



## Barbican Residential Committee

**Date:** MONDAY, 15 MARCH 2021  
**Time:** 1.45 pm  
**Venue:** VIRTUAL MEETING STREAMED TO YOU TUBE

<b>Members:</b>	Michael Hudson (Chairman)*	Jeremy Mayhew*
	Mark Wheatley (Deputy Chairman)*	Andrew McMurtrie*
	Adrian Bastow	Barbara Newman
	Mark Bostock	Susan Pearson*
	Deputy David Bradshaw	Deputy John Tomlinson
	Henry Colthurst*	Randall Anderson (Ex-Officio Member)
	Mary Durcan	Dawn Wright*
		Randall Anderson (Ex-Officio)

*\*non-resident Members*

**Accessing the virtual public meeting**  
**Members of the public can observe this virtual public meeting at link below:**

<https://youtu.be/XwK4V4Su-Ps>

This meeting will be a virtual meeting and therefore will not take place in a physical location following regulations made under Section 78 of the Coronavirus Act 2020. A recording of the public meeting will be available via the above link following the end of the public meeting for up to one municipal year. Please note: Online meeting recordings do not constitute the formal minutes of the meeting; minutes are written and are available on the City of London Corporation's website. Recordings may be edited, at the discretion of the proper officer, to remove any inappropriate material.

**Enquiries:** Julie.Mayer@cityoflondon.gov.uk

**John Barradell**  
**Town Clerk and Chief Executive**

## **AGENDA**

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES OF THE PREVIOUS MEETINGS**

To approve the public minutes and non-public summaries of the meetings held on:

**For Decision**

  - a) **14th December 2020** (Pages 1 - 6)
  - b) **2nd February 2021 (Special Meeting)** (Pages 7 - 12)
4. **MINUTES OF THE BARBICAN RESIDENTS' CONSULTATION COMMITTEE (RCC)**

To receive the minutes of the meeting of the RCC held on 1<sup>st</sup> March 2021.

**For Information**  
(Pages 13 - 20)
5. **'YOU SAID: WE DID'**

The Committee is asked to note the Outstanding Actions list.

**For Information**  
(Pages 21 - 22)
6. **UPDATE REPORT**

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

**For Information**  
(Pages 23 - 28)
7. **FIRE SAFETY ORAL UPDATE**

Assistant Director, Barbican and Property Services to be heard.
8. **BARBICAN FIRE DOOR REPLACEMENT PROGRAMME**

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

**For Decision**  
(Pages 29 - 42)
9. **SERVICE LEVEL AGREEMENT WORKING PARTY QUARTERLY REVIEW: OCTOBER - DECEMBER 2020**

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

**For Information**  
(Pages 43 - 54)
10. **PROGRESS OF SALES AND LETTINGS**

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

**For Information**  
(Pages 55 - 60)

11. **BARBICAN ARREARS**

Report of the Director of Community and Children's Services.  
*A further analysis of arrears cases is contained in Appendix 1 (Non-public) at agenda item 18.*

**For Information**  
(Pages 61 - 64)

12. **REPORT OF ACTION TAKEN**

Town Clerk and Chairman to be heard.

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

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

15. **EXCLUSION OF THE PUBLIC**

MOTION – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.

**For Decision**

16. **NON-PUBLIC MINUTES**

To approve the non-public summaries of the meetings held on:

**For Decision**

a) **14th December 2020** (Pages 65 - 68)

b) **2nd February 2021 (Special Meeting)** (Pages 69 - 70)

17. **BARBICAN ESTATE RESIDENTIAL TENANCY RENEWALS**

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

**For Decision**  
(Pages 71 - 78)

18. **BARBICAN RESIDENTIAL ARREARS APPENDIX (IN RESPECT OF AGENDA ITEM 11)**

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

**For Information**  
(Pages 79 - 82)

19. **BARBICAN ESTATE WRITE OFF - RESIDENTIAL TENANT**

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

**For Decision**  
(Pages 83 - 86)

20. **BARBICAN ESTATE COMMERCIAL TENANTS AND COVID-19, PROPOSALS FOR MARCH 2021 QUARTER**

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

**For Decision**  
(Pages 87 - 100)

21. **REPORT OF ACTION TAKEN (NON-PUBLIC)**

Report of the Town Clerk.

**For Information**  
(Pages 101 - 102)

22. **BLAKE TOWER - ORAL UPDATE**

City Solicitor and Assistant Director, Barbican and Property Services to be heard.

23. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

24. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

## BARBICAN RESIDENTIAL COMMITTEE Monday, 14 December 2020

Minutes of the meeting streamed live to  
You Tube - <https://youtu.be/ZutY-TqJdHY> at 1.45 pm

### Present

#### Members:

Michael Hudson (Chairman) \*  
Mark Wheatley (Deputy Chairman) \*  
Randall Anderson (Ex-Officio)  
Adrian Bastow  
Mark Bostock  
Deputy David Bradshaw  
Henry Colthurst \*  
Mary Durcan  
Jeremy Mayhew \*  
Andrew McMurtrie \*  
Barbara Newman  
Susan Pearson \*  
Deputy John Tomlinson  
Dawn Wright \*

*\*Indicates non-resident Member*

#### Officers:

Paul Murtagh	- Assistant Director, Barbican and Property Services, Community and Children's Services
Alan Bennetts	- Comptroller and City Solicitor's Department
Mark Jarvis	- Chamberlains
Julie Mayer	- Town Clerks
Helen Davinson	- Community and Children's Services
Anne Mason	- Community and Children's Services
Barry Ashton	- Community and Children's Services
Jason Hayes	- Community and Children's Services
Becky Bello	- Community and Children's Services
Ruby Raw	- Department of the Built Environment
Tom Nancollas	- Department of the Built Environment

#### 1. APOLOGIES

Apologies were received from Mark Bostock.

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

Members noted that, as item 7 on this agenda related to the appointment of Members of the Car Park Charges Working Party and was not seeking a decision on any specific car parking matters, there would be no need for Members to declare interests on this occasion.

3. **PUBLIC MINUTES**

RESOLVED, that – the public minutes and non-public summary of the meeting held on 21<sup>st</sup> September 2020 be approved.

**Matters arising**

- a) The Chairman was expecting a more detailed analysis on the capital value of the car parks and stressed that this would be required before the Car Park Charges Working Party met in the New Year and the Barbican Residential Committee was asked to take a decision on the 2021/22 charges. It was suggested that, since there were some particularly large vehicles in the car parks, taking up more than one space, the markings could possibly be made larger to ensure that premium rents could be collected.
- b) The Assistant Director, Barbican and Property Services had attended the Service Charges Working Party and agreed to undertake a deep dive review into rising service charges and how, in future years, Members and residents could have more assurance of value for money. Members noted that this would be a complex project and, therefore, there would not be an update at the next meeting. However, terms of reference were now in place for the review, along with a clear set of objectives.
- c) Members noted that there had been a few complaints in relation to a recent decision taken by the Underfloor Heating Working Party. The Chairman had responded to one of these complaints and stressed that, had this course of action not been taken, then more complaints would have been likely. It was noted that this was a trial which was working well, and officers were thanked for their hard work.

4. **MINUTES OF THE BARBICAN RESIDENTS CONSULTATION COMMITTEE**

The Committee received the Barbican Residents' Consultation Committee (RCC) minutes of 30 November 2020.

5. **YOU SAID: WE DID**

The Committee received its outstanding actions report.

6. **UPDATE REPORT**

The Committee received a report of the Director of Community and Children's Services which provided an update on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in September 2020, together with other issues on the Estate.

Members noted that the Underfloor Heating Working Party had met the previous week and decided on a different style for presenting the data, as the graph had been confusing. This new, simplified format would be featured in 'Barbican Talk'.

RESOLVED, that – the report be noted.

**7. TO APPOINT 3 RESIDENT MEMBERS TO THE CAR PARK CHARGES WORKING PARTY**

The Committee was asked to re-appoint the Members of the Car Park Charges Working Party. The Chairman assured Members that the Working Party would seek to keep charges at a sensible level, taking into account elasticity of demand and ensuring that the car parks were not running at a loss.

RESOLVED, that :

1. The Terms of Reference of the Car Park Charges Working Party be noted.
2. Deputy David Bradshaw, Randall Anderson and Deputy John Tomlinson be re-appointed as the resident Members of the Working Party.

**8. LISTED BUILDING MANAGEMENT GUIDELINES (VOLUME 3) FOR THE BARBICAN ARTS CENTRE**

The Chairman agreed to take items 8 and 9 together and advised that the primary time for commenting on these new guidelines was during the consultation period. However, Members' comments were invited from Members at this meeting. Resident Members were also asked to be mindful of the necessary communications to residents, once the guidelines were out for formal consultation.

The Committee considered a report of the Director of the Built Environment in respect of the Barbican Arts Centre Listed Building Management Guidelines (Volume III) appended to this report. The next stage would be to publish the draft text for formal public consultation early next year, 2021. Members noted that the report had been presented to the Barbican Residents Consultation Committee on 30<sup>th</sup> November 2020 and their comments were recorded in the minutes at agenda item 4 above. Members also noted that, initially, the map had been incorrect but had since been updated.

RESOLVED, that - The draft text of the Barbican Listed Building Management Guidelines Draft SPD, Volume III, be approved and the document be published for formal public consultation in March 2021.

**9. CONSERVATION AREA APPRAISAL FOR THE BARBICAN AND GOLDEN LANE DESIGNATED AREA**

The Committee considered (with item 8) a report of the Director of the Built Environment in respect of a draft Character Summary and Management Strategy, which had been prepared for the Barbican and Golden Lane Conservation Area. Members noted that the report had been presented to the Barbican Residents Consultation Committee on 30<sup>th</sup> November 2020 and their comments were recorded in the minutes at agenda item 4 above.

RESOLVED, that – the draft text of the Barbican and Golden Lane Conservation Area Character Summary and Management Strategy SPD, appended as Appendix A to this report be approved and issued for public consultation for 6 weeks from March 2021.

**10. SERVICE LEVEL AGREEMENT WORKING PARTY REVIEW - BARBICAN ESTATE OFFICE RECOVERY PLANNING COVID-19**

The Committee received a report of the Director of Community and Children's Services which updated Members on the Service Level Agreement Working Party Review of the Barbican Estate Office (BEO) recovery planning in relation to the COVID-19 pandemic and the provision of services.

RESOLVED, that – the report be noted.

**11. FIRE SAFETY UPDATE**

The Committee received a report of the Director of Community and Children's Services which updated Members on the progress made in relation to fire safety matters since the last update report submitted to Committee in March 2020.

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

**Fire Doors**

Members noted that the funding had been agreed in principle, for approval as part of the City of London Corporation's budget in March 2021. Given the scale and complexity of this project, officers would now set out an action strategy for the successful delivery of programme. It was suggested that the existing Fire Safety Working Party should have input and the Barbican Residential and Residents Consultation Committees would receive updates on the project, alongside the regular fire safety update reports.

In terms of the timeframe, it was noted that the work already done by officers to facilitate the door replacement programme on the HRA properties will be extremely useful for the Barbican Door Replacement Programme going forward. Officers will be able to make good use of the interim period before the Court Budget meeting in March 2021 in carrying out further preparatory works.

**Arup Survey**

Members noted that this had been delayed due to Covid and, more recently, sickness within the Arup Team. However, this was now due to commence on Friday 18th December 2020.

The Assistant Director agreed to re-circulate the original non-public report which set out the original cost and brief for the Arup project.

**Fire Signage**

Officers had met with Planning colleagues to agree a way forward and, this will provide for the development of a fire strategy, setting out how the signage project would be delivered. The Assistant Director stressed that decisions on the number, style and location of fire signage are not made by officers but, are driven by the recommendations of the fire risk assessments, which had made very clear recommendations in terms of updating the signage in order to comply with new fire safety regulations. Members noted that the strategy would



be shared with the Fire Safety Working Party and Cromwell Tower House Group representatives would be included. The Chairman suggested that the Working Party should include both resident and non-resident Members.

RESOLVED, that – the report be noted.

**12. PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services which advised Members of the sales and lettings approved by officers under delegated authority and in accordance with Standing Orders. The report also provided information on surrenders of tenancies received and the number of flat sales to date.

Members noted that the surrender of three tenancies would impact on the Director's local risk budget but there was always an automatic adjustment in such cases as the capital receipts went into central funds. In response to a question about a 999-year lease renewal, Members noted that this related to a separately negotiated sale of a virtual freehold by way of the grant of a 999-year lease and that, generally, leases were for 90 years and followed a statutory format.

RESOLVED, that – the report be noted.

**13. ARREARS REPORT**

The Committee received a report of the Director of Community and Children's Services which advised Members of the current arrears in respect of tenants and leaseholders on the Barbican Estate. Whilst arrears over the past 2 quarters had risen there had been some recent improvement. Members also noted a non-public annex to this report at Agenda Item 18.

RESOLVED, that – the report be noted.

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

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

**16. EXCLUSION OF THE PUBLIC**

RESOLVED, that - under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act.

Item Nos	para nos
17-24	1,2 & 3

**17. NON-PUBLIC MINUTES**

**18. ARREARS APPENDIX**

The Committee received an appendix in respect of Agenda item 13.

19. **BARBICAN ESTATE COMMERCIAL TENANTS AND COVID-19, PROPOSALS FOR DECEMBER QUARTER**

The Committee considered and approved a report of the Director of Community and Children's Services. Members were asked to consider this report alongside agenda item 22 ( Report of Action Taken).

20. **POTENTIAL LOSS OF COMMERCIAL INCOME**

The Committee considered and approved a report of the Director of Community and Children's Services.

21. **LEASE RENEWAL**

The Committee considered and approved a report of the Director of Community and Children's Services.

22. **REPORT OF ACTION TAKEN**

The Committee received a report of the Town Clerk which referenced agenda item 19.

23. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were two questions whilst the public were excluded.

24. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There were no items of urgent business whilst the public were excluded.

In closing the meeting, the Chairman wished everyone a healthy and safe Christmas and happy New Year.

**The meeting ended at 15:05**

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Chairman

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

## BARBICAN RESIDENTIAL COMMITTEE (BRC)

Tuesday, 2 February 2021

Minutes of the meeting of the Virtual Teams meeting at 1.45 pm

<https://youtu.be/rMRUuTRSCUU>

### Present

#### Members:

Michael Hudson (Chairman)\*  
Mark Wheatley (Deputy Chairman)\*  
Mark Bostock  
Deputy David Bradshaw  
Henry Colthurst\*  
Mary Durcan  
Barbara Newman  
Susan Pearson\*  
Deputy John Tomlinson  
Dawn Wright\*  
Randall Anderson (Ex-Officio Member)

\*indicates non-resident member

#### Officers:

Paul Murtagh	- Assistant Director, Barbican and Property Services, Community and Children's Services
Michael Bennett	- Community and Children's Services
Ann Mason	- Community and Children's Services
Alan Bennetts	- Comptroller and City Solicitor's
Mark Jarvis	- Chamberlains
Julie Mayer	- Town Clerks

#### 1. APOLOGIES

Apologies were received from Jeremy Mayhew and Andrew McMurtrie.

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

There were no declarations.

#### 3. SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - LATEST APPROVED BUDGET 2020/21 AND ORIGINAL BUDGET 2021/22

The Committee considered a joint report of the Chamberlain and the Director of Community and Children's Services which set out the original budget for 2020/21 and 2021/22 for revenue expenditure included within the service charge in respect of dwellings.

The Chairman advised that comments from the Resident's Consultation Committee (RCC) Annual General Meeting on 25th January 2021 had been circulated to Members of the Barbican Residential Committee (BRC) ahead of this meeting. The Committee noted that a further appendix had been added to the report this year, showing how service charges relate to elements of the report. The Committee also noted that the budget would be reviewed before the service charge letters were sent out and, therefore, the final amounts might not be the same as those set out in this report.

The Assistant Director advised that the timing of the redecoration works might be reviewed as a number of major works projects, including fire doors and works to the podium, were likely to cause some dust and construction debris. The Committee would receive an update on the scheduling of the works at their March Committee meeting.

The Committee noted that the Assistant Director had been working with residents on the Service Charges Working Party in respect of a detailed review of service charges; looking at efficiency savings that could protect and possibly reduce charges in the future. The Committee noted that this would be an extensive piece of work, likely to take about six months, and the findings would be reported to both the RCC and BRC. The Assistant Director stressed that any benefits from the findings of the Working Party would not become apparent until the next financial year. The Committee was very supportive of this work in helping residents to understand the detail and dispel some of the misapprehensions.

In respect of comments made by the RCC, the Committee noted that the Chamberlain would be looking at car park charges in terms of usage, and noting the impact of the new congestion charges. Some Members of the BRC had been challenging the City Corporation's valuation for being too high, and the assumptions for being unrealistic, in terms of planning restrictions on the use of the car park and whether it should be compared to a commercial car park. The Committee noted that the annual charges report was due at the June meeting of the RCC/BRC Committees and the Car Park Charges Working Party was due to meet before then.

The officer agreed to investigate the £23K budget set aside for the renewed door entry and some concerns expressed about the difficulty in getting keys for the existing system. There would also be an update on the Open Spaces Garden Maintenance, in terms of the appointment of the new gardener, once the costs were clearer.

The Committee noted that, in accordance with Local Government Accountancy Regulations, this iteration of the budget report, which is usually presented in November, was always amended before the service charge letters were sent to residents. Whilst the Service Charges Working Party would be consulted on any changes, it would not generally come back to the Committee in the interim period.

Whilst there was a consensus for approving the budget today, there was also a strong agreement that the Committee were not accepting it as a fixed budget, that it represented an absolute maximum and there was an expectation that further reductions would be sought. The Chamberlain explained that the City Corporation needs to set a balanced budget before 31st March 2021, and the Finance Committee will consider the budget for the entire City of London Corporation in mid-February. The Committee noted that the Finance Committee sets the financial envelope and will be assuming a zero-based budget for the service charge account, with the actual detail on income and expenditure falling within the remit of the BRC. The Assistant Director further stressed that this is a budget and not a final account and Members would get the opportunity to scrutinise how far the final budget had met their expectations.

RESOLVED, that:

1. The provisional 2021/21 revenue budget be approved for submission to the Finance Committee, noting that that the Barbican Residential Committee were accepting the budget as an absolute maximum, with an expectation that further reductions would be achieved.
2. The Chamberlain be authorised to revise these budgets to allow for further implications arising from departmental re-organisations and other reviews, and corporate projects.

4. **REVENUE AND CAPITAL BUDGETS - LATEST APPROVED BUDGET 2020/21 AND ORIGINAL 2021/22 EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE**

The Committee received a joint report of the Director of Community and Children's Services and the Chamberlain in respect of the annual submission of the revenue and capital budgets.

In response to a question about the lack of detail on the proposed savings, the Assistant Director advised that officers were working on a range of options but, at this stage, some might be discounted and some would need considerable work before being presented as viable. The Committee considered the comments from the meeting of the RCC in terms of savings being found for the residential leaseholder account. The Assistant Director confirmed that savings might be required on the service charge account, and they too would be put before the Committee for a decision, following consultation with residents.

RESOLVED, That:

1. The provisional 2021/22 revenue budget be approved for submission to the Finance Committee, noting the work underway on savings proposals.
2. The draft capital budget be approved for submission to the Finance Committee; noting the work underway on savings proposals.

3. The Chamberlain be authorised to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews including corporate projects.

5. **ANNUAL REVIEW OF TERMS OF REFERENCE**

The Committee considered a report of the Town Clerk in respect of the Annual Review of the Committee's Terms of Reference.

Members noted the radical amendments made the previous year in terms of reducing the number of non-resident and resident Members and agreed that the current arrangements were working well, with the Committee carrying no vacancies. Members also agreed that the frequency of meetings should remain the same, noting that 'Special Meetings' could be called if necessary.

There was some discussion as to whether the term 'management' should be more specific in terms of the Barbican Estate Office, although there was no formal request for a further amendment at this time. However, there was a consensus that a general reference was probably more helping at this time, noting that the Committee was subject to further consideration as part of the Lisvane Governance Review.

RESOLVED, that:

1. The terms of reference of the Committee (set out at Appendix 1) be approved for submission to the Annual Meeting of the Court of Common Council in April 2021; and,
2. The Committee continues to meet quarterly, in March, June, September and December.

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

There were no questions

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

There were no items

8. **EXCLUSION OF THE PUBLIC**

RESOLVED, That - under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.

Item no	Paragraph No
10	3

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

There were no questions.

**10. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT  
AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED  
WHILST THE PUBLIC ARE EXCLUDED**

Two items of business were discussed whilst the public were excluded.

**The meeting ended at 3.10pm.**

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Chairman

**Contact Officer: [Julie.Mayer@cityoflondon.gov.uk](mailto:Julie.Mayer@cityoflondon.gov.uk)**

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## BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC)

Monday, 1 March 2021

Minutes of the meeting streamed live to

You Tube: <https://youtu.be/JIzwR6ynlWI> at 6.30pm

(please note the recording is available for one year from the date of the meeting)

### Present:

Christopher Makin - Chairman	Fiona Lean - Ben Jonson House
Ted Reilly - Deputy Chairman	Rodney Jagelman - Thomas More
Mike Cribb - Deputy Chairman	James Ball - Brandon Mews
Gordon Griffiths - Bunyan Court	Joe Reeves - Mountjoy House
Jane Smith - Seddon House	Tim Hollaway - Lambert Jones Mews
John Tomlinson - Cromwell Tower	Guy Nisbett - Speed House
Mary Bonar - Wallside	Helen Hudson - John Trundle House
Sandy Wilson - Shakespeare Tower	Dave Taylor - Gilbert House
Prof. Michael Swash - Willoughby House	Andy Hope - Breton House
David Lawrence - Lauderdale Tower	Jim Durcan - Andrewes House
Mark Bostock - Frobisher Crescent	
Adam Hogg - Barbican Association	
Jane Samsworth - Defoe House	

### In attendance:

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, Community and Children's Services  
Jason Hayes - Community and Children's Services  
Michael Bennett - Community and Children's Services  
Helen Davinson - Community and Children's Services  
Anne Mason - Community and Children's Services  
Barry Ashton - Community and Children's Services  
Phil Black - Chamberlains  
Julie Mayer - Town Clerks

### 1. APOLOGIES

There were no apologies.

Before commencing the business on the agenda, the Chairman welcomed the following new Members to the Committee

- Jim Durcan – Andrewes House – replacing Mike Cribb who was elected as Deputy Chairman of the RCC at the AGM on 25<sup>th</sup> January 2021
- Andy Hope – succeeding Fred Rodgers (Breton House)
- Dave Taylor – succeeding Ian Dixon (Gilbert House)

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

There were no declarations.

3. **MINUTES**

RESOLVED, That – the minutes of the meeting held on 30<sup>th</sup> November 2020 be approved.

The Committee noted that Fiona Lean (Ben Jonson House) had attended by telephone on 30<sup>th</sup> November 2020, and would do likewise for today's meeting.

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

The Committee received its outstanding actions list and during the discussion and questions, the following points were noted:

Despite best efforts from officers, the high-walks funding issue remained outstanding, and it was unlikely that any works would progress in either this or the next financial year. In respect of the recent announcement in respect of extensive renovation works planned for the Arts Centre, concern was expressed about potential implications on improvements to the high-walks. The officer advised that the Barbican Estate Office (BEO) enjoyed a good working relationship with the Art Centre and would raise this with them.

In response to the pre-committee question concerning the Consultant making recommendations in respect of the Towers' lift replacement programme also proposing to bid for the project management of any eventual works. The officer advised that all tenders were managed by the City Corporation's Procurement Department and the opportunity would be open to any suitably qualified company, and evaluated in the same way as other major projects.

5. **ORAL UPDATES**

The Committee received the following Oral Updates:

5.1 **E-Billing for Leaseholders**

An officer from the Chamberlain's Department was heard and provided an update on the availability of electronic billing, which had also been referenced in the recent residents' newsletter. Members noted the email address provided, which could be recirculated if helpful. The officer advised that Chamberlains were still receiving a lot of cheques but, as the majority of staff were not attending Guildhall due to the pandemic, residents were asked to use alternative means of payment wherever possible. Finally, the Committee noted that council tax bills would be sent out at the end of this month. The City Corporation was fully aware of the hardships experienced over the past year and council tax support was available, with top ups available for working age claimants. Residents were asked to contact the Chamberlains for more information and to assess their eligibility.

## 5.2 Fire Safety

The Assistant Director, Barbican and Property Services was heard in respect of fire safety matters. The Committee was advised that Arup had commenced the fire safety review of the four blocks on the Estate. Due to the restrictions, the review had been limited, to date, to the desktop survey and background research. It was hoped that the site survey work would commence within the next four weeks, subject to the lifting of further restrictions. The Assistant Director commended staff for their hard work in facilitating the desktop research under very challenging circumstances. The Committee noted that Arup's report would, hopefully, be ready in time for the June meetings of the BRC/RCC.

The Committee noted that the new fire risks assessments were due this year and the Corporate Fire Safety Advisor had recommended that the tower blocks be assessed first. A supplier had been procured to carry out the risk assessments and there a framework was already in place. The Assistant Director stressed, however, that there would be little point in proceeding until officers were in receipt of Arup's report and residents would receive updates on progress.

The Committee was reminded that the City had agreed in principle to a £20m fire door replacement programme. The Assistant Director advised that a 'Gateway 2' report on the door replacement project would be presented to the BRC on 15th March, in the public part of the agenda. The Gateway 2 report would seek £275k funding, to start the project, and the next stage would be a 'Gateway 4' report, which would also be presented to the Barbican Residential and Projects Sub Committees.

In respect of Frobisher Crescent, the Committee noted that the specification for the compartmentation works was almost complete and due to go out to tender the following week. It is expected that works should commence in the Spring/Summer this year and complete in early Autumn. It was also noted that the initial estimate for the works had been revised upwards, from 600k to 800k, and the Chamberlain had agreed this in principle, pending a further bid once the tenders had been returned.

The Committee was reminded that the fire signage project had been suspended for the time being, pending checks with Planning colleagues. The Assistant Director advised that, whilst Planning Permission and Listed Building Consent would not be required, a bespoke fire strategy was being developed to ensure that the signage complies not only with the requirements of the Regulatory Reform Order, but also, satisfies the specific requirements of the London Fire Brigade, the Corporation's Fire Safety Adviser and Planning. The Committee noted that procurement for a fire engineering company to prepare the fire safety strategy had gone out to tender, with the returns expected on Monday 8th March. The Assistant Director advised that the fire engineering company would carry out site visits to familiarise itself with the structure and status of the buildings as part of the development of the strategy. Once the strategy is complete, it will be discussed with the representatives of the BRC Fire Safety Working Group before seeking the approval of Planning colleagues.

Members were reminded that the number, type and location of the fire signage is determined by statutory requirements and not officers or residents. However, a Member was aware of some legal challenge to this, particularly if the resulting signage was not easy to read.

In response to a question from a Member, the Assistant Director assured the meeting that Brandon Mews would be included in the programme for the new Fire Risk Assessments to be done in 2021.

6. **SERVICE LEVEL AGREEMENT REVIEW**

The Committee received a report of the Director of Community and Children's Services, in its original pre-pandemic format, which updated Members on the review of the estate-wide implementation of Service Level Agreements (SLAs) and Key Performance Measures (KPIs) for the quarter October – December 2020. The report also detailed comments from the House Officers and the Resident Working Party and an ongoing action plan for each of the SLAs.

In response to a question about the recruitment process to replace an existing House Officer, officers agreed to share the job description with the Committee. The Committee also noted that the post was being filled internally; a handover and training were underway, and an announcement confirming the appointment would appear shortly in the bulletin. It was noted that the existing postholder, Sheila Delaney, was highly valued and would be available to attend the next meeting of the Shakespeare Tower House Group, prior to her departure.

In respect of concerns raised about the fire risks associated with rubbish being left out too early and contractors using corridors for the storage of tools and materials, the Estate Office would be considering these points this week and report back to the respective RCC Members. It was noted that the question had sought a solution as to how 'we' could resolve this and, therefore, it would be joint venture of officers and residents. The officer advised that, as this would have implications for the whole Estate, any findings would appear in the residents' bulletin.

In respect of a query about the KPI on lift performance, this would be clarified either with the circulation of the minutes from this meeting or at the BRC on 15th March.

It was noted that the 0.04% quoted in respect of the new KPI on repair checks was a historic figure for the previous year; i.e. to the end of 2019 - and there was a gap for the final quarter - October to December 2020. This would be followed up and corrected, either with the circulation of the minutes of this meeting or the BRC agenda. The officer also confirmed that, in the event of failures, the contractor would be instructed to return and there would be no charge for rectification. The percentages represented all jobs checked and was not related to value.

RESOLVED, that – the report be noted.

7. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Director of Community and Children's Services in respect of sales and lettings approved by officers, under delegated authority, since your last meeting. The report also provided information on surrenders of tenancies received and the number of flat sales to date.

RESOLVED, that – the report be noted.

8. **WORKING PARTY UPDATES**

The Committee received updates from the following working parties:

8.1 **Gardens Advisory**

8.2 **Asset Maintenance**

8.3 **Background Underfloor Heating**

8.4 **Leaseholder Service Charge**

8.5 **Electric Vehicle Charging – report and resolution**

The Deputy Chairman introduced a late report and resolution from the Electric Vehicle Charging Working Party (EVCWP), which was convened at short notice, and thanked the Estate Office for their timely responses. Members of the Working Party were keen for the lessons learnt in the first phase to be implemented in the second phase and were seeking full engagement. The Deputy Chairman also acknowledged that the Estate Office's EV project was considerably advanced, when compared to some similar developments.

The officer advised that the EVCWP was originally established a few years ago but attendances had dwindled to just a few Common Councillors. Further to the briefing provided to the Working Party a few weeks ago, the officer advised that the charging policy had originally been agreed by the Barbican Residential Committee (BRC) and any proposals for amending it would need to go back to the Committee. The briefing had stated that the funding bid required a speedy response in terms of developing a specification for the infrastructure. This had been agreed at site meetings, and with a number of stakeholders, and more detail would emerge over the next few weeks. The Deputy Chairman had compiled a questionnaire for an all-resident survey to be carried out over the next few weeks.

The Shakespeare Tower representative advised that electric vehicle charging was raised at all of their house meetings and residents felt they could make a valuable contribution.

There were a couple of suggestions made in respect of strengthening the resolution circulated before the meeting, to fully reflect joint working and resident involvement and it was RESOLVED, that :

The RCC would like to congratulate the Barbican Estate Office (BEO) and City Corporation officers in winning funding for an expansion of electric vehicle (EV) charging capability within the Barbican Estate. This has been achieved during challenging times.

The RCC would like City officers to acknowledge that, despite the best efforts of BEO officers, and the stalwart efforts of our car parking attendants, the current provision is creaking, with poor availability, little maintenance, unrealistic charging, and an obscure commercial relationship linking the three parties involved in this process; i.e. - the residents, the providers of the EV charging and the BEO.

The RCC hopes that the lessons learned over the last two years will inform officers, and that they will join with residents and the Electric Vehicle Charging Working Party to ensure that this second, and any future phase of EV provision, is a success, rather than working in isolation as has been the case.

**9. UPDATE REPORT**

The Committee received an update report of the Director of Community and Children's Services.

In response to a question about the poor state of repair of Bunyan Court, the Committee noted that there would be a full report to June Committee on the rescheduling of the redecorations programme.

RESOLVED, That – the report be noted.

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

In response to a question on podium waterproofing, the Assistant Director advised that the Phase 1 project had not yet been closed. There are still issues with leaks from the areas resurfaced under Phase 1 and, these are being progressed with the original design consultant and contractor. The Committee also noted that there would eventually be a Gateway 6 (Project Closure Report) but the Assistant Director would not sign this off until he was satisfied that contractual obligations had been fulfilled. The Assistant Director also advised that Phase 1 of the works had predated the officers currently engaged on the project, however, a lot of lessons had been learnt, and an update report on Phase 2 of the Barbican Podium Waterproofing Project would be presented to the June meetings of the Residents' Consultation and Barbican Residential Committees.

In terms of further concerns expressed about the poor maintenance and condition of the surrounding landscaping, the Committee noted that this was not within the original contractor's remit but officers would investigate.

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

The Town Clerk advised of the following:

There was currently a 3-week gap between the June and September RCC and BRC meetings. As the convention was for a 2-week gap, which was also the most practical in terms of agenda planning, Members would be contacted shortly in respect of alternative dates.

The RTA Audit would take place this year and, as it was five years since the House Groups' Constitutions had been required as part of the submission, they would be required year. The Town Clerk would email all RCC Members shortly advising them of the requirements for the audit and for confirmation that the correct contact details in respect of Chairmen and Secretaries were held on file.

**The meeting ended at 7.30 pm**

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Chairman

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

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## “You Said; We Did” - Action List – March 2021

### Actions from December 2020 Barbican Residential Committee (BRC) & other outstanding issues (*updates appear in italics*)

Issue	Source	Officer
<b>Barbican Highwalks - Planned Maintenance of the Public Realm</b>		
<p>The Sub-committee considered a report of the Director of Community and Children’s Services proposing the introduction of a planned programme of inspections and maintenance for the public realm areas of the Barbican Highwalk. The Sub-committee noted the proposal had previously been presented following a resolution from Barbican Residential Committee.</p> <p>The Chairman stressed that any proposal would need presenting to Finance Committee and Resources Allocation Sub-committee for it to be considered in the round, but that it could go forward with no objection from this Sub-committee.</p> <p>The Chairman proposed that planned maintenance of Barbican Highwalks public realm be included on a risk register, which the Director of Community and Children’s Services agreed to.</p> <p>Resolved, that the Sub-committee:-</p> <ul style="list-style-type: none"> <li>Support a bid for additional funding of £125,000 per annum to be submitted to the Resource Allocation Sub-committee for the introduction of a planned programme of inspections and maintenance for the public realm areas of Barbican Highwalk.</li> </ul> <p>Ultimately, it remains with the Director of Community and Children’s Services to resolve the budget position and discussions are ongoing.</p>	RCC March 20	Paul Murtagh
<b>Relationship of BRC Outturn Report to Service Charge Schedules</b>		
<b><i>Leaseholder Service Charge Working Party</i></b>		
<i>The Assistant Director had been working with residents on the Working Party in respect of a detailed review of service charges; looking at efficiency savings that could protect and possibly reduce charges in the future. This would be an extensive piece of work, likely to take about six months, and the findings would be reported to both the RCC and BRC. It was stressed that any benefits from the findings of the Working Party would not become apparent until the next financial year.</i>	BRC September 2020	Anne Mason/Paul Murtagh
<b>Service Charge Expenditure &amp; Income Account – Latest Approved Budget 2020/21 &amp; Original Budget 2021/22</b>		
<i>Budget for 2021/22 for renewed door entry – this is the provision for a potential feasibility project, however there is no timetable for this. Difficulty in obtaining keys for existing key system – for one of the Tower blocks the “suite” is being changed as locks have reached the end of their life.</i>	BRC February 2021	Anne Mason/Michael Bennett

<b>Electric Vehicle Charging (EVC) Points</b>		
<p><i>Further to the recent briefing update on funding being received for an additional 32 EVC points in Andrewes, Defoe, Lauderdale and Speed Car Parks in the Spring the RCC have set up a Working Party with Resident Members to review the current EVC infrastructure and charging mechanisms for residents. At this stage their remit includes:</i></p> <ul style="list-style-type: none"> <li><i>current EVC points in operation for each of the 5 current car parks (number of EVC points, charging speed of each point, the type of connectors used, how many use RFID cards versus conventional keys, which have tethered cables and which just have sockets)</i></li> </ul> <p><i>current electrical infrastructure that delivers the power to each of the car parks (including overall power capacity and any other technical specifications regarding the power lines and equipment that have been installed to support the EVC infrastructure)</i></p> <p><i>studies, findings or other reports relating to the installation or useage of the current EVC points</i></p> <p><i>number of residents who have received charging cards or keys (and the numbers of each) as well as other statistics relating to uptake and usage of the EVC points by residents</i></p> <p><i>how the EVC points communicate with BP Chargemaster (i.e., mobile signal vs WiFi), what kind of data is sent, and what (if any) data is shared with the BEO</i></p> <p><i>explanation of how charging costs are calculated and billed to residents, both for residents who use RFID cards as well as those with conventional keys</i></p> <p><i>reliability of the EVC points (including how they are monitored, how problems are reported, how often and how long they are offline, how long it takes for them to be fixed when they breakdown)</i></p> <p><i>service and maintenance arrangements with BP Chargemaster</i></p> <p><i>This will help with the review of the current charging mechanisms and future proofing for both the current and future EVC points. Any changes to the current charging policy would require the approval of the BRC.</i></p>	BRC December 2020	Barry Ashton/Michael Bennett
<p><b>Contact:</b> Michael Bennett, Head of Barbican Estates E: michael.bennett@cityoflondon.gov.uk</p>		

<b>Committee:</b>	<b>Date(s):</b>
Residents' Consultation Committee Barbican Residential Committee	01 March 2021 15 March 2021
<b>Subject:</b> Update Report	<b>For information</b>
<b>Report of:</b> Director of Community and Children's Services	<b>Public</b>
<p style="text-align: center;"><b>Summary</b></p> <p><b>Barbican Estate Office</b></p> <ol style="list-style-type: none"> <li>1. Agenda Plan</li> </ol> <p><b>Property Services – see appendix 1</b></p> <ol style="list-style-type: none"> <li>2. Public lift availability</li> <li>3. Asbestos inspections</li> <li>4. Major Works – Redecorations Programme</li> </ol> <p>Recommendations that the contents of this report are noted.</p>	

## **Background**

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in November/December 2020. This report also provides updates on other issues on the Estate.

### **1. Agenda Plan**

The table below includes a list of pending committee reports:

## Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	1 June (TBC)	21 June
Service Level Agreement Review	Michael Bennett		
Car Park Charging Policy	Michael Bennett		
Fire Safety Update	Paul Murtagh		
Barbican Podium Waterproofing Phase 2	Michael Gwyther-Jones		
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Working Party Updates ( <b>RCC Only</b> ) <ul style="list-style-type: none"> <li>Gardens Advisory</li> <li>Asset Maintenance</li> <li>Background Underfloor Heating</li> <li>Leaseholder Service Charge</li> </ul>	Working Parties		
Update Report: <ul style="list-style-type: none"> <li>Main update - Agenda Plan 2021</li> <li>Property Services Update (Appendix 1)</li> </ul>	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	6 Sept	27 Sept
Service Level Agreement Review	Michael Bennett		
2020/21 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
Relationship of BRC Outturn Report to Service Charge Schedules – <b>RCC Only</b>	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Working Party Updates ( <b>RCC Only</b> ) <ul style="list-style-type: none"> <li>Gardens Advisory</li> <li>Asset Maintenance</li> <li>Background Underfloor Heating</li> </ul>	Working Parties		

<ul style="list-style-type: none"> <li>Leaseholder Service Charge</li> </ul>			
Update Report: <ul style="list-style-type: none"> <li>Main update - Agenda Plan 2020</li> <li>Property Services Update (Appendix 1)</li> </ul>	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	29 Nov	13 Dec
Service Level Agreement Review	Michael Bennett		
Fire Safety Update	Paul Murtagh		
Service Charge Expenditure & Income Account - Original Budget 2021/22 & Original Budget 2022/23	Chamberlains		
Revenue & Capital Budgets – Original Budget 2021/22 and Original 2022/23 - Excluding dwellings service charge income & expenditure	Chamberlains		
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Working Party Updates ( <b>RCC Only</b> ) <ul style="list-style-type: none"> <li>Gardens Advisory</li> <li>Asset Maintenance</li> <li>Background Underfloor Heating</li> <li>Leaseholder Service Charge</li> </ul>	Working Parties		
Update Report: <ul style="list-style-type: none"> <li>Main update - Agenda Plan 2022</li> <li>Property Services Update (Appendix 1)</li> </ul>	Michael Bennett		

**Contact:**

Tel:

E:mail:

Michael Bennett, Head of Barbican Estates

020 7029 3923

[barbican.estate@cityoflondon.gov.uk](mailto:barbican.estate@cityoflondon.gov.uk)

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## 2. Public Lift Availability

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

Lift	From April 2019 to March 2020	From April 2020 to December 2020
Turret (Thomas More)	99.85%	99.82%
Gilbert House	99.82%	99.80%

## 3. Asbestos Re-inspections

Asbestos re-inspections commenced in February 2021 and includes inspection of in common parts. This will be followed by, where required, remedial works to remove damaged asbestos containing materials.

## 4. Major Works – Redecorations Programme

Officers are reviewing the position for the Redecorations Programme for 2021/22 and an update will be provided at the next Committee

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<b>Committees:</b> Corporate Projects Board [for decision] Barbican Residential Committee [for decision] Projects Sub [for decision]	<b>Dates:</b> urgency 15/03/2021 24/03/2021
<b>Subject:</b> Barbican Fire Door Replacement Programme  <b>Unique Project Identifier:</b> 12262	<b>Gateway 2:</b> <b>Project Proposal</b> Regular
<b>Report of:</b> Director of Community & Children's Services <b>Report Author:</b> Jason Hayes	<b>For Decision</b>
<h1>PUBLIC</h1>	

## Recommendations

<b>1. Next steps and requested decisions</b>	<p><b>Project Description:</b> This project proposes a programme of works to replace all fire rated doors (including any associated panel surrounds, fanlight windows, refuse cupboards and intake cupboards) within the residential blocks of the Barbican Estate to ensure that they meet the requirements of the current Building Regulations in relation to fire safety.</p> <p><b>Funding Source:</b> Funding for this scheme from City Fund Central Resources was agreed in principle as part of the 2021/22 annual capital bid process. Further approval of Resource Allocation Sub and Policy and Resources Committee is required to draw down against these funds.</p> <p><b>Next Gateway:</b> Gateway 3/4 - Options Appraisal (Regular)</p> <p><b>Next Steps:</b></p> <ol style="list-style-type: none"> <li>1. Appoint design team.</li> <li>2. Site survey and finalise full door schedule.</li> <li>3. Outline options.</li> <li>4. Gateway 3/4 Options Appraisal</li> </ol>
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	<p><b>Requested Decisions:</b></p> <p>The <b>Barbican Residential Committee</b> and the <b>Projects Sub Committee</b> are asked to note and approve the following:</p> <ol style="list-style-type: none"><li>1. That budget of <b>£275,000</b> is approved for internal staff costs and professional fees to reach the next Gateway;</li><li>2. Note the total estimated cost of the project at <b>£20,000,000</b> (excluding risk);</li><li>3. Note the risk register in appendix 2</li></ol>																
<p><b>2. Resource requirements to reach next Gateway</b></p>	<table><tr><th>Item</th><th>Reason</th><th>Funds/ Source of Funding</th><th>Cost (£)</th></tr><tr><td>Internal Staff Costs</td><td>Project management; stakeholder engagement</td><td>City Fund Central Resources</td><td>£125,000</td></tr><tr><td>Consultant Fees</td><td>Outline design, site survey, fire door specialist, communication consultant.</td><td>City Fund Central Resources</td><td>£150,000</td></tr><tr><td><b>Total</b></td><td></td><td></td><td><b>£275,000</b></td></tr></table> <p><b>Costed Risk Provision requested for this Gateway: N/A</b></p> <p>‘In principle’ approval to this funding was agreed as part of the 2021/22 annual capital bid process. Drawdown against this funding will be subject to the further approval of the Resource Allocation and Policy and Resources Committees.</p> <p>As these are works of improvement, partial recovery of costs from Barbican Estates leaseholders is not achievable.</p>	Item	Reason	Funds/ Source of Funding	Cost (£)	Internal Staff Costs	Project management; stakeholder engagement	City Fund Central Resources	£125,000	Consultant Fees	Outline design, site survey, fire door specialist, communication consultant.	City Fund Central Resources	£150,000	<b>Total</b>			<b>£275,000</b>
Item	Reason	Funds/ Source of Funding	Cost (£)														
Internal Staff Costs	Project management; stakeholder engagement	City Fund Central Resources	£125,000														
Consultant Fees	Outline design, site survey, fire door specialist, communication consultant.	City Fund Central Resources	£150,000														
<b>Total</b>			<b>£275,000</b>														
<p><b>3. Governance arrangements</b></p>	<ul style="list-style-type: none"><li>• <b>Service Committee:</b> Barbican Residential Committee</li><li>• <b>Senior Responsible Officer:</b> Paul Murtagh, Assistant Director Barbican &amp; Property Services, DCCS</li><li>• The project will be monitored by the Housing Programme Board.</li></ul>																

## Project Summary

<p><b>4. Context</b></p>	<p>Fire Risk Assessments on the Barbican Residential Estate raised concerns that the existing, original front entrance and communal door sets to the residential properties and apartment blocks on the Barbican Estate did not meet the requirements of current Building Regulations.</p> <p>Consequently, destructive testing on a limited number of door sets to properties on the Barbican Residential Estate was carried out. All the door sets tested failed to meet the modern standards for fire resistance. Although the number of door sets tested was limited, the sample tested was typical of the design and construction of almost all the door sets installed when the Barbican Residential Estate was built.</p> <p>The construction of the Barbican Estate and, its inherent design, to some extent, mitigate the risk of the sub-standard doors. Such mitigating factors include:</p> <ul style="list-style-type: none"> <li>• mainly concrete construction;</li> <li>• most apartments have access to more than one escape route;</li> <li>• bespoke design of ventilation and smoke control system.</li> </ul> <p>Despite the mitigating factors outlined above, it is the view of officers that the residual risk is too serious and, it is recommended that a programme be funded and developed for the replacement of all sub-standard door sets on the Barbican Residential Estate with new compliant fire door sets that meet the requirements of Approved Document B – Fire Safety of the Building Regulations.</p> <p>At its meeting on 15 June 2020, Members of the Barbican Residential Committee approved a recommendation from officers to submit a Capital Bid for funding for the replacement of all sub-standard door sets on the Barbican Residential Estate with new compliant fire door sets that meet the requirements of Approved Document B – Fire Safety of the Building Regulations.</p> <p>This project, if approved, will go some way to improving the level of fire safety in the Barbican Residential Estate as well as affording additional protection to a valuable and important Listed asset and to the residents who live there.</p>
<p><b>5. Brief description of project</b></p>	<p>This project proposes a programme of works to replace all front entrance doors (including any associated panel surrounds, refuse cupboards and fanlight windows) within the residential blocks of the Barbican Estate. The project will also include the replacement of any communal corridor fire doors, any fire escape doors from flats and also any doors to electrical intake cupboards, risers etc. that need to be fire rated. Replacement doors are to be fully compliant modern equivalents which satisfy heritage constraints and the current Building Regulations. A</p>

	specialist design team will be appointment to ensure the above requirements are met.
<b>6. Consequences if project not approved</b>	<p>The City has a statutory duty to keep its residential properties in good repair and meet the requirements for fire safety in Social Housing as laid out in Part B of the Buildings Regulations 2010.</p> <p>If the project is not approved, there are several potential consequences including:</p> <ul style="list-style-type: none"> <li>• Risk to the safety of residents in the event of a fire;</li> <li>• Risk of damage to the buildings in the event of a fire;</li> <li>• Potential reputational risks because of not implementing further fire safety improvement measures agreed by Committee;</li> </ul> <p>The City has also made public commitments to embark on an enhanced fire door replacement programme to bring all front doors up to a 60 minute fire resistance standard where possible.</p>
<b>7. SMART project objectives</b>	<ul style="list-style-type: none"> <li>• All sub-standard doors on the Barbican Residential Estate are replaced with new compliant fire door sets that meet the requirements of Approved Document B – Fire Safety of the Building Regulations.</li> <li>• Improved security for residents and improved thermal performance.</li> <li>• Concerns raised by Fire Risk Assessments are addressed and eliminated.</li> <li>• All replacement doors to have expected lifespan of 30 years.</li> </ul>
<b>8. Key benefits</b>	<ul style="list-style-type: none"> <li>• Enhanced level of protection for residents in the event of a fire.</li> <li>• Enhanced level of protection for the building fabric and structure in the event of a fire.</li> <li>• Compliance with building and fire safety regulations.</li> <li>• Preservation of the City of London Corporation's reputation.</li> <li>• Replacement doors to be fully compatible with accessibility needs</li> </ul>
<b>9. Project category</b>	7a. Asset enhancement/improvement (capital)
<b>10. Project priority</b>	A. Essential
<b>11. Notable exclusions</b>	<p>Main entrance and exit doors as they are not required to be fire rated unless used as part of an escape route from the blocks.</p> <p>Front entrance doors to flats which are not required to be fire rated.</p>

<b>12. Overview of options</b>	<ol style="list-style-type: none"> <li>1. Procure a single contractor to complete the fire door replacement programme via an OJEU compliant open tender process.</li> <li>2. Procure multiple contracts on a grouped block or door archetype basis to complete the fire door replacement programme via a structured, phased approach. Works to be procured via a compliant framework tender process with separate Gateway 5 reports to be submitted for each phase (mirroring the approach taken successfully for the HRA Window Replacement Programme and the HRA Fire Door Replacement Programme).</li> </ol> <p>Doing nothing is not a valid option as these works are considered statutory. Furthermore, the City has made public commitments to upgrade all front entrance doors up to a 60 minute fire resistance standard where possible.</p>
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### **Project Planning**

<b>13. Delivery period and key dates</b>	<p><b>Overall project:</b> Project is anticipated to run for 36 months with an estimated completion date of April 2024.</p> <p><b>Key dates:</b></p> <p>Commence site surveys – Spring 2021</p> <p>Appoint Design team – Spring 2021</p> <p>Gateway 3/4 (Options Appraisal) – Summer/Autumn 2021</p> <p>The imposition of further Covid-19 public health measures may impact on project timelines.</p> <p><b>Other works dates to coordinate:</b> Works will be coordinated with the Barbican Estate Redecoration Programme.</p>
<b>14. Risk implications</b>	<p><b>Overall project risk:</b> Low</p> <p>Further information available within the Risk Register (Appendix 3) and Options Appraisal.</p> <p>Key risks:</p> <ul style="list-style-type: none"> <li>• Delays in securing heritage approvals for certain blocks may delay entire delivery programme.</li> <li>• Lead in time for manufacture of fire doors may be greater than anticipated due to demand pressures on manufacturers and supply of materials due to demand and likely bespoke nature of the replacement doors required.</li> </ul> <p>Further information available within the Risk Register (Appendix 2)</p>

<b>15. Stakeholders and consultees</b>	<ul style="list-style-type: none"> <li>• Members and Ward Members.</li> <li>• Officers including City Surveyors, Chamberlain's, Barbican Estate Management and Town Clerk's.</li> <li>• Residents of the relevant properties; House Groups; RCC Working Party's as required.</li> </ul>
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### Resource Implications

16. Total estimated cost	<b>Likely cost range (excluding risk):</b> £15,000,000 - £20,000,000 <b>Likely cost range (including risk):</b> £15,000,000 - £20,000,000							
17. Funding strategy	Choose 1: All funding fully guaranteed	Choose 1: Internal - Funded wholly by City's own resource <table><tr><th>Funds/Sources of Funding</th><th>Cost (£)</th></tr><tr><td>City Fund Central Resources (up to)</td><td>£20,000,000</td></tr><tr><td><b>Total</b></td><td><b>£20,000,000</b></td></tr></table> <p>‘In principle’ approval to this funding was agreed by Policy and Resources Committee (10/12/2020) as part of the 2021/22 annual capital bid process.</p> <p>It is not intended to recover any of the project cost from long-leaseholders in line with the legal advice received.</p>	Funds/Sources of Funding	Cost (£)	City Fund Central Resources (up to)	£20,000,000	<b>Total</b>	<b>£20,000,000</b>
Funds/Sources of Funding	Cost (£)							
City Fund Central Resources (up to)	£20,000,000							
<b>Total</b>	<b>£20,000,000</b>							
18. Investment appraisal	N/A							
19. Procurement strategy/route to market	City Procurement is being consulted on the best option for a route to market that will ensure the timely delivery of the project as well as quality and value for money. This may be through a specialist framework or through an open competitive tendering process.							
20. Legal implications	Works will ensure statutory compliance with Building Regulations Approved Document B Fire Safety.  Counsel’s opinion has been sought on whether the cost of replacing the fire door sets on the Barbican Estate can be recovered from leaseholders by way of their service charge. Counsel has advised that these works would be classed as ‘Improvements’ and, in accordance with the provisions of the lease, are not recoverable via the service charge. This means that the cost of replacing all door sets on the Barbican Estate will be borne solely by the Corporation.							

<b>21. Corporate property implications</b>	It is important that the City's assets remain in good, safe and statutory compliant condition. Therefore, all necessary action should be taken to ensure that assets are kept as such throughout the assets' lifetime
<b>22. Traffic implications</b>	Any local traffic implications will be discussed and addressed prior to commencement of the works.
<b>23. Sustainability and energy implications</b>	The works should help to improve the energy efficiency of the dwellings and should help residents reduce their own domestic fuel costs.
<b>24. IS implications</b>	None
<b>25. Equality Impact Assessment</b>	The proposed works will not have an impact on equality or protected characteristics. The dimensions of doors will not change and therefore there is no negative impact on accessibility. We are looking to replicate the existing design, using materials that will enable full compliance with Building regulations approved document B, at the same time improving security (secure by design), thermal comfort and acoustic impacts.
<b>26. Data Protection Impact Assessment</b>	The risk to personal data is less than high or non-applicable and a data protection impact assessment will not be undertaken.

## **Appendices**

<b>Appendix 1</b>	Project Briefing
<b>Appendix 2</b>	Risk Register

## **Contact**

<b>Report Author</b>	Jason Hayes
<b>Email Address</b>	jason.hayes@cityoflondon.gov.uk
<b>Telephone Number</b>	0207 332 3278

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## Project Briefing

Project identifier			
<b>[1a] Unique Project Identifier</b>	12262	<b>[1b] Departmental Reference Number</b>	
<b>[2] Core Project Name</b>	Fire Door Replacement Programme – Barbican Residential Estate		
<b>[3] Programme Affiliation (if applicable)</b>			

Ownership	
<b>[4] Chief Officer has signed off on this document</b>	Andrew Carter
<b>[5] Senior Responsible Officer</b>	Paul Murtagh
<b>[6] Project Manager</b>	Jason Hayes

Description and purpose
<b>[7] Project Description</b>
This project is for the replacement of front entrance and communal door sets to all residential properties and apartment blocks on the Barbican Estate to ensure that they meet the requirements of the current Building Regulations in relation to fire safety.
<b>[8] Definition of Need: What is the problem we are trying to solve or opportunity we are trying to realise (i.e. the reasons why we should make a change)?</b>
<p>Recently completed Fire Risk Assessments on the Barbican Residential Estate raised concerns that the existing, original front entrance and communal door sets to the residential properties and apartment blocks on the Barbican Estate did not meet the requirements of current Building Regulations.</p> <p>Consequently, destructive testing on a limited number of door sets to properties on the Barbican Residential Estate was carried out. All the door sets tested failed to meet the modern standards for fire resistance. Although the number of door sets tested was limited, the sample tested was typical of the design and construction of almost all the door sets installed when the Barbican Residential Estate was built.</p> <p>The construction of the Barbican Estate and, its inherent design, to some extent, mitigate the risk of the sub-standard doors. Such mitigating factors include:</p> <ul style="list-style-type: none"> <li>mainly concrete construction;</li> <li>most apartments have access to more than one escape route;</li> <li>bespoke design of ventilation and smoke control system.</li> </ul> <p>Despite the mitigating factors outlined above, it is the view of officers that the residual risk is too serious and, it is recommended that a programme be funded and developed for the replacement of all sub-standard door sets on the Barbican Residential Estate with new compliant fire door sets that meet the requirements of Approved Document B – Fire Safety of the Building Regulations.</p> <p>At its meeting on 15 June 2020, Members of the Barbican Residential Committee approved a recommendation from officers to submit a supplementary Capital Bid for funding for the replacement of</p>

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all sub-standard door sets on the Barbican Residential Estate with new compliant fire door sets that meet the requirements of Approved Document B – Fire Safety of the Building Regulations.					
This project, if approved, will go some way to improving the level of fire safety in the Barbican Residential Estate as well as affording additional protection to a valuable and important Listed asset and to the residents who live there.					
<b>[9] What is the link to the City of London Corporate plan outcomes?</b>					
[1] People are safe and feel safe. [2] People enjoy good health and wellbeing. [3] People have equal opportunities to enrich their lives and those of others and reach their full potential. [4] Communities are cohesive and have suitable housing and facilities. [9] Our spaces are secure, resilient and well-maintained. [					
<b>[10] What is the link to the departmental business plan objectives?</b>					
<ul style="list-style-type: none"> <li>Residents feel safe in their homes and have good health.</li> <li>Physical and mental wellbeing enables them to achieve their potential.</li> <li>It responds to their feedback reinforcing that the department listens to their needs.</li> </ul>					
<b>[11] Note all which apply:</b>					
<b>Officer:</b> Project developed from Officer initiation	Y	<b>Member:</b> Project developed from Member initiation	Y	<b>Corporate:</b> Project developed as a large-scale Corporate initiative	N
<b>Mandatory:</b> Compliance with legislation, policy and audit	Y	<b>Sustainability:</b> Essential for business continuity	Y	<b>Improvement:</b> New opportunity/ idea that leads to improvement	Y

<b>Project Benchmarking:</b>
<b>[12] What are the top 3 measures of success which will indicate that the project has achieved its aims?</b> <These should be impacts of the activity to complete the aim/objective, rather than 'finishes on time and on budget'>>
1) All sub-standard doors on the Barbican Residential Estate are replaced with new compliant fire door sets that meet the requirements of Approved Document B – Fire Safety of the Building Regulations.
2) Concerns raised by Fire Risk Assessments are addressed and eliminated.
3) Resident satisfaction and greater sense of safety from fire.
<b>[13] Will this project have any measurable legacy benefits/outcome that we will need to track after the end of the 'delivery' phase? If so, what are they and how will you track them? (E.g. cost savings, quality etc.)</b>
<b>[14] What is the expected delivery cost of this project (range values)[£]?</b>
Lower Range estimate: £15,000,000 Upper Range estimate: £20,000,000

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<b>[15] Total anticipated on-going revenue commitment post-delivery (lifecycle costs)[£]:</b>
Ongoing maintenance costs will be funded from existing maintenance budgets. However, this capital works project will significantly reduce future ongoing maintenance and capital costs. The replacement doors will have a life expectancy of between 25 and 30 years in current use.
<b>[16] What are the expected sources of funding for this project?</b>
City Fund Reserves.  Counsel's opinion has been sought on whether the cost of replacing the fire door sets on the Barbican Estate can be recovered from leaseholders by way of their service charge. Counsel has advised that these works would be classed as 'Improvements' and, in accordance with the provisions of the lease, are not recoverable via the service charge. This means that the cost of replacing all door sets on the Barbican Estate will be borne solely by the Corporation.
<b>[17] What is the expected delivery timeframe for this project (range values)? Are there any deadlines which must be met (e.g. statutory obligations)?</b>
April 2021 – September 2022

<b>Project Impact:</b>	
<b>[18] Will this project generate public or media impact and response which the City of London will need to manage? Will this be a high-profile activity with public and media momentum?</b>	
This project will likely attract public and media interest however, if managed correctly, this will show the City of London in a positive light in terms of the level of investment it is making in improving fire safety in its residential properties.	
<b>[19] Who has been actively consulted to develop this project to this stage?</b>	
<(Add additional internal or external stakeholders where required) >	
Chamberlains: Finance	Officer Name: Mark Jarvis
Chamberlains: Procurement	Officer Name:
IT	Officer Name:
HR	Officer Name:
Communications	Officer Name:
Corporate Property	Officer Name: Paul Murtagh
External	
<b>[20] Is this project being delivered internally on behalf of another department? If not ignore this question. If so:</b>	
Please note the Client supplier departments. Who will be the Officer responsible for the designing of the project? If the supplier department will take over the day-to-day responsibility for the project, when will this occur in its design and delivery?	
Client	Department:
Supplier	Department:
Supplier	Department:
Project Design Manager	Department:
Design/Delivery handover to Supplier	Gateway stage: <Before Project Proposal>, <Post Project Proposal>, <Post Options Appraisal>, <Post Detailed design>, <Post Authority to start work>

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City of London: Projects Procedure Corporate Risks Register

Project Name:			Barbican Fire Door Replacement Programme					PM's overall risk rating:		Low		CRP requested this gateway		£		-		Average unmitigated risk		4.3		Open Risks		6			
Unique project identifier:			12262					Total estimated cost (exc risk):		£		20,000,000		Total CRP used to date		£		-		Average mitigated		2.5		Closed Risks		0	
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	Mitigating 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	(2) Financial	Lack of interest from contractors at tender stage.	Limited tender returns may not be value for money.	Possible	Minor	3	£0.00	N		Pre-tender contractor engagement	£0.00	Unlikely	Minor	£0.00	2	£0.00		23/02/21	Jason Hayes	David Downing						
R2	5	(2) Financial	Number of communal doors requiring upgrade may be greater than anticipated	Budget may be exhausted before all works completed	Possible	Minor	3	£0.00	N		Full survey of communal areas of the estate carried out	£0.00	Rare	Minor	£0.00	1	£0.00		23/02/21	Jason Hayes	David Downing						
R3	5	(2) Financial	Contractors financial viability at a greater risk during times of economic uncertainty	Impact of Covid on sector financial viability is unknown.	Possible	Serious	6	£0.00	N		None at present	£0.00	Possible	Serious	£0.00	6	£0.00		23/02/21	Jason Hayes	David Downing						
R4	4	(1) Compliance/Regulatory	Challenge to tender awarding process	An unsuccessful contractor may challenge the tender process.	Unlikely	Minor	2	£0.00	N		A robust tendering process will be put in place in conjunction with the CLPS. Should a challenge arise, advice will be sought from CLPS and legal services to ensure the dispute is resolved rapidly and successfully.	£0.00	Rare	Minor	£0.00	1	£0.00		23/02/21	Jason Hayes	David Downing						
R5	4	(1) Compliance/Regulatory	Delays in securing heritage approvals may delay entire delivery programme	Delays at sites where LBC required risk holding back delivery of works at other estates	Likely	Serious	8	£0.00	N		Options appraisal to recommend splitting procurements into separate contracts removing risk of delay to planning permission and LBC.	£0.00	Rare	Minor	£0.00	1	£0.00		23/02/21	Jason Hayes	David Downing						
R6	5	(4) Contractual/Partnership	Lead in time for manufacture of fire doors may be greater than anticipated	High sector demand for fire doors is creating long lead in times for their manufacture.	Likely	Minor	4	£0.00	N		None at present	£0.00	Likely	Minor	£0.00	4	£0.00		23/02/21	Jason Hayes	David Downing						
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										
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<b>Committee(s):</b> Residents Consultation Committee – For Information Barbican Residential Committee – For Information	<b>Dated:</b> 01/03/2021 15/03/2021
<b>Subject:</b> Service Level Agreement Working Party Quarterly Review - October - December 2020	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	1, 2, 3 & 4
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	n/a
<b>What is the source of Funding?</b>	n/a
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	n/a
<b>Report of:</b> Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Michael Bennett Head of Barbican Estates	

## 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 2020. 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 2020 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 2020.

3. House Officers, Resident Services Manager and the Head of Barbican Estates attended the recent virtual SLA Working Party review meeting in February 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 2020 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 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 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**

Head of Barbican Estates

Department of Community and Children's Services

E: michael.bennett@cityoflondon.gov.uk



# APPENDIX 1

## SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2020-21

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
1	Jul - Sept 18	HO	Review of SLA booklet.	On hold due to other priorities & current resources.	
2	Oct - Dec 20	HO	One of the House Officer team, is retiring. We are currently recruiting for the post.	For information only.	
3	Oct - Dec 20	HO	CoL website has relaunched.	For information only.	
4	Oct - Dec 20	HO	Bulletin has been updated.	City policy to move away from Mailchimp to MS Sway. Lots of positive comments received about the new look. "The bulletin is such a success." More CoL/ BEO branding needed?	Completed
5	Oct - Dec 20	HO	Officers continue to Work from Home.	The House Officer team were on site to complete inspections. With the new lockdown, this has again been paused. Details are regularly posted in the bulletin.	
6	Oct - Dec 20	HO	We are not asking leaseholders to stop their Home Improvements (as was the case during the first lockdown in Spring 2020 and November 20) during this current lockdown.	This in line with Government advice and has been publicised in our weekly bulletin.	Completed
7	Oct - Dec 20	HO	BEO reception still only open 11am-2pm.	The full re-opening of the Barbican Estate Office will be looked at in conjunction with plans for re-opening our other Estate Offices and other corporate buildings as and when Government/Town Clerk advice allows.	Completed
8	Oct - Dec 20	SLA	Officers names and contact details have been removed form the website. City policy and decision.	This is being reviewed by officers with the City Solicitor.	
9	Oct - Dec 20	SLA	"To resolve written formal complaints satisfactorily within 14 days" Who decides if the complaint has been dealt with satisfactorily?	The wording will be reviewed and presented at the next SLA WP meeting.	
			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	

## APPENDIX 1

### SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2020-21

			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 2020-21**

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED	
1	Oct- Dec 19	AGM	Concierge to notify House Officers when a new resident moves onto the Estate and clarify if a leaseholder or sub-tenant.	SLA WP agrees. Welcome cards have been printed.		

### APPENDIX 3

## SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2020-21

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
1	Oct - Dec 19	COM	Recommendation from a Stage 3 complaint was made that the residents should be better informed of any delays to Repairs.		
2	Oct - Dec 19	PS/HO	Weekly meetings held with Repairs & Maintenance contractor to provide an update on outstanding orders.	These continue.	Completed
3	Apr - Jun 19	Res	Repairs feedback forms with cost of works to be included.	Management System in Spring 2020 but this has been delayed until after financial year end (March 2021). 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. SLA WP - is there a firmer date?	
4	Oct - Dec 20	HO	Lift fans now on following review with our lift contractors.	All lift fans are extracting from the car therefore guidance is for them to remain on.	Completed
5	Oct - Dec 20	HO	Information about services provided during lockdown has regularly featured in the bulletin and is on the website.	For comment only.	Completed

## APPENDIX 4

### SLA AGREEMENT REVIEW - MAJOR WORKS 2020-21

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
1	Oct - Dec 20	HO/complaint	Water Tank project. Issues with now much noisier tanks.	A satisfaction survey is scheduled to be distributed to all affected properties.	
2	Oct - Dec 20	HO	Fire signage project currently on hold pending Planning Advice.	Officers had met with Planning colleagues to agree a way forward and would be submitting a fire strategy, setting out how the signage would be delivered. The Assistant Director stressed that this had not been an officer decision but driven by the fire risk assessment, which had made very clear recommendations in terms of updating the signage in order to comply with new fire safety regulations. Members noted that the strategy would be shared with the Fire Safety Working Party and Cromwell Tower House Group representatives would be included. The BRC Chairman suggested that the Working Party should include both resident and non-resident Members.	
3	Oct - Dec 20	HO	Asbestos and Legionella testing has continued throughout lockdown.	For comment only	Completed.
4	Oct - Dec 20	HO	Redecorations programme - TBC.		
5	Oct - Dec 20	SLA	Front entrance door set replacements. Could information about this be publicised so that all residents are aware? Timings of project, what it will look like, how it will be delivered.	The intention is to bring a Gateway 1-4 Report to the BRC in March 21 to seek funding for staff and consultant fees to take us to the procurement stage of the process. This report will also set out a timetable for the procurement and delivery of the project. A Gateway Report will be brought back to Committee in June seeking to award the contract.	

## APPENDIX 5

### SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2020-21

	Quarter	Source	COMMENT/QUERY	RESPONSE/ACTION	COMPLETED
1	Oct - Dec 20	HO	Extra resource (as requested and agreed by RCC) started in October. Delay due to lockdown.	Visible improvement to the 2 private gardens. Positive comments received.	Completed
2	Oct - Dec 20	Complaint	Issue with window cleaning due to overgrown shrubs.	Pruning has now been undertaken and the problem has been resolved.	
3	Oct - Dec 20	HO	Barbican Estate engineers continue to assist the Centre with maintenance of the lake filters.	Time for this is charged to the Centre.	Completed
4	Oct - Dec 20	SLA	Has the cutting back and work in the private gardens (Thomas More) been too severe in terms of Biodiversity?	It is accepted that some of the works in Thomas More garden may look harsh, but after careful consideration it was felt that a number of the established plants needed pruning back beyond where they have been previously pruned to, as they had become overgrown. And in the case of the jasmine in the north western corner, it had been allowed to get far too large, to the detriment of other plants that it had engulfed. It was decided to do this heavy pruning works early in the year as to avoid impacting on nesting birds. City Gardens would welcome discussions with any residents who have any suggestions about improving biodiversity in the garden.	
5	Oct - Dec 20	SLA	Condition of lakes? Has this got worse in recent years?	The works to refurbish the original lake pumps in summer 2019 have dramatically improved water circulation. Additionally the Centre removed a large amount of silt from the top channel. The waterfall by Brandon Mews is currently out of action. The Centre are aware and will attend to it when able but this does not greatly add to the lake circulation. Residents and visitors do continue to feed the birds.	

## Appendix 6. Barbican KPIs 2020-21

Title of Indicator	Actual 2019/20	TARGET 2020/21		Oct - Dec 2019	Oct - Dec 20	PROGRESS AGAINST TARGET	COMMENT
<b>Customer Care</b>							
Answer all letters satisfactorily with a full reply within 10 working days	100%	100%		100%	100%	😊	
Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	100%	100%		100%	100%	😊	
To resolve written formal complaints satisfactorily within 14 days	100%	100%		100%	100%	😊	
<b>Repairs &amp; Maintenance</b>							
% 'Urgent' repairs (complete within 24 hours)	96%	95%		100%	99.28%	😊	
% 'Intermediate' repairs (complete within 3 working days)	95%	95%		99%	98.66%	😊	
% 'Non-urgent' repairs (complete within 5 working days)	97%	95%		99%	91.75%	😞	Due to the pandemic, the focus was on higher priority works. Most of the out of target repairs have had extensions of time agreed.
% 'Low priority' repairs (complete within 20 working days)	98%	95%		99%	75.06%	😞	Due to the pandemic, the focus was on higher priority works. Most of the out of target repairs have had extensions of time agreed.

Title of Indicator	Actual 2019/20	TARGET 2020/21		Oct - Dec 2019	Oct - Dec 20	PROGRESS AGAINST TARGET	COMMENT
Availability % of Barbican lifts	99.57%	Tower lifts 99%		99.84%	99.60%	☺	
	98.9%	Terrace lifts 99%		99.38%	99.18%	☺	
Percentage of communal light bulbs - percentage meeting 5 working days target	91%	90%		87%	94%	☺	
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 100% Partial 100%	Total 90% Partial 90%		Total 100% Partial 100%	Total 100% Partial 100%	☺	
Communal locks & closures - percentage of repeat orders raised within 5 working days of original order	0%	0%		0%	0%	☺	
Replacement of lift car light bulbs - percentage meeting 5 working days target	100%	90%		100%	100%	☺	



Title of Indicator	Actual 2019/20	TARGET 2020/21		Oct - Dec 2019	Oct - Dec 20	PROGRESS AGAINST TARGET	COMMENT
New KPI for % of 15% repairs checks from October 2019. How many jobs failed inspection?	0.04%			0.00%		☺	
<b>Estate Management</b>							
House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good and very good standard (& outstanding)	94%	90%		95%	100%	☺	
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good and very good standard	93%	80%		93%	97%	☺	
<b>Open Spaces</b>							
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	100%	80%		100%	100%	☺	
<b>Major Works</b>							
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	NA	90%		NA	NA		
<b>Short Term Holiday Lets</b>							
Possible STHL reported to BEO because of noise or nuisance	NA	NA		0	0		
STHL reported to BEO after being found on a website and being investigated	NA	NA		0	0		
STHL at Stage 1	NA	NA		0	0		
STHL at Stage 2	NA	NA		0	0		
<b>Lease Enforcement cases</b>							

COMMENT	PROGRESS AGAINST TARGET	Oct - Dec 20	Oct - Dec 2019		TARGET 2020/21	Actual 2019/20	Title of Indicator
		0	3		NA	NA	Number of officer cases regarding breaches of lease (specifically installation of wooden floors/non-carpeted floors and animals)
		1	3		NA	NA	Number of cases outstanding.

<b>Committee(s):</b> Residents' Consultation Committee - For Information  Barbican Residential Committee – For Information	<b>Dated:</b> 01032021  15032021
<b>Subject:</b> Progress of Sales & Lettings	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	4
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>£</b>
<b>What is the source of Funding?</b>	
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	
<b>Report of</b> Andrew Carter Director of Community and Children's Services <b>Report author:</b> Anne Mason Community and Children's Services	<b>For Information</b>

## 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(s)

Members are asked to:

- Note the report.

## Main Report

## Background

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

## Current Position

### SURRENDERS/TERMINATIONS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	M2B	2	£23,150	06/03/20 05/03/23	Moving out of London	04/05/21

### RIGHT TO BUY SALES

3.

	<b>16 February 2021</b>	<b>10 November 2020</b>
Sales Completed	1079	1079
Total Market Value	£94,546,908.01	£94,546,908.01
Total Discount	£29,539,064.26	£29,539,064.26
NET PRICE	£65,007,843.75	£65,007,843.75

### OPEN MARKET SALES

4.

	<b>16 February 2021</b>	<b>10 November 2020</b>
Sales Completed	863	862
Market Value	£160,504,271.97	£159,704,271.97

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 16/02/2021
1	Shakespeare Tower	29	8A	£1,860,000	Proceeding

### COMPLETED SALES

9. Since the last report the sale of 94 Speed House has 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	68	6,484,280.00	98.55
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	109	13,268,148.50	95.61
THOMAS MORE HOUSE	166	162	13,668,455.00	97.59
WILLOUGHBY HOUSE	148	147	14,972,670.50	99.32
<b>TERRACE BLOCK TOTAL</b>	1728 (1728)	1684 (1683)	147,450,573.33 (146,650,573.33)	97.45 (97.40)
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
<b>TOWER BLOCK TOTAL</b>	345 (345)	327 (327)	78,859,996.39 (78,859,996.39)	94.78 (94.78)
<b>ESTATE TOTAL</b>	2073 (2073)	2011 (2010)	226,310,569.72 (225,510,569.72)	97.01 (96.96)

## **Key Data**

### **Strategic implications –**

Financial implications – Receipts from sales are credited to the City Fund.

Resource implications - None

Legal implications - None

Risk implications - None

Equalities implications – None

Climate implications - None

Security implications - None

## **Appendices**

None

### **Anne Mason**

Revenues Manager

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<b>Committee(s)</b> Barbican Residential Committee	<b>Date:</b> 15032021
<b>Subject:</b> Barbican Arrears	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	<b>4</b>
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>Report of:</b> Andrew Carter Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Anne Mason	

## Summary

This report, which is for information is to advise members of the current arrears in respect of tenants and leaseholders on the Barbican Estate.

## Recommendation

Members are asked to note the report.

## Main Report

### Background

1. Leaseholders and tenants are billed quarterly in June, September, December and March. The charges raised include charges for car parking and baggage stores.
2. A further analysis of arrears cases is contained in Appendix 1 (Non-public).

## Current Position

### 3. Leaseholders and freeholders

	No of free/ leaseholders			
Charges raised for period	£11,829,790		2011	
Target level of net arrears 1%				
Actual level of net arrears 0.98%				
<i>Age Analysis of Debt:</i>	Dec 20		Sep 20	
Value of debts				
3 - 6 months	£ 94,633.21	111	£84,937.68	119
6 – 12 months	£ 38,690.20	48	£ 47,212.98	63
12 - 24 months	£ 16,194.65	11	£ 14,356.39	10
Over 24 months	£ 31,299.39	6	£ 29,660.11	6
<b>Total arrears outstanding</b>	<b>£180,817.45</b>		<b>£ 176,167.16</b>	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 762.27	2	£ 1,112.79	2
Amounts referred to Comptroller for recovery action	£ 61,976.34	7	£ 52,396.32	6
Amounts awaiting write-off	£ 2,074.08	1	£ 0.00	
<b>Net debt outstanding</b>	<b>£116,004.76</b>		<b>£ 122,658.05</b>	

There is a total of 127 leaseholders in arrears.

Of the amounts owing for over 12 months (£47,494.04) £44,014.33 is included in the amounts referred to C&CS, £1,576.08 is awaiting write-off, £83.71 is subject to arrangements. The remaining £1,819.92 relates to 8 cases.

The net debt outstanding comprises 120 accounts.

#### 4. Tenants

Charges raised for period	£1,808,872	No of tenants 62		
Target level of net arrears 1%				
	Dec 20		Sep 20	
<i>Age Analysis of Debt:</i>				
Value of debts				
3 - 6 months	£11,042.65	4	£27,532.49	8
6 - 12 months	£ 12,569.08	2	£ 23,183.30	4
12 - 24 months	£ 15,597.94	1	£10,174.89	2
debts over 24 months	£ 0.00	0	£ 0.00	0
<b>Total arrears outstanding</b>	<b>£ 39,209.67</b>		<b>£ 60,890.68</b>	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 4,637.22	2	£ 2,833.88	2
Amounts referred to Comptroller for recovery action	£ 34,546.01	1	£ 28,158.51	1
<b>Net debt outstanding</b>	<b>£ 26.44</b>		<b>£ 29,898.29</b>	

There is a total of 5 tenants in arrears.

#### 5. Former tenants' arrears

Charges raised for period to	N/A	No of former tenants	2	
Target: as flats are surrendered infrequently the target is that action on arrears must be dealt with within 3 months				
	Dec 20		Sep 20	
<i>Age Analysis of Debt:</i>				
Value of debts 3 - 6 months	£ 489.00	1	£ 0.00	0
Value of debts 6 - 12 months	£16,587.85	1	£ 0.00	0
Value of debts 12 - 24 months	£ 739.97	1	£ 0.00	0

Debts over 24 months	<u>£12,697.75</u>	1	<u>£12,697.75</u>	1
<b>Total arrears outstanding</b>	<b>£30,514.57</b>		<b>£12,697.75</b>	

*Action taken:*

Amounts subject to arrangement	£ 0.00	£ 0.00
Amounts referred to Comptroller for recovery action/in dispute	£12,697.75	£12,697.75
Awaiting write off	<u>£17,816.82</u>	<u>£ 0.00</u>
<b>Net debt outstanding</b>	<b>£ 0.00</b>	<b>£ 0.00</b>

There are 2 cases in total.

One case is currently being dealt with by the Comptroller and City Solicitor and the second is subject to a write-off request.

## Appendices

- Appendix 1 – Arrears Update (Non-Public)

**Anne Mason**

Revenues Manager DCCS

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