



Barbican Estate Residents Consultation Committee

Date: MONDAY, 1 MARCH 2021

Time: **6.30 pm**

Venue: VIRTUAL TEAMS MEETING STREAMED LIVE TO YOU TUBE
<https://youtu.be/JlzwR6ynlWl>

Members:	Christopher Makin - Chairman	Fiona Lean - Ben Jonson House
	Ted Reilly - Deputy Chairman	Rodney Jagelman - Thomas More House
	Mike Cribb - Deputy Chairman	Ted Reilly - RCC Deputy Chairman
	Gordon Griffiths - Bunyan Court	(Deputy Chairman)
	Jane Smith - Seddon House	Mike Cribb - RCC Deputy Chairman
	John Taysum - Bryer Court	(Deputy Chairman)
	John Tomlinson, Deputy	James Ball - Brandon Mews
	Mary Bonar - Wallside	Joe Reeves - Mountjoy House
	Christopher Makin - RCC Chairman	Tim Hollaway - Lambert Jones Mews
	(Chairman)	Guy Nisbett - Speed House
	Sandy Wilson - Shakespeare Tower	Helen Hudson - John Trundle House
	Professor Michael Swash - Willoughby	Ian Dixon - Gilbert House
	House	Andy Hope - Breton House
	David Lawrence - Lauderdale Tower	Jim Durcan - Andrewes House
	Mark Bostock	
	Adam Hogg - Chairman of the	
	Barbican Association	
	Jane Samsworth - Defoe House	

Enquiries: Julie.Mayer@cityoflondon.gov.uk

Accessing the virtual public meeting

Members of the public can observe this virtual public meeting at the link below:
<https://youtu.be/JlzwR6ynlWl>

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.

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

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

3. **MINUTES**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 30th November 2020.

For Decision
(Pages 5 - 10)

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

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

For Information
(Pages 11 - 12)

5. **ORAL UPDATES**

For Information

a) E-Billing for Leaseholders

b) Fire Safety

6. **SERVICE LEVEL AGREEMENT REVIEW**

Report of the Director of Community and Children's Services

For Information
(Pages 13 - 24)

7. **PROGRESS OF SALES AND LETTINGS**

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

For Information
(Pages 25 - 30)

8. **WORKING PARTY UPDATES**

To receive updates from the various Residents Consultation Committee (RCC) working parties.

For Information

- a) Gardens Advisory (Pages 31 - 32)
- b) Asset Maintenance (Pages 33 - 34)
- c) Background Underfloor Heating (Pages 35 - 36)
- d) Leaseholder Service Charge (Pages 37 - 38)
- e) Electric Vehicle Charging Working Party (Pages 39 - 40)

9. UPDATE REPORT

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

For Information
(Pages 41 - 46)

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

11. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC) **Monday, 30 November 2020**

Minutes of the meeting streamed to You Tube:
<https://youtu.be/7p0omflrhrw> at 5.30 pm

Present

Members:

Christopher Makin - Chairman	Jane Samsworth - Defoe House
Ted Reilly – Deputy Chairman	Rodney Jagelman - Thomas More
Gordon Griffiths - Bunyan Court	Mike Cribb - Andrewes House
Adam Hogg - Barbican Association	Nadia Bouzidi - Gilbert House
John Taysum - Bryer Court	James Ball - Brandon Mews
Mary Bonar - Wallside	Joe Reeves - Mountjoy House
Fred Rodgers - Breton House	Tim Hollaway - Lambert Jones Mews
Jane Smith - Seddon House	Guy Nisbett - Speed House
Sandy Wilson - Shakespeare Tower	Helen Hudson – John Trundle House
Prof. Michael Swash - Willoughby	
David Lawrence - Lauderdale Tower	
Mark Bostock – Frobisher Crescent	

In attendance:

Michael Hudson – Chairman, Barbican Residential Committee

Officers:

Paul Murtagh	- Assistant Director, Barbican and Property Services, Community and Children's Services
Mark Jarvis	- Chamberlains
Helen Davinson	- Community and Children's Services
Anne Mason	- Community and Children's Services
Mark Jarvis	- Community and Children's Services
Barry Ashton	- Community and Children's Services
Ruby Raw	- Department of the Built Environment
Julie Mayer	- Town Clerks

1. APOLOGIES

Apologies were received from Fiona Lean and John Tomlinson, who had experienced connectivity issues in joining the virtual meeting.

Members welcomed new Member, Helen Hudson as the representative for John Trundle House and thanked Janet Wells for her service on the RCC. David Graves would be standing down from Seddon House and Jane Smith would be his replacement. Adam Hogg, was now the new Chairman of the Barbican Association and would be tendering his resignation as Deputy Chairman of the RCC with effect from the Annual General Meeting in January 2021.

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 2nd September 2020 be approved as a correct record.

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

The Committee received the outstanding actions list.

5. **UPDATE REPORT**

The Committee received the update report of the Director of Community and Children's Services and the Deputy Chairman was invited to provide an update from the Underfloor Heating Working Party.

The Deputy Chairman reported on the successful implementation of the year-long "load switching" trial. It would now be possible to display information every morning on Barbican Talk, saving the number of calls made to the Estate Office. This information would show the previous night's outside temperature and what times the heating went on/would have gone on. The UHWP would be meeting soon to consider how much this would cost to produce and the RCC would receive an update at its next meeting. The Working Party would give consideration as to how best to share the information; was suggested that showing text above the peaks on the graph would give more clarity.

A new energy acquisition from a PV farm in Dorset would be able to provide half of the City's energy needs. It was likely that we would be able to shift load from night to day, with an afternoon boost at no extra cost. Individual controls were also being considered and there would be an update from the Working Party to the next meeting, with proposals as to how this might work without impacting on the lease.

A Member expressed concern at the recent survey being implemented by the BRC without consultation with, or the consent of, the RCC. The Deputy Chairman explained that timings are at the discretion of the Estate Office and the decision to do a seasonal load shift doesn't require consultation or consent.

RESOLVED, that the report be noted.

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

The Committee received a report of the Director, 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. It is anticipated that there will be a return to the normal Service Level Agreement quarterly reporting to the next Committees in March 2021.

RESOLVED, that – the report be noted.

7. **ELECTRIC VEHICLE CHARGING POINT PROVISION**

There was currently no further update, which had been expected by the time of this meeting, but it would go into the bulletin as soon as possible.

8. **FIRE SAFETY UPDATE**

The Committee received a report of the Director, 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.

The Assistant Director had been hopeful of an update from Arups to this meeting in respect of the start date for the Fire Safety Review. However, it was noted that officers had met with Arups post lockdown and they were keen to start work as soon as possible.

The fire signage project was temporarily on hold until early in the New Year, awaiting confirmation from colleagues in the Planning Department in respect of Listed Building Consent. The Assistant Director stressed that the legal and statutory framework would ultimately determine the type and number of signs to be installed in the blocks, in consultation with fire safety officers, the London Fire Brigade and Planning colleagues. It was noted that the Asset Management Working Party would have some foresight on the advice from the specialists before works were rolled out and the Assistant Director agreed to share this with Members.

It was noted that, during a resident's recent renovation works, some asbestos had been identified in the rubbish and post boxes that form part of the door set. The resident had been advised that, as it was buried in paint, it was safe but must not be disturbed. The Assistant Director had faced similar situations on HRA properties where, the door sets were being replaced and, in such cases, the asbestos register is checked to identify the type of asbestos and removal would take place under controlled conditions and under Licence. The Assistant Director also advised that the proposed door replacement programme provides that entire door sets would be removed and replaced. He stated that he would be visiting the resident who has raised this issue next week and, would inspect the door set in question. It was noted that the Barbican Estate's website had a comprehensive, although not exhaustive, study into where asbestos was located on the Estate and this would be shared with the relevant contractor.

The Assistant Director confirmed that the compartmentation work to Frobisher Crescent would be tendered shortly and the specification would be shared with Members. The interim arrangements recently undertaken had been required due to the uncertainty as to when the permanent remedial work could be completed. A Member commended the level of integrated work with the Art Centre, as this would ensure that fire safety works across the whole of the Barbican were being co-ordinated with the Estate Office.

Concern had been raised about internal alteration works carried out by residents that involved breaking into the internal risers. In some cases, adequate fire stopping had not been implemented to ensure the integrity of the risers. It was confirmed that this particular issue forms part of the brief for the Arup survey.

RESOLVED, that – the report be noted.

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

The Committee received 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 document provided a framework within which changes to significant elements of the Estate should be managed. The next stage would be to publish the draft text for formal public consultation early next year, 2021. This report would be presented to the Barbican Residential Committee for approval at its meeting on 14th December 2020 and was before this meeting of the Consultation Committee for comments..

The Committee noted that, following consultation, the text would be reviewed in response to comments received. Any proposed amendments to the document will be reported back to the Barbican Residential Committee for approval and approval would then be sought to adopt the document as a Statutory Planning Document (SPD).

A Member commented that, whilst there was a reference to the offices in Frobisher Crescent, the residential blocks appeared to be missing. The officer confirmed that this and further comments were welcome before April 2021 to help officers to manage the process and ensure everything was captured.

RESOLVED, that – the report be noted.

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

The Committee received 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. This report would be presented to the Barbican Residential Committee for approval at its meeting on 14th December 2020 and was before this meeting of the Consultation Committee for comments.

There was a small section on Climate Change in the document but there was a question in respect of the extent to which the City's Climate Change Strategy was being taken into account? The officer explained that the document would set out the parameters for any developments or adaptations to buildings. However, it was noted that the City was very committed to climate change and it was suggested that this was likely to result in a radical change to building projects. The officer further explained how Planning considerations would need to be a balance of the benefits of the proposed change or development, against

any potential harm to the Listed Buildings and Conservation Area. It was noted that both the Barbican Association and GLERA (Golden Lane Estate Residents' Association) were also being invited to comment. The Assistant Director advised of the challenges in blending in modern improvements; i.e. the replacement of door sets. Furthermore, it was accepted that the Barbican has a heavy carbon footprint, its reduction falls within the Strategy, and the Guidelines would seek to create a balance. It was noted that officers would be meeting with GLERA later this week to invite their comments on the document

RESOLVED, that – the report be noted.

11. 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 since the last meeting, 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.

RESOLVED, that – the report be noted.

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

In response to a question about the appointment of the new Gardener, officers were waiting on an update from the City Gardens Manager who had been supervising the recruitment exercise and would update the RCC as soon as possible. Fred Rogers was congratulated on his appointment as Chairman of 'Friends of City Gardens'.

It was noted that the Gardens Advisory Group had only met once this year, with 3 Members in attendance. The Chairman of the RCC advised that he would be preparing a report for the Annual General Meeting to ensure that we are making the best use of residents serving on the Working Parties.

13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items.

The meeting ended at 6.25pm.

Chairman

Contact Officer: Julie Mayer
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Actions from November 2020 Residents Consultation Committee (RCC) & other outstanding issues (*updates appear in italics*)

Issue	Source	Officer
Barbican Highwalks - Planned Maintenance of the Public Realm		
<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"> 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. <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
Asset Maintenance Working Party (AMWP)		
<p><i>Tower Block Lift Condition Survey</i></p> <p>This was shared with the respective House Groups at the end of August. Officers have been in contact with a House Group representative from Shakespeare Tower to answer some queries. <i>Officers are currently liaising with the Chairs of the House Groups on this matter.</i></p>	RCC March 20	Mike Saunders
Relationship of BRC Outturn Report to Service Charge Schedules		
<i>Leaseholder Service Charge Working Party</i>		
<p><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</i></p>	RCC September 20	Anne Mason/Paul Murtagh

<i>become apparent until the next financial year.</i>		
Electric Vehicle Charging (EVC) Points		
<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"> <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> <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>	<p>RCC November 2020</p>	<p>Barry Ashton/Michael Bennett</p>
Contact: Michael Bennett, Head of Barbican Estates E: michael.bennett@cityoflondon.gov.uk		

Committee(s): Residents Consultation Committee – For Information Barbican Residential Committee – For Information	Dated: 01/03/2021 15/03/2021
Subject: Service Level Agreement Working Party Quarterly Review - October - December 2020	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 2, 3 & 4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	n/a
What is the source of Funding?	n/a
Has this Funding Source been agreed with the Chamberlain's Department?	n/a
Report of: Director of Community and Children's Services	For Information
Report author: 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 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

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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
Customer Care							
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%	😊	
Repairs & Maintenance							
% '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%		☺	
Estate Management							
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%	☺	
Open Spaces							
To carry out variations/additional garden works (other than seasonal works and unless other timescale agreed) within 6 weeks (30 working days) of BEO approval	100%	80%		100%	100%	☺	
Major Works							
% Overall Resident satisfaction of completed Major Works Projects (£50k+)	NA	90%		NA	NA		
Short Term Holiday Lets							
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		
Lease Enforcement cases							

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.

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

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.

	16 February 2020	10 November 2020
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.

	16 February 2020	10 November 2020
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	£1,875,000	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
TERRACE BLOCK TOTAL	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
TOWER BLOCK TOTAL	345 (345)	327 (327)	78,859,996.39 (78,859,996.39)	94.78 (94.78)
ESTATE TOTAL	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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Report to RCC from GAG

February 2021

GAG's normal routine of inspections builds from small groups of volunteers, usually accompanied by Jake or Paul from the City Gardens team and perhaps Helen from BEO, reviewing the gardens in each of the four inspection areas. These inspection reports are then discussed by the whole of GAG to ensure a common understanding of any successes and any issues and that common standards are applied in the different areas and by different reviewers. The revised terms of reference for GAG adopted by the RCC at its AGM in Jan 2021 are, where appropriate, being incorporated into the inspections to highlight the needs to support greater bio-diversity.

As we all know, there has been little normal about 2020 and 2021 to date. The various restrictions on meeting and mixing together with some residents' long periods of absence from the Barbican, have played havoc with GAG's operations.

Over the same time frame the Gardens themselves have been adversely affected. The initial lockdown restrictions were very onerous in terms of conditions to be met by those working outdoors including gardeners. Some gardeners were ill, some had to isolate to reduce the risks of infection. Travelling to and from work was impacted by public transport reductions in service. The stop start nature of the lockdowns and tiers has meant that usage of the gardens has varied a great deal and, at times, has been very intensive. For many many residents the gardens have provided a very welcome opportunity to be outside without breaching the restrictions. Such intensive usage has, on occasions, created substantially more litter that had to be cleared up. It has also resulted in more wear and tear on plants and shrubs and the lawns on top of the stress that resulted from a very dry Spring and Summer and, more recently, a very wet winter with its attendant flooding.

GAG has recently resumed its inspection regime albeit working individually not in groups. Many thanks to those hardy volunteers who have taken part. These reports have been shared with City Gardens. The consensus view is that, despite all the challenges, the gardens are in good shape and a lot of work is being undertaken that will result in further improvements. The investment in additional gardening hours – principally in the person of Beth Handley – has had a marked impact. Areas for attention highlighted in the last GAG submission to the RCC have been tackled with a will – dead material has been cut down and removed, shrubs and climbers have been pruned to encourage new growth, gaps have been filled by splitting existing plants and space has been created for new planting when it becomes warmer. The short pieces contributed by Beth to the last couple of issues of the weekly Barbican News are great illustrations of the ongoing progress as a result of the additional spending.

Jim Durcan

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Minutes of the Asset Management Working Party Meeting.

Wednesday 20 January at 5pm by Zoom.

Officers

Jason Hayes
Mike Saunders

Residents

Mike Greensmith
Adam Hogg
Henry Irwig
Fiona Lean
Christopher Makin
Ted Reilly
Paul Ridley
Tim Cox

Apologies

Randall Anderson

1 Minutes / Matters Arising

The minutes of the meeting of 25 November 2020 were approved with matters arising being covered by the agenda items.

2 Keystone Asset Management System

Jason Hayes gave a live demonstration of the Keystone Asset Management System, showing how individual assets could be identified, with their history, condition, and future likely maintenance programme. No data was held on costs, either future or historic. The detail extended from major items like lifts down to individual window frames. The system has already been populated with historic data. Condition and future maintenance would be populated by the Savills Condition Survey. Keystone data is held in Keystone Generic Interface format (KGI) and the Savills survey will “speak” to Keystone using KGI.

Orchid, our Building Management System concerns itself with day to day maintenance issues. The two systems are not currently linked.

3 Savills Stock Condition Survey

This survey is vital to the operation of the Keystone system. It is currently in draft form at Savills. It would be with The BEO by 29 January and would then need to be validated by officers. This working party would see a higher level summary paper.

4 Asset Management WP Action Plan

Once the stock condition survey had been integrated into the Keystone system the action plan would be formulated.

5 Garchey Five-Year Review

Officers reported that due to Covid no progress had been made on collecting data on the number of Garcheys in use.

Officers reported that no progress had been made on collecting current running cost data.

Officers were concerned that this would be a major cost item at the same time as lift and roof expenses and that residents might find the additional costs burdensome. The resident members of the WP felt that this was a spend to save exercise.

Officers confirmed that if a convincing business case were made, the City would implement the removal of all Garcheys.

6 Fire Signage

There was a long discussion on this topic. To summarise;

Residents felt that there was no proper fire risk assessment strategy for our buildings and that the piecemeal installation of fire signage was counterproductive and potentially dangerous. As an example, the signage that had been installed in some of the Tower Blocks urges people to evacuate via the fire stairs. This seemed completely to ignore the recent drill in Cromwell Tower, where the fire stairs were chock a block with hoses and fire fighters.

A proper review of signage in the context of a full fire risk assessment strategy would be made. Residents would have sight of a range of potential solutions for consultation and would not be presented with a fait accomplis.

7 Redecorations

There were delays in the implementation of this project as a result changes resulting from Covid. Although the estate-wide project had been let, the timing and the extent of works in individual blocks would be negotiated with individual house groups.

The letting of the redecoration contract had identified some weaknesses in the Terms of Reference of this working party. A discussion note (attached) on this topic was circulated.

8 Lifts

Mike Saunders was in conversation with the chairs of the three Tower House Groups

9 Roof Working Party

The outcome of the Savills survey would determine the need for, and constitution of this WP.

10 AOB

The £20M replacement of doors around the Estate is a big issue and it seemed likely that a working party would need to be established to oversee this.

11 Next meeting

Christopher Makin would circulate a doodle poll to establish a likely date for a meeting which would take place in about 60 days.

Underfloor Heating Working Party

Update to RCC February 2021

Seasonal Load Shift

This experiment is proceeding satisfactorily. By the end of February, the “pain” will be over, and we can look forward to some extra heat in April

Intra-day load shifting

The City’s energy procurement team are determining the hourly cost profile of power. It seems likely that we can take some load from midnight to mid-afternoon at little or no cost.

Individual Controls

A “consumer” specification for individual controls is being costed by Schneider Electric. Additionally, the potential for using residents’ domestic supply to power the underfloor heating during off periods is being investigated.

Hard to Heat Flats

A survey of hard to heat flats is about to commence. This will involve placing temperature monitors in six hard to heat flats to gauge the extent of the problem.

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Leaseholder Service Charge Working Party

The group had a constructive meeting with officers led by Paul Murtagh on Feb 18. There will be a series of thematic reviews over the coming months starting with Management and Supervision costs in March. Progress will be reported back as these reviews take place.

In the interim it was noted that changes to the Corporation's pay policy for 2021/22 will see reductions in some cost areas against earlier estimates, as will the impact of other departmental savings made by the Corporation which feed through into cross charges in the Service Charge.

Members are reminded that recent estimates will be reviewed again in May before final estimates are produced for inclusion in the quarterly billings from June.

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RCC Electric Vehicle Charging Working Party Information Note

Background

By 2030 all new cars should be zero emissions and that by 2025 the GLA / TfL have proposed that a large part of central London will be subject to zero emission zones. The City hopes to be in the forefront of these moves. To help facilitate these targets, considerable investment is required in the charging infrastructure across City carparks. The Barbican is home to around 600 cars and considerably more parking spaces. We should be planning for infrastructure which enables this move to electric vehicles to occur.

The Barbican Residents Consultation Committee (RCC) has set up a working party to review current provision and to establish future demand and potential. This working party has much to do, but this interim note has been prepared to inform decisions about new provision, both physical and commercial.

The RCC is concerned by the apparent malfunctioning of the existing EV charging provision in the Barbican and the impending installation of new EV charging capability

Summary

The working party understands that the provision and ongoing operation of EV charging has been hampered by issues, many of which are outside the control of the BEO. The two biggest external factors are.

- Covid 19 and its impact on service levels
- The innovative nature of the installation of the charging provision. At the time of the installation, there was little expertise within the City or elsewhere on this subject, and the provision was installed in a rush to meet artificial deadlines set by external funding.

Despite the best efforts of BEO officers and the stalwart efforts of our CPAs the current provision is creaking, with poor availability, little maintenance, unrealistic pricing, and an obscure commercial relationship linking the three parties involved in this process: residents, the providers of the EV charging and the BEO.

This means that residents are often obliged to leave the estate to charge their BEVs (battery electric vehicles) or in the case of PHEVs (plug-in hybrids) to rely more on petrol. An overall symptom of this poor provision is that in 2020 the average Barbican EV vehicle travelled only 900 miles on Barbican supplied electricity. This is surely not just a result of lockdowns.

Reliability

A recent note from the BEO claims that *Reliability is generally good*. This does not seem to match with the observations of users; right now, for example, all four of the charging points in Thomas More are out of commission and have been for weeks. An anecdotal survey of reliability suggests that at any one time over 25% of chargers are out of service.

Availability

A spot survey of charger availability suggests that even when all the chargers are functioning, peak demand can be very close to supply. Poor information on availability makes it difficult for users to

determine which spaces are free and functioning, and rather than being able to use technology which is widely available they are forced to tour the various facilities around the estate.

This lack of availability is exacerbated by inconsiderate behaviour both by EV users and internal combustion engine (ICE) users. There is no incentive for EV users to vacate the charging station after completing charging and no redress if they don't. ICE users, both resident and visitor, seem to park at will in charging bays. An example of this is in Willoughby House, where a dust covered ICE permanently blocks one of the charging bays.

Useability

There are issues with useability which arise from the limited size of the EV charging bays.

Pricing and billing

Pricing is a real problem for residents, particularly the BEO mark up. The working party has some sympathy with the BEO on this issue as the billing system is archaic and cumbersome. Nevertheless, 11p per kWh mark-up charge seems unfair to residents. A by product of this billing system is that there is no mechanism for users to check the validity of their bills.

The working party wonders why the BEO bothers to charge anything as a management charge. The sums raised are nugatory. It seems that for the whole of last year, the management charge raised around £1,300 for the BEO; equivalent to 30 minutes of underfloor heating.

Setting aside the mark-up the base charge of 12.5p/kWh seems out of line with the rest of the market.

Most of the billing issues arise from the intermediation of the BEO between the provider and the user.

Committee:	Date(s):
Residents' Consultation Committee Barbican Residential Committee	01 March 2021 15 March 2021
Subject: Update Report	For information
Report of: Director of Community and Children's Services	Public
<p style="text-align: center;">Summary</p> <p>Barbican Estate Office</p> <ol style="list-style-type: none"> 1. Agenda Plan <p>Property Services – see appendix 1</p> <ol style="list-style-type: none"> 2. Public lift availability 3. Asbestos inspections 4. Major Works – Redecorations Programme <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 (BRC Only)	Anne Mason		
Working Party Updates (RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge 	Working Parties		
Update Report: <ul style="list-style-type: none"> Main update - Agenda Plan 2021 Property Services Update (Appendix 1) 	Michael Bennett	6 Sept	27 Sept
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett		
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 – RCC Only	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Working Party Updates (RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating 	Working Parties		

<ul style="list-style-type: none"> Leaseholder Service Charge 			
Update Report: <ul style="list-style-type: none"> Main update - Agenda Plan 2020 Property Services Update (Appendix 1) 	Michael Bennett		
"You Said; We Did" Actions (Separate list for RCC & BRC)	Michael Bennett	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 (BRC Only)	Anne Mason		
Working Party Updates (RCC Only) <ul style="list-style-type: none"> Gardens Advisory Asset Maintenance Background Underfloor Heating Leaseholder Service Charge 	Working Parties		
Update Report: <ul style="list-style-type: none"> Main update - Agenda Plan 2022 Property Services Update (Appendix 1) 	Michael Bennett		

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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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