



Barbican Residential Committee

Date: MONDAY, 22 JANUARY 2024
Time: 11.00 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

Mark Wheatley, Non-resident (Chairman)	Frances Leach, Cripplegate - Resident
Anne Corbett, Non-resident (Deputy Chairman)	Andrew McMurtrie, Non-resident
Helen Fentimen, Aldersgate - Resident	Timothy James McNally, Non-resident
John Foley, Non-resident	Alderwoman Susan Pearson, Non-resident
Dawn Frampton, Cripplegate - resident	Ruby Sayed, Chair of Community & Children's Services Committee (Ex-Officio Member)
Steve Goodman OBE, Aldersgate - Resident	Paul Singh, Cripplegate - resident
Deputy Madush Gupta, Non-resident	Ceri Wilkins, Cripplegate - resident

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Ian Thomas CBE
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 approve the public minutes and non-public summary of the meeting held on 11th September 2023.

For Decision
(Pages 7 - 18)

4. **DRAFT MINUTES FROM THE BARBICAN RESIDENTS' CONSULTATION COMMITTEE (RCC) HELD ON 27TH NOVEMBER 2023**

To receive the draft minutes of the above meeting.

For Information
(Pages 19 - 26)

5. **ACTION TRACKER**

Members are asked to note the action tracker for the Barbican Residents Consultation Committee (BRC) and Residents Consultation Committee (RCC).

For Information
(Pages 27 - 34)

6. **ANNUAL REVIEW OF THE COMMITTEE'S TERMS OF REFERENCE**

Report of the Town Clerk.

For Decision
(Pages 35 - 36)

7. **REVENUE & CAPITAL BUDGETS - LATEST APPROVED BUDGET 2023/24 AND ORIGINAL 2024/25 - EXCLUDING DWELLINGS SERVICE CHARGE INCOME & EXPENDITURE**

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

For Decision
(Pages 37 - 46)

8. **SERVICE CHARGE EXPENDITURE & INCOME ACCOUNT - LATEST APPROVED BUDGET 2023/24 & ORIGINAL BUDGET 2024/25**
Report of the Executive Director, Community and Children's Services.
For Decision
(Pages 47 - 54)
9. **HOUSING GOVERNANCE**
Report of the Executive Director, Community and Children's Services.
For Decision
(Pages 55 - 68)
10. **BARBICAN ESTATE OFFICE TRANSFORMATION PROGRAMME UPDATE**
Report of the Executive Director of Community and Children's Services.
For Information
(Pages 69 - 74)
11. **FIRE SAFETY UPDATE**
Report of the Executive Director of Community and Children's Services.
For Information
(Pages 75 - 80)
12. **MAJOR WORKS UPDATE**
Report of the Executive Director of Community and Children's Services.
For Information
(Pages 81 - 116)
13. **PROGRESS OF SALES AND LETTINGS**
Report of the Executive Director of Community and Children's Services.
For Information
(Pages 117 - 122)
14. **VERBAL UPDATES**
For Information
- a) Ben Jonson House Survey Response
 - b) Blake Tower
 - c) Lease Protocol
 - d) Asset Management Strategy
 - e) Asbestos Management

15. **COMMERCIAL ARREARS**
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 123 - 126)
16. **BARBICAN ARREARS**
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 127 - 130)
17. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
18. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
19. **EXCLUSION OF THE PUBLIC**
MOTION – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of the Schedule 12A of the Local Government Act.
For Decision
20. **NON-PUBLIC MINUTES**
To approve the non-public minutes of the meeting held on 11th September 2023.
For Decision
(Pages 131 - 132)
21. **BARBICAN ARREARS - NON-PUBLIC**
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 133 - 136)
22. **COMMERCIAL ARREARS - NON-PUBLIC**
Report of the Executive Director, Community and Children's Services.
For Information
(Pages 137 - 138)
23. **BARBICAN ESTATE RESIDENTIAL TENANCY RENEWALS**
Report of the Executive Director, Community and Children's Services.
For Decision
(Pages 139 - 144)

24. **EXTENSION OF REPAIRS AND MAINTENANCE CONTRACT**

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

For Information
(Pages 145 - 154)

25. **REPORT OF ACTION TAKEN**

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

For Information
(Pages 155 - 156)

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

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

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BARBICAN RESIDENTIAL COMMITTEE (BRC) **Monday, 11 September 2023**

Minutes of the meeting held at Guildhall at 1.45 pm

Present

Members:

Mark Wheatley (Chairman) *
Anne Corbett (Deputy Chairman) *
John Foley *
Steve Goodman OBE
Andrew McMurtrie *
Alderwoman Susan Pearson*
Ceri Wilkins*

**indicates Non-resident Members*

Officers:

Judith Finlay	- Executive Director, Community and Children's Services
Paul Murtagh	- Assistant Director, Barbican and Property Services
Julie Mayer	- Town Clerks
Mark Jarvis	- Chamberlains
Alan Bennetts	- Comptroller and City Solicitor's
Helen Davinson	- Community and Children's Services
Anne Mason	- Community and Children's Services
Jason Hayes	- Community and Children's Services
Rosalind Ugwu	- Community and Children's Services

In attendance:

Sandra Jenner – Chair of the Barbican Residents Consultation Committee (RCC)

1. APOLOGIES

It was moved by Andrew McMurtrie, Seconded by John Foley and agreed that Alderwoman Susan Pearson should take the Chair until agenda item 5

Apologies were received from Helen Fentimen, Ruby Sayed, Paul Singh, Frances Leach, Tim McNally and Dawn Frampton.

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

There were no declarations.

3. MINUTES OF THE PREVIOUS MEETING

RESOLVED, that – the public minutes and non-public summary of the meeting held on 20th March 2023 be approved.

4. **ORDER OF THE COURT**

The Committee received the Order of the Court which appointed its Membership and approved its Terms of Reference. The Town Clerk advised that the Committee's membership on the Court Order was correct as of 27th April 2023.

5. **ELECTION OF A CHAIRMAN**

The Town Clerk advised that, in accordance with Standing Order 29, the position of Chair was uncontested and it was RESOLVED, that – being the only Member expressing a willingness to serve, Mark Wheatley, be appointed as Chair of the Barbican Residential Committee (BRC) for the ensuing year.

The Chair thanked Members for re-electing him and then spoke of the sad passing of Mark Bostock, paying tribute to his passion and commitment to the Barbican residents, during 6 years of service to the BRC. Members joined the Chair in sending condolences to his family.

The Chair welcomed new Member Dawn Frampton.

The Chair then invited the Chair (of the RCC) to address the BRC and comment on the meeting of 4th September 2023. The first draft of the Minutes, which had been approved by the Chair, had been tabled for BRC Members. However, the Chair (of the RCC) would have preferred the draft minutes and resolutions to have been circulated ahead of today's meeting.

In summary, Members noted the following points of concern:

1. Generally, the RCC found the reports lacking in background detail and the tone overly positive.
2. The action tracker lacked clarity in respect of chasing outstanding items. The Executive Director, Community and Children's Services, agreed to review its format.
3. Although recognising the initial work, the Barbican Estate Office (BEO) Review Action Plan needs refinement to make it an effective management tool.
4. There are residual problems with electricity billing, and residents had not seen the reconciliation exercise requested a year ago. However, an audit would be undertaken, by external consultants, to reconcile actual energy usage with the correct charges for 2021/22 and 2022/23. Furthermore, two resident representatives are now working with the Energy Group in respect of Terms of Reference for the Audit, selection of consultants and reviewing outputs.
5. The current Repairs and Maintenance Contract is due to expire in April 2024 and, despite this being raised at the February 2023 meeting of the RCC,

there is now insufficient time to undertake a procurement process. Therefore, the current contract will be extended and residents are deeply dissatisfied.

6. The Service Charge Outturn was not provided to the Service Charge Working Party for review and it is unclear as to whether the surcharges resulted from significant overspend against estimates on repairs.
7. There are issues with the quality of the redecoration work. Two house groups have entered the formal complaints procedure, another has made an application to the First-tier Tribunal and others are considering their position. Therefore, the RAG green status with a low risk is misleading.
8. The cost of the 5-Year Asset Maintenance Programme is still reflective of 2021 prices and excludes management fees, so the true cost is likely to be considerably higher. A page and a half of questions and comments from the Asset Maintenance Working Group remain unanswered. The RCC feel that such a costly, technical and risky programme needs a Programme Board, comprising of stakeholders and resident representatives, and passed a resolution to this effect. The Head of Major Projects subsequently advised that responses had since been formulated to the above questions and would be shared with Members of the RCC and BRC.
9. The issues with the windows was first raised in June 2021 and a commitment was made to establish a programme of repairs/replacements to achieve economies of scale. To date this has not been done and there has been no explanation. This matter had now been the subject of at least one formal complaint, which was upheld at both the 1st and 2nd stages and the complainant might take it to the Ombudsman. Many windows have been replaced on a piecemeal basis, which is more expensive and does not provide a long-term warranty. Further, this has only been done after residents had serious problems with water penetration, which is also now evident on balconies. Therefore, the RAG status is, again, misleading. This matter was raised at the Service Charge Working Party and the Assistant Director agreed it should be part of programmatic work.
10. There was no resident involvement in the procurement of the window cleaning contract because the process started too late. There is no explanation as to why some houses' charges have doubled but others are less.

The Chair thanked the RCC Chair for bringing these points to the BRC's attention and stressed the need to work with the Estate Office to ensure a balance between acceptable service charges and effective outputs.

The Chair then advised that the major works resolution would be taken under the relevant agenda item and a resolution passed in respect of underfloor heating would be taken under 'Any other Business', later on this agenda.

In response to a question about a high level response to the works that have been either delayed and/or shelved, the Chair advised that some of these would be explored during the reports on today's agenda. The Chair was also confident that the more general issues, concerning the fabric of the Estate, would be addressed as part of the Transformation Programme, arising from the Barbican Estate Office (BEO) Review.

The Committee agreed that, as Sandra Jenner and Adam Hogg had both given written commitments to uphold confidentiality, they should be permitted to stay for the confidential discussion on the BEO Review, noting they had also been full participants in the Review Steering Group. However, they would leave the room during the non-public section on the more general exempt items.

6. ELECTION OF A DEPUTY CHAIRMAN

The Town Clerk advised that, in accordance with Standing Order 30, the position of Deputy Chair was uncontested and it was RESOLVED, that – being the only Member expressing a willingness to serve, Anne Corbett be appointed as Deputy Chair of the BRC for the ensuing year.

7. ACTION TRACKER

The Committee received the Actions Tracker.

8. BARBICAN ESTATE OFFICE REVIEW

The Committee considered a report of the Executive Director, Community and Children's Services, in respect of the Independent Review of the Barbican Estate Office by Housing Consultancy, Altair, which concluded in May 2023.

The Chair reminded Members of the City Corporation's Target Operating Model (TOM), which started in 2021 and sought to achieve 12% savings. The BRC had considered the operation of the car park, as part of these savings, but had not proposed any car park box closures. However, by October 2021, significant concerns resulted in a public residents' meeting, which raised further issues about the fabric of the Estate more generally. Residents were clearly very passionate about the work of the car park attendants, which goes way beyond their job descriptions, in terms of their commitment to residents' safety and security on the Barbican Estate.

Members noted that these views resulted in the review before them today for endorsement. The process had been led by a group of members, residents, officers and the new Executive Director of Community and Children's Services. Members also noted the Executive Director's forward to the report and that the Transformation Action Plan would be a standing agenda item, with updates to all future BRC/RCC meetings. The Executive Director welcomed the review as it presented an opportunity for a 'reset'. Members also noted that the next 'All City' Residents Meeting would take place on 12th October 2023.

During the discussion, the following points were noted:

- a) The Executive Director advised that a recruitment process for a new Head of the Barbican Estate Office is underway; the Job Evaluation had been approved and head hunters were in place to start the process, with an appointment expected in November this year. The Director had also considered capacity more generally within the team and would be recruiting two additional posts.
- b) Members noted another piece of work, in parallel to this, to ensure that social housing tenants are equally well served, and this would be the subject of a report to the next Community and Children's Services Committee.
- c) The Chair recommended that Item 9 on the Agenda, the Transformation Programme and Action Plan, should be considered alongside this report. The RCC had noted that the plan is still in draft, and suggested refinements to include timelines and milestones for the various workstreams. The Executive Director agreed to this request, which would be ready for the residents' meeting on 12th October and formally presented to the RCC and BRC meetings in November/December.
- d) Members were reminded that the BRC is still due to merge into a new Housing Committee but this is not imminent and the Committee's input is still very relevant at this stage.

Members then noted the following resolution from the RCC and it was RESOLVED, that – the following be noted and agreed.

The RCC strongly supports the proposal and the reasons and justification for the Repairs Function to report to the Head of the Barbican Estate Office. For identical reasons, it considers that Major Works and Cyclical Programmes should come under the same management. The artificial distinction between repairs and major projects leads to poor performance.

Over the next 30 years Barbican residents will be spending around £20+m each year on fabric interventions and this work and expenditure can be most effectively managed by officers reporting to the Head of the Barbican Estate Officer, rather than with split responsibilities which is also out of line with other facilities management operations.

RESOLVED, that:

1. The report and the independent review of the Barbican Estate Office be noted.
2. The key themes identified by Altair during the review of the Barbican Estate Office be noted.
3. The operational matters already underway in response to the Barbican Estate Office Review be noted.

4. The Action Plan be agreed for implementation.

9. **2022-23 ELECTRICITY UPDATE**

The Committee received a report of the Executive Director, Community and Children's Services which provided an update on electricity charges to the service charge account in 2021-22 and 2022-23.

Members noted the audit referred to in the Chair of the RCC's presentation. The officer advised that half hourly meters are in place for the underfloor heating and for 99% of the light and power for the blocks. Unfortunately, they had been sending incorrect readings but residents would not be penalised.

RESOLVED, that – the report be noted.

10. **REPAIRS AND MAINTENANCE PROCUREMENT UPDATE**

The Assistant Director, Barbican and Property services was heard and apologised for the renewal being out of time. In accordance with the City of London Corporation's Governance procedures, approval of the extension of the contract would be via the Operational Property and Project Sub Committee, the Finance Committee and the Court of Common Council. These reports would also be presented to the RCC/BRC for information. Once the extension is in place, Members noted that there would be far more stringent performance management of the contract, and closer working with residents to ensure a high quality service.

In the interim period, the Assistant Director would be engaging with RCC Members and stakeholders to fully understand the issues, and to ensure that the new specification is better suited to the Barbican Estate. There would also be full legal due diligence and a dedicated Senior Quantity Surveyor overseeing the process.

The Chair noted Members concerns in that the Estate should not be in this position again and asked to be sighted on a timeline, with milestones and residents views, by 11th October, before it is circulated to the wider Committees.

11. **2022-23 REVENUE OUTTURN FOR DWELLINGS SERVICE CHARGE ACCOUNT**

The Committee received a report of the Executive Director, Community and Children's Services which provided information on residential service charge expenditure for 2022/23. It also compared the outturn with the 2022/23 estimate and the 2021/22 actual expenditure.

Members noted that the presentation of the Service Charges had been raised at the City Corporation's Finance Committee. The Officer explained that this would be looked at with the Chamberlain and reminded Members of the challenges in respect of the revised energy bills, noting that the estimates had also been affected by last year's pay award to staff. The Chair asked if the next meeting of the Committee could be sighted on the information sent to residents; redacted for data protection. The Executive Director advised that the Service Charge Working Party already receives this information. The Chair suggested an

an informal session with officers in respect of service charges, before the December meeting, by way of a training session for Members.

RESOLVED, that – the report be noted.

12. 2022-23 REVENUE OUTTURN (EXCLUDING THE RESIDENTIAL SERVICE CHARGE ACCOUNT)

The Committee received a report of the Executive Director, Community and Children's Services and the Chamberlain which compared the revenue outturn for the services overseen by the Barbican Residential Committee (BRC) 2022/23, with the final agreed budget for the year.

RESOLVED, that – the report be noted.

13. BARBICAN ESTATE REDECORATION PROGRAMME 2020-25

The Committee received a report of the Executive Director, Community and Children's Services, which provided an update on the current contract for redecoration works, to internal and external areas of the residential blocks of the Barbican Estate, between 2020-25.

Members noted that officers were working to resolve the quality issues; a new Clerk of Works had been appointed, and the works would be signed off by 23rd October. The RCC had asked for a more comprehensive cost report and the Assistant Director advised that this would be circulated with the Draft RCC minutes. In response to a question about Bunyan Court's internal works, the Assistant Director agreed to investigate and feed back to Members.

RESOLVED, that – the report be noted.

14. BARBICAN ESTATE MAJOR WORKS FIVE-YEAR ASSET MANAGEMENT PROGRAMME

The Committee received a report of the Executive Director, Community and Children's Services in respect of the projects proposed for years 1-5 of the Barbican Estate Major Works Programme.

The Chair stressed the importance of the Corporation's approach to the Barbican as whole; i.e. - the Climate Action Strategy, historic data, the need for more intrusive and comprehensive surveys, combining projects to achieve economies of scale and working with the Barbican Centre on their long-term strategy. The Assistant Director had noted the challenge to the final costing, which would be clarified after the various surveys and as the projects develop.

Members then noted the following resolution from the RCC and it was RESOLVED, that – the following be noted and agreed.

The RCC is concerned that there are many outstanding comments and questions still to be answered about the Major Works Five-Year Asset Management Programme before work should begin, as set out in the minutes of the RCC meeting of 4th September 2023. The immediate concern is the appropriate governance of such a high cost, complex and inherently risky programme which requires resource with the capability

and capacity to deliver the programme successfully. The RCC is therefore calling for preliminary work to be undertaken, involving resident nominees, to establish a formal Programme Board of stakeholders; terms of reference; authority framework, programme/project management methodology etc, taking expert advice as necessary, before any other work on the programme begins.

RESOLVED, that – the report be noted.

15. BARBICAN WINDOW REPAIRS REPLACEMENT INFORMATION REPORT

The Committee received a report of the Executive Director, Community and Children's Services, which provided an update on the windows surveys and condition reports. Members noted the RCC Chair's comments earlier on the agenda and the Assistant Director's response.

RESOLVED, that – the report be noted.

16. WINDOW CLEANING CONTRACT

The Committee received a report of the Executive Director, Community and Children's Services in respect of the outcome of the process to select a new service provider for the provision of a window cleaning contract across the Barbican Residential Estate. Members noted that the contract would be for an initial six-year period, with an early termination for convenience after three years. The Assistant Director accepted the RCC's comments in respect of the delay and Members noted that there would be a joint panel for the mobilisation of the contract.

RESOLVED, that:

1. The tender submitted by All Clean London, in the sum of £1,503,110 over six years, be accepted and that they provide the window cleaning services for the Barbican Estate on an initial six-year period, with an early termination for convenience after three years.
2. That the Comptroller and City Solicitor be instructed to draw up the contract with All Clean London, subject to the leasehold consultation process and the 10-day mandatory standstill period referred to in this report having expired.
3. The current contract with Parkers be extended for a further month, to allow for an estimated contract start date of 1 August 2023 and an adequate mobilisation period with All Clean London.

17. BARBICAN ARREARS

The Committee received a report of the Executive Director, Community and Children's Services, which is advised members of the current arrears in respect of tenants and leaseholders on the Barbican Estate.

RESOLVED, that – the report be noted.

18. **ANTISOCIAL BEHAVIOUR ON THE BARBICAN ESTATE**

The Chair thanked David Bradshaw for his work on the Barbican Security Committee and with the Police Strategic Planning and Performance Committee, which had considered this matter at their last meeting. The Interim Estate Office Manager advised that the November RCC and BRC meetings would receive more detailed reports.

The Interim Estate Manager had also liaised with 13 City Corporation departments and it transpired that some of the anti-social behaviour issues would be defined as 'nuisance' under current legislation. However, David's work has resulted in more robust communications and an actions tracker for progressing work on byelaws and data collections.

19. **BRANDON MEWS CANOPY**

The Interim Estate Manager advised that document discovery is ongoing and she would be making a final referral, to the City Solicitor, in respect of historic draft questions to the Court of Common Council about the terms of the Lease. The next meetings of the RCC/BRC would receive a full report.

20. **BLAKE TOWER UPDATE**

The Assistant Director advised Members of his ongoing meetings with the Residents' Association, noting that Redrow are still not in a position to hand over the block. Members noted that the City Corporation can impose the Housing Act under its Local Authority obligations and, to this effect, the Environmental Health Team and the London Fire Brigade carried out an inspection under the Health and Safety ratings system. The full report needs to be served in accordance with the legislation and it will be available over the next 2/3 months. However, there were no immediate concerns.

21. **BREACH OF LEASE PROTOCOL**

Member noted that they would receive a full report at the November/December meetings of the RCC/BRC.

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

There were no questions.

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

The Chair agreed to accept the following items of urgent business:

(a) Water Penetration

Members noted the points raised during the RCC Chair's presentation and the work undertaken by the Ben Johnson House Group. The Assistant Director advised that there would be a survey of balconies on all blocks to see whether the works should be brought forward as a programme, rather than piecemeal. The Assistant Director would also be arranging a meeting with the relevant House Groups to discuss the points raised. Members were asked to note that leaks on the Barbican can be difficult to isolate and the works might need a specialist contractor.

(b) Notice of intention to enter into a Qualifying Long Term Agreement.

Members noted that this would be a Corporate contract, replacing the current Hays contract. Consultation is required where the costs for any leaseholder is over £100 in any year. This limit is likely to be reached when there are agency staff employed to cover vacant posts, particularly in the towers. Agency staff are also used to cover holidays and sickness for concierge staff.

However, there are overall budget constraints for staff costs and information on the use of agency staff and overtime is provided to the Service Charge Working party, which is looking to reduce the use of overtime and agency staff in the concierge services by the recruitment of pool staff.

Once the first stage consultation is completed, the City will have due regard to comments received. The second stage post-tender consultation will include a summary of observations, details of costs and invite further observations. At this stage, leaseholders will also have the opportunity to inspect the tender documents. The Governance process is via the Finance Committee but reports would also be presented to the BRC/RCC for information. Whilst accepting that that this is not a BRC Decision, the Chair asked for the Committee to be much better informed on such matters in the future. The Chair also encouraged full engagement from residents.

(c) Resolution from the Underfloor Heating Working Party

RESOLVED, that – the following be noted and agreed.

The RCC strongly supports the Underfloor Heating Working Party in its efforts to establish a trial of individual Controls for our heating system. Plans are well developed for a trial for 14 homes on Wallside (the smallest individually metered group of homes on the estate) including the design of the control and metering system, and a suitable legal framework within which this trial will operate. If the current study indicates that the individual system is feasible, the City's Climate Action team should be approached for financial support. There will be no cost to leaseholders or Wallside freeholders.

24. EXCLUSION OF THE PUBLIC

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

Item nos	Para nos
25-30	1,2 & 3

25. **NON-PUBLIC MINUTES**
RESOLVED, that – the non-public minutes of the meeting held on xx March 2023 be approved.
26. **BARBICAN ESTATE RESIDENTIAL TENANCY RENEWALS**
The Committee considered and approved a report of the Executive Director, Community and Children’s Services in respect of 4 rent renewals and agreed to delegate authority to the Town Clerk, in consultation with the Chair and Deputy Chair of the BRC in respect of a 5th renewal.
27. **BARBICAN RESIDENTIAL ARREARS REPORT (NON PUBLIC)**
The Committee received a report of the Executive Director, Community and Children’s Services.
28. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions
29. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
One item was considered whilst the public were excluded.
30. **BARBICAN ESTATE OFFICE REVIEW CONFIDENTIAL**
This report was approved under agenda item 8 and the RCC’s Resolution noted.

The meeting ended at 3.40 pm

Chairman

Contact Officer: julie.mayer@cityoflondonlgov.uk

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Monday, 27 November 2023

Minutes of the meeting held at Guildhall at 6.30 pm

Members

Sandra Jenner - Defoe House (Chair)	Andrew Tong - Brandon Mews
Jim Durcan - Andrewes House (Deputy Chair)	Helen Hudson - Defoe House
Christopher Makin (Alderman) (Deputy Chair)	Andy Hope - Breton House
Gordon Griffiths - Bunyan Court	Dave Taylor - Gilbert House
Jane Smith - Seddon House	Monique Long - Mountjoy House
John Taysum - Bryer Court	Petre Reid - Willoughby House
Mary Bonar - Wallside	Miranda Quinney - John Trundle House
Sandy Wilson - Shakespeare Tower	Graham Wallace - Andrewes House
David Lawrence - Lauderdale Tower	Alan Budgen - Cromwell Tower
Adam Hogg - Chair, Barbican Association	
Fiona Lean - Ben Jonson House	
Sally Spensley – Frobisher Crescent	
Fritz van Kempen – Speed House	

In Attendance

Officers:

Judith Finlay	- Executive Director, Community and Children's Services
Pam Wharfe	- Interim Assistant Director, Housing and Barbican
Helen Davinson	- Community and Children's Services
Jason Hayes	- Community and Children's Services
Anne Mason	- Community and Children's Services
David Blaine	- Community and Children's Services
Michael Gwyther-Jones	- Community and Children's Services
Rosalind Ugwu	- Community and Children's Services
Julie Mayer	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Mark Wheatley, Chair of the Barbican Residential Committee (BRC), Claire Hersey – Lambert Mews House, Rodney Jagelman – Thomas More House and Alan Budgen – Cromwell Tower (represented by Lucy Sisman).

The Chair welcomed Fritz van Kempen (Speed House) and Sally Spensley (Frobisher Crescent) to their first meetings, together with Pam Wharfe (Interim Assistant Director, Barbican and Property Services).

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

There were no declarations.

3. **MINUTES**

RESOLVED, that – the minutes of the meeting held on 4th September 2023 be approved.

Matters arising

The Chair noted that all the matters arising had been included in the action tracker or were the subject of reports on this agenda.

There was query in respect of the remit of the Car Park Working Group and Members noted that the Terms of Reference appeared later on this agenda. It was suggested that the minute be corrected by substituting the word '*arrangements*' with '*charges*'.

4. **ACTION TRACKER**

The Committee received the Action Tracker for the Barbican Residential Committee (BRC) and Residents Consultation Committee (RCC). The Chair advised that a meeting had been arranged for later in the week to review the format of the action tracker.

Members noted the following updates:

Barbican Highwalk additional funding allocation. There had been some initial suggestions for repointing, redecorations and cleaning. The Director agreed to provide an update to the BRC in January.

Energy Audit and the 21/22/23 discrepancies. An update was imminent and the officer would continue to work with the nominated residents to finalise the specification. Once resolved, this would feed into future billing. Officers apologised for the delay as it had been difficult to source an appropriate auditing service.

Lambert Jones Mews. Two of the main roofs were pooling water and the Chair was aware of other outstanding works, which she would send to the officer after the meeting. Residents would not be liable for any abortive works following the change of contractor.

Brandon Mews Canopy. There had been some initial work, which should have resulted in an options appraisal, but the matter had been outstanding for the past year. It was noted that turnover of staff had contributed to the delay. The Director agreed to progress this after the meeting, noting that the options appraisal would still be pursued.

5. **BARBICAN ESTATE OFFICE TRANSFORMATION UPDATE**

The Committee received a report of the Executive Director, Community and Children's Services in respect of recent progress made in delivering the actions set out within the Transformation Programme Action Plan.

In response to a question about the overall objectives and KPIs of the project the Director advised that a service improvement officer had been appointed and was working through the various work streams each of which would have its own objective(s). Concern was expressed that having objectives for work streams did not equate to having clear overall objectives and KPIs. The Director responded that the objective is to provide an effective value for money service for residents and to meet all of our landlord responsibilities. Members were assured that, at the next meeting; a more substantive report, with an action plan and objectives, would be brought forward. Members were informed that there would be an action plan within each area of development, with its own set of objectives, which would then be scoped with the residents and the Transformation Board, depending on the issue.

The Director also advised that recent changes in key officers had resulted in some of the delay, but this was being addressed, and the Transformation Board had been dealing with a range of operational issues. Members noted that the cost of the service charge audit would be absorbed by the CoLC.

RESOLVED, that – the contents of the report and the Direction of Travel be noted.

6. **WORKING PARTY UPDATES**

The Committee received updates on the various Working Parties and noted the following:

- a) Further to a recent survey by an RICS qualified Chartered Surveyor, there is no aerated concrete on the Barbican Estate.
- b) The Terms of Reference of the Car Park Charges Working Party are succinct but clear in that they are about charging policy.
- c) Members had noted that the Barbican Gardens are Grade II* listed and asked officers to provide a high-level strategy paper on the future of the private gardens, including the need, costs and provision of: (1) a stock condition survey of the Barbican Gardens; and (2) how they might be maintained over the next 10 years; to be presented in either the March or June 2024 meeting of the Committee. Officers agreed to seek the advice of the City Gardeners on this.
- d) Members had asked for a proposal on a deferred payment scheme for residents in financial difficulties and a monthly direct debit option. The Director noted the cost of living implications and advised that this request would be progressed at pace. The Director also agreed to follow up progress with the scoping document for the Service Charge Audit.

- e) The Service Level Agreement Working Party had noted that Civica computers system was still not providing reliable data on KPI's. The new Interim Assistant Director had sourced an experienced software engineer to resolve the issues with Civica.
- f) A recent webinar hosted by the Climate Action Team had generated a lot of interest. The Chair of the Underfloor Heating Working Party suggested recruiting a new pool of Members, from those who had expressed an interest; to work closer with the CoLC's Climate Action Team, who had offered to pay for some of the consultancy work. There was also an appetite to consider the wider objectives around Climate Change and move away from the rolling 'Working Party' format, to a task/objectives based approach. There was a further suggestion in that the name should also change to '*Climate and Zero Carbon Working Party*', as a reduction in heating costs would, in turn, have a positive effect on Climate Action. The Committee agreed to the above requests.
- g) Progress had halted on a recent pilot study of heating controls, following the departure of two key officers, but it might be possible for the Energy Team to assist.

7. MAJOR WORKS UPDATE

The Committee received a report of the Executive Director, Community and Children's Services in respect of progress made on major works on the Barbican Estate and issues affecting progress on individual schemes.

During the discussion, the following points were noted:

Window Repairs/Replacement

The successful installation of the vacuum glazed unit at Crescent House on Golden lane was discussed and members would be invited to visit the pilot site.

- a. Following an inspection from an experienced Architect and Surveyor, Members noted that some of the windows could be repaired, rather than replaced. Officers are aware of other areas where there is water ingress and these too would be repaired.
- b. The officer agreed to share the link to the K&M window survey results from the top floors and the separate results from the lower floors, and to investigate if any detail is available in addition to the diagrams. The officer also advised that a 10 year warranty would be available.

Internal/External Redecoration

- c. The survey responses on the redecorations project would be progressed with the Project Manager.
- d. The officer would follow up Cromwell Tower's concerns with the Clerk of Works.

- e. There would be snagging on the issues raised by residents of Willoughby House, in respect of the quality of work to the fire doors, noting they had submitted a formal complaint on this matter. This was reported to last meeting of the Barbican Residential Committee (BRC) but the Officer agreed to include all live complaints in future reports.
- f. There was a query as to why Brandon Mews has a redecoration costing when the other smaller houses do not.
- g. The Officer agreed to provide an interim report on management charges, noting that the total costs will not be available until the end of the project.
- h. The officer agreed to check that the Ben Jonson works had been signed off on 13th November.

Barbican Future Works Programme

- i. Draft Terms of Reference and Membership of the Programme Board would be provided to the AMWP for consideration, in the first instance. The Officer confirmed that resident stakeholders would be Members; the first meeting was expected to take place in January 2024 and 'Programme Governance' would be on the agenda.

Staffing Resources

- j. Following a successful round of interviews, three new Project Managers would be appointed to support the Barbican and HRA Estates.

Tower Lift Replacements

- k. In terms of the lift works, there was an appetite amongst residents for one of the Towers to relax the rules in respect of working hours in order to expedite the project and encourage more contractor interest in tendering for the work. The Officer agreed to feed this back to the contractor and the two other Tower Block representatives were asked to canvass their house groups. There was a further suggestion in that porters and concierges be included in discussions about managing lift outage. The officer thanked residents for their co-operation in this matter and advised that improved efficiency and noise reduction would feature in the new installation.
- l. There was a request that any changes in working hours should be treated as a single dispensation and not become common practice on other works across the Estate.

RESOLVED, that – the report be noted

8. **BEN JONSON HOUSE SURVEY RESPONSE**

The Director thanked the residents for the report and advised that the information requested would be provided on 7th December. The House Group representative asked if some of the matters could be responded to before the meeting, if possible.

9. **EXTENSION TO REPAIRS AND MAINTENANCE CONTRACTS**

The Committee received a report of the Executive Director, Community and Children's Services, in a redacted format, in respect of the extension to the repairs and maintenance contracts. Members noted that there are two agreements for the provision of Housing Responsive Repairs, Maintenance and Voids Services; their terms began on 1 April 2019 and are due to expire on 31 March 2024:

1. Housing Revenue Account (HRA) Estates with Wates Living Space; and
2. Barbican Estate with Metwin.

Given the results of the recent audit the Chair asked for assurance in terms of Metwin being an appropriate and trusted contractor to the CoLC and as a service provider to residents. The Director provided the assurance and confirmed that there would be more robust contract management over the next 12 months.

Members noted the following collective Resolution from the Working Parties

Resident Members of the RCC's Working Parties are working constructively with the New Developments & Special Projects Team on the development a new contract for Repairs and Maintenance (R&M) of the Barbican Residential Estate. These residents are concerned that there may be a mismatch between the scope and timing of the R&M contract and that of the Major Projects programme. The resident members of the RCC request an urgent meeting with the Head of the New Developments & Special Projects team, the Head of the Major Projects and Asst Director Housing and Barbican to ensure that any mismatch is identified and remedied and all works are properly aligned.

The Director agreed to this request and the following points were noted:

- The option to do nothing was not deemed viable by the Procurement Office as the CoLC have a responsibility to residents to maintain housing services. It was noted that contract renewals of this size can take a year in Local Authorities, given the levels of procurement and due diligence required, and allowing time for mobilisation. It was accepted that, in this case, the process had not started in sufficient time for the contract renewal but that this predated the current team.
- There was some challenge to the governance process in terms of this being the same for leaseholders, who pay for the service, as it is for HRA tenants, where the City pays. It was also suggested that the report's passage through the Court of Common Council was overly bureaucratic. The Officer advised that the Programme Board would provide an opportunity to feedback on

governance issues, noting that an officer from the CoLC Programme Office would be on the Board.

RESOLVED, that – the report be noted.

10. **FIRE SAFETY UPDATE**

The Committee received a report of the Executive Director, Community and Children's Services in respect of compliance with current health and safety legislation, best practice, and regulatory standards relating to fire safety. The report also provided an update progress since the last report March 2023.

During the discussion, the following points were noted:

- a) In respect of the plans to replace entrance doors to flats, there had been some objections from Shakespeare Tower residents about letterboxes being external to the flats. A Member referred to Home Office Guidance in this matter and the officer agreed that a compromise should be possible.
- b) The presence of the hall porters should be factored into the security aspects.
- c) Despite there being asbestos in some of the service cupboards, the officer advised that it was possible to instal smart meters.
- d) The Fire Officer advised that mobility scooters and other devices should be charged during waking hours, rather than overnight, using the approved leads and chargers. However, scooters should not be charged in communal areas, nor block means of escape from flats.
- e) In respect of works to the balconies, the officer advised that the 'cold pour' trial had been successful but, as costs can vary, officers would need to look at the schedule of rates in detail. The use of hot works was now discouraged but in the absence of an alternative, it would be a matter for the City Corporation and its insurers. The officer agreed to investigate this with the Fire Safety Team and provide an update in the next Fire Safety report. Members were concerned about delays to the programme of work required to repair some 50 balconies, where water penetration into residents' homes had been identified, and sought assurance in terms of cost implications.

RESOLVED, that – the report be noted.

11. **LEASE PROTOCOL**

Officer advised that this would be subject to a report to the next meeting of this Committee. There was some frustration at the time it had taken but the work was running alongside a live case, which had to conclude first.

12. **BLAKE TOWER**

The Town Clerk had requested a meeting with Redrow to express concern on behalf of residents. The Director and new Interim Assistant Director had also met with the BT residents last Friday and would continue to offer support.

13. **PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Executive Director, Community and Children's Services.

RESOLVED, that – the report be noted.

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

A Member asked about an update, in a recent Barbican Estate Bulletin, in respect of the use of gardens, which had asked that: '*young children be supervised*' and expressed a preference in that '*large numbers of teenagers should not play in the gardens*'. The Member felt that this was inappropriate and offensive to young people living in the Barbican. The officer advised that the text had been lifted from the web site and agreed to revise future wording. It was suggested that this might have wider implications in terms of noise nuisance and, whilst seeking a balance is necessary, respectful wording should always be used.

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

The Town Clerk advised that the BRC Meeting scheduled for 11th December 2023 had been rescheduled to 22nd January 2024, as this would allow for better agenda management in terms of including the budget reports and an update on the restructure. The Chamberlain had advised that the reports would be ready in early January, to align with the financial year-end. However, Members noted that the Service Charge report would be subject to revision before the charges are set.

Concern was expressed at the lack of opportunity for the RCC to consider the reports. The Town Clerk advised that they would be available one week and day ahead of the BRC meeting, in accordance with Access to Information. However, Members felt that this wasn't in the spirit of the relationship with RCC and residents and suggested that further consideration should be given to how the process can be improved, together with the Chair, Deputy Chair and any other RCC Member that would like to contribute to the discussion. *NB Subsequent to this meeting a Special Meeting of the RCC, to consider the Budget, was scheduled for 17th January 2024 at 6pm.*

The meeting ended at 8.15 pm

Contact Officer: julie.mayer@cityoflondon.gov.uk

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Barbican Highwall – Planned Maintenance of the Public Realm	Mar-20	RCC		This relates to additional funding for the walkways, for the inspection and maintenance of various items, i.e., smoke vents, surface water drainage system, 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.	MGJ		Barbican Highwalk Phase 2 – proposed hard and soft landscape. In terms of maintenance going forward, once the waterproofing scheme completes, anticipated 2027, reactive maintenance requirements will decrease. However planned maintenance will increase, for example planting, drainage, furniture, artwork, lighting, play and gym equipment. Following completion of the works a detailed maintenance schedule will be provided by the Contractor which will inform the development of a maintenance plan. The project will allow for a defects period be that 12 or 24 months although there will be a maintenance requirement within that defects period. The new landscape will require an ongoing maintenance budget which will be identified at GW5. Funding source will need to be identified, agreed, and approved.
Barbican Highwall – Planned Maintenance of the Public Realm	Mar-20	RCC		This relates to additional funding for the walkways, for the inspection and maintenance for a number of items, i.e., smoke vents, drainage galleys, 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.	HD		The BEO is looking to re-grout areas of tiling. This should help with the weeding. Extra cleaning for the final quarter of 23/24 will also be investigated.
Energy Update	Sep-22	RCC and BRC	A progress report was requested regarding the energy audit		EB	Nov 23	Proposal received from service provider; this is currently being reviewed by COLC. On completion of NDAs (requested by service provider) the proposal will be shared with resident representatives. Service provider has provided an estimate of 3 months to complete audit
Lambert Jones roof	Nov-22	BRC	<ul style="list-style-type: none"> Expected that remedial works will be complete before Christmas 2022 Residents will not bear any additional costs in terms of delays 		JH	TBD	Works to LJM are complete. Enhancements for the blocks are being consulted on with residents.
Car Park Charging	Jun-23		To re-establish car park charging and electric vehicle working parties		RU/SJ	Nov 23	The CP minutes and terms of reference are now included in the Working Party section of the RCC minutes. Therefore this item can be closed.
Minutes from previous meeting(pre September)	Sep-23	RCC (item 3)		A summary of role and responsibilities of resident engineers to be shared with the committee	RU	TBD	A paper was produced by Paul Murtagh and has been shared with the Chair of RCC and the R&M procurement panel. This was also covered in the Altair report. The service includes 2 distinct services day to day repairs and the out of hours service and is a workstream in the transformation project. RU to review and consult with the relevant departments and respond to SJ's comments before the next committee meeting.

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Action Tracker	Sep-23	RCC (Item 4)		The Chair agreed to meet with officers to review the outstanding actions and determine their prioritisation, and the methods through which outstanding actions were reported to the committee and seen through to completion	SJ/ DE	Nov 23	The chair worked with an officer to update the action tracker with the most recent actions from committee
2022-23 Revenue Outturn for Dwellings Service Charge Account	Sep-23	BRC/ RCC	1.The Chair asked if the next meeting of the Committee could be sighted on the information on service charges sent to residents; redacted for data protection, as necessary . The Chair suggested an informal session with officers in respect of service charges, before the December meeting, by way of a training session for Members.	1.In response to questions, officers agreed that future reports could be presented in the format used for service charge reports and that the report in question could be shared with the committee outside following the meeting in this style. Officers agreed to share a table of variances following the meeting. 2.Officers agreed to meet with residents of Ben Jonson House to discuss the matter further. 3.It was further noted that balcony repairs were a significant element of the repairs spend and it was confirmed that a survey was being commissioned to determine the extent of the problem with a view to undertaking such work on a programmatic basis to achieve economies of scale and other associated benefits. 4.The RCC were told that serious water penetration was evident of balconies and the AD agreed that it should be part of programmatic work.	1. AM 2. PW 3. & 4. PW		RCC Answers : 1. Revised variances table to be circulated. 2. PW and RU met with BJ House Group and agreed a way forward. 3 & 4. Officers have engaged with an independent RICS surveyor to review a small sample of balcony repairs completed, to review costs, and the schedule of rates applied to a cold pour solution. A soft market testing exercise will be completed as well as a review of the revised specification. Officers will be looking to review manufacturers options, warranties and methods for installation. Quotation exercises from multiple contractors will be <i>sought for the outstanding balcony works</i> .
Barbican Estate Window Repairs/ Replacement Report	Sep-23	BRC/ RCC	A weblink which would provide access to the completed surveys would be provided in the coming weeks.		JH	Nov 23	Included in the Major Works Progress Update Report which will be presented to November Committee
Barbican Estate Redecoration Programme 2020 -25	Sep-23	BRC		1. The RCC had asked for a more comprehensive cost report and the Assistant Director advised that this would be circulated with the Draft RCC minutes. 2 . In response to a question about Bunyan Court's internal works, the Assistant Director agreed to investigate and feed back to Members	JH	Nov 23	Included in the Major Works Progress Update Report which will be presented to November Committee

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Barbican Estate Major Works Five-Year Asset Management Programme		resolution RCC, 4th Sept, agreed by BRC, 11 September	<p>The Assistant Director had noted the challenge to the final costing, which would be clarified after the various surveys and as the projects develop.</p> <p>Members then noted the following resolution from the RCC and it was RESOLVED, that – the following be noted and agreed. The RCC is concerned that there are many outstanding comments and questions still to be answered about the Major Works Five-Year Asset Management Programme before work should begin, as set out in the minutes of the RCC meeting of 4th September 2023. The immediate concern is the appropriate governance of such a high cost, complex and inherently risky programme which requires resource with the capability and capacity to deliver the programme successfully. The RCC is therefore calling for preliminary work to be undertaken, involving resident nominees, to establish a formal Programme Board of stakeholders; terms of reference; authority framework, programme/project management methodology etc, taking expert advice as necessary, before any other work on the programme begins.</p>	<p>The Head of Major Projects advised that the outstanding responses had been formulated to the Asset Management Working Party and would be shared with Members of the RCC and BRC.</p> <ol style="list-style-type: none"> 1. Outstanding comments and questions detailed in minutes of 4th Sept need to be answered before work begins. 2. Preliminary work to be undertaken, involving resident nominees, to establish a formal Programme Board of stakeholders; terms of reference; authority framework, programme/project management methodology etc, taking expert advice as necessary, before any other work on the programme begins.. 	JH	Nov 23	<p>Items will be included in the Major Works Progress Update Report which will be presented to November Committee</p> <p>Terms of Reference for the new Programme Board have been shared and comments received are being reviewed.</p>

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Barbican Estate Office Review	Sep-23	BRC	The transformation action plan would be a standing agenda item brought to both committees in the future. The action plan will include timelines and milestones of workstreams.		KE	November	10/01/2024: The programme framework is now finalised, with clear objectives, accountable leads, and task delivery timelines defined and set by senior managers. Currently, our focus is on gaining Board approval. At the same time, we are working on developing a dedicated staff representative forum, along with completed Terms of Reference (ToR), to influence decision making throughout the programme, and beyond. We'll soon begin recruiting representatives. Notably, our task management is active, with 8% completed, 65% in progress, and 27% awaiting initiation. This robust framework governance and measurement ensures the monitoring of effective progress and oversight and underscores our commitment to efficiency and positive change across the BEO.
Barbican Estate Office Review	Sep-23	BRC/ rcc	The Director would recruit for two additional posts to the transformation programme. The Executive Director agreed that the action plan needed refinement and an updated plan would be presented to November/ December.	<p>Members then noted the following resolution from the RCC and it was RESOLVED, that – the following be noted and agreed.</p> <p>The RCC strongly supports the proposal and the reasons and justification for the Repairs Function to report to the Head of the Barbican Estate Office. For identical reasons, it considers that Major Works and cyclical programmes should come under the same management. The artificial distinction between repairs and major projects leads to poor performance.</p> <p>Over the next 30 years Barbican residents will be spending around £20+m each year on fabric interventions and this work and expenditure can be most effectively managed by officers reporting to the Head of the Barbican Estate Officer, rather than with split responsibilities which is also out of line with any other facilities management operation.</p>	JF/ GS	First meeting in 2024	This will be a verbal update.

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Repairs and Maintenance Procurement Update	Sep-23	BRC/ RCC	<p>1. Reports that will be taken the governance process to be presented for information to both the RCC and BRC.</p> <p>2.The AD of Housing will engage RCC members and stakeholders to fully understand the issues and ensure that the new specifications will suit the BEO.</p> <p>3. A dedicated Senior Quantity surveyor would be overseeing the process. A timeline with milestones and residents views should be circulated to wider committees by 11th October.</p>	<p>1. The RCC has requested a written report of the verbal update that was given at the meeting.</p> <p>2.It was agreed a time line of the procurement would be provided to the next meeting.</p>	MGJ	Nov 23	A committee report requesting authority to extend by deed of variation the repairs and maintenance contract with Metwin for an additional 1 year up until 31 st March 2025 has been approved by Finance Committee and Property & Projects Sub-Committee. The report has also been presented to BRC/RCC for information.
Window Cleaning Contracts	Sep-23	BRC	A joint panel was requested for the mobilisation of contract.		RU/DE/SJ	Nov 23	The contract has been further delayed due to some challenges around TUPE legislation, and a proposed contract uplift following a pay rise by Parkers (the current contractor) The newly appointed Contract Manager, Damon Ellis is now leading on this project). Steven Johnson, Estate Service Manager is currently organising the resident mobilisation panel) .
Antisocial Behaviour of the Barbican Estate	Sep-23	BRC	A more detailed report would be presented to the RCC/ BRC at their next committee meeting		HD	Nov 23	Following a meeting of the Barbican association Security Sub Committee, the BEO has agreed to compile an information leaflet that will go to all residents. This will detail who to contact in what situation and what response residents can expect. The BEO have committed to getting a draft to the BA Sec Sub Com by the end of November for their comment in December. Unfortunately, the BEO has not been able to get this to the BA SEC Sub Committee yet but are working on the document in January.
Brandon Mews Canopy	Sep-23	BRC	The committee would receive a full report at the next meeting BRC.		RU	2024	An interim update report will go to March Committee.
Blake Tower	Sep-23	BRC	The committee would receive a full report at the next meeting BRC/ RCC		JF	Nov 23	JF to provide a verbal update for Blake tower.

BERCC/ BRC Action Tracker- Work In Progress November 2023

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Breach of Lease Protocol	Sep-23	BRC	Members noted a full report for the upcoming committees in November / December		HD	Nov 23	A report will be presented at the next committee.
AOB/ Notice of Intention		BRC	Leaseholders will have the opportunity to inspect the tender documents for the agency staff contract. The Governance process is via the Finance Committee but reports would also be presented to the BRC/RCC for information. Whilst accepting that that this is not a BRC Decision, the Chair asked for the Committee to be much better informed on such matters in the future. The Chair also encouraged full engagement from residents.		PW/JF	TBD	Will update verbally on progress.
AOB/ Underfloor Heating Working Party				RESOLVED, that – the following be noted and agreed. RESOLVED, that – the following be noted and agreed. The RCC strongly supports the Underfloor Heating Working Party in its efforts to establish a trial of individual Controls for our heating system. Plans are well developed for a trial for 14 homes on Wall side (the smallest individually metered group of homes on the estate) including the design of the control and metering system, and a suitable legal framework within which this trial will operate. If the current study indicates that the individual system is feasible, the City’s Climate Action team should be approached for financial support. There will be no cost to leaseholders or Wall side freeholders.	EB	TBD	The Underfloor Working Heating Party has worked with the Estate Operations to progress the design of the control system and legal implications. Legal work on any changes to the lease as well as any tax implications relevant to the new implications are to be confirmed. The equipment supplier, Schneider has also been approached to quote for supply of equipment. A separate feasibility study conducted by Ramboll, indicated that costs may be prohibitively high – however this will be verified when more detailed costs are returned by Schneider.

Key to names, acronyms and roles

EB = Emma Bushell Director of Energy Team

MGJ = Michael Gwyther-Jones Head of Development & Special Projects

BERCC/ BRC Action Tracker- Work In Progress November 2023

JH = Jason Hayes Head of Major Projects

RU = Rosalind Ugwu Interim Head of Barbican Estate

SJ = Sandra Jenner Chair of Barbican Estate Residential Consultative Committee (BERCC)

DE = Despo Evangelou PA to Executive Director Community & Childrens Services (DCCS)

AM = Anne Mason Service Charge & Revenues Manager

PW = Pam Wharfe Interim Assistant Director Housing & Barbican

KE = Kimberely Ellis Project Manager Barbican Transformation

SM = Scott Myers Strategy Projects Officer

JF = Judith Finlay Executive Director DCCS

GS = Gerri Scott Housing Consultant

HD = Helen Davinson Residential Estate Manager

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Agenda Item 6

Committee(s): Barbican Residential Committee	Dated: 22 nd January 2024
Subject: Annual Review of Terms of Reference	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	3, 8, 10
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	
Report of: Town Clerk	
Report author: Julie Mayer – Governance Officer	For Decision

Summary

The Annual Review of the Committee's Terms of Reference enables any proposed changes to be considered in time for the annual re-appointment of Committees by the Court of Common Council. The Terms of Reference for the Barbican Residential Committee (BRC) are attached at Appendix 1.

Members are asked to note that the BRC is subject to pending recommendations arising from the Lisvane Governance Review, in respect of a proposed new Housing Committee.

Recommendations:

1. The terms of reference of the Committee (**set out at Appendix 1**) be approved, subject to any comments, for submission to the Court in April 2023; and,
2. Members consider whether any change is required to the frequency of the Committee's meetings.

1. Constitution

A Non-Ward Committee consisting of:

- (a) 7 Members who are non-residents of the Barbican Estate elected by the Court of Common Council, at least one of whom shall have fewer than five years' service on the Court at the time of their appointment
- (b) 2 Members nominated by each of the following Wards/Sides of Ward:-
 - Aldersgate
 - Cripplegate Within
 - Cripplegate Without
- (c) The Chair or Deputy Chair of the Community & Children's Services Committee (ex-officio)

The Chair and Deputy Chair of the Committee shall be elected from the Members who are non-residents of the Barbican Estate.

2. Quorum

The quorum consists of any three Members who are non-residents of the Barbican Estate.

3. Membership 2024/25

As set out in 1 a, b & c above.

4. Terms of Reference

To be responsible for:-

- (a) the management of all completed residential premises and ancillary accommodation on the Barbican Estate, e.g. the commercial premises, launderette, car parks, baggage stores, etc. (and, in fulfilling those purposes, to have regard to any representations made to it by the Barbican Estate Residents' Consultation Committee);
- (b) the disposal of interests in the Barbican Estate pursuant to such policies as are from time to time laid down by the Court of Common Council.

Agenda Item 7

Committee(s): Residents Consultation Barbican Residential	Dated: 17 January 2024 22 January 2024
Subject: Revenue and Capital Budgets - Latest Approved Budget 2023/24 and Original 2024/25 Excluding dwellings service charge income and expenditure	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4,12.
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	Y
Report of: The Executive Director of Community & Children's Services	For Decision
Report author: 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 2024/25, for subsequent submission to the Finance Committee.

The proposed budget for 2024/25 has been prepared within the resource envelope allocated to the Director by Resource Allocation Sub Committee, including a 3% allowance for inflation.

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.

- Baggage Stores

The running expenses, capital charges, rent income and service charges relating to 1620 baggage stores.

- 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 2023/24	Original Budget 2024/25	Movement
	£'000	£'000	£'000
Expenditure	(4,356)	(4,759)	(403)
Income	5,386	5,228	(158)
Net Income (Local and Central Risk)	1,030	469	(561)
Capital Charges and Support services	(3,748)	(3,833)	(85)
Total Net Income/Expenditure	(2,718)	(3,364)	(646)

Overall, the 2024/25 provisional net revenue expenditure budget totals £3,364,000 an increase of £646,000 compared with the Original Budget for 2023/24 of 2,718,000.

Recommendations

The Committee is requested to:

- Review the provisional 2024/25 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 2024/25. 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 2024/25

3. The proposed Revenue Budget for 2024/25 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 2024/25 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 3% uplift for inflation and the full year impact of pay increases to staff arising from the pay deal effective from July 2023 & the winter pay award effective from April 2023. It does not include any potential new pay deal from July 2024.

Analysis of Service Expenditure	Local or Central Risk	Actual 2022-23 £'000	Original Budget 2023-24 £'000	Latest Approved Budget 2023-24 £'000	Original Budget 2024-25 £'000	Movement OB 2023-24 to OB 2024-25 £'000	Paragraph Reference
EXPENDITURE							
Employees	L	(2,097)	(2,177)	(2,545)	(2,532)	(355)	6
Premises Related Expenses							
Repairs and Maintenance	L	(958)	(1,359)	(1,359)	(1,399)	(40)	Point 7 - Appendix 3
Other Premises Related Expenditure	L	(340)	(319)	(319)	(326)	(7)	
Supplies & Services	L	(94)	(201)	(201)	(226)	(25)	
Transport	L	0	(1)	(1)	(1)	0	
Employees	C	0	0	(41)	0	0	
Supplementary Revenue Projects	C	(6)	(299)	(299)	(275)	24	
Total Expenditure		(3,495)	(4,356)	(4,765)	(4,759)	(403)	
INCOME							
Customer, Client Receipts (mainly rents and non-dwelling service charges)	L	5,010	5,161	5,161	5,003	(158)	8
Charge for insurance	C	371	225	225	225	0	
Total Income		5,382	5,386	5,386	5,228	(158)	
NET INCOME BEFORE SUPPORT SERVICES AND CAPITAL CHARGES		1,887	1,030	621	469	(561)	
CHARGES							
SUPPORT SERVICES AND CAPITAL CHARGES							
Central Support Services and Capital charges		(4,454)	(4,328)	(4,316)	(4,458)	(130)	Point 9 - Appendix 2
Recharges within Fund & Committee		(134)	(247)	(247)	(154)	93	10
Recharges to Service Charge Account		818	827	827	779	(48)	
Total Support Services and Capital charges		(3,771)	(3,748)	(3,736)	(3,833)	(85)	
TOTAL NET EXPENDITURE		(1,884)	(2,718)	(3,115)	(3,364)	(646)	

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 £355k includes a 3% uplift for inflation and the full year impact of pay increases to staff arising from the pay deal effective from July 2023 & the winter pay award effective from April 2023.

Table 2 - Manpower statement	Original Budget		Original Budget	
	2023/24		2024/25	
Non-Service Charge Staffing	Manpower Full-time equivalent	Estimated cost £000	Manpower Full-time equivalent	Estimated cost £000
Total	33	(2,177)	33	(2,532)

7. Repairs and maintenance costs are expected to be £40k higher than original budget for in 2023/24 due to the level of breakdown maintenance expected to be required in 2024/25. As set in the detailed schedule of Repairs and Maintenance costs provided in Appendix 3.
8. The reduction in income of £158k is due to loss of income and expected loss of income following from the surrender of tenanted flats.
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 £93k lower than original budget. The reduction is in the Technical Services was due to a recalculation of the charge in the 2023/24 Original Budget.

Potential Further Budget Developments

11. The provisional nature of the 2024/25 revenue budget recognises that further than revisions may be required.

Draft Supplementary Revenue Budgets

12. The latest estimated costs for the Committee's draft capital and supplementary revenue projects are summarised in the tables below.

Service	Project	Exp. Pre 01/04/22 £'000	2022/23 £'000	2023/24 £'000	2024/25 £'000	Total £'000
	<u>Pre-Implementation</u>					
Landlord	Fire Door Replacement Programme	51	185	275	275	786
	<u>Authority to start work</u>					
Landlord	Frobisher Crescent Fire Safety Improvement Works	118				118
	<u>Disposal Costs</u>					
Landlord	Barbican Turret	48	24	24		96
TOTAL BARBICAN RESIDENTIAL (Landlord Services)		217	209	299	275	1000

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 2024.

Service	Project	Exp. Pre 01/04/23 £'000	2023/24 £'000	2024/25 £'000	2025/26 £'000	Total £'000
Landlord	Renew Door Entry System	19	3			22
Landlord	Beach Gardens Soft Landscaping	260	363			623
Landlord	Frobisher Crescent Fire Safety	728	448			1176
Landlord	Beech Grd Barb Podium Waterproof	4188	160	86	74	4508
TOTAL BARBICAN RESIDENTIAL (Landlord Services)		5195	974	86	74	6329

Note the table does not include expenditure yet to be approved by Committee. Latest projections for the overall cost of the fire safety doors project is £13.4m.

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

Caroline Al- Beyerty
Chamberlain and Chief Finance officer

Judith Finlay
Executive Director of Community & Children's Services

Contact: Goshe Munir Goshe.Munir@cityoflondon.gov.uk or
Mark Jarvis Mark.Jarvis@cityoflondon.gov.uk Chamberlain's Department

APPENDIX 1

Analysis by Service Managed	Actual 2022-23 £'000	<i>Original</i> Budget 2023-24 £'000	Latest Approved 2023-24 Budget £'000	Original Budget 2024-25 £'000	Movement 2023-2024 to 2024-25 £'000
CITY FUND					
Supervision & Management (fully recharged)	(0)	0	0	0	0
Landlord Services	(2,293)	(2,991)	(3,064)	(3,506)	(515)
Car Parking	(428)	(496)	(820)	(668)	(172)
Baggage Stores	155	153	153	176	23
Trade Centre	683	618	618	636	18
Other Non-Housing	(1)	(2)	(2)	(2)	0
				0	0
TOTAL	(1,884)	(2,718)	(3,115)	(3,364)	(646)

*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. 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 1,620 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

Support Service and Capital Charges from/to Barbican Residential Committee	Actual 2022/23 £'000	Original Budget 2023/24 £'000	Latest Approved Budget 2023/24 £'000	Original Budget 2024/25 £'000
Support Service and Capital Charges				
Insurance	(404)	(406)	(406)	(464)
IS Recharges	(184)	(146)	(146)	(130)
Capital Charges	(3,252)	(3,266)	(3,254)	(3,272)
Chamberlain	(408)	(342)	(341)	(396)
Comptroller and City Solicitor	(23)	(18)	(18)	(22)
Town Clerk	(171)	(139)	(139)	(163)
City Surveyor	(0)	0	(0)	(0)
Other Services	(11)	(11)	(11)	(11)
Total Support Services and Capital Charges	(4,454)	(4,328)	(4,316)	(4,458)
Recharges Within Funds				
Corporate and Democratic Core - Finance Committee	50	50	50	50
HRA	7	4	4	7
Community and Children's Services Committee	(191)	(301)	(301)	(211)
Service Charge Account	818	827	827	779
TOTAL SUPPORT SERVICE AND CAPITAL Charges	(3,771)	(3,748)	(3,736)	(3,833)

* 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	
<u>Supervision & Management Holding Account</u>				
Estate Office - Breakdown Maintenance	(11)	(11)	(12)	E
Total Supervision & Management Holding Account	(11)	(11)	(12)	
<u>Services and Repairs - Landlords</u>				
Breakdown Maintenance	(745)	(745)	(767)	
Drains	(110)	(110)	(114)	E
Insurance Works	(35)	(35)	(35)	
Dilapidations	(15)	(15)	(15)	
Lift contract servicing	(7)	(7)	(9)	
Asbestos data	(6)	(6)	(6)	
Redecorations Works	(35)	(35)	(35)	A
Total Services and Repairs - Landlords	(953)	(953)	(981)	
<u>Car Parking</u>				
Breakdown Maintenance - Building	(296)	(296)	(307)	
Tiling and Screeding	(55)	(55)	(55)	E
Total Car Parking	(351)	(351)	(362)	
<u>Stores</u>				
Breakdown Maintenance	(12)	(12)	(12)	
Total Stores	(12)	(12)	(12)	E
<u>Trade Centre</u>				
Breakdown Maintenance	(32)	(32)	(32)	
Total Trade Centre	(32)	(32)	(32)	E
<u>Other Non-Housing</u>				
Breakdown Maintenance	0	0	0	E
Total Other Non-Housing	0	0	0	
TOTAL	(1,359)	(1,359)	(1,399)	

E = ESSENTIAL

A = ADVISABLE

D = DESIRABLE

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Agenda Item 8

Committee(s): Residents Consultation Barbican Residential	Dated: 17 January 2024 22 January 2024
Subject: Service Charge Expenditure and Income Account - Latest Approved Budget 2023/24 and Original Budget 2024/25	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4,12.
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	Y
Report of: The Executive Director of Community & Children's Services	For Decision
Report author: Goshe Munir, Senior Accountant, Chamberlain's Department	

Summary

This report sets out the original budget for 2023/24 and 2024/25 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 2024/25 total expenditure including net recharges is £17,647,000 compared to the 2023/24 original approved budget of £16,106,000 an increase of £1,541,000, mainly related to expected repair costs and employees cost.

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.

Summary Of Table 1	Original Budget 2023/24 £'000	Latest Approved Budget 2023/24 £'000	Original Budget 2024/25 £'000	Movement £'000
Expenditure	(14,775)	(15,795)	(16,316)	(1,541)
Recharges	(1,331)	(1,331)	(1,331)	0
Other Income	16,106	17,126	17,647	1,541
Total Net Expenditure	0	0	0	0

Recommendations

The Committee is requested to:

- Review the provisional 2024/25 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 2024/25. 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 2024/25

The proposed Revenue Budget for 2024/25 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.

Table 1 - Analysis of Service Expenditure	Local, Central Risk or Recharges	Actual 2022-23 £'000	Original Budget 2023-24 £'000	Latest Approved Budget 2023-24 £'000	Original Budget 2024-25 £'000	Movement 2023-24 to 2024-25 £'000	Paragraph Reference
Expenditure							
Employees	L	(2,684)	(2,879)	(3,049)	(3,233)	(354)	3
Premises Related Expenses							
Repairs and Maintenance	L	(3,717)	(3,529)	(4,318)	(4,817)	(1,288)	4
Supplementary Revenue Projects	C	(1,137)	(1,064)	(1,064)	(933)	131	5
Energy Costs	L	(5,950)	(6,550)	(6,550)	(6,550)	0	
Rents	L	(139)	(150)	(120)	(120)	30	
Rates	L	(11)	(13)	(11)	(18)	(5)	
Water Services	L	(0)	(3)	(3)	(3)	0	
Cleaning and Domestic Supplies	L	(231)	(276)	(288)	(302)	(26)	
Grounds Maintenance	L	(221)	(205)	(230)	(212)	(7)	
Supplies and Services							
Equipment, Furniture and Materials	L	(23)	(69)	(125)	(71)	(2)	
Catering	L	0	(1)	(1)	(1)	0	
Uniforms	L	(3)	(13)	(13)	(16)	(3)	
Printing, Stationery and Office Exp.	L	(1)	(6)	(6)	(6)	0	
Fees and Services	L	(66)	(1)	(1)	(1)	0	
Contributions to Provisions	L	0	0	0	0	0	
Communication and Computing	L	(13)	(16)	(16)	(33)	(17)	
Total Expenditure		(14,196)	(14,775)	(15,795)	(16,316)	(1,541)	
Income							
Total Income	L/C	15,559	16,106	17,126	17,647	1,541	
Net Income		1,363	1,331	1,331	1,331	0	
Recharges							
Expenditure	R	(1,555)	(1,457)	(1,457)	(1,457)	0	
Income	R	192	126	126	126	0	
Total Recharges		(1,363)	(1,331)	(1,331)	(1,331)	0	
Total Service Charge Account		0	0	0	0	0	

3. Employees costs have increased by £354,000 as shown in Table 2 below. Includes a 3% uplift for inflation and the full year impact of pay increases to staff arising from the pay deal effective from July 2023 & the winter pay award effective from April 2023.

Table 2 - Manpower statement	Original Budget 2024/24		Original Budget 2023/24	
	Manpower Full-time equivalent	Estimated cost £'000	Manpower Full-time equivalent	Estimated cost £'000
Service Charge Account	59	(2,879)	59	(3,233)

4. Repairs and maintenance costs have increased by £1,288,000 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 £933,000 and relates mainly to the redecoration programme as set in paragraph 7 below.

Draft Capital and Supplementary Revenue Budgets

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

Service	Project	Exp. Pre 01/04/22 £'000	2022/23 £'000	2023/24 £'000	2024/25 £'000	Later Years £'000	Total £'000
	<u>Pre-Implementation</u>						
Service Charge	Tower Lifts Refurbishments			18			18
	<u>Authority to start work</u>						
Service Charge	Redecorations Programme 2020-25	75	1,108	1,046	933		3,162
TOTAL BARBICAN RESIDENTIAL (Service Charge)		75	1,108	1,064	933		3,180

7. 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.

Service	Project	Exp. Pre 01/04/23 £'000	2023/24 £'000	2024/25 £'000	2025/26 £'000	Total £'000
Service Charge	Barbican Estate - Tower Lifts	3	17	8	19	47
TOTAL BARBICAN RESIDENTIAL (Service Charge)		3	17	8	19	47

8. 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 2024.
9. Note the table does not include expenditure yet to be approved by Committee. Latest projections for the overall cost of the tower lifts refurbishment project is £4.6m.

Appendices

Appendix 1 = Analysis of Repairs, Maintenance and Minor Improvements

Appendix 2 = Support Services and Capital Charges

Appendix 3 = Estate Cost

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Mark Jarvis Mark.Jarvis@cityoflondon.gov.uk *Chamberlain's Department*

Caroline Al-Beyerty
Chamberlain and Chief Finance Officer

Judith Finlay
Executive 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 2023/24 £000	Latest Budget 2023/24 £000	Original Budget 2024/25 £000
Responsive and Contract Servicing including Building Miscellaneous Works	(1,300)	(1,599)	(1,995)
IRS maintenance	(40)	(40)	(40)
Responsive and Contract Servicing - Lifts	(401)	(401)	(481)
Drainage Repairs / Remedial Work	(190)	(190)	(205)
Water Penetration	(1,069)	(1,300)	(1,400)
Sub Total Responsive and Contract Servicing	(3,000)	(3,530)	(4,121)
Asbestos Removal	(100)	(150)	(110)
Water Supply Works	(100)	(110)	(110)
Electrical Testing	(44)	(47)	(44)
Upgrade Safety/Security Installations	(40)	(40)	(44)
Consultants Fees	(30)	(30)	(273)
Emergency lighting to stairs, corridors and plant rooms	(15)	(21)	(15)
Windows Replacements	(200)	(390)	(100)
TOTAL	(3,529)	(4,318)	(4,817)

Appendix 2

Support Service and Capital Charges from/to Barbican Service Charges	Actual 2022/23 000	Original Budget 2023/24 000	Latest Approved Budget 2023/24 000	Original Budget 2024/25 000
Support Service and Capital Charges				
Insurance	(64)	(59)	(59)	(65)
IS Staff Recharge	(32)	(28)	(28)	(28)
Total Support Services	(96)	(87)	(87)	(93)
Recharges within Committee				
Cleaning and Lighting	172	126	126	126
Barbican Supervision and Management	(989)	(953)	(953)	(905)
Recharges Within Funds				
DCCS	(450)	(417)	(417)	(459)
Contributions to Funds and Provisions				
TOTAL SUPPORT SERVICE AND CAPITAL CHARGES	(1,363)	(1,331)	(1,331)	(1,331)

Appendix 3

Barbican Estate Actual Service Charge Costs 2024/25	Actual 2022/23	As billed Estimate 2023/24	Revised Estimate 2023/24	Estimate 2024/25
	£	£		
Customer Care				
Costs of Management and Supervision	556,561	738,132	582,000	786,000
Estate Management				
Resident Staff	364,804	415,637	370,000	390,000
Furniture & Fittings	6,511	26,001	26,000	28,000
Window Cleaning	183,013	209,581	210,000	248,000
Cleaning	1,176,939	1,250,817	1,389,000	1,475,000
Car Park Attendants	734,069	708,866	749,000	819,000
Lobby Porters	846,163	843,864	879,000	941,000
House Officer	166,420	187,757	187,000	188,000
Sub Total	3,477,919	3,642,523	3,810,000	4,089,000
Property Management				
Garchey Maintenance -	318,397	344,360	353,000	324,000
General Repairs	2,790,957	2,541,040	3,110,000	3,295,000
Technical Services	190,219	227,616	228,000	230,000
Lift Maintenance	375,821	374,581	405,000	485,000
Electricity (Common Parts and Lifts)	914,455	1,138,591	1,100,000	1,100,000
Heating	3,974,794	5,680,005	5,430,000	5,430,000
Sub Total	8,564,643	10,306,193	10,626,000	10,864,000
Open Spaces				
Garden Maintenance	220,785	230,150	230,000	212,000
Total Annually Recurring Items	12,819,908	14,916,998	15,248,000	15,951,000
Non-Annually Recurring Items - Major Works				
Asset Management/Stock Condition Survey	69,543	0	0	0
Building Safety Data	0	0	0	240,000
Water Supply Works	72,904	100,000	110,000	110,000
Asbestos Works	48,581	100,000	150,000	110,000
Safety /Security works	36,820	40,000	40,000	44,000
Redecorations 2020-2025 Programme	1,095,467	1,037,456	1,046,000	933,000
Electrical Testing	45,334	46,685	47,000	44,000
Roof /Drainage repairs	60,669	0	0	0
Replacement Window & Door Frames	237,777	389,885	390,000	100,000
Emergency Lighting	8,871	21,100	21,000	15,000
Lobby refurbishment - Shakespeare Tower	5,461	100,000	0	100,000
Lift refurbishment - Tower blocks	8,870	0	18,000	0
Carpet renewal - Frobisher Crescent	0	56,000	56,000	0
Total Non-Annually Recurring Items	1,690,297	1,891,126	1,878,000	1,696,000
TOTAL	14,510,205	16,808,124	17,126,000	17,647,000

Note - The actual charged for 2022/23 was less than shown on Table 1. This was due to the adjustments made by the Estate Office. These were mainly in respect of energy costs.

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<p>Committees:</p> <p>Barbican Residential Consultative Committee – For information</p> <p>Barbican Residential Committee – For decision</p> <p>Housing Management and Almshouses Sub-Committee – For decision</p> <p>Community and Children’s Services Committee – For decision</p> <p>Policy and Resources Committee – for decision</p>	<p>Dated:</p> <p>17th January 2023</p> <p>22nd January 2023</p> <p>30th January 2023</p> <p>25th January 2023</p> <p>22nd February 2023</p>
<p>Subject: Housing Governance Arrangements</p>	<p>Public</p>
<p>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</p>	<p>1, 2, 4, 12</p>
<p>Does this proposal require extra revenue and/or capital spending?</p>	<p>No</p>
<p>If so, how much?</p>	<p>N/A</p>
<p>What is the source of Funding?</p>	<p>N/A</p>
<p>Has this Funding Source been agreed with the Chamberlain’s Department?</p>	<p>N/A</p>
<p>Report of: Judith Finlay, Executive Director of Community and Children’s Services</p>	<p>For Decision</p>
<p>Report author: Gerri Scott, Housing Consultant</p>	

Summary

The City of London Corporation is responsible for the oversight and management of the Barbican Residential Estate and 12 other estates in six London boroughs funded by the Housing Revenue Account (HRA). This report considers the current governance arrangements and recommends how these should be provided in the future.

Recommendations

Members are asked to:

- a. Agree that there should be no immediate change to the current governance arrangements because of the dedicated focus on improving operational performance with new management arrangements for the Barbican Residential Estate and the HRA.
- b. Delegate authority to the Town Clerk, in consultation with the Chair and Deputy Chair, to consider any changes to the Terms of Reference arising from the discussion.
- c. Agree that consideration should be given to options for the establishment of a separate forum for HRA residents, including proposals for a body comparable

to the Barbican Residential Consultative Committee.

- d. Note that Terms of Reference are routinely reviewed on an annual basis, and that there should be a further, more comprehensive, review of housing governance arrangements in two years' time, on the understanding that the dedicated focus on both the Barbican Residential Estate and HRA should have delivered significant improvements to performance and the customer experience.

Main Report

Background

1. During 2020 and 2021, the City Corporation considered the findings of a review into its Governance arrangements, undertaken by Lord Lisvane. The recommendations of his review were extensive and Members resolved to work through the proposals in a methodical way, taking the various sections of the Review in turn.
2. One significant element of this was Housing, where the City has responsibility for the management of thirteen Estates, three of which (Barbican, Golden Lane, and Middlesex Street) are in the City itself, with the rest located across six London Boroughs.
3. Responsibility for Housing matters in general terms is currently spread across the Community & Children's Services (C&CS) Committee and its Housing Management & Almshouses (HM&A) Sub-Committee (for social housing estates), and the Barbican Residential Committee (for the Barbican estate).
4. Lord Lisvane's review itself did not propose changes to either the C&CS Committee or the H&MA Sub-Committee, although it did propose the abolition of the Barbican Residential Committee, with Lord Lisvane minded that its functions could be discharged through officers. Members were not supportive of this recommendation; however, emerging from the consequential discussions was tentative support for the potential creation of a standalone committee, incorporating both the housing-related responsibilities of the Community & Children's Services Committee (including those overseen by its Housing Management & Almshouses Sub-Committee) together with those of the Barbican Residential Committee. It was considered that this might give greater prominence and co-ordinated consideration to the increasingly important area of housing. This suggestion arose as a consequence not only of discussion of Lord Lisvane's proposals, but following representations made from residents and from Members around the historic and embedded shortfalls within the current set-up.
5. For example, a submission from the Barbican Association echoed both Lord Lisvane and many Members' disappointment with the state of relations between the City Corporation and Barbican residents as a collective, and wider concerns around the need for the Corporation to review the way in which it engaged with all residents (not just those of the Barbican Estate) were also prevalent.

6. However, the Court of Common Council (in December 2021) ultimately determined not to make changes to existing structures, as it felt that further activity was necessary to understand the root cause of issues and the optimal way to address these, prior to any changes to the committee structure relating to Housing.
7. Following the City-wide elections in March 2022, a number of reviews were undertaken to identify any underlying issues with the City Corporation's housing service provision and assess the optimal solutions to these, including whether any changes to committee structures would be beneficial.
8. Housing has had three external reviews, Altair (Barbican Residential Estate May 2023), Pennington (HRA Estates February 2023 and Savills (Housing Investment January 2023).
9. The reviews identified poor customer focus, poor contract and performance management, and a need for a new housing strategy and asset management plan. There is resident dissatisfaction and a high volume of complaints and concerns, most significantly from the Barbican Residential Estate, focusing on repairs and maintenance and transparency of associated costs. The Lisvane Review also recommended reviewing the mechanisms for engagement with residents.
10. In response, action plans are being implemented and new housing divisions proposed for the Barbican Residential Estate and the HRA. Permanent recruitment is underway for Assistant Director Barbican and Assistant Director HRA roles.
11. There is also the context of the wider regulatory environment which has been strengthened through the introduction of tenant satisfaction measures and consumer standards. The Regulator of Social Housing is introducing a new inspection regime, with all landlords required to publicly report against the new standards from April 2024. Although this regulation only applies to residents of social housing, this provides the context for landlords to act as stronger custodians of the customer experience.

Current Position

12. The key issue for residents is operational delivery and ensuring the timely delivery of quality repairs, maintenance, and major projects. Excellent communication is a core part of that responsibility.
13. It is not recommended that the existing governance arrangements are changed because the Barbican Residential Estate and HRA both require significant operational improvement and governance changes may divert from that focus.
14. The BRC is operating effectively and there is sufficient business for both the BRC and Housing and Almshouses Sub-Committee. However, all committees

need to have sufficient oversight and assurance to complement the new regulatory regime, and to ensure that there is proper focus on operational performance and customer satisfaction.

15. It is proposed that:

- a) The annual work plan for Housing and Almshouses Sub-Committee and the BRC should be reviewed to ensure that meetings focus on performance management, financial information and cost control, complaints, risk mapping and monitoring, programme oversight, health and safety compliance and focus on customer experience.
- b) A resident consultative body is established for the HRA to ensure that the resident voice is fully heard (Lisvane recommendation). Subject to approval, this proposals would need to be subject to a further report, detailing the terms of reference, composition etc. and may require approval by the Policy & Resources Committee.
- c) A further review of governance arrangements is scheduled to take place in two years' time to review whether the arrangements remain fit for purpose following a period of concerted and dedicated focus on the performance of the Barbican Residential Estate and the HRA.

16. Members may, however, wish to make comments on their respective Committee Terms of Reference.

17. Corporate & Strategic Implications

There are no strategic implications directly related to this report

- Financial implications – See Resource implications.
- Resource implications – Should a further HRA Consultative Committee be established as a result of a future report, this will have staffing resource implications. It will take time to develop and set-up, with ongoing demands for the meetings themselves. The cost of this would largely be determined by the frequency of the meetings and terms of reference of the body, which are yet to be determined.
- Legal implications – Proposals sufficiently cover the new regulatory
- Risk implications – N/A
- Equalities implications – N/A
- Climate implications – N/A
- Security implications – N/A

Conclusion

17. The current governance arrangements for the various bodies responsible for the City Corporation's housing estates sufficiently covers the statutory

responsibilities. However, the respective terms of reference need to be supplemented via the annual workplans of committees to ensure officers are reporting on the relevant and necessary information enabling dedicated focus on performance, improving the resident experience.

18. A further, more detailed, review should be scheduled to take place in two years' time to assess whether the governance arrangements remain sufficient to oversee the housing service, considering the dedicated focus on the Barbican residential estate and the HRA.

Background reports

Lisvane Review 2021/2022

Appendices (as agreed at the Court of Common Council 2023 – noting that the annual reviews are now underway)

1. Barbican Residential Committee Terms of Reference
2. Barbican Residents Consultation Committee Terms of Reference (agreed in February 2023 and subject to further review at the AGM in February 2024)
3. Community and Children's Services Terms of Reference
4. Housing Management and Almshouses Terms of Reference

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LYONS, Mayor

RESOLVED: That the Court of Common Council holden in the Guildhall of the City of London on Thursday, 27th April, 2023, doth hereby appoint the following Committee until the first meeting of the Court in April, 2024.

BARBICAN RESIDENTIAL COMMITTEE

1. **Constitution**

A Non-Ward Committee consisting of,

- 7 Members who are non-residents of the Barbican Estate elected by the Court of Common Council, at least one of whom shall have fewer than five years' service on the Court at the time of their appointment
- 2 Members nominated by each of the following Wards/Sides of Ward:-
 - Aldersgate
 - Cripplegate Within
 - Cripplegate Without
- the Chairman or Deputy Chairman of the Community & Children's Services Committee (ex-officio)

The Chairman and Deputy Chairman of the Committee shall be elected from the Members who are non-residents of the Barbican Estate.

2. **Quorum**

The quorum consists of any three Members who are non-residents of the Barbican Estate.

3. **Membership 2023/2**

Non-Residents:-

- 2 (1) Anne Corbett *for one year*
- 2 (1) John Ross Foley *for one year*
- 4 (3) Andrew Stratton McMurtrie, J.P.
- 2 (2) John William Fletcher, Deputy
- 6 (2) Mark Raymond Peter Henry Delano Wheatley
- 7 (1) Susan Pearson, Alderwoman
- 2 (1) Timothy McNally

Residents:-

Nominations by the Wards of Aldersgate and Cripplegate (Within and Without), each for the appointment of two Members:

Aldersgate

Steve Goodman, O.B.E.

Helen Lesley Fentimen, O.B.E.

Cripplegate (Within and Without)

Mark Bostock, Deputy

Frances Leach

Paul Singh

Ceri Wilkins

together with the ex-officio Members referred to in paragraph 1 above.

4. **Terms of Reference**

To be responsible for:-

- (a) the management of all completed residential premises and ancillary accommodation on the Barbican Estate, e.g. the commercial premises, launderette, car parks, baggage stores, etc. (and, in fulfilling those purposes, to have regard to any representations made to it by the Barbican Estate Residents' Consultation Committee);
- (b) the disposal of interests in the Barbican Estate pursuant to such policies as are from time to time laid down by the Court of Common Council.

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Barbican Residents Consultation Committee (RCC)

TERMS OF REFERENCE

Membership/Constitution

1. Each House is entitled to nominate one representative to the RCC. If the nominated representative is unable to attend, the House may nominate a substitute. In the event of a vote (AGM only) elected members must declare their interest in relevant issues.
2. In addition to the House representatives, the RCC will include three officers; - i.e. the Chair and two Deputy Chairs. Officers will be elected annually at the AGM and may serve for a maximum of four years in their role.
3. Candidates for the officer positions must be House representatives or existing officers of the RCC. Nominations for officers will be requested in advance of the AGM and nominees will be offered the opportunity to circulate a brief statement to support their candidacy. Further nominations may be proposed at the AGM itself. Members may self-nominate. The immediate past-RCC Chair may stand for election as a Deputy Chair, for one year only, to ensure a smooth transition and the handover of institutional knowledge and contacts.
4. The Chair of the Barbican Association is an ex-officio Member of the RCC, providing that the Barbican Association reciprocates by ensuring that its rules provide ex-officio membership of its General Council to the Chair of the RCC. The Chair of the Barbican Association is not eligible to stand for election as an officer of the RCC.
5. In the event that an officer position becomes vacant, after the AGM, an election may be held at a subsequent RCC meeting. Officers elected in this way, within six months of the next AGM, may continue in office without having to seek re-election at that AGM.

Terms of Reference

1. To be the main formal channel of communication between tenants* and the Corporation of London in all landlord and tenant matters which affect the Barbican Residential Estate, including interfaces with other occupiers including the commercial premises, the City of London School for Girls and the Barbican Arts Centre.
2. To present the views of tenants on the general management of the estate, within the parameters of the Barbican RCC/Barbican Residential Committee's Terms of Reference and communicating views, via Resolution, as appropriate.

3. To enable consultation and the flow of information between the Corporation of London and tenants and to work towards a partnership approach to management.
4. To develop, in conjunction with the Corporation, Service Level Agreements between tenants and the Barbican Estate Office for the Estate as a whole and for individual House Groups and to be involved in the modification of these agreements as required.
5. To oversee delivery of services against any Service Level Agreements with tenants, third parties and Corporation departments, monitoring their performance and satisfaction with the service and making suggestions where appropriate for alterations or improvement
6. To identify Service Charge items and monitor service charge costs, receiving reports of all accounts relating to the estate
7. To discuss routine and major repair works and to consult on how these will affect tenants
8. To seek to achieve efficiencies and improvements to resident services via the network of Working Parties serving the Barbican Estate.

**tenants refers to all persons who have a tenancy agreement with the Corporation and also includes any resident who no longer retains the Corporation as a landlord but still pays a service charge to the Corporation.*

LYONS, Mayor	RESOLVED: That the Court of Common Council holden in the Guildhall of the City of London on Thursday 27 th April 2023, doth hereby appoint the following Committee until the first meeting of the Court in April, 2024.
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COMMUNITY & CHILDREN'S SERVICES COMMITTEE

1. **Constitution**
A Ward Committee consisting of,
 - two Aldermen nominated by the Court of Aldermen
 - up to 34 Commoners representing each Ward (two representatives for the Wards with six or more Members regardless of whether the Ward has sides), those Wards having 200 or more residents (based on the Ward List) being able to nominate a maximum of two representatives
 - a limited number of Members co-opted by the Committee (e.g. the two parent governors required by law)

2. **Quorum**
The quorum consists of any nine Members. [N.B. - the co-opted Members only count as part of the quorum for matters relating to the Education Function]

3. **Membership 2023/24**

ALDERMEN

- 4 Alistair John Naisbitt King DL
- 2 Christopher Makin

COMMONERS

2 Naresh Hari Sonpar.....	Aldersgate
4 Helen Lesley Fentimen, O.B.E.....	Aldersgate
2 Timothy James McNally	Aldgate
1 Ian Bishop-Laggett.....	Bassishaw
1 Nighat Qureishi, Deputy	Billingsgate
6 Benjamin Daniel Murphy.....	Bishopsgate
(Bishopsgate has paired with Aldgate for this appointment).....	Bishopsgate
(Bread Street has paired with Castle Baynard for this appointment).....	Bread Street
(Bridge and Bridge Without has paired with Billingsgate for this appointment).....	Bridge and Bridge Without
1 Shahnan Bakth.....	Broad Street
2 James Bromiley-Davis.....	Candlewick
7 Mary Durcan.....	Castle Baynard
10 Henrika Johanna Sofia Priest.....	Castle Baynard
(Cheap has paired with Farringdon Within for this appointment).....	Cheap
(Coleman Street has paired with Broad Street for this appointment)	Coleman Street
2 Jamel Banda.....	Cordwainer
2 Joanna Tufuo Abeyie M.B.E.....	Cornhill
2 Anne Corbett.....	Cripplegate
2 Ceri Edith Wilkins.....	Cripplegate
(Dowgate has paired with Candlewick for this appointment.).....	Dowgate
7 Matthew Bell.....	Farringdon Within
2 Florence Keelson-Anfu.....	Farringdon Within
3 John David Absalom, Deputy.....	Farringdon Without
7 Ruby Sayed.....	Farringdon Without
10 Philip Woodhouse, Deputy.....	Langbourn
(Lime Street has paired with Cornhill for this appointment).....	Lime Street
7 Jason Paul Pritchard.....	Portsoken
12 John William Fletcher, Deputy.....	Portsoken
6 Caroline Wilma Haines.....	Queenhithe
13 Marianne Bernadette Fredericks, Deputy.....	Tower

2	Aaron Anthony Jose Hasan D'Souza.....	Tower
	(Vintry has paired with Cordwainer for this appointment).....	Vintry
	(Walbrook has paired with Langbourn on this appointment).....	Walbrook

Together with the co-opted Members referred to in paragraph 1 above and one Member in place of the Ward (Queenhithe) making only one of its two permitted appointments on this occasion:-

Steve Goodman, O.B.E.

4. Terms of Reference

To be responsible for:-

- (a) the appointment of the Executive Director of Community & Children's Services;
- (b) the following functions of the City of London Corporation (other than in respect of powers expressly delegated to another committee, sub-committee, board or panel):-
 - i. Children's Services
 - ii. Adults' Services
 - iii. Education - to include the nomination/appointment of Local Authority Governors; as appropriate
 - iv. Libraries - in so far as the library services affects our communities *(NB - the budget for the Library Service falls within the remit of the Culture, Heritage and Libraries Committee but the Head of the Libraries Service reports to the Director of Community and Children's Services)*
 - v. Social Services
 - vi. Social Housing - (i.e. the management of the property owned by the City of London Corporation under the Housing Revenue Account and the City Fund in accordance with the requirements of all relevant legislation and the disposal of interests in the City of London Corporation's Housing Estates (pursuant to such policies as are from time to time laid down by the Court of Common Council)
 - vii. Public health - (within the meaning of the Health and Social Care Act 2012), liaison with health services and health scrutiny
 - viii. Sport/Leisure Activities
 - ix. Marriage Licensing and the Registration Service
 and the preparation of all statutory plans relating to those functions and consulting as appropriate on the exercise of those functions;
- (c) appointing Statutory Panels, Boards and Sub-Committees as are considered necessary for the better performance of its duties including the following areas:-
 - Housing Management and Almshouses Sub-Committee
 - Safeguarding Sub-Committee
 - Integrated Commissioning Sub-Committee
 - Homelessness and Rough Sleepers Sub-Committee
- (d) excepting those matters reserved to the Court of Common Council or which are the responsibility of another Committee, all aspects of City of London Combined Relief of Poverty Charity (registered charity no. 1073660) and City of London Almshouses Charity (registered charity no. 1005857) and day-to-day management and administration of the charities. The Committee may exercise any available powers on behalf of the City Corporation as trustee under delegated authority from the Court of Common Council as the body responsible for exercising the powers of the City Corporation as trustee. This includes, but is not limited to, ensuring effective operational arrangements are in place for the proper administration of the charities, and to support expedient and efficient delivery of the charities objects and activities in accordance with the charities annual budget, strategy and policies.
- (f) making recommendations to the Education Board on the policy to be adopted for the application of charitable funds from The City of London Corporation Combined Education Charity (registered charity no. 312836) and the City Educational Trust Fund (registered charity no. 290840); and to make appointments to the Sub-Committee established by the Education Board for the purpose of managing those charities.
- (g) the management of the Aldgate Pavilion.

HOUSING MANAGEMENT & ALMSHOUSES SUB COMMITTEE

Constitution

10 Members to be elected by the Community & Children's Services Committee, including the Chairman and Deputy Chairman.

Quorum

Any 3 Members.

Terms of Reference

To be responsible for: -

- (a) discharging the City of London Corporation's function in respect of the management of its existing social housing stock (with the Grand Committee retaining responsibility over policies affecting the City's Strategic Housing responsibilities);
- (b) approving schemes affecting the City's existing social housing and proposed stock in accordance with the policies and strategies for investment agreed by the Grand Committee and having regard to the City Corporation's Project Approval Procedure;
- (c) approve policies in relation to the management of housing services to tenants and leaseholders in City estates and review them as necessary;
- (d) the management of the City of London Almshouses (registered charity no 1005857) in accordance with the charity's governing instruments; and
- (d) advising the Grand Committee on: -
 - the general performance of the Social Housing Service and the Almshouses; and
 - its recommendations concerning the Allocation Scheme in the City's Housing Registration process.

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Committee(s): Barbican Residential Committee – For Information Barbican Estate Residents Consultation Committee – For Information	Dated: 22 January 2024 27 November 2023
Subject: Barbican Estate Transformation Programme - Update	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	4,8,9,10,12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay, Executive Director – Community & Children’s Services	For Information
Report author: Scott Myers, Strategy & Projects Officer	

Summary

This report updates Members of the Barbican Residential Committee & Barbican Estate Residents Consultation Committee on recent progress made on delivering the actions set out within the Transformation Programme action plan.

Recommendation(s)

Members are asked to:

- Note and comment on the direction of travel

Main Report

Background

1. An action plan has been developed to capture all the recommendations from the Altair review and to demonstrate progress against each action with timescales.
2. The delivery of the action plan is overseen by the Barbican Estate Transformation Programme Board which has been meeting on a fortnightly basis to review progress. Recently, the Programme Board has moved to a monthly meeting schedule. In addition, there are associated workstreams focussing on distinct areas of service improvement which are also being captured within the plan.

Current Position

3. Since September 2023, progress has been made on key aspects of the delivery of the Barbican Estate Transformation Programme, as well as expanding the capacity for delivery within the Transformation Team.
4. The below sets out progress made since our last update in September 2023.
5. All the actions within the Transformation Programme Board remain on track to their agreed timescales. These timescales remain under review as we re-design the action plan.
6. As the transformation programme action plan is currently being re-designed it has not been shared alongside this paper. However, a copy of the action plan will be distributed during the meeting and circulated to Members of both committees as a supplement following the meetings.

Interim Service Improvement Manager for Programme Delivery

7. To provide additional resource to the Transformation Programme, an Interim Service Improve Manager has been recruited on a temporary 6-month contract, which has provided the programme with additional capacity, as well as being a key member of the Transformation Programme Board.
8. The Interim Service Improvement Manager has responsibility for developing and scoping the programme's action plan, which has been developed and based on recommendations set out in the Altair review.
9. The Interim Service Improvement Manager has also begun developing specific workstreams for programme delivery, which include cost and risk management assessments, as well as estimated times of delivery.
10. The Interim Service Improvement Manager has been supported in part by the Programme's Strategy & Projects Officer.

Recruitment

Assistant Director – Barbican Residential Estate

11. Recruitment of a new Assistant Director - Barbican Residential Estate has been progressing to timescale.
12. Potential candidates were approached by the appointed specialist executive recruitment agency, and a longlist of candidates has been developed.
13. Following longlisting of candidates, a shortlist of candidates will be interviewed by an interview panel of Officers, elected Member and resident representative on the 4th of December, with a successful candidate starting in post as soon as possible.
14. Following the departure of Paul Murtagh (Assistant Director – Barbican & Property Services) in October 2023, Pam Wharfe has been appointed as Interim Assistant Director – Housing and is covering the Barbican aspects of this post.

Communications

15. The Transformation Programme Board highlighted improvements needed in the way residents and staff are kept informed regarding programme progression and discussions had at programme board meetings.
16. It was proposed that a sub-group responsible for communication with residents and staff be set up. Membership of the group is made up of relevant members of the Transformation Programme Board, as well as a Communications & Engagement Officer.
17. The sub-group will develop and 'sign off' on all communications to residents and staff related to the programme, as well as being the editorial board of the weekly Barbican Estate Bulletin.
18. The sub-group's main aim is to streamline and improve all important communications issued, as well as ensuring an agreed and unified message.
19. The sub-group agreed and published a 'special' transformation programme bulletin on the 10th of November setting out progress and next steps.

Staff workshops & wellbeing

20. The Barbican Estate Office have been running a series of workshops with staff to discuss recent developments and give them the opportunity to answer questions related to elements of change within the programme.
21. Staff have submitted a number of questions which have been answered through the development of an 'FAQ document'. Further workshops with staff are planned to be held shortly as a way of following up with staff and keeping them informed.
22. Additional focus on the wellbeing of our staff within the Barbican Estate Office. The City Corporation's Wellbeing Advisor has been meeting with staff on a one-to-one basis and providing additional support where required.

Barbican Residents Meeting

23. As part of our efforts to keep Barbican residents up to date with our plans for delivering the transformation programme and current progress to date, an all-residents meeting was held at the Barbican Centre on the 12th of October.
24. 160 residents attended the meeting, where they heard from Officers and Elected Members on our key objectives and priorities for delivering change, as well as a summary of our action plan.
25. Residents were also given an opportunity to take part in a question-and-answer session, where they were able to ask questions relating to the programme. Where Officers did not have answers for specific questions, we will be publishing a response to questions document to be included in a future Barbican Estate Bulletin by the end of November.

26. A video recording of the meeting was published on the City Corporation's YouTube channel, and a short survey was circulated to attendees of the meeting to gauge usefulness of the meeting, as well as collecting feedback on topics discussed and ideas for future engagement.
27. As of the 13th of November, 23 residents have responded to the survey, with 15 of the 23 respondents finding the session 'useful' or 'very useful'.

Service Charge Audit

28. Work is underway to deliver an audit of the service charge systems and processes.
29. The work will be carried out by an appointed external Chartered Accountant.
30. Work is ongoing in consultation with the Service Charge Working Party to identify the scope of the work going forward.

Action plan redesign

31. Following the appointment of an Interim Service Improvement Manager, considerable work has been undertaken to refine and improve the programme's action tracker. These initial draft changes have been commented on by the Transformation Programme Board's resident representatives, with a view to finalising them within the coming weeks.
32. No changes to the scope of the actions have been made. However, refinement of the programmes workstreams have been completed, as well as further developing the more granular actions needed to deliver each workstream have been included.
33. This re-design will allow for greater focus and clarity relating to governance steps for each workstream as progression is made. It has also allowed for greater identification of timescales for each workstream, and improving clarity around resource and delivery timescales, which are still being developed.
34. The action plan is an organic document that will be continually updated as the programme progresses.

Corporate & Strategic Implications

Strategic implications – The improvement of the quality-of-service delivery to residents of the Barbican Estate is an important priority for the City of London. The external and independent review by Altair has provided a thorough evidence base of priority areas for transformation. The oversight and scrutiny of delivery of actions against the recommendations within the governance structures will involve both members and residents, increasing accountability and providing assurance to the wider resident population of the Barbican Estate.

Financial implications – The transformation action plan will be supported by a change management programme, which may have future resource and financial implications, dependent on the options which may be pursued. As part of the regular updates on progress against the action plan, the BRC & RCC will be fully consulted and appraised, prior to any changes being implemented.

Resource implications – See ‘Financial implications’.

Legal implications – None identified

Risk implications – None identified

Equalities implications – None identified

Climate implications – None identified

Security implications – None identified

Conclusion

35. Progress on delivering the Transformation Programme Action Plan remains on track, and progress has been made since the last update provided to the BRC and RCC. Work will continue over the coming months to deliver the workstreams and further updates will be provided to staff, elected Members and residents on a regular basis.

Scott Myers

Strategy & Projects Officer

Department of Community & Children’s Services

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Committee(s): Barbican Residents Consultation Committee Barbican Residential Committee	Dated: 22/01/2024 11/12/2023
Subject: Fire Safety Update	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay Executive Director of Community and Children’s Services	For Information
Report author: David Blane, Health and Safety Advisor, DCCS	

Summary

The purpose of this report is to provide Members of this Committee with information on how the City of London Corporation (the Corporation), through its Housing Property Services Team, is ensuring that its homes on the Barbican Residential Estate are managed in a way that meets compliance with current health and safety legislation, best practice, and regulatory standards relating to fire safety.

This report also provides an update for Members on the progress that has been made in relation to fire safety matters since the last report submitted to Committee in March 2023.

Recommendation

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

Main Report

Background

1. This paper is intended to give further updates arising from the detailed report brought to this Committee in September 2017, and to Members on the City of London Corporation’s (the Corporation) approach to fire safety on the Barbican Estate. The report informed Members of the progress we had made with matters and new issues raised for record such as:

- fire risk assessments,
- communication with residents,
- estate management,

- fire safety maintenance and improvement work,
 - inspections by the London Fire Brigade (LFB),
 - potential future improvement works.
 - Electric vehicles, Lithium-ion batteries
 - Hot works
2. Subsequently, further update reports have been brought back to Committee on a regular basis with the last one being in March 2023. This paper is intended as a further update.

Fire Risk Assessments

3. As Members will be aware from previous reports, following a corporate procurement exercise, Turner & Townsend was appointed to undertake the next round of FRA's for both Housing and Barbican. Turner & Townsend has now submitted its completed FRA's for all blocks across the Barbican Estate. These FRA's are available for viewing on the Corporation's website and are updated as new FRA's are undertaken.
4. Now that the FRA's are complete, we are producing a new Action Plan from the FRA's, which lists the recommendations for all blocks on the Barbican Estate. This new Action Plan will form the basis of future reports to this Committee.
5. The thematic issues identified in the FRA's for residential blocks include fire doors, fire signage, emergency lighting, and Premises Information Boxes. Addressing some of the identified actions may fall within large project works and are detailed below.
6. Other FRA actions identified on the day of the assessment will either been addressed immediately or raised for action through repairs and maintenance.

Fire Doors

7. As Members will be aware from previous update reports, officers made a successful Capital Bid for £20million for the replacement of front entrance door sets to all residential properties on the Barbican Estate with new modern replacements that comply with Approved Document B – Fire Safety of the Building Regulations.
8. Guardian Consultancy Services Limited has carried out a full audit and survey of all the doors across the Barbican Estate and, all fire doors have now been identified to enable officers to group the doors into a structured programme based on priority in terms of perceived fire risk. Broadly, this priority is ranked as follows:
- high-rise blocks the towers),
 - blocks with limited cores and most complicated internal arrangements (Ben Johnson, Bunyan Court, Willoughby House),
 - blocks with limited cores and simple internal arrangements (Gilbert House, Mountjoy House, Seddon House, Bryer Court),

- blocks with numerous cores and numerous flats per core (Breton House, John Trundle Court),
 - buildings with multiple cores and limited flats per core (Andrewes House, Defoe House, Speed House, Thomas More House).
9. Reform Architects have been working on initial design to RIBA stage 3 and consultation booklet has been produced for the first set of Tower blocks. This document has been shared with the AMWP and residents of the tower blocks (Lauderdale, Cromwell and Shakespeare) inviting feedback on the proposals. A further letter will be sent to invite further comments before documentation is finalised for a Listed Building Consent application. Planning consultants and Heritage Consultants have been engaged to assist the Corporation's application.
10. Once the application is submitted, final specification will be produced, mock-up produced and destructive testing completed to check the design integrity.

Fire signage

11. This project has taken much longer than we anticipated however, we have now prepared the specification and tender documents and will be seeking competitive tenders in the near future. We are manufacturing some sample signs for residents and/or their representatives to choose from and, these sample signs will be kept in the Barbican Estate Office, along with a hard copy of the agreed Fire Signage Strategy.
12. The Fire Signage Strategy was developed to be as accessible to as many residents as possible and this has taken time. The document was shared twice with members of the Asset Maintenance Working Party and subsequently, with the respective House Groups. There has been very little feedback on the Strategy.

Emergency Lighting

13. Design consultants have provided costs for a light strategy for the Barbican Estate including input from a specialist lighting designer and other sustainability/compliancy consultants. These proposals have been shared with City Surveyors to overview the proposals in line with the Corporation's Climate Action Strategy.
14. The emergency lighting will support lower energy bills across the estate utilising LED fittings in replacement for the existing. Considerations on colour output, light, lighting design will form part of the overall design strategy in accordance to the listed status of the estate.

Communication with residents

15. We continue to communicate with the Barbican residents on fire safety matters as appropriate. We will continue to send out further reminders to residents encouraging them to let us know if they regard themselves as Persons with Restricted Mobility (PRM), so that we can discuss with them any specific needs that they may have in the event of a fire in their home or block.

16. Detailed information on fire safety remains available on the Corporation's website.

Estate Management

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

18. Residents are asked to ensure that they do not place combustible items in areas that form part of their means of escape. If residents do see such items or have concerns, please raise this with Barbican Estate Office.

Fire Related Incidents on the Barbican Estate

19. There have been no fire related incidents on the Barbican Estate since those reported in the last fire safety update in March 2023.

London Fire Brigade (LFB)

20. Members will be aware from previous reports that the LFB have and continue, to undertake frequent inspections across the Barbican Estate. These inspections ensure regulatory compliance within the requirements of the Regulatory Reform (Fire Safety) Order 2005 and to ensure that appropriate FRAs are being carried out.

21. The LFB additionally attend the Barbican Estate on a regular basis to carry out routine safety inspections, undertake familiarisation tours to ensure their operational response remains effective, and provide advice to residents.

22. The LFB continue to provide specific home fire safety advice, either through material via their website or direct Home Fire Safety visits.

Electric vehicles and Lithium-ion Batteries.

23. With the increasing ownership of electric vehicles, e-scooters, e-bikes, newer mobility scooters and mobile technology (laptops, mobile phones etc); equipment owners, residents, landlords and fire and rescue services are becoming more aware of complexities of dealing with fire related incidents involving Lithium-ion (Li-on) batteries.

24. Electric vehicles, e-scooters, e-bikes, newer mobility scooters and mobile technology are predominately powered by Li-on batteries. These batteries vary in size and configuration depending on their use and application. Larger batteries may be found in Energy Storage Systems (ESS) and vehicles, whilst smaller batteries are used in laptops and mobile phones with lots of intermediate

applications. Batteries are arranged in series to increase voltage, and in parallel to increase capacity.

25. Fires arising from these types of batteries are usually identified as initially from around the result of the following conditions:

- Internal manufacturing defects (material defects, construction, contamination).
- Physical damage (during assembly, shipping, handling, waste disposal, accidental during product use).
- Electrical abuse (overcharging, over - discharging, short circuit, non-approved charging equipment).
- Thermal abuse (exposure to high temperatures).

26. The rapid development of fires from such equipment can be overwhelming, especially if occurring within confined locations and indoor areas.

27. Concerns around electric vehicle fires within confined areas, such as Barbican Estate car parks, is continually reviewed as new or revised fire safety guidance and legislation is produced. The Corporation, through its Fire Safety Department, has produced internal guidance on The Corporation's approach to this matter.

28. Factors around battery hazards, charging stations, location, structural standards, facilities to support fire service attendance, fire detection and sprinkler systems are considered within this guidance. This document should be utilised when considering new installations and where reasonably practicable, to existing installations.

29. Site visits have been arranged between representatives for Barbican residents, Officers and The Corporation's Fire Safety Advisor to discuss this issue and future planning.

30. E-scooters, e-bikes, newer mobility scooters and mobile technology raise further concerns, especially around their numbers and location within residential properties.

31. With the increase in the number of fires that Fire and Rescue Services are attending and through social media video footage showing the unexpected rapid development of a fire from such equipment, owners of such equipment and devices should consider where these items are stored and when they are charged.

32. E-scooters, e-bikes, newer mobility scooters should not be stored and/or charged near front doors or restricting means of escape from the residence. All equipment and devices should only be charged using approved charging devices and leads and not overnight when residents are asleep.

33. The London Fire Brigade have information and advice contained within their website on fire safety advice and more specifically on this subject.

Hot Works

34. *Hot works*; are when, activities take place which have the potential to create a fire event by the activity being undertaken.
35. The Health and Safety Executive (HSE) defines hot work as the: ‘use of open fires, flames and work involving the application of heat by means of tools or equipment.’ Common types of hot work include:
- Welding, brazing, and soldering.
 - Grinding and cutting.
 - Thawing pipes.
 - The use of open flames, blow-lamps, and torches.
 - Using bitumen and tar boilers.
 - The use of hot air blowers and lead heaters.
36. This is not an exhaustive list, but it does include the most common examples of hot work. All hot work can pose significant health and safety risks when carried out without proper controls.
37. Both The Corporation’s Fire Safety and Insurance departments have an agreed approach to this type of activity and a guidance note of this has been produced.
38. The key points are:
- Hot works are to be eradicated by design where possible.
 - Permits will never cover work in flammable / explosive atmospheres.
 - Only persons who have received training from a hot work passport scheme, accredited provider and have in-date certificate can undertake hot works in the CoL portfolio.
 - Companies are to adhere to the RISC authority joint code of practice, covering some key points and the detailed City’s specific, requirements listed in the guidance.
39. Permission to undertake Hot Work activities will only be authorised by the Fire Safety and Insurance Departments upon written request and satisfying the criteria laid out within the guidance.

David Blane, Health and Safety Advisor, DCCS
E: david.blane@cityoflondon.gov.uk

Committee(s): Barbican Estate Residential Consultation Committee Barbican Residential Committee	Dated: 22/01/2024 11/12/2023
Subject: Major Works Team – Progress Report	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 12
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Judith Finlay Executive Director of Community and Children’s Services	For Information
Report author: Jason Hayes Head of Major Works	

Summary

The purpose of this report is to update Barbican Estate Residential Consultation Committee and Barbican Residential Committee on the progress that has been made with Major Works on the Barbican Estate and to advise Members on issues affecting progress on individual schemes.

Recommendation

Members are asked to note the report.

Main Report

Background

This report provides further detail on each of the existing major works projects currently being delivered to the Barbican Estate. It will provide key updates on each project identifying any pertinent issues arising, progress, reports, KPI’s and other relevant documentation relating to the work of the Major Works Team.

Considerations

1. The works, in the main comprise:
 - Window Repairs/ Replacements.
 - External and Internal Redecorations.

- Tower Lift Replacements.
 - Fire Door Replacements (update provided in Fire Safety Report).
 - Fire Signage (update provided in Fire Safety Report).
 - Barbican Estate Lighting (update provided in Fire Safety Report).
 - Barbican Future Works Programme.
2. Major Works is monitored and managed at several levels both corporately and within the department. This includes:
- Gateway Process.
 - Barbican Residential Committee.
 - Barbican Estate Residential Consultation Committee.
 - Project and Procurement Sub Committee.
 - Housing Programme Board.
3. Members are asked to specifically note the following updates:

Progress of note on key projects

4. Window Repairs/ Replacements

Officers have engaged consultants including architects and BRE (Building Research Establishment) to assess the seven urgent windows and establish the differing designs between blocks, the conditions of the windows (in order to prioritise the programme of work) and understand the complexities of delivery (scaffold etc.).

We have several appointment costs to consider but the work stages will be:

- Identify the wood species via a BM Trada specimen sample.
- Identify the known issues and test for water tightness, and air tightness.
- Review historic repairs for the windows to understand common issues.
- Produce specification for the work.
- Tender/ procure the work.

Officers are expecting to complete two windows at a time, and following specialist contractor engagement, we are confident that these windows can be repaired rather than replaced.

Procurement of any contractors will require a technical assessment of the experience for the delivery of heritage projects, similar window systems and require FENSA accreditation to ensure work is Building Regulations compliant. Recent experiences have seen contractors put off tendering for specialist work through disproportionate tender requirements for the value of the work. Early contractor engagement will be essential.

Repairs trends are being assessed for the Barbican Estate windows to help understand the common repairs raised and this will allow a focus on what commonalities are present, and where these may be more common (more exposed to weather). This will compliment the surveys already undertaken.

With the wider project scope, the same process described above will apply but a more strategic approach for ventilation and performance can be ascertained in conjunction with resident consultation. Another Corporation estate has valuable data that will help provide direction and inform decisions on what work can be done to help with the longevity of the windows, potentially lower energy bills, contribute to comfort whilst being sustainable in retaining as much of the original heritage material as possible.

For the wider repairs contract, a full set of construction drawings for each of the window types will be required to identify the full range of repairs that will help inform the schedule of rates. Each repair will present an opportunity to include new seals and overhaul each window when repairs are undertaken.

A review of the windows presents further opportunities to enhance the performance of the window frames and glazing. Existing seals could be replaced with brush and compression seals to help seal the windows better for air tightness. Where double or single glazing is present, vacuum glazing could be utilised to increase the thermal performance of the glazing. Examples of performance for comparison are shown as:

- Single glazed - 5.7Wm²K;
- Double glazed – 1.5-1.9Wm²K
- Heritage double glazed – 1.1-1.4Wm²K
- Vacuum glazing – 0.5Wm²K

Any changes to the windows will require Listed Building Consent.

An invitation for Members of the BRC, RRC and AMWP will be sent, to view the refurbished window in the Grade II* listed Crescent House, Golden Lane Estate where a fully refurbished window has been completed with the installation of vacuum glazing.

Following issues raised with accessing the surveys, a request will be placed with IT colleagues to set up a download link for the documents for viewing. The original link is: [Housing and Property Services - Surveys - All Documents \(sharepoint.com\)](#)

5. Internal/ External Redecorations

Final inspections for the outstanding blocks have taken longer than expected due to further snagging issues raised. Whilst this is frustrating, it does allow the contractor to address any further issues picked up by officers and the Clerk of Works.

The current Clerk of Works arrangement is working well, and quality of the workmanship has improved significantly. There are still areas of damage to address but these are caused by equipment moving throughout the blocks, and

cleaning materials used to keep common spaces clean for example. The damage is not caused by the redecorations contractor. Questions have been raised around the integrity of the paint applied but samples taken from site have proved that the surfaces have been prepared properly and the correct number of coats applied.

Dulux take the samples from site, once work is completed, and these samples are sent to an independent third-party laboratory for analysing. Once analysed, a report is returned via Dulux for our records. This process is essential due to the functional properties of the paint. Older paint in the corridor areas was designated as Class 3 whereas the new paint is Class 0 for the requirements under Building Regulations to prevent the spread of fire. The paint has a functional purpose for fire safety and therefore has differing properties compared to normal domestic paints used within the home. Class 0 paint appearance is affected more by application and imperfections with the existing substrate in which it is applied.

To clarify the paint specification, the same specification has been used as the last round of cyclical redecorations. Any changes to specification during contract delivery may attract additional charges. The paint for the corridors is the same class 0 matt finish but there is an opportunity to change this to eggshell. The eggshell finish will have more of a sheen, may coat more evenly but could highlight older repairs to the existing substrate more than the matt finish. A sample of the eggshell class 0 paint will be left in BEO reception for viewing, for those residents yet to undertake the internal redecorations.

Before the next cycle of redecorations is tendered, it is recommended that a full review of the specification is undertaken and that this is consulted on with residents. Changes could include further preparation of surfaces and additional layers of paint in certain areas. Increases in the specification will make the work more expensive through increased labour and material costs. Further preparation of surfaces will additionally see restrictions due to the presence of asbestos and lead paint in some areas.

Individual updates for the blocks are as follows:

Mountjoy – *(Internal)*:
Complete and signed off.

Gilbert House – *(Internal)*:
Joint inspection of the block was completed, and several issues raised. Many of the issues raised were due to damage caused by other means unrelated to the work of the redecorations contractor. These issues have been raised with the appropriate areas of responsibility, to help prevent further damage from occurring. Remedial work will take place and not be recharged to leaseholders.

Willoughby house - *(Internal)*:
Joint inspection with block representatives completed. Snagging raised and action points agreed with further sampling to ascertain whether work has been completed to the required standard set out by the specification. Clerk of Works to return week commencing 13th November to pick upon the issues raised. Samples by Dulux will

be taken in addition to this inspection to ascertain the quality of coatings and preparation.

Cromwell Tower – *(External)*:

Work complete, Clerk of Works report received and actions complete. Officer to sign off week commencing 20th November.

Andrewes House – *(Internal)*:

Work complete, Clerk of Works report received and actions complete. Officer to sign off week commencing 20th November.

Ben Jonson House – *(External)*:

Work complete, Clerk of Works report received and actions complete. Officer to sign off week commencing 13th November.

Bryer Court – *(External)*:

Work complete, Clerk of Works report received and actions complete. Officer to sign off week commencing 20th November.

Bunyan Court – *(External)*:

Complete and signed off.

Defoe House – *(Internal)*:

Joint officer inspection complete, snagging items including damage by others resolved. Joint resident inspection to be organised.

John Trundle Court *(External)*:

Complete and signed off.

Breton Court - *(External)*:

Complete and signed off.

Seddon Court - *(Internal)*:

Currently being snagged following completion of the work.

Shakespeare Tower - *(External)*:

Work complete, snagging on-going.

Lauderdale Tower - *(External)*:

Not yet complete, works ongoing.

Frobisher Crescent - *(Internals)*:

Works starting week commencing 13th November.

Bunyan Court - *(Internal)*:

Works starting week commencing 13th November.

Breton Court - *(Internal)*:

Works starting week commencing 13th November.

Cromwell Tower - (*Internal*):
Works starting week commencing 13th November.

Speed House (*Internal*):
Works complete snagging on-going.

Appendix 1 to this report is the Dulux report showing details of the inspections for the functional class 0 coatings.

Appendix 2 to this report is the pricing schedule for the redecorations project.

6. Tower Lift Replacements

Sign off from the three-tower block (Cromwell, Shakespeare and Lauderdale) representatives were received week commencing 6th November. The next steps will be to procure the contract which is expected to take approximately three months from advertisement of the tender. Tender will be advertised from January 2024 to ensure a better response rate rather than advertise over the Christmas period.

The estimated budget for all three blocks is £4.6m. Early market engagement has shown that there is very little interest from contractors for this work. Officers and the lift consultant from Butler and Young will continue to try and engage with contractors over the next couple of months prior to tender.

7. Barbican Future Works Programme

It was agreed to set up a Programme Board of stakeholders before any further work on the future works programme occurs. Terms of Reference have now been drafted and these are being reviewed internally by officers.

Questions were raised by the Asset Maintenance Working Party (AMWP) and responses to those questions are attached to this report as appendix 3.

8. Staffing Resources

The Major Works Team are once again experiencing difficulties in attracting the number and calibre of staff we require. We do still have vacancies within the team and, we continue to try and recruit to these vacant posts as quickly as possible.

Appendices

Appendix 1: Dulux Report

Appendix 2: Pricing Schedule

Appendix 3: AMWP Responses

Jason Hayes

Head of Major Works

Jason.hayes@cityoflondon.gov.uk

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Site Visit Report

Barbican Estates, London EC2Y 8EN



K&M McLOUGHLIN
DECORATING LTD



Site Visit Report

Date 11.01.2023

Site address: Barbican Estates

Attendees present: Akzonobel
K &M Decorating LTD

Location: Mountjoy House, Gilbert House, Willoughby House

Specification Dulux Pyroshield Matt

- I was asked to visit site at the Barbican Estate. A query was raised about the finish achieved on the walls and ceiling after using Pyroshield Matt.
- I inspected several floors on various blocks. I am happy to confirm that the existing finished sections on the walls and ceilings appear to be in a good sound condition. We noticed isolated sections on walls and ceiling which were patchy/streaky
- Due to the lighting conditions and the surface profile of the walls & ceilings (not smooth & even due to repairs) this has caused the finish to look patchy in areas
- The sections completed in the resident's corridors using the Matt finish appear to be streaky and patchy (when viewed at an angle) however when we inspected the same areas following the BS recommendations for inspections (10.1, 10.2, 10.3, 10.4) the pacy streaky finish was not visible.
- The walls are not smooth and even there was multiple areas which have been made good over time and these are not flat/flush with the existing wall.

- The design of the walls in Willoughby House are round/semicircle we inspected the painted walls and there was no flashing present. The ceiling did show some patchy areas however when viewed directly face on the patchy appearance was not visible.
- The ceiling also has multiple areas which have been made good and were not flat/flush to the ceiling

BS6150 Painting of Buildings 2019

Inspection

Under 10.1 General

Inspectors should have good knowledge of the materials, processes and techniques employed in the painting of buildings and should be suitably experienced and competent in the inspection of painting works. Wherever possible, there should be continuity of inspector, with the same standards applied throughout the project. Inspection should not be carried out by multiple individuals who are not suitably experienced.

Under 10.2 Duties of the Inspector

c) ensuring that defects from other trades, e.g. plaster or dry lining defects are identified, rectified and made good at the stage when only the first coat of paint (mist or priming) has been applied, in order to avoid costly re-application of a full paint system if such defects are identified at a later stage of inspection;

NOTE If repair works, e.g. fine surface filling, are attempted at too late a stage in the painting process then it becomes near impossible to mask the repairs through paint application.

Under 10.3 Inspection Process

Inspection should be carried out in a reasonable manner taking into consideration the site conditions. No other trades should be working in the same area at that point in time.

Work should be inspected without the use of aids, e.g. torches/mirrors, and should be inspected from a distance of 1 m face on to the item using the same lighting conditions under which the project was carried out. Where possible, an inspection should be carried out prior to final lighting being switched on.

NOTE As this will highlight any defects which could reasonably have been identified and corrected whilst working under temporary lighting.

Under 10.4 Final Inspection

Whether or not work has been subject to stage inspection, it should be inspected on completion. Inspection should be under the same conditions of adequate lighting that were used when painting was carried out (see 5.5.2). However, completed work should not be viewed or snagged under a greater lux than the final lighting scheme. As with stage inspection, work should be inspected from a distance of 1 m face on to the finished item. In some circumstances, as noted in 10.3, this might be the only inspection carried out.

Final inspection should be made in the presence of the contractor or the contractor's representative.

Critical lighting

- Critical lighting occurs when sunlight or another source of light strikes a wall surface at an angle of 15 degrees or less. At this angle, any irregularity in a wall surface may cast a slight shadow, causing the wall to look patchy, or uneven.
- Critical lighting is a term used on occasions where the variable porosity / texture of a surface, painted or otherwise, is being highlighted by the low angle that light is striking it at. Typically, floor to ceiling windows with no dressings, or sometimes the type of lighting used – up lights / downlights in shopping centres. Some people refer to variable sheen as ‘flashing’.
- The phenomenon of critical light is most likely to affect the appearance of wall coatings on large walls that are generally flat and lack shape or other architectural lines to help break up the wall area. Any elevation may be affected at a certain time of day for a short time period, then disappear as the sun changes its angle. It is important to understand that critical light is a natural phenomenon and will not adversely affect the performance of a wall coating system.

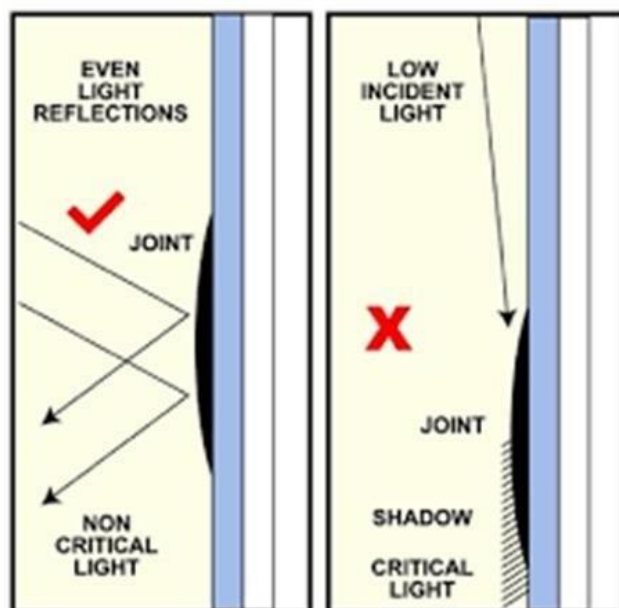




Fig 1, Walls & ceiling affected by critical lighting



Fig 2, Walls affected by critical lighting, where the light is not hitting the wall sections this appears to be smooth with an even finish

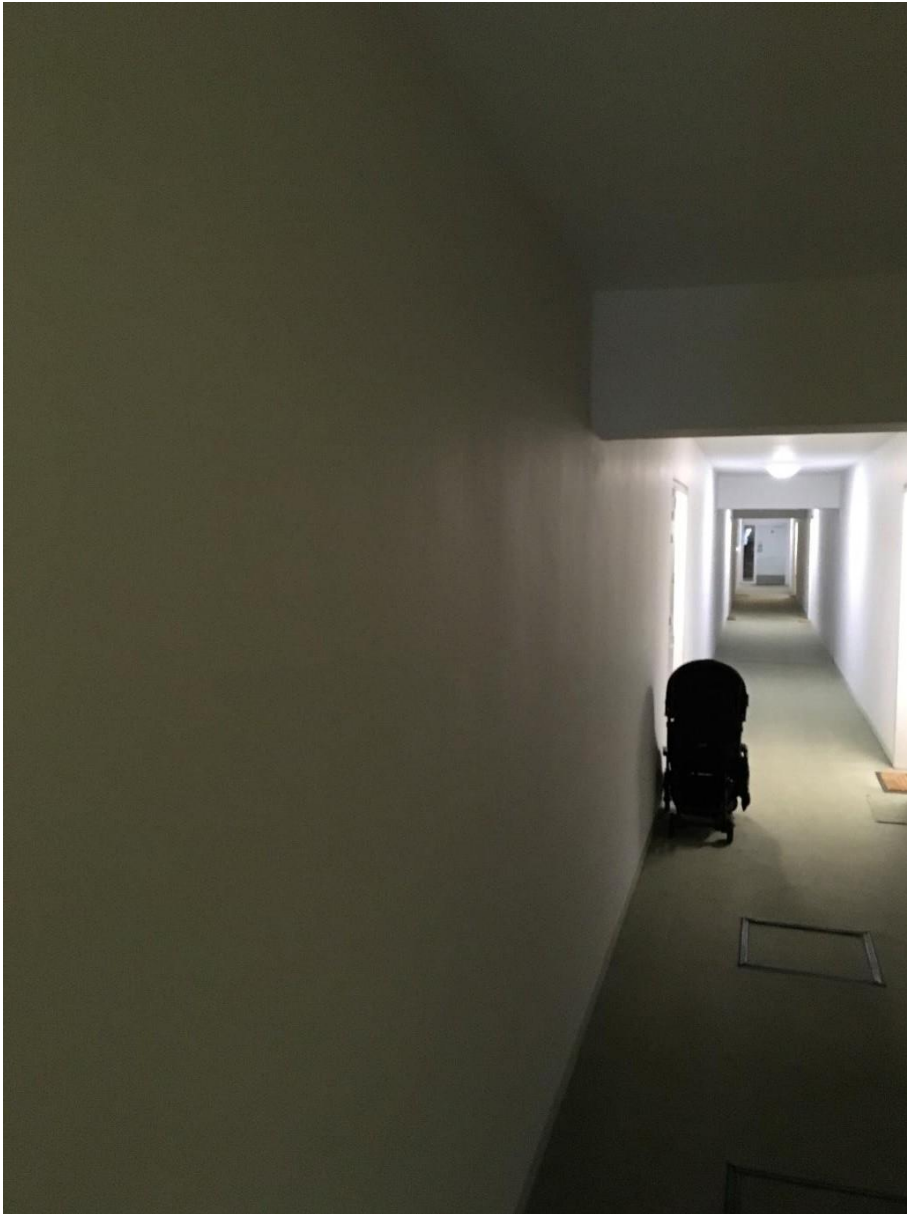


Fig 3, another example of walls affected by critical lighting, when views head on the finish is acceptable and no flashing can be observed

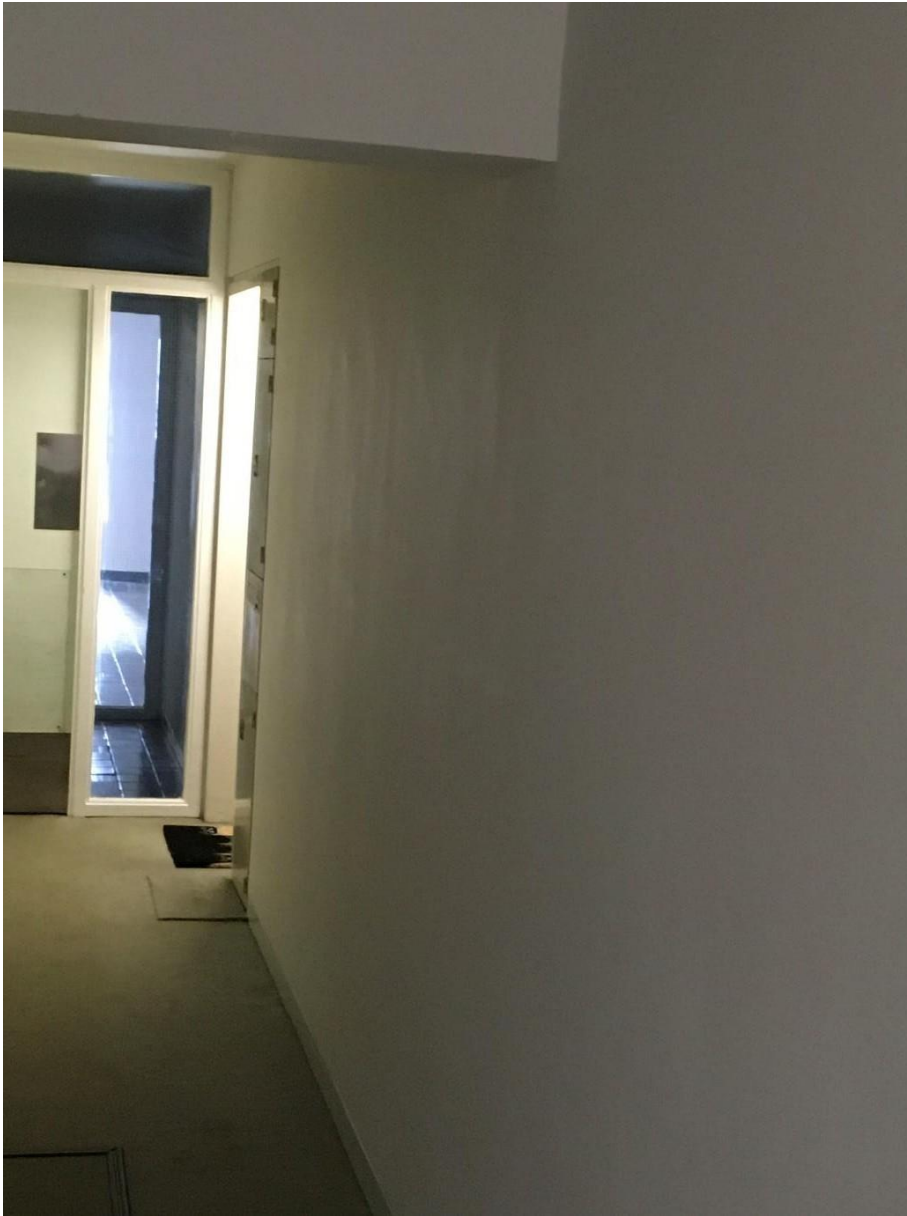


Fig 4, walls not smooth and even



Fig 5, streaky finish on ceiling when viewed from angle however when viewed face on no patchy/streaky effect was observed



Fig 6, Walls are not smooth and even

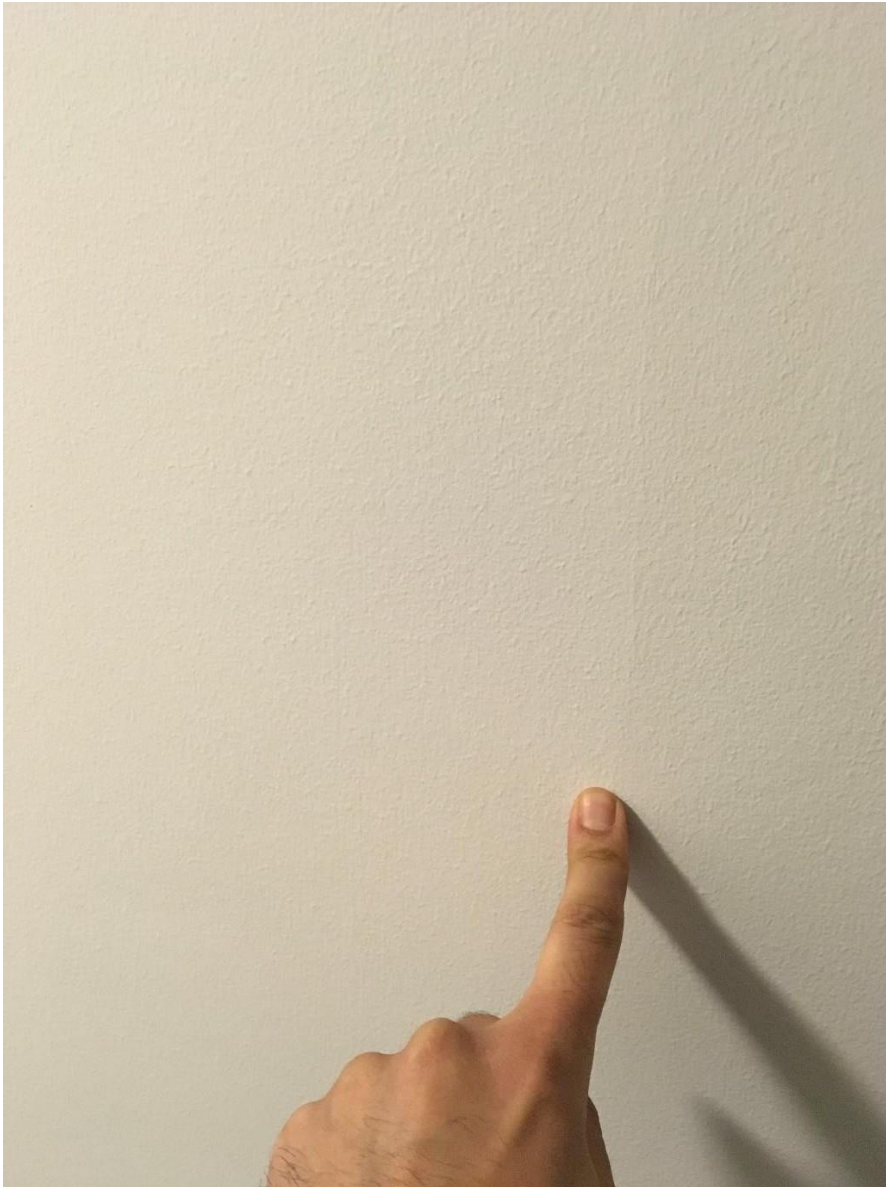


Fig 7, Walls are not smooth and even due to repairs



Fig 8, no flashing observed on walls which were curved

Conclusion

We are happy to report further to your query that there are no issues with the performance and standard of the paint finish or workmanship. The Pyroshield range is designed as a flame-retardant product, so may not always give the same decorative finish that a normal paint range would give.

The flashings /streaky finish on the walls and ceilings is associated with critical lighting/uneven wall & ceiling sections. Combined with the fact that the Pyroshield is a performance coating and not a decorative finish.

We discussed on site a way forward and I have advised a trial/benchmarking with our Pyroshield Eggshell to help minimise the patchy effect.

We hope that you find this information helpful.

**Kind Regards,
Technical Support Manager
Dulux Decorator Centre 360**





Barbican Estate - Redecoration Works

FINANCIAL REPORT NO. 5

19 October 2023

1.0 SUMMARY		Additions £	Total £	Previous	+/- Change £	3.0 AUTHORISED EXPENDITURE (Excl VAT)	
	Omissions £						£
1.1 Contract Sum	-	-	3,501,207.34	3,501,207.34	+0.00	3.1 Contract Sum	3,501,207.34
1.2 Provisional Sums	-162,000.00	0.00	-162,000.00	-162,000.00	+0.00	3.2 Employer's Agent Instructions	113,710.50
1.3 Employer's Agent Instructions	0.00	113,710.50	113,710.50	98,031.00	+15,679.50	3.3 TOTAL	£ 3,614,917.84
1.4 Anticipated Instructions	-82,565.89	67,244.75	-15,321.14	-100,253.33	+84,932.19	4.0 PAYMENTS (Excl VAT)	
1.5 By Building Analysis						4.1 Gross Certification to Date Nr 18	£ 1,466,388.66
1.6 Adjusted Value of Contract Works			3,437,596.70	3,336,985.01	+100,611.69	4.2 Retention Held	-43,991.66
1.7 Claims			0.00	0.00	+0.00	4.3 Amount Due	1,422,397.00
2.0 TOTAL OF FORECAST FINAL ACCOUNT		£	3,437,596.70	3,336,985.01	+100,611.69	4.4 Payments Invoiced	1,364,904.28
		Under Budget	-63,610.64	-164,222.33		4.5 Payments Made	Assumed 1,364,904.28
						4.6 Payments Due	Excluding VAT 57,492.72

- Notes:
1. All reported costs and allowances are exclusive of VAT and based upon information available to date.
 2. The 'Total of Forecast Final Account' excludes omission of Provisional Sums that are yet to be allocated. Refer Section 1.2 Provisional Sums
 3. Allowances included in Section 1.4, 'Anticipated Instructions' have not been authorised by instruction, but are believed to be in hand or under consideration. Where the works are believed to be funded from a provisional sum, an appropriate note has been included and deduction made from Section 1.2.

Barbican Estate - Redecoration Works
1.2. PROVISIONAL SUMS

CSA Ref.	Description	CSA Value £	Anticipated Cost £	Net Omission £	Net Addition £	+/- Change since last Report	Comments
0	Andrewes House - Internal - Repairs or unforeseen works	8,000.00	0.00	-8,000.00	+0.00	+0.00	Fire Door decoration - See EAI's item 9
1	Andrewes House - External - Repairs or unforeseen works	10,000.00	10,000.00	+0.00	+0.00	+0.00	
2	Ben Johnson House - External - Repairs or unforeseen works	16,000.00	0.00	-16,000.00	+0.00	+0.00	Repairs - See CAI's item 1, 12 and 16 plus Anticipated items 7 & 10
3	Ben Johnson House - Internal - Repairs or unforeseen works	10,000.00	10,000.00	+0.00	+0.00	+0.00	Ben Johnson Internals not started yet
4	Brandon Mews - External - Repairs or unforeseen works	6,000.00	6,000.00	+0.00	+0.00	+0.00	
5	Breton House - External - Repairs or unforeseen works	10,000.00	0.00	-10,000.00	+0.00	+0.00	Add'l coat to eyebrows. See EAI's 17
6	Breton House - Internal - Repairs or unforeseen works	7,000.00	7,000.00	+0.00	+0.00	+0.00	
7	Bryer House - External - Repairs or unforeseen works	8,000.00	0.00	-8,000.00	+0.00	+0.00	See EAI's item 3, 6, 19 and 20 plus Anticipated item 11
8	Bunyan House - External - Repairs or unforeseen works	12,000.00	0.00	-12,000.00	+0.00	+0.00	See EAI's item 7 and Anticipated item 3
9	Bunyan House - Internal - Repairs or unforeseen works	7,000.00	7,000.00	+0.00	+0.00	+0.00	Originally considered to be used to offset costs of works but advised only the £12k Being utilised - Meeting 02.06.23
10	Cromwell Tower - External - Repairs or unforeseen works	16,000.00	0.00	-16,000.00	+0.00	+0.00	See EAI's item 18
11	Cromwell Tower - Internal - Repairs or unforeseen works	8,000.00	8,000.00	+0.00	+0.00	+0.00	
12	Defoe House - External - Repairs or unforeseen works	10,000.00	10,000.00	+0.00	+0.00	+0.00	
13	Defoe House - Internal - Repairs or unforeseen works	9,000.00	0.00	-9,000.00	+0.00	+0.00	See Anticipated item 12
14	Frobisher Court - External - Repairs or unforeseen works	10,000.00	10,000.00	+0.00	+0.00	+0.00	
15	Frobisher Court - Internal - Repairs or unforeseen works	3,000.00	0.00	-3,000.00	+0.00	+0.00	See Anticipated item 9
16	Gilbert House - External - Repairs or unforeseen works	10,000.00	10,000.00	+0.00	+0.00	+0.00	
17	Gilbert House - Internal - Repairs or unforeseen works	6,000.00	0.00	-6,000.00	+0.00	+0.00	See EAI's item 10

Barbican Estate - Redecoration Works
1.2. PROVISIONAL SUMS

CSA Ref.	Description	CSA Value £	Anticipated Cost £	Net Omission £	Net Addition £	+/- Change since last Report	Comments
18	John Trundle - External - Repairs or unforeseen works	10,000.00	0.00	-10,000.00	+0.00	+0.00	See EAI's item 8 and Anticipated item 2
19	Lauderdale Tower - External - Repairs or unforeseen works	16,000.00	0.00	-16,000.00	+0.00	+0.00	See Anticipated item 4. Originally the Internal Prov Sum had been omitted but should have been External
20	Lauderdale Tower - Internal - Repairs or unforeseen works	8,000.00	8,000.00	+0.00	+0.00	+0.00	Originally the Internal Prov Sum had been omitted but should have been External
21	Mountjoy House - Internal - Repairs or unforeseen works	7,000.00	0.00	-7,000.00	+0.00	+0.00	Internals now complete
22	Seddon House - Internal - Repairs or unforeseen works	7,000.00	0.00	-7,000.00	+0.00	+0.00	See Anticipated item 13
23	Shakespeare Tower - External - Repairs or unforeseen works	16,000.00	8,000.00	-8,000.00	+0.00	+0.00	Works in progress but currently on hold. Nothing extra to date.
24	Shakespeare Tower - Internal - Repairs or unforeseen works	8,000.00	8,000.00	+0.00	+0.00	+0.00	
25	Speed House - External - Repairs or unforeseen works	10,000.00	10,000.00	+0.00	+0.00	+0.00	Wrong Prov Sum originally omitted. Was External but should have been internal
26	Speed House - Internal - Repairs or unforeseen works	10,000.00	0.00	-10,000.00	+0.00	+0.00	See Anticipated item 14
27	Thomas More - Internal - Repairs or unforeseen works	9,000.00	0.00	-9,000.00	+0.00	+0.00	See Anticipated item 5
28	Willoughby House - External - Repairs or unforeseen works	10,000.00	10,000.00	+0.00	+0.00	+0.00	
29	Willoughby House - Internal - Repairs or unforeseen works	7,000.00	0.00	-7,000.00	+0.00	+0.00	See EAI's item 11 and Anticipated item 6
	Total of Provisional Sums £	284,000.00	122,000.00				
	All costs are inclusive of Overheads and Profit						
To Summary				-162,000.00	+0.00	+0.00	

Barbican Estate - Redecoration Works

1.3. EMPLOYER'S AGENT INSTRUCTIONS

E.I. Nr.	VO Nr.	Description	Omission £	Addition £	+/- Change since last Report	Comments
1	1	Repairs to Ben Johnson House	+0.00	+0.00	+0.00	Will be superseded. Originally £2,915 but £10K added in Anticipated to cover further repairs to be identified. This is a WCLLP allowance with KM costs awaited. 21.08.23 that not required
2	2	Repairs to Bunyan Court #1	+0.00	+0.00	+0.00	Superseded - See anticipated item 15
3	3	Repairs to Bryer Court	+0.00	+0.00	+0.00	Superseded by VO 31 (Anticipated Item 11)
4	4	Repairs to Bunyan Court #2	+0.00	+0.00	+0.00	Superseded - See anticipated item 15
5	5	Repairs to John Trundle Court	+0.00	+0.00	+0.00	Superseded - See anticipated item 14
6	6	Additional Coat to Bryer Court (eyebrows and w/w's level 6)	+0.00	+7,936.00	+0.00	Rate agreed at £16. Quants being checked. KM have been asked to justify quantities claimed.
7	7	Additional Coat to Bunyan Court (eyebrows and w/w's level 6)	+0.00	+9,088.00	+0.00	Rate agreed at £16. Quants being checked. KM have been asked to justify quantities claimed.
8	8	Additional Coat to John Trundle Court (eyebrows and w/w's level 6)	+0.00	+5,184.00	+0.00	Rate agreed at £16. Quants being checked. KM have been asked to justify quantities claimed.
9	9	Fire Door internal decoration - Andrewes House	+0.00	+11,750.00	+0.00	KM have been asked to confirm number of doors
10	10	Fire Door internal decoration - Gilbert House	+0.00	+5,218.50	+0.00	KM have been asked to confirm number of doors
11	11	Fire Door internal decoration - Willoughby House	+0.00	+8,531.50	+0.00	KM have been asked to confirm number of doors
12	12	Fire Door internal decoration - Ben Johnson	+0.00	+0.00	+0.00	KM have been asked to confirm number of doors. Confirmed 21.08.23 that not required
13	13	Additional Coat - Bryer Court (eyebrows and 'top level')	+0.00	+0.00	+0.00	18/11/22. See CAI item 6
14	14	Additional Coat - Bunyan Court (eyebrows and 'top level')	+0.00	+0.00	+0.00	18/11/22. See CAI item 7
15	15	Additional Coat - John Trundle Court (eyebrows and 'top level')	+0.00	+0.00	+0.00	18/11/22. See CAI item 8
16	16	Additional Coat - Ben Johnson (eyebrows and 'top level')	+0.00	+18,688.00	+0.00	Amended to WCLLP's assessed value. Quants being checked. Rate has been queried as has KM's allowance for access
17	17	Additional Coat - Breton House (eyebrows and 'top level')	+0.00	+4,224.00	+0.00	Amended to WCLLP's assessed value. Quants being checked. Rate has been queried as has KM's allowance for access
18	18	Additional Coat - Cromwell Tower (eyebrows and 'top level')	+0.00	+6,165.00	+0.00	Same applies as above except KM's price has been retained for reporting purposes as Cromwell is a tower and will attract higher access costs.
19	19	Bryer Court - Additional fire escape/lift lobby walkway 1st to 6th floors	+0.00	+9,450.00	+0.00	18/11/22. Quants being checked. KM have been asked to justify quantities claimed.
20	20	Bryer Court - Additional fire escape/lift lobby walkway 7th floor	+0.00	+3,618.00	+0.00	18/11/22. Quants being checked. KM have been asked to justify quantities claimed.
21	37	Seddon House - Render Repairs	+0.00	+450.00	+0.00	Agreed
22	35	John Trundle Court Revised Repairs (2)	+0.00	+4,816.00	+0.00	Agreed. As far as am aware, all of these repairs are still to be undertaken

Barbican Estate - Redecoration Works						
1.3. EMPLOYER'S AGENT INSTRUCTIONS						
E.I. Nr.	VO Nr.	Description	Omission £	Addition £	+/- Change since last Report	Comments
23	36	Bunyan Court Revised Repairs (2)	+0.00	+2,912.00	+0.00	Agreed. As far as am aware, all of these repairs are still to be undertaken
24	34	Fire door internal decoration - Speed House	+0.00	+4,855.50	+4,855.50	Costs have been agreed as KM email 17.05.23, works are underway on site
25	TBC	Additional Cost to Metalwork - Speed House	+0.00	+10,824.00	+10,824.00	As KM email 30.05.23. Excluding Louvres and Crittal Screens, works are underway on site
		To Summary	+0.00	+113,710.50	+15,679.50	

Barbican Estate - Redecoration Works

1.4. ANTICIPATED INSTRUCTIONS

Nr.	VO Nr.	Description	Anticipated Cost		+/- Change since last Report	Comments
			Omission £	Addition £		
1	21	Ben Johnson repairs for doors and balconies	+0.00	+0.00	+0.00	email 18/11/22. Option Rates only. No fixed price. WCLLP are not aware of works required, if any.
2	22	Revised repairs to John Trundle	+0.00	+0.00	+0.00	email 16/02/23. Costs challenged by WCLLP. Now aware that the scope may be changing (reducing) and costs from KM are awaited for this. See item 22, VO 35 under EAI's
3	23	Revised repairs to Bunyan Court	+0.00	+0.00	+0.00	email 16/02/23. Costs challenged by WCLLP. Now aware that the scope may be changing (reducing) and costs from KM are awaited for this. See item 23, VO 36 under EAI's
4	24	Fire door internal decoration - Lauderdale Tower	+0.00	+4,855.50	+0.00	Now advised there is 117 doors. WCLLP assessment based on previous agreed rates.
5	25	Fire door internal decoration - Thomas More	+0.00	+6,889.00	+0.00	Now advised there is 166 doors. WCLLP assessment based on previous agreed rates.
6	26	7th floor internal decorations - Willoughby House	+0.00	+9,910.00	+0.00	Pricing agreed other than doors which are to be priced at previous agreed rates. KM have been asked to justify quantities being claimed.
7	27	West façade decorations - Ben Johnson	+0.00	+0.00	+0.00	email 16/02/23. Costs being checked. Confirmed 21.08.23 that not required
8	28	Schedule for Bryer Court redecorations	+0.00	+0.00	+0.00	Deemed not part of this Contract as advised
9	29	Treatment for Frobisher Crescent Internals - Reduced scope	-41,286.33	+17,797.25	-10,554.75	Based on omission of Contract allowance for Frobisher Internals and KM's quotation for works to Levels 7, 8 and 9 24th August 2023
10	30	Ben Johnson revised repairs	+0.00	+0.00	+0.00	WCLLP allowance for increase on that already instructed. Retain allowance but we understand that scope of repairs is under review and is reducing. Are any works still anticipated? Confirmed 21.08.23 that not required
11	31	Bryer Court revised repairs	+0.00	+5,275.00	+0.00	Costs now agreed
12	32	Fire door internal decoration - Defoe House	+0.00	+7,518.00	+0.00	See email 21/12/22. Nr of doors is 162.
13	33	Fire door internal decoration - Seddon House	+0.00	+0.00	+0.00	Not being undertaken - As email 26.04.23
14	34	Fire door internal decoration - Speed House	+0.00	+0.00	-4,855.50	Costs agreed with KM. Works not yet instructed.
16	39	Lauderdale Tower - additional coat to top floor apartment woodwork and all fixed kitchen windows (access by abseiling)	+0.00	+15,000.00	+0.00	WCLLP allowance pending receipt of KM quote following meeting KM/COLC/WCLLP 14.06.23
15	TBC	Additional Coat to Metalwork - Speed House	+0.00	+0.00	-10,824.00	As KM email 30.05.23. Excluding Louvres and Crittal Screens

Barbican Estate - Redecoration Works

1.4. ANTICIPATED INSTRUCTIONS

Nr.	VO Nr.	Description	Anticipated Cost		+/- Change since last Report	Comments
			Omission £	Addition £		
17	TBC	Reduced scope of works to Shakespear Tower - Omission of External Masonry and Softwood	-41,279.56	+0.00	+111,166.44	WCLLP Estimate. K&M have contested the SOW saving of £116,014 for Softwood elements, as per KM email 24.08.23, advising a saving of only £5,576.20. KLM have confirmed a £35,703.36 saving for Masonry. Total saving £41,279.56.
To Summary			-82,565.89	+67,244.75	+84,932.19	

Barbican Estate - Redecoration Works

1.5. BY BUILDING

No.	Description	Original Budget £	Prov Sums £	Total Budget £	Prov Sum Adjustment £	Variations Instructed £	Variations Not Instructed £	Total Costs £	Variance £ + over Budget - under Budget	+/- Change since last Report £	Comments
1	Andrewes House	+357,863.32	+18,000.00	+357,863.32	-8,000.00	+11,750.00	+0.00	+361,613.32	+3,750.00	+0.00	
2	Ben Johnson House	+486,026.02	+26,000.00	+486,026.02	-16,000.00	+18,688.00	+0.00	+488,714.02	+2,688.00	+0.00	
3	Brandon Mews	+22,380.26	+6,000.00	+22,380.26	+0.00	+0.00	+0.00	+22,380.26	+0.00	+0.00	
4	Breton House	+110,534.90	+17,000.00	+110,534.90	-10,000.00	+4,224.00	+0.00	+104,758.90	-5,776.00	+0.00	
5	Bryer House	+64,604.54	+8,000.00	+64,604.54	-8,000.00	+21,004.00	+5,275.00	+82,883.54	+18,279.00	+0.00	
6	Bunyan House	+134,524.55	+19,000.00	+134,524.55	-12,000.00	+12,000.00	+0.00	+134,524.55	+0.00	+0.00	
7	Cromwell Tower	+288,746.28	+24,000.00	+288,746.28	-16,000.00	+6,165.00	+0.00	+278,911.28	-9,835.00	+0.00	
8	Defoe House	+332,522.72	+19,000.00	+332,522.72	-9,000.00	+0.00	+7,518.00	+331,040.72	-1,482.00	+0.00	
9	Frobisher Crescent	+130,158.41	+13,000.00	+130,158.41	-3,000.00	+0.00	-23,489.08	+103,669.33	-26,489.08	-10,554.75	
10	Gilbert House	+180,680.70	+16,000.00	+180,680.70	-6,000.00	+5,218.50	+0.00	+179,899.20	-781.50	+0.00	
11	John Trundle Court	+106,087.16	+10,000.00	+106,087.16	-10,000.00	+10,000.00	+0.00	+106,087.16	+0.00	+0.00	
12	Lauderdale Tower	+288,746.28	+24,000.00	+288,746.28	-16,000.00	+0.00	+19,855.50	+292,601.78	+3,855.50	+0.00	
13	Mountjoy House	+42,324.66	+7,000.00	+42,324.66	-7,000.00	+0.00	+0.00	+35,324.66	-7,000.00	+0.00	
14	Seddon House	+48,975.19	+7,000.00	+48,975.19	-7,000.00	+450.00	+0.00	+42,425.19	-6,550.00	+0.00	
15	Shakespeare Tower										
16	Speed House	+288,746.28	+24,000.00	+288,746.28	-8,000.00	+0.00	-41,279.56	+239,466.72	-49,279.56	+111,166.44	
17	Speed House	+243,360.29	+20,000.00	+243,360.29	-10,000.00	+15,679.50	+0.00	+249,039.79	+5,679.50	+0.00	
18	Thomas More	+111,214.84	+9,000.00	+111,214.84	-9,000.00	+0.00	+6,889.00	+109,103.84	-2,111.00	+0.00	
18	Willoughby House	+263,710.94	+17,000.00	+263,710.94	-7,000.00	+8,531.50	+9,910.00	+275,152.44	+11,441.50	+0.00	
	To Summary	+3,501,207.34	+284,000.00	+3,501,207.34	-162,000.00	+113,710.50	-15,321.14	+3,437,596.70	-63,610.64	+100,611.69	

Forward Works Programme – Draft RCC Questions

1. Process and management approach. Greater detail is required on the City's proposed approach to managing this programme of potential works, including:
 - a. Who will be responsible for delivery? Is the intention to recruit a programme director? And if not, why not.

This is currently the responsibility of the Head of Major Works, DCCS Property Services. As you may be aware, proposals to restructure the management of the Barbican Estate are being considered. Responsibility for managing the delivery may be dependent on the outcome of the restructure and should be confirmed/determined before any of the identified projects commence.
 - b. What is the proposed governance structure?

All projects over a certain financial threshold (currently either £50k or £250k depending on source of funding) are subject to the City of London's Project Procedure and the Gateway Approval Process. A copy of the Project Procedure is attached for information. Please note, recent approvals at Policy & Resources Committee and Court of Common Council will change the City's approach to project governance. Guidance and an amended Project Procedure are awaited.

We presume there would be a programme board, including key stakeholders and resident representatives.

Under the current management structure, all projects run out of DCCS Property Services are monitored by the Housing Programme Board. This officer board, chaired by the Assistant Director, Housing & Barbican, and attended by key stakeholders across relevant City teams and departments meets every two months.
 - c. What is the intended programme and project reporting cycle and approach?

Update reports to Housing Programme Board every two months, updates to RCC and BRC at quarterly Committee meetings. Projects are also reported centrally via Project Vision which is monitored by Corporate Programme Office and reported to the Governance committee Operational Property and Projects Sub-Committee.
 - d. Who is the programme sponsor?

The Assistant Director, Housing & Barbican
 - e. What project and programme management methodology will be applied? E.g. Prince2, MSP.

The City's Project Procedure is based on Prince2 methodology, tailored to fit with the City's Committee structures.
 - f. What is the proposed approach to ensuring lessons are captured, learn, and applied through the programme and through phases from one block to the next?

Lesson learned logs are maintained and shared as a matter of course throughout each project. Outcome reports, formalising these logs are presented for Committee approval at Gateway 6 of the current Projects Procedure.
 - g. What other specialist project and programme resource requirements have been identified?

Resource for the team will need to be appointed to meet the requirements of the future programme and where required, specialist consultants will be brought in to support the project team.
 - h. Has a gap analysis been carried out to identify what capabilities are present within the City's current resources and what additional resources will need to be brought in?

These are the next steps prior to the programme starting. Proposals to restructure the management of the Barbican Estate are being considered. Responsibility for managing the delivery may be dependent on the outcome of the restructure and should be confirmed/determined before any of the identified projects commence. This will then identify any skills gaps.

- i. What is the proposed project gate approach? We note reference to the City's gateway process but understand this is primarily financial, rather than a project governance methodology.

The City's Project Procedure and Gateway Approval Process is a project governance methodology based on Prince2. Please see attached Projects Procedure.

- j. We note the City's gateway process is currently under review. When is this review expected to complete and when will updated processes be shared?

Policy & Resources Committee and Court of Common Council have approved changes to the City's approach to project governance. Initial changes to Guidance and an amended Project Procedure are expected shortly. We are advised that broader changes resulting from the Project Governance Review may take several months to implement. Changes are being managed by the Town Clerk's Corporate Programmes Office.

- k. Can details of the current process that applies in the meantime be shared?

Yes, please see attached.

- l. Has engagement has been carried out with the Arts Centre to understand any lessons from their renewal works?

Officers from the Major Works team meet regularly with the Barbican Area Advisory Group, which includes key officers from the Barbican Centre, Guildhall School, City of London School, and other City departments working in the local area, to discuss exactly these things.

- m. Section 13 notes recruitment challenges. How does the City propose to address these and ensure that the right resources are in place to manage this programme effectively?

These are the next steps prior to the programme starting. Proposals to restructure the management of the Barbican Estate are being considered. Responsibility for managing the delivery may be dependent on the outcome of the restructure and should be confirmed/determined before any of the identified projects commence. This will then identify any skills gaps.

- n. Please provide a diagram showing proposed governance and team structures.

Proposals to restructure the management of the Barbican Estate are being considered. Responsibility for managing the delivery may be dependent on the outcome of the restructure and should be confirmed/determined before any of the identified projects commence. Governance procedures are contained within the attached Gateway Procedure.

2. Finance:

- a. At all points it should be made clear what year figures were calculated as well as whether or not inflation adjustment has been applied.

Yes, agreed.

- b. Section 5 includes £4.3m for lifts. Does this include allowance for standardisation of components and reuse of work already carried out on the Tower Lifts? If not, why not?

Yes.

- c. The figures include no allowance for professional fees and project costs. Can the City update the figures to provide an estimate for this?

An estimate of 12.5% of the works costs is usually added to a projects budget to cover professional fees and staff costs. This can be added to future versions of the 5-year programme.

- d. What is the proposed approach to managing financial risk, particularly in light of rising construction costs?

The gateway process includes a Costed Risk Register which uses a risk-based assessment to identify any potential future risks and how mitigating actions can help minimise or remove those risks. Construction Category Board is a regular meeting where these issues are discussed cross-departmentally to ensure awareness of any future risks is shared and covered. Further to this, the City has strict procurement rules and financial checks are completed as part of this process.

- e. Section 9 states that there are areas where the City has high confidence in the costs presented and other areas where confidence is lower. While examples are given, we would like a full list of areas of scope, categorised or RAG'd (red / amber / green) by confidence.

Item	RAG
Electrical Infrastructure Refurbishment	Red
Car Park Sprinkler System	Green
Hot & Cold Water Systems	Green
Lift Refurbishments	Green
Door Entry Systems	Green
Building Management Systems	Amber
Concrete Repairs	Green
Flat Roof Replacement	Green
Internal Flooring/Carpeting	Amber
Cyclical Redecoration	Green
Playground Refurbishments	Green

For Electrical Infrastructure Refurbishment, the scope will depend greatly on further detailed survey, not all components listed by Savills may need replacement and the cost may vary significantly. It will also depend on changes to the electrical regulations in line with any new fire safety requirements.

Similarly for Building Managements System works, estimates are tentative subject to further detailed surveys.

The replacement (and specification) for flooring/carpet will largely be a matter of resident choice so costs could vary significantly (up or down) depending on what residents want.

- f. Section 11 notes the estate's listed status is expected to impact on estimates. Has this been accounted for in the figures presented? If not, why not?

As per Section 11 'The cost data provided covers the repair/replacement of generic/standard items only. Any non-standard or heritage sensitive items will come at a premium. The Barbican Estate's listed status and many unique fittings can be expected to have a significant impact on programme costs'. It was not within scope of Savills appointment to specify, design, or cost bespoke heritage compliant components. In order to refine cost estimates, significant design work will be required funding for which will be sought at the relevant Gateway stage for each project.

3. Scope:

- a. The report makes repeated reference to like for like replacement, e.g. section 10 which states that modernisation isn't accounted for in costs. This seems unlikely to apply universally, i.e. it is hard to believe that Savills costed like for like replacement of 50 year old electrical equipment rather than modern equivalents. What will the approach be to modernisation in the following scenarios and has this been accounted for:
 - i. Situations (potentially electrics) where modernisation is legally required.
This is accounted for in the costs presented. Savills have not provided costs for non-compliant components. Only compliant components will be installed.
 - ii. Situations where modernisation is cheaper due to the age of items in scope for replacement and the extent to which industry and best practice have moved on.
Savills have costed for modern equivalents that fulfil the same function. Industry best practices will be followed wherever possible.
 - iii. Situations where modernisation is desirable to address the climate crisis, e.g. single vs double glazing.
Works deemed to be 'improvements' (typically understood as adding something to a building that was not there before – e.g. Soffit insulation) may not be recoverable from leaseholders under the terms of their leases; they will thus be reliant on securing central funding or (for carbon reduction measures) external funding. There is a risk that sufficient funding may not be available to complete all such desirable 'improvement' works to the specification desired.
- b. Underfloor heating is excluded (section 17). While we agree the current system is largely maintainable there are isolated instances where this is not the case. As with the windows, the City needs to have an adequate strategy for addressing such edge cases which can scale if more widespread renewal becomes necessary. (i.e. not repeating the approach that has been used to manage the windows issues.)
Yes, agreed. The underfloor working party may discuss this in more detail to ensure a proactive approach is applied and consulted on.

4. Other:

- a. Section 3 notes that there has been consultation with the AMWP. While there is some truth to this and we have been discussing and giving feedback on the outline plan for years 1-5, the report was presented to the working party but feedback given was not incorporated which is extremely disappointing. Consultation should be meaningful and reports should be shared with the working party far enough in advance of finalisation to ensure feedback is can properly be addressed.
Unfortunately, detailed feedback from the AMWP was only received after the deadline for report submission to the RCC. The purpose of the report was to update RCC and BRC members as to progress made on developing the first five-year programme of Major Works and present it for feedback. As Barbican Committee's only meet quarterly it was decided to submit the report as is and collate all feedback for response, rather than delay the process by three months. It is the intention of the City to consult with all projects. Examples of this are the Lift Replacement project in the Towers where resident representatives have been involved with the scope of the work and the

specification, which will go out to tender once all house groups have been consulted on the final draft.

- b. What are the proposed next steps? The RCC is merely asked to note the report. As above, the purpose of the report was to update on progress in developing the programme. Before progressing any of the identified projects, questions as to the restructuring of the Barbican Estate Office, responsibility for managing the works, resourcing the delivery team should be resolved. Furthermore, the proposed changes to the City's project governance procedures should be complete and bedded in before any of the identified project's progress. Once these matters are confirmed, a report, for decision, will be drafted confirming the proposed programme, with then each individual project progressing through the approval process as required by the new governance procedures.

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Committee(s): Residents' Consultation Committee - For Information	Dated: 27112023
Barbican Residential Committee – For Information	22012024
Subject: Progress of Sales & Lettings	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	
Has this Funding Source been agreed with the Chamberlain's Department?	
Report of Director of Community and Children's Services	For Information
Report author: Anne Mason Community and Children's Services	

Summary

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

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

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

Current Position

SURRENDERS/TERMINATIONS

2.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	96	1	£31,980	Periodic tenant	Moving into a home	08/10/23
2	8B	25	£47,940	Periodic tenant	Flat no longer required	30/09/23
3	F1D	4	£19,240	08/02/2022 07/02/2025	Moving into a home	31/08/23

RIGHT TO BUY SALES

3.

	31 October 2023	9 May 2023
Sales Completed	1080	1080
Total Market Value	£96,348,837.21	£96,348,837.21
Total Discount	£29,830,823.62	£29,830,823.62
NET PRICE	£66,518,013.59	£66,518,013.59

OPEN MARKET SALES

4.

	31 October 2023	9 May 2023
Sales Completed	874	874
Market Value	£169,826,271.97	£169,826,271.97

5. Fifteen exchanges of sold flats have taken place with the sum of £720,254 being paid to the City of London.
6. The freeholds of 14 flats in Wallside have been sold with the sum of £35,000 being paid to the City of London.

7. A 999 year lease has been completed with the sum of £43,200 being paid to the City of London.

8. APPROVED SALES

CASE	Block	Floor	Type	Price	Remarks as at 31/10/2023
1	Shakespeare Tower	19	8A	£1,900,000	Proceeding

9. APPROVED LETTING

CASE	Block	Floor	Type	Price	Remarks as at 31/10/2023
1	Cromwell Tower	18	1C	£43,940 pa	Completed 26/06/23

COMPLETED SALES

10. No sales have completed since the last report.

SALES PER BLOCK

11.

BLOCK	TOTAL NO. OF FLATS	TOTAL NO. SOLD	NET PRICE £	% NO. OF FLATS SOLD
ANDREWES HOUSE	193	189	20,523,760.00	97.93
BEN JONSON HOUSE	204	198	16,089,954.83	97.06
BRANDON MEWS	26	24	1,057,460.00	92.31
BRETON HOUSE	111	110	8,869,412.50	99.10
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	68	6,484,280.00	98.55
DEFOE HOUSE	178	174	18,284,782.50	97.75
FROBISHER CRESCENT	69	69		100.00
GILBERT HOUSE	88	87	11,046,452.50	98.86
JOHN TRUNDLE COURT	133	133	5,467,527.50	100.00
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	26	22	5,959,130.00	84.62
SEDDON HOUSE	76	75	8,445,677.50	98.68
SPEED HOUSE	114	109	13,589,848.50	95.61
THOMAS MORE HOUSE	166	164	15,158,455.00	98.80
WILLOUGHBY HOUSE	148	147	14,972,670.50	99.32
TERRACE BLOCK TOTAL	1729 (1729)	1695 (1695)	155,582,473.33 (155,582,473.33)	98.03 (98.03)
CROMWELL TOWER	112	103	27,005,801.00	91.96
LAUDERDALE TOWER	117	114	24,553,779.63	97.44
SHAKESPEARE TOWER	116	111	30,001,185.60	95.69
TOWER BLOCK TOTAL	345 (345)	328 (328)	81,560,766.23 (81,560,766.23)	95.07 (95.07)
ESTATE TOTAL	2074 (2074)	2023 (2023)	237,143,239.56 (237,148,239.56)	97.54 (97.54)

Key Data

Strategic implications –

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

Resource implications - None

Legal implications - None

Risk implications - None

Equalities implications – None

Climate implications - None

Security implications - None

Appendices

None

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Committee: Barbican Residential Committee - For information	Dated: 22 January 2024
Subject: Barbican Commercial Arrears	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	All
Does this proposal require extra revenue and/or capital spending?	N
Report of: Judith Finlay Director of Community and Children's Services	For Information
Report author: Rebecca Bello House Officer Barbican Estate Department of Community and Children's Services	

Summary

This report, which is presented annually, is for information and to advise Members of the current arrears in respect of commercial property tenants on the Barbican Estate and the action being taken with these arrears.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. Commercial tenants are billed quarterly in advance in June, September, December and March.
2. A further analysis of the arrears is contained in Appendix 1 which is Non-Public.

Current Position

3. Debt £146,897

Charges raised for period £2,060,741
Target level of gross arrears: 2%

**Number of
commercial tenants**

24

This is the target set previously when reporting commercial arrears.

Actual level of gross arrears: 7.1%

Age Analysis of Debt:

Value of debts

3-6 months	£ 44,184.94	4
6-12 months	£ 17,104.96	1
12-24 months	£ 39,907.05	4
Over 24 months	£ 45,700	2
Total	£ 146,896.95	

Action taken

Amounts referred to Comptroller for recovery action	£ 25,848.17	1
Amounts in dispute	£ 0	
Amounts to be written off	£ 0	
Net debt outstanding	£ 121,048.78	

4. Of the 24 commercial tenants, seven have arrears and unpaid invoices varying between three and over 24 months old.

Previous reported arrears:

2018 level of arrears 1.2% with arrears at £21,798.06
2019 level of arrears 0.7% with arrears at £11,514.12
Arrears were not reported in 2020
2021 level of arrears 8.7% with arrears at £172,951.60
2022 level of arrears 13.4% with arrears at £275,535.86
2023 level of arrears 7.1% with arrears at £146,896.95

5. The level of arrears demonstrates the continued impact of the pandemic with tenants continuing to make repayments of rent and other charges which alongside increased energy and business operating costs makes this a challenging time for our commercial tenants. Rent deferrals and rent-free periods were offered to qualifying tenants up to and including the March 2021 quarter and a number of tenants have now cleared their deferred rent arrears. Five of the seven tenants with arrears covered in this report had previously agreed either a full or a partial rent deferral in recognition of the effect of the pandemic and some tenants also benefitted from a rent-free period. Officers from the Barbican Estate Office (BEO) have agreed rent repayment plans with tenants where applicable and are chasing payment of unpaid invoices.
6. There are seven tenants with arrears and five of these were qualifying tenants offered rent deferrals during the pandemic. Of these five tenants, repayment schemes have been agreed with four and these tenants are all making regular monthly payments to clear their arrears. The remaining tenant of the five agreed a repayment plan for their arrears but did not make the payments as agreed and

as such their case has been referred to the Comptroller and City Solicitor for recovery.

7. For the two tenants who have arrears which are not covered by a repayment plan, the BEO will pursue payment with the tenant and they expect to receive payment soon.
8. The BEO will continue to pursue payment from the seven tenants who have arrears and will continue to monitor payments made under the repayment plans. Our tenants are operating in a difficult financial situation, but on the whole they are making regular payments to clear their arrears. Further details of the arrears are set out in Appendix 1, which is Non-Public.

Appendices

- Non-Public Appendix 1 – Commercial Arrears

Background Papers

- Barbican Residential Committee December 2022 – Barbican Commercial Arrears
- Barbican Residential Committee January 2022 - Barbican Commercial Arrears
- Barbican Residential Committee December 2019 - Barbican Commercial Arrears
- Barbican Residential Committee December 2018 - Barbican Commercial Arrears

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Committee(s) Barbican Residential Committee	Date: 22/01/2024
Subject: Barbican Arrears	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	4
Does this proposal require extra revenue and/or capital spending?	N
Report of: Judith Finlay Director of Community and Children's Services	For Information
Report author: Anne Mason	

Summary

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

Recommendation

Members are asked to note the report.

Main Report

Background

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

Current Position

3. Leaseholders and freeholders

	No of free/ leaseholders			
Charges raised for period	£16,173,809	2023		
Target level of net arrears	1%			
Actual level of net arrears	1.11%			
<i>Age Analysis of Debt:</i>	Sept 23	Mar 23		
Value of debts				
3 - 6 months	£134,847.98	90	£86,955.58	73
6 – 12 months	£ 80,766.15	44	£108,191.48	67
12 - 24 months	£ 64,229.62	25	£ 29,366.57	16
Over 24 months	£ 56,574.27	5	£ 44,383.84	4
Total arrears outstanding	£336,418.02		£ 258,099.97	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 54,400.42	9	£ 61,896.98	23
Amounts referred to Comptroller for recovery action	£ 94,942.13	6	£ 73,572.58	5
Amounts in dispute	£ 7,605.46	3	£ 8,983.80	2
Net debt outstanding	£179,470.01		£ 124,444.11	

There is a total of 104 leaseholders in arrears.

Of the amounts owing for over 12 months (£120,803.89) £86,648.50 is included in the amounts referred to C&CS or subject to arrangements.

The net debt outstanding comprises 86 accounts.

4. Tenants

		No of tenants		
Charges raised for period	£1,519,973	51		
Target level of net arrears	1%			
Actual level of net arrears	1.80%			
	Sep 23		Mar 23	
<i>Age Analysis of Debt:</i>				
Value of debts				
3 - 6 months	£ 20,340.60.	4	£ 17,915.43	5
6 - 12 months	£ 14,120.93	3	£ 5,008.72	2
12 - 24 months	£ 4,919.22	1	£ 0.00	0
debts over 24 months	£ 0.00	0	£ 0.00	0
Total arrears outstanding	£ 39,380.75		£ 23,581.84	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 2,579.51	1	£ 0.00	0
Amounts referred to Comptroller for recovery action	£ 9,790.27	1	£ 0.00	0
Net debt outstanding	£ 27,335.13		£ 5,518.11	

There are 4 tenants in arrears.

5. Former tenants' arrears

		No of former tenants		
Charges raised for period to	N/A	2		
Target: as flats are surrendered infrequently the target is that action on arrears must be dealt with within 3 months				
	Jun 23		Mar 23	
<i>Age Analysis of Debt:</i>				
Value of debts 3 - 6 months	£ 0.00	0	£ 6,545.00	1
Value of debts 6 - 12 months	£ 0.00	0	£ 720.00	1
Value of debts 12 - 24 months	£ 7,265.00	1	£22,834.43	1
Debts over 24 months	£76,465.69	2	£53,631.26	2
Total arrears outstanding	£83,730.69		£83,730.69	

<i>Action taken:</i>		
Amounts subject to arrangement	£ 0.00	£ 0.00
Amounts referred to Comptroller for recovery action/in dispute	£83,730.69	£83,730.69
Net debt outstanding	£ 0.00	£ 0.00

There are 2 cases in total.

Appendices

- Appendix 1 – Arrears Update (Non-Public)

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