



## Barbican Estate Residents Consultation Committee

**Date:** WEDNESDAY, 30 NOVEMBER 2022  
**Time:** 6.30 pm  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Sandra Jenner - Chair	Adam Hogg - Chair, Barbican Association
Jim Durcan - Deputy Chair	Fiona Lean - Ben Jonson House
<i>Vacancy – Deputy Chair</i>	Rodney Jagelman - Thomas More House
Gordon Griffiths - Bunyan Court	James Ball - Brandon Mews
David Graves - Seddon House	Tim Hollaway - Lambert Jones Mews
Alan Budgen- Cromwell Tower	Christopher Makin - Speed House
Mary Bonar - Wallside	Miranda Quinney - John Trundle Court
Sandy Wilson - Shakespeare	Fred Rodgers - Breton House
Petre Reid/Fionnuala Hogan - Willoughby House	Graham Wallace- Andrewes House
David Lawrence - Lauderdale Tower	Dave Taylor - Gilbert House
Mark Bostock - Frobisher Crescent	Helen Hudson - Defoe House
Andy Hope – Breton House	Monique Long - Mountjoy House
	Andy Hope – Breton House

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

### Accessing the virtual public meeting

**Members of the public can observe this virtual public meeting at the below link:**  
<https://youtu.be/yODlduiSdf4>

A recording of the public meeting will be available via the above link following the end of the public meeting for up to one civic year. Please note: Online meeting recordings do not constitute the formal minutes of the meeting; minutes are written and are available on the City of London Corporation's website. Recordings may be edited, at the discretion of the proper officer, to remove any inappropriate material.

**John Barradell**  
Town Clerk and Chief Executive

# AGENDA

1. **APOLOGIES**

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

3. **MINUTES**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 20<sup>th</sup> September 2022.

**For Decision**  
(Pages 5 - 14)

4. **APPOINTMENT OF DEPUTY CHAIR**

Members are asked to appoint a second Deputy Chair of the Committee, following Sandra Jenner's appointment as Chair at the last meeting, thereby creating a vacancy.

**For Decision**

5. **ACTIONS TRACKER**

Members are asked to note the outstanding actions list.

**For Information**  
(Pages 15 - 18)

6. **WORKING PARTY UPDATES**

To receive the minutes and reports of the various working parties.

**For Information**

- a) Asset Maintenance Working Party (Pages 19 - 20)
- b) Service Level Agreement Working Party (Pages 21 - 22)
- c) Gardens Advisory Group (Pages 23 - 24)
- d) Leaseholder Service Charge Working Party (Pages 25 - 26)
- e) Underfloor Heating Working Party (Pages 27 - 28)

7. **2022/23 ELECTRICITY PRICE FORECAST UPDATE**

Report of the City Surveyor.

**For Information**  
(Pages 29 - 34)

8. **VERBAL UPDATES**

Assistant Director, Barbican and Property Services to be heard.

**For Information**

- a) Stock Condition Survey
- b) Barbican Estate Office Review

9. **RESIDENTS' SURVEY**

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

**For Information**  
(Pages 35 - 62)

10. **SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT - ORIGINAL BUDGET 2022/23 AND ORIGINAL BUDGET 2023/24**

Report of the Chamberlain.

**For Information**  
(Pages 63 - 70)

11. **REVENUE AND CAPITAL BUDGETS - ORIGINAL BUDGET 2022/23 AND ORIGINAL 2023/24 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME AND EXPENDITURE**

Report of the Chamberlain.

**For Information**  
(Pages 71 - 82)

12. **BLAKE TOWER UPDATE**

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

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

13. **UPDATE REPORT**

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

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

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

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

## BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE Tuesday, 20 September 2022

Minutes of the meeting held at Guildhall at 6.30 pm

### Members

Christopher Makin – <i>in the Chair</i>	Adam Hogg - Chair, Barbican Association
Sandra Jenner - Deputy Chair	Fiona Lean - Ben Jonson House
Jim Durcan - Deputy Chair	Rodney Jagelman - Thomas More House
Gordon Griffiths - Bunyan Court	Andrew Tong* - Brandon Mews
David Graves* - Seddon House	Tim Hollaway - Lambert Jones Mews
John Tomlinson - Cromwell Tower	Guy Nisbett - Speed House
Mary Bonar - Wallside	Miranda Quinney - John Trundle Court
Sandy Wilson - Shakespeare	Fred Rodgers* - Breton House
Petre Reid - Willoughby House	Graham Wallace- Andrewes House
David Lawrence - Lauderdale Tower	Dave Taylor - Gilbert House
Mark Bostock - Frobisher Crescent	Helen Hudson - Defoe House
	Monique Long - Mountjoy House

### In attendance:

Mark Wheatley	– Chair of the Barbican Residential Committee
Anne Corbett	– Deputy Chair of the Barbican Residential Committee
Randall Anderson	- Aldersgate Ward Deputy
Deputy John Fletcher	- Barbican Residential Committee Member
Helen Fentimen	- Barbican Residential Committee Member
Steve Goodman	- Barbican Residential Committee Member
Alderwoman Susan Pearson	– Cripplegate Ward

### Officers:

Paul Murtagh	- Assistant Director, Barbican and Property Services
Mark Jarvis	- Chamberlains
Helen Davinson	- Community and Children's Services
Dean Elsworth	- Community and Children's Services
Rosalind Ugwu	- Community and Children's Services
Jason Hayes	- Community and Children's Services
Anne Mason	- Community and Children's Services
Graeme Lowe	- Energy Manager
Julie Mayer	- Town Clerks

### 1. APOLOGIES

Apologies were received from John Taysum – Bryer Court, James Ball (represented by Andrew Tong\*), Jane Smith (represented by David Graves\*) and Andy Hope (represented by Fred Rodgers\*).

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

There were no declarations.

3. **TO ELECT A CHAIRMAN**

The Town Clerk had written to all Members setting out the procedure for the election. The Town clerk explained further that each Member, including the serving Chair and Deputy Chairs would have one vote each. As this was a hybrid meeting, Members could stand for election and/or vote, if attending virtually. Statements in support of the candidature of Sandra Jenner and Jim Durcan, the serving Deputy Chairs, had been circulated ahead of the meeting.

Following a ballot, whereby 15 votes were cast for Sandra Jenner and 7 for Jim Durcan, with one abstention, it was RESOLVED, that – Sandra Jenner be elected as Chair of the RCC for 2021/22.

As the new Chair was joining the meeting remotely, with poor reception, the outgoing Chair, Christopher Makin, took the chair. The new Chair thanked Members for their support, setting out her aspirations in Chairing the RCC and thanked Deputy Chair, Jim Durcan, for their productive working relationship. There would be a vote for a second Deputy Chair in due course.

Members asked for a vote of thanks to be recorded for outgoing Chair, Alderman Christopher Makin for 4 years of exemplary service. Alderman Makin was particularly commended for introducing the RCC's pre meetings.

Before commencing the business on the agenda, the Chair welcomed new Members; Miranda Quinney – the new representative for John Trundle House, and past Chair, Graham Wallace – the new representative for Andrewes House

4. **MINUTES**

RESOLVED, that – the minutes of the meeting held on 6 June 2022 be approved.

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

The Committee received the outstanding actions list, noting those items which had been resolved or would appear on this agenda.

6. **COMMUNICATIONS STRATEGY AND SERVICE CHARGES**

The Committee considered a report of the Director of Community and Children's Services, which was being presented in response to numerous 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 sought to provide an explanation for the overspends, why early warnings had not been providing for those surcharges, a proposal for the provision of a communications strategy for the Barbican Estate, and clarification on roles and responsibilities regarding the provision of budgets and expenditure controls.

The report also proposed that the Service Level Agreement (SLA) Working Party would draft the strategy, for consultation with all house groups and working parties, before presenting a report to the RCC. In addition, findings from the residents' survey would inform the design.

Whilst endorsing the recommendations, the Chair stressed that improvements to control, reporting and management of service charges cannot wait for a revised communications strategy. Members agreed that value for money and efficiencies should take priority over communications.

RESOLVED, that - authority be delegated to the Service Level Agreement Working Party to agree a draft Barbican Communications Strategy.

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

The Committee received a report of the Chamberlain and the Director of Community and Children's Services, which compared the revenue outturn for the services overseen by the Barbican Residential Committee in 2021/22, with the final agreed budget for the year. Members noted that the accounts do not include income and expenditure in relation to dwellings service charges, as these are the subject of the following report on the agenda.

In response to questions, Members noted that the underspend had arisen as a result of better than anticipated rental income, with £55,000 being carried forward to fund delayed repair works at Cromwell Tower and St Giles Terrace. In respect of the income from store units in the car parks, Members noted that this is credited to the car park account, with the brick built units under the flats being treated separately.

RESOLVED, that – the report be noted.

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

This Committee received a report of the Chamberlain and the Director of Community and Children's Services, which provided information on residential service charge expenditure for 2021/22. It also compared the outturn with the 2021/22 estimate and the 2020/21 actual expenditure.

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

1. There would be a meeting later this week, of the Leaseholder Service Charges Working Party, to consider this report further.
2. Net recharges always come to zero in local authority accounting practice, as it cannot show a profit or loss.
3. There is an account for staff salaries and running costs, which are apportioned pro-rata and recharged to the various accounts, based on time spent by officers. The Town Clerk is solely charged to the Landlord.

4. The Assistant Director advised that the Asset Maintenance Working Party had been considering the data from the Savill's Stock Condition Survey (SCS), which had been submitted earlier this year, and formulating a proactive planned maintenance and major works programme. Lessons learnt from other estates would also be applied. Savill's will deliver a presentation on the SCS to representatives of the RCC and the BRC in due course. Whilst there would always be a need for immediate, reactive repairs, the SCS will be used to develop planned programmes for the next 5, 10 and 30 years. The Committee expressed concern at the delay in developing the SCS and asked that this be given the highest priority. Disappointment was expressed at the lack of any updates on the windows programme.
5. If repairs are carried out as part of routine repairs and maintenance, they receive a 12-month guarantee, as provided under the terms of the contract. However, officers seek manufacturers' warranties, wherever possible, as they are usually much longer than those offered for responsive repairs. Officers are also looking at trends across the estate, including items not specified in the Stock Condition Survey.

In response to a question about the roof repairs at Speed House, the Assistant Director agreed to provide a response after the meeting.

RESOLVED, that – the report be noted.

#### 9. **2021/22 HEATING COSTS**

The Committee received a report of the Director of Community and Children's Services in respect of heating bills across the estate, which have risen by over 35% in comparison to 2021/22. Members noted that 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. Members noted that the variations in consumption would be investigated and subject to a further report the Committee.

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

1. Each block has at least one meter, with tower blocks having three. Unit rates go to decimal points of a pence and can vary within blocks. The Energy Manger had been working with the meter operator to rectify meter issues. Once the meters had been investigated, a report would be prepared with the Energy Team.
2. Mitie were validated bills on behalf of the City and have been replaced by Team Energy Auditing, who work on behalf of the City. The Energy Team are in the process of setting energy targets for sites / supplies within the City's Energy Management Software. This will enable any anomalies to be flagged, e.g. - when usage falls outside the tolerance levels set, allowing the Energy and Sustainability Team to investigate in a timely fashion.
3. The officer advised that the City must bill the residents for known costs, within a certain timescale. Leaseholders with high balancing charges will be

able to pay in instalments over the next year. If significant credits are applied to electricity accounts, following the meter checks, residents will receive a credit to their accounts.

4. All residents have communal keys, as they like to use the communal areas on various levels to access the shops and high walks. This throughfare is welcomed by residents and the cost is negligible.
5. All supplies are tendered under a commercial contract. This is in common with other local authorities and the rates are very competitive.
6. The Energy Team are looking at the implications in respect of increasing the capacity for meters, noting that this might incur additional costs if the local grid needs to be updated. Members would be kept updated on progress with this work.
7. It is possible that blocks with low consumption might have a higher unit cost than a block with high consumption, but the City Corporation has no control over this position.

RESOLVED, that – the report be noted.

**10. 2022/23 ELECTRICITY PRICE FORECAST**

The Committee received a report of the City Surveyor in respect of electricity costs for the Barbican Estate. Members noted that prices are yet to be finalised, due to uncertainty around the start date for the Power Purchase Agreement (PPA). If, as expected, this begins operating in December 2022, the likely increase in electricity costs can be contained. However, if this is delayed, they will increase but unit rates are expected to remain below the published price cap for October 2022. The report presented some likely and less likely scenarios

The Energy Manager explained that the team do not hold residents' individual data but are happy to work with them to ensure they get the best deal possible. The Government's fiscal support has been announced but the details are still being worked on in terms of how residents will be affected. The Committee will receive regular updates on progress.

Members noted that the Energy Team are working with a number of residents on fabric measures, which may form part of an options appraisal around climate action strategy improvements; i.e. – soffit insulation, heating controls and the barrel vaulted roofs.

RESOLVED, that – the following be noted:

1. The increase in unit rate costs expected in the scenarios.
2. The Power Purchase Agreement will provide significant budget relief.
3. Consumption and costs will be validated via the new procurement contract with Team Energy Auditing Ltd., the City's current energy monitoring software.

4. The continued work towards carbon reduction across the Barbican Residential Estate.

## 11. **FIRE SAFETY**

The Committee received a report of the Director of Community and Children's Services, which updated Members on progress made in relation to fire safety matters since the last update report submitted to the Committee in January 2022.

1. The Assistant Director advised that it had not been possible to bring a report on the Arup Survey to this meeting. However, this would be a public report and circulated to RCC Members when the BRC agenda is published later this week. The RCC was also given assurance that the BRC would not be asked to take a decision on works to residents' homes, without full consultation, and the Chair of the BRC had endorsed this. Members noted that the report would include the final survey for Mountjoy House and seek advice on use of the information from the survey to build an estate wide action plan. The Assistant Director advised that some points in the Arup report had already been implemented; i.e. – contact and discussions with vulnerable residents.
2. Members noted that the compartmentation reports in respect of Brandon Mews, Defoe House and Shakespeare Tower would be presented to the RCC/BRC meetings in December.
3. The Assistant Director advised that the Estate Office had not, as yet, agreed with all the findings in the Arup Surveys. In such cases, consultation was ongoing, and more research might be required. Any proposed remedial works will be fully compliant with all relevant regulations and best practice.
4. The Frobisher Crescent representative expressed frustration at Building Control's slow response to issues arising from the fire stopping works on the three residential levels. The Assistant Director advised that Building Control would be attending the site tomorrow, with the contractor. It was noted that the City's Building Control Team had experienced some staffing issues but was best placed to provide this service due to its extensive knowledge of the building.

In concluding, the Chair expressed disappointment in that the last 2 iterations of the Arup Fire Safety Report had not been presented to the RCC before the BRC.

RESOLVED, that – the report be noted.

## 12. **UPDATE REPORT**

The Committee received the update report.

**13. WORKING PARTY UPDATES**

The Committee received the Working Party Updates from the following Groups; Gardens Advisory, Asset Maintenance, Leaseholder Service Charge, Service Level Agreement (SLA), Underfloor Heating and Electric Vehicle.

Members noted that, in respect of underfloor heating, the cap is 20p per kw hr, based on the PPA taking effect in December 2022. The RCC would like to seek the support of the BRC in ensuring that information on demand side response is provided by the City Surveyor as a matter of urgency.

The SLA booklet review is now complete and available on the City Corporation website in a format which is far easier to navigate. Members noted that this would form part of a larger piece of work, looking comprehensively at service levels; i.e. - in terms of how they are monitored and meeting residents' requirements. Rosalind Ugwu, the Interim Estate Office Manager, was thanked for her support in this work.

**14. HOUSING COMPLAINTS POLICY REVIEW**

The Committee received a report of the Director of Community and Children's Services in respect of the Housing Complaints Policy. Members noted that the Housing Division's Complaints Policy had been redrafted, and several changes made, to bring it in line with the provisions of the Housing Ombudsman's Complaints Handling Code 2020 and Housing Regulator's Guidance. Members noted that 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 process more accessible and straightforward for residents.

RESOLVED, that – the Barbican Residential Committee be recommended to approve the proposal for the Barbican Estate Office to adopt the Housing Complaints Policy when dealing with formal complaints from Barbican Estate residents.

**15. BARBICAN PODIUM PHASE 2**

The Committee received a report of the Director of Community and Children's Services in respect of surface refurbishment, replacement of the defective waterproofing membrane, drainage improvements and landscaping works to Barbican Podium Phase 2, 1st Priority Zone.

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

1. The planning application presented at the recent webinar is the one that would be submitted. Listed Buildings Consent needs to be submitted at the same time and the extensive level of detail had resulted in a substantial amount of additional work and delay.

2. Waterproofing and insulating of the properties below the podium is a requirement of Building Regulations.
3. The main contractor will be required to provide a comprehensive maintenance and management plan, with a cyclical programme, including drain cleaning.
4. The webinar had been very successful, with 100 residents joining in August and 40 in September. The Chair commended this as an effective way of interacting and reaching a large number of people.

RESOLVED, that – the report be noted.

16. **WAYLEAVE AGREEMENT**

The Committee received a report of the Director of Community and Children's Services which sought 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.

RESOLVED, that – the BRC be recommended 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 Town Clerk, in consultation with the Chair and Deputy Chair of the Barbican Residential Committee, and 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.

17. **PROGRESS ON SALES AND LETTINGS**

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

18. **VERBAL UPDATES**

**Concierge service**

The Assistant Director advised that future updates would be in the form a written report. Members noted the current position whereby it had been agreed that the 12% TOM savings from the Landlord's Account, would not be implemented until the next financial year (2023/24). Officers welcomed the opportunity to work with residents and seek to address their concerns. There would also be an independent review of the Barbican Estate Office and the Assistant Director thanked Sandra Jenner, Adam Hogg and Christopher Makin for their help in developing the Heads of Terms. The next stage is to procure a consultant to undertake the review. The Consultant's report was expected by end of October 2022, for presentation to the RCC/BRC meetings in December. However, if this was not possible, then a Special Meeting of the BRC would be convened to consider the report, with the involvement of the RCC d beforehand.

**Blake Tower**

The Assistant Director had met with representatives from Redrow, JAR (Redrow's Management Company), the Director of Community and Children's Services and the City Surveyor this morning to discuss outstanding matters and the concerns of Blake Tower residents. Members were reminded that the City is the Freeholder and would ultimately take over the management of the building once the issues had been resolved. Some residents had taken legal action directly with Redrow.

The Estate Office had recently commissioned further intrusive surveys of the fire stopping and compartmentation within a number of flats and, was grateful to the residents for their co-operation in providing access. The surveys were carried out by BRFP, a specialist consultant and its outcome report is expected within the next seven days and, this would be shared with Redrow. A further meeting with the Blake Tower Residents' Association was scheduled for this week and the Assistant Director confirmed that he does write to the residents of Blake Tower to provide updates.

**BRANDON MEWS CANOPY**

The Assistant Director had received conflicting residents' views as to how this should be taken forward and suggested, therefore, that he should work directly with the Brandon Mews House Group on this matter. The Committee agreed to this, and the Assistant Director confirmed that he would keep the RCC updated on progress. A view was expressed in that different views should not be seen as a barrier to reaching a satisfactory conclusion, as the canopy is overlooked by four other blocks and is a significant part of the Estate's vista and public realm.

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

In response to a question from the Ben Jonson representative, in respect of this years' service charges, the officer advised that they could be paid off in instalments and residents should contact [anne.mason@cityoflondon.gov.uk](mailto:anne.mason@cityoflondon.gov.uk) to set up payment plans.

20. **ANY ITEMS OF BUSINESS THAT THE CHAIR CONSIDERS URGENT**

There were no items.

**The meeting ended at 8.20 pm**

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Chairman

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

**Resident Consultation and Barbican Residential Committees**

**Outstanding Actions (formerly You Said, We Did)**

Date Added	Subject	Action Agreed	Responsible Officer	Target Meeting Date – RCC and BRC	Update
March 2022 - RCC	Barbican Highwalk – 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.	Paul Murtagh		
September 2022 - BRC	Leaseholder Service Charge Working Party	<p>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.</p> <p>A special BRC committee meeting will be held in <i>October/November 2022 (or a report will go to December BRC)</i> to review the paper BEO and Concierge Service Update. This will follow consultation with RCC.</p>	Paul Murtagh, Anne Mason, and Rosalind Ugwu	Nov/Dec 2022	Altair Consultants has been appointed to independently review the service. Paul Murtagh has written to all residents about this. Altair is expected to conclude its review in Feb/Mar 23.
June 2022 – BRC and RCC	Condition of 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	Helen Davinson	Mar 2023	Thanks to members a further quote has been received and an order is now being raised. We

**Resident Consultation and Barbican Residential Committees**

**Outstanding Actions (formerly You Said, We Did)**

		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>			anticipate this work being complete in the early New Year.
Jan 2022 - RCC and BRC	Brandon Mews Canopy	An oral update detailing options for cleaning was presented at the September committees	Paul Murtagh	Nov/Dec 2022	A meeting was held with the BM House Group on 1 November. A further oral update will be present to Nov/Dec meetings.
September 2022 - RCC and BRC	Arup report	Arup to present its findings and explain the rationale for its conclusions	Paul Murtagh	March 2023	A provisional meeting has been set up with Arup to present to members, in December
September 2022 - RCC and BRC	Savills' Stock Condition Survey	Savills to present to both Committees, a summary of the Barbican Stock Condition Survey	Jason Hayes	Nov/Dec 2022	Online meeting held on 16 November, with a presentation from Savills. Attended by members of RCC and BRC. The presentation was recorded and will shortly be publicised via the weekly bulletin.
September 2022 – RCC and BRC	Energy	Updates required on: <ul style="list-style-type: none"> <li>• Heating cost reconciliation for past years</li> </ul>	Graham Low	Nov/Dec 2022	A report will be presented to Nov/Dec committees

**Resident Consultation and Barbican Residential Committees**

**Outstanding Actions (formerly You Said, We Did)**

		<ul style="list-style-type: none"><li>• Power Purchase Agreement. When this comes into being. What is the unit rate until that point?</li><li>• Information on demand side response as requested by the UFH working party</li></ul>			
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## Minutes of the Asset Management Working Party Meeting. Monday 26<sup>th</sup> Sept 2022 at 5.30 pm via Google.

### Residents

Tam Pollard (Chair)	TP
Tim Cox	TC
Henry Irwig	HI
Margarita Chiclana	MC
Ted Reilly	TR
Fiona Lean (Minutes)	FL

### Officers:

Jason Hayes	JH
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### Apologies:

Mike Saunders	MS
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### Apologies:

Christopher Makin	CM
Randall Anderson	RA
Matthew Dendy	MD

### 1. Minutes of previous meeting, 14<sup>th</sup> June 2022, approved.

### 2. Actions arising from previous minutes:

**Window Replacement:** FL provided an update on BJ as follows;

Number and cost of windows replaced: 7 replacements, total cost £134,258.00

Number and cost of windows planned for 2022/23: 2 @ £50K each plus possible third.

### Approach to distribution of window replacement over service charge.

A survey of all top floor windows and a random sample of lower floor windows has been commissioned. JH to discuss with MS whether the survey is complete and results available and consequently, JH will update the meeting. Assessing the condition of the windows has only been undertaken when the External Redecorations programme is underway or when a Stock Condition Survey is commissioned. There is no regular inspection programme. Theoretical life span of windows is considered to be 50 years. With regard to the new replacement windows, JH will discuss with MS whether a follow-up maintenance programme is in place for these. Window problems is an ongoing issue with Golden Lane and it is possible that cost data can be utilised and shared to the benefit of both Golden Lane and the Barbican Estate.

### Savills Stock Condition Survey

The results are still not available. The data processing system (Keystone), which processes the data, is inoperable at the moment and the software to repair it is unavailable. The BEO is working with the new dps, Civica, to assist with this. The RCC is meeting with Savills to discuss the survey and a report should be available before the next RCC meeting on 28<sup>th</sup> November. HI iterated that the AMWP should be notified as soon as the first signs of repairs, escalating beyond the normal, are detected, so that the WP can monitor progress and residents can receive early warning of possible additional costs involved.

**Fire Doors.** Progress is within the time frame. The design team specification is being finished off and the architects have been instructed to 'get on with it'.

### 3. Additional Repair/Energy Charges.

**Repairs:** The extent and costs of these are the subject of intense discussion between the RCC, the LSCWP and the BEO, and a topic on the BRC Agenda for Friday 30<sup>th</sup> Sept. Failure of timely notification to residents is also the subject of a formal complaint to the CoL. Water Penetration accounted for a high percentage of the costs and the question was asked, whether they were

covered by insurance, and if not, why not. As MS was not present, these questions will be reserved for a separate discussion.

**Energy:** TR reiterated that there are no variations in the times that underfloor heating is supplied to all blocks. The anomalies relate to the meter readings and this is being followed up. In reply to a question from MC, TR reiterated that the price we get from the City is the best value available in the present market. More information on this will be in the next BA Newsletter

**4. Redecorations:** Overall the External Redecorations are proceeding satisfactorily and within the time-frame. With regard to the internals, there is still time for consultation between HGs and the BEO/contractors with a view to omitting lightly used sections of blocks. Some blocks have already registered their preference for all internal parts to be decorated, others would like consultation with the contractors at a senior level, to discuss the matter. HI stated that the process of early consultation for the exterior redecoration at Bryer was imperfect due to a lack of understanding of the exact scope of the work, and that it would be helpful to have a senior member of the BEO team participate in initial discussion between the BEO project manager and the HG representative. JH to pass on the message. JH also stated that agreement on what can be omitted must be in place before the work begins and that in future he would attempt to include a schedule of pricing for omitted items in tender documents to ensure best capture of value.

**5. Fire Signage.** The Planning Notice has just been received and JH can proceed. If there is damage in the area where a sign is to be installed, this will be made good. Samples of the signs may also be available for people to see, before installation.

**6. Lifts to Tower Blocks.** Work is at Gateway 4 and proceeding to tender. Resident concerns are being noted and will receive written responses. One lift in Shakespeare has been out of action for three months because parts are difficult to obtain as they are not manufactured in the UK. The new lift specification will stipulate that the design must allow for upkeep/ maintenance to be carried out using replacement/spare parts manufactured in the UK only. Freedom for service contractors to deviate from this is also to be avoided. Depending on a supply of parts from overseas is no longer acceptable. This protocol will also apply to other contracts.

## **7. AOB**

- a. Benefit to residents/BEO of move to Civica for R & M call-outs recording: Question for MS
- b. Timelines for tender for new R & M contract: Question for MS

HI mentioned that MS's absence from AMWP meetings compromised the meeting and it is important to set dates to accommodate him. The WP agreed.

- c. Water supply to properties; this question was driven by a comment on Barbican Talk about the present system of cold water tanks and mains supply. At the moment there is no plan to change the existing, as most of the tanks had recently been relined, but developments will be monitored, and direct supply with pressure reducing valves evaluated as an alternative ahead of future major work.

The Chair requested, where possible, that updates be submitted before the meeting, in order to keep within the allotted time. JH to consider and propose timings / approach. Noted that this may be more feasible for projects than for more ad hoc repairs questions.

The Chair will liaise with MS regarding updates and possible interim meeting with some members of the AMPW to cover items in his areas.

## **8. Dates of next meetings and minute recorder**

5<sup>th</sup> Dec (HI)

13<sup>th</sup> Feb 2023

17<sup>th</sup> Apr

To the question of meeting virtually, most members present find it satisfactory and are happy for the practice to continue. MC offered her flat for a hybrid if the situation changes.

The meeting ended at 6.30

## **Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 30 November 2022**

Following the Residents Consultation Committee (RCC) meeting on 20 Sept this Working Party has met three times. Its major focus areas have included:

**KPIs** – the Working Party has continued to monitor the KPIs and to press for improvements where they are needed. That work has been made more difficult by issues in the implementation of the new Civica software which has resulted in some data not being recorded and therefore being unavailable. We are assured that these difficulties will be overcome. The information provided to the Working Party has improved and has enabled a greater focus of recurring issues in terms of repairs and greater clarity about how the data is put together. It has also been agreed that the data presented to the Working Party will include year to date as well as current quarter information to provide more context.

Although the WP reviews data on the number, type and cost of repairs across the estate and by block this is not currently matched to budgets. With the availability of year to date spend data and budgets the WP would be much better placed to monitor performance through the year and avoid any surprises while probing the causes of under – or over-spending.

This scrutiny might be extended to include an update on year to date spending against budget for each of the SLA areas (which coincide with service charge areas) - that way there would be no surprises on costs out of line with budget at year end and offer an opportunity to explore the causes.

The BEO plans to adopt iAuditor to provide better standards and monitoring in relation to cleaning. iAuditor enables cleaning standards to be displayed visually and enables the electronic capture of inspection results. This is scheduled for implementation in December 2022. Concern was expressed that cleaning standards are variable and have fallen, in some areas, below acceptable levels. The WP was assured that improvements in staffing should result in the restoration and maintenance of appropriate cleaning standards.

Some issues remain about the definition of which cleaning is the responsibility of block cleaners and which that of the podium cleaners e.g. the ventilation shutters on the uprights between the staircases.

**Survey of Residents** – this was discussed extensively and subsequently amended before being circulated to all leaseholders. Results of the survey are currently being collated and discussed by BEO staff. A full report on the survey results and on the changes proposed in response to the survey will be brought to the RCC at its first meeting in 2023.

**Communications Strategy** - given the widespread concerns that have emerged about communications between the Barbican Estates Office (BEO) and leaseholders and residents the Interim Head of the BEO had proposed that the communications strategy for the Barbican should be rewritten and shared with the House Groups and the RCC for discussion.

It was subsequently been agreed to split this work into two parts: the first will focus on the goals and purpose of the Communications Strategy and the second will focus on the best means of achieving those goals and purposes. Members of the WP have stressed that

improvements in communications, although both welcome and vitally necessary, are not a substitute for action on the underlying issues facing the estate e.g. poor service levels in some areas, high and unpredicted increases in service charges, the lack of trustworthy and reliable data.

Given the independent review of the BEO that is taking place the WP considers that discussion of any Communications strategy needs to take account of the resources that will be available to deliver it.

## **Gardens Advisory Group Report to the RCC Nov 2022**

The Gardens Advisory Group has not met since the last RCC. It has a meeting planned with the BEO and City Gardens to discuss requesting support for a stock condition survey of the gardens with a view to developing a ten year plan for the maintenance and development of the gardens.

If the proposal is supported it will be circulated to the House Groups for discussion and comment before being brought to the next meeting of the RCC.

By that stage the Group will also have conducted, in association with the City Gardens Team, a further round of inspections that will be reported.

Jim Durcan  
Chair  
Gardens Advisory Group

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## Leaseholder Service Charge Working Party Report to RCC

### 1.Membership

Two more new members have joined us following Christopher Makin's request for a refresh of the Working Party:

Bernie Burrows

Frits van Kempen

Existing members:

Adam Hogg

Andy Hope

Helen Hudson

Sandra Jenner – Chair

Fred Rodgers

Sally Spensley

### 2.Areas of Activity

- BEO Review:
  - Heads of Terms have been finalised and copies have been circulated to RCC Members
  - A procurement exercise has been undertaken in which we were involved and Altair Consultants appointed.
  - A Project Team has been established (Paul Murtagh, Rosalind Ugwu, Sandra Jenner and Julie Leo the Altair Lead Consultant) to oversee the project
  - Residents and RCC communications completed
  - Consultation with all stakeholders (including House Group nominees and residents) scheduled
  
- Outturn 21/22; Progress against budget 22/23; Budget 23/24

We have had meetings with Paul Murtagh, Rosalind Ugwu, Anne Mason, Mike Saunders, Helen Davinson and Jason Hayes the budget holders who spend our money, to understand and challenge:

  - 21/22 outturn which showed a significant overspend against the published estimate.
  - 22/23 year to date spending and revised estimates

- 23/24 budget compilation, assumptions and justification. The figures provided were incomplete but we will review the updated budget early next year. This version will be the formal estimate for 23/24 publicised to residents and against which spending is measured.

Increases year on year are forecast and we have continued with our push to be forward looking and stressed that we expect budget owners/the managers who authorise expenditure ie who spend our money, to:

- actively consider value for money and whether there are opportunities for delivering the service more efficiently ;
- produce monthly reports on progress with variance explanations for the Working Party

We await the report resulting from the reconciliation of energy usage which is still being undertaken. An update is being provided to the RCC.

Given the amount of work to be done we have split into groups of 2 so that a deeper dive can be undertaken into key elements of Service Charges: Energy; Repairs; Programmed work; and the BEO itself.

- Impact on Service Charges of Programme of Work arising from Stock Condition Survey (SCS)

Following the presentation on the SCS and the circulation of Saville's report we will need to consider how best the RCC maintains oversight of this complex, risky and expensive programme and its impact on service charges.

Sandra Jenner  
Chair, LSCWP  
22/11/22

## Underfloor Heating Working Party

### **Hard to heat flats**

There is a category of flats on the estate that are classified as hard to heat, typically top floor and sub podium. Historically all these flats were provided with wall mounted storage radiators, which were powered by the underfloor heating system. Many of these have been removed.

It is proposed that all these flats will be offered the installation of new, better designed storage radiators, which could be additionally powered by the resident's own domestic supply. This additional supply would be under the control of the resident.

The BEO would facilitate the installation of this dual supply radiator, but it would be charged to the resident. The purchase and installation would be around £1,000.

### **Extending the heating season**

The Barbican lease stipulates that background heating will be provided from 1<sup>st</sup> October to 30<sup>th</sup> April in the following year, but that the BEO can extend this period should the weather be unseasonably cold.

In most years, the BEO is put under pressure by some residents demanding that the heating season be extended. This September the BEO was asked by twelve residents to turn on the heating early. At current prices this is a cost to the service charge of £5,100 per hour and isolated bursts of an hour or less have no impact on comfort levels.

In an attempt to make the decision on early/late turn off objective and to ensure that any heating is meaningful the following protocol is proposed.

The heating season will only be extended when the Met Office minimum temperature forecast for three successive days is 10° C or less.

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# Agenda Item 7

<b>Committee(s)</b>	<b>Dated:</b>
Barbican Estate Residents Consultative Committee	30 <sup>th</sup> November 2022
<b>Subject: 2022/23 Electricity price Forecast Update</b>	
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	<b>2,4,5,11</b>
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N/A</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>No</b>
<b>Report of: City Surveyor</b>	<b>For Information</b>
<b>Report author: Graeme Low</b>	

## Summary

This report presents the view of expected electricity costs for CoL BEO housing sites. Prices are yet to be finalised for the full year. This is contingent upon the PPA which is expected to begin operating in January. Once the PPA is live, the unit rates are expected to remain below the published price cap.

## Recommendation(s)

- Note the increase in budget without the PPA
- Note the PPA will provide significant budget relief
- Note that consumption and costs will be validated via the new procurement contract with Sigma, the City's current energy monitoring software
- Note continued work towards carbon reduction
- Note the continued work on demand side response
- Note the Energy Bill Relief Scheme (EBRS) has been passed into law

## 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.
2. The Energy Team continue to support reduction efforts including fabric measures at the BEO. This will support carbon and kWh reduction. In addition, GLA funding (Local Energy Accelerator funding) has also been awarded to City of London to undertake a study to investigate further improvements to the underfloor heating system, including controls improvements and exploring demand side response. This is expected to begin in the new year and the results of the feasibility study will be presented back to Committee once finalised in 2023.
3. Alongside the Supply agreement, the City of London Corporation have entered into a 15-year agreement to purchase approximately 56,566 MWh per annum from South Farm Solar Ltd (known

as the Power Purchase Agreement or PPA). This figure reduces slightly with performance each year and by the 15<sup>th</sup> 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.

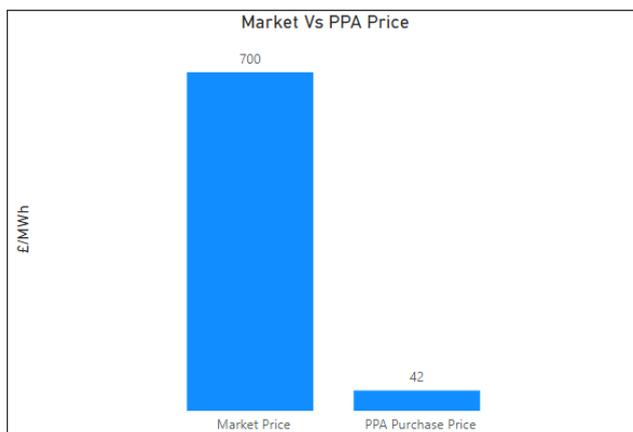
- Chart 1 and 2 demonstrates the importance of the PPA. It shows how much electricity prices have risen since December of 2021 and demonstrates that current prices had reached around the £700/MWh mark for the October 2022 period.
- Under the PPA our purchased commodity price (excluding non-commodity 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.
- The expected energisation date is now 1st January, this remains dependent upon the District Network Operator and final safety tests. Additional volume has been procured for November and December to cover this gap.
- The electricity from this PPA is provided at a set price which increases after the 2<sup>nd</sup> year of operation in line with indexation.

### Rising Markets

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



**Chart 2: Comparison of PPA versus Market price**



## **Expected Tariff price October 2022 -September 2023**

4. Data has been sourced from by Total Energies and represents recent data covering 2021-2022. The budget spreadsheet in the appendix has used a unit rate of an estimated 34p/kWh for the period of October to December due to expected EBRs relief. The unit rate of 25.58 p/kWh is anticipated for the period January to September due to the PPA. This means that the estimated cost avoidance is approximately £1M for the period January to September. This is dependent on numerous factors, including consumption. A list of some caveats are included in the “Assumptions” tab in the appendix.
5. The Energy and Sustainability hosted an information session to sites to advise of the updated invoice validation process. Team Energy Auditing Ltd. will be taking over from Mitie in the validation and verification of invoices in 22/23.

### **Corporate and strategic implications**

6. **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**

7. 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.

### **Report author**

**Graeme Low**

Head of Energy and Sustainability, City Surveyor’s Department

E: [graeme.low@cityoflondon.gov.uk](mailto:graeme.low@cityoflondon.gov.uk)

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**ESTIMATES ONLY**

Site Name	Values			Sum of Cost Avoidance (due to PPA Implementation)		Count of Utility
	Sum of Cost Oct to Dec 22 (Estimated)	Sum of Cost Jan to Sept 23 (Estimated)	Sum of Cost EXCLUDING PPA			
Barbican Estate - Frobisher	£ 54,325	£ 87,292	£ 116,026	£ 28,733	2	
BEO Andrews House	£ 186,605	£ 486,945	£ 647,230	£ 160,285	6	
BEO Ben Johnson	£ 167,889	£ 284,482	£ 378,123	£ 93,641	5	
BEO Brandon Mews	£ 36,632	£ 42,768	£ 56,846	£ 14,078	1	
BEO Breton House	£ 38,115	£ 53,127	£ 70,614	£ 17,487	2	
BEO Bryer Court	£ 49,149	£ 68,743	£ 91,371	£ 22,628	2	
BEO Bunyan Court	£ 68,148	£ 108,585	£ 144,328	£ 35,742	2	
BEO Cromwell Tower	£ 180,746	£ 287,119	£ 381,628	£ 94,509	6	
BEO Defoe House	£ 138,228	£ 168,701	£ 224,231	£ 55,530	5	
BEO Gilbert House Switchroom	£ 81,700	£ 120,785	£ 160,543	£ 39,758	3	
BEO John Trundle Court	£ 103,301	£ 144,401	£ 191,932	£ 47,531	5	
BEO Lauderdale Place (Barbican Estate Office)	£ 18,370	£ 20,661	£ 27,462	£ 6,801	1	
BEO Lauderdale Tower	£ 102,975	£ 124,919	£ 166,038	£ 41,119	6	
BEO Mountjoy House	£ 81,617	£ 101,771	£ 135,270	£ 33,499	6	
BEO North & South Comm Switchrooms	£ 711	£ 1,311	£ 1,742	£ 431	4	
BEO North & South Garchey	£ 11,339	£ 45,498	£ 60,474	£ 14,976	4	
BEO Seddon House	£ 93,843	£ 158,009	£ 210,020	£ 52,011	3	
BEO Shakespeare Tower	£ 97,380	£ 116,310	£ 154,595	£ 38,285	6	
BEO Speed House	£ 12,991	£ 348,932	£ 463,788	£ 114,856	3	
BEO Thomas More	£ 177,871	£ 229,075	£ 304,479	£ 75,403	5	
BEO Wallside & Postern	£ 901	£ 120,542	£ 160,220	£ 39,678	3	
BEO Willoughby	£ 177,144	£ 261,152	£ 347,114	£ 85,962	7	
<b>Grand Total</b>	<b>£ 1,879,980</b>	<b>£ 3,381,130</b>	<b>£ 4,494,074</b>	<b>£ 1,112,944</b>	<b>87</b>	

Based on estimated kWh

The **Sum of Cost EXCLUDING PPA** tab means what the Barbican WOULD spend without the PPA. Please be advised this is an estimate based on current market prices and is subject to change.Therefore the cost avoidance due to the PPA BEO could be over £1M for the period January to September 2023.

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<b>Committee(s):</b>  <b>Residents' Consultation – For information</b> <b>Barbican Residential – For Information</b>	<b>Dated:</b>  <b>26112022</b> <b>09122022</b>
<b>Subject: Residents' Survey</b>	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	<b>1 &amp; 4</b>
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>NA</b>
<b>What is the source of Funding?</b>	<b>NA</b>
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>NA</b>
<b>Report of: Director of Community and Children's Services</b>	<b>For Information</b>
<b>Report author: Helen Davinson, Barbican Estate Office</b>	

## Summary

This report informs the committee of the results of the Residents' Satisfaction Survey which was undertaken in October 2022.

## Recommendation(s)

Members are asked to:

- Note the report.

## Main Report

### Background

1. In October 2022 a residents' satisfaction survey was undertaken to gauge current satisfaction levels with the services provided or managed by the Barbican Estate Office. A copy of the survey is attached as Appendix 1.
2. This was the seventh time that an online survey was used, with paper copies advertised as being available on request from the main reception, car park attendants and concierges.
3. The survey asked residents to rate services against one of five criteria: very satisfied, satisfied, neither, dissatisfied and very dissatisfied.
4. Only questions that had a text box answer could be skipped.

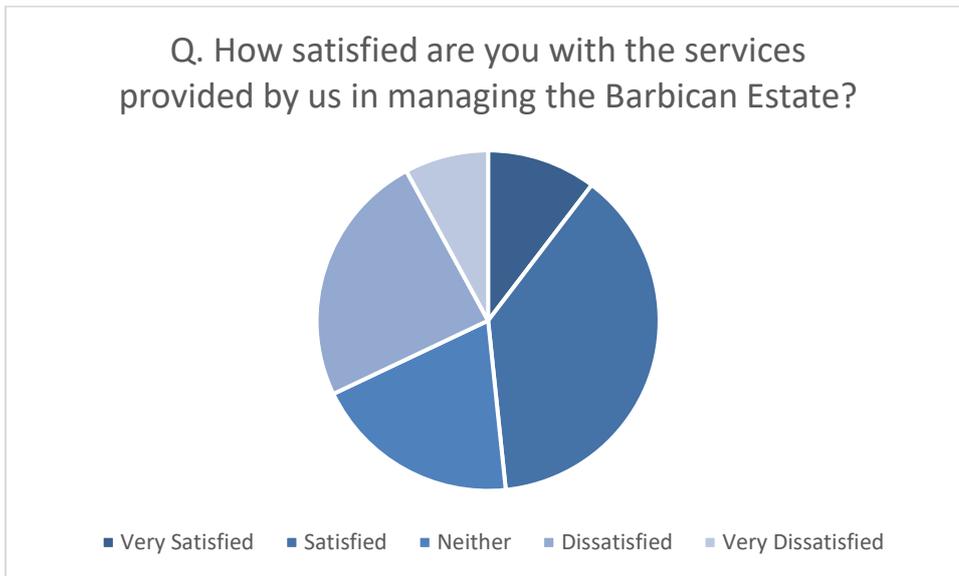
5. Additional fields throughout the survey enabled residents to add their comments. As with previous surveys, all comments received were circulated to staff and service providers.
6. A response rate of 455 was registered, with 2 paper copies requested. This was a significant improvement on the 336 responses received in 2019. As with previous years, officers incentivised completing of the survey by having a prize drawer of £100 voucher.
7. A breakdown of response by block is shown below.

Block	No. of flats	No. of responses	%
Andrewes House	192	39	20.3%
Ben Jonson	204	50	24.5%
Brandon Mews	26	9	34.6%
Breton House	111	13	11.7%
Bryer Court	56	5	8.9%
Bunyan Court	69	18	26.1%
Cromwell Tower	111	26	23.4%
Defoe House	178	35	19.7%
Frobisher Crescent	69	21	30.4%
Gilbert House	88	23	26.1%
John Trundle Court	133	12	9.0%
Lambert Jones Mews	8	4	50.0%
Lauderdale Tower	117	41	35.0%
Mountjoy House	64	8	12.5%
Seddon House	75	17	22.7%
Shakespeare Tower	116	31	26.7%
Speed House	114	24	21.1%
Postern & Wallside	26	2	7.7%
Thomas More House	165	22	13.3%
Willoughby House	148	22	14.9%
Prefer not to say		33	

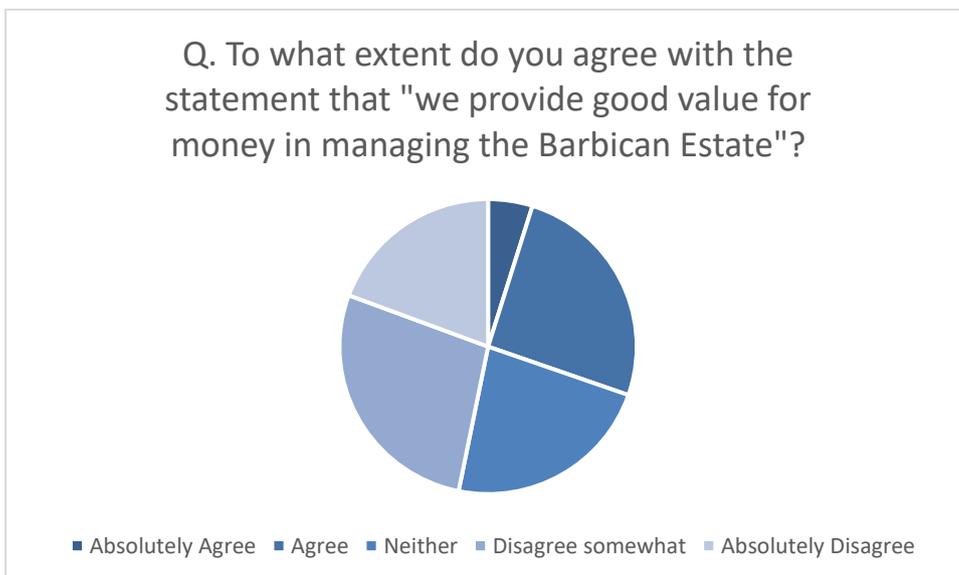
8. Surveys were not carried out in 2020 and 2021 due to the pandemic. .
9. The results of the survey will be published via the Barbican electronic bulletin in December 2022.
10. Some of the common queries and comments have also been answered throughout November and publicised in the weekly bulletin. These have included how to get hold of the Duty Manager in an emergency, joining your House Officer for an inspection as well as a half year update on the status of Repairs.

## Current Position

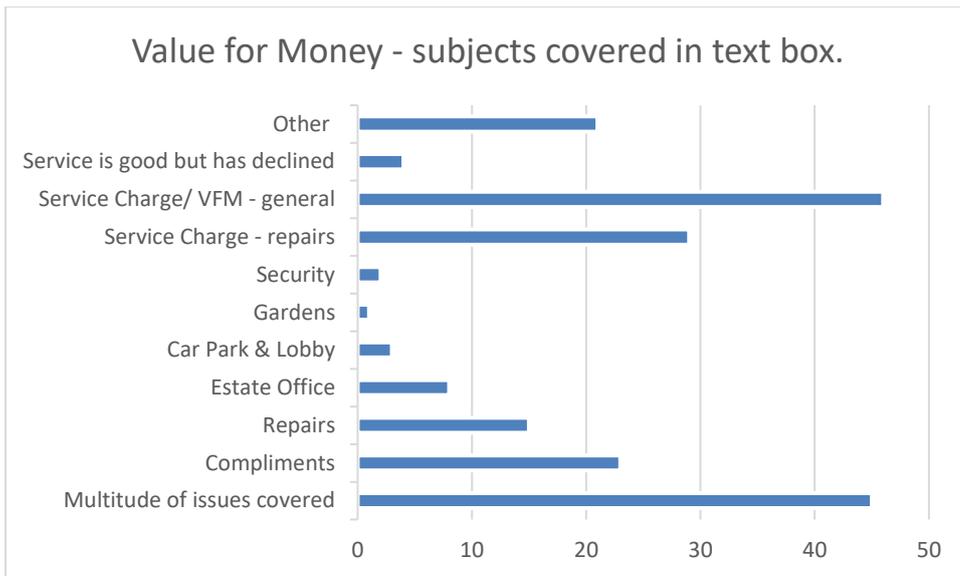
1. **Customer Care.** A result of 48% was achieved in the “satisfied” and “very satisfied” categories. This is a 40% decline on the 2019 survey.



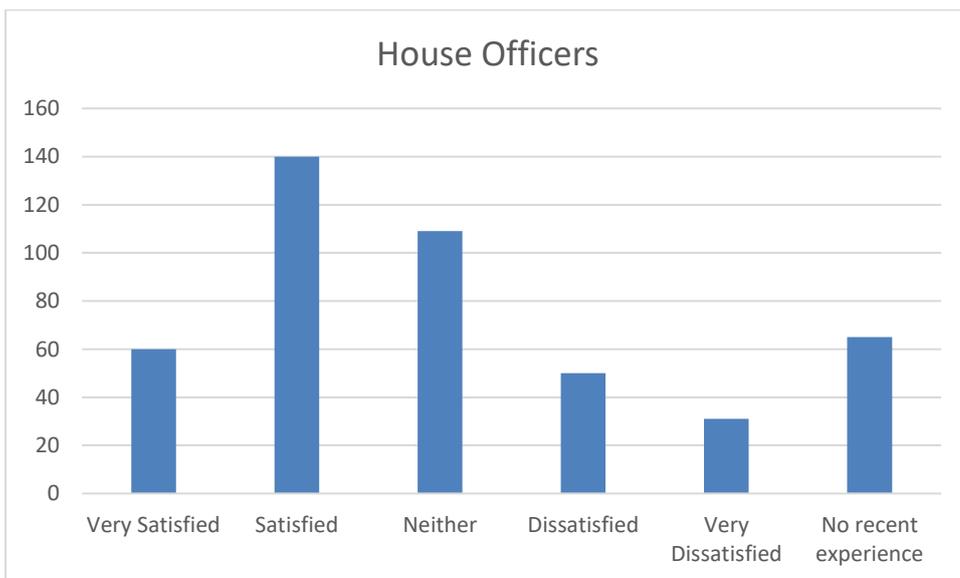
2. **Value for Money.** 30% of responses “absolutely agreed” and “agreed” with the statement that “*the Barbican Estate Office provides good value for money in managing the Barbican Estate*”. This is a decrease of 40% on 2019.



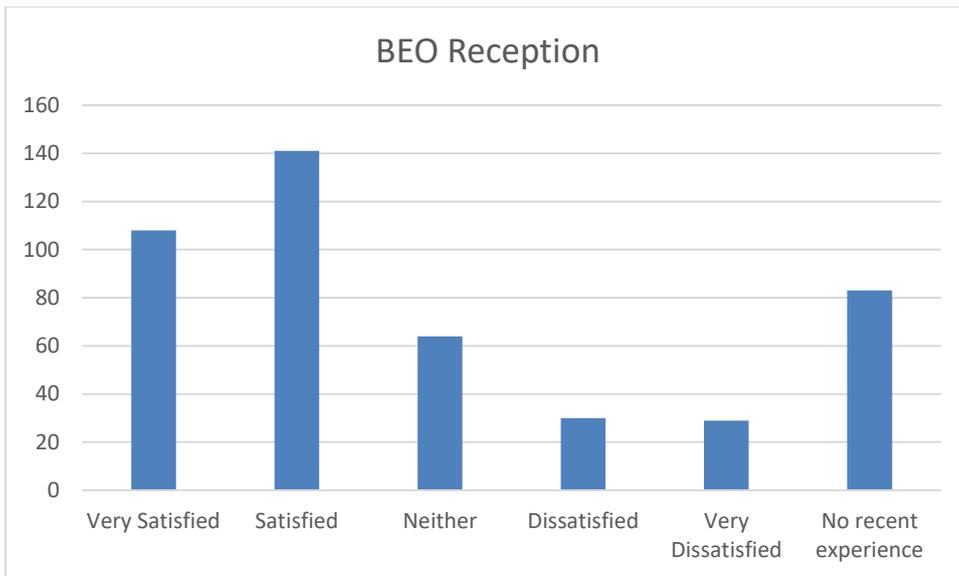
3. Of the approximate 200 comments made, regarding the response to this question, half made reference to rising service charges, the cost of repairs and lack of value for money.



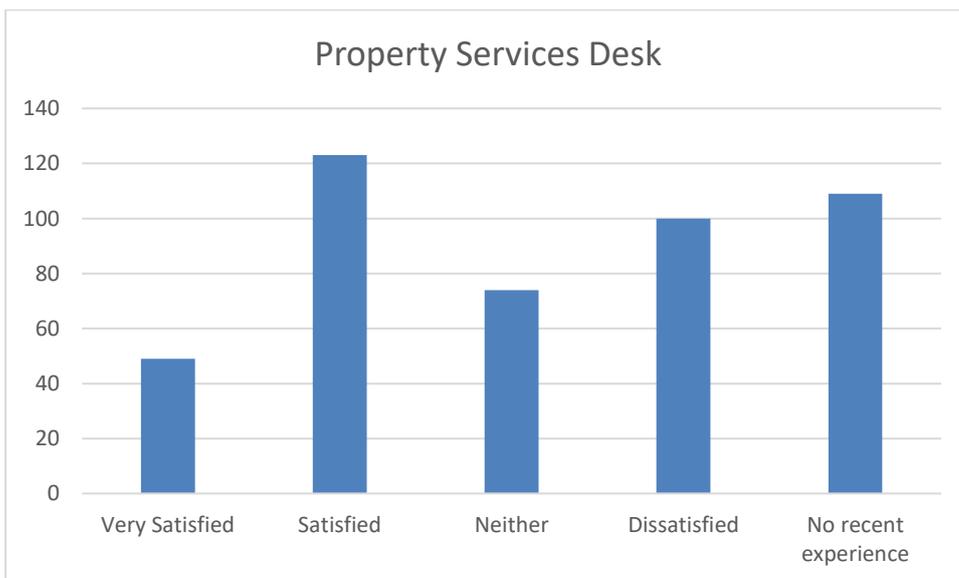
4. **House Officers.** Taking into account the 14% with “no recent experience of this service/not applicable”; 64% satisfaction was achieved. This is a 16% decrease on the 2019 survey.



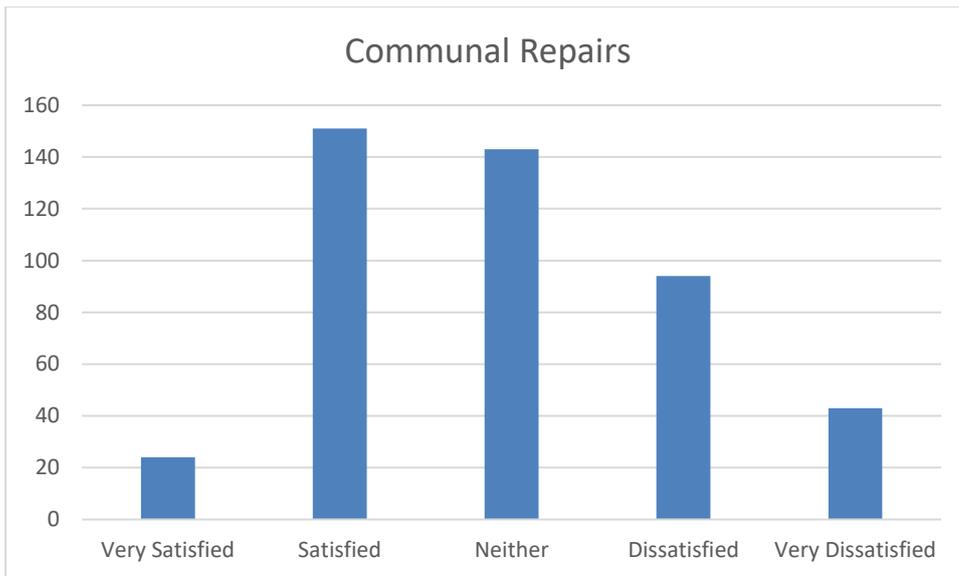
5. **Barbican Estate Office Reception.** Considering the 22% with “no recent experience of this service/not applicable”; 67% satisfaction was achieved in the way Reception deals with general enquiries. This is a 22% decrease on the 2019 survey.



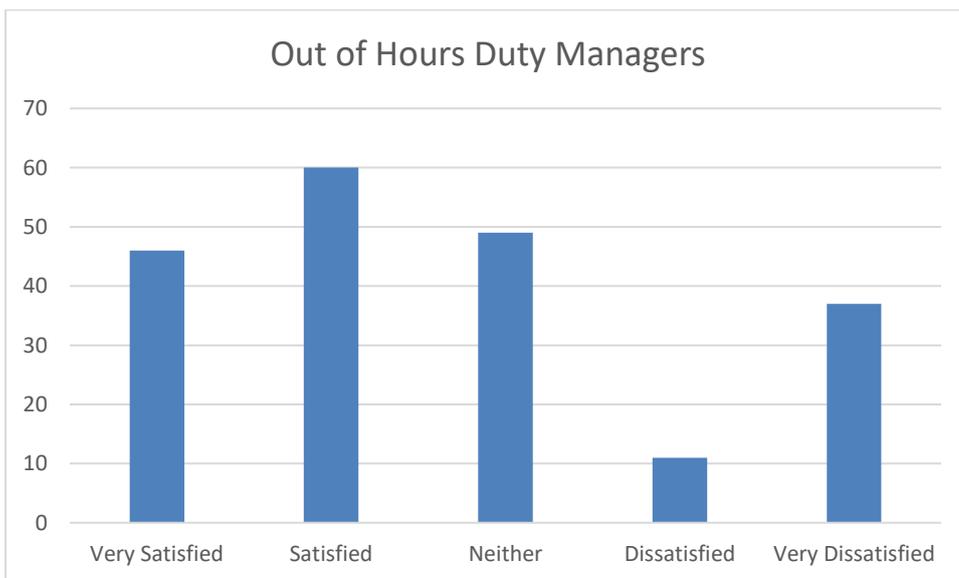
6. **Property Maintenance – Repairs Service Desk.** 24% of residents had “no recent experience of this service/not applicable”. Of the remaining, 50% were either “satisfied” or “very satisfied”. This is a 29% decline on the 2019 survey.



7. **Property Maintenance in communal areas.** 38% satisfaction levels were achieved. This is 38% down on the 2019 survey.

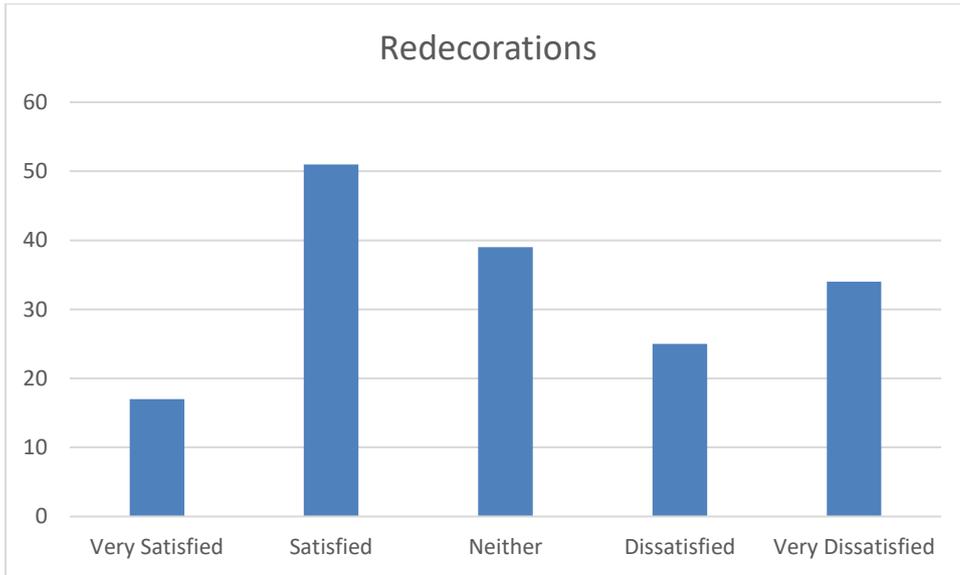


8. **Out-of-Hours Emergency Service.** Considering the 55% who have “no recent use of this service/not applicable”, of the remaining respondents, 46% satisfaction levels were achieved. This is a 33% decline on 2019.

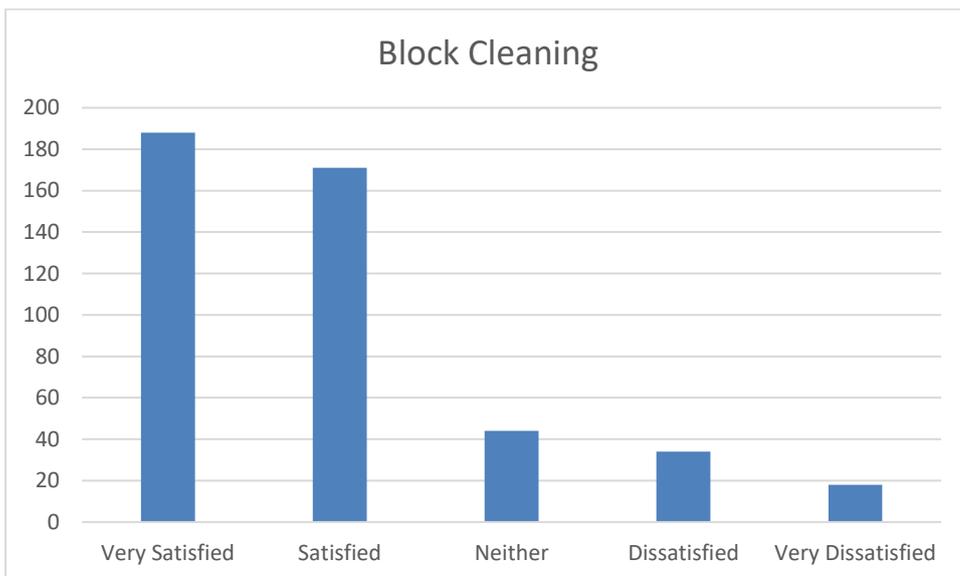


9. 53% of respondents were also unsure how to contact the Duty Manager in an Out of Hours emergency. We have since re-run information about how to get hold of the Duty Manager, in our weekly bulletin in November.

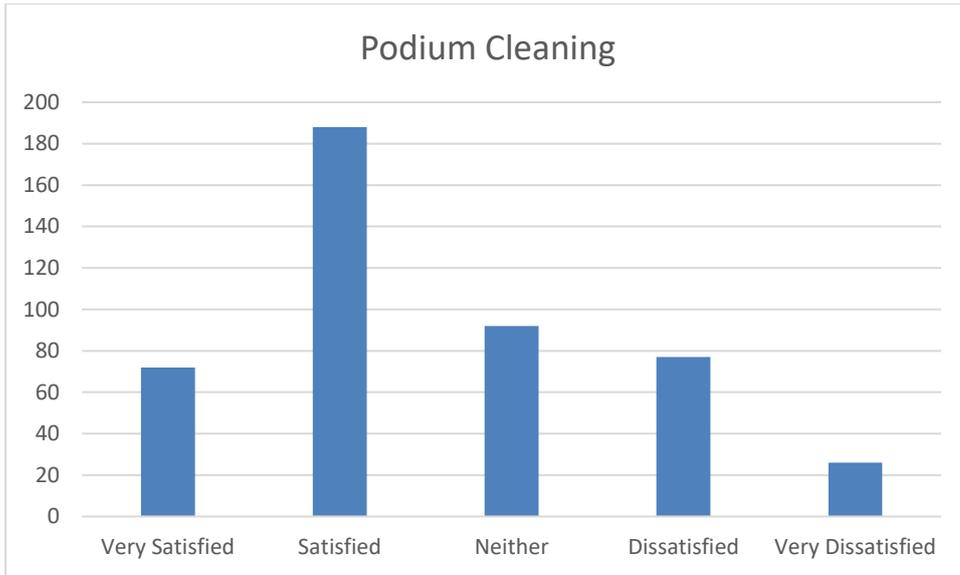
10. **Major Projects delivered estate wide (specifically redecorations).** Considering the 44% of respondents who have “no recent experience/non-applicable”, of the remaining respondents, 27% satisfaction was achieved. 19% less than 2019.



**11. Communal Area Cleaning.** A result of 79% was achieved in the “very satisfied” and “satisfied” categories. A 16% decrease on the 2019 survey.



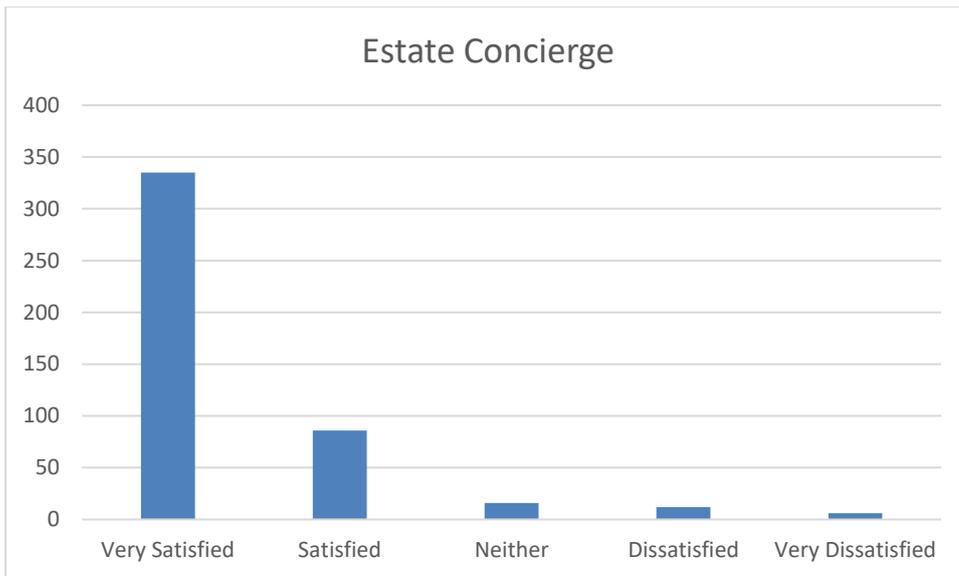
**12. Podium Cleaning (public, non-service charge areas of the estate).** This year we asked an additional question about cleaning. 57% of respondents were “very satisfied” or “satisfied” with podium cleaning. However, the Barbican Estate Office has received a number of complaints and comments about podium cleaning in recent months.



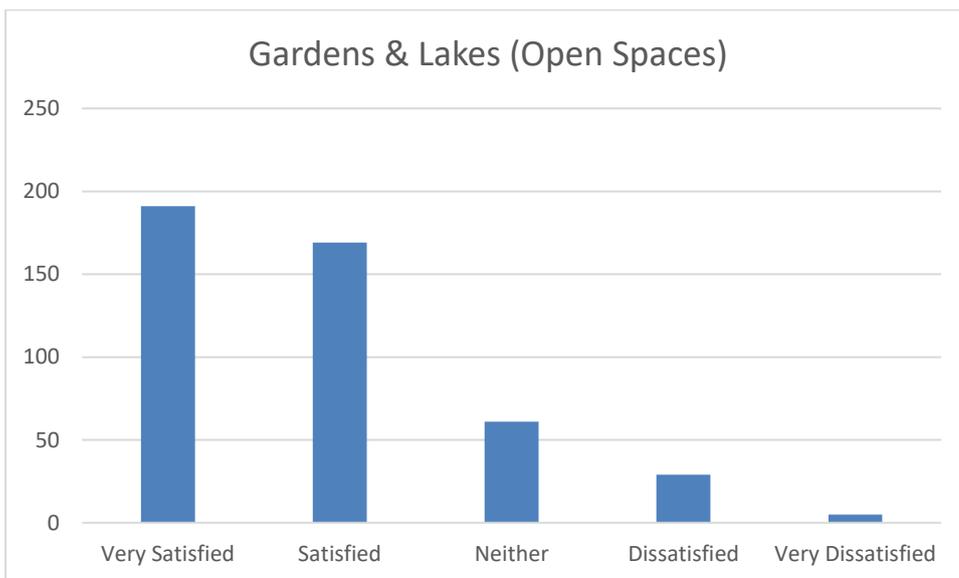
**13. Window Cleaning.** A result of 51% was achieved in the “very satisfied” and “satisfied” categories. This is a 16% decline on the 2019 survey.



**14. Estate Concierge team.** A result of 93% was achieved in the “very satisfied” and “satisfied” categories. A 4% decrease on the 2019 survey.



15. **Open Spaces.** 79% satisfaction with the way the gardening team look after the lakes and gardens within the Barbican Estate. This is 5% less than last time.



16. Some of the comments received, covered areas not under Barbican Estate control. Where appropriate, these comments have been passed onto the departments responsible.

17. Under Gardens and Lakes, several comments were received about the non-functioning water features in the lake. These have been passed to the Barbican Centre.

18. **Communications.** Extra questions were added this year to assist in the proposals soon to be put forward for a communications strategy and included in the independent review.

19. To the question, “How satisfied are you with current communication methods from the Barbican Estate Office?” an average rating of 3.47 out of 5 was achieved. 51% of respondents rated between 4 & 5 for this question. (1 being dissatisfied and 5 being satisfied.)



20. Common themes in the comments about communications received from the BEO, expressed high levels of dissatisfaction with the way increases in service charge have been conveyed, as well as information about potential car park closures.

21. Regarding the weekly bulletin, 77% of respondents read it every week with 71% agreeing it “provides them with the information they need.”

22. Question 17 asked, “in its current form the bulletin takes between 2 and 3 days per week, to compile and produce (this includes subscriber management). If the BEO moved to a monthly estate-wide bulletin, with short intervening local (block) bulletins from your House Officer, this could produce a saving that will allow us to introduce other methods of communication.” 53% responded that they would like the bulletin to remain at a weekly frequency and 47% wanted to see it move to a monthly frequency.

23. Regarding the Barbican Estate pages of the City of London website, although 54% agreed that the pages provide them with the information they need, 62% of respondents visit rarely or not at all.

24. The 15 questions dealing with communications have been fully shared with the Service Level Agreement working party for a detailed review, ahead of the formulation of the Communications strategy

## Conclusion

1. Whilst not unexpected, the results of this survey give the Barbican Estate significant pause for thought. High levels of dissatisfaction with both the handling of the proposed car park closures, increased cost of repairs as well as how we communicated increases in the service charge have been broadly expressed.
2. Satisfaction levels have decreased in all areas with less significant declines noted for Estate Concierge and Open Spaces.
3. Following review of these comments with the service managers, a report from all service areas, detailing actions already taken as well as actions to be implemented will be presented to your next committee.

## **Appendices**

Appendix 1: Resident Survey October 2022

## **Background Papers**

October 2004 Residents Satisfaction Survey  
October 2005 Residents Satisfaction Survey  
March 2007 Residents Satisfaction Survey  
May 2009 Residents Satisfaction Survey  
March 2011 Residents Satisfaction Survey  
September 2013 Residents Satisfaction Survey  
September 2014 Residents Satisfaction Survey  
September 2015 Residents Satisfaction Survey  
September 2016 Residents Satisfaction Survey  
September 2018 Residents Satisfaction Survey  
September 2019 Residents Satisfaction Survey

## **Helen Davinson**

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# Barbican Estate - Resident Survey 2022

\* Required

1. What block do you live in? \*

- Andrewes House
- Ben Jonson House
- Brandon Mews
- Breton House
- Bryer Court
- Bunyan Court
- Cromwell Tower
- Defoe House
- Frobisher Crescent
- Gilbert House
- John Trundle Court
- Lambert Jones Mews
- Lauderdale Tower
- Mountjoy
- Postern & Wallside
- Seddon House
- Speed House
- Shakespeare Tower
- Thomas More House
- Willoughby House
- Prefer not to say

2. Overall, how satisfied are you with the services provided by us in managing the Barbican Estate? \*

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

3. Overall to what extent do you agree with the statement that, "we provide good value for money in managing the Barbican Estate"? \*

- Absolutely agree
- Agree
- Neither
- Disagree somewhat
- Absolutely disagree

4. Why do you say that?

Enter your answer

5. How satisfied are you with current communication methods from the Barbican Estate Office (BEO)? \*



## 6. Why do you say that?

Enter your answer

## 7. How do you get information that you need or want? (please tick all that apply)

\*

- In person (office)
- In person (lobby or car park box)
- Telephone
- Email
- Letter
- Bulletin
- Website
- Other

**8. What are the key reasons for contacting the BEO? (please tick all that apply) \***

- Query about the service charge
- Query about services delivered by the BEO
- Report a deficiency with services provided by the BEO
- Reporting a repair
- Car Park Bay or Store related
- Set up a key permission
- Home Improvements related
- Complimenting a service or individual
- Concern about a neighbour
- Issue with a neighbour
- Reporting ASB
- Registering a sub-tenant
- Other

**9. Could you provide an example of a piece of communication from the BEO (be it letter, email, text, telephone, bulletin, website etc.) that made you GLAD and briefly explain why.**

Enter your answer

10. Could you provide an example of a piece of communication from the BEO (be it letter, email, text, telephone, bulletin, website etc.) that made you SAD and briefly explain why.

Enter your answer

11. Could you provide an example of a piece of communication from the BEO (be it letter, email, text, telephone, bulletin, website etc.) that made you MAD and briefly explain why.

Enter your answer

12. What could we do to improve the way we communicate with you?

Enter your answer

13. How satisfied are you with the BEO weekly bulletin? \*



14. How could we improve the content of the weekly bulletin?

Enter your answer

15. Weekly Bulletin. Do you read the bulletin every week? \*

Yes

No

16. Weekly Bulletin. The content provides you with the information you need. \*

I agree

I disagree

17. In its current form, the bulletin takes between 2 and 3 days per week, to compile and produce (this includes subscriber management). If the BEO moved to a monthly estate wide bulletin with short intervening local (block) bulletins from your House Officer, this could produce a saving that will allow us to introduce other methods of communication. \*

I would like to the weekly bulletin from the BEO to continue.

I would like monthly bulletins with interim news from my House Officer.

18. Barbican Estate pages of the City of London website. How often do you visit the website?

[www.cityoflondon.gov.uk/services/barbican-estate](http://www.cityoflondon.gov.uk/services/barbican-estate) \*

Weekly

Monthly

Quarterly

Very rarely

Never

19. Barbican Estate pages of the City of London website. The content provides you with the information you need. \*

I agree

I disagree

20. Your team of House Officers are here to "Champion" the quality of services provided to you by the Barbican Estate Office (BEO). They are your first point of contact for your queries and comments. The House Officers' responsibilities are varied. From managing your Home Improvement applications, liaising with House Groups, monitoring your window cleaning service, to helping resolve neighbour disputes. They monitor the services provided by the BEO through inspections and spot checks and will endeavour to resolve any issues you may have.

How satisfied or dissatisfied are you with the way your House Officer deals with your enquiries? \*

Very satisfied

Satisfied

Neither

Dissatisfied

Very Dissatisfied

No recent experience / non applicable

21. How satisfied or dissatisfied are you with the way our Reception deals with your general enquiries? \*

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
- No recent experience / non applicable

22. Do you have any further comments about our Estate Office team?

Enter your answer

23. The Property Services Desk (PSD) is open from Monday to Friday 8am to 5pm, excluding Public Holidays.

Email: [Barbicanrepairs@cityoflondon.gov.uk](mailto:Barbicanrepairs@cityoflondon.gov.uk) Phone: 020 7029 3909

The PSD provides the first level of support through taking your calls and handling the resulting incidents or service requests.

How satisfied or dissatisfied are you with the way the Property Service Desk deals with your repairs and maintenance enquiries? \*

- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- No recent experience / non applicable

24. How satisfied or dissatisfied are you with the repairs to the communal areas to your block? \*

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

25. Do you have any further comments about the work of the PSD or repairs in communal areas?

Enter your answer

26. If you are a resident of the following blocks, how satisfied or dissatisfied are you with the recent Redecorations programme as part of Major Works delivered by the BEO. Please take into account that the project is only partially completed on some of these blocks.

Bryer, Bunyan and John Trundle Court  
Mountjoy and Ben Jonson House  
Cromwell Tower

- Very satisfied
- Somewhat satisfied
- Neither
- Somewhat dissatisfied
- Very dissatisfied
- I do not live in one of the blocks where redecoration has been recently undertaken

27. Our Out of Hours Duty Managers are here 24 hours a day, 7 days a week. Between them, they have a combined 70 years' experience with electrical, mechanical, building & plumbing trades to provide around the clock cover to the Barbican Estate.

They carry out day to day reactive and planned maintenance across the estate's electrical and mechanical services and investigate issues with water penetration, noise complaints and monitor security arrangements. They manage, repair and maintain the Background Underfloor Heating network and control, manage the internal contractors such as Metwin and service ventilation fans across the estate. They also provide technical advice and assistance to house groups, working parties, the Projects team, assist in the writing of specifications for Estate contracts and provide technical advice to all external contractors such as electrical supply companies, residents' contractors and 4th Utility.

On top of all this, they also provide the Out of Hours Duty Management of the estate and are your first point of call for emergency electrical issues and leaks.

How satisfied or dissatisfied are you with the way the Out of Hours Duty Manager deals with your emergency repairs? \*

Very Satisfied

Satisfied

Neither

Dissatisfied

Very Dissatisfied

Not Applicable - I haven't made use of the Out of Hours team this year

28. Do you know how to get hold of the Duty Manager in an emergency, out of hours?

\*

Yes

No

**29. Do you have any further comments about the work of the Out of Hours Duty Managers?**

Enter your answer

**30. We have a team of 32 Cleaners & Supervisors who work across the Estate to clean within your blocks, as well as clean the podium and car park areas. They also provide a daily rubbish collection from your front door.**

**How satisfied or dissatisfied are you with cleaning services of the communal areas of your block? \***

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

**31. How satisfied or dissatisfied are you with the cleaning of the podium? \***

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

32. How satisfied or dissatisfied are you with the window cleaning service provided by the window cleaning team? \*

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

33. Do you have any further comments about the work of the Cleaning team?

Enter your answer

34. We have a team of 40 permanent Estate Concierge/Car Parking staff, who work in shifts to provide services 24 hours a day, 7 days a week. Last year we took in 300,000 parcels for you.

How satisfied or dissatisfied are you with the service provided by the Estate Concierge team? (Lobby Porter or Car Park Attendant) \*

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

35. Do you have any further comments about the work of the Estate Concierge team?

Enter your answer

36. How satisfied or dissatisfied are you with the way the gardening team looks after the gardens and lakes within the Barbican Estate? \*

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

37. Do you have further comments about the gardens or lakes?

Enter your answer

38. Please add your name and address to be entered into our free prize draw for a £100 John Lewis Voucher?

Enter your answer

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# Agenda Item 10

<b>Committee(s):</b> Residents Consultation  Barbican Residential	<b>Dated:</b> 30 November 2022  9 December 2022
<b>Subject:</b> Service Charge Expenditure and Income Account - Latest Approved Budget 2022/23 and Original Budget 2023/24	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	4,12.
<b>Does this proposal require extra revenue and/or capital spending?</b>	N
<b>If so, how much?</b>	N/A
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	Y
<b>Report of:</b> The Chamberlain Director of Community & Children's Services	<b>For Decision by the BRC For information - RCC</b>
<b>Report author:</b> Goshe Munir, Senior Accountant, Chamberlain's Department	

## Summary

This report sets out the original budget for 2022/23 and 2023/24 for revenue expenditure included within the service charge in respect of dwellings. This does not include any expenditure or income pertaining to car parking or stores. The amount charged to individual lessees will depend on the percentages set out in their lease.

The original budget for 2023/24 total expenditure including net recharges is £16,106,000 compared to the 2022/23 original approved budget of £11,347,000 an increase of £4,759,000, mainly related to higher expected redecoration and repair costs and forecast higher energy bills.

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

<b>Summary Of Table 1</b>	<b>Original Budget 2022/23 £'000</b>	<b>Original Budget 2023/24 £'000</b>	<b>Movement £'000</b>
Expenditure	(10,016)	(14,775)	(4,759)
Recharges	(1,331)	(1,331)	0
Other Income	11,347	16,106	4,759
<b>Total Net Expenditure</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Recommendations

The Committee is requested to:

- Review the provisional 2023/24 net £Nil revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee.
- Authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews, and corporate projects.

## Main Report

### Introduction

1. This report sets out the proposed revenue budget for 2023/24. The revenue budget management arrangements are to:
  - Place responsibility for budgetary control on departmental Chief Officers
  - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the latest approved budget for the current year.

### Proposed Revenue Budget for 2023/24

The proposed Revenue Budget for 2023/24 is shown in table 1 overleaf.

- Local Risk budgets – these are budgets deemed to be largely within the Chief Officer's control.
- Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
- Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.

<b>Table 1 - Analysis of Service Expenditure</b>	Local, Central Risk or Recharges	Actual 2021-22 £'000	Original Budget 2022-23 £'000	Latest Approved Budget 2022-23 £'000	Original Budget 2023-24 £'000	Movement 2022-23 to 2023-24 £'000	Paragraph Reference
Expenditure							
Employees	L	(2,550)	(2,851)	(2,746)	(2,879)	(28)	3
Premises Related Expenses							
Repairs and Maintenance	L	(3,531)	(2,474)	(3,743)	(3,529)	(1,055)	4
Supplementary Revenue Projects	C	(120)	(1,108)	(610)	(1,064)	44	5
Energy Costs	L	(3,152)	(2,867)	(6,022)	(6,550)	(3,683)	6
Rents	L	(133)	(138)	(139)	(150)	(12)	
Rates	L	(18)	(20)	(12)	(13)	7	
Water Services	L	(1)	(3)	(3)	(3)	0	
Cleaning and Domestic Supplies	L	(225)	(267)	(259)	(276)	(9)	
Grounds Maintenance	L	(199)	(180)	(195)	(205)	(25)	
Supplies and Services							
Equipment, Furniture and Materials	L	(42)	(67)	(65)	(69)	(2)	
Catering	L	(1)	(1)	(1)	(1)	0	
Uniforms	L	(3)	(13)	(13)	(13)	0	
Printing, Stationery and Office Exp.	L	(2)	(6)	(3)	(6)	0	
Fees and Services	L	(18)	(1)	(1)	(1)	0	
Contributions to Provisions	L	0	0	0	0	0	
Communication and Computing	L	(13)	(20)	(16)	(16)	4	
<b>Total Expenditure</b>		<b>(10,008)</b>	<b>(10,016)</b>	<b>(13,828)</b>	<b>(14,775)</b>	<b>(4,759)</b>	
<b>Income</b>							
Total Income	L/C	11,308	11,347	15,159	16,106	4,759	
<b>Net Income</b>		<b>1,300</b>	<b>1,331</b>	<b>1,331</b>	<b>1,331</b>	<b>0</b>	
<b>Recharges</b>							
Expenditure	R	(1,453)	(1,457)	(1,457)	(1,457)	0	
Income	R	153	126	126	126	0	
<b>Total Recharges</b>		<b>(1,300)</b>	<b>(1,331)</b>	<b>(1,331)</b>	<b>(1,331)</b>	<b>0</b>	
<b>Total Service Charge Account</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

3. Employees costs have increased by £28,000 as shown in Table 2 below. All employee costs have been subject to pay increases. Employers national insurance increase in 2023/24. Furthermore the estimates includes the full complement of Car Park Staff.

Table 2 - Manpower statement	Original Budget 2022/23		Original Budget 2023/24	
	Manpower Full-time equivalent	Estimated cost £'000	Manpower Full-time equivalent	Estimated cost £'000
Service Charge Account	57	(2,851)	59	(2,879)

4. Repairs and maintenance costs have increased by £1,055,000 compared to the original budget this is mainly due to increased expected costs particularly for window replacements and water penetration works, a breakdown provided in appendix 1.
5. The cost of supplementary revenue projects is expected to be £1,064,000 and relates mainly to the redecoration programme as set in paragraph 7 below.
6. The Energy Costs has increased by £3,683,000 due to increasing energy prices. The energy prices from October 2022 are still to be finalised. However, it is anticipated that the rate to December will be in the region of 34p per unit, which is double the rate previously paid. It is expected that the rates will reduce to under 26p per unit once the power purchase agreement comes into effect.

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

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

Service	Project	Exp. Pre 01/04/22 £'000	2022/23 £'000	2023/24 £'000	2024/25 £'000	Later Years £'000	Total £'000
	<b><u>Pre-Implementation</u></b>						
Service Charge	Tower Lifts Refurbishments			18			18
	<b><u>Authority to start work</u></b>						
Service Charge	Redecorations Programme 2020-25	75	1,108	1,046	1,260		3,489
<b>TOTAL BARBICAN RESIDENTIAL (Service Charge)</b>		<b>75</b>	<b>1,108</b>	<b>1,064</b>	<b>1,260</b>		<b>3,507</b>

8. Pre-implementation costs comprise only feasibility and options appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work.
9. The latest Capital and Supplementary Revenue Project forecast expenditure on approved schemes will be presented to the Court of Common Council for formal approval in March 2023.

### **Appendices**

Appendix 1 = Analysis of Repairs, Maintenance and Minor Improvements

Appendix 2 = Support Services and Capital Charges

Appendix 3 = Original Budget 2022/23 to Latest Approved Budget

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**Caroline Al-Beyerty**  
**Chamberlain**

**Clare Chamberlain**  
**Director of Community and Children's Services**

## Appendix 1

### Analysis of Repairs, Maintenance and Minor Improvements

Costs to be charged to Long Lessees and Landlord. (The latter responsible for short term tenancies and voids)	Original Budget 2022/23 £000	Latest Budget 2022/23 £000	Original Budget 2023/24 £000
Responsive and Contract Servicing including Building			
Miscellaneous Works	(1,305)	(1,300)	(1,300)
IRS maintenance	(40)	(40)	(40)
Responsive and Contract Servicing - Lifts	(401)	(401)	(401)
Drainage Repairs / Remedial Work	(172)	(175)	(190)
Water Penetration	(75)	(884)	(1,069)
<b>Sub Total Responsive and Contract Servicing</b>	<b>(1,993)</b>	<b>(2,800)</b>	<b>(3,000)</b>
Asbestos Removal	(70)	(100)	(100)
Water Supply Works	(100)	(100)	(100)
Electrical Testing	(44)	(44)	(44)
Upgrade Safety/Security Installations	(40)	(40)	(40)
Consultants Fees	(30)	(30)	(30)
Emergency lighting to stairs, corridors and plant rooms	(17)	(15)	(15)
Asset Management	0	(94)	0
Windows Replacements	(180)	(520)	(200)
<b>TOTAL</b>	<b>(2,474)</b>	<b>(3,743)</b>	<b>(3,529)</b>

## Appendix 2

Support Service and Capital Charges from/to  Barbican Service Charges	Actual  2021/22 000	Original Budget  2022/23 000	Latest Approved Budget  2022/23 000	Original Budget  2023/24 000
<b>Support Service and Capital Charges</b>				
Insurance	(58)	(43)	(43)	(59)
IS Staff Recharge	(38)	(27)	(27)	(28)
<b>Total Support Services</b>	(95)	(70)	(70)	(87)
<b>Recharges within Committee</b>				
Cleaning and Lighting	138	126	126	126
Barbican Supervision and Management	(935)	(940)	(940)	(953)
<b>Recharges Within Funds</b>				
DCCS	(408)	(447)	(447)	(417)
Contributions to Funds and Provisions				
<b>TOTAL SUPPORT SERVICE AND CAPITAL CHARGES</b>	(1,300)	(1,331)	(1,331)	(1,331)

## Appendix 3

Reconciliation of 2022/23 Original Budget to Latest Approved Budget	£'000
Original Budget Net Expenditure	0
Repairs and Maintenance & Supplementary Revenue Projects	(771)
Revised estimates of employee costs.	105
Premises Related Expenses & Supplies and Services	(3,146)
Balancing increased income.	3,812
<b>Latest Approved Budget Net Expenditure</b>	<b>0</b>

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<b>Committee(s):</b> Residents Consultation  Barbican Residential	<b>Dated:</b> 30 November 2022  9 December 2022
<b>Subject:</b> Revenue and Capital Budgets - Latest Approved Budget 2022/23 and Original 2023/24 Excluding dwellings service charge income and expenditure	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	4,12.
<b>Does this proposal require extra revenue and/or capital spending?</b>	N
<b>If so, how much?</b>	N/A
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	Y
<b>Report of:</b> The Chamberlain Director of Community & Children's Services	<b>For Information - RCC For Decision by the BRC</b>
<b>Report author:</b> Goshe Munir, Senior Accountant, Chamberlain's Department	

## Summary

This report is the annual submission of the revenue and capital budgets overseen by your committee. It seeks approval to the provisional revenue budget for 2023/24, for subsequent submission to the Finance Committee.

The proposed budget for 2023/24 has been prepared within the resource envelope allocated to the Director by Resource Allocation Sub Committee, including a 4% allowance for inflation offset by a 2% efficiency saving.

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

- Landlord Services

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

- Car Parking

The running expenses, capital charges, rent income and service charges relating to 1272 car spaces of which some 579 are currently occupied.

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1619 baggage stores. 1394 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.

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

Summary Of Table 1	Original Budget 2022/23	Original Budget 2023/24	Movement
	£'000	£'000	£'000
Expenditure	(3,792)	(4,356)	(564)
Income	5,079	5,386	307
<b>Net Income (Local and Central Risk)</b>	1,287	1,030	(257)
Capital Charges and Support services	(3,667)	(3,748)	(81)
<b>Total Net Income/Expenditure</b>	<b>(2,380)</b>	<b>(2,718)</b>	<b>(338)</b>

Overall, the 2023/24 provisional net revenue expenditure budget totals £2,718,000 an increase of £338,000 compared with the Original Budget for 2022/23 of 2,380,000.

### Recommendations

The Committee is requested to:

- Review the provisional 2023/24 revenue budget to ensure that it reflects the Committee's objectives and, if so, approve the budget for submission to the Finance Committee.
- Review and approve the draft capital budget.
- Authorise the Chamberlain to revise these budgets to allow for further implications arising from departmental reorganisations and other reviews including corporate projects.

## **Main Report**

### **Introduction**

1. This report sets out the proposed revenue budget and capital budgets for 2023/24. The revenue budget management arrangements are to:
  - Provide a clear distinction between local risk, central risk and recharge budgets
  - Place responsibility for budgetary control on departmental Chief Officers
  - Apply a cash limit policy to Chief Officers' budgets
2. The budget has been analysed by service expenditure and compared with the original approved budget for the current year.

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

### **Proposed Revenue Budget for 2023/24**

3. The proposed Revenue Budget for 2023/24 is shown in Table 1 overleaf analysed between:
  - Local Risk budgets – these are budgets deemed to be within the Chief Officer's control.
  - Central Risk budgets – these are budgets comprising specific items where a Chief Officer manages the underlying service, but where the eventual financial outturn can be strongly influenced by external factors outside of his/her control or are budgets of a corporate nature (e.g. interest on balances and rent incomes from investment properties).
  - Support Services and Capital Charges – these cover budgets for services provided by one activity to another. The control of these costs is exercised at the point where the expenditure or income first arises as local or central risk.
4. The provisional 2023/24 budgets, under the control of the Director of Community & Children's Services being presented to your committee, have been prepared in accordance with guidelines agreed by the Policy and Resources and Finance Committees. This includes a 2% efficiency saving offset by a 4% inflation allowance. The budget has been prepared within the resources allocated to the Chief Officer.

Analysis of Service Expenditure	Local or Central Risk	Actual 2021-22 £'000	Original Budget 2022-23 £'000	Latest Approved Budget 2022-23 £'000	Original Budget 2023-24 £'000	Movement OB 2022-23 to OB 2023-24 £'000	Paragraph Reference
<b>EXPENDITURE</b>							
Employees	L	(2,065)	(2,073)	(2,145)	(2,177)	(104)	6
Premises Related Expenses							
Repairs and Maintenance	L	(1,003)	(1,246)	(1,276)	(1,359)	(113)	Point 7 Appendix 3
Other Premises Related Expenditure	L	(265)	(306)	(312)	(319)	(13)	
Supplies & Services	L	(302)	(189)	(197)	(201)	(12)	
Transport	L	(0)	(1)	(1)	(1)	0	
TOM efficiency savings of 12%.	L	0	232	0	0	(232)	
Supplementary Revenue Projects	C	(39)	(209)	(16)	(299)	(90)	12
<b>Total Expenditure</b>		<b>(3,673)</b>	<b>(3,792)</b>	<b>(3,947)</b>	<b>(4,356)</b>	<b>(564)</b>	
<b>INCOME</b>							
Customer, Client Receipts (mainly rents and non-dwelling service charges)	L	5,202	4,854	5,147	5,161	307	8
Charge for insurance	C	337	225	225	225	0	
<b>Total Income</b>		<b>5,539</b>	<b>5,079</b>	<b>5,372</b>	<b>5,386</b>	<b>307</b>	
<b>NET INCOME BEFORE SUPPORT SERVICES AND CAPITAL CHARGES</b>		<b>1,866</b>	<b>1,287</b>	<b>1,425</b>	<b>1,030</b>	<b>(257)</b>	
<b>CHARGES</b>							
<b>SUPPORT SERVICES AND CAPITAL CHARGES</b>							
Central Support Services and Capital Charges		(4,566)	(4,381)	(4,381)	(4,328)	53	Point 9 - Appendix 2
Recharges within Fund & Committee		(256)	(100)	(100)	(247)	(147)	
Recharges to Service Charge Account		797	814	814	827	13	10
<b>Total Support Services and Capital charges</b>		<b>(4,025)</b>	<b>(3,667)</b>	<b>(3,667)</b>	<b>(3,748)</b>	<b>(81)</b>	
<b>TOTAL NET EXPENDITURE</b>		<b>(2,159)</b>	<b>(2,380)</b>	<b>(2,242)</b>	<b>(2,718)</b>	<b>(338)</b>	

Notes - Examples of types of service expenditure: -

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

5. Expenditure and adverse variances are presented in brackets. An analysis of this Revenue Expenditure by Service Managed is provided in Appendix 1. Only significant variances (generally those greater than £100,000) have been commented on in the following paragraphs.

6. Employee costs have increased by £104k in cost as a result of the increase in the employers national insurance charge, the pay award for staff on Grades A-C and increases in increments for existing staff.

Table 2 - Manpower statement	Original Budget		Original Budget	
	2022/23		2023/24	
Non-Service Charge Staffing	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
<b>Total</b>	33	(2,073)	33	(2,177)

7. Repairs and maintenance costs are expected to be £113k higher than original budget for in 2022-23 due to the level of breakdown maintenance expected to be required in 2023/24. As set in the detailed schedule of Repairs and Maintenance costs provided in Appendix 3.
8. The additional income of £307k relates to increased receipts expected in the Trade Centre and Landlord Services.
9. A detailed breakdown of the movement on Central Support Services and Capital Charges is presented in Appendix 2.
10. The Recharges within Fund & Committee costs are expected to be £147k higher than original budget, but in line with the previous year's Actual recharge figure. The allocation for Technical Services was understated in the 2021-22 Original Budget.

### **Potential Further Budget Developments**

11. The provisional nature of the 2023/24 revenue budget recognises that further than revisions may be required.

### **Draft Supplementary Revenue Budgets**

12. The latest estimated costs of the Committee's current approved supplementary revenue projects are summarised in the Table below.

Service	Project	Exp. Pre 01/04/22 £'000	2022/23 £'000	2023/24 £'000	2024/25 £'000	Later Years £'000	Total £'000
	<b><u>Pre-Implementation</u></b>						
Landlord	Fire Door Replacement Programme	51	185	275	-	-	511
	<b><u>Authority to start work</u></b>						
Landlord	Frobisher Crescent Fire Safety Improvement Works	118			-	-	118
	<b><u>Disposal Costs</u></b>						
Landlord	Barbican Turret	48	24	24	-	-	96
<b>TOTAL BARBICAN RESIDENTIAL (Landlord)</b>		<b>217</b>	<b>209</b>	<b>299</b>	<b>-</b>	<b>-</b>	<b>725</b>

13. Pre-implementation costs comprise feasibility and options appraisal expenditure which has been approved in accordance with the project procedure, prior to authority to start work.
14. The latest Supplementary Revenue Project forecast expenditure on approved schemes will be presented to the Court of Common Council for formal approval in March 2023.

## **Appendices**

Appendix 1: Revenue Expenditure by Service Managed

Appendix 2: Support Service and Capital Charges from/to Barbican Residential Committee

Appendix 3: Analysis of Repairs, Maintenance and Minor Improvements

Appendix 4: Original Budget 2022/23 to Latest Approved Budget

**Caroline Al-Beyerty**  
**Chamberlain**

**Clare Chamberlain**  
**Director of Community & Children's Services**

Contact: Goshe Munir [Goshe.Munir@cityoflondon.gov.uk](mailto:Goshe.Munir@cityoflondon.gov.uk) or  
Mark Jarvis [Mark.Jarvis@cityoflondon.gov.uk](mailto:Mark.Jarvis@cityoflondon.gov.uk) *Chamberlain's Department*

## APPENDIX 1

Analysis by Service Managed	Actual 2021-22 £'000	Original Budget 2022-23 £'000	Latest Approved 2022-23 Budget £'000	Original Budget 2023-24 £'000	Movement 2022-2023 to 2023-24 £'000
<b>CITY FUND</b>					
Supervision & Management (fully recharged)	0	0	0	0	0
Landlord Services	(2,698)	(2,842)	(2,579)	(2,991)	(149)
Car Parking	(275)	(388)	(456)	(496)	(108)
Baggage Stores	192	107	167	153	46
Trade Centre	615	512	627	618	106
Other Non-Housing	8	(1)	(1)	(2)	(1)
TOM efficiency savings of 12%	0	232	0	0	(232)
<b>TOTAL</b>	<b>(2,159)</b>	<b>(2,380)</b>	<b>(2,242)</b>	<b>(2,718)</b>	<b>(338)</b>

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

### Supervision and Management – General

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

### Landlord Services

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

### **Car Parking**

The running expenses, capital charges, rent income and service charges relating to 1,272 car spaces of which some 579 are occupied including 267 bays held on long licences. Long Licensees pay a service charge in respect of the services provided to all car parks. The income and expenses for the stores located within the car parks are also included in the car park account.

### **Baggage Stores**

The running expenses, capital charges, rent income and service charges relating to 1,619 baggage stores located in the residential blocks.

### **Trade Centre**

This is a commercial area of some 117,000 square feet bounded broadly by Beech Street, Aldersgate Street, Finn 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.

## APPENDIX 2

<b>Support Service and Capital Charges from/to Barbican Residential Committee</b>	<b>Actual 2021/22 £'000</b>	<b>Original Budget 2022/23 £'000</b>	<b>Latest Approved Budget 2022/23 £'000</b>	<b>Original Budget 2023/24 £'000</b>
<b>Support Service and Capital Charges</b>				
Insurance	(373)	(301)	(301)	(406)
IS Recharges	(194)	(143)	(143)	(146)
Capital Charges	(3,459)	(3,459)	(3,459)	(3,266)
Chamberlain	(76)	(70)	(70)	(71)
Support Services	(463)	(408)	(408)	(439)
<b>Total Support Services and Capital Charges</b>	<b>(4,566)</b>	<b>(4,381)</b>	<b>(4,381)</b>	<b>(4,328)</b>
<b>Recharges Within Funds</b>				
Corporate and Democratic Core - Finance Committee	50	50	50	50
HRA	2	4	4	4
Community and Children's Services Committee	(308)	(154)	(154)	(301)
<b>Service Charge Account</b>	797	814	814	827
<b>TOTAL SUPPORT SERVICE AND CAPITAL Charges</b>	<b>(4,025)</b>	<b>(3,667)</b>	<b>(3,667)</b>	<b>(3,748)</b>

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

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

	Original Budget 2022/23  £'000	Latest Approved Budget 2022/23  £'000	Original Budget 2023/24  £'000	
<b><u>Supervision &amp; Management Holding Account</u></b>				
Estate Office - Breakdown Maintenance	(11)	(11)	(11)	E
<b>Total Supervision &amp; Management Holding Account</b>	<b>(11)</b>	<b>(11)</b>	<b>(11)</b>	
<b><u>Services and Repairs - Landlords</u></b>				
Breakdown Maintenance	(690)	(665)	(745)	E
Drains	(110)	(110)	(110)	
Insurance Works	(35)	(35)	(35)	
Dilapidations	(15)	(15)	(15)	
Lift contract servicing	(7)	(7)	(7)	
Asbestos data	(6)	(6)	(6)	
Redecorations Works	(35)	(35)	(35)	A
<b>Total Services and Repairs - Landlords</b>	<b>(898)</b>	<b>(873)</b>	<b>(953)</b>	
<b><u>Car Parking</u></b>				
Breakdown Maintenance - Building	(294)	(296)	(296)	E
Tiling and Screeding	(2)	(55)	(55)	
<b>Total Car Parking</b>	<b>(296)</b>	<b>(351)</b>	<b>(351)</b>	
<b><u>Stores</u></b>				
Breakdown Maintenance	(9)	(9)	(12)	E
<b>Total Stores</b>	<b>(9)</b>	<b>(9)</b>	<b>(12)</b>	
<b><u>Trade Centre</u></b>				
Breakdown Maintenance	(32)	(32)	(32)	E
<b>Total Trade Centre</b>	<b>(32)</b>	<b>(32)</b>	<b>(32)</b>	
<b><u>Other Non-Housing</u></b>				
Breakdown Maintenance	0	0	0	E
<b>Total Other Non-Housing</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>TOTAL</b>	<b>(1,246)</b>	<b>(1,276)</b>	<b>(1,359)</b>	

E = ESSENTIAL

A = ADVISABLE

D = DESIRABLE

**Appendix 4**

<b>Original Budget 2022/23 to Latest Approved Budget</b>	<b>£'000</b>
Original Budget Net Income	(2,380)
Supplementary Revenue Projects Adjustment	193
Carry Forwards agreed	(55)
<b>Latest Approved Budget</b>	<b>(2,242)</b>

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<b>Committee:</b>	<b>Dated:</b>
Barbican Residents Consultation Committee Barbican Residential Committee	30 November 2022 09 December 2022
<b>Subject:</b> Blake Tower – Update Report	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	<b>1, 2, 12</b>
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> Clare Chamberlain, Interim Executive Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> Paul Murtagh Assistant Director Housing & Barbican	

## Summary

The purpose of this report is to provide Members of this Committee with an update on matters relating to Blake Tower and, progress towards the reversion of the management of the building to the City of London Corporation (the Corporation).

## Recommendation

Members are asked to note the report.

## Main Report

### Background

1. Having received vacant possession of the former Barbican YMCA premises at 2 Fann Street, EC2 on the 1 October 2012 (of which, the Corporation is the freeholder), the Corporation, following a competitive marketing process, agreed the disposal of a long leasehold interest in the building to Redrow Homes Limited (Redrow), for the purpose of residential development involving the refurbishment and alteration of the Grade II Listed Building.
2. The disposal transaction was completed on 18th October 2013 by way of a legal Agreement for Lease, which required Redrow to carry out the development works and then, take out a 150-year lease. It was also provided that Redrow would be

able to grant underleases of the residential units that were built, using the standard form of Barbican residential lease.

3. In line with the expressed wish of members at the time, that the property reverted to the Barbican Estate management, the Corporation also entered into a deed of surrender that obliged it to take back the Redrow lease either:
  - 30 months after the date of Practical Completion of the second phase of the development or,
  - Two years after the sale of the last of the units by way of an underlease.
4. Of the above two provisions, the first one is the earliest. Practical Completion of the second phase of the development was issued on 18 April 2017 and 30 months from then gives us a date for completion of **18 October 2019**.

### **Considerations**

5. Unfortunately, although the Corporation has been prepared for the transfer of the management of 2 Fann Street (now known as Blake Tower) to the Barbican Estate Office (BEO) for some time now, there have been many outstanding issues with the development works and, considerable resident dissatisfaction that has prevented the transfer.
6. For some considerable time now, the Corporation has been liaising with Redrow, its management agent (JAR) and residents of the Blake Tower Residents Association (BTRA) to try and bring this matter to a satisfactory conclusion.
7. Through its several meetings with the BTRA, the Corporation is aware of many perceived 'defects and maintenance issues with the flats and communal areas in Blake Tower including:
  - water ingress between the flats and, into the communal areas.
  - mould growth.
  - blocked pipes and soil stack.
  - dislodged roof panels.
  - non-compliant front entrance doors.
  - heating, drainage and ventilation problems.
  - fire stopping/fire compartmentation.
8. On 20 September, officers met again with representatives from Redrow and JAR to discuss the current issues and Redrow's lack of response to various letters sent by the Corporation. As far as Redrow and JAR are concerned, there are no outstanding defects in Blake Tower that require attention. Redrow did advise however, that there are several ongoing legal disputes with some of the residents and, these could not be discussed at the meeting.
9. Redrow and JAR also advised that the many of the emails that the Corporation has received, and continues to receive, from the BTRA relate to routine maintenance matters, not defects. Moreover, in Redrow's opinion, many of these matters are a

result of lack of maintenance and housekeeping on the part of the residents themselves.

10. On 21 September, officers and members met with representatives of the BTRA to report back on the outcome of the meeting with Redrow and JAR. Clearly, the BTRA disputes very strongly the views of Redrow.

#### Fire Stopping/Compartmentation

11. On 12 September 2022, as instructed by the Corporation, BRFP, a specialist fire safety consultant, commenced a representative sample of intrusive surveys to the interior of the flats in Blake Tower to establish the level of fire stopping installed along the fire compartment walls particularly, those relating to the shared services that pass through the walls.
12. The survey took six working days to complete and, ten flats were surveyed as part of the commission. At various stages of the survey, representatives from Redrow and its agents attended to inspect and take photographs.
13. We have now received the final report from BRFP which, has been shared with Redrow and the BTRA. The report highlights specific potentially serious issues with the fire stopping (or lack of) between the fire compartment walls dividing apartments from communal areas and on fire compartment walls inside apartments.
14. The Corporation is now working with its legal adviser, Fieldfisher, on progressing this matter with Redrow.

#### Current position

15. From the Corporation's perspective, Redrow is still not in a position to surrender the head lease of Blake Tower to the Corporation. There are still several outstanding issues with the standard and quality of the construction works and, it is likely that the recent internal fire stopping surveys will require further attention from Redrow.
16. The Corporation continues to write to residents of Blake Tower to update them on the position with the transfer and, a further letter will go out in December after the meeting of the Barbican Residential Committee.
17. Officers will continue to meet with Redrow, its agents and the BTRA to facilitate a satisfactory solution to this matter.

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<b>Committee:</b>	<b>Date(s):</b>	<b>Item no.</b>
Residents' Consultation Committee	30 November 2022	
Barbican Residential Committee	9 December 2022	
<b>Subject:</b> Update Report		
<b>Report of:</b> Director of Community and Children's Services		<b>Public</b>
<b>Summary</b>		
<b>Barbican Estate Office</b>		
<ol style="list-style-type: none"> <li>1. Agenda Plan</li> <li>2. Service Charge Options</li> <li>3. Service Charge Account 2022/23. An update on the repairs position 6 months into the financial year</li> </ol>		
<b>Property Services – see appendix 1</b>		
<ol style="list-style-type: none"> <li>4. Public lift Availability</li> <li>5. Redecorations</li> <li>6. Window Frame Survey</li> </ol>		
<p>Recommendations that the contents of this report are noted.</p>		

## **Background**

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in 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 in 2023

## Residents' Consultation Committee & Barbican Residential Committee

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
"You Said; We Did" Actions (Separate list for RCC & BRC)	BEO		20 March
Outcomes and Actions Plans from Resident Survey	BEO		
Fire Safety Update	Paul Murtagh		
Blake Tower - Oral Update	Paul Murtagh		
Residential Rent Review <b>(BRC Only – Non- Public)</b>	Anne Mason		
Working Party Updates <b>(RCC Only)</b> <ul style="list-style-type: none"> <li>• Gardens Advisory</li> <li>• Asset Maintenance</li> <li>• Background Underfloor Heating</li> <li>• Leaseholder Service Charge</li> <li>• Electric Vehicle</li> <li>• SLA</li> </ul>	Working Parties		
Update Report: <ul style="list-style-type: none"> <li>• Main update - Agenda Plan 2023</li> <li>• Property Services Update (Appendix 1)</li> </ul>	BEO		
"You Said; We Did" Actions (Separate list for RCC & BRC)	BEO		19 June
Car Park Charging Policy	BEO		
Fire Safety Update	Paul Murtagh		
Blake Tower - Oral Update	Paul Murtagh		
Progress of Sales & Lettings	Anne Mason		
Arrears Report <b>(BRC Only)</b>	Anne Mason		
Working Party Updates <b>(RCC Only)</b> <ul style="list-style-type: none"> <li>• Gardens Advisory</li> <li>• Asset Maintenance</li> <li>• Background Underfloor Heating</li> <li>• Leaseholder Service Charge</li> <li>• Electric Vehicle</li> </ul>	Working Parties		

<ul style="list-style-type: none"> <li>• SLA</li> </ul>			
Update Report: <ul style="list-style-type: none"> <li>• Main update - Agenda Plan 2023</li> <li>• Property Services Update (Appendix 1)</li> </ul>	BEO		
“You Said; We Did” Actions (Separate list for RCC & BRC)	BEO		11 Sept
Fire Safety Update	Paul Murtagh		
Blake Tower - Oral Update	Paul Murtagh		
2022/3 Revenue Outturn (Excluding the Residential Service Charge Account)	Anne Mason/Chamberlains		
Relationship of BRC Outturn Report to Service Charge Schedules – <b>RCC Only</b>	Anne Mason		
Progress of Sales & Lettings	Anne Mason		
Arrears Report ( <b>BRC Only</b> )	Anne Mason		
Working Party Updates ( <b>RCC Only</b> ) <ul style="list-style-type: none"> <li>• Gardens Advisory</li> <li>• Asset Maintenance</li> <li>• Background Underfloor Heating</li> <li>• Leaseholder Service Charge</li> <li>• Electric Vehicle</li> </ul>	Working Parties		
Update Report: <ul style="list-style-type: none"> <li>• Main update - Agenda Plan 2023</li> <li>• Property Services Update (Appendix 1)</li> </ul>	BEO		
“You Said; We Did” Actions (Separate list for RCC & BRC)	BEO		
Fire Safety Update	Paul Murtagh		
Blake Tower - Oral Update	Paul Murtagh		
Service Charge Expenditure & Income Account - Original Budget 2023/24 & Original Budget 2024/25	Chamberlains		
Revenue & Capital Budgets – Original Budget 2023/24 and Original 2024/25 - Excluding dwellings service charge income & expenditure	Chamberlains		

Progress of Sales & Lettings	Anne Mason		
Arrears Report <b>(BRC Only)</b>	Anne Mason		
Annual Resident Survey	BEO		
Working Party Updates <b>(RCC Only)</b> <ul style="list-style-type: none"> <li>• Gardens Advisory</li> <li>• Asset Maintenance</li> <li>• Background Underfloor Heating</li> <li>• Leaseholder Service Charge</li> <li>• Electric Vehicle</li> <li>• SLA</li> </ul>	Working Parties		
Update Report: <ul style="list-style-type: none"> <li>• Main update - Agenda Plan 2023</li> <li>• Property Services Update (Appendix 1)</li> </ul>	BEO		

## 2. Service Charge Options

The terms of the Barbican lease allow you to apply for a loan to spread the cost of “major items” over a ten-year period paying interest over the payment period at the standard national variable rate. A major item in this instance defined as any repair work carried out within the same financial year and which costs at least 2.5% of the market value of your home. The loan is available to any leaseholder, regardless of whether they live at the property or not, but they must not be in arrears with their service charges or be in breach of the lease in any other way.

### Mandatory Right to a Loan

Leaseholders who have bought their home under Right to Buy legislation in the last ten years, and their successors, are statutorily entitled to a loan of between £3,053.00\* and £40,708.00\* for major works or repairs where the service charge exceeds £1,018.00\* the loan is for up to ten years. The total service charge repairs cost to the leaseholder for the relevant year (including any estimated costs) must be more than £1,018.00\* and you must apply for the loan within six weeks of the date of the service charge demand. Any loan offer made must be accepted within four weeks. Interest is payable at the standard national variable rate. The loan can be for any amount however the first £3,053.00\* of the service charge demand must be met by you. \*The thresholds in the regulations are adjusted by increases in the Retail Price Index for the preceding

year. Revised limits are published in January each year. You must provide us with details of any existing mortgage or charge on your property. The loan is secured by way of a mortgage on your home. A statutory administrative fee of £150.00 is charged and may be added to the loan if you wish.

### **Discretionary Loans**

In addition to the mandatory scheme outlined above, the Corporation may be prepared to extend the scheme on a discretionary basis to long lessees where the original lease was granted over ten years ago.

Substantially the same provisions will apply to the Discretionary Scheme as those outlined above for the Mandatory Scheme.

Discretionary loans may not be available to a lessee who is not in good standing (i.e. one who at the time of application is not complying with substantive terms of his/her Lease).

The Corporation will apply normal commercial criteria when considering loans under the Discretionary Scheme and the scheme may be withdrawn at any time.

It may be that leaseholders can arrange loans on more favourable terms from other sources.

### **3. Service Charge Account 2022/23**

The estimates for a financial year are finalised in May of that year. The Service Charge is billed quarterly in arrears so your first “bill” for a financial year is June 25<sup>th</sup>. Once the estimates are set, they cannot be changed or amended mid-year. Clearly the financial situation can change in a year and potentially leaving leaseholders with a large balancing charge in September, as happened this year in a number of blocks. As agreed with the leasehold Service Charge Working Party, all residents will have received a letter with an updated picture of where we are with repairs to budget at the halfway mark of 2022/23. (Energy costs are still unknown at this time) This will hopefully give residents the foresight of any likely balancing charges in next September.

Please see Appendix 2 for a summary of this information.

**Contact:** Helen Davinson, Resident Services Manager  
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**4. 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 September 2022
Turret (Thomas More)	97.24%	98.17%
Gilbert House	99.80%	99.64%

**5. Redecorations**

At the time of this report, the latest update is as follows:

- The 6<sup>th</sup> and 7<sup>th</sup> floors of Bryer Court, Bunyan Court and John Trundle Court are awaiting their second coat. The remainder of these blocks are complete.
- The 6<sup>th</sup> and 7<sup>th</sup> floors of Ben Johnson House and Breton House will commence after the blocks above have been completed. The remainder of these blocks are complete
- Cromwell Tower is now complete
- Internal redecorations to Andrewes House, Gilbert House and Defoe House have commenced.
- Colour surveys have been sent to residents of Willoughby House.

**6. Window Frame Survey**

The survey of all top floor window frames and a random sample of lower floor frames continues. At the time of this update, approximately 70% of the surveys have been completed. The target is still to have all blocks completed and reports issued by the end of the calendar year. Subject to the outcome, works identified will be packaged as one project. There will also be a schedule of rates element within the contract that will allow officers to ‘call-off’ any future window frame failures.

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## 2022/23 Repairs Expenditure Update

The attached table show the repairs expenditure for the first half of this year, April to September 2022.

The estimates for each block include a proportion of the estatewide costs.

For several blocks expenditure is higher than at this stage last year.

### Half year (end of September position)

	Total committed to end of September 2022 £	Estimate Billed 22/23 £	Total committed to end of September 2021 £	21/22 End of year actual £
<b>Estate Wide Expenses</b>				
These costs are shared between all blocks on the estate and included below				
General repairs	127,447		55,178	180,952
Asset Management/stock condition survey	85,527		15,478	10,118
<b>Total</b>	<b>212,975</b>		<b>70,656</b>	<b>191,069</b>
<b>Andrewes House</b>				
Interior common parts repairs	7,313		8,611	19,721
Water Penetration repairs	74,476		45,810	158,900
Estate wide	8,736			
Exterior common parts repairs	14,721		24,289	40,800
<b>Sub Total</b>	<b>105,246</b>	<b>146,339</b>	<b>78,710</b>	<b>219,421</b>
Asbestos Data	0		0	17,697
Water supply works	2,230		3,606	4,166
Safety/security installations	0		0	3,248
Asset Management/stock condition survey	6,189	5,427		
Stock condition survey (windows)	886			
Windows replacement	52,000	21,000	0	0
<b>Total</b>	<b>166,550</b>	<b>172,766</b>	<b>82,315</b>	<b>244,532</b>
<b>Ben Jonson House</b>				
Interior common parts repairs	28,921		18,801	27,848
Water Penetration repairs	56,335		144,142	255,700
Estate wide	10,736			
Exterior common parts repairs	74,094		49,031	101,742
<b>Sub Total</b>	<b>148,119</b>	<b>224,066</b>	<b>211,974</b>	<b>385,291</b>
Windows replacement	151,227		36,042	134,258
Asbestos Data	250		17,750	22,580
Water supply works	3,234		3,440	7,546
Electrical Testing	0		0	3,980
Safety/security installations	0		1,469	2,271
Asset Management/stock condition survey	7,605	6,669		
Stock condition survey (windows)	886		0	0
<b>Total</b>	<b>311,321</b>	<b>230,735</b>	<b>270,675</b>	<b>555,926</b>
<b>Brandon Mews</b>				
Interior common parts repairs	630		2,785	3,949
Water Penetration repairs	0		522	753
Estate wide	1,357			
Exterior common parts repairs	158		3,169	19,272
<b>Sub Total</b>	<b>2,145</b>	<b>14,126</b>	<b>6,476</b>	<b>23,974</b>

Asbestos Data	40		1,070	1,030
Water supply works	4,799		1,407	1,474
Asset Management/stock condition survey	961	843		
Safety/security installations	0		1,257	2,120
<b>Total</b>	<b>7,945</b>	<b>14,969</b>	<b>10,210</b>	<b>28,598</b>

#### **Breton House**

Interior common parts repairs	5,554		1,058	3,165
Water Penetration repairs	7,875		20,079	29,131
Estate wide	3,702			
Exterior common parts repairs	74,094		27,880	19,519
<b>Sub Total</b>	<b>50,092</b>	<b>67,960</b>	<b>49,017</b>	<b>51,815</b>

Asbestos Data	0		9,560	10,728
Water supply works	2,000		4,659	5,161
Safety/security installations	0		0	1,423
Windows	21,500	23,000		40,454
Asset Management/stock condition survey	2,622	2,299		
Stock condition survey (windows)	466		0	0
<b>Total</b>	<b>76,680</b>	<b>93,259</b>	<b>63,236</b>	<b>109,580</b>

#### **Bryer Court**

Interior common parts repairs	4,078		2,454	3,554
Water Penetration repairs	124		116	632
Estate wide	1,571			
Exterior common parts repairs	6,269		9,255	8,408
<b>Sub Total</b>	<b>12,042</b>	<b>28,187</b>	<b>11,825</b>	<b>12,593</b>

Asbestos Data	0		6,400	7,130
Water supply works	0		986	1,061
Safety/security installations	0		167	333
Windows	26,190	44,000	0	0
Asset Management/stock condition survey	1,113	976		
Stock condition survey (windows)	286		0	0
<b>Total</b>	<b>39,631</b>	<b>73,163</b>	<b>19,378</b>	<b>21,117</b>

#### **Bunyan Court**

Interior common parts repairs	11,152		3,590	9,305
Water Penetration repairs	20,891		8,469	38,785
Estate wide	3,678			
Exterior common parts repairs	15,415		8,212	19,808
<b>Sub Total</b>	<b>51,136</b>	<b>68,435</b>	<b>20,271</b>	<b>67,898</b>

Asbestos Data	300		17,850	19,018
Water supply works	0		2,505	2,794
Safety/security installations	0		500	825
Asset Management/stock condition survey	2,605	2,285		
Stock condition survey (windows)	466		0	0
Windows	149,992	26,000	0	0
<b>Total</b>	<b>204,499</b>	<b>96,720</b>	<b>41,126</b>	<b>90,535</b>

#### **Cromwell Tower**

Interior common parts repairs	20,680		11,623	29,974
Water Penetration repairs	35,350		36,965	123,921
Estate wide	11,973			
Exterior common parts repairs	42,060		26,684	53,642
<b>Sub Total</b>	<b>110,063</b>	<b>178,193</b>	<b>75,272</b>	<b>207,538</b>

Asbestos Data	4,330		4,380	11,979
Water supply works	7,757		11,084	15,313
Asset Management/stock condition survey	8,482	7,438		
Safety/security installations	0		0	2,430
<b>Total</b>	<b>130,632</b>	<b>185,631</b>	<b>90,736</b>	<b>237,259</b>

#### **Defoe House**

Interior common parts repairs	5,142		10,043	15,480
Water Penetration repairs	107,843		37,464	124,371
Estate wide	8,534			
Exterior common parts repairs	16,609		13,252	23,938
<b>Sub Total</b>	<b>138,128</b>	<b>131,439</b>	<b>60,759</b>	<b>163,789</b>

Asbestos Data	4,380		4,480	8,655
Water supply works	2,501		2,678	5,699
Electrical Testing	0		0	1,663
Safety/security installations	878		878	2,680
Asset Management/stock condition survey	6,045	5,301		
Stock condition survey (windows)	672		0	0
<b>Total</b>	<b>152,605</b>	<b>136,740</b>	<b>68,795</b>	<b>182,485</b>

#### **Frobisher Crescent**

Interior common parts repairs	27,326		25,686	33,843
Water Penetration repairs	2,628		1,789	10,596
Estate wide	2,628			
Exterior common parts repairs	6,393		4,213	21,653
<b>Sub Total</b>	<b>38,976</b>	<b>50,852</b>	<b>31,688</b>	<b>66,093</b>

Asbestos Data	0		50	0
Water supply works	278		896	1,065
Asset Management/stock condition survey	2,841	2,492		
Safety/security installations	0		1,673	2,801
<b>Total</b>	<b>42,096</b>	<b>53,344</b>	<b>34,307</b>	<b>69,959</b>

#### **Gilbert House**

Interior common parts repairs	5,413		3,914	8,218
Water Penetration repairs	5,311		25,521	44,822
Estate wide	5,082			
Exterior common parts repairs	25,763		24,308	22,686
<b>Sub Total</b>	<b>41,570</b>	<b>64,421</b>	<b>53,743</b>	<b>75,726</b>

Asbestos Data	0		100	10,768
Water supply works	1,214		3,537	3,740
Electrical Testing	0		0	4,380
Safety/security installations	333		333	840
Asset Management/stock condition survey	3,600	3,157		
Stock condition survey (windows)	588		0	0
Emergency Lighting		2,000		
13334 Windows replacement	0		0	22,600
<b>Total</b>	<b>47,305</b>	<b>69,578</b>	<b>57,713</b>	<b>118,055</b>

#### **John Trundle Court**

Interior common parts repairs	7,262		6,497	11,032
Water Penetration repairs	12,145		7,260	29,723
Estate wide	4,499			
Exterior common parts repairs	18,983		34,202	31,981
<b>Sub Total</b>	<b>42,889</b>	<b>85,397</b>	<b>47,959</b>	<b>72,736</b>

Asbestos Data	1,438		11,320	15,777
Water supply works	2,166		5,868	6,489
Safety/security installations	0		159	318
Asset Management/stock condition survey	3,187	2,795		
Stock condition survey (windows)	588		0	0
Windows replacement	50,000		0	65,789
<b>Total</b>	<b>100,267</b>	<b>88,192</b>	<b>65,305</b>	<b>161,109</b>
<b>Lambert Jones Mews</b>				
Interior common parts repairs				552
Water Penetration repairs	124		3,397	7,244
Estate wide	702			
Exterior common parts repairs	2,106		5,399	11,148
<b>Sub Total</b>	<b>2,933</b>	<b>12,041</b>	<b>8,796</b>	<b>18,944</b>
Roof / Drainage repairs	84,722	50,000		37,733
Asbestos Data	0			1,834
Asset Management/stock condition survey	497	436		
Water supply works	30		1,303	1,317
Safety/security installations	617		1,263	174
<b>Total</b>	<b>88,798</b>	<b>62,477</b>	<b>11,362</b>	<b>60,002</b>
<b>Lauderdale Tower</b>				
Interior common parts repairs	13,962		16,746	18,961
Water Penetration repairs	42,238		69,826	178,137
Estate wide	12,878			
Exterior common parts repairs	37,054		15,237	55,018
<b>Sub Total</b>	<b>106,132</b>	<b>164,397</b>	<b>101,808</b>	<b>252,116</b>
Asbestos Data	0		900	6,465
Water supply works	7,470		10,414	11,396
Asset Management/stock condition survey	9,123	8,000		
Safety/security installations	0		863	1,726
Windows replacement	0		0	44,925
<b>Total</b>	<b>122,725</b>	<b>172,397</b>	<b>113,985</b>	<b>316,628</b>
<b>Mountjoy House</b>				
Interior common parts repairs	2,536		5,184	15,907
Water Penetration repairs	2,229		10,671	25,072
Estate wide	3,821			
Exterior common parts repairs	9,663		3,028	14,180
<b>Sub Total</b>	<b>18,248</b>	<b>43,632</b>	<b>18,882</b>	<b>55,159</b>
Asbestos Data	0		3,600	4,330
Water supply works	1,038		1,562	1,772
Electrical Testing	0		0	3,880
Safety/security installations	212		212	1,847
Windows	11,350			
Asset Management/stock condition survey	2,707	2,373		
Stock condition survey (windows)	588		0	0
<b>Total</b>	<b>34,143</b>	<b>46,005</b>	<b>24,256</b>	<b>66,988</b>
<b>Seddon House</b>				
Interior common parts repairs	3,422		12,015	11,312
Water Penetration repairs	2,219		7,021	41,444
Estate wide	4,499			
Exterior common parts repairs	6,463		10,894	15,954
<b>Sub Total</b>	<b>16,603</b>	<b>48,323</b>	<b>29,931</b>	<b>68,710</b>

Asbestos Data	1,168		7,818	9,007
Water supply works	805		1,467	1,701
Electrical Testing	0		0	3,580
Safety/security installations	212		212	749
Asset Management/stock condition survey	3,187	2,795		
Stock condition survey (windows)	588		0	0
Emergency Lighting		2,000		
<b>Total</b>	<b>22,562</b>	<b>53,118</b>	<b>39,428</b>	<b>83,747</b>
<b>Shakespeare Tower</b>				
Interior common parts repairs	15,492		23,755	21,698
Water Penetration repairs	6,114		26,116	30,374
Estate wide	12,818			
Exterior common parts repairs	11,828		21,141	39,516
<b>Sub Total</b>	<b>46,253</b>	<b>154,684</b>	<b>71,012</b>	<b>91,588</b>
Asbestos Data	260		8,900	19,730
Water supply works	7,723		9,819	17,375
Electrical Testing	7,390		0	0
Windows	44,000		0	0
Asset Management/stock condition survey	9,081	7,963		
Safety/security installations	0		1,756	2,642
<b>Total</b>	<b>114,707</b>	<b>162,647</b>	<b>91,487</b>	<b>131,335</b>
<b>Speed House</b>				
Interior common parts repairs	7,213		12,713	14,553
Water Penetration repairs	15,680		25,801	159,810
Estate wide	5,380			
Exterior common parts repairs	26,909		11,576	33,408
<b>Sub Total</b>	<b>55,181</b>	<b>65,510</b>	<b>50,089</b>	<b>207,771</b>
Asbestos Data	4,690		150	3,771
Water supply works	1,470		3,377	3,821
Safety/security installations	666		780	1,779
Windows replacement	16,000		0	0
Asset Management/stock condition survey	3,811	3,342		
Stock condition survey (windows)	672		0	0
<b>Total</b>	<b>82,490</b>	<b>68,852</b>	<b>54,396</b>	<b>217,142</b>
<b>The Postern</b>				
Interior common parts repairs	131		2,171	2,374
Water Penetration repairs	11,393		97	1,218
Estate wide	1,897			
Exterior common parts repairs	37		1,567	978
<b>Sub Total</b>	<b>13,458</b>	<b>14,369</b>	<b>3,834</b>	<b>4,571</b>
Asbestos Data	0		500	500
Water supply works	980		1,062	1,091
Roof repairs			0	12,262
Asset Management/stock condition survey	652	571		
Safety/security installations	0		0	257
<b>Total</b>	<b>15,090</b>	<b>14,940</b>	<b>5,396</b>	<b>18,681</b>
<b>Thomas More House</b>				
Interior common parts repairs	19,604		18,347	40,465
Water Penetration repairs	53,860		46,518	95,351
Estate wide	7,189			

Exterior common parts repairs	21,450		9,173	28,108
<b>Sub Total</b>	<b>102,103</b>	<b>111,931</b>	<b>74,038</b>	<b>163,924</b>
Asbestos Data	396		7,443	13,355
Water supply works	2,063		3,654	4,195
Safety/security installations	651		651	2,566
Asset Management/stock condition survey	5,093	4,466		
Stock condition survey (windows)	672		0	0
<b>Total</b>	<b>110,978</b>	<b>116,397</b>	<b>85,786</b>	<b>184,041</b>
<b>Willoughby House</b>				
Interior common parts repairs	6,720		9,512	25,409
Water Penetration repairs	13,957		1,688	4,641
Estate wide	8,236			
Exterior common parts repairs	12,819		9,499	16,417
<b>Sub Total</b>	<b>41,733</b>	<b>73,139</b>	<b>20,699</b>	<b>46,467</b>
Asbestos Data	2,490		7,150	10,620
Water supply works	541		586	905
Emergency lighting to stairs, corridors and	0		0	3,695
Safety/security installations	772		1,030	2,059
Asset Management/stock condition survey	5,835	5,116		
Stock condition survey (windows)	588		0	0
<b>Total</b>	<b>51,959</b>	<b>78,255</b>	<b>29,465</b>	<b>63,746</b>