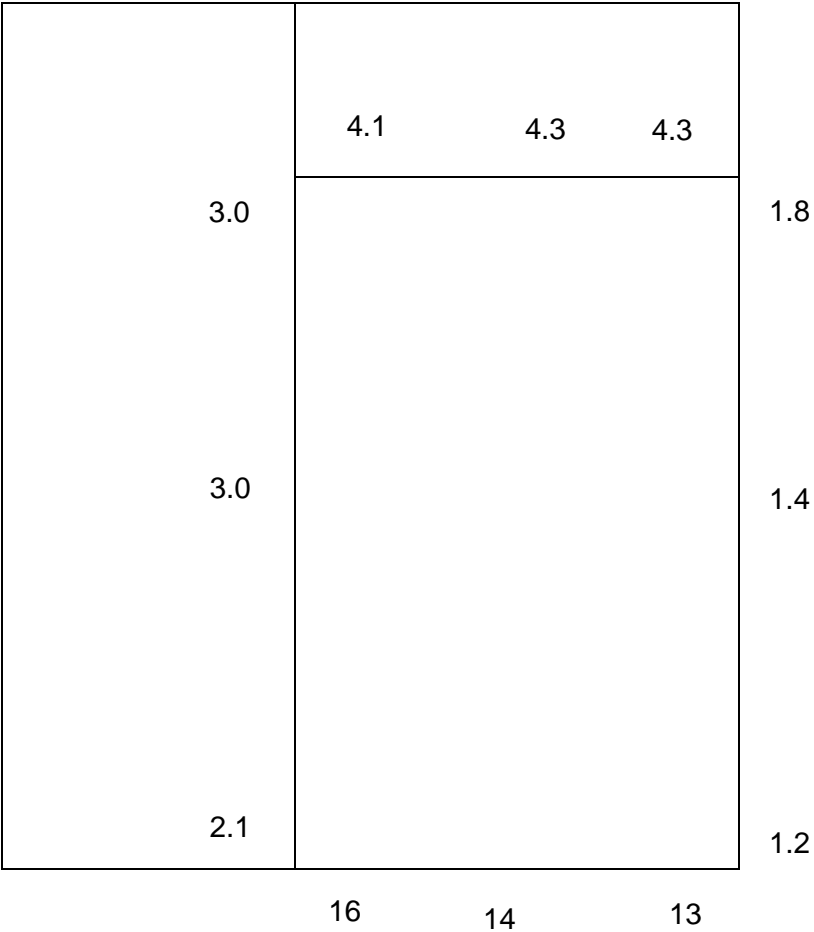
Leaf (hung on the right and opening in towards the furnace)

Time	A	B	C	D	E	F	G	H	I	J	K	L
10	2	3	4	3	4	-4	1	-1	-1	-1	-1	0
20	8	6	8	1	-3	2	2	0	0	-2	-2	-1
30	10	7	9	-3	-22	0	2	-2	2	-4	-4	-3

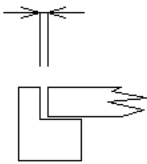
Side screen and over panel

Time	A	B	C	D	E	F	G	H	I	J	K	L
10	6	5	6	4	3	1	0	0	-1	3	4	3
20	6	8	11	4	3	1	0	0	0	4	4	6
30	5	7	5	6	4	2	0	0	0	3	3	5

5.4 Leaf edge to frame gaps pre-test measurement



Gaps shown



5.5 Observations

All comments relate to the unexposed face unless otherwise specified.

Time (minutes)	Comments
00:00	Test started.
02:20	There is smoke issuing at the leaf head.
02:30	There is smoke issuing at the left panel and the hanging edge.
03:00	There is an increase in smoke issuing at the top left corner of the over panel.
03:30	There is an increase in smoke issuing at the left panel.
03:40	There is an increase in smoke issuing at the letter plate.
05:00	There is a decrease in smoke issuing at all previous positions.
05:15	There is discolouration at the over panel due to increasing smoke issuing at the head.
06:20	There is an increase in smoke issuing at the hanging edge, left panel and all of the previous.
07:20	There is discolouration at the hanging edge approximately 500mm from the head.
08:00	There is an increase in smoke issuing at the head and the top hinge position.
08:20	There is an increase in smoke issuing at the letter plate and the right edge of the side panel.
09:00	There is an increase in smoke issuing at the upper keyhole.
10:50	The paint on the letter plate bubbling.
11:20	There is an increase in smoke issuing at all of the previous locations.
12:00	There is discolouration at the letter plate and the surrounding case.
16:00	There is increasing smoke issuing at the top right corner of the side panel.
16:40	There is a decrease in smoke issuing at the top hinge position.
17:00	There is continuous smoke issuing at the head of the over panel.
18:00	There is discolouration at the closing edge above the letter plate.
18:40	There is discolouration at the top right corner of the side panel.
21:00	There is discolouration at the right edge of the side panel.

24:00 A roving thermocouple recorded a temperature of 312°C at the top right corner of the side screen.

26:40 There is glow at the leaf head local to the top closing corner of the leaf.

27:15 A cotton pad test was performed at the top closing corner which did not result in the ignition of the cotton pad. No failure.

29:00 A cotton pad test was performed at the top closing corner which did not result in the ignition of the cotton pad. No failure.

29:42 A cotton pad integrity test was performed at the top right corner of the side panel which did not result in the ignition of the cotton pad. No failure.

32:08 A cotton pad integrity test was performed at the top right corner of the side panel which did not result in the ignition of the cotton pad. No failure.

32:40 A cotton pad integrity test was performed at the top closing corner which did not result in the ignition of the cotton pad. No failure.

34:00 A cotton pad integrity test was performed at the top closing corner which did not result in the ignition of the cotton pad. No failure.

35:15 A cotton pad integrity test was performed at top closing corner which resulted in the ignition of the cotton pad thereby constituting **integrity failure**.

35:28 There is continuous flaming at the leaf head thereby constituting **further integrity failure**.

37:40 There is continuous flaming at the top of the over panel thereby constituting **further integrity failure**.

38:00 A cotton pad integrity test was performed at the top right corner of the side panel which did not result in the ignition of the cotton pad. No failure.

39.00 Test terminated.

5.6 Times to Failure

When tested in accordance with BS 476: Part 22: 1987, Method 6, determination of fire resistance of fully insulated doorsets and shutter assemblies, the requirements of the standard were satisfied for the following periods:

Integrity	35 (fifty four) minutes
Insulation	24 (twenty four) minutes*



* Roving thermocouple reading recorded on side screen

6 Limitations

The results only relate to the behaviour of the element of construction under the particular conditions of test; they are not intended to be the sole criteria for assessing the potential fire performance of the element in use nor do they reflect the actual behaviour in fires.

The results of this test were obtained using the specimens provided for testing, and the door to frame gaps recorded in Section 5.4 of this report. Further, where information in relation to the specimen has been provided to us but not verified by us, we have assumed that it is correct; and where comments above identify particular materials or substances comprised in the specimen those comments are based on information supplied to us and/or on general visual inspection undertaken during the process of testing of the sample, and in either case have not been verified by reference to materials testing or documentary evidence except as described above. The fire resistance performance of doors of this design may be different if any aspect of the design or construction differs from that tested. This includes, by way of example only, any difference as a result of (i) any deviation from the information supplied to us, or (ii) the employment of different door to frame gaps. The tested assembly was asymmetrical and was tested such that the door leaves opened towards the heating conditions of the test. The test result may not be appropriate to situations where the leaves open away from the heating conditions.

The specification and interpretation of fire test methods are the subject of ongoing development and refinement. Changes in associated legislation may also occur. No assurance can be given that this test or its results will reflect current practice, and/or be consistent with prevailing legislative / regulatory requirements, at any time after the date of this report. Exova Warringtonfire will be able to offer the addressee of this report, at any time on request, a review of the procedures adopted for a particular test to ensure that they are consistent with current practices, and if required may endorse the test report. It is strongly recommended that, at the latest, such a review be sought at intervals of no more than five years.

	Written and checked by:	Authorised by:
Signature:		
Name:	Adam Scott	Nikolas Whitelock
Title:	Laboratory Manager	Lead Technical Officer
Date of issue:	23/10/2018	23/10/2018

Photographs

Intumescent interruptions by hardware

Around hinge blade



Around bottom lock forend



Top lock forend



At start of test



At 10 minutes



At 20 minutes



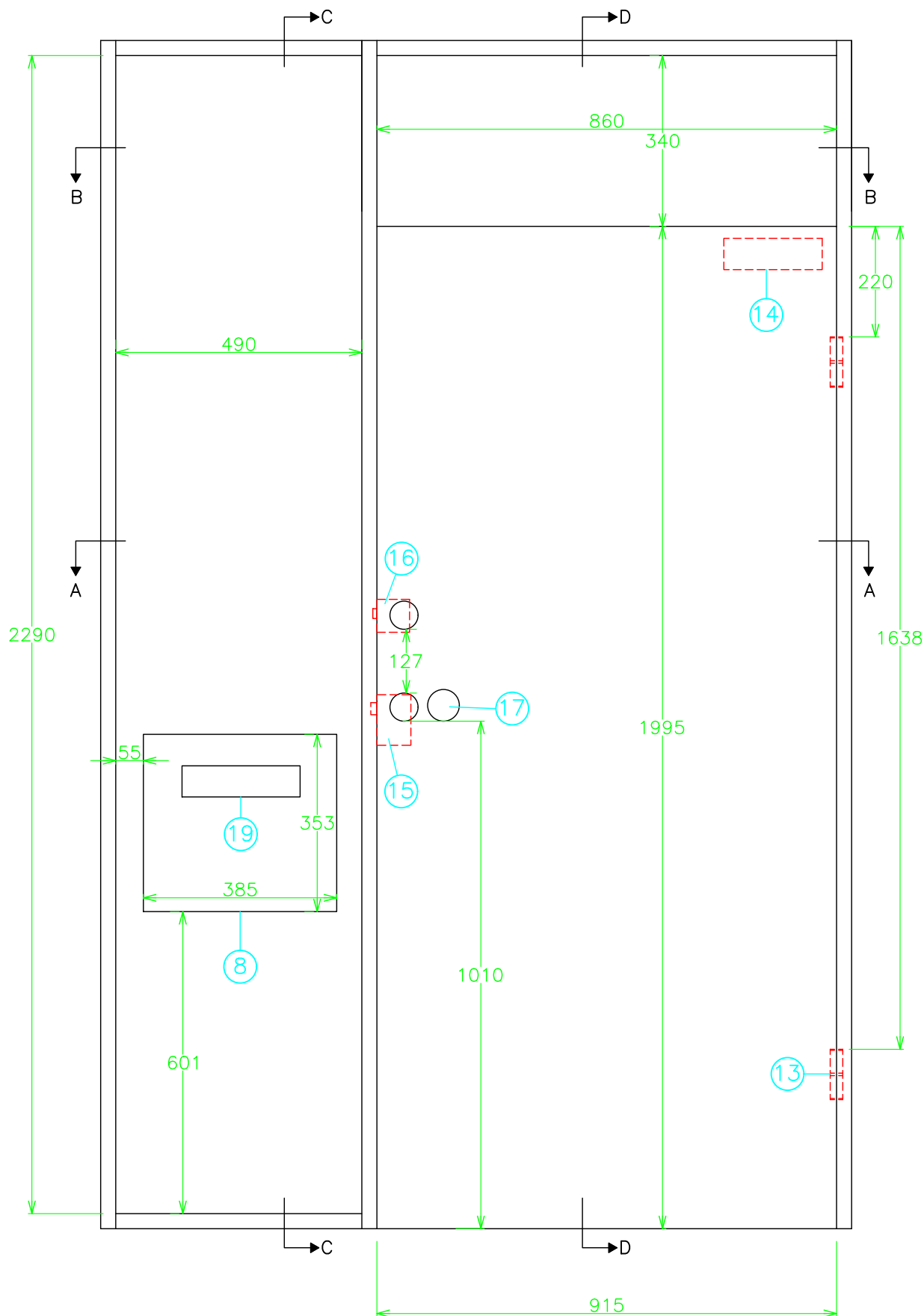
After 37 minutes



Exposed face – post test



Appendix - Figures 1 to 4



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Buckinghamshire, HP14 4ND, UK.

Tel: +44 (0)1494 569800
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Title

Unexposed face elevation
showing hardware positions
(All dimensions in mm)

Date Drawn
17/07/18

Drawn By

ARD

Scale

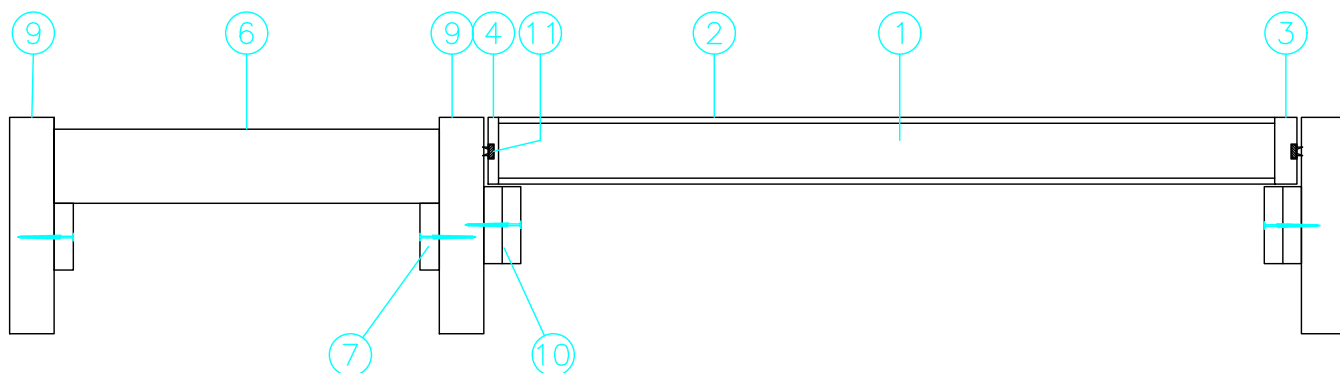
NTS

Project No.

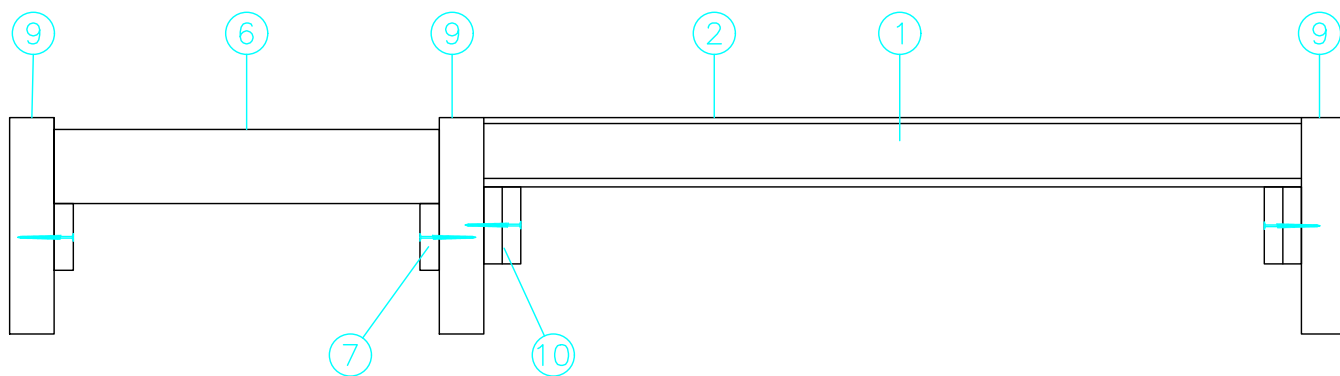
WF 399929

Appendix

Section A–A



Section B–B



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Title

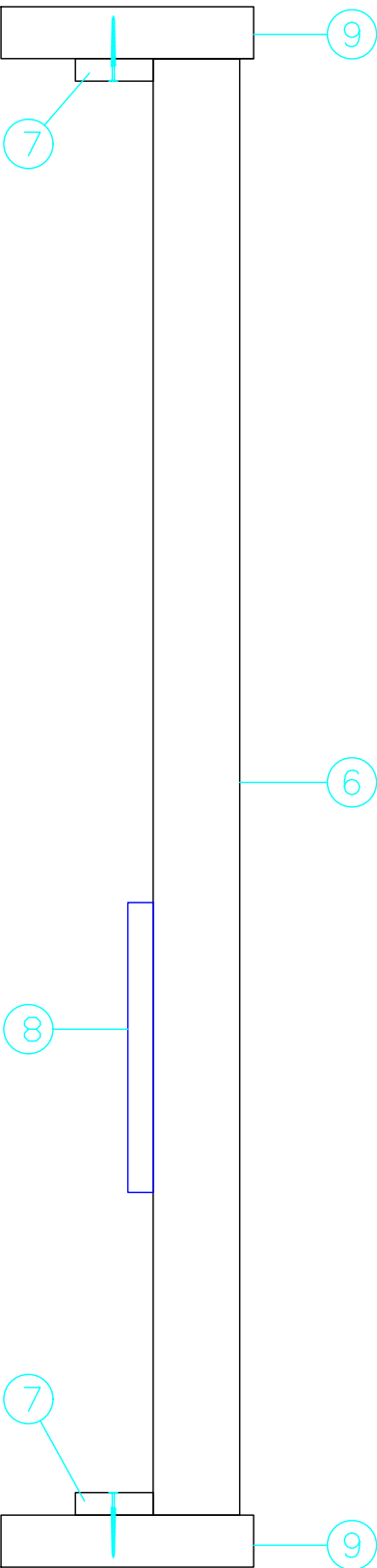
Horizontal cross-sections
(All dimensions in mm)

Page 57

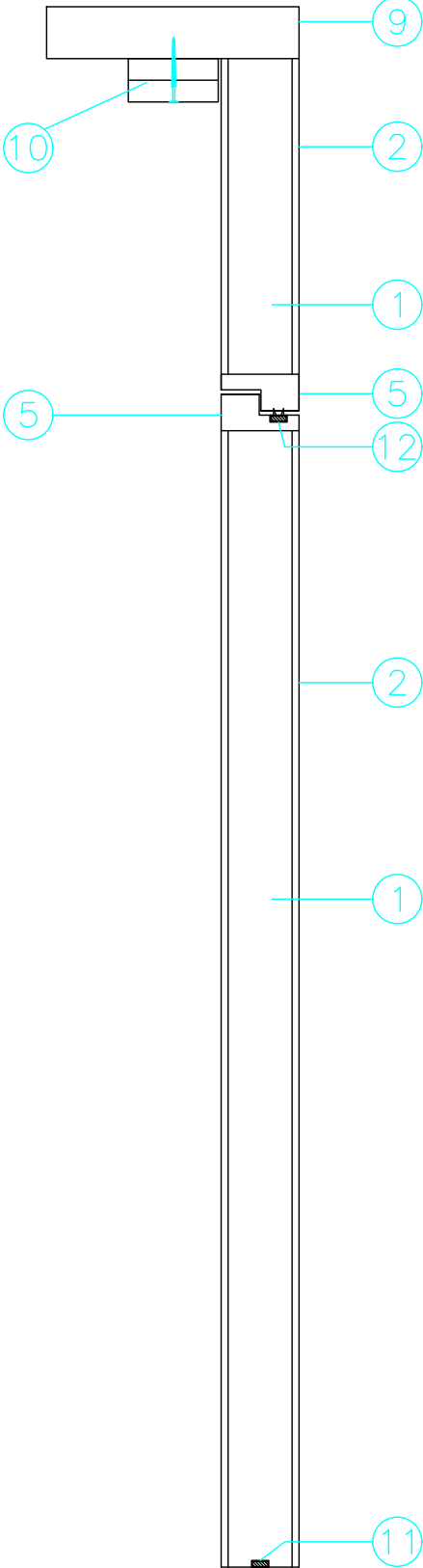
Date Drawn
17/07/18Drawn By
ARDScale
NTSProject No.
WF 399929

Appendix

Section C-C



Section D-D



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Title
Vertical cross-sections
(All dimensions in mm)

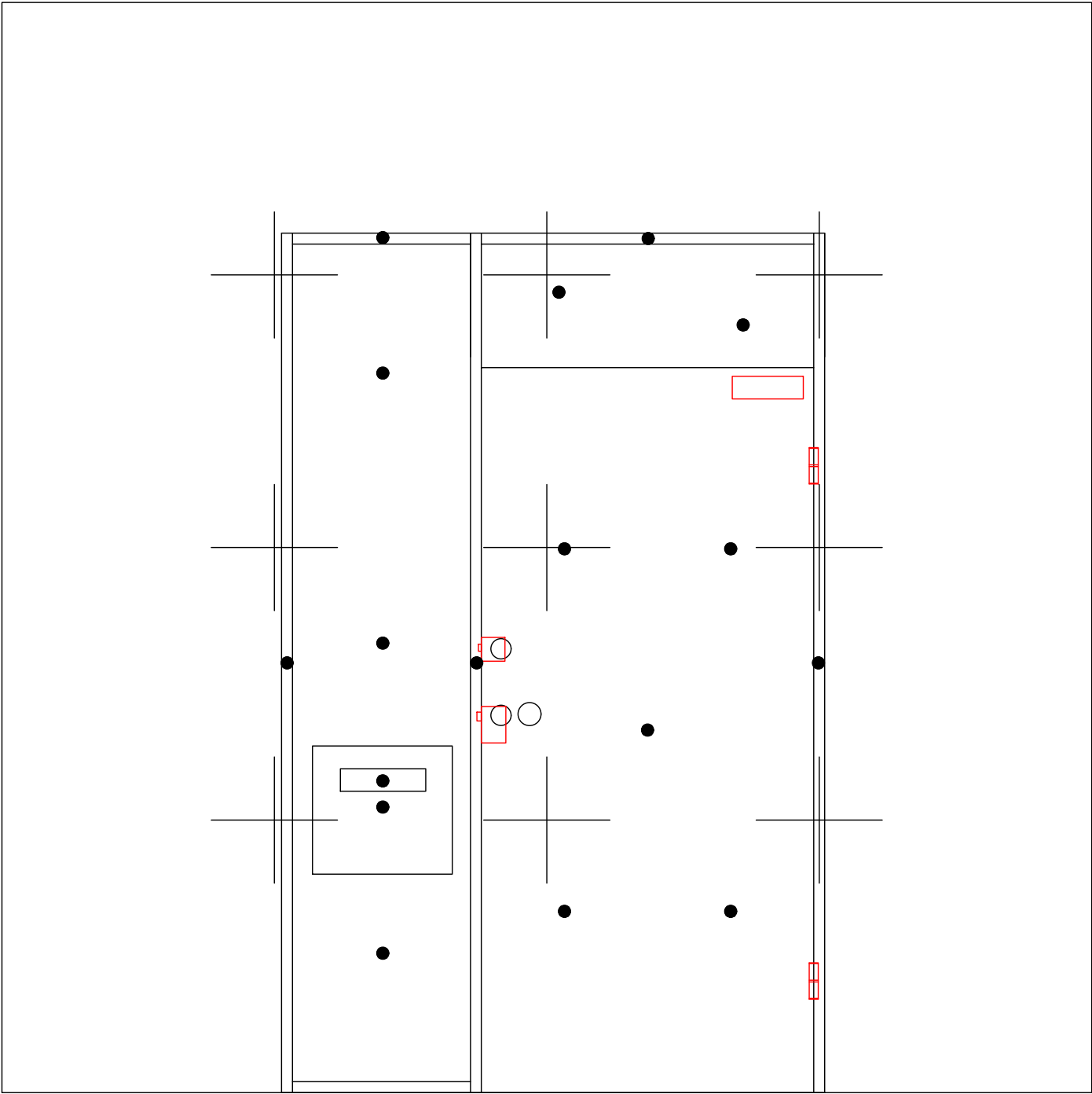
Date Drawn
17/07/18

Drawn By
ARD

Scale
NTS

Project No.
WF 399929

Appendix



✚ : Furnace Thermocouples
● : Unexposed Face Thermocouples

Viewed From Unexposed Face



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Hughenden Valley, High Wycombe,
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Title Thermocouple positions

(All dimensions in mm)

Page 59

Date Drawn
17/07/18

Drawn By
ARD

Scale
NTS

Project No.
WF 399929

Appendix

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Agenda Item 7

Committee(s) Residents' Consultation Committee Barbican Residential Committee	Date(s): 02032020 16032020
Subject: Progress of Sales & Lettings	Public
Report of: Andrew Carter Director of Community and Children's Services	For Information
Report author: Anne Mason	

Summary

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

Recommendation:

That the report be noted.

Main Report

BACKGROUND

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

SURRENDERS/TERMINATIONS

2. There are no new surrenders.

RIGHT TO BUY SALES

- 3.

	19 February 2020	20 December 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.

	19 February 2020	20 December 2019
Sales Completed	860	857
Market Value	£157,969,271.97	£155,269,271.97

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 19/02/2020
1	John Trundle Court	2	F2A	£525,000	Completed
2	Speed House	1	20	£800,000	Proceeding
3	Willoughby House	1	93	£670,000	Proceeding

COMPLETED SALES

9. Since the last report the sales of 1 John Trundle Court, 42 John Trundle Court and 312 Cromwell Tower have completed.

SALES PER BLOCK

10.

BLOCK	TOTAL NO. OF FLATS	TOTAL NO. SOLD	NET PRICE £	% NO. OF FLATS SOLD
ANDREWES HOUSE	192	184	16,648,760.00	95.83
BEN JONSON HOUSE	204	196	14,877,454.83	96.08
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	109	8,506,712.50	98.20
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	67	5,384,280.00	97.10
DEFOE HOUSE	178	173	17,414,782.50	97.19
FROBISHER CRESCENT	69	69		100.00
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	133	5,467,527.50	100.00
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	26	22	5,959,130.00	84.62
SEDDON HOUSE	76	75	8,445,677.50	98.68
SPEED HOUSE	114	108	12,468,148.50	94.74
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	146	14,337,670.50	98.65
TERRACE BLOCK TOTAL	1728 (1728)	1681 (1679)	144,915,573.33 (143,915,573.33)	97.28 (97.16)
CROMWELL TOWER	112	103	27,005,801.00	91.96
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	110	27,300,415.76	94.83
TOWER BLOCK TOTAL	345 (345)	327 (326)	78,859,996.39 (77,159,996.39)	94.78 (94.49)
ESTATE TOTAL	2073 (2073)	2008 (2005)	223,775,569.72 (221,075,569.72)	96.86 (96.72)

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

Anne Mason

Revenues Manager

T: 020 7029 3912

E: anne.mason@cityoflondon.gov.uk

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The Barbican Strategy for the Next 50 Years

Update for March RCC

Steering Group membership

Sandy Wilson, Adam Hogg, originators of project
Ted Reilly lead member of Underfloor Heating Working Party
Mark Bostock Common Councillor

Issues identified as priority from resident feedback

Removal of Garchey
Greening the Barbican. Reduction in estate's carbon footprint.
Management of the fabric of the Grade II estate as a whole

Activity

Garchey

- Five-year review initiated at Asset Management WP.
- Working with BEO to update financial calculations to make the case for removal.
- Established that if the case made the City was prepared to counter objections at tribunal.

Greening the Barbican

- The Corporation is seeking ways of reducing its carbon footprint and is in the process of appointing Consultants to consider the issues and report in June for their recommendations to be considered by the Court in time for the City to make a statement at COP26 (Glasgow World Climate Change Conference) in November.
- We are engaged with the Director of the Built Environment seeking involvement with the Consultants and suggesting opportunities for some quick wins from the Barbican.
- A 'position paper on a future energy strategy' whose purpose is to clarify initial thinking and provide the basis for a future proposal to be put to the CoL is in preparation.
- Technical advisors being sought.

Management of the Estate

- Discussions with Councillors on how best to influence the Corporation.
- Contributing to BA's response on Corporations Governance Review.

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Committees: Corporate Projects Board Barbican Residents Consultation Committee (For Information) Barbican Residential Committee (For Decision) Projects Sub Committee (For Decision)	Dates: Urgency 02 March 2020 16 March 2020 16 March 2020
Subject: Barbican Estate Redecoration Programme 2020-25 Unique Project Identifier: 12035	Gateway 4 Regular Issue Report
Report of: Director of Community & Children's Services Report Author: David Downing, Asset Programme Manager	For Information
<h1>PUBLIC</h1>	

1. Status update	<p>Project Description: This project will address the cyclical redecoration of internal and external areas of the residential blocks of the Barbican Estate as identified for the next five financial years (2020/21-2024/25) of the redecorations programme.</p> <p>RAG Status: Red (Green at last report to Committee). Status set to red due to cost increase following the tendering of works.</p> <p>Risk Status: Low (Low at last report to committee)</p> <p>Total Estimated Cost of Project (excluding risk): £4,010,972</p> <p>Change in Total Estimated Cost of Project (excluding risk): Increase of £635,972 since last report to Committee</p> <p>Spend to Date: £17,706</p> <p>Costed Risk Provision Utilised: None</p> <p>Funding Source: City Fund (95% recoverable via service charge from long leaseholders, the remainder to be funded from local risk revenue budgets).</p> <p>Slippage: None</p>
2. Requested decisions	<p>Next Gateway: Gateway 5 - Authority to Start Work (Regular)</p>

	<p>Requested Decisions:</p> <p>The Barbican Estate Residents Consultation Committee is asked to note this report for information only.</p> <p>The Barbican Residential Committee and the Projects Sub Committee are asked to note and approve the following:</p> <ol style="list-style-type: none"> 1. That additional budget of £635,972 is approved to uplift the total estimated cost of the project to £4,010,972 (excluding risk); 2. Note the revised total project budget of £4,010,972 (excluding risk); 3. Note that a Gateway 5 – Authority to Start Work report will be submitted for Chief Officer approval as per the regular approval track upon conclusion of the post-tender Section 20 process. 																				
<p>3. Budget</p>	<p>An estimated budget of £3,375,000 was notified to Committee at Gateway 4, this was broken down as follows:</p> <table border="1" data-bbox="531 936 1437 1245"> <thead> <tr> <th colspan="2">Estimated Project Costs at Gateway 4</th></tr> </thead> <tbody> <tr> <td>Estimated works costs</td><td>£3,000,000</td></tr> <tr> <td>Fees and staff costs</td><td>£375,000</td></tr> <tr> <td>Total</td><td>£3,375,000</td></tr> <tr> <td>Funding strategy</td><td>City Fund (works to residential blocks circa 95% recoverable from leaseholders, the remainder (circa 5%) is funded from ongoing annual Barbican Residential local risk revenue budgets)</td></tr> </tbody> </table> <p>Following the tender process, budget estimates are revised as follows:</p> <table border="1" data-bbox="531 1402 1437 1749"> <thead> <tr> <th colspan="2">Revised Project Costs following tender</th></tr> </thead> <tbody> <tr> <td>Estimated works costs to Barbican Estate</td><td>£3,635,972</td></tr> <tr> <td>Fees and staff costs</td><td>£375,000</td></tr> <tr> <td>Total</td><td>£4,010,972</td></tr> <tr> <td>Funding strategy</td><td>City Fund (works to residential blocks circa 95% recoverable from leaseholders, the remainder (circa 5%) is funded from ongoing annual Barbican Residential local risk revenue budgets)</td></tr> </tbody> </table> <p>Costed Risk Provision requested for this Gateway: N/A</p> <p>Total project costs for Barbican Estate Redecoration Programme are thus revised upwards by £635,972.</p>	Estimated Project Costs at Gateway 4		Estimated works costs	£3,000,000	Fees and staff costs	£375,000	Total	£3,375,000	Funding strategy	City Fund (works to residential blocks circa 95% recoverable from leaseholders, the remainder (circa 5%) is funded from ongoing annual Barbican Residential local risk revenue budgets)	Revised Project Costs following tender		Estimated works costs to Barbican Estate	£3,635,972	Fees and staff costs	£375,000	Total	£4,010,972	Funding strategy	City Fund (works to residential blocks circa 95% recoverable from leaseholders, the remainder (circa 5%) is funded from ongoing annual Barbican Residential local risk revenue budgets)
Estimated Project Costs at Gateway 4																					
Estimated works costs	£3,000,000																				
Fees and staff costs	£375,000																				
Total	£3,375,000																				
Funding strategy	City Fund (works to residential blocks circa 95% recoverable from leaseholders, the remainder (circa 5%) is funded from ongoing annual Barbican Residential local risk revenue budgets)																				
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Total	£4,010,972																				
Funding strategy	City Fund (works to residential blocks circa 95% recoverable from leaseholders, the remainder (circa 5%) is funded from ongoing annual Barbican Residential local risk revenue budgets)																				

<p>4. Issue description</p>	<p>1. Last Gateway Approved. A Gateway 3/4 Options Appraisal was presented to the Barbican Residential Committee (BRC) and the Projects Sub Committee in 18 March 2019 and 22 March 2019 respectively. The recommended option of seeking to appoint a contractor to undertake a 5 year programme of redecoration works (including minor repairs) to the Barbican Estate with a total estimated budget within the range £3,037,500 - £3,375,000 was approved.</p> <p>2. Progress to date. A full, compliant tender process for the works contractor has now been completed in conjunction with City Procurement. Thirteen qualifying tenders for the work were received. These were carefully evaluated on the quality and cost criteria as laid out in the procurement process. A Section 20 consultation is currently underway with Barbican Estate leaseholders. The appointment of a contractor is subject to the successful completion of this process. It should be noted that the contractor scoring highest in the tender evaluation was nominated for the contract by Barbican Estate leaseholders during an earlier stage of the Section 20 process.</p> <p>3. Summary of Issue. Following the procurement process the total project budget for the Barbican Estate Redecoration Programme 2020-25, encompassing the highest scoring tender, the sums already expended, and the fees & staff costs estimated to be required to deliver the works, exceeds the estimated budget range approved at Gateway 4 by £635,972.</p> <p>The average cost of all thirteen tenders received was £4,730,836. Removing outliers, three contractors having significantly over or under priced the works, gives a revised average of £3,723,797. The highest scoring tender, priced at £3,726,650, is consistent with this revised average and scored particularly highly on the quality criteria set in the technical evaluation.</p> <p>The tendered works include for the redecoration of the non-residential floors of Frobisher Crescent and the adjacent Sculpture Court; included in order to realise the efficiencies of combining the works into one coherent package. The cost of these elements (a sum of £90,679) falls within the budgetary responsibility of the Barbican Centre and has therefore been deducted from the works cost presented here for approval. The cost to the Barbican residential estate of the highest scoring tender is thereby revised downwards to £3,635,972. The average cost per unit can be calculated as £1,835. As the contribution percentage written into residents' leases varies considerably from block to block and flat type to flat type a given leaseholders actual potential charge may significantly</p>
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	<p>differ. Leaseholders will be notified of estimated charges by flat type as a part of the Section 20 consultation process.</p> <p>On evaluation of the pricing documents received, it is clear that the value of the works was underestimated at Gateway 4. Officers based these estimates on the known costs from the previous cycle or redecoration works subject to an uplift for inflation. It should be noted that in times of economic uncertainty it is particularly challenging to accurately forecast the market, especially when the longer term regulations concerning the supply of non-domestic labour and materials are still to be determined. Once the contract is let however, there is a high degree of certainty that costs can be controlled tightly. A cyclical redecoration project is inherently low risk as areas requiring redecoration are known with the specification not subject to variance.</p> <p>4. Proposed Way Forward. Increase the project budget by £635,972 to £4,010,972 and submit a Gateway 5 – Authority to Start Work report for Chief Officer approval.</p>
<p>5. Options</p>	<p>1. Approve an increase in project budget. Increase the project budget in line with the highest scoring tender return by £635,972 and authorise the submission of a Gateway 5 report for Chief Officer approval. This is the recommended option</p> <p>2. Do not approve an increase in project budget and re-evaluate those tenders received that fell within the currently approved budget thresholds. Of the thirteen compliant tenders received, three were under the budgetary threshold as set at Gateway 4. These three tenders however scored poorly against technical criteria and did not demonstrate a good understanding of the particular challenges of working on a Listed residential estate nor provided suitable evidence that work would be completed to the quality required. This option is not recommended.</p> <p>3. Re-tender the works. With the construction and maintenance industry still subject to economic uncertainties, re-tendering the works is not likely to provide a tender of sufficient quality within the currently approved budget thresholds. In addition, the concomitant programme delay whilst works were being re-tendered would cause the recommended existing paint product lifecycles to be exceeded to the detriment of the external structure of the Grade II Listed Barbican Estate and its associated high reputation and property values. This option is not recommended.</p>

Appendices

Appendix 1	Project Coversheet
Appendix 2	Risk Register

Contact

Report Author	David Downing, Asset Programme Manager
Email Address	david.downing@cityoflondon.gov.uk
Telephone Number	0207 332 1645

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Project Coversheet

[1] Ownership & Status

UPI: 12035

Core Project Name: Barbican Estate Redecoration Programme 2020-25

Programme Affiliation N/A

Project Manager: David Downing

Definition of need: This project will address the cyclical redecoration of internal and external areas of the residential blocks of the Barbican Estate as identified for the next five financial years (2020/21-2024/25) of the redecoration programme.

Key measures of success:

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

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

Key Milestones: Contract commencement April 2020.

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

Has this project generated public or media impact and response which the City of London has needed to manage or is managing? No.

[2] Finance and Costed Risk

Headline Financial, Scope and Design Changes:

'Project Briefing' G1 report (as approved by Chief Officer 30/10/18):

- Total Estimated Cost (excluding risk): £2,600,000
- Costed Risk Against the Project: N/A
- Estimated Programme Dates: April 2020 – March 2025

Scope/Design Change and Impact:

'Project Proposal' G2 report (as approved by PSC 12/12/18):

- Total Estimated Cost (excluding risk): £2,600,000
- Resources to reach next Gateway (excluding risk): £37,500
- Spend to date: £0
- Costed Risk Against the Project: N/A
- CRP Requested: N/A
- CRP Drawn Down: N/A
- Estimated Programme Dates: April 2020 – March 2025

Scope/Design Change and Impact: None

'Options Appraisal and Design' G3-4 report (as approved by PSC 22/03/19):

- Total Estimated Cost (excluding risk): £3,375,000
- Resources to reach next Gateway (excluding risk): £3,000
- Spend to date: £15,000
- Costed Risk Against the Project: N/A

- CRP Requested: N/A
- CRP Drawn Down: N/A
- Estimated Programme Dates: April 2020 – March 2025

Scope/Design Change and Impact: Six additional blocks, where works were deferred from the preceding contract, were approved to be added to the project increasing total estimated project budget by £775,000.

‘Authority to start Work’ G5 report (as approved by PSC xx/yy/zz):

- Total Estimated Cost (excluding risk):
- Resources to reach next Gateway (excluding risk)
- Spend to date:
- Costed Risk Against the Project:
- CRP Requested:
- CRP Drawn Down:
- Estimated Programme Dates:

Scope/Design Change and Impact:

Total anticipated on-going commitment post-delivery [£]: N/A
Programme Affiliation [£]: N/A

City of London: Projects Procedure Corporate Risks Register

 Project name: *Barbican Redecoration Programme 2020-25*

 Unique project identifier: *12035*

 Total est cost (exc risk) *£4010972*

Corporate Risk Matrix score table

PM's overall risk rating	Low		Minor impact	Serious impact	Major impact	Extreme impact
Avg risk pre-mitigation	2.0	Likely	4	8	16	32
Avg risk post-mitigation	2.0	Possible	3	6	12	24
Red risks (open)	0	Unlikely	2	4	8	16
Amber risks (open)	0	Rare	1	2	4	8
Green risks (open)	2					

Costed risks identified (All)

£0.00	0%
£0.00	0%
£0.00	0%
£0.00	0%

Costed risk as % of total estimated cost of project

" "

" "

Costed risk pre-mitigation (open)

Costed risk post-mitigation (open)

Costed Risk Provision requested

CRP as % of total estimated cost of project

- (1) Compliance/Regulatory
- (2) Financial
- (3) Reputation
- (4) Contractual/Partnership
- (5) H&S/Wellbeing
- (6) Safeguarding
- (7) Innovation
- (8) Technology
- (9) Environmental
- (10) Physical

Number of Open Risks	Avg Score	Costed impact	Red	Amber	Green
1	3.0	£0.00	0	0	1
0	0.0	£0.00	0	0	0
0	0.0	£0.00	0	0	0
0	0.0	£0.00	0	0	0
0	0.0	£0.00	0	0	0
0	0.0	£0.00	0	0	0
0	0.0	£0.00	0	0	0
0	0.0	£0.00	0	0	0
0	0.0	£0.00	0	0	0
1	1.0	£0.00	0	0	1

Issues (open)	1
All Issues	1

 Open Issues
All Issues

Extreme	Major	Serious	Minor
0	0	0	1
0	0	0	1

 Cost to resolve all issues
(on completion)

£635,971.20

Total CRP used to date

£0.00

City of London: Projects Procedure Corporate Risks Register

Project Name: Barbican Redecoration Programme 2020-25			PM's overall risk rating: Low		CRP requested this gateway		£ -		Average unmitigated risk		2.0		Open Risks		2									
Unique project identifier: 12035			Total estimated cost (exc risk): £ 4,010,972		Total CRP used to date		£ -		Average mitigated risk score		2.0		Closed Risks		3									
General risk classification																								
Risk ID	Gateway	Category	Description of the Risk	Risk Impact Description	Likelihood Classification pre-mitigation	Impact Classification pre-mitigation	Risk score	Costed Impact pre-mitigation (£)	Costed Risk Provision requested Y/N	Confidence in the estimation	Mitigation actions	Mitigation cost (£)	Likelihood Classification post-mitigation	Impact Classification post-mitigation	Costed Impact post-mitigation (£)	Post-Mitigation risk score	CRP used to date	Use of CRP	Date raised	Named Departmental Risk Manager/ Coordinator	Risk owner (Named Officer or External Party)	Date Closed OR/ Realised & moved to Issues	Comment(s)	
R1	4	(1) Compliance/Regulatory	Internal redecorations programme dependant on results of fire door testing. If determined that internal doors need replacing then internal redecoration would need to be deferred to allow fire door replacement to complete first.	potential programme delay	Possible	Minor	3	£0.00	N		None at present	£0.00	Possible	Minor	£0.00	3	£0.00			30/01/2019		David Downing		
R2		(2) Financial	Deferred internal works from 2015-2020 contract may need to be added to the contract	scope change & budget uplift required	Likely	Minor	4	£0.00	N		Seek Committee approval to increase budget	£0.00	Likely	Minor	£0.00	4	£0.00			30/01/2019		David Downing	22/03/2019	Risk realised. Committee has approved increase scope and uplift budget
R3	4	(2) Financial	Lack of response to repairs contract tender	Limited response may not ensure value for money or present a suitable contractor.	Possible	Serious	6	£0.00	N		None at present	£0.00	Possible	Serious	£0.00	6	£0.00			30/01/2019		David Downing	01/12/2019	Tender attracted 13 bids
R4	5	(10) Physical	Project delayed by extreme weather (delivery stage)	Works cannot be carried out in extreme weather conditions Programme	Rare	Minor	1	£0.00	N		None at present	£0.00	Rare	Minor	£0.00	1	£0.00			30/01/2019		David Downing		
R5	4	(2) Financial	Cost of successful tender exceeds approved estimates	Cannot proceed to Gateway 5 as planned without further approval.	Possible	Minor	3	£0.00	N		Estimates based on previous years works (but difficult to price in economic uncertainty)	£0.00	Unlikely	Minor	£0.00	2	£0.00			30/01/2019		David Downing	07/02/2020	Risk realised. Further approval required. Issues Report to be submitted.
R6								£0.00				£0.00				£0.00	£0.00							
R7								£0.00				£0.00				£0.00	£0.00							
R8								£0.00				£0.00				£0.00	£0.00							
R9								£0.00				£0.00				£0.00	£0.00							
R10								£0.00				£0.00				£0.00	£0.00							
R11								£0.00				£0.00				£0.00	£0.00							
R12								£0.00				£0.00				£0.00	£0.00							
R13								£0.00				£0.00				£0.00	£0.00							
R14								£0.00				£0.00				£0.00	£0.00							
R15								£0.00				£0.00				£0.00	£0.00							
R16								£0.00				£0.00				£0.00	£0.00							
R17								£0.00				£0.00				£0.00	£0.00							
R18								£0.00				£0.00				£0.00	£0.00							
R19								£0.00				£0.00				£0.00	£0.00							
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R21								£0.00				£0.00				£0.00	£0.00							
R22								£0.00				£0.00				£0.00	£0.00							
R23								£0.00				£0.00				£0.00	£0.00							
R24								£0.00				£0.00				£0.00	£0.00							
R25								£0.00				£0.00				£0.00	£0.00							
R26								£0.00				£0.00				£0.00	£0.00							
R27								£0.00				£0.00				£0.00	£0.00							
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R41								£0.00				£0.00				£0.00	£0.00							
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R46								£0.00				£0.00				£0.00	£0.00							
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R48								£0.00				£0.00				£0.00	£0.00							
R49								£0.00				£0.00				£0.00	£0.00							
R50								£0.00				£0.00				£0.00	£0.00							
R51								£0.00				£0.00				£0.00	£0.00							
R52								£0.00				£0.00				£0.00	£0.00							
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R71								£0.00				£0.00				£0.00	£0.00							

Committees: Corporate Projects Board [for information] Projects Sub [for decision] Barbican Residents Committee (for information)		Dates: 13 January 2020 27 January 2020 16 March 2020
Subject: Frobisher Crescent Balcony Drainage Scheme Unique Project Identifier: 11628 (04800014)	Gateway 6: Summarised Outcome Report Light (unspecified at Gateway 5)	
Report of: Director of Community & Children's Services Report Author: Jason Hayes		For Information
<h2>PUBLIC</h2>		

Summary

1. Status Update	Project Description: <p>To undertake waterproofing remedial and drainage work to the roof of flat 926 and the balconies of the far west end of Frobisher Crescent following major water ingress in 2014.</p> <p>RAG Status: Green</p> <p>Risk Status: Low</p> <p>Final Outturn Cost: £326,445.58</p> <p>Slippage: 3 months due to restricted noisy working hours during performances in the Barbican Centre.</p> <p>Works completed are: New roofing material was installed to the roof of Flat 926 Frobisher Crescent. The balconies of the west end floors 7, 8 and 9 were stripped back with a new membrane installed before reinstatement of pavements and additional drainage. New patio doors were also added to further enhance the weather tightness of the western elevation.</p>
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2. Next steps and Requested decisions	Requested Decisions: That the project is now closed.

3. Budget

The original approved budgets, actual expenditure and underspend (saving) on each project are shown below

Frobisher Crescent Balcony and Drainage			
Project	Approved Budget	Actual Spend	Underspend
11628	£366,000.00	£314,617.84	£39,554.42

The table below illustrates the total expenditure across the project. The budget for the work from Landlord and not recovered through service charges.

	At Authority to Start work (G5)	Final Outturn Cost (G6)
Contract Fees	£40,214.00	£13,636.50
Contract Services	£10,735.00	£10,735.00
Design Fees	£25,745.00	£13,780.00
Works	£289,306.00	£288,294.08
Total	£366,000.00	£326,445.58

The Final Account for these works has been verified.

4. Programme

Activity	Authority to Start work (G5) Programme	Final (G6) Programme
Appointment of Contractor	September/ October 2015	December 2015
Start on Site	December 2015	December 2015
Finish On Site	March 2016	June 2016

5. Key Conclusions	<ol style="list-style-type: none"> 1. The Project was delivered below budget due to some of the design and contract fees no longer being required. 2. A negative reflection is that the project manager who oversaw the project no longer works for the City and there are insufficient records of works done or relevant records relating to this project cannot be traced. 3. Better liaison with other key stakeholders to ensure any working restrictions such as noisy working hours are noted as early as possible. 4. Lessons learned include the need for a more robust monitoring, checking and storage of data on works undertaken. 5. All projects are now run on the asset management system (Keystone) and will allow better future planning, programming and monitoring. Details of all completed works are now immediately uploaded to the Department's Keystone Access Management System, allowing details of works done on estate, block and dwelling level to be accessed and any guarantees noted.

Contact

Report Author	Jason Hayes
Email Address	Jason.hayes@cityoflondon.gov.uk
Telephone Number	020 7332 3768

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Working Party Updates Residents Consultation Committee 2 March 2020

Asset Maintenance Working Party Meeting

5th February 2020, 6:00PM Lilac Room, Barbican Estate

Attendee

Mike Saunders
Shaunna McFarlane

Organisation

Chair - CoL Housing Property Services
CoL Housing Property Services

Paula Ridley
John Taysum
Adam Hogg
Fiona Lean
Paula Ridley
Graham Wallace
Mike Greensmith

Resident
Resident
Resident
Resident
Resident
Resident
Resident

Apologies: Michael Bennett, Jason Hayes, David Downing, Henry Irwig, David Lawrence, Christopher Makin, Randall Anderson, ted Reilly, Gail Bear

Minutes

Item	Key discussion & action points	Who
1/2	<p>Introductions/Review of Minutes from Preceding Meeting:</p> <p>Introductions done around the table.</p> <p><u>Underfloor heating</u> A meeting has been arranged with Ted Reilly and Schneider for next week (week ending 14th) to further discuss progression and how to better control the system.</p> <p><u>Estate Drainage</u> Drainage programme was circulated as requested last meeting.</p>	
3	<p>Tower Block Lift Review Update</p> <p>Report supplied by Butler & Young consultants was circulated to working party members.</p> <p>Report is now to be shared with the relevant House Groups (Lauderdale, Shakespeare & Cromwell)</p>	

Item	Key discussion & action points	Who
4	<p>Fire Risk Assessments</p> <p>Tender process has now been complete, and a contractor has been awarded the works.</p> <p>An order has been raised and the signage is on order, no completion date has been given by the contractors, however, once the signs have been received from the manufacturers, we have been advised they will be put up ASAP.</p> <p>It is noted that the fire doors and surrounding areas are still being tested all front entrance doors to properties will possibly need to be changed.</p> <p>Details will go to RCC once COL has all the information back and have agreed on a way forward.</p>	
5	<p>Barbican Redecorations 2020-25</p> <p>Post Tender S20 will be going to residents in early February and it will recommend the re-appointment of K&M McLoughlin.</p> <p>Notices will go to each House Group to decide on whether they want internal decorations done excluding the flat front entrance doors.</p> <p>It is noted that Gilbert House have already decided to have the internal decs done excluding the front doors. (we do not currently have an approx. date of when the front doors will be replaced)</p>	
6	<p>Conditions Survey Update</p> <p>Mountjoy house has been done as a pilot and has been completed by Saville's. Results are currently being uploaded into our Housing Management system keystone</p> <p>Summary report of findings to be supplied by Saville's and should hopefully be available to be viewed at the next meeting.</p>	
7	<p>Garchey Review</p> <p>Report written by Ted Reilly and Adam Hogg has been circulated to all working party members.</p> <p>Figures in 2015 report are to be updated. MS & AH to meet and discuss.</p>	

Item	Key discussion & action points	Who
	<p>Once figures are updated, we will be able to identify whether it is worth removing the Garcheys system, and we will then be able to approach the RCC.</p> <p>It is noted that the City will come into difficulty if 1 person is against removing their Garchey and doesn't let us in to carry out the necessary works.</p> <p>MS confirms that COL are prepared to go to tribunal if needed.</p> <p>The City have confirmed that if removal should take place, we will only be removing the Garchey bowl and closing the Garchey connection, the City will not be looking at changing anything else.</p>	
8	<p>AOB</p> <p><u>Concrete Works</u> Concrete works are now complete, final sign off is being done and will be shared with residents once complete.</p> <p><u>Roof Works</u> There is a Roof Working Party, but we do not know who sits on it or when they meet. Details to be provided of the status of the Roof Working Party.</p> <p style="text-align: right;">Next meeting date: TBA</p>	

Underfloor Heating Working Party (UHWP)

Demand-side response and electricity procurement

At its last meeting the BRC gave its support:

- for residents to be involved in the procurement of electricity for the underfloor heating
- for the investigation of a separate supply contract for the underfloor heating
- and to pursue the demand-side response opportunity.

Following this the Procurement Sub-Committee (Finance) authorised resident involvement in these three issues. Whereas this is good news, the contracts for the 20/21 heating season are now close to being let and it is too late for our involvement. We will now initiate the process for the following season. This might sound a bit procedural but the chair of this committee, Hugh Morris and the senior officer responsible for procurement, Chris Bell, enthusiastically support this initiative.

Load shift from mid-winter to the shoulder months

A questionnaire has been drafted by the resident members of the UHWP to establish the appetite of residents for the transfer of about 20 hours of heat from each of January and February to the months of October and April, with no change in the total power consumption over the year. For context, the total heating load is around 2,000 hours each year. This has no lease implications. The proposal was put to the BA AGM, where it was met with near unanimous support.

Modifying the heat load based on weather forecasts

Some residents will meet with Schneider Electric to investigate the feasibility of this initiative. The meeting will take place on 26 February and a verbal report will be given at the RCC meeting. Schneider Electric installed the new heating control system and are responsible for its maintenance.

Giving residents timely information on heating hours and external temperatures

Providing a daily bulletin on the previous day's heating timings together with the external temperature, will be useful to residents and save the BEO time in fielding questions from residents. This will also be discussed with Schneider Electric on 26 February and a verbal report will be given at the RCC meeting.

Leaseholder Service Charge Working Party

Questions and discussion points on Resident Engineers

The RCC intends to examine and discuss Service Charges in greater depth. They propose to do this in a series of “deep dives” on certain aspects of the Service Charge.

The first area for examination is “Resident Engineers” The RCC asked the Leaseholder Service Charges Working Party (LSCWP) to prepare some material to inform that discussion. This paper was prepared by resident members of the LSCWP. It was discussed in the meeting of the LSCWP on 17 February 2020.

Figures on which this paper are based were presented by Anne Mason to the RCC of the 2nd Dec page 55, and are appended.

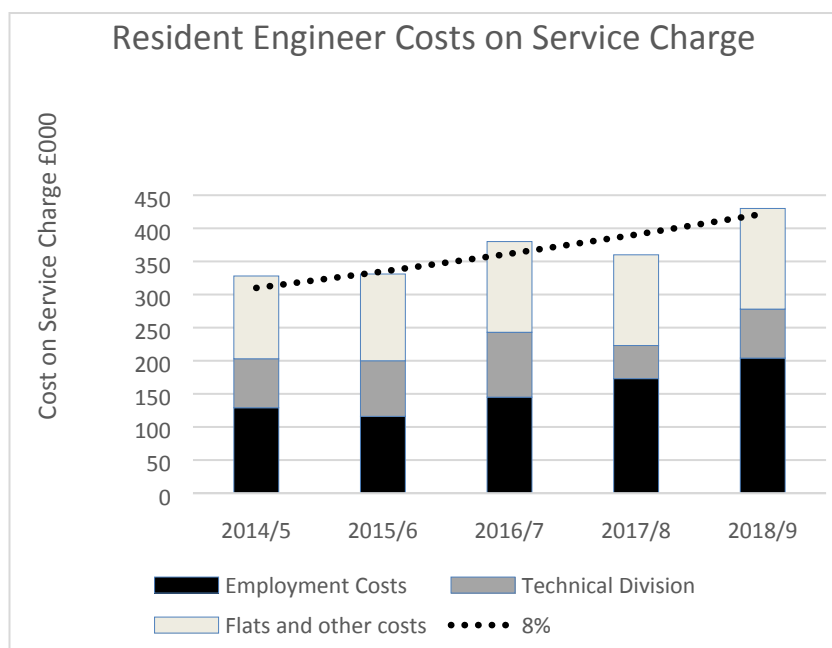
Information about Resident Engineers

Resident engineers are employees of the City of London and are part of the Technical Services Division. The Technical Services Division is responsible for the delivery of maintenance services and major works for the Barbican Estate and the City’s Housing Estates.

The work of the Resident Engineers includes management of the General Repairs contractors, notably Metwin. They also provide an out-of-hours call-out service. Repairs and Maintenance are mainly undertaken by Metwin, a contractor, and other specialist contractors, for example for the lifts.

Resident engineers and their families live on the Barbican Estate in flats provided by the City. The rent and running costs of these flats are funded via the Service Charge, as shown in the figures.

The total cost of these engineers charged on the Service Charge was £431K estate-wide in 2018/19. This number has increased over the last 5 years, from £330K in 2014/15. This represents an approximate 8% year on year increase.



Questions: Who are they and what do they do?

1. How many Resident Engineers are there now, and how many in the past?

*There are 4 resident staff - 3 property service officers and a senior engineer
In the past there have been 6 engineers including one senior engineer.
There were also (going back over 20 years) 6 other resident staff provided out of hours cover for non- 'technical' emergencies.*

2. What are their responsibilities?

- *Management of the various day to day contracts and service contracts – repairs, fire safety etc*
- *Pre inspections – investigating repair requests and determining if they can be completed in-house or sourced externally*
- *Underfloor heating maintenance and repairs*
- *Meter readings*
- *Out of hours service on a rota basis*
- *Providing advice on alterations*
- *Delivery of minor projects across the estate*

Please see 31st Oct 2019 Barbican Estate Bulletin, appended

3. How do the Resident Engineers' roles fit into the overall delivery of the Repairs and Maintenance service, which includes the Help Desk, Technical Division, Metwin and other contractors.

They are part of Technical services and are managed by the Head of Repairs and Maintenance. As mentioned above they manage contracts but will also carry out some reactive repairs. Other technical staff carry out compliance work i.e. water and asbestos testing. The project team carry out major projects.

4. What are the Resident Engineers' performance measures?

Corporate appraisal system.

Questions: what do we pay for, and are we getting an equitable reduction when Resident Engineers do other work?

5. What is the Resident Engineer's package?

Service Charge pays for accommodation for the engineer and their family, council tax and water charges. The electricity bill is the engineer's responsibility. The salary is on the residential scale which is approximately 12.6% lower than the standard scale. However, contractual/unsocial hours payments are paid which are approximately 9%.

6. What is behind the increases in salary, pension and NI between 2017/18 and 2018/19?

Salary & London weighting increases, increments and overtime

7. Are any cross-charges made, or is 100% of their time spent on Service Charge matters? On what basis are cross-charges made?

A proportion of their time may be charged to projects and lifts. The employment costs will be allocated accordingly.

8. If they work for other departments, do these departments share only the Resident Engineers' employment costs, or do they contribute also to the cost of the rent of the flats, training, uniforms etc?

Only employment costs are allocated to other housing estates or non-service charge areas. The Service Charge pays 100% of the cost of their residential flats. The engineers only provide out of hours cover for the Barbican Estate

Question: Technical Division – who are they and how is the cost calculated?

9. There is a line item "Technical Division on-costs" within the Resident Engineer cost line (see table appended) of about £75K in 2018/9. What service is this?

This is the Technical supervision and management costs, insofar as these costs are allocated to the Resident Engineers. It covers a proportion of the office costs (accommodation and services) general administration and management staff.

10. The cost varies from year to year. How is this cost calculated and what is behind the variation? Is it based on timesheets or cost of the service we receive, or is it a fixed percentage of a variable departmental cost?

Based on timesheets.

Discussion points for the RCC

11. Is having four engineers resident in Barbican flats the most appropriate way of delivering an out-of-hours on-call service?
12. Is this the most appropriate way of delivering the in-hours service?
13. What other options are there?

Day in the life of a Barbican Property Services Officer (otherwise known as Resident Engineers!)

The Barbican Resident Property Services Officers (PSO) are the gentlemen who tirelessly work around the clock to provide a great service to residents.

Between them, they have a combined 70 years' experience with Electrical, Mechanical, Building & Plumbing trades to provide 24/7 cover to the Barbican Estate; 19 years' in the role (and 29 years if you include Alan's time with Metwin).

The PSOs are responsible for many things across the estate, including the management of the contractors:

- Metwin – Main Repairs and Maintenance contractors
- VFM – Television signal
- Allied – Active Fire Protection maintenance
- JT EDWARDS – Industrial and Commercial plumbing and Frobisher Crescent heating system
- D B Site Services – Commercial and Communal Electrical
- CBS – Tenanted Electrical
- Guideline – Passenger lifts

The PSOs check the completed repaired work; It is written in the SLA that 15% of all works require a standard check, they aim to post inspect 20%. **If residents request, they will carry out additional inspections of repaired works. Any work deemed to have failed will be recalled to the original contractor, the PSO will ensure it has been corrected and will reinspect.**

An average 'Day in the Life of our PSOs could include any of the duties listed below:

08:30-18:00

- Manage contractors
- Carry out post inspections
- Provide technical assistance to other departments
- Carry out day to day reactive and planned maintenance
- Investigate water penetration
- Investigate noise complaints
- Investigate electrical faults and water supply faults

- Maintain the Background Underfloor Heating network and control
- Replace and repair Background Underfloor Heating flat trimmers
- Service the ventilation fans across the estate
- Repair or replace light fittings and fixtures
- Maintain the Estate intercoms
- Fixing Cleaners' equipment

They are also the Out of Hours (OOH) Duty Managers for the estate. They are the first port of call for emergency electrical issues and leaks, covering OOH security issues, and the Duty Managers for the estate's Car Park and Concierge team.

Each week, on top of their daily duties one of the four engineers is available outside of office hours and at the weekend, to provide emergency assistance as the Duty Manager.

18:00-08:30:

- Assist vulnerable residents,
- Security of block
- Prevention of emergency
- Lift trapping first response
- First response to alarms
- Assist CPAs with issues (lost keys, managing resident issues leaks)

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Committee:	Date(s):
Residents' Consultation Committee Barbican Residential Committee	02 March 2020 16 March 2020
Subject: Update Report	For information
Report of: Director of Community and Children's Services	Public

Summary

Barbican Estate Office

1. Electric Vehicle Charging
2. Agenda Plan

Property Services – see appendix 1

3. Redecorations
4. Public lift availability
5. VFM 6-monthly review

Recommendations that the contents of this report are noted.

Background

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

1. Electric Vehicle Charging (EVC)

Following the introduction, pilot and ongoing review the BEO have been informed that Officers from the Department of the Built Environment (DBE) are reviewing EV provision and opportunities in the City including the Barbican Estate as well as the development of an EV Car Club. The DBE are leading on this and have carried out a factfinding exercise in order to develop a policy for the City which will include stakeholder engagement with resident representatives and members of the EVCWP.

As of January 2020, there were 14 permanent and 2 temporary EV Barbican resident users (there are 30 EVC points in the car parks).

2. 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	1 June	15 June
Service Level Agreement Review	Michael Bennett		
Car Park Charging Policy	Michael Bennett		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Working Party Updates: <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge 	Helen Davinson Mike Saunders Mike Saunders Anne Mason		
Update Report: <ul style="list-style-type: none"> Main update - Agenda Plan 2020 Property Services Update (Appendix 1) 	Michael Bennett	7 Sept	14 Sept
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett		
Service Level Agreement Review	Michael Bennett		
2019/20 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
2019/20 Revenue Outturn for the Dwellings Service Charge Account including Reconciliation between the closed accounts and the final service charge	Chamberlains		

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

Background Papers:

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

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

3. Redecorations

Consultation is underway for the next 5-year programme. This will be followed by committee approval.

Gilbert House group have requested internal redecorations be carried out under the existing contract but excluding front doors and door surrounds whilst we determine the future door replacement project

4. Public Lift Availability

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

Lift	From April 2018 to March 2019	From April 2019 to December 2019
Turret (Thomas More)	99.90%	99.82%
Gilbert House	99.99%	99.74%

5. VFM 6-monthly review

Following a further review, the television service provided by VFM has improved. The service will continue to be monitored on a monthly basis.

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