



Barbican Estate Residents Consultation Committee AGENDA

Date: TUESDAY, 20 SEPTEMBER 2022

Time: 6.30 pm

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

MEMBERS: Christopher Makin - Chair Sandra Jenner - Deputy Chair Jim Durcan - Deputy Chair Gordon Griffiths - Bunyan Court Jane Smith - Seddon House John Taysum - Bryer Court John Tomlinson - Cromwell Tower Mary Bonar - Wallside Sandy Wilson - Shakespeare Fionnuala Hogan/Petre Reid - Willoughby House David Lawrence - Lauderdale Tower Mark Bostock - Frobisher Crescent Enquiries: Julie.Mayer@cityoflondon.gov.uk	Adam Hogg - Chair, Barbican Association Fiona Lean - Ben Jonson House Rodney Jagelman - Thomas More House James Ball - Brandon Mews Tim Hollaway - Lambert Jones Mews Guy Nisbett - Speed House Miranda Quinney - John Trundle Court Andy Hope - Breton House Graham Wallace- Andrewes House Dave Taylor - Gilbert House Helen Hudson - Defoe Monique Long - Mountjoy House
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Members of the public can observe this virtual public meeting at the below link:

<https://youtu.be/b9hzJE9hDEA>

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

AGENDA

1. **APOLOGIES**

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

3. **TO ELECT A CHAIRMAN**

Further to the resignation of the current Chair, following his appointment as an Alderman of the City of London Corporation , Members are asked to elect a new Chair.

NB. This election would generally take place at the RCC's Annual General Meeting.

For Decision

4. **MINUTES**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 6 June 2022.

For Decision
(Pages 5 - 12)

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

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

For Information
(Pages 13 - 14)

6. **COMMUNICATIONS STRATEGY AND SERVICE CHARGES**

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

For Decision
(Pages 15 - 24)

7. **2021/22 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)**

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

For Information
(Pages 25 - 30)

8. **RELATIONSHIP OF BARBICAN RESIDENTIAL COMMITTEE (BRC) OUTTURN REPORT TO SERVICE CHARGE SCHEDULES**

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

For Information
(Pages 31 - 44)

9. **2021/22 HEATING COSTS**
Report of the Director of Community and Children's Services.
For Information
(Pages 45 - 48)
10. **2022/23 ELECTRICITY PRICE FORECAST**
Report of the City Surveyor.
For Information
(Pages 49 - 52)
11. **FIRE SAFETY**
Report of the Director of Community and Children's Services.
For Information
(Pages 53 - 62)
12. **UPDATE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 63 - 66)
13. **WORKING PARTY UPDATES**
To note the reports of the following Working Parties:
For Information
- a) **Gardens Advisory (Pages 67 - 68)**
 - b) **Asset Maintenance (Pages 69 - 72)**
 - c) **Leaseholder Service Charge (Pages 73 - 74)**
 - d) **Electric Vehicle - *TO FOLLOW***
 - e) **Service Level Agreement Review (Pages 75 - 84)**
14. **HOUSING COMPLAINTS POLICY REVIEW**
Report of the Director of Community and Children's Services.
For Information
(Pages 85 - 98)
15. **BARBICAN PODIUM PHASE 2**
Report of the Director of Community and Children's Services.
For Information
(Pages 99 - 116)

16. **WAYLEAVE AGREEMENTS**

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

For Information
(Pages 117 - 134)

17. **ORAL UPDATES**

For Information

- a) **Concierge Service**
- b) **Blake Tower**
- c) **Brandon Mews Canopy**

18. **PROGRESS OF SALES AND LETTINGS**

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

For Information
(Pages 135 - 140)

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

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

**BARBICAN ESTATE RESIDENTS CONSULTATION
COMMITTEE (RCC)
Monday, 6 June 2022**

Minutes of the meeting held at Guildhall at 6.30 pm

Present

Members:

Christopher Makin - Chair	Ted Reilly - Barbican Association
Sandra Jenner - Deputy Chair	Fiona Lean - Ben Jonson House
Jim Durcan - Deputy Chair	Rodney Jagelman - Thomas More
Gordon Griffiths - Bunyan Court	Andrew Tong - Brandon Mews
David Graves - Seddon House	Tim Hollaway - Lambert Jones Mews
John Taysum - Bryer Court	Guy Nisbett - Speed House
John Tomlinson - Cromwell	Helen Hudson - John Trundle House
Mary Bonar - Wallside	Andy Hope - Breton House
Sandy Wilson - Shakespeare	<i>vacancy</i> - Andrewes House
David Lawrence - Lauderdale	Dave Taylor - Gilbert House
Mark Bostock - Frobisher	<i>vacancy</i> - Defoe House
	Monique Long - Mountjoy House

In attendance:

Aldersgate

Helen Fentimen
Randall Anderson
Deborah Oliver
Annet Rideg

Cripplegate

Susan Pearson
Paul Singh

Ruby Sayed – Chair of the Community and Children’s Services Committee
Mark Wheatley – Chair of the Barbican Residential Committee (BRC)

Officers:

Paul Murtagh	- Assistant Director, Barbican and Property Services, Community and Children’s Services
Helen Davinson	- Community and Children’s Services
Rosalind Ugwu	- Community and Children’s Services
Anne Mason	- Community and Children’s Services
Barry Ashton	- Community and Children’s Services
Julie Mayer	- Town Clerk’s

1. **APOLOGIES**

Apologies were received from James Ball (Brandon Mews) and Andrew Tong represented him. Fionnuala Hogan and Petre Reid would be the new joint representatives for Willoughby House and had given apologies. Adam Hogg, Chair of the Barbican Association had given apologies and was represented by Ted Reilly.

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 17th January 2022 be approved, subject to the following amendment under item (5) Task and Finish Group Concierge Service – Oral Update:

The Leaseholder Service Charges Working Party (LSCWP) is seeking to identify cost savings in the provision of the car park service that does not affect the service itself. The wider remit of the LSCWP to seek reductions in service charges, without compromising services, continues.

Amend to :

As an offset to the car park levy the Leaseholder Service Charge Working Party (LSCWP) is seeking to identify cost savings in the provision of service charges, without compromising services

4. **WORKING PARTY UPDATES**

The Committee received the following Working Party Updates:

4.1 **Service Level Agreement**

During the discussion on this item, the following points were noted:

- A Request for KPI's to be provided as percentages as well as absolutes.
- KPI's were not collected during the lockdowns, as block inspections were not taking place due to the government directive to Work from Home.
- A new data set was provided at the request of one House Group, which has since been created for the whole estate and the Working Party would be analysing this. Going forward, it would be provided quarterly but it would be very resource intensive to provide retrospectively.
- Civica is currently being tested and will be replacing the Orchard repairs system at the end of June/July. The Keystone system is used for Asset Maintenance.

4.2 Gardens Advisory

In respect of the fountains being out of service for the past three years, officers explained that responsibility for the infrastructure supporting the lakes comes under the remit of the Barbican Arts Centre. Members asked if City Corporation Members could raise this with Barbican Centre Board Members.

Officers further clarified that the cost of works to the plant in respect of the fountains on the lakeside, lower lake and the waterfall, would be charged to the Barbican Centre, and not residents. The Lease provides that leaseholders contribute 85% of cost of the maintaining of the lakes, the same proportion as for garden maintenance.

However, in the past the cost of works such as de-silting have been shared between the Estate and the Centre; i.e. at 42.5% to the Estate, as set out in the working party report. Officers stressed that statutory consultation would apply if spend were to go over the prescribed limit. They would seek also expert advice on any proposed works, in order to gain a perspective on priorities. Members noted that the majority of works to the garden works is covered by the service charge, and this includes cutting the rushes on the lake.

There was a challenge to the 42.5% contribution in that it might be inequitable. Officers clarified that major works falling under the lease have always been shared with the Barbican Centre in this way. A former Chair of the City Corporation's Finance Committee was in attendance, and the Chair permitted him to speak. He expressed a view in that this might be an ideal opportunity for the RCC Members to be consulted on the Barbican Renewal Project and, whilst it might be difficult to avoid a revenue share, it seemed unfair that capital costs might fall to residents.

Finally, Members noted the small uplift in gardening agreed 2 years ago, at just approximately 50p per flat, which had resulted in a considerable improvement to the appearance of the gardens.

4.3 Asset Management

In response to questions about the cost of window frame replacement, the Assistant Director advised that replacements carried out in isolation would always be more expensive than if they formed part of a programme. Members also noted that Saville's Condition Survey had identified window replacements works in several years' time. However, the team would be putting out a schedule of rates to procurement, so that when the window frames come up for replacement, the works will be at previously agreed prices, which would have been competitively tendered to achieve economies of scale.

The Assistant Director further advised that regulations covering glazing must conform to British Standards and Building Regulations. Therefore, if residents are in any doubt as to the condition or safety of a window, then they should advise the Estate Office. When they are replaced as part of the Stock

Condition Survey, it will be to modern safety standards, in line with the limitations of a listed estate.

In response to a question about the redecorations at Frobisher Crescent and the debit to the service charge account, the Assistant Director reminded Members about extensive discussions before the pandemic. A decision had been taken by the Barbican Residential Committee (BRC) and there had been two stages of Section 20 Consultation with Frobisher residents. At the time, the House Group stated that they would be: '*happy to award on the basis of tender submitted and subsequent clarifications*'. Members noted that there would be a third stage of the Section 20 Consultation later this month for the blocks scheduled to be redecorated in the coming months. The Assistant Director advised that he had met with the Arts Centre in terms of integrating works and would be speaking to them further in terms of the redecorations.

Finally, officers recognised that the detail in Section 20 Notices is somewhat lacking as they are required to fulfil a legal formality. Therefore, the Estate Office always adds further details when they are sent to residents, and the Assistant Director agreed to investigate where this had not been done.

4.4 Underfloor Heating

The report was received.

4.5 Leaseholder Service Charge

There had been good progress in drafting the job description for the new Head of the Barbican Estate; which covered accountability and management of the service charge budget, seeking efficiencies and value for money. The Deputy Chair, Sandra Jenner, who has considerable expertise in this field, was happy with the content and waiting on clarity on a couple of final points. There was a concern raised about interdependencies with the City Corporation but the Assistant Director explained that the role would be a single point of contact, working within the City's financial framework and controls.

4.6 Electric Vehicle

Members noted a point of clarity in that some residents might need to charge their vehicles in car parks where they do not live. However, they would be able to leave them overnight, with no need to return at 10 or 11 pm to remove them.

5. CONCIERGE/CPA AND BARBICAN ESTATE OFFICE SERVICE UPDATE

The Assistant Director was heard and advised that a Special Meeting would be convened, before the September cycle of RCC/ BRC meetings, in order to consider this further. Members noted that there would be an independent review of the structure of the Estate Office in terms of staff, processes and procedures, ahead of a proposal to the BRC, and an early draft of the report would be shared with the Chairs and Deputy Chairs at the end of this week. The Assistant Director estimated that the meeting would take place in the next 4-6 weeks, noting the City of London Corporation's recess period from 25th July to 5th September 2022 when only essential meetings are permitted. The

Assistant Director noted comments about the last round of consultations being out of sync and confirmed that consultation with the respective chairs and residents would take place first before the project moves forward.

6. UPDATE REPORT - BEECH GARDENS (NORTH WEST PODIUM) WATERPROOFING PROJECT

The Committee received a report of the Director of Community and Children's Services, which updated members on the Beech Gardens (North West Podium) Waterproofing Project, the subsequent issues and the outcome of steps taken to facilitate completion.

Members noted that they would receive the close-down (Gateway 6) report at the September 2022 meeting, as there were no further legal grounds on which to withhold payments to the Contractor. Members were reminded of the discussions at various committees in respect of the drainage works, which were being looked at retrospectively. The Assistant Director stressed that lessons had been learnt and Phase 2 of the works would be approached differently. The Assistant Director gave further assurance that the areas would be kept safe in the interim period.

RESOLVED, that - the report be noted.

7. EWS1 FORMS FOR THE BARBICAN ESTATE

The Committee received a report of the Director of Community and Children's Services which sought guidance and instruction on the City Corporation's approach to the provision/non provision of EWS1 forms across the Barbican Estate.

Members noted that a similar report had been considered by the Housing Management and Almshouses Sub (of the Community and Children's Services Committee). The Assistant Director advised that producing EWS1 forms is expensive and, given that they are not essential, he had been providing 'comfort letters' for mortgage providers. An example was provided in the appendix to the report. The Assistant Director had provided 10 letters across Housing and Barbican, which had been accepted by mortgage lenders. Members noted that they applied to buildings over 18m high, not on a floor-by-floor basis. The Assistant Director had also taken advice from Legal Services in respect of floors at sub-podium level.

RESOLVED, that - the report be noted.

8. FIRE SAFETY - AN UPDATE ON THE WORK OF OVE ARUP

The Assistant Director was heard and advised that the BRC would receive a report at its meeting on 17th June 2022, including an option in respect of retrofitting of sprinklers in the towers and the cost implications. The Assistant Director stressed that, before any further action was taken, there would be full resident consultation.

Members noted that, whilst the buildings had been fully compliant at the time of construction, some 50 years ago, the Arup Survey had made a number of

recommendations to bring them up to a modern standard, noting that some might not be feasible. The Estate Office were looking at possible mitigations; one of them being the retro-fitting of sprinklers, which had been recommended to Members some time ago but had been controversial. Arup had also proposed some interim and immediate solutions; i.e. - identifying vulnerable people in the blocks, along the lines of 'Personal Evacuation Plans' and this was being actioned.

The decision not to fit sprinklers had been taken due to the general low fire risk at the Barbican and its compartmentation. However, Arup has raised concerns in that the compartmentation might have been disrupted during residents' improvement works and officers, therefore, have a duty to bring this to Members' attention. The Chair of the BRC was in attendance and advised that the recommendations in the report would include a feasibility and design study, to which residents would have input, ahead of a final decision. RCC Members would receive a redacted version of the report as soon as possible and the Town Clerk advised that the Special Meeting requested under item 5 above could include this item, if necessary.

9. **BLAKE TOWER - ORAL UPDATE**

The Assistant Director was heard and advised that the Estate Office was still unable to take over the building. The Chairman of the BRC was thanked for his intervention and support in this matter. As the City Corporation is not managing the building, there are limitations as to how far it can intervene, but Redrow tends to respond quicker to correspondence from the City than from individuals. Redrow had also responded to recommendations in the Saville's Survey, which had been instigated by the City. A recent Fire Brigade Inspection, also instigated by the City, had raised a couple of minor concerns.

10. **BARBICAN ESTATE TOWER LIFT REFURBISHMENT - GATEWAY 1-4: PROJECT PROPOSAL AND OPTIONS APPRAISAL**

The Committee received a report of the Director of Community and Children's Services in respect of a programme of works to replace all lifts in Shakespeare, Cromwell and Lauderdale Towers on the Barbican Estate. Members noted there are 9 lifts in total, three serving each Tower.

In response to a question about the options in the report; i.e., repair or replacement, the Assistant Director advised that the City's Gateway Projects Procedure requires options to be set out and discounted where not viable. It was suggested that this might be perceived as misleading, and the report should emphasise that repair is not an option in this case. The Assistant Director also advised that this was a GW1-4 report, seeking fee approval and resident consultation to inform the specification. The representative for Shakespeare Tower was invited to speak to the team, outside of the meeting, to share ideas and concerns about the works and interim lift performance.

Members noted that, for consistency, a single contractor would be appointed and, as the team do not have expertise in house for a lift replacement; the project management aspects might need to be

externalised. The Assistant Director further explained that the project presented an opportunity to make the lift system more sustainable and efficient; with the possibility of tapping into green external funding streams rather than recovering costs entirely from leaseholders.

RESOLVED, that - the report be noted.

11. 'YOU SAID; WE DID' - OUTSTANDING ACTIONS LIST

The Committee received the Outstanding actions list. Members noted the items which would be covered on this agenda, together with the following updates:

- The Assistant Director had met with the Chamberlain in respect of a funding stream for maintenance of the Highwalks for the current year. There would also be a survey to identify longer term funding strategies.
- In respect of play areas, officers were awaiting a quotation.
- In respect of the canopy cleaning for Brandon Mews, a report would be presented to the September 2022 meetings of the RCC and BRC.

RESOLVED, that - the report be noted.

12. UPDATE REPORT

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

RESOLVED, that - the report be noted.

13. PROGRESS OF SALES AND LETTINGS

The Committee received a report of the Director of Community and Children's Services which advised Members of sales and lettings approved 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.

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

There were no questions.

15. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

The Chair advised the Committee of his recent election as Alderman for Aldersgate Ward. Given that this would take up a considerable amount of his time, and there could be a potential conflict of interest, he would be standing down as Chair of the RCC. The Chair had served for 5 years, and it was noted that the City Corporations Governance Review had recommended that

Chairmen should serve a maximum of 4 years. The Chair would stay in post until the September 2022 meeting, when there will be an election for a new Chair. If helpful, and if the Committee were agreeable, he would be happy to take up a Deputy Chair position for the following year. In concluding, the Chair thanked the officers and the Deputy Chairs that had served over the past 5 years. Members congratulated the Chair on his election and thanked him for his dedicated service.

The meeting ended at 8.15 pm

Chairman

Contact Officer: Julie.Mayer@cityoflondon.gov.uk

Actions from June 22 Residents Consultation Committee (RCC) & other outstanding issues (*updates appear in bold italics*)

Issue	Source	Officer
Barbican Highwalks – Planned Maintenance of the Public Realm		
This relates to additional funding for the Walkways, for the inspection and maintenance for a number of items; i.e. smoke vents, drainage gulleys, railings, planters, benches and signage. There are currently no funds available, but Officers will continue to review if there are any savings to progress any of these works.	RCC March 20	Paul Murtagh
Leaseholder Service Charge Working Party		
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.	RCC September 20	Anne Mason Paul Murtagh
A special BRC committee meeting will be held in October/November 2022 (or a report will go to December BRC) to review the paper BEO and Concierge Service Update. This will follow consultation with RCC.		
Condition of the play areas.		
A resident has raised concern about the condition of the play area including the soft play surface. The roundabout was removed, but unfortunately was found to be beyond repair. The BEO is currently waiting for quotes for a replacement and well as quotes for the repair and renewal of the soft play surfaces. This is an area of property maintenance where significant delays have been encountered due to supply chain issues. <i>One quote has been received and we await a second quote to demonstrate value for money.</i>	RCC and BRC June 22	Helen Davinson
Brandon Mews Canopy		
<i>An oral update detailing options for cleaning is planned for September committee.</i>	RCC and BRC Jan 22	Paul Murtagh
Contact: Helen Davinson, Resident Services Manager E: helen.davinson@cityoflondon.gov.uk		

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Agenda Item 6

Committee(s)	Dated:
Residents' Consultation Committee (for decision) Barbican Residential Committee (for information)	20/09/22 30/9/22
Subject: Communications Strategy and Service Charges	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	
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?	N
Report of: Andrew Carter Director of Community and Children's Services	For Decision
Report author: Rosalind Ugwu, Community and Children's Services	

Summary

The RCC and numerous residents have raised complaints regarding the recent dispatch of service charge accounts and the failure to provide timely notifications of the large variances in service charge expenditure.

The report seeks to provide an explanation for the overspends and why early warning signals had not been providing for those surcharges.

Finally providing a proposal for the provision of a communications strategy for the Barbican Estate

Provide clarification on roles and responsibilities regarding the provision of budgets and expenditure controls

Recommendation

Members are asked to delegate authority to the Service Level Agreement Working Party to agree a draft Barbican Communications Strategy.

Main Report

Background

The service charge information has been sent out as soon practicable, and earlier than usual, so that all leaseholders were informed of the large increase in costs for several blocks. Usually, this information is not sent to leaseholders until the end of August or beginning of September in readiness for the service charge bill which is payable by 29 September.

The Barbican Estate Office (BEO) accept that the current communications strategy is outdated and no longer adequately serves resident expectations or responds effectively to the fast paced and complex environment in which we operate.

The current large variances on 2020/2021 service charge accounts are due to an increase in the cost of repairs and maintenance and heating.

The increase in expenditure on repairs and maintenance varies across each individual block but is mostly related to increased expenditure for exterior repairs including window replacements, barrel vault roofs and flat roof repairs. Also, because of the difficult access to some of these areas, scaffolding was required.

Annex 1 shows a comparison of the exterior repairs and maintenance charges for 2016/17 to 2021/22 for each block. It demonstrates the significant increase in costs in 2021/22.

Regarding the heating, the RCC and residents have been made aware, there have been significant increases to the unit costs of electricity for the underfloor heating. The disparity in costings across the estate has been raised with the energy supplier, arrangements have been made to check all meter readings and we will report on the findings at a future meeting.

Proposals

- The co-design of a communications strategy through the Service Level Agreement Working Party (SLAWP), which seeks to exploit every opportunity currently available and generate new ideas in better addressing resident communications requirements and demonstrating transparency and accountability.
- Proposed improvements:
 - The weekly News Bulletin and House Group meetings are the main communication routes for local information but is not providing the impact of repairs and maintenance works on individual service charge costs. We need to agree what and how this information should be communicated
 - BEO and SLAWP to conduct a communication survey to ascertain satisfaction with current and establishing 'what matters to residents?' in terms of all Barbican communications. Considering the various types, purpose, methods, and governance routes to disseminate the information. Ranging from lift maintenance, car park closures to anticipated cumulative spend on non-section 20 works
 - Consideration of a new House Group News Bulletin providing articles specific to the various blocks, including non-Section 20 works detailing anticipated works, extent and impact of works, schedules, and costs.
 - Annual service charge meetings, or webinars, to provide information to residents such as 'Your service charge explained' including, lease obligations, Barbican service charge accounting processes and specific house groups information.

- BEO working more collaboratively with internal departments and contractors to obtain timely information for dissemination to residents
- Ensuring the review of the BEO embraces a culture of learning, continuous improvement, adopting principles of accountability, transparency, and value for money.
- Review of KPIs to improve accountability, particularly regarding expenditure and resident scrutiny and decision making.
- Include customer service and communications in the annual training plan.

The communications plan will include a published and agreed calendar aligned to the service charge and committee timelines, to mitigate against the same situation re-occurring in the future.

Annex 2 provides a Barbican Consultation Proposals produced June 2014 in collaboration with the Barbican Association and Town Clerks, called 'A Guide to Consulting on Schemes in and around the Barbican Estate' which illustrates the current communications approach.

Conclusion

Communications can be a challenging discipline, with the service charge accounting process adding further complexity. However, agreeing what, how and when in a communications strategy should address and manage resident expectations and provide clear roles and responsibilities to those accountable for delivering messages.

Annex 1 - Comparison of the exterior repairs and maintenance charges

Annex 2 - 'A Guide to Consulting on Schemes in and around the Barbican Estate'

Background Papers

None

Corporate & Strategic Implications Key Data

Strategic implications –

Financial implications – None.

Resource implications - None

Legal implications - None

Risk implications - None

Equalities implications – None

Climate implications - None

Security implications - None

Report author

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Exterior repairs (included in general repairs)

Exterior repairs	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Lauderdale Tower	98,073	75,384	54,888	66,305	109,362	233,155
Shakespeare Tower	58,070	74,586	98,647	83,922	73,830	69,890
Cromwell Tower	41,645	65,496	128,243	90,771	117,337	177,563
Defoe House	66,013	52,979	79,195	74,873	93,050	148,309
Speed House	34,607	25,226	15,672	41,605	32,248	193,218
Willoughby House	25,351	33,492	34,753	48,922	35,420	21,058
Andrewes House	63,531	58,667	79,272	73,691	136,324	199,701
Gilbert House	22,444	30,399	21,799	38,281	36,137	67,509
Mountjoy House	30,264	22,747	20,845	17,139	15,774	39,252
Thomas More House	49,749	49,432	61,103	63,322	46,009	123,459
Seddon House	18,082	17,488	13,783	31,709	14,837	57,398
Wallside	2,627	2,021	469	168	430	116
John Trundle Court	32,331	48,708	45,144	67,837	62,393	61,704
Bunyan Court	53,524	41,620	30,677	41,246	70,175	58,593
Bryer Court	9,433	8,398	14,450	31,067	25,387	9,040
Ben Jonson House	135,360	150,969	102,054	165,702	141,573	357,443
Breton House	27,455	41,409	44,701	59,088	49,332	48,650
Lambert Jones Mews	11,133	3,527	4,371	11,826	21,824	18,392
Brandon Mews	7,391	2,609	7,305	12,759	5,676	20,025
The Postern	9,516	3,456	14,025	19,726	9,480	2,196
Frobisher Crecent	28,628	9,829	13,458	39,022	13,670	32,250
Total	825,225	818,443	884,853	1,078,982	1,110,265	1,938,920
year on year		-6,782	66,410	194,129	31,283	828,655

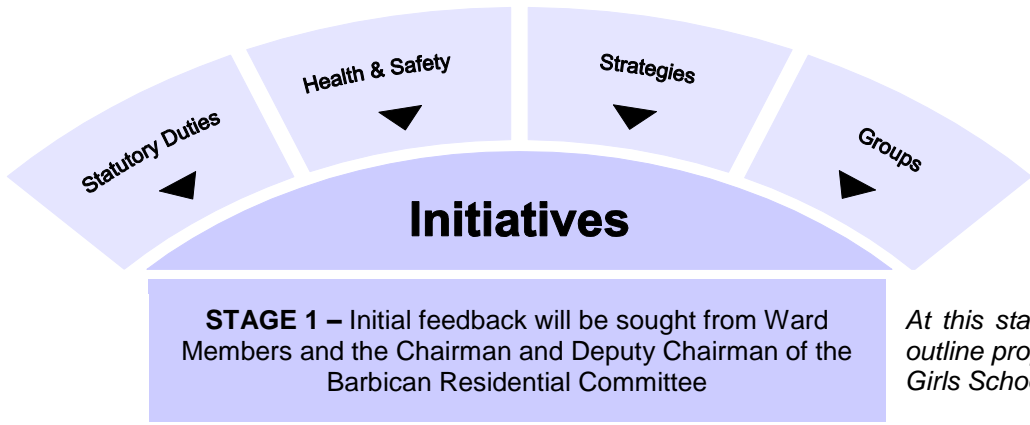
Itemised works

2018/19	2019/20	2020/21	21/22
roof works	roof works	roof and windows	drainage & window works
			44,925 window
		29,976 window	
	39,867		
8,848	18,298		
26,656	2,080		
34,496	2,107	-600 roof	
	13,749	-1,205 roof	22,600 window
	9,911		
	30,303		
	10,568		
			4,733
	13,624		65,789 window
	13,704	-1,160 roof	
	7,135	-863 roof	
	39,168	-2,320 roof	134,258 window
	10,568	-1,160 roof	40,454 window
			37,733 drainage
			12,262 drainage
70,000	211,082	22,668	362,753

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A Guide to Consulting on Schemes in and around the Barbican Estate

This is the framework to use where there is no statutory-mandated forms of consultation, for example, on planning issues where there is a separately agreed process, or the so-called “Section 20 consultations” under the Landlord and Tenant Act 1985 (where we are legally required to consult leaseholders paying variable service charges before a carrying out qualifying works or entering into a long-term agreement for the provision of services).



Ideas and Initiatives may originate from Corporate Strategies, legal requirements, or health and safety considerations. Members, Residents and other stakeholders may also instigate initiatives through a variety of forums or groups.

Initiatives will only begin the journey of consultation once all relevant departments (Town Clerk’s, Comptroller’s Chamberlain’s, City Surveyor’s), and particularly the Estate Office, have had a chance to comment.

At this stage, the Project Leads will arrange to meet or brief Members of the Cripplegate and Aldersgate wards to outline proposals and seek their endorsement. The Chairmen/Deputy Chairmen of the relevant spending committee, eg Girls School, Barbican Centre Board, GSMD will be included where appropriate.

↓ **STAGE 2** – Introducing the consultation – Which forum? ↓

Where aspects of the initiative could be relevant to either forum, initial feedback should be sought from the BA and RCC Chairmen in deciding the most appropriate route to take. In some cases, the process will follow both routes.

The City Corporation has a legal obligation to consult under the Landlord and Tenant Act 1988 on matters relating housing management which specifically affect residents of the Estate.

If the initiative is a Landlord/Tenant issue (ie, service-chargeable or will be managed by the Barbican Estate Office)
Residents Consultation Committee (RCC)

If the initiative is not Service-chargeable
Barbican Association (BA)

The Barbican Association will be the first “entry port” for consultations relating to street works/ Environmental Enhancement and other schemes.

↩ **STAGE 3** – Launching the Consultation ↪

Page 23

The principal goal of consultation is to assess the impact of the proposals on the community of affected users.

Where practicable, consultees will be offered more than one option.

Consultees will be advised of the proposed time and date of the formal decision making at Committee and updated on any unanticipated changes to the process. Timescales for works will be circulated after a formal decision is made by Committee.

Consultees will also be told how to obtain information on the outcome of consultations.

There will be a report to the RCC

Target: BA and House Groups

Information will be made available on: www.cityoflondon.gov.uk/barbicanestate

The Barbican Association (BA) will act as a conduit to disseminate information to the relevant House Groups and to BA General Council members. The BA will also coordinate a BA response (for example by setting up a working party of BA and House Group representatives). This will meet as necessary with Project Officers to explore, discuss and comment on options and receive updates.

BA meetings and Sub-Committee meetings will provide an opportunity for Project Officers to give updates.

If it is possible, Project Updates will be included in the BA Newsletter.

If a survey is planned as part of the consultation, the BA will be consulted on its methodology.

Target: Residents’ Representative Groups

Information will be made available on: www.cityoflondon.gov.uk/barbicanestate

There will be project updates put up on notice boards in lift lobbies in communal areas of the Barbican Estate.

If a specific group of affected Residents can be identified (e.g. a specific bloc), Letters will be sent.

Drop-in Sessions will be held in the Residents Meeting Room so Residents can speak to Project Officers.

There will be email broadcast to residents on the database held by the Barbican Estate Office (which has over 1200 residents who have agreed to receive updates on projects/services).

We will look to include residents from adjacent areas, particularly Golden Lane, Milton Court, Roman House, etc. if appropriate.

Target: Users

Notices will be placed on affected sites.

For large works– street scene improvement schemes, we will use display modules or ‘Pods’ to attract attention of users of areas affected, if it is practicable and useful. We will locate these on affected sites, and they will have information or images of end-products so users can visualise what it is proposed.

We will use Social Media (Twitter, Facebook) to enable users to give feedback easily. We will for example have QR Barcode on signage to allow bypassers to scan web addresses and find out more information

↓ **STAGE 4** – Reporting on the Outcome of Consultation Exercise ↩

Report to BRC with a Resolution from RCC

Communication Plan for dissemination among residents

YOU SAID, WE DID reports to Barbican Association (for dissemination among Members and House Groups) and displayed on notices on affected sites, noticeboards and on www.cityoflondon.gov.uk/barbicanestate. In certain circumstances the City of London Corporation may wish to hold feedback meetings.

Feedback needs to be on a ‘YOU SAID, WE DID’ format. Any changes resulting from the consultation need to be explained in detail as well as any significant comment which, for practical reasons, could not be taken on board.



Reports to other Committees in accordance with Projects Approvals Procedure, etc., including a summary of consultation undertaken.

Reports to other Committees in accordance with Projects Approvals Procedure, etc., including a summary of consultation undertaken.

Glossary of Terms

Barbican Residential Committee (BRC). A City of London formal Committee established to address landlord issues. Comprised solely of elected CoL Members.

Barbican Estate Residents Consultation Committee (RCC). Comprising a representative from all 21 House Groups, a rep from the Barbican Association General Council. This Committee see all non-confidential papers 2 weeks or so in advance of them being received by the BRC. There are a number of Working Parties including Service Level Agreement, Gardens Advisory Group, Asset Maintenance, Beech Gardens Landscaping.

Barbican Association *General Council* (BA, also BAGC). This is a recognised Tenants Association with elected Common Councilmen and Aldermen prohibited from Chair or Deputy Chair of the BA. All 21 House Groups are represented and the Council acts on behalf of the occupiers of the approx. 2000 dwellings on the estate. There are a number of sub committees including Licensing, Planning, Security, Communications, Sustainability, Access.

Barbican Occupiers Users Group (BOUG). An officer from the City Surveyor's service is currently chairman of this group which includes representatives of the Barbican Estate office, Local Schools , Barbican Centre, Department of Built Environment, Open Spaces and RCC representative.

House Group Committees. Some 21 House Group Committees, most of which are recognised Tenants Association. There is varying activity among House Groups, which means that consultation solely among House Group Committees cannot be relied upon always to reach all residents. They are however an important part of the Barbican governance structure.

Agenda Item 7

Committee(s): Residents Consultation Barbican Residential	Dated: 20 th September 2022 30 th September 2022
Subject: 2021/22 Revenue Outturn (Excluding the Residential Service Charge Account)	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4,12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	Y
Report of: The Chamberlain Director of Community & Children's Services	For information
Report author: Goshe Munir, Senior Accountant, Chamberlain's Department	

Summary

This report compares the revenue outturn for the services overseen by your committee in 2021/22, with the final agreed budget for the year.

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

- **Landlord Services**

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

- **Car Parks**

The running expenses, capital charges, rent income and service charges relating to 1,272 car spaces of which some 579 are currently occupied.

- **Baggage Stores**

The running expenses, capital charges, rent income and service charges relating to 1,619 baggage stores. 1,394 baggage stores are currently occupied.

- **Trade Centre**

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

1. Total net expenditure during the year was £2,159,000, whereas the total agreed budget for net expenditure was £2,373,000, representing an underspend of £214,000. This is summarised in the table below:

Summary Comparison of 2021/22 Revenue Outturn with Final Agreed Budget – Barbican Residential Committee			
	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)
	£000	£000	£000
Expenditure	(3,620)	(3,634)	(14)
Income	4,845	5,202	357
Net Local Risk	1,225	1,568	343
Central Risk	186	298	112
Recharges	(3,784)	(4,025)	(241)
Overall Totals	(2,373)	(2,159)	214

2. The Director of Community and Children's Service's local risk underspend on the Barbican Residential Committee was £343,000 in 2021/22. Of the Directors overall underspend £55,000 has been agreed to be carried forward to help fund works to renew the Cromwell Tower car park and St Giles Terrace smoke vents which are beyond repairs. This work could not be carried out in 20/21 due to delays in manufacturing times.

Recommendation(s)

3. It is recommended that this revenue outturn report for 2021/22 and the budgets carried forward to 2022/23 are noted.

Main Report

Revenue Outturn for 2021/22

4. This report compares the revenue outturn for the services overseen by your committee in 2021/22, excluding the dwellings Service Charge account, which is the subject of a separate report, with the final agreed budget for the year.
5. Actual net revenue expenditure for your committee's services during 2021/22 totalled £2,159,000. A summary comparison of this expenditure with the final agreed budget for the year of £2,373,000 as set out in the budget report to this Committee in February 2021, is tabulated below. In the various tables, figures in brackets indicate expenditure or adverse variances, decreases in income, or increases in expenditure.

Comparison of 2021/22 Revenue Outturn with Latest Agreed Budget					
	<i>Original Budget</i>	<i>Latest Agreed Budget</i>	<i>Revenue Outturn</i>	<i>Variations Increase/ (Reduction)</i>	
	£000	£000	£000	£000	
<u>Local risk</u>					
Employees	(1,798)	(2,023)	(2,065)	(42)	6
Repairs and Maintenance	(1,203)	(1,102)	(1,003)	99	7
Other Property Related	(292)	(306)	(264)	42	
Supplies and Services	(155)	(189)	(302)	(113)	8
Total Expenditure	(3,448)	(3,620)	(3,634)	(14)	
Total Income	4,823	4,845	5,202	357	9
Net Local Risk	1,375	1,225	1,568	343	
Central Risk	209	186	298	112	10
Total Recharges	(3,956)	(3,784)	(4,025)	(241)	11
Total	(2,372)	(2,373)	(2,159)	214	

6. The overspend of £42k in Employees costs is due to increased costs on overtime and temporary staff cost within the Car Park Service due to the pandemic.
7. The underspend in Repairs and Maintenance of £99k is mainly due to delays to works within the car parks.
8. Supplies and Services adverse variance of £113k is due to the provision for bad debt adjustment for existing customer withdrawing from their lease agreement and increased expenditure for equipment furniture & materials.
9. The favourable income variance of £357k is mainly due to higher than anticipated rent income in Landlord, stores and trade centre accounts and service charges in Car park account.
10. The increase in Central Risk income of £112k is due to the actual insurance income being higher than budgeted for in Landlord Services.
11. The adverse variance for total Recharges of £241k is due to a higher than expected recharge for support services and the technical recharge & Supervision & Management.
12. Annex A1 sets out an analysis by service area of the £214,000 overall outturn variance.
13. Annex A2 shows the reconciliation of the original budget to the latest agreed budget.

Appendices

- Annex A1 - Barbican Residential Committee – Comparison of 2021/22 Revenue Outturn with Latest Agreed Budget by Service Areas.
- Annex A2 - Barbican Residential Committee – Comparison of 2021/22 Original Budget with Latest Agreed Budget.

Caroline Al-Beyerty
Chamberlains

Andrew Carter
Director of Community & Children Services

CONTACTS

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T: 020 7332-1571 E: Goshe.Munir@Cityoflondon.gov.uk

Barbican Estate Office – Anne Mason, Budget and Service Charge Manager
T: 020 7029-3912 E: Anne.Mason@Cityoflondon.gov.uk

**Barbican Residential Committee – Comparison of 2021/22
Revenue Outturn with Final Agreed Budget**

Comparison of 2021/22 Revenue Outturn with Latest Agreed Budget by Service Area				
	<i>Original Budget</i>	Latest Agreed Budget	Revenue Outturn	Variations Increase/ (Reduction)
	£000	£000	£000	£000
Supervision and Management -General	0	0	(0)	(0)
Landlords Services	(2,728)	(2,653)	(2,698)	(45)
Car Parking	(155)	(338)	(275)	63
Stores	0	107	192	85
Trade Centre	512	512	615	103
Other Non-Housing	(1)	(1)	8	9
Total	(2,372)	(2,373)	(2,159)	214

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

**Barbican Residential Committee – Comparison of 2020/21 Original Budget
With Final Agreed Budget**

	£'000
Original Budget	(2,372)
Increase in Employees costs in Car Parking Services	(225)
Repairs and Maintenance costs delayed repairs within the Car Parking Services	101
Other Property Related cost to Supplies and Services	(48)
Income increased in Baggage Stores and Landlords rental income	22
Increased Recharges including Capital Charges and Technical Recharges	149
Latest Approved Budget	(2,373)

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Committee(s)	Dated:
Residents' Consultation Committee Barbican Residential Committee	200922 300922
Subject: 2021/22 Revenue Outturn for the Dwellings Service Charge Account	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4 12
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?	Y
Report of: Andrew Carter Director of Community and Children's Services	For Information
Report author: Anne Mason Community and Children's Services	

Summary

This report provides information on residential service charge expenditure for 2021/22. It also compares the outturn with the 2021/22 estimate and the 2020/21 actual expenditure.

Table 1 - Summary Comparison of 2021/22 Revenue Outturn with Final Agreed Budget			
	Latest Agreed Budget £000	Revenue Outturn £000	Variations Increase/ (Reduction) £000
Expenditure	(8,874)	(10,008)	(1,134)
Income	10,205	11,308	1,103
Net Recharges	(1,331)	(1,300)	31
Overall Totals	0	0	0

A summary of the service charge reconciliation of the 2021/22 actuals as per the closed accounts above and the amount to be charged as a service charge is set out in the table below.

Table 2 - Summary Service Charge Reconciliation 2021/22	£000
Actual Service Charge Expenditure Per Accounts	(11,445)
Less recharges and Barbican Estate Office adjustments	(83)
Final Service Charge Expenditure	(11,528)

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. This report explains the variations in the service charge outturn and also reconciles the service charge being made to residents and following the closure of the Corporate accounts.
2. Leaseholders pay on-account estimated service charges during the financial year and a balancing adjustment is billed in the September following the end of the financial year.

Current Position

Key Data

Residents' Service Charge Outturn

3. The total amount charged to the service charge account for 2021/22 is £11,528,280 this is 19.43% higher than the 2020/21 charge and 18.93% higher than the estimate.
4. The main reasons for the increase are increased energy costs, particularly for heating and increased repairs and maintenance costs. This has led to significant additional charges for leaseholders particularly in Speed House and Ben Jonson House.

Analysis of the 2021/22 Service Costs ANNEX 1 –

5. This annex shows the expenditure headings on the service charge schedule, with the main basis of attribution and a comparison between the actual service charges for 2020/21 and 2021/22 The estimates for 2021/22 are also shown.
6. The comparison with the 2020/21 actuals shows significant variations for several service heads.

7. The electricity charge for the common parts has increased by nearly 13%, this is due to the increases in the unit charge which came into effect in October 2021.
8. The charge for the resident engineers reduced by over 11%. The engineers spent less time on service charge matters than in the previous year.
9. The furniture and fittings charge is mainly for replacement carpets in the tower and corridor blocks. These replacements are carried out in consultation with the housegroups and usually vary considerably from year to year.
10. The window cleaning service was suspended for part of the 2020/21 financial year. The 22.97% comparative increase in the window cleaning costs for 2021/22 is partly due to reduction of costs in 2020/21 due to the suspension of the service and partly due to the increase in contract costs.
11. Expenditure on cleaning materials and equipment decreased significantly, this was due to reduced expenditure on PPE and sanitising chemicals.
12. Additional time was spent on weekend and bank holiday cleaning in 2020/21.
13. The higher garden maintenance cost is due to the employment of additional resources as requested by residents.
14. The decrease in Lobby porters' costs reflects a reduction in agency costs and PPE costs. Agency costs had increased in 2020/21 to cover sickness and shielding staff. There was also additional expenditure on PPE.
15. The decrease in garchey costs is mainly due to a decrease in repairs expenditure, from £145.3k in 2020/21 to £106.8k in 2021/22. There had been increased expenditure in 2020/21 particularly on spare parts and replacement pumps.
16. Most of the general maintenance expenditure is demand led and can vary considerably from year to year. However, this year the cost of day-to-day repairs has increased by over 57% compared to 2020/21. The most significant increase was for exterior repairs, 74.64%. Expenditure on water penetration remedial works rose from £751k to £1,368k. The majority of the repairs were to balcony areas and to barrel vault roofs. There has also been significant expenditure, £308k, on window frame replacements.
17. Expenditure on electrical repairs increased by over 32% compared to 20/21 but was lower than expenditure in 2019/20. There was additional expenditure on ventilation fans also, £6k was spent on replacing Tower block door access system and £4.5k on a new track lighting system in a Tower lobby. £6.7k was spent on electric inverters for booster pumps.
18. Expenditure on interior common parts repairs was 33% higher than in 2020/21. Over £14k was spent on replacing corroded vent pipes from water tanks, £8k on a new booster pump and £13k on a soil stack repairs.

19. Communal water tanks are inspected as part of an annual programme, this year there was a reduction in the number of remedial repairs required as a result. The overall costs were 19% lower than 2020/21.
20. The allocation of House Officer, Supervision and Management recharge and Technical recharge are mainly based on timesheet information and reflect the time being spent on service charge issues. This year more of the House Officers' time has been allocated to House Officer duties. Supervision and management is also allocated to the cleaning, car park attendant and lobby porter heads of charge. which is included in the Supervision and Management Charge. The overall cost for Supervision and Management allocated to the service charge decreased by 7%.
21. There has been a significant increase in the cost of electricity, over 30% overall. New unit rates came into force in October 2021 affecting most of the winter heating season.

Comparison Corporate Account and Final Service Charge Schedule - ANNEX 2

22. Due to adjustments made by the BEO is £219,867 higher than the expenditure in the City's accounts.
23. The main adjustment was for heating, £208,910. Of this amount £83,479 was a reversal of the previous year's credit adjustment. The additional £127,152 has been charged to reflect invoices received in 2021/22 and £1,721 was credited in respect of charges to a commercial property. Other adjustments were in respect of a credit £14,482 unrelated to service charge costs and various minor adjustments to/from the landlord and car park accounts.

The Corporate Outturn Report ANNEX 3

24. The service charge schedules reflect the services provided and the Lease. The headings are different to the corporate report. For example, the employees are included under the cleaning, lobby porters, car park attendants and garchey headings on the service charge schedules along with the relevant associated costs such as uniforms, materials and repairs. Annex 3 shows the allocation of expenditure in the corporate report.

Comparisons to previous years' Service Charge ANNEX 4

25. This shows the service charges by service head for the years 2016/17 – 2021/22.

Conclusion

26. Overall, the estate service charge for the annually recurring items has increased significantly for most leaseholders. Whilst charges for some heads of service have reduced in comparison to last year, notably cleaning and concierge services and Supervision and Management the cost of repairs and energy have increased

significantly. Although it is expected that energy costs will continue to rise the forward purchase arrangements put in place by the City should mitigate the increases.

27. The increases in repairs and maintenance expenditure are mostly due to the increased incidences of water penetration through roofs, balconies and window frames necessitating increased expenditure on one-off repairs.
28. The Actual Service Charge schedules and an explanatory letter of the various items included on the schedule were be sent to residents in early August.

Appendices

Annex 1-4

Background Papers

None

Corporate & Strategic Implications Key Data

Strategic implications –

Financial implications – Service Charge Expenditure is City Fund.

Resource implications - None

Legal implications - None

Risk implications - None

Equalities implications – None

Climate implications - None

Security implications - None

Report author

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ITEM	ACTUAL 2020/21	ACTUAL 2021/22	Variance Last Year %	ESTIMATE 2021/22	ESTIMATE 2022/23
Electricity (Common Parts and Lifts)	(481,982)	(544,544)	(12.98)	(518,714)	(584,143)
Lift Maintenance	(361,670)	(366,557)	(1.35)	(373,378)	(369,987)
Resident Housekeepers (Additional Pension)	(240)	(174)	27.56	0	0
Resident Engineers	(374,229)	(331,817)	11.33	(387,118)	(404,455)
Furniture & Fittings	(7,303)	(22,272)	(204.95)	(26,000)	(26,000)
Window Cleaning	(144,152)	(177,260)	(22.97)	(177,800)	(182,245)
Cleaning Materials including refuse sacks	(30,074)	(22,564)	24.97	(35,000)	(25,000)
Cleaning Equipment	(16,400)	(4,580)	72.07	(4,000)	(4,000)
Estate Cleaners	(1,144,548)	(1,128,082)	1.44	(1,166,548)	(1,154,455)
Additional Refuse Collection	(28,389)	(12,283)	56.73	(28,673)	(15,700)
Garden Maintenance	(172,002)	(199,305)	(15.87)	(174,998)	(180,000)
Car Park Attendants	(708,355)	(689,244)	2.70	(680,000)	(708,000)
Hall Porters	(827,857)	(793,836)	4.11	(777,999)	(790,000)
Garchey Maintenance	(306,135)	(274,777)	10.24	(271,554)	(286,000)
Pest Control	(21,101)	(16,184)	23.30	(23,000)	(23,000)
General Maintenance (Estate)	(174,759)	(180,952)	(3.54)	(1,517,730)	(1,735,897)
Electrical Repairs (Common Parts)	(96,111)	(127,240)	(32.39)	included in above	included in above
Electrical Repairs (Exterior)	245	0	100.00	included in above	included in above
General Repairs (Common Parts)	(131,212)	(174,618)	(33.08)	included in above	included in above
General Repairs (Exterior)	(1,110,265)	(1,938,920)	(74.64)	included in above	included in above
House Officer	(142,597)	(154,906)	(8.63)	(145,002)	(149,000)
Sub Total - Basis for apportionment of estate wide Supervision and Management Costs	(6,279,135)	(7,160,114)	(14.03)	(6,307,512)	(6,637,882)
S&M technical	(200,364)	(195,008)	2.67	(231,770)	(230,000)
Estate-Wide Supervision & Management costs	(694,660)	(555,816)	19.99	(714,671)	(730,000)
Directly attributed Supervision & Management costs	0	0		inc above	inc above
Redecorations	(3,655)	0		0	0
Redecorations Programme 2020-2025	(10,951)	(48,246)		0	(1,521,256)
Safety/Security (included in general repairs on schedule)	(37,547)	(33,119)	11.79	inc in repairs	inc in repairs
Water Supply Works	(139,427)	(98,635)	29.26	inc in repairs	inc in repairs
Concrete works	(9,282)	2,030		0	0
Emergency Lighting	0	(3,695)		0	0
Electrical Distribution Boards	(8,093)	0		0	0
Asbestos management / removal	(83,971)	(195,525)		0	0
Roof /Drainage repairs	7,308	(54,728)		(108,822)	(50,000)
Asset management/Stock Condition Survey	0	(10,118)		(75,000)	(75,000)
Water Tank Repairs/Replacement	(108,982)	(76,446)		(45,125)	(5,300)
Window Replacement	(29,976)	(308,026)		(114,000)	(183,500)
Electrical testing	0	(17,483)		0	0
Lift refurbishment	0	(1,930)		0	0
Sub Total	(1,319,599)	(1,596,742)		(1,289,387)	(2,795,056)
Heating	(2,052,287)	(2,771,425)	(35.04)	(2,094,743)	(2,818,000)
Total Services & Heating	(9,651,021)	(11,528,280)	(19.45)	(9,691,642)	(12,250,938)

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Annex 2

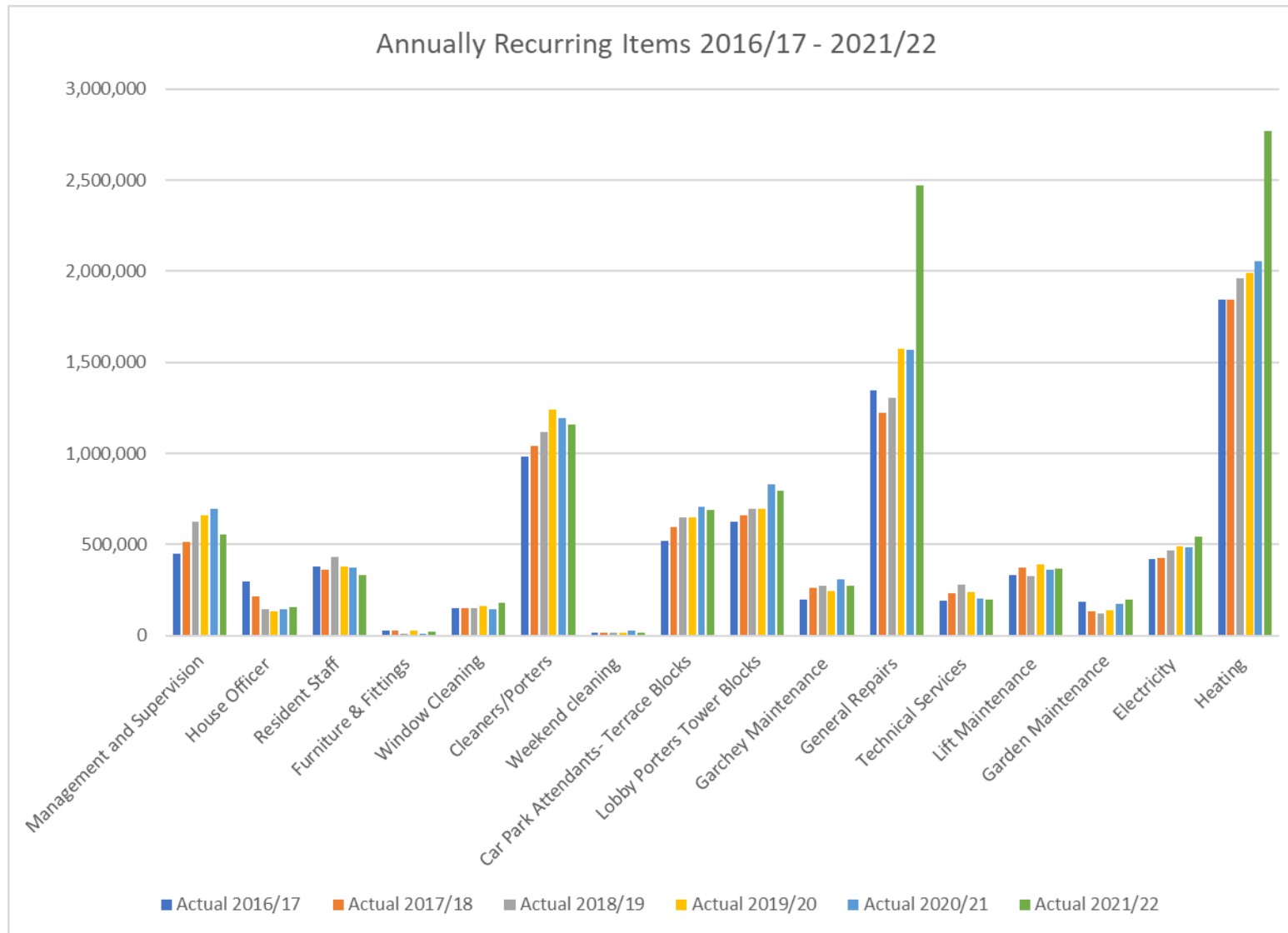
Narration	CBIS £	Actual £	BEO Adjustment £	Service Charge
				Schedule £
Electricity (Common Parts and Lifts)	(538,827.75)		(5,716.28)	(544,544.03)
Lift Maintenance	(364,091.00)		(2,466.26)	(366,557.26)
Resident Housekeepers (Additional Pension)	(173.81)		0.00	(173.81)
Resident Engineers	(331,817.03)		0.00	(331,817.03)
Furniture & Fittings	(22,271.77)		0.00	(22,271.77)
Window Cleaning	(177,259.68)		0.00	(177,259.68)
Cleaning Materials including refuse sacks	(22,563.80)		0.00	(22,563.80)
Cleaning Equipment	(4,580.32)		0.00	(4,580.32)
Estate Cleaners	(1,133,510.30)		5,428.27	(1,128,082.03)
Additional Refuse Collection	(12,283.20)		0.00	(12,283.20)
Garden Maintenance	(199,634.11)		329.07	(199,305.04)
Car Park Attendants	(687,866.04)		(1,377.76)	(689,243.80)
Hall Porters	(793,835.56)		0.00	(793,835.56)
Garchey Maintenance	(274,911.58)		135.03	(274,776.55)
Pest Control	(16,183.61)		0.00	(16,183.61)
General Maintenance (Estate)	(181,027.68)		76.00	(180,951.68)
Electrical Repairs (Common Parts)	(127,632.77)		392.45	(127,240.32)
Electrical Repairs (Exterior)	0.00		0.00	0.00
General Repairs (Common Parts)	(178,702.33)		4,084.17	(174,618.16)
General Repairs (Exterior)	(1,942,431.70)		3,511.31	(1,938,920.39)
Technical Services	(195,008.11)		0.00	(195,008.11)
House Officer	(154,905.63)		0.00	(154,905.63)
Estate-Wide proportion of Supervision & Management c	(555,830.91)		15.33	(555,815.58)
Redecorations Programme 2020-2025	(48,245.91)		0.00	(48,245.91)
Safety/Security	(33,118.75)		0.00	(33,118.75)
Water Supply Works	(98,725.20)		90.49	(98,634.71)
Concrete Works	4,600.00		(2,569.79)	2,030.21
Electrical testing	(17,482.50)		0.00	(17,482.50)
Asbestos Management	(192,093.30)		(3,431.27)	(195,524.57)
Roof /Drainage Repairs	(54,727.58)		0.00	(54,727.58)
Asset Management/Stock Condition Survey	(10,117.56)		0.00	(10,117.56)
Water Tank Repairs/Replacement	(76,445.79)		0.00	(76,445.79)
Window Replacement	(304,869.55)		(3,156.30)	(308,025.85)
Emergency Lighting	(3,695.00)		0.00	(3,695.00)
Lift Refurbishment	(1,930.00)		0.00	(1,930.00)
Heating	(2,562,514.26)		(208,910.53)	(2,771,424.79)
N/C	14,842.18		(14,842.18)	0.00
N/C	(8,541.01)		8,541.01	0.00
TOTAL	(11,308,412.93)		(219,867.23)	(11,528,280.16)

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Annex 3

Actual 2020-21 £'000	Annex 3 - Service Charge Account	Original Budget £'000	Latest Approved Budget £'000	Actual 2021- 22 £'000	Variances £'000
	Expenditure				
(2,674)	Direct Employee Expenses	(2,600)	(2,655)	(2,549)	106
0	Indirect Employee Expenses	(8)	(8)	(1)	7
(2,674)	Total Employees	(2,608)	(2,663)	(2,550)	113
(2,219)	Repairs and Maintenance	(2,234)	(2,744)	(3,531)	(787)
(91)	SRP projects	(610)	(418)	(120)	298
(2,656)	Energy Costs	(2,580)	(2,839)	(3,152)	(313)
(140)	Rents	(143)	(135)	(133)	2
(17)	Rates	(19)	(20)	(18)	2
0	Water Services	(3)	(3)	(1)	2
(208)	Cleaning and Domestic Supplies	(246)	(264)	(225)	39
(172)	Grounds Maintenance Costs	(130)	(180)	(199)	(19)
(5,503)	Total Premises Related Expenses	(5,965)	(6,603)	(7,379)	(776)
(31)	Equipment, Furniture and Materials	(74)	(67)	(42)	25
0	Catering	(1)	(1)	(1)	0
(8)	Clothes, Uniform and Laundry	(13)	(13)	(3)	10
(1)	Printing, Stationery	(6)	(5)	(2)	3
(38)	Fees and Services	(1)	(1)	(18)	(17)
0	Expenses	0	0	0	0
(12)	Communications and Computing	(20)	(20)	(13)	7
(90)	TOTAL Supplies and Services	(115)	(107)	(79)	28
(8,267)	TOTAL Expenditure	(8,688)	(9,373)	(10,008)	(635)
9,677	Income	10,019	10,704	11,308	604
1,410	Net Income	1,331	1,331	1,300	(31)
	Recharges				
(1,554)	Expenditure	(1,457)	(1,457)	(1,453)	4
144	Income	126	126	153	27
(1,410)	Total Recharges	(1,331)	(1,331)	(1,300)	31
0	Total Service Charge Account	0	0	0	0

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Committee(s)	Dated:
Residents' Consultation Committee	200922
Subject: 2021/22 Heating Costs	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4 12
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?	Y
Report of: Andrew Carter Director of Community and Children's Services	For Information
Report author: Anne Mason Community and Children's Services	

Summary

Heating bills across the estate have risen by over 35% in comparison to 2021/22. The main reason for this is the increase in unit prices. However, the increases in the heating service charge are not uniform across the estate which is a concern for leaseholders.

The variations in consumption will be investigated further and a further report will be brought to the RCC.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. Heating costs are one of the biggest costs in the service charge. The electricity contract was last tendered in 2020/21 and new rates came into force in October 2021.
2. The electricity is supplied by Total Energies and energy bills are currently monitored by Mitie.
3. The electricity is supplied by Half Hourly meters which provide the energy company with data for usage for each half hour period throughout the day. These meters are remotely monitored.
4. The increase in unit costs has been around 48% for the night rate (midnight to 7am) and 38% for the day rate (7am to midnight). Each meter has its own unit rates. For example, one of the meters in Speed House the day rate has increased from 9.4551 pence to 14.8557 pence and the night rate from 9.3667 to 14.1893 pence.
5. In addition to the unit costs there are standing charges approximately £33 per month per meter and capacity charges approximately £131 per month per meter. When there is a high take up excess capacity charges can be incurred. These can be over £2000 per month per block.

Current Position

Consumption

6. Consumption readings taken by the Barbican engineers show a reduced consumption for 2021/22 of around 3.5% in comparison with 2020/21. However, reading the meters in March 2020 and March 2021 could not necessarily be done on the same date and so their readings are not as accurate as in the past.
7. The energy company uses the data from the half hourly meters for its invoicing. However, we have still received late and revised bills for several blocks.

Billing

8. For Speed House bills for 2020/21 were received in the following year at a higher rate than had been anticipated and bills received in 2022/23 for the 2021/22 season were also significantly higher than anticipated. Overall, the amount billed for Speed House was over 100% higher than in 2020/21.
9. The invoices received for Gilbert House for 2021/22 were less than 5% higher than those for 2020/21. However, in September 2022 we have received revised bills for three months increasing the charge for the year by nearly 20% (nearly £20k).

10. The Estate Office has requested that all the meters are checked and the readings reconciled. Once this has been done we will report back to the Committee and advise residents of any variations in the charge for the year and provide comparisons of consumption and costs.

Conclusion

11. Energy costs have risen significantly and are rightly of great concern to residents.
12. The checking of all the meters should provide a clearer picture of the energy use for 2021/22.

Background Papers

None

Corporate & Strategic Implications Key Data

Strategic implications –

Financial implications – Service Charge Expenditure is City Fund.

Resource implications - None

Legal implications - None

Risk implications - None

Equalities implications – None

Climate implications - None

Security implications - None

Report author

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Revenues Manager

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Committee(s)	Dated:
Barbican Estate Residents Consultative Committee	20 th September 2022
Subject: 2022/23 Electricity price Forecast	
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	2,4,5,11
Does this proposal require extra revenue and/or capital spending?	N/A
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?	No
Report of: City Surveyor	For Information
Report author: Graeme Low	

Summary

This report presents the view of expected electricity costs for CoL BEO housing sites. Prices are yet to be finalised due to uncertainty around the start date for the Power Purchase Agreement. If, as expected this begins operating in December the likely increase in electricity costs can be contained. If, the PPA is delayed further the impact will increase, though the unit rates are expected to remain below the published price cap for October.

Recommendation(s)

- Note the increase in unit rate costs expected in the scenarios.
- Note the PPA will provide significant budget relief.
- Note that consumption and costs will be validated via the new procurement contract with Team Energy Auditing Ltd., the City's current energy monitoring software.
- Note continued work towards carbon reduction across the Barbican Residential Estate.

Main Report

Background

1. Electricity market prices have increased by approximately 700% since December 2021. As part of an agreed approach to managing price risk, the City Corporation purchases energy in advance through our Broker, LASER Energy and their publicly procured framework. This helps to mitigate the risk of purchasing during the market peaks by procuring small amounts over a given period. To date 68% of our volume has been procured for the 12 months ahead, the remainder is expected to be filled by the power purchase agreement.
2. The Barbican Residential Estate has a significant power supply to communal areas (including heating). The City of London Corporation procures this and passes back the cost to residents through recharges. Usually, electricity prices are fixed ahead of the contract anniversary on 1st October, so that there is certainty on cost and removes the need for account reconciliation.
3. Alongside the Supply agreement, the City of London Corporation have entered into a 15-year agreement to purchase approximately 54,347 MWh per annum from South Farm Solar Ltd. This figure reduces slightly with performance each year and by the 15th year the output is expected to

be 50,664 MWh. This currently represents approximately 63% of the Corporations electricity volume, including the Barbican Residential volume.

4. The electricity from this Power Purchase Agreement (PPA) is provided at a set price which increases after the 2nd year of operation in line with CPI.
5. Via the Climate Action Strategy, Surveys have begun across the Barbican Residential site. A number fabric measures have been reviewed with the likely cost, kWh and CO₂ savings identified. Further surveys are expected to begin in the coming weeks, looking at the landlord areas in more detail.

Rising Markets

Chart 1. Rising Electricity Prices Since December 2021 (05/09/2022)

October 22 Annual UK Baseload Electricity (£/MWh)



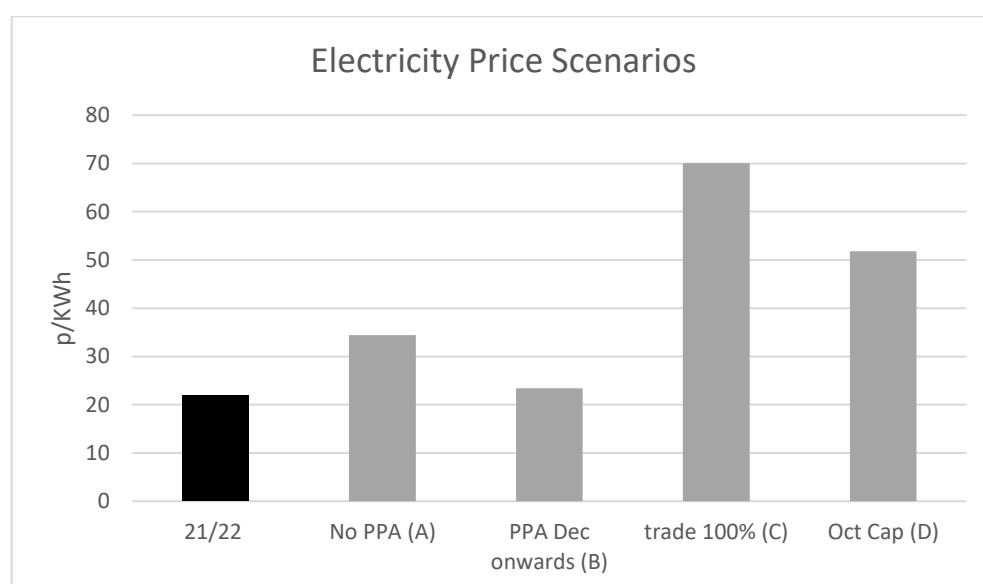
6. Chart above demonstrates the importance of the PPA. It shows how much electricity prices have risen since December of 2021 and demonstrates that current prices have reached around the £700/MWh mark for the October 2022 period. Under the PPA our purchased commodity price (excluding non-commodity costs) will be £41.68/MWh for the first two years. Approximately 63% of our volume will be provided once it reaches its Commercial Operations Date.
7. The PPA start date has recently been pushed back, due to the District Network Operator delaying works related to the connection of the solar farm to the grid. This is expected to Continue until December, but there is a risk it is delayed further. This has regrettably left some open volume that we now need to secure through the market. We are currently engaged in this process and therefore prices remain subject to variation.

Expected Tariff price October 2022 -September 2023

8. As the PPA is yet in operation we have looked at several scenarios:

- **Scenario A** provides the position if the PPA is delayed by full 12 months, an unlikely scenario. In this scenario, our previous hedged trades will combine with the price achieved for the open volume. Based on prices taken on 31/08. Scenario A is expected to provide a unit rate of close to 34.3p/kWh. This represents a 57% increase on the 21/22-unit rate.
- **Scenario B** provides the position if the PPA is delayed until December, which is our current expectation. In this scenario, the full benefit of the PPA is diluted slightly by trades needed to fill in the missing generation. In this situation a unit rate close to 23.4p/kWh is expected. This represents a 7% increase on 21/22-unit rates.
- **Scenario C** provides the hypothetical position of purchasing all of the electricity volume at current market rates, this is to demonstrate the benefit of the purchase in advance approach. This would increase rates by 220% against 21/22 figures.
- **Scenario D** provides the current domestic energy price cap from October 2022. Again, this is provided for reference as the landlord supplies to the Barbican are not subject to these price caps. The domestic price cap would see unit rates increase by 137%

Chart 2. Electricity price scenarios



9. Budgets have been provided by Total Energies and represented a hybrid of 2019 and 2020, where metering data is not currently available. The budget spreadsheet in the appendix has used a conservative unit rate for forecasting of 50p/kWh due to continuing volatility in the market. This does not include REGO prices, only an estimate is placed in at this time.
10. The Energy Team will update the sites as best we can on the “live date” and process of the PPA Further.
11. The Energy and Sustainability are hosting a session in September to discuss invoice validation. Team Energy Auditing Ltd. will be taking over from Mitie in the validation and verification of invoices in 22/23. The Team event will provide further details.

Corporate and strategic implications

12. **Financial implications:** The likely impacts of higher energy prices will have a significant impact on both residents and Commercial tenants at the Barbican Residential Estate. The City Corporation are working to mitigate the impacts of these rises through the introduction of a Power Purchase Agreement and a purchase in advance approach.

Conclusion

13. Whilst we expect there to be a rise in electricity costs for residents at the Barbican, the introduction of the PPA will go far to mitigate the effects. However, this remains delayed, and uncertainty remains on the final date it will become operational. If as expected, the PPA is operating by December, the effect is likely to be minimal, whilst the hedged position on electricity purchases to date, will also help in the event further volume is needed to cover the gap from the PPA's delayed start.

Report author

Graeme Low

Head of Energy and Sustainability, City Surveyor's Department

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Committee(s)	Dated:
Barbican Residents Consultation Committee Barbican Residential Committee	20 September 2022 30 September 2022
Subject: Fire Safety Update	Public
Report of: Director of Community & Children's Services	For Information
Report author: Paul Murtagh Assistant Director Barbican & Property Services	

Summary

The purpose of this report is to update Members on the progress that has been made in relation to fire safety matters since the last update report submitted to Committee in January 2022.

Recommendation

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

Main Report

Background

1. In September 2017, a detailed report was brought to this Committee to update Members on the City of London Corporation's (the Corporation) approach to fire safety on the Barbican Estate. The report informed Members of the progress we had made with matters such as:
 - fire risk assessments,
 - communication with residents,
 - estate management,
 - fire safety maintenance and improvement work,
 - inspections by the London Fire Brigade (LFB),
 - potential future improvement works.
2. Subsequently, further update reports have been brought back to Committee on a regular basis with the last one being in January 2022. This paper is intended as a further update.

Fire Risk Assessments

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

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

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

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

- reviewed every year;
- redone every 3 years.

6. Up until recently, the FRA's for the Barbican residential blocks had been done annually. The FRA's from January/February 2018 have again been reviewed and mandated in line with the Corporation's auditing procedures for FRA's.
7. Clearly, simply carrying out FRA's is worthless if they are not updated regularly, and the improvement work identified is not undertaken. As Members will be appreciate, a considerable amount of fire safety work has been done, is being done and is scheduled to be done to maintain the Barbican residential blocks at the required standard.
8. Whilst, understandably, our focus has been on continuing the progress we are making on the improvements identified in the Action Plan from the 2018 FRA's, work is now well underway on the new FRA's for the Barbican Estate. Following a Corporate procurement exercise, Turner & Townsend was appointed to undertake the next round of FRA's for both Housing and Barbican. Turner & Townsend has now completed the survey work for the FRA's on all blocks across the Barbican Estate and, officers are currently reviewing and analysing the initial draft reports. The FRA's for the car parks across the Barbican Residential Estate are being done separately and, surveys are now in progress.

9. It is expected and scheduled that Turner & Townsend will complete the new Type 3 FRA's for the whole of the Barbican Estate (including the car parks) by mid-November and, Officers will be reporting the outcome of the 2022 FRA's, along with a new Action Plan, to the Barbican Residential Committee (BRC) at its meeting in December.
10. It should be noted that, any urgent matters identified during the surveys for the new FRA's on the Barbican Estate are immediately reported to us to ensure that immediate action can be taken. Such instances so far to date include the storage and charging of electric scooters/mobility chairs in communal areas, obstructed fire exits and escape routes and service cupboard fire doors not closing correctly.

Fire Doors

11. As Members will be aware from previous update reports, random sample destructive testing of three front entrance door sets to individual flats on the Barbican Estate was carried out. Although, all three door sets, when installed, complied fully with the Building Regulations that were in force at that time, the destructive testing showed that all three door sets tested failed to meet the modern standards for fire resistance.
12. In accordance with the expressed views of Members, Officers made a successful Capital Bid for £20million for the replacement of front entrance door sets to all residential properties on the Barbican Estate with new modern replacements that comply with Approved Document B – Fire Safety of the Building Regulations.
13. At its meeting on 15 March 2021, Members approved a Gateway 2 Report for the Barbican Fire Door Replacement Programme, which provided for the following:
 - approval of a budget of £275,000 for internal staff costs and professional fees to reach the next Gateway.
 - noting the total estimated cost of the project at £20,000,000 (excluding risk).
 - noting the risks contained in the Risk Register.
14. Following the completion of a compliant procurement exercise, we appointed Guardian Consultancy Services Limited to carry out a full audit and survey of all the fire doors across the Barbican Estate. This work is now complete and all fire doors across the Estate have been identified to enable officers to group the doors into a structured programme based on priority. A further exercise has been undertaken by our appointed consultant, reForm Architects, to confirm the existing compartmentation lines within the communal areas and map them out on scaled drawings. This exercise will help us identify and challenge areas where standards or legislation have changed since the buildings were originally constructed. The completed drawings are now with our fire engineering specialist, BB7, for verification.
15. Once the compartmentation drawings have been signed off by BB7, they will form part of the design tender and, along with the fire door audits, will enable the procurement of the Design Team for the project. Once the Design Team has been

appointed, a structured programme for the replacement of the doors on a block-by-block basis will be formulated and shared.

Communication with residents

16. Members will recall that detailed information, in the form of 'Frequently Asked Questions' bulletins, was produced specifically for the Barbican Estate. This was distributed to all House Groups and to residents through our email broadcast service and has also been posted on the Housing Fire Safety pages on the City's website. This information is reviewed on a regular basis and is updated as the fire safety improvement works progress.
17. There have been no new significant fire safety issues raised by residents since the last update report in January 2022. Detailed information on fire safety remains available on the Corporation's website.

Estate Management

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

Fire Related Incidents on the Barbican Estate

19. In July this year, there were two reported kitchen fires on the Barbican Estate, both of which, required the attendance of the London Fire Brigade (LFB).
20. The first incident occurred when a resident, who was away from home, contacted the BEO reception to report that they thought they had left the oven on. Staff in the BEO attended immediately and, seeing smoke from the kitchen, entered the property through an open balcony door. The oven had indeed been left on and although, the item in the oven was burnt through and there was a lot of smoke, there was no fire.
21. The second incident occurred when, a pan caught fire on a kitchen hob and spread to the kitchen extractor unit. The LFB was called and attended to extinguish the fire. Although the fire did reach the kitchen extractor unit, it did not breach the variable control damper within the extractor unit and subsequently, did not enter the communal shunt duct system. On this occasion, the fire was likely exacerbated by a lack of cleaning and a build up of grease within the kitchen extractor unit.
22. Since July, two further messages have gone out to Barbican residents via the Weekly Bulletin, emphasising the importance of cleaning the kitchen extraction unit and, advising residents that this is a service that the BEO can provide on request. The BEO recommends that the kitchen extractor units are cleaned annually.
23. Prior to the two incidents above in July this year, the last known incident occurred in March 2020, where a resident forgot something they had put on the hob. There was no damage to the property.

London Fire Brigade (LFB)

24. Members will be aware from previous reports that the LFB was carrying out more frequent ad-hoc inspections on residential flat blocks across the City to ensure that they comply with the requirements of the Regulatory Reform (Fire Safety) Order 2005 and to ensure that appropriate FRAs are being carried out.
25. The LFB attends the Barbican Estate on a regular basis to carry out routine safety inspections, provide advice to residents and, to discuss fire safety related matters with officers. In August 2021, the LFB carried out formal ad-hoc fire safety inspections on all three towers on the Barbican Estate. A few minor recommendations were made at the time of the inspections and, these were acted upon immediately. There were no formal reports from the LFB as a result of these inspections and, although we understood that the LFB would carry out further inspections of the three towers every three months, this has not happened presumably, due to resource issues and other commitments.

Frobisher Crescent

26. Members will be aware from previous reports, that concerns had been raised about the level and efficiency of the fire stopping carried out as part of the redevelopment of the top three floors of Frobisher Crescent to create new residential apartments. Following the completion of a detailed and specialist (but non-intrusive) compartmentation survey, we had a much clearer understanding of the extent of the deficiencies with the existing compartmentation/fire stopping and consequently, the extent of the remedial work that is required.
27. Following a compliant competitive procurement exercise, Guardian Consultancy Services Limited (Guardian) was appointed to carry out the remedial compartmentation/fire stopping works and, the substantive works began on 10 January this year, with further intrusive surveys and investigation works. As part of the Communications Strategy for this project, the contractor and relevant officers meet monthly with nominated representatives of Frobisher Crescent residents and regular updates are provided to all residents.
28. The success of this project is heavily reliant on the co-operation of Frobisher Crescent residents, as well as the collaboration and support of the Corporation's Planning and Building Control Teams. In addition, we continue to work very closely with our colleagues in the Barbican Arts Centre to ensure that all future fire safety works commissioned by the Estate Office for Frobisher Crescent and the Arts Centre are aligned.
29. The project is currently two months behind the original programme for the works due, in the main, to the time taken for confirmation of the proposed technical solutions and, for Building Control to engage with us on site. Additional investigation works have been necessary to identify and agree on some of the proposed technical solutions particularly, the proposed solution between the flats and corridors. Unfortunately, the original proposed solution was found to be

unsuitable and, until this matter had been resolved, it made no sense to commence with other parts of the project.

30. As part of the due diligence and quality control aspect of this project, BM Trada recently carried out a detailed audit on the work completed to date and, has confirmed that the work done and the solutions installed are of good quality and, comply fully with the third-party accreditation scheme required for this project.
31. Now that adequate progress has been made with Building Control and BM Trada in identifying and agreeing the revised solutions for the critical elements of the compartmentation/fire stopping works, Guardian is increasing its labour on site and the pace of the project will increase accordingly. We currently anticipate that the works will be completed by December this year.

Further specialist fire safety surveys

32. Due to the unique nature of the Barbican Estate, it was agreed that further detailed specialist fire safety survey should be undertaken on a representative sample of flat blocks on the Barbican Estate. The purpose of these specialist surveys would be to review and assess specific fire safety precautions such as:

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

33. These specialist surveys would also satisfy some of the recommendations of the FRA's that were carried out by Frankham Risk Management Services Limited and, will help fill in some of the 'gaps' in our understanding of how the residential buildings will perform in the event of a fire.
34. Arup, a specialist firm of engineering consultants, was subsequently appointed to carry out a detailed fire safety audit on a representative sample of residential blocks on the Barbican Estate. Arup has now completed its work and reports have been received for Andrewes House, Cromwell Tower and Mountjoy. A detailed report on the outcome of the work done by Arup and, a subsequent Action Plan, is included as a separate report to this Committee.
35. We have also recently completed specific compartmentation/fire stopping surveys of the communal areas to Brandon Mews, Defoe House, and Shakespeare Tower. The reports are being analysed and, the outcome and recommendations from the report will be included in the Fire Safety Update Report to this Committee in December.

Fire Safety Signage

36. One of the key findings of the FRA's completed by Frankham Risk Management Services Limited in January/February 2018, was the need to need to update and

bring up to standard the fire safety signage across all residential blocks on the Barbican Estate. The existing signage was found to be out of date, inadequate, conflicting and, in some cases, incorrect.

37. Following a compliant procurement exercise, Britannia Fire & Security Limited was appointed to carry out this work. In order to benefit from 'economies of scale', the contract for this work also included similar works across the Corporation's social housing estates, which is now complete.
38. When work began on the Barbican Estate, residents raised concerns with the replacement signage particularly, in relation to the suitability of the signs in the context of the listed status of the Barbican Estate. To address the concerns of residents, the fire signage works on the Barbican Estate were suspended.
39. Following further discussions with the Corporation's Planning Team and, a compliant procurement exercise, we appointed rePurpose Architects to develop and produce a bespoke Fire Strategy Document for the Barbican Residential Estate that would analyse the existing fire safety signage on the Estate and, set out the proposals for, and the reasoning behind the new fire safety signage for the various blocks.
40. The Fire Strategy Document has been completed and submitted to colleagues in Planning for consideration. We have subsequently been advised that Listed Building Consent is required for these works due to a lack of clarity around the Estate Management Guidelines and, reForm Architects has now been appointed to prepare and submit a detailed application for Listed Building Consent.
41. The Fire Strategy Document has also been submitted to the LFB for comment and, the LFB has confirmed that it is "in line with the LFB's expectations". The document has recently been shared with members of the Asset Maintenance Working Group and, we will be taking into consideration any comments and observations received.

Evacuation Assessments for Vulnerable Residents

42. There is no legal requirement for personal emergency evacuation plans (PEEP's) in high-rise housing (the government rejected this proposal earlier this year). However, as part of its work to ensure a high standard of fire safety in the homes we manage, the Corporation has introduced a new procedure for assessing vulnerable residents, who may need help evacuating in an emergency or, who may benefit from further help and advice on fire safety issues in their homes.
43. In February/March this year, the BEO wrote to all residents on the Barbican Estate asking them to fill out a short survey should they feel that any member of their household would struggle to evacuate the building in the event of an emergency. This was followed up with two reminders in the Weekly Bulletin in March and April and, a further reminder in August.
44. To date, 67 households have responded to inform us that they (or other members of their household) may have difficulty evacuating the building if they had a fire in their home. Of those 67 responses, 24 households advised that they had no

working smoke detectors in their homes. These households were immediately advised to contact the LFB to organise a free Home Safety Inspection. In some instances, with the resident's permission, the House Officer Team made appointments for them directly with the LFB. Where residents declined a LFB visit, the Corporation's Property Services Officers installed smoke detectors for them.

45. All the 67 households that responded to our letter have been contacted personally by the House Officer Team. Advice has been given about what residents should do in the event of a fire (raise the alarm, leave the property, close the door behind you, try to take a phone with you etc).
46. Relevant information has been included in the Premises Information Boxes installed across the Barbican Estate and, is also lodged with the local car park box/lobby as, this is often the first point of call for the LFB in the event of a 'call-out'. This information is checked and updated quarterly.
47. The BEO continues to work with residents on this matter as, we do believe that there are more households on the Barbican Estate who would benefit from this service than the 67 that have come forward so far to date. We continue to include quarterly reminders in the Weekly Bulletin, as well as a specific focused estate-wide mailout every year.
48. All information we hold regarding residents' circumstances relating to this initiative is managed, used, and stored securely in strict accordance with corporate data protection policies.

Appendices

Appendix 1 – Fire Safety Action Plan

Paul Murtagh, Assistant Director, Barbican & Property Services
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Estates	Observation/Issues	Consideration and recommendation	Block	Risk Priority & Action completed by Date	Responsible Team	Timescale	Cost	Comments
Barbican Estate	Evidence was not available to confirm relevant electrical equipment such as communal area heating appliances; are subject to PAT.	Ensure relevant equipment is subject to a robust PAT by a competent person.	Only Tower blocks (Except Lambert Jones Mews, Postern & Wallside)	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	Regular testing programme in place. Certificates filed centrally. Will be made available before commencemnt of future FRA's.
Barbican Estate	Evidence was not available to confirm the fixed wiring installation is subject to an appropriate programme of periodic testing.	Ensure a robust programme of 5 year fixed wiring testing is implemented.	All blocks and car parks	Priority-C 28 days Medium	Housing Property Services	Completed	£20,000 per annum	Detailed pre-survey completed, programme now commenced.
Barbican Estate	Due to the survey being undertaken during daylight hours it was not possible to determine if an adequate provision of emergency lighting exists throughout the premises.	A survey should be undertaken by a competent person; with any identified issues being rectified to ensure the system complies with BS 5266.	All blocks and car parks	Priority-E Project Planning Medium	Housing Property Services	Completed	N/A	Emergency lighting maintenance contract in place.
Barbican Estate	<ul style="list-style-type: none">• The flat entrance door is consistent with those throughout the block. It does not comply with current standards.• It appears to be of substantial construction, without substantial rebates, smoke strips or intumescent seals, hinges x3 do not appear to be of fire resisting standard. The centre hinge appears to be of spring loaded design, to assist with door closing; however it was noted that this arrangement did not result in the door self-closing effectively.	Due to the opportunity for means of escape in 2 directions; this situation is considered acceptable. Consideration should be given to upgrading/replacing doors on the means of escape routes; to current standards as part of any future refurbishment program. Consideration should be given to implementing a robust program of testing and servicing for spring loaded hinges; to ensure final exit doors close effectively.	All blocks	Priority-D 3 Months Low (Project)	Housing Property Services	31-Dec-23	£20million	Destructive testing of front entrance doors confirm that they are generally not up to modern standard. Successful capital bid made for funding to replace all doors.
Barbican Estate	It was noted that in some instances lobby doors are not provided with smoke seals. Ensure all such doors are provided with adequate protection against the spread of smoke.	Ensure all such doors are provided with adequate protection against the spread of smoke.	All blocks (Except Lambert Jones Mews & Postern)	Priority-D 3 Months Low	Housing Property Services	31-Dec-22	£70,000	Pre-survey to identify full extent of works. Included in Arup Survey. Survey underway but delayed due to Covid.
Barbican Estate	<ul style="list-style-type: none">• It was noted that numerous doors to electrical intakes, service risers, plant rooms, stores and similar; within escape routes are not provided with ‘fire door keep locked shut’ signs.• Lobby doors are not provided with ‘fire door keep shut signs’.• ‘Do not use lift in case of fire’ signs are not displayed adjacent to lift enclosures.	Ensure appropriate signs are displayed.	Andrew House , Ben Johnson, Brandon Mews	Priority-C 28 days Medium	Housing Property Services	31-Mar-23	£120,000	Included in Fire Signage Improvement Programme - work suspended due to further works relating to Listed Building Consent.
Barbican Estate	Fire action notices are inconsistently displayed in communal areas and the guidance is ambiguous in respect of a ‘stay put’ evacuation strategy.	Consideration should be given to replacing this signage with more definitive instructions; displayed in a consistent manner.	All blocks	Priority-D 3 Months Low	Housing Property Services	31-Mar-23	£120,000	Included in Fire Signage Improvement Programme - work suspended due to further works relating to Listed Building Consent.
Barbican Estate	It was noted that portable fire extinguishers are provided within communal areas. Typically fire extinguishers are not provided within this type of property as residents are unlikely to have been appropriately trained.	Consideration should be given to their removal.	All blocks and car parks	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	Fire extinguishers in plant rooms serviced to ensure they are fit-for-purpose.
Barbican Estate	As part of the fire risk assessment process a documentation audit was undertaken in respect of the specific premises. The brief was to randomly sample 6 categories from a detailed list detailed above. In this instance the only records available at the Estate Office were as follows; <ul style="list-style-type: none">• Whilst it is evident that Allied Protection are maintaining fire alarm systems; contractors are not updating documented records.• Records were not available to evidence the recently implemented program of fire door inspections.• Fire stopping registers are not in place; this has specific relevance in respect of PDA's & EDA's.• Records of fire brigade operation attendances are not maintained. It is recommended that robust arrangements be implemented to ensure the requirements of CoL Guidance Note on Fire Log Books on CoL premises are achieved.• Portable firefighting equipment is out of test date; this situation is expected to be resolved in response to relevant guidance provided elsewhere in this report.	It is recommended that robust arrangements be implemented to ensure the requirements of CoL Guidance Note on Fire Log Books on CoL premises are achieved.	All blocks and car parks	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	Regular testing programme in place. Certificates filed centrally. Will be made available before FRA in future.
Barbican Estate	The emergency services box contained; 1) Estate block plan map. 2) Useful telephone numbers list. 3) Block plan.	Consideration should be given to liaising with London Fire Brigade to rationalise/standardise the information contained within the premises information box.	All blocks	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	All 36 ‘Premises Information’ boxes at the entrances to the blocks and car parks have been updated to include Estate plans, block plans, and contact numbers for the emergency services.
Barbican Estate	It was noted that portable fire extinguishers within communal areas and plant rooms (provided for use by competent persons) have not been subject to servicing within the past 12 months.	Subject to comments in 19.4, ensure all such equipment is robustly maintained.	All block and car parks (Except Lambert Jones Mews & Postern)	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	
Barbican Estate	What appears to be a BS 5839 pt 6 category LD3 grade F fire alarm system is installed. <ul style="list-style-type: none">• A means of providing detection and warning was not provided. The domestic smoke detector did not function when tested.• Accommodation is largely of open plan design across all levels.• Where provided doors to the internal escape route are unlikely to comply with current standards.• It should be noted that issues exist in respect of the ability for CoL to effectively manage residents actions; which may compromise the internal means of escape from their or a neighbouring dwelling.• What appear to be original nonfire rated room dividers are present (Cromwell Tower)• Domestic smoke detectors x2 were provided. (John Trundle Court)• A means of providing detection and warning was not provided. (John Trundle Court)• Accommodation is largely of open plan design across all levels. (John Trundle Court)• Where provided doors to the internal escape route are unlikely to comply with current standards. (John Trundle Court)• Alternative means of escape routes provide direct access to the communal escape balcony at both the lower level and at the upper level, to a shared enclosed balcony; from where further escape should be made via the neighbouring dwelling. (John Trundle Court).• Significant structural alterations have created a largely open plan flat; with non-fire rated room dividers. (Lauderdale Tower)	As a compensatory feature in respect of internal configuration; consideration should be given to installing/upgrading a fire alarm system to BS 5839 pt 6 category LD2 grade D.	All blocks	Priority-B 4 days High	Housing Property Services	31-Dec-22	£70,000	Pre-survey to identify full extent of works. Included in Arup Survey. Survey underway but delayed due to Covid.

Barbican Estate	It should be noted that issues exist in respect of the ability for CoL to effectively manage residents actions; which may compromise the internal means of escape from their or a neighbouring dwelling.	CoL should undertake a strategic review of management protocols regarding tenants/leaseholders actions which may implications the overall fire safety of the premises.	All blocks	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	Part of ongoing inspection regime carried out by House Officers in Barbican Estate Office.
Barbican Estate	<ul style="list-style-type: none"> Vertical service risers which serve multiple dwellings are present; residents/contractors potentially have access to these enclosures for the purposes of alterations/maintenance to services. It was not possible to determine the standard of fire resistance provided between the flat and communal stair afforded by glazed partitions. It appears that flats were originally provided with a non-fire rated 'pass door' arrangement adjacent to the main entrance/exit door; in this instance this facility is still available. 	Consideration should be given to the targeted inspections of a sample of dwellings to undertake Type 4 fire risk assessments; to address specific areas of concern. Consideration should be given to implementing a program of scheduled cleaning for communal kitchen extraction installations.	Andrew House , Ben Johnson, Brandon Mews, Defoe House, Frobisher Crescent, Speed House	Priority-C 28 days Medium	Housing Property Services	31-Dec-22	£70,000	Pre-survey to identify full extent of works. Included in Arup Survey. Survey underway but delayed due to Covid.
Barbican Estate	Appropriate 'no smoking' signs are not prominently displayed within communal areas.	Ensure appropriate signs are displayed.	Brandon Mews	Priority-D 3 Months Low	Housing Property Services	Completed	N/A	
Barbican Estate	It was noted that the final exit doors to alternative MOE from rooftop plant rooms are fitted with inappropriate locking mechanisms.	It is recommended that failsafe devices; such as push paddles or similar are fitted.	Brandon Mews	Priority-E Project Planning Low	Housing Property Services	Completed		Part of maintenance programme.
Barbican Estate	Where provided doors to the internal escape route do not appear to comply with current standards. <ul style="list-style-type: none"> A loft hatch and ladder arrangement provide internal access from 02 level the 03 level garage; where an alternative means of escape is available. It is assumed that the original design provide a permanent staircase between these levels. A means of providing detection and warning was not provided. 	As a compensatory feature in respect of internal configuration; consideration should be given to installing/upgrading a fire alarm system to BS 5839 pt 6 category LD2 grade D.	Brandon Mews	Priority-B 4 days High				
Barbican Estate	<ul style="list-style-type: none"> Vertical service risers which serve 2 dwellings are present; residents/contractors potentially have access to these enclosures for the purposes of alterations/maintenance to services. 	Consideration should be given to the targeted inspections of a sample of dwellings to undertake Type 4 fire risk assessments; to address specific areas of concern.	Brandon Mews,	Priority-C 28 days Medium	Housing Property Services	Completed	£5,000	Further specialist detailed Fire Management Survey has been carried out. Several of the improvements identified in the FRA's confirmed as unnecessary and are mitigated by the design of the building. Some minor improvements required.
Barbican Estate	The inadequate provision of electrical socket outlets, within the kitchen area; encourages the potentially hazardous use of multi adapters, trailing leads and similar.	Consideration should be given to providing additional electrical socket outlets in the kitchen area.	Ben Johnson, Breton House, Bryer Court, Bunyan Court, Defoe House, Mountjoy House, & Willoughby House	Priority-C 28 days Medium	Housing Property Services	Completed	£100,000	We are only responsible for the kitchens in our rented homes. We have introduced an electrical testing programme that will pick up this improvement work.
Barbican Estate	It was noted that in some instances discarded trade materials and general waste has been allowed to accumulate in riser cupboards.	Implement robust management arrangements to ensure all such areas are maintained free from inappropriate storage.	Cromwell Tower, Lauderdale Tower & Shakespeare Tower	Priority-C 28 days Medium	Barbican Estate Office	Completed	N/A	Dealt with through inspection process carried out by Barbican Estate Office.
Barbican Estate	It was noted that in a number of instances what appears to have been unauthorised structural alterations have been undertaken by/on behalf of residents. This has resulted in compromised standards of compartmentation between individual flats and the communal risers.	Ensure appropriate remedial actions are implemented to achieve and maintain current standards.	Cromwell Tower, Lauderdale Tower & Shakespeare Tower	Priority-D 3 Months Medium	Housing Property Services	Completed	£40,000 per annum	We have appointed a Technical Surveyor to oversee the Landlord's Approval process.
Barbican Estate	Anecdotal evidence from the tenant suggested that lack of maintenance to the kitchen extraction system has previously resulted in a small fire; elsewhere on the estate.	Consideration should be given to implementing a program of scheduled cleaning for communal kitchen extraction installations.	John Trundle Court	Priority-C 28 days Medium	Housing Property Services	Completed	N/A	Inspection and maintenance programme in place.
Barbican Estate	<ul style="list-style-type: none"> The internal original configuration appears to have been of; entrance hall, kitchen, bedrooms, lounge and bathrooms. Where provided doors to the internal escape route appear to comply with current standards. Alternative means of escape are provided via external stairs to the communal flat roofs and a place of ultimate safety. Domestic smoke detectors are provided. 	As a compensatory feature in respect of internal configuration; consideration should be given to installing/upgrading a fire alarm system to BS 5839 pt 6 category LD2 grade D. CoL should undertake a strategic review of management protocols regarding tenants/leaseholders actions which may have implications to the overall fire safety of the premises.	Lambert Jones Mews, Postern	Priority-D 3Months Low	Housing Property Services	Completed		Further specialist detailed Fire Management Survey is being carried out. Initial surveys suggest that many of the improvements identified in the FRA's are unnecessary and are mitigated by the design of the building. Management protocols have been reviewed and deemed satisfactory. Installation of alarm systems not deemed appropriate.
Barbican Estate	<ul style="list-style-type: none"> Visual inspection of compartmentation between neighbouring dwellings (via walls and ceilings) did not identify any obvious areas of concern. Vertical service risers which serve 2 dwellings may be present; residents/contractors potentially access these enclosures for the purposes of alterations/maintenance to services. 	Consideration should be given to the targeted inspection of a sample of dwellings to undertake Type 4 fire risk assessments; to address specific areas of concern.	Lambert Jones Mews & Postern	Priority-D 3Months Low	Housing Property Services	31-Mar-23	£5,000	Low risk - compartmentation survey underway on sample blocks.
Barbican Estate	<ul style="list-style-type: none"> Alternative means of escape are provided via communal balconies 	Consideration should be given to upgrading/replacing doors on a single means of escape route to achieve compliance with current standards. Where the opportunity for means of escape in 2 directions is available; this situation is considered acceptable. Consideration should be given to upgrading/replacing doors on the means of escape routes; to current	Thomas More House	Priority-C 28 days Medium	Housing Property Services	31-Dec-23	£20million	Destructive testing of front entrance doors confirm that they are generally not up to modern standard. Capital Bid made for funding to replace all doors.
Barbican Estate	Whilst emergency action notices were provided, it not considered that sufficient signs are displayed in prominent positions throughout the car park.	Ensure appropriate signs are displayed.	All car parks	Priority-C 28 days Medium	Housing Property Services	31-Mar-23	£120,000	Included in Fire Signage Improvement Programme - work suspended due to further works relating to Listed Building Consent.
Barbican Estate	It was noted; That fire doors to protected escape routes do not consistently display 'fire door keep shut' signage'. <ul style="list-style-type: none"> Doors to plant rooms, service cupboards and similar do not consistently display 'fire door keep locked' signage. 	Ensure appropriate signs are displayed.	All car parks	Priority-D 3 Months Medium	Housing Property Services	31-Mar-23	£120,000	Included in Fire Signage Improvement Programme - work suspended due to further works relating to Listed Building Consent.
Barbican Estate	Whilst adequate compensatory lighting is provided; it was not possible to determine whether adequate emergency escape lighting is provided to escape routes.	A survey should be undertaken by a competent person; with any identified issues being rectified to ensure the system complies with BS 5266.	All car parks	Priority-E Project Planning Medium	Housing Property Services	Completed	N/A	Emergency lighting maintenance contract in place.

Committee:	Date(s):
Residents' Consultation Committee	20 September 2022
Barbican Residential Committee	30 September 2022
Subject: Update Report	
Report of: Director of Community and Children's Services	Public For information
<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. Lift availability 3. Redecorations 4. Repairs and Maintenance Project 5. Tower Block lift replacement 6. Window frame replacement <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 January 2022. 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
Concierge and BEO Service Update	Paul Murtagh		Special meeting, date TBC
"You Said; We Did" Actions (Separate list for RCC & BRC)	BEO	28 Nov	9 Dec
Annual Resident Survey	Helen Davinson		
Fire Safety Update	Paul Murtagh		
Blake Tower - Oral Update	Paul Murtagh		
Service Charge Expenditure & Income Account - Original Budget 2022/23 & Original Budget 2023/24	Chamberlains		
Revenue & Capital Budgets – Original Budget 2022/23 and Original 2023/24 - 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 Electric Vehicle Service Level Agreement 	Working Parties		
Update Report: <ul style="list-style-type: none"> Main update - Agenda Plan 2023 Property Services Update (Appendix 1)	BEO		

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3. Public Lift Availability

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

Lift	From April 2021 to March 2022	From April 2022 to June 2022
Turret (Thomas More)	97.24%	97.68%
Gilbert House	99.80%	99.72%

4. Redecorations

K&M McLaughlin has been on site now for 6 months. At the time of this report, the latest update is as follows:

- Mountjoy House internals are complete including inspection and snagging.
- Bryer Court, John Trundle Court and Bunyan Court externals are all complete (including snagging) with the exception of the 6th and 7th floors. Decoration towers are present on site and currently on Bryer Court. They will move along the balconies and onto Bunyan Court.
- Ben Jonson House externals have started and are approximately 80% complete. Work is yet to be inspected and snagged.
- Cromwell Tower externals have started and are approximately 50% complete. Work is yet to be inspected and snagged.

Coming up

- Consultation is currently being carried out before the external works at Frobisher Crescent and Breton House commence. Frobisher Crescent requires further discussion with the Barbican Centre before work can start.
- Andrewes House, Gilbert House and Defoe House internals are scheduled for a provisional start date of October 22.

5. Repairs and Maintenance Contract.

The current Repairs and Maintenance Long Term Service Agreement is due to expire in March 2024. The procurement process for re-tendering the works will commence in the New Year and the Property Services Team will be seeking assistance and input from residents during the process. This can be done either through an existing working party or by forming a sub-group to be involved at an early stage.

6. Tower Block Lift Project

The tower block lift project is in its early stages. A consultant has been appointed to develop the specification. This will involve a series of resident meetings to discuss any requirements they may have. We intend to start the procurement process early in 2023. Following a successful contract award and contractor's lead-in times, works are expected to commence late 2023 for a period of 2.5 – 3 years.

7. Window Frame Replacements

It has been necessary over the last 12 months to replace 18 window frames across several blocks on the estate at an estimated cost of £383,212. These have either been top floor flats or flats where the windows are fully exposed with no soffit above. There are currently 8 more that need to be replaced at an estimated cost of £253,350.

We have recently commissioned an intrusive survey of top floor window frames across all blocks and a random sample of lower floor frames. At the time of this report, 3 blocks have been completed and we await the draft reports. The aim is to have all blocks completed and reports issued by the end of the calendar year. Subject to the outcome, works identified will be packaged and procured as one project. There will also be a schedule of rates element within the contract that will allow officers to 'call-off' the replacement of future window frames at the previously procured rates.

GAG Report to the RCC 20 Sept 2022

Any discussion of the gardens – as with so much else over the last three months – is dominated by the weather. The combination of drought and very high temperatures reduced parts of the gardens to a parched landscape that, albeit on a small scale, would not have been out of place in a Sergio Leone Western.

It seemed inevitable that such conditions would produce widespread and lasting damage. The strenuous efforts of the City Gardens team to water had been handicapped by staff shortages – a product of recruitment difficulties and of staff taking accumulated leave – and the sheer scale of the challenge.

The garden inspections undertaken in late August by GAG members and Jake Tibbetts, City Gardens Manager, suggest that the damage has been less than we might have feared. The rainfall in mid August was vital. It is too early to make any final assessment of losses but there are grounds for some optimism. In addition the City Gardens team has been able to fill their outstanding vacancies and stop relying on agency workers.

In general the trees and shrubs went into survival mode – conserving their water and letting their leaves dry and fall. The larger trees are in surprisingly good shape. Smaller trees and shrubs present a more mixed picture. Some are busy producing new leaves to maximise their photosynthesis before the winter. Others are hanging on. Some look as if they may have succumbed but it is too early to decide whether they need to be removed and replaced. The lawns suffered very badly but the amount of new growth is a testament to their underlying resilience. The introduction of a hosepipe ban by Thames Water limits the action that can be taken.

In the short term the priority is to deal with the damage by pruning and removal in the worst cases. This work will enable a better identification of gaps that need to be filled and discussion of the most suitable replacement plants including those that are more drought resistant. When that work is completed GAG will engage with City Gardens and the BEO to estimate the costs of the new plants that are required and to consider whether they can be accommodated within the current budgets. (Robin Lane Fox, writing in the FT Weekend, expressed fears that the cost of plants from nurseries would continue to rise sharply.) It is possible that the RCC will be asked to consider a one off uplift to enable all the planting that will be required. Given how dry the soil is currently and the hosepipe ban that limits the amount of watering for new plants to 28 days any replanting may be delayed until the Spring to maximise the chances of success.

In our last report GAG drew attention to the lake and the continuing absence of the fountains and waterfalls. (As we noted at that time the Barbican Centre is responsible for the fountains and waterfall but part of the running costs is met from the service charge.) Members of the Barbican Liaison Committee received this message from Rebecca at the Barbican Centre on Sept 2nd

“The last update relating to the lake features was that new control panels were to be built and installed by the end of August. Unfortunately, there are a few specialist components that have an exceptionally long lead-in time that have not arrived yet and so the panels can’t be completed. We are chasing the supplier regularly to get a date for likely delivery. We are told that it should not be much longer, probably 2-3 weeks, at which point we can finish the build and arrange the installation.”

A further meeting of the Barbican Operations Liaison Committee is scheduled for Sept 12th. A verbal update will be provided to the RCC.

In our last report to the RCC GAG highlighted the case for a comprehensive design plan, that would accommodate changing weather patterns and support greater bio-diversity, for the gardens that would enable work to proceed section by section thereby spreading the cost and minimising the disruption. The experience of this summer and the widespread predictions that it will be repeated more frequently highlight the need to proceed with the planning as soon as possible.

Jim Durcan
Chair
Gardens Advisory Group

Minutes of the Asset Management Working Party

Monday, 13 June 2022: 5:30 – 6:30 pm by Zoom.

Officers:

Rosalind Ugwu	RU
Mike Saunders	MS
Jason Hayes	JH

Residents

Christopher Makin (Chair)	CM
Tim Cox	TC
Henry Irwig	HI
Matthew Dendy	MD
Margarita Chiclana	MC
Fiona Lean	FL
Ted Reilly (took the minutes)	TR

Apologies:

Tam Pollard	TP
Randall Anderson	RA

1 Introductions

CM welcomed Rosalind Ugwu to the meeting RU has been appointed as interim manager of the Barbican Estate Office. RU outlined her extensive experience in public sector housing management, which had mainly been as an interim manager and in the implementation of change.

Each of the resident members briefly outlined their backgrounds and further welcomed RU to the Barbican.

2 Election of a new Chair

Members congratulated CM, our existing on his election to the Court of Aldermen. CM will be resigning as Chair at the next meeting. There is no formal mechanism for the appointment of a chair, but it was confirmed that following a round of emails between resident members that TP would assume the role at our next meeting. CM will continue as a member of the working party

3 Minutes / Matters Arising

The minutes of the meeting of 4 April 2022 were approved, incorporating the changes that TC had circulated by email.

4 Underfloor Heating Working Party

Although not strictly part of the AMWP remit MS thought that the group would be interested to know that it was highly likely that all the underfloor heating consumer units would need to be changed at a cost of around £600 per flat. This would be a service charge cost. HI was surprised and disappointed that this had not been picked up in the Savills stock condition survey.

5 Savills stock condition survey

MS reported that the Savills report was still not complete and did not have a firm date for its completion. HS undertook to circulate the anticipated completion date as an addendum to the minutes. CM expressed disappointment at the delay in delivery of the Savills report, as it had

been commissioned at the end of 2020. There was general dissatisfaction from resident members of the working party in the quality, extent, and timeliness of the work. MS explained that the survey was M&E heavy and that the Savills employee responsible for a large part of the survey had left Savills.

In answer to FL's request MS confirmed that the new database CIVICA was a replacement for the existing ORCHARD repairs and maintenance system and that by 15 June the BEO would have completed its move from ORCHARD to CIVICA. KEYSTONE would continue to operate as the fixed asset database.

6 Windows

FL asked for clarification on the window repair/replacement programme in Ben Johnson House. FL reported disparate reports from different sources. She asked for clarity on

How many windows had been repaired/replaced in BJH and at what cost?

How many windows were expected to be replaced in BJH and at what cost?

How were these costs to be distributed over the various service charge years?

MS undertook to respond to these questions

The estate wide Window Survey was ongoing, with all upper level windows on the whole estate and a random selection of lower level windows being surveyed.

MS anticipated problems in finding contractors willing to undertake the window repair/replacement programme on the estate because of access issues.

HI suggested that we have a moratorium on repairs until the survey is complete and a proper scope of work could be established. MS responded that although was a good idea and could be feasible, the urgent nature of some of the repairs precluded this.

7 Garchey

We're still waiting for the Thames Water response. MS indicated that he might have a response in time to add to the minutes.

8 Fire Signage

The revised Fire Signs had been given listed building approval by the planners. Fewer, but better quality than the existing partly implemented scheme. The contact for the installation of the new signs would include the removal the signs of the partially implemented scheme and the resultant making good.

TR asked if the recent Ove Arup fire safety recommendations, which included a section on signage would be consistent with our latest implementation. JH confirmed that they would.

9 Fire Doors

There are 72 different fire door sets on the estate, and a separate specification would need to be established for each door set. Additionally, each set would need to be tested to ensure that they met the 30-minute rating.

JH conformed that the cost of this replacement was for the City's account.

A timetable would be ready for the next meeting

10 Redecorations

The implementation of this project was proceeding satisfactorily with some favourable comments from residents.

RU had carried out a selective survey and found the work to be generally satisfactory. She had reported some snags to the project manager.

11 Lifts

Final approval for this project was before the BRC's meeting on 17 June.

12 Dates of next meetings (minute takers)

26 September (FL)

5 December (HI)

At the next meeting there would be discussion as to what style of meeting we preferred, physical, virtual, or hybrid

13 AOB

HI thanked our outgoing chair for his service on the working party. This was enthusiastically supported by the rest of the working Party.

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Leaseholder Service Charge Working Party report to RCC

September 2022

1. Membership :

The RCC Chair suggested a refresh and asked for volunteers to join the current Working Party

The following members had resigned:

David Graves

David Lawrence (Chair)

Dave Taylor

The following members remained:

Adam Hogg

Sally Spensley

Sandra Jenner

New volunteers:

Andy Hope

Helen Hudson

Fred Rodgers

We have had 2 meetings with the new volunteers in attendance. We have yet to agree on a Chair.

2. Areas of activity:

- BEO - organisation structure and staffing levels. We have continued with our work on this which has resulted in the agreement of City Senior Management responsible for the BEO to an independent review of the BEO:
 - We have been invited and have contributed in detail to the Heads of Terms to be used to go to the market, receive bids and undertake selection of consultants undertaking the Review
 - We have been promised involvement in the selection of the consultants.
 - Head of BEO - we have contributed to the job description to be used in the recruitment of the new Head of BEO, have stressed that we need to be involved and it has been agreed that we will be involved in this recruitment. Meanwhile, we are pleased to report, that have continued to work with the Interim Head of BEO, Rosalind Ugwu who we find to be forward-looking and understanding of residents' perspective.
- Service Charges - Analysis of 20/21 actuals - following the receipt by residents in August of the outturn and resulting surcharges, without early warning, we have undertaken a detailed analysis of the items contributing to the greatest variances and papers were sent to Paul Murtagh ([circulated to RCC members by Chair RCC on 24.08](#)) . A meeting is scheduled to discuss these on 23rd September (see below).

3. Planned work:

- Meeting with Paul Murtagh, 23rd September - at this meeting we shall be discussing:
 - 21/22 outturn and resultant surcharges, including explanations and justifications of variances against budget, communications issues and management of the impact on residents.
 - Our involvement in and challenge of the 22/23 ie current year, budget
 - Our involvement in and contribution to the compilation of the budget for 23/24 ie next year

- Involvement - we intend to continue with our push to be forward looking and involved in the development of the BEO and all issues affecting service charges **before** decisions are taken by the City to avoid us being on the back foot and perennially commenting on/complaining about fait accompli.

SLA Working Party - Minutes

Wednesday 31 August – 6pm

Attendees- Ella Ashton (BEO), Helen Davinson (BEO), Rosalind Ugwu (BEO), James Durcan, Juliet McNamara, Andrew Tong.

Apologies- Luke Barton (BEO), Robbie Eunson (BEO), Jane Smith, Tony Swanson, Averil Baldwin

1. SLA Booklet Review- HD thanked Nabeela Ahmed and Averil Baldwin for their efforts in completing the review of the SLA booklet. HD reminded the group that the exercise was a refresh of the SLA booklet rather than a review SLAs themselves – this is a wider exercise that may incur changes to costs. Previously the SLA booklet had been in PDF format on the website – this was quite cumbersome to navigate (especially on a phone). Rather than a booklet version, we have changed it into topics then a service selection, this makes for easier and quicker access. JM commented that it is much clearer and accessible and has offered a run through of the final piece and to add some final minor proof reading eg. Full stops or using acronyms without description.

Action – HD to find an accessible edit version for JM to edit.

AT thought the booklet was very good however expressed that new residents might not know what the SLAs are. HD expressed that we have tried to make it as prominent as possible on the website. JM queried if the CPA/Cleaners are aware of their main duties and HD confirmed that the review has not changed their daily tasks as we did not wish to change to costs. JM thanked everyone involved in the review of the booklet.

Action – to publicise new format in weekly bulletin.

2. KPIs – HD apologised for the two missing items (% urgent repairs and P2,P3,P4 and failed inspections). JD asked who does the Property Services (PS) inspections and are residents involved? HD explained that the Resident Engineers/Property Services Officers (Res/PSOs) carry out the technical post-job inspections. JD expressed he hasn't had a joint inspection with his HO. HD apologised and that they have been missed due to sickness and an on-site emergency. JM asked why inspections are down to 76%. EA explained that standards have dropped due to staff shortages across the estate causing staff to have to work across numerous blocks and only carry out touch points/bin collections. As staffing levels are improving, the standards are slowly increasing and returning to the 'normal' high standard. House Officers do swap a block every quarter, to help compare blocks and review standards. Completing inspections with residents is also good to compare views on standards.

Action – HD to provide information on how many inspections were accompanied by a resident.

JD asked if we use the same system as Golden Lane Estate on iPads (IAUDITOR), RU explained the structure of the app and that we do not have it currently but are looking to get it, staff did have demonstration of the app last week.

Action – RU to show templates of IAUDITOR to working party.

AT asked what an inspection included. RU explained its cleaning/ carpets/ lights/ car parks/repairs/ H&S. AT queried if these are still carried out in a smaller block eg. Lambert Jones. HD confirmed they were.

Action – House Officers to provide open invite to all residents for Joint inspections where House Group does not provide a representative.

Repair Breakdown- HD thanked Robbie's hard work in getting the figures together. Due to changes in the system and data transfer, there are some coding errors. This won't happen in future quarters. Garchey and REs show as £0 due to them being a separate item on the service charge. JD asked to what extent can we use this data to show what blocks are suffering with certain repairs the most. HD said yes and this data was also intended for review by the Asset Maintenance WP and how this best communicated with residents. JD said this a great view of repairs and costing. RU agreed and added that Civica would enable us to drill down even further if needed. JM asked can we have individual breakdown costs for blocks. HD answered that we only have overview for this quarter but would be possible for future quarters. JM complemented this view. AT queried if Civica is now fully running. HD confirmed it is for R&M, however it can have many other capabilities, RU added that we would like to expand it to service charges. More reports and work streams can be built/added on in the future. It was suggested that Mohammad Hussain could create a presentation to show residents in the future or have a pre-made Q&A. AT queried the costing on Civica. The group also queried when the Saville's stock condition survey would be available to view.

Action – HD to clarify cost split between Housing and Barbican

Action – RU to organise demonstration of Civica

Action – to report to RCC an update of the stock condition survey

3. Barbican Communications – There is a survey due to go out to residents in the bulletin. HD previewed the survey to the working party. JD asked for this to be sent to the WP first for extra comments. One of the questions concerning the frequency of the bulletin received mixed response from the group. RU said the BEO want to up their comms to individual blocks. JD expressed that he reads the bulletin weekly and wasn't convinced that having a 'centralised' system will increase comms and that residents should have been consulted prior to the role of BEO comms officer being cut. RU confirmed that this decision was not made by the BEO and that there would no diminishment of service. JM commented that she hoped the new system will improve the comms and relationship with residents.
4. Committee – EA to circulate the minutes to WP and they will be provided to the RCC as well as the KPI's, a the working party update. JD mentioned that he likes the WP and that it works well and although it is a group transition with new members. In the future the group may need to review the SLAs to ensure we have the correct ones in place. JM agreed but mentioned we should not have gaps and continue to communicate throughout.

Next date for SLA WP – 1 November 2022.

Appendix 6. Barbican KPIs 2022

Title of Indicator	Actual 2019/20	Jan - Mar 22	Apr - Jun 22	July - Sep 22	Oct - Dec 22	COMMENT
Customer Care						
To respond to complaints no later than 10 working days from the date of acknowledgement.	100%	100%	0%			1 formal complaint in this period. Deadline extended to allow further time to investigate. Resident was informed of that extension.
Complaints Escalated beyond stage one	NEW KPI N/A	2	0			
Complaint by Type Breakdown (Pie Chart)	NEW KPI N/A	NA	NA			1 complaint concerning a missing parcel delivery.
Repairs & Maintenance						
Repairs by Type breakdown (see sheet 2)	NEW KPI N/A					
% 'Urgent' repairs (complete within 24 hours)	96%	94%				Due to new R&M system. It is not possible to produce an accurate KPI for this quarter. Likely to be rectified for Q3
P2, P3 P4 combined	97%	93%				Due to new R&M system. It is not possible to produce an accurate KPI for this quarter. Likely to be rectified for Q3

	99.57%	99%	100%			
						Terrace lifts
Availability % of Barbican lifts	98.9%	99.4%	98.1%			
						Tower Lifts
Background heating -percentage serviced within target. Total loss 24hrs/ Partial loss 3 working days	Total 100% Partial 100%	100%	NA			
No. of requests for heating adjustments		84	NA			
How many jobs failed inspection?		2	4			of 111 inspections.
Estate Management						

House Officer 6-weekly joint inspections with House Group representatives monitoring block cleaning - good standard to outstanding	94%	93%	76%			9 out of 38 inspections were below good to outstanding. 8 were marked "Satisfactory" & 1 marked as "Improvement Required". Some of these were due to staff shortages, some due to tasks not being completed. The 9 inspections below standard were rectified or put on plan to improve monitored by supervisors & House Officers
House Officer 6-weekly joint inspections with House Group representatives monitoring communal window cleaning - good standard to outstanding	93%	100%	100%			
No. of Out of Hours reports	NEW KPI N/A	127	186			
No. of Home Improvement Applications received	NEW KPI N/A	29	8			
No. of residents signed up to the BEO bulletin	NEW KPI N/A	30	165			new total = 1971
Open Spaces						
Major Works						
Short Term Holiday Lets						
Lease Enforcement cases						

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ESTATE TOTALS Q1 2022-2023				
General		No. Orders	Total Value	Comments
To A Specific Address		820	448398.73	
Block Common Parts		266	112091.34	
Barbican Estatewide		50	38328.22	
Garchey		28	15105.56	
Lauderdale Joint Office		5	982.49	
Barbican Rented		28	30970.55	
Barbican Stores		6	1918.53	
Insurance		12	33234.32	
Recharge		24	6462.54	
St Giles Church		1	343.74	
Trade Centre		2	1931.73	
Car Parks		60	41598.24	
Total Jobs Raised		1302	731365.99	

Breakdown By Priority Level		No. Orders	Total Value	Comments
Priority 0		19	3140.98	
Priority 1		154	36806.68	
Priority 2		264	55082.86	
Priority 3		259	151015.72	
Priority 4		601	483691.19	
Priority E		4	1628.56	
Void		1	0.00	

Breakdown By Category		No. Orders	Total Value	Comments
Asbestos Management		6	6140.00	
Balconies (not WP)		5	3431.93	
Carpentry		38	12053.09	
Concrete		7	4641.82	
Decs not WP		5	3796.36	
Dilapidations		3	6162.22	
Drains		41	21898.40	
Electrical		40	32119.98	
Fire Equip		14	17772.28	
Frames (not WP)		53	117206.16	
Glazing		21	15550.03	
Locks/Doors		54	6337.28	
Metalwork		79	31078.63	
Miscellaneous		24	38616.50	
Plumbing		57	20565.72	
Security		5	9691.64	
Tiling & Screeding		4	2163.71	
Underfloor Heating		1	169.17	

Ventilation		40	12933.12	
Water Penetration		131	168227.75	
Roofs (not WP)		20	42820.10	
Lightning Conductors		1	690.00	
Electrical contract servicing		1	100.00	
Garchey		82	0.00	
Lifts		32	5490.00	
Resident Engineers		315	0.00	
Metwin (misc)		223	151710.10	Error in coding due to transfer of data

Breakdown By Block	No. flats	No. Orders	Total Value	Comments
Andrewes House	192	59	47199.82	1 roof repair (barrel vault north and south side)
Ben Jonson	204	134	104532.56	2 window frame replacements and roof works
Brandon Mews	26	5	1908.38	
Breton House	111	26	6111.92	
Bryer Court	56	36	6834.78	
Bunyan Court	69	54	67695.28	window frame replacement
Cromwell Tower	111	82	43172.21	
Defoe House	178	78	73407.05	barrel repairs and scaffolding
Frobisher Crescent	69	46	7777.17	
Gilbert House	88	68	12127.99	
John Trundle Court	133	42	17874.83	
Lambert Jones Mews	8	8	1659.74	
Lauderdale Tower	117	74	56971.81	balcony repair work X 3
Mountjoy House	64	34	3661.62	
Seddon House	75	57	6207.01	
Shakespeare Tower	116	43	15482.41	
Speed House	114	55	31633.15	
The Postern	10	3	2086.12	
Thomas More House	165	74	36728.21	
Wallside	16	0	0.00	
Willoughby House	148	108	17418.01	
BLOCK TOTAL		1086	560490.07	

Included in Service Charge		No. Orders	Total Value	Comments
Barbican Estatewide		50	38328.22	
Garchey		28	15105.56	parts. Ordered in bulk as made specially for Barbican
Lauderdale Joint Office		5	982.49	
INC TOTAL		83	54416.27	

Landlord/Other Totals		No. Orders	Total Value	Comments
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Barbican Rented		28	30970.55	
Barbican Stores		6	1918.53	
Insurance		12	33234.32	
Recharge		24	6462.54	
St Giles Church		1	343.74	
Trade Centre		2	1931.73	
Car Parks		60	41598.24	
LANDLORD/OTHER TOTAL		133	116459.65	

NOTES

Figures are for orders raised, not completed - totals are not definitive and financials will not be accurate

Orders raised do not necessarily hit accounts at the same time so amounts will not match

Orders are not always correctly coded by category.

Lauderdale Joint Office' repairs are charged to Service Charge under S&M budget, not Repairs.

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Committee:	Dated:
Residents Consultation Committee Barbican Residential Committee	20/09/2022 30/09/2022
Subject: Housing Complaints Policy Review	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?	N
Report of: Director of Community and Children's Services	For Decision – BRC For Information - RCC
Report author: Rosalind Ugwu, Interim Head of Barbican Estate	

Summary

The Housing Division's Complaints Policy was redrafted, and several changes made to bring it in line with the provisions of the Housing Ombudsman's Complaints Handling Code of 2020. The Housing Management and Almshouses Sub-Committee approved the revised policy on 20/09/2021.

The revised policy adopts a two-stage complaints process and extends the timescale for Stage Two responses. These changes are intended to encourage early resolution of complaints and make the complaints process more accessible and straightforward for residents.

It is proposed that Barbican Estate Office (BEO) adopts the revised Housing Complaints Policy to ensure and demonstrate compliance with both the Housing Ombudsman's Code and Housing Regulator's guidance

Recommendation

Members are asked to:

- Approve the proposal for the BEO to adopt the Housing Complaints Policy when dealing with formal complaints from residents of the Barbican Estate Office.

Main Report

Background

1. The BEO has a well-established complaints process, supported by a formal Complaints Policy, which was last approved by Committee in May 2017. This currently involves a three-stage process. Once these stages are exhausted, residents may escalate their complaint to the Housing Ombudsman if they remain dissatisfied.
2. The current three stages are:
 - Stage One: investigation by a Senior Manager or Head of Service (reply within 10 working days)
 - Stage Two: Assistant Director (reply within 10 working days)
 - Stage Three: Town Clerk's Department (normally allocated to an Assistant Director outside DCCS; response due within 10 working days)
3. The Corporation is a mandatory member of the Housing Ombudsman Scheme and residents may escalate their complaint to the Ombudsman if they remain dissatisfied once its complaints process is exhausted. The Ombudsman may investigate complaints referred to it and recommend a resolution. If the Ombudsman believes that the Corporation is at fault, or, it has not done enough to put things right, it can make recommendations for the resolution of the complaint.
4. The Ombudsman may make findings of service failure or maladministration against a landlord, impose a requirement to pay compensation, or require the landlord to take other steps to conclude the complaint.
5. Most complaints are resolved successfully at Stage One, though some escalate through the process and end up with the Ombudsman each year. In 2021/22, the BEO received a total of 7 complaints, of which 7 were resolved at stage 1 and 2 resolved at stage 2, none went to Stage 3, none were referred to the Ombudsman.
6. In 2020, the Ombudsman issued a new Complaints Handling Code ("the Code"). The Code sets out best practice guidance for the handling of complaints by social landlords who, are members of the Ombudsman scheme. It is intended to ensure that landlords have an easily accessible and resident-focused complaints procedure, which is fair to complainants and geared towards resolving complaints at an early stage.
7. The Code is intended to make it easier and quicker for residents to seek redress for their landlords' service failures. Non-compliance with the Code on the part

of a landlord can result in a finding of “complaints handling failure,” which may result in the landlord being ordered to provide redress, including financial compensation, to the complainant. It may also refer the matter to the Regulator for Social Housing. These findings are published on the Ombudsman’s website.

8. One significant change set out in the Code is that landlords are expected to have a two-stage complaints procedure unless it is absolutely necessary to offer three stages. This supports the aim of ensuring the timely resolution of complaints.
9. Another change recommended in the Code is the adoption of standard timescales for complaints responses. For Stage Two, the maximum recommended time is 20 working days. This balances the need to provide a timely response with allowing landlords the time to provide a meaningful response which has been thoroughly investigated.

Current Position

10. Landlords are required to complete a self-assessment against the Code. The BEO’s self-assessment shows that we are largely compliant however, we currently do not meet the recommendation that we offer a two-stage process.

11. The Code states:

3.6: A landlord’s complaints procedure shall comprise of two stages. *This ensures that a resident has the opportunity to challenge any decision by correcting errors or sharing concerns via an appeal process.*

3.8: The Ombudsman does not believe a third stage is necessary *as part of a complaints process but if a landlord believes strongly it requires one, it should set out its reasons as part of the self-assessment. A process with more than three stages is not acceptable under any circumstances in the Ombudsman’s view.*

12. The two-stage process outlined in the Complaints Code is intended to:

- Give complainants redress within a reasonable timeframe
- Allow them to appeal an initial decision internally and for any mistakes at Stage One to be corrected
- Encourage landlords to adopt a constructive approach to early complaints resolution rather than sticking rigidly to a formal process

13. The rationale behind having a third stage, dealt with elsewhere within the Corporation, is presumably to demonstrate impartiality. However, there are controls in place to ensure that complaints are effectively and fairly investigated within the Housing Team, such as asking managers from different teams to

investigate if needed, and complaints investigations being reviewed by a senior manager, who was not involved in the original investigation, before completion.

14. All complaints responses at Stages 1 and 2 are also reviewed by the Quality and Performance Manager before being issued, to ensure that they answer the complaint in full and demonstrate that a comprehensive investigation has taken place.
15. Bearing in mind the spirit of the Complaints Code, it is considered that there is no compelling reason to retain a third stage and it cannot be said to be “absolutely necessary” as required by the Ombudsman.
16. Having two stages, with proper checks and balances to ensure impartiality and quality, will better serve residents and ensure that a higher quality of service is provided to complainants.
17. With the upcoming changes to housing regulation and the need for landlords to become more transparent, responsive, and accountable to residents about their performance, moving to a two-stage process will demonstrate a commitment to trying to resolve complaints more efficiently and show a willingness to be held to account by residents and the Ombudsman.
18. A brief search of information available about other local authority landlords’ procedures shows that many have already adopted two-stage processes for housing complaints, including Westminster, Southwark, Islington, Lambeth, Brent, Hackney, Enfield, and Lewisham.
19. The adoption of the Housing Complaint’s policy by BEO (as approved by this Committee) will ensure a fair and consistent response to complaints across all CoL residential tenures and align with the revised Housing Complaints Policy, approved by the Housing Management and Almshouses Sub-Committee on 20/09/2021
20. With regard to standard timescales, the revised Complaints Policy retains the 10 working days response time for Stage One and, for Stage Two responses, allows for a maximum of 20 working days, in line with the Code. This is to ensure that adequate time is given to conduct in-depth reviews at Stage Two.
21. Officers will naturally continue to attempt to resolve complaints as quickly as possible and any variance with these timescales will be communicated to the complainant.

Proposals

22. To bring the BEO in line with the Housing Division’s revised Complaints Policy and the Housing Ombudsman’s new Complaints Handling Code, it is proposed that:
 - The BEO adopts the existing two-stage complaints process to comply with the Complaints Handling Code.

Corporate & Strategic Implications

Strategic Implications

23. The revised Housing Complaints Policy supports the aims of our Corporate Plan and Housing Strategy, in that it contributes to the effective management of the Barbican Residential Estate.

Conclusion

24. The BEO requests the approval of this Committee to adopt the Housing Complaints Policy that has been recently revised to reflect the provisions of the Housing Ombudsman's Complaints Handling Code for social landlords.
25. The policy removes the current Stage Three process (Town Clerk) in line with the Ombudsman's recommendations. It also aligns the timescales for complaints responses with the maximum provided for in the Code.

Appendices:

- Appendix One: Housing Complaints Policy (2021)

Rosalind Ugwu

Interim Head of Barbican Residential, DCCS

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City of London Corporation
Department of Community & Children's Services
Housing Service

Housing Complaints Policy

Approved by:	<i>Housing Management & Almshouses Sub-Committee</i>
Approval Date:	
Next Review Date:	

1. Purpose and scope

1.1 We have this policy because we want our residents and service users to know about our approach to complaints. We aim to provide good quality services but sometimes we get it wrong. When this happens, we want to make it as easy as possible for residents to tell us and know that we will respond positively, quickly and fairly.

1.2 This policy applies to:

- City of London tenants, leaseholders and freeholders who receive services from the Housing Service
- Those affected by the City of London Housing Service
- Those applying for services delivered by the City of London Housing Service

2. Policy aims and objectives

2.1 Our priority is to put things right when they go wrong. To help us do this, we aim to deliver an excellent complaint handling service that puts the complainant at the heart of what we do and gives them the chance to express their point of view and the outcome they are seeking.

2.2 A key objective of this policy is to help us better understand the resident experience. We will use this insight as an opportunity to learn and continually improve our services.

3. Definitions

3.1 We have adopted the following definition of a complaint from the Housing Ombudsman's Complaints Handling Code:

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

3.2 Regardless of the definition that we adopt, if a resident tells us that they are not satisfied with a service we will take steps to resolve the issue as quickly as possible.

4. Exclusions

4.1 We cannot always accept a complaint. Sometimes we will have valid reasons such as the following:

- **Age** – The issue giving rise to the complaint occurred more than 6 months ago, unless it is a recurring problem.
- **Legal action** – A complainant pursues the issue through a legal route. This will not stop us trying to resolve the issue.
- **Previous complaints** – A matter has already been considered and reviewed using the complaints service
- **Not within our control** – Complaints about services, people or bodies over which we have no control.
- **Insurance claims** - A claim for damages or personal injury which will be dealt with as an insurance claim.
- **Alternative appeals or review procedures** – Issues over which there is an alternative redress process.

If we cannot accept a complaint, we will explain the reasons to the complainant.

5. Service standards

5.1 When we provide a complaints service, residents can expect the following from us:

- To be provided with information about our complaints service in a variety of formats
- If we do not accept a complaint, we will explain the reasons why
- Use plain language and make clear the outcome of the complaint
- Acknowledge a complaint within 2 working days
- Provide a response at Stage 1 of our process within 10 working days
- Provide a response at Stage 2 of our process within 20 working days of the complaint being escalated.
- When we offer a remedy, we will set out what we intend to do and the timescales
- If we decide not to escalate a complaint, we will provide an explanation

6. Legislation and regulation

6.1 This policy will have regard to the following requirements of the Regulator of Social Housing:

Value for Money Standard – We will make the best use of our resources by learning from complaints and minimising mistakes.

Tenant Involvement and Empowerment Standard - We will adopt an approach to complaints that is clear, simple and accessible and ensure that complaints are resolved promptly, politely and fairly.

- 6.2 In July 2020 The Housing Ombudsman published a Complaints Handling Code. In addition, the November 2020 Social Housing White Paper proposed a new charter for social housing which includes an expectation that residents will have their complaints dealt with promptly and fairly. This policy will ensure we comply with the Code and that we are able to meet the expectations of the White Paper and subsequent legislation.

7. Our approach to complaints

7.1 Access

We will make the complaints service accessible to all residents using a range of channels through which residents can make a complaint, including our website and any official social media platforms. We will comply with our Equality Act duty and tailor our service to meet an individual's needs, making whatever adjustments are required.

We will accept complaints made by a resident's representative and fully engage with representative when we handle the complaint. We will also encourage and signpost residents to advice and advocacy services as appropriate.

We will ensure that all staff understand the difference between a service request and a complaint and are aware that complaints can be received verbally.

7.2 Awareness

We will raise awareness of our complaints service. We will use our website, newsletters and leaflets to ensure residents know how to complain.

As part of the information that we make available to residents we will include contact information for the Ombudsman. We will explain the role of the Ombudsman and ensure residents are aware that they can contact the service at any point for help and advice throughout their complaint.

7.3 Complaints handling

We want to make complaint handling a resident friendly experience. Our Housing Complaints Team will take responsibility for a complaint and work with colleagues to find a speedy resolution. Complaints will be acknowledged and recorded, and early contact made to ensure we understand the issues and the outcome the resident is seeking.

Our priority will be to resolve the complaint at the earliest opportunity. We will ask residents to allow us the opportunity to find a speedy resolution. Where the complaint requires formal consideration, we have a two-stage process.

The first stage will be a full and fair investigation. The investigation will be carried out by a senior manager who will be impartial and seek the information they need to find an outcome that would resolve the matter for the resident.

When it is not possible to find a resolution, we have a second stage in our process that allows residents to request a review of their complaint. The review will give residents the opportunity to challenge the earlier decision.

We will not unreasonably refuse to escalate a complaint to the next stage. If we refuse to allow escalation, we will explain the reasons for our decision.

When a resident is not satisfied with our response, we will ensure that are aware of how to contact the Housing Ombudsman. We will fully co-operate with the Ombudsman and continue to look to resolve the complaint.

7.4 Communication

We will make information about our complaints service available in clear and accessible formats. All our communications will use plain language. When we respond to complaints, we will make the outcome clear and explain the reasons for any decision made. We will keep residents regularly updated using methods of communication agreed with the resident.

Where a resident's expectation is unrealistic or unreasonable, we will explain this to the resident. If we consider that it may help to resolve a complaint, we seek the complainant's permission to engage with professional mediators as an alternative means of finding an effective resolution.

We will report back to our involved residents on our performance and ensure that information is regularly provided to all residents on how well we are delivering

our complaints service and improvements that have come about as a result of complaints.

7.5 Putting things right

We know that for most complainants when we have failed to provide a service the priority is to put things right. We will apologise and set out the actions we will take to resolve the complaint. Any remedy that is offered by us will reflect the extent of the service failure and the impact on the resident. When needed we will exercise appropriate discretion to find a remedy.

We recognise that finding a remedy may not in itself repair our relationship with our resident. In order to build confidence, we may at times engage the services of an independent third party to investigate or review a complaint.

7.6 Learning and improvement

We will ensure that we learn from complaints to keep improving. We will look beyond individual complaints to identify where our processes or policies need to change. We will ensure that this approach is part of our service planning framework and informs staff training.

7.7 Unacceptable complainant behaviour

If a complainant behaves unreasonably at any stage of the complaints process, we will apply our policy on unreasonable behaviour. Unacceptable or unreasonable behaviour could include:

- making numerous complaints about minor matters or matters which staff cannot change, which take up an unreasonable amount of staff time
- contacting multiple officers to complain about the same issue
- being abusive or offensive to staff or using inappropriate language
- making unfounded or unsupported complaints that may be malicious in nature.

If we consider a complainant to be unreasonable, we may close an existing complaint down or limit the means by which the resident can communicate with us. Once a decision has been made, we will inform the complainant and explain the reasons for our decision.

8. Responsibilities, monitoring and performance

- 8.1 Overall responsibility for this policy and its implementation rests with the Head of Housing Management. The Head of Housing Management will ensure that staff receive the appropriate training and support to achieve the aims of this policy. Where needed we may establish appropriate operational procedures.
- 8.2 Monitoring of the implementation of this policy and our performance in handling complaints will be the responsibility of the Housing Management and Almshouses Sub-Committee. We will carry out regular self-assessments against the Complaints Handling Code and ensure that our performance measures drive improvements.

9. Associated policies

- Compensation Policy

10. Document Management

Policy title	Housing Complaints Policy
Date created	
Policy owner	Head of Housing Management
Authorised by	Housing Management and Almhouses Sub-Committee
Date authorised	
Review period	3 years
Date of next review	

Consultation and assessment	
Resident consultation	
Equality Analysis	
Data Protection Impact Assessment	Not required. Minimal risk of data breaches. Use of personal data covered by Privacy Notice.

Document review history			
Version	Date amended	Date approved	Key changes
1.0			

Agenda Item 15

This document can only be considered valid when viewed via the CoL Intranet website. If this is printed into hard copy or saved to another location, you must check that the effective date on your copy matches that of the one on-line.

Committees: Residents' Consultation Committee- <i>for information</i> Barbican Residential Committee - <i>for information</i>	Dates: 20 September 2022 30 September 2022		
Subject: Barbican Podium Waterproofing, Drainage and Landscaping Works (Ben Jonson, Breton & Cromwell Highwalk) Phase 2 – 1st Priority Zone Unique Project Identifier: 11820	Complex Progress Report		
Report of: Director of Community & Children's Services Report Author: Dean Elsworth – Project Manager New Developments & Special Projects, Community & Children's Services	For Information		
<div style="text-align: center; font-size: 2em; font-weight: bold; margin: 20px 0;">REDACTED</div> <p>By virtue of paragraph(s) 3 of the Local Government Act 1972. Specifically, paragraphs 1 & 2 of the report contains sensitive information which may be exempted under the Act, and as this cannot be presented to Members as a separate appendix this report needs to be considered in closed session. It is considered that information falling under the following paragraphs outweighs the public interest in disclosing information:</p> <table border="1" data-bbox="256 1603 1335 1709"> <tr> <td style="width: 5%; text-align: center; vertical-align: top;">3)</td> <td>Information relating to the financial or business affairs of any particular person or body (including the authority holding that information).</td> </tr> </table>		3)	Information relating to the financial or business affairs of any particular person or body (including the authority holding that information).
3)	Information relating to the financial or business affairs of any particular person or body (including the authority holding that information).		

1. Status update	Project Description: <i>Surface refurbishment, replacement of defective waterproofing membrane, drainage improvements and landscaping works to Barbican Podium Phase 2, 1st Priority Zone</i>
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	<p>RAG Status: Red (Red at last Gateway 4C Report)</p> <p>There are indications that construction & material costs will continue to increase and the current energy crisis affecting manufacturing output.</p> <p>Risk Status: Medium at last Gateway 4C Report</p> <p>Total Estimated Cost of Project (excluding risk): Estimated total outturn cost at Gateway 4C [REDACTED]</p> <p>Change in Total Estimated Cost of Project (excluding risk): Cost estimate: An increase of [REDACTED] (excluding risk) due to construction complexities following surveys and inflation being experienced by the construction industry from [REDACTED] previously reported at Gateway 3-4.</p> <p>Spend to Date: [REDACTED]</p> <p>Costed Risk Provision Utilised: [REDACTED]</p>
<p>2. Key points to note</p>	<p>Next Gateway: Gateway 5</p> <p>Key Points:</p> <ol style="list-style-type: none"> 1. Following approval of the Gateway 4C report in July 2022, a budget was authorised of [REDACTED] to further develop the scheme and progress to Gateway 5 funded through the [REDACTED] approved in principle by RASC in the 2020/21 new bids process. 2. Approval of the increased scope of work to include compliance with the City's Climate Action Strategy, Bio-Diversity Action Plan, Policy for Public Artwork and Phase I surface water drainage system at an estimated additional cost of [REDACTED] excluding risk. 3. Note that applications are proceeding to obtain Planning Consent, Listed Building Consent, and Building Regulation Approval. 4. Note the total estimated cost of the project at [REDACTED] excluding risk and inflation. The total estimated cost including costed risk and inflation is [REDACTED]. 5. Authorise the increase in the approved budget allocations as set out in the resources required table below from [REDACTED] to [REDACTED], an increase of [REDACTED] excluding risk

	<p>6. Note the cost estimate of the overall programme of waterproofing works, including this phase 2, has increased from [REDACTED] at Gateway 3 / 4 in 2020, to [REDACTED] excluding costed risk, for priority zones 1 – 9 inclusive.</p> <p>7. Court of Common Council have authorised delegation of all future project report approvals to Policy & Resources Committee.</p>
3. Reporting period	<i>This report covers the period between Q3 2021 and Q2 2023 during which time extensive surveys will be undertaken, design proposals finalised, applications submitted for Planning & Listed Building Consent, and a contractor procured to undertake the works</i>
4. Progress to date	<p>1. Following consultation with Deborah Cluett, the City Solicitor and report to Committee, the internal governance has been resolved with Policy & Resources allocated as the Service Committee and Planning & Transportation remaining as the Planning Decision Committee.</p> <p>2. The Gateway 4C report has been submitted to committee and approved.</p> <p>3. Faithful & Gould, multidisciplinary design team, have completed RIBA Stage 3 design information and commenced stage 4 following conclusion of a series of Pre-Planning Application meetings with Planners and consultation with both Historic England and 20th Century Society to finalise the detailed design and submit a planning application for Phase 2, Priority Zone 1 of the Barbican Podium Waterproofing project. This will cover all design requirements up to Gateway 5. Applications for Planning and Listed Building Consent will be submitted simultaneously in September/October 2022 with a projected determination of January 2023.</p> <p>4. An extensive range of site investigations and reports have been undertaken including Access Audit, CCTV Survey of surface water drainage infrastructure; Asbestos Survey; Structural Concrete Assessments; Chemical Analysis; Review of Fire Strategy; Survey of Electrical Services and Lighting, Point Cloud Laser Survey.</p> <p>5. A comprehensive communications exercise managed by our communications consultant, Comm Comm UK, has been on-going with key stakeholders and groups</p>

	<p>including public Webinars on 20th July 2021, 20th October 2021 and 17th August 2022 to present the scheme and take comments and answer questions. The Barbican Projects Hub website is also regularly updated and monitored and provides a platform for on-going dialogue with the project team.</p> <ol style="list-style-type: none"> 6. The Barbican Podium Project team are in regular communication and engagement with the Barbican Renewal Project Team to facilitate the sharing of information. 7. City Planning has confirmed a requirement for public artwork to be included in the scheme to satisfy planning policy, Future City have been appointed as artwork consultant to prepare an Artwork Strategy & Implementation Plan. This has been presented to City Planning via a Pre-Planning Application meeting and to the City Arts Initiative Committee. 8. Environmental monitors and sensors have been installed at various locations on the podium to record conditions such as wind velocity, temperature and moisture content of the planting beds soil, the results of which will be evaluated pre and post works.
5. Next steps	<ol style="list-style-type: none"> 1. Complete the design proposals in sufficient detail to support an application for Planning Consent and Listed Building Consent for September/October 2022. 2. Complete all site investigations and surveys. 3. A public webinar scheduled to take place on the 12th September 2022 @ 19.00hrs. 4. Formation of an Artwork Steering Group to facilitate the Artwork Implementation & Strategy Plan to procure the artwork for the scheme. 5. Finalise tender documentation to enable the procurement of the contract works.

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Appendices

Appendix 1	Project Coversheet
Appendix 2	Site Location Plan
Appendix 3	Master Plan
Appendix 4	Phasing Plan for Priority Zone 1
Appendix 5	Key Dates

Contact

Report Author	Dean Elsworth, Project Manager New Developments and Special Projects, Children & Community Services
Email Address	Dean.elsworth@cityoflondon.gov.uk
Telephone Number	07821 809389

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Project Coversheet

[1] Ownership & Status

UPI: 11820

Core Project Name: Barbican Podium Waterproofing, Drainage and Landscaping Works (Ben Jonson, Breton & Cromwell Highwalk) Phase 2 – 1st Priority Zone

Programme Affiliation:

The full programme of Barbican Podium Phase 2 works identified in the Gateway 1 / 2 report was as follows:

- Ben Jonson/Breton/Cromwell Highwalk – 1st priority zone
- Thomas More/Mountjoy/Seddon & John Wesley Highwalk 2nd priority zone
- Speed Highwalk – 3rd priority zone
- St Giles Terrace – 4th priority zone
- Willoughby Highwalk -5th priority zone
- Andrewes Highwalk - 6th priority zone
- Defoe Place – 7th priority zone
- The Postern/Wallside – 8th priority zone
- Lauderdale Place – 9th priority zone
- Cromwell Place – 10th priority zone

Project Manager: Dean Elsworth

Definition of need:

To undertake waterproofing and landscaping works to the 2nd Phase, priority zone 1 of the Barbican Podium Beech Gardens. Works are part of a wider future priority programme to permanently address and upgrade the condition of the Barbican Podium and Highwalk.

Key measures of success:

1) Improving and maintaining the appearance of the public amenity
2) Reduction of environmental pollution
3) Improve open land and areas to which the public have access

Expected timeframe for the project delivery:

Key Milestones:

Key Milestone	Target at GW 3 / 4	Revised Timeline GW4C
Appoint Design Team	2Q 2020	4Q 2020
Submit Planning	4Q 2020	3Q 2022
Appoint Contractor	3Q 2021	2Q 2023
Complete	3Q 2023	3Q 2025

Are we on track for completing the project against the expected timeframe for project delivery? No

The project was delayed initially due to internal Governance issues which have now been resolved with Policy & Resources allocated as the Service Committee and Planning & Transportation remaining as the Planning Decision Committee. Design complexities have increased following the results of extensive surveys and investigations, and consultation with Planners and Historic England requiring Stage 4 design information for the Planning and Listed Building Consent application. Furthermore, since the last report Planners have informed that the scheme must include a Public Artwork installation.

Has this project generated public or media impact and response which the City of London has needed to manage or is managing?

The City of London sent out a press release on 5 January 2022 extending the deadline for consultation to enable more members of the public to submit their feedback. This was in response to public comments received via email.

[2] Finance and Costed Risk

Headline Financial, Scope and Design Changes:

In principle, approval for central funding of up to [REDACTED] was granted through the annual bid process, to be met from a mixture of On-Street Parking Reserve and other central City Fund reserves (the exact source of the funding is going through an eligibility assessment). After allowing for pre-existing budgets of [REDACTED], there is an anticipated net funding shortfall of [REDACTED] plus costed risk funding of [REDACTED] which will need to be identified from savings in other City Fund capital bid provisions/existing budgets.

There will also be opportunity when tenders are obtained, to review and reduce the extent of the works as the project area is divided into priority zones. If funding is insufficient to complete all zones which comprise phase 2 within the proposed contract a lesser priority zone could be omitted to allow the scope to fit budget available.

'Project Proposal' G1 & G2 report (as approved by PSC 17/02/17):

- Total Estimated Cost (excluding risk): [REDACTED]
[REDACTED] for the future phases
- Resources to reach next Gateway (excluding risk) [REDACTED]
- Spend to date: [REDACTED]
- Costed Risk Against the Project: [REDACTED]
- CRP Requested: [REDACTED]
- CRP Drawn Down: [REDACTED]
- Estimated Programme Dates: Q2 2018 – Q3 2022

Scope/Design Change and Impact:

The overall scope of the project remains as scheduled in the programme affiliation summary

'Issues Report' (as approved by PSC 14/02/18):

- Total Estimated Cost (excluding risk): [REDACTED]
- Resources to reach next Gateway (excluding risk): [REDACTED]
- Spend to date: [REDACTED]
- Costed Risk Against the Project: [REDACTED]
- CRP Requested: [REDACTED]
- CRP Drawn Down: [REDACTED]
- Estimated Programme Dates: Not confirmed

Scope/Design Change and Impact:

The overall scope of the project remains as scheduled in the programme affiliation summary.

'Options Appraisal and Design' G3-G4 report (as approved by PSC 24/02/20):

- Total Estimated Cost (excluding risk): [REDACTED]
- Note the cost estimate of the overall programme of waterproofing works, including phase 2, has increased from [REDACTED] at Gateway 1 / 2 in 2017, to [REDACTED] as of October 2019 (excluding risk).
- Resources to reach next Gateway (excluding risk): [REDACTED]
- Spend to date: [REDACTED]
- Costed Risk Against the Project: [REDACTED]
- CRP Requested: [REDACTED]
- CRP Drawn Down: [REDACTED]
- Estimated Programme Dates: Q2 2020 – Q3 2023

Scope/Design Change and Impact:

'Detailed Design – Funding Eligibility Assessment' G4C report

(As Approved at Court of Common Council 21 July 2022)

- Total Estimated Cost (excluding risk): [REDACTED]
- Resources to reach next Gateway (excluding risk): [REDACTED], an increase of [REDACTED]
- Spend to date: [REDACTED]
- Costed Risk Against the Project: [REDACTED]
- CRP Requested this Gateway: [REDACTED]
- CRP Drawn Down: [REDACTED]
- Estimated Programme Dates: Gateway 1 / 2 – Q1 2017

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Gateway 3 / 4 Options Appraisal – Q1 2020
 Gateway 4C Funding Eligibility Assessment – Q3 2022
 Gateway 5 Authority to start work – Q1 2023
 Start on site -- Q3 2023
 Completion -- Q3 2025

Scope/Design Change and Impact:

The area and scope of Barbican Podium Phase 2 Priority Zone 1 remains the same. The areas identified for soft landscaping have increased in response to the City's Climate Action Strategy and Bio-diversity plans. It is also intended to include surface water drainage within phase 1 and phase 2 which was not in scope for the phase 1 works.

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

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

Scope/Design Change and Impact:

Total anticipated on-going commitment post-delivery [£]: To be confirmed
Programme Affiliation [£]: To be confirmed



INFORMATION

On this drawing, note the following:

LEANING

NG/DEMOLITION

appropriate, to an approved method



Area

For information	CJM	NM	NM
For information	CJM	NM	NM
Description	By	Chkd	Appd

FORMA 110

52

286 Euston Road
London
NW1 3AT

ad (2018)

Tel: +44 (0) 20 7121 2000
Fax: +44 (0) 20 7121 2333
www.atkinsglobal.com

CITY
OF
LONDON

REPUBLICAN POD

SITE LOCATION

18	Date 19.10.18	Date 19.10.18	Date 19.10.18
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PN

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DO NOT SCALE

SAFETY, HEALTH AND ENVIRONMENTAL INFORMATION

In addition to the hazards/risks normally associated with the types of work detailed on this drawing, note the following:

CONSTRUCTION

MAINTENANCE/CLEANING

DECOMMISSIONING/DEMOLITION

It is assumed that all works will be carried out by a competent contractor working, where appropriate, to an approved method statement

Key:

Complete

Phase 1: Beech Gardens

1 Phase 2: Priority Zone 1
Beech Gardens

2 Phase 2: Priority Zone 2
Thomas More/Mountjoy/Seddon & John Wesley Highwalk

3 Phase 2: Priority Zone 3
Speed Highwalk

4 Phase 2: Priority Zone 4
St. Giles Terrace

5 Phase 2: Priority Zone 5
Willoughby Highwalk

6 Phase 2: Priority Zone 6
Andrewes Highwalk

7 Phase 2: Priority Zone 7
Defoe Place

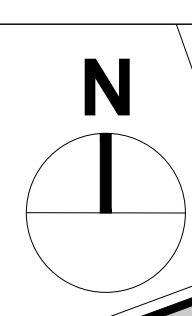
8 Phase 2: Priority Zone 8
The Postern/Wallside

9 Phase 2: Priority Zone 9
Lauderdale Place

10 Phase 2: Priority Zone 10
Cromwell Place

P01	21/04/21	SHARED FOR INFORMATION	CJM	NM	NM
Rev.	Date	Description	By	Chk'd	App'd
Drawing Status				Suitability	
FOR INFORMATION				SO	
ATKINS		Nova North 11 Bressenden Place London SW1E 5BY			
Member of the SNC-Lavalin Group		Tel: +44 (0)20 7121 2000 Fax: +44 (0)20 7121 2333 www.atkinsglobal.com © Atkins Ltd. (2021)			
Client					
Project Title		Barbican Podium			
Drawing Title		Podium Refurbishment Priority Zoning Plan			
Scale	1:2000	Drawn	CJM	Checked	CJM
Original Size	A3	Date	21/04/2021	Date	21/04/2021
Drawing Number	BP2-ATK-XX-XX-DR-XX-0006				Revision
					P01

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Prior Weston Primary School

Cripplegate House

Zone 2

Zone 3

Ben Jonson House
(Overhead)

Zone 1

Ben Jonson House
(Overhead)

Zone 4

Zone 5

**Frobisher
Crescent**

**Barbican Arts and
Conference Centre**

Barbican Conservatory

Lakeside Terrace

Drawing Number	Revision
5165262-ATK-XX-ZZ-DR-L-0004	P6

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Barbican Podium - Key Dates & Next Steps

- Webinar will be repeated on 12th September 2022
- Submit planning application and listed building consent end of September
- Undertake trial holes and point cloud survey to inform detail design
- Develop detail design tender package
- Out to tender Q1 2023
- Appoint contractor Q2 2023
- Commence works Q3 2023
- Completion estimated Q3 2025

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Committee(s): Barbican Residents Consultation Committee Barbican Residential Committee	Dated: 20 September 2022 30 September 2022
Subject: Wayleave Agreements – Barbican Residential Estate	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 2, 12
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 Decision
Report authors: Paul Murtagh Assistant Director Barbican & Property Services Sye Thevathas Strategic Infrastructure Advisor, City Surveyor's	

Summary

The purpose of this report is to seek Member approval to proposed Wayleave Agreements between the City of London Corporation (the Corporation) and British Telecommunications PLC (referred to going forward as Openreach, a wholly owned subsidiary of British Telecommunications PLC), the Corporation and Virgin Media, the Corporation and Hyperoptic and Community Fibre respectively, in respect of the installation of electronic communication apparatus on various defined buildings across the Corporation's Barbican Residential Estate.

Recommendations

Members are asked to:

1. Agree that the Corporation enters into separate 'Wayleave Agreements' with Openreach, Virgin Media, Hyperoptic and Community Fibre in respect of the installation of electronic communication apparatus on various defined buildings across the Barbican Residential Estate.
2. Approve and agree the specific Wayleave Agreement between the Corporation and Openreach (attached as Appendix 'A' to this report), in respect of the installation of electronic communication apparatus on various defined buildings across the Barbican Residential Estate.

3. Approve the use of the same Wayleave Agreement between the Corporation and Virgin Media, in respect of the installation of electronic communication apparatus on various defined buildings across the Barbican Residential Estate.
4. Delegate authority to the Director of Community & Children's Services to approve and agree further 'Wayleave Agreements' with Hyperoptic and Community Fibre in the agreed format, as appropriate, in accordance with relevant legislation and, in the best interests of the Corporation.

Main Report

Background

1. The Government has set a target for at least 85% of UK premises to have access to gigabit-broadband by 2026 and has stated that it will "seek to accelerate roll-out further to get as close to 100% as possible". The Government's policy is that gigabit-broadband infrastructure will be mostly built using private investment. Private companies decide when and where to build infrastructure, based on commercial factors such as supply and demand.
2. The two biggest industry leaders, Openreach and Virgin Media, provide regular public reports on their rollout plans and, are key players in the delivery of this target. As a result, Openreach and Virgin Media will contribute significantly to helping deliver the switch from the current copper network to gigabit-capable services. The retirement of the copper network is scheduled for 2025 and both Openreach and Virgin Media will be fundamental in enabling this across the UK.
3. Openreach, Virgin Media Hyperoptic and Community Fibre have approached the Corporation with a request for a wayleave agreement, to enable them to install their equipment on various defined buildings across the Barbican Residential Estate.

Considerations

Electronic Communications Code

4. The Electronic Communications Code, known within the industry as 'The Code', is set out in Schedule 3A of the Communications Act 2003. It is essentially, a set of rights that are designed to facilitate the installation and maintenance of electronic communications networks. The Code confers rights on providers of such networks and, on providers of systems of infrastructure, to install and maintain apparatus on, under and over land and results in considerably simplified planning procedures.
5. Wayleaves are the most common form of access agreement for telecoms infrastructure and, are usually entered into consensually between the parties. If an agreement cannot be reached consensually, the telecoms operator may apply to the court to seek an imposed agreement through powers contained in the Electronic Communications Code (Schedule 3A to the Communications Act 2003, as amended).
6. It is considered best practice to have multiple wayleave agreements with different providers to ensure competition and a reasonable choice for residents, as well as,

safeguarding the network provision for the future, in the event of any commercial changes.

Current Position

7. The Corporation currently, has wayleave agreements with all four providers: Openreach, Virgin Media, Community Fibre and Hyperoptic for all the Corporation's Housing Estates except for the Barbican Estate. There is a further fifth wayleave agreement with Vision Fibre however, this company has since been sold. Vision Fibre only installed its equipment on one of the Corporation's housing estates (Golden Lane Estate).
8. The fibre roll-out programme that is currently being carried out, is managed by an independent consultant, who is funded directly by the respective providers but works on behalf of the Corporation to reduce resource requirements. The independent consultant oversees the installation process, as well as liaising with residents and the Corporation's own staff.

Proposal for new wayleave agreements

9. Openreach, Virgin Media, Hyperoptic and Community Fibre have approached the Corporation with a request for a wayleave to enable them to install their equipment on various identified buildings across the Barbican Residential Estate.
10. The scope, type, and content of the standard Wayleave Agreement has been agreed and approved by the Comptroller and City Solicitor. The proposed Wayleave Agreement between the Corporation and Openreach is attached at Appendix 'A' to this report for members consideration and approval.
11. It is also proposed that members approve the use of the same standard Wayleave Agreement between the Corporation and Virgin Media, in respect of the installation of electronic communication apparatus on various defined buildings across the Barbican Residential Estate.
12. It is hoped, subject to the formal approval of this Committee, that the roll-out of the new fibre installations will commence within the next three to six months.

Benefits and Value for the Corporation and its Residents

Virgin Media

13. Virgin Media offers three potential alternative methods of installation to suit the various buildings and situations. This means that those buildings with only one or, no current fibre providers, should be able to achieve full fibre to all the homes. This also means that for the majority of buildings, where a suitable Integrated Reception Service (IRS) is in place, there will be no need for additional cabling on buildings and minimal associated external civils/ground works.
14. Virgin Media adheres to the social value commitment of offering discounted and accessible packages to all social housing residents on low income or as determined by the Corporation. For example, for those residents in receipt of

Universal Credit, “Virgin Media Essential Broadband”, with a speed of 15Mbps, is available for a fixed price of £15 per month, with no fixed-term contract and, no price changes whilst the benefit payments are being received. Since 2015, Virgin Media has been a partner with the national disability charity, Scope, supporting disabled people with digital skills and the confidence to get in and stay in work.

15. As well as covering the relevant external consultancy fees, Virgin Media will contribute £15 per premise connected under this programme towards a digital fund that can be used on local social value projects.

Openreach

16. Openreach is a wholesale provider and, an open network, which means that it will install the necessary infrastructure and then, make it available to a substantial number of Internet Service Providers. This will offer residents a much wider personal choice.
17. Openreach has a clear delivery plan for the next 5 years which, is published on its website. Currently, subject to formal approval, the Corporation’s properties that are scheduled for fibre installation are set out in Schedule 1 of the Wayleave Agreement attached at Appendix A to this report. It should be noted however, that the Barbican Estate is referred to generically and not on a block-by-block basis.

Community Fibre and Hyperoptic

18. Although not yet on the same scale as Openreach and Virgin Media, Community Fibre and Hyperoptic do offer benefits and value for the Corporation and its residents, most notably through the provision of free WiFi hotspots, accessible to all, in a designated communal area at each estate where they are authorised to connect in to.

Additional Benefits

19. These proposed wayleaves are cost neutral to the Corporation and its residents, including the cost of ongoing future maintenance. Both Openreach and Virgin Media are updating their existing equipment, which means that the need for additional cabling and infrastructure is limited and, will result in an improvement to any existing services that residents currently purchase from them.
20. The Project Management resource will continue to be paid for by the providers, which will ensure a seamless and continuous link for both staff and residents before, during and after the installation work takes place. This will also help the providers to prioritise their installations, limiting the disruption to residents, and ensuring all installation packs are checked and are compliant prior to installation.

Appendices

Appendix A: Wayleave Agreement between the Corporation and British Telecommunications PLC (Openreach)

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Assistant Director, Barbican & Property Services
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Sye Thevathas
Strategic Infrastructure Advisor, City Surveyor's Department
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DATED: 22/02/2022

THE MAYOR AND COMMONALTY AND CITIZENS OF THE CITY OF LONDON

and

BRITISH TELECOMMUNICATIONS PLC

WAYLEAVE AGREEMENT

in respect of the installation of electronic communication
apparatus at buildings listed in Schedule 1

WAYLEAVE AGREEMENT

DATE 22/02/2022

PARTIES

- (1) THE MAYOR AND COMMONALTY AND CITIZENS OF THE CITY OF LONDON of PO Box 270 Guildhall London EC2P 2EJ (the "**Grantor**" which expression will include the Grantor's successors in title); and
- (2) BRITISH TELECOMMUNICATIONS PLC (incorporated and registered in England and Wales under company registration number 1800000), the registered office of which is at 81 Newgate Street, London EC1A 7AJ (the "**Company**" which expression will include any entity to whom this wayleave agreement may be transferred pursuant to **clause 7**).

RECITALS

- (A) This agreement is made pursuant to Part 2 of Schedule 3A of the Act (as defined in **clause 1**).
- (B) The Company benefits from powers under the Code.
- (C) The Grantor is the owner of the freehold estate in the Property (as defined in **clause 1**) or has a leasehold interest in the Property of greater than one year.

IT IS AGREED AS FOLLOWS:

1. DEFINITIONS AND INTERPRETATION

1.1 In this agreement (unless the context otherwise requires) the following words have the following meanings:

"Act" means the Communications Act 2003, as amended by the Digital Economy Act 2017;

"Code"

means the Electronic Communications Code as set out in Schedule 3A to the Act as amended by the Digital Economy Act 2017;

"Customers"

means any tenant and/or undertenant(s) and/or lawful occupiers of the Property which have a contract for any Electronic Communications Service fulfilled via the Permitted Apparatus;

"Electronic Communications Service" means an electronic communications service as defined in section 32 of the Act;

"Operational Land"

means the part of the Property which comprises a strip one metre or thereabouts in width running over and to either side of the Permitted Apparatus;

"Permitted Apparatus"

means any Electronic Communications Apparatus (as defined by paragraph 5 of Part 1 of the Code):

- (a) approved by the Grantor in accordance with clause 3.1 and which is to be supplied by the Company for use in the supply of an Electronic Communications Service to Customers; and
- (b) installed at the Property prior to the date of this agreement (including pursuant to the Pre-Existing Wayleave Agreements) and which has been supplied by the Company for use in the supply of an Electronic Communications Service to Customers (the **"Pre-Existing Permitted Apparatus"**),

and if applicable includes such apparatus as substituted or upgraded pursuant to clause 2.1 or relocated pursuant to clause 4;

"Pre-Existing Wayleave Agreements"

means the pre-existing wayleave agreements signed before the date of this agreement granting rights to the Company in the Property (if any);

"Property" means the property described in **Schedule 1**;

"SSRAMS"

means the document or documents consisting of Site Specific Risk Assessments and Method Statements detailing any proposed Works to be carried out at the Property by the Company;

"Works"

means any works to the Property necessary to install, use, keep, operate, maintain, repair, substitute and remove the Permitted Apparatus, including any works carried out under clause 2.1 or any other provision of this agreement.

- 1.2 Reference to any statute or statutory provision includes a reference to the statutory provision as from time to time amended, extended or re-enacted.
- 1.3 Reference to a clause, paragraph or schedule is to a clause or paragraph of or a schedule to this agreement and a reference to this agreement includes its schedules.
- 1.4 Reference to the alteration of the Permitted Apparatus includes reference to the moving or relocation of the Permitted Apparatus or any part of it but does not include reference to the removal of the Permitted Apparatus.

2. RIGHTS OF THE COMPANY

It is agreed by the Grantor that the Company, and its duly authorised agents will be entitled to exercise the following ("the Rights"):

- 2.1 to install, use, keep, operate, maintain, repair, substitute, upgrade, share and remove the Permitted Apparatus in, on, under or over the Property;
- 2.2 for the purpose of clause 2.1 to enter into and upon the Property at reasonable times giving the Grantor prior reasonable notice (except in the case of emergency) with or without workmen, vehicles (where appropriate), plant equipment or machinery to carry out the Works; and
- 2.3 to use the Permitted Apparatus for the purpose of providing an electronic communication service (as defined by the Code) to the occupiers of the Property only, until the termination of this agreement in accordance with clause 6 or otherwise by agreement.

3. THE COMPANY'S COVENANTS

The Company covenants with the Grantor that it will:

- 3.1 prior to carrying out any Works obtain the approval of the Grantor to the SSRAMs applicable to them (such approval not to be unreasonably withheld or delayed) and will not carry out any Works nor install any Electronic Communications Apparatus at or to the Property prior to obtaining such approval;
- 3.2 carry out the Works in accordance with the SSRAMs approved by the Grantor in accordance with clause 3.1 in a proper and workmanlike manner taking all reasonable precautions to avoid obstructions or interference with the use of the Property or any adjoining property and so as to cause as little damage, nuisance and inconvenience as possible to the Grantor and any tenants or occupiers of the Property and any adjoining property;
- 3.3 prior to carrying out any works obtain all statutory and other consents and permits that may be necessary for the Works;
- 3.4 carry out and complete the Works and use and operate the Permitted Apparatus in accordance in all respects with all relevant legislation (including without limitation the guidelines covering electronic communications apparatus provided by the Health Protection Agency and the International Commission for Non-Ionizing Radiation Protection or any successor agencies);
- 3.5 use best endeavours not to use any part of the Property other than the Operational Land for the carrying out of the Works save where it would be impossible not to use some part of the Property in addition to the Operational Land and for which the Grantor's prior approval has been obtained (such approval not to be unreasonably withheld or delayed);
- 3.6 as soon as possible make good to the reasonable satisfaction of the Grantor all damage caused to the Property or any adjoining property arising as a result of the carrying out of the Works or any related works to which the Grantor has consented pursuant to this agreement;
- 3.7 maintain and keep the Permitted Apparatus in good repair and condition and so as not to be a danger to the Grantor, its employees or property, or the tenants or occupiers of the Property;

- 3.8 give to the Grantor not less than fourteen days' prior written notice (except in case of emergency when such length of notice as is reasonably practicable will be given) of its intention to install, repair, substitute, renew or remove the Permitted Apparatus;
- 3.9 maintain insurance with a reputable insurance company against public liability and other third party liability in connection with any injury, death, loss or damage to any persons or property belonging to any third party arising out of the exercise by the Company, its employees, agents or any person under its control of the rights hereby granted, and will provide details of such insurance to the Grantor upon request and evidence that it is in force; and
- 3.10 indemnify the Grantor against all losses, actions, claims, demands, compensation, damages, costs and expenses and increased costs and expenses up to a maximum amount of ten million pounds (£10,000,000), relating to or arising from the installation of the Permitted Apparatus, the retention and use of it; and/or it remaining in or on the Property after the termination of this agreement including (without limitation) any such:
- 3.10.1 arising from delay to or abandonment of or re-design of works to repair, renew, redevelop, refurbish, alter, improve or change the use of the Property or any adjoining property or any part thereof or plant and machinery serving it and/or loss of rent and/or the difference between the value of the Grantor's interest in the Property with the Permitted Apparatus installed on it and the value of that interest with the Permitted Apparatus removed from it; and
- 3.10.2 arising out of any breach of any obligation owed by the Company under this agreement.

4. ALTERATIONS TO PERMITTED APPARATUS

- 4.1 If the Grantor requires the alteration of the Permitted Apparatus or part thereof to enable the Property or any part of it to be repaired, renewed, redeveloped, refurbished, altered, improved, added to or the use of it changed or to permit plant and machinery serving the Property to be installed or renewed or replaced; the Company agrees to alter the Permitted Apparatus at the Company's sole cost as detailed in and upon not less than three months' written notice from the Grantor pursuant to clause 4.2 below.
- 4.2 Following service of a notice under clause 4.1 the Grantor will consult with the Company to find a suitable alternative location for the Permitted Apparatus within the Property reasonably satisfactory to both parties and taking into account the Company's reasonable requirements, which do not hinder, prevent or impede or increase the cost of the works referred to in clause 4.1. The Company will not be obliged to alter the Permitted Apparatus under this clause 4 if no suitable alternative location can be provided within the Property, subject to clause 4.5 below.
- 4.3 If the Permitted Apparatus is relocated, the provisions of this agreement will continue to apply to the Property and the Permitted Apparatus in their altered location but if the Grantor requires the Company will accept (and execute and deliver a counterpart of) a further wayleave agreement taking effect on the date of the relocation of the Permitted Apparatus on the same terms, provisions and conditions as this agreement with such amendments as required to describe the alterations that have been agreed between the parties.
- 4.4 If the Grantor does not require a new wayleave agreement to be entered into under clause 4.3 the Grantor and the Company will each sign a memorandum which will include details of the

alterations to the Permitted Apparatus and will each send the signed memorandum to the other party within one month of the date of alteration of the Permitted Apparatus.

- 4.5 If the parties are unable to agree upon an alternative location for the Permitted Apparatus by the expiry of the written notice made by the Grantor in accordance with clause 4.1, either party may refer the matter for determination under clause 8.

5. INTERFERENCE

If it is demonstrated by the Grantor that the Permitted Apparatus is materially interfering (electronically, electromagnetically, mechanically or otherwise) with the operation of other equipment now or at any time after the date of this agreement installed at the Property, all parties will co-operate and use reasonable endeavours in achieving a technical solution.

6. TERMINATION

- 6.1 This agreement will terminate automatically without notice in the event of the Company:
- 6.1.1 removing all Permitted Apparatus; or
 - 6.1.2 ceasing to be a person to whom the Code is applied.
- 6.2 The Grantor may determine this agreement by giving the Company not less than 18 months' prior written notice under Paragraph 31 of the Code if:
- 6.2.1 the Grantor's land is required for or in connection with any demolition, redevelopment, renewal, refurbishment, improvement, alteration or change of use of the Property or any part of it and such demolition, redevelopment, renewal, refurbishment, improvement, alteration or change of use cannot reasonably be carried out without the removal of the Permitted Apparatus provided that an alteration under clause 4 above is not possible;
 - 6.2.2 this agreement ought to come to an end as a result of substantial breaches by the company of our obligations under the agreement;
 - 6.2.3 the Company has persistently delayed making payments due to you under the terms of this Agreement; or
 - 6.2.4 the prejudice caused to the Grantor by the continuation of this Agreement is incapable of being adequately compensated by money and the public benefit likely to result from the continuation of the Agreement does not outweigh the prejudice to the Grantor
- 6.3 In the event that the Company is in breach of any of its obligations under this agreement and the Company fails to remedy such breach within 30 working days following receipt of written notice from the Grantor (provided that if the breach is a material breach relating to the health and safety of the occupiers of the Property or indeed works affecting the occupiers of the Property's enjoyment of the Property then such period shall be 30 days), the Grantor may
- terminate this agreement by giving written notice to the Company, and on the service of this notice this agreement will terminate.
- 6.4 On determination of the Rights, the Company will as soon as reasonably practicable remove the Permitted Apparatus from the Property and make good any damage to the Property caused by its removal to the reasonable satisfaction of the Grantor.

7. ASSIGNMENT

7.1 The benefit of this agreement may be assigned to any operator in place of the Company pursuant to Paragraph 16 of the Code.

7.2 Any assignment may be subject to a condition that the Company enters into a guarantee agreement pursuant to Paragraph 16 of the Code.

8. DISPUTES

If any dispute or difference arises between the parties concerning the interpretation of this agreement or any part of it; or in connection with clause 4 of this agreement, such dispute or difference will be referred to a single arbitrator where the parties can agree on one, or otherwise to an arbitrator appointed by the President of the Royal Institution of Chartered Surveyors on the application of either party, and in any case the Arbitration Act 1996 or any statutory amendment or re-enactment will apply to the reference.

9. NO RESTRICTIONS ON USE

Nothing in this agreement will prevent or restrict the Grantor from altering, amending, developing or redeveloping the Property or any other buildings, property or land.

10. NOTICES

Any notice given by any party to this agreement will be in writing and will be deemed to have been made to the other if such notice is served by hand (in which case service will be deemed effective immediately) or if such notice is sent by registered or recorded post and addressed to the proper address of that party, in which case service will be deemed effective 48 hours after posting.

11. GOVERNING LAW

This agreement is governed by English law and disputes not dealt with by clause 8 will be decided in the English courts.

12. CONTRACTS (RIGHTS OF THIRD PARTIES) ACT

Unless expressly stated nothing in this agreement will create any rights in favour of any person pursuant to the Contracts (Rights of Third Parties) Act 1999.

13. GENERAL

13.1 It is agreed that no relationship of landlord and tenant is created by this agreement between the Grantor and the Company;

13.2 The Grantor has obtained the consent of any landlord mortgagee, covenantee or other person necessary to enter into and give full effect to this agreement.

13.3 The Permitted Apparatus will at all times remain the property of the Company.

- 13.4 This agreement will not apply to any part of the Property which is (or from the date of such adoption becomes) adopted as highway maintainable at the public expense.
- 13.5 This agreement is the entire agreement between the Grantor and the Company relating to the Permitted Apparatus at the Property.
- 13.6 Each covenant and provision of this agreement will be construed as a separate covenant or provision and if one or more of them is considered unenforceable or unlawful for whatever reason then that covenant or provision will be deemed deleted but the enforceability of the remainder of this agreement will not be affected.
- 13.7 This Code right will remain exercisable until the apparatus is no longer required unless determined in accordance with clause 6 above
- 13.8 Without prejudice to the rights of either party against the other for any antecedent breach of the Pre-Existing Wayleave Agreements, the parties agree that the Pre-Existing Wayleave Agreements shall be terminated as at the date of this agreement but the Company shall not be required to comply with any obligations under the Pre-Existing Wayleave Agreements to remove any Pre-Existing Permitted Apparatus and, going forwards, all matters concerning any Pre-Existing Permitted Apparatus shall be governed by this agreement.

SCHEDULE 1

Property

The property known as per the below schedule

ESTATE
Avondale Square Housing Estate, Old Kent Road, Southwark, London, SE1
Golden Lane Estate, Fann Street, London, EC1Y
Holloway Estate, Parkhurst Road, London, N7
Horace Jones House, Duchess Walk, London, SE1
Isleden House, Prebend Street, Islington, London, N1
Southwark Estates, London, SE1
Sydenham Hill Estate, 44 Sydenham Hill, London, SE26
Dron House, Adelina Grove, London, E1
Middlesex Street Estate, 1 Artizan Street, London, E1
William Blake Estate, Hercules Road, London, SE1
Windsor House, Wenlock Rd, London, N1
York Way Estate, Market Road, London, N7
City of London Almshouses, Ferndale Rd, Brixton, London, SW9
Barbican Estate, Barbican, London, EC2Y

SCHEDULE 2

Apparatus

A design document shall be produced by the Operator for each Individual Property for approval by the City.

SCHEDULE 3

[Text of the Statutory notice of the assignment of an agreement under the Electronic

Communications Code – Paragraph 16(5), Part 3 of Schedule 3A of the Communications Act 2003]

This is a statutory notice pursuant to paragraph 16(5) of the Electronics Communications Code in Schedule 3A to the Communications Act 2003 (the **"Code"**).

We, *[insert name of the Operator]*, are currently party to an agreement under Part 2 of the Code with you The Mayor and Commonalty and Citizens of the City of London (the **"Agreement"**). Under the Agreement, you agreed to confer a number of Code rights in order to facilitate the deployment by us of our electronic communications network. These Code rights relate to land occupied by you at *[insert address]*.

The purpose of this notice is to inform you that, on *[insert date]*, we assigned the Agreement to *[insert name and address of assignee]* (the **"Assignee"**). This means that we have assigned the benefit of the Code rights conferred by you under the Agreement to the Assignee, and the Assignee is (from the date of the assignment) bound by the terms of the Agreement.

Please note that, from the date on which this notice has been given to you, we will not be liable for any breach of a term of the Agreement (unless that breach took place before the date on which this notice was given to you). As a result, should you have any concerns in the future about the exercise of Code rights on your land, please contact the Assignee.

The address of the Assignee is *[insert address]*.

If you have any questions about this notice, please do not hesitate to contact us via telephone (*[insert telephone number]*) or email (*[insert email address]*)

[insert date of notice]

Signed by a duly authorised signatory for and on behalf of THE MAYOR AND
COMMONALTY AND CITIZENS OF THE CITY OF LONDON

.....

Signed for and on behalf of

BRITISH TELECOMMUNICATIONS PLC

.....

Authorised signatory

Committee(s): Residents' Consultation Committee - For Information Barbican Residential Committee – For Information	Dated: 20092022 30092022
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	20	3	£26,300	15/06/2020 14/06/2023	Moving out of London	19/08/22
2	F2C	5	£17,550	Periodic	Tenant Deceased	26/05/22

RIGHT TO BUY SALES

3.

	19 August 2022	06 May 2022
Sales Completed	1080	1080
Total Market Value	£96,348,837.21	£96,348,837.21
Total Discount	£29,830,823.62	£29,830,823.62
NET PRICE	£66,518,013.59	£66,518,013.59

OPEN MARKET SALES

4.

	19 August 2022	06 May 2022
Sales Completed	870	867
Market Value	£167,181,271.97	£164,784,271.97

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

APPROVED SALES

8.

CASE	Block	Floor	Type	Price	Remarks as at 19/08/2022
1	Andrewes House	02	A (1 bed)	£585,000	proceeding
2	Thomas More House	01	16 (1 bed)	£675,000	proceeding

COMPLETED SALES

9. Since the last report the sales of 230 Ben Jonson House, 90 Defoe House and 17 Andrewes House have completed.

SALES PER BLOCK

10.

BLOCK	TOTAL NO. OF FLATS	TOTAL NO. SOLD	NET PRICE £	% NO. OF FLATS SOLD
ANDREWES HOUSE	192	187	19,088,760.00	97.40
BEN JONSON HOUSE	204	197	15,554,954.83	96.57
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	110	8,869,412.50	99.10
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	68	6,484,280.00	98.55
DEFOE HOUSE	178	174	18,284,782.50	97.75
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	13,589,848.50	95.61
THOMAS MORE HOUSE	166	163	14,483,455.00	98.19
WILLOUGHBY HOUSE	148	147	14,972,670.50	99.32
TERRACE BLOCK TOTAL	1728 (1728)	1691 (1688)	152,937,473.33 (150,539,973.33)	97.86 (97.69)
CROMWELL TOWER	112	103	27,005,801.00	91.96
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	111	30,001,185.60	95.69
TOWER BLOCK TOTAL	345 (345)	328 (328)	81,560,766.23 (81,560,766.23)	95.07 (95.07)
ESTATE TOTAL	2073 (2073)	2019 (2016)	234,498,239.56 (232,100.739.56)	97.40 (97.25)

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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