



Barbican Estate Residents Consultation Committee (RCC)

ANNUAL GENERAL MEETING

Date: MONDAY, 20 FEBRUARY 2023
Time: 6.30 pm
Venue: COMMITTEE ROOM 4 - 2ND FLOOR WEST WING, GUILDHALL

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

Enquiries: Sandra Jenner – Chair of the RCC - chairrcc@gmail.com

AGENDA

1. **APOLOGIES**

2. **MINUTES**

To approve the minutes of the Annual General Meeting of the Barbican Residents' Consultation Committee (RCC) held on 17th February 2022.

For Decision
(Pages 5 - 10)

a) **Matters Arising**

3. **TO APPOINT A DEPUTY CHAIR**

Town Clerk to be heard.

For Decision

4. **REPORT BY THE CHAIR**

Report of the Chair of the RCC – Sandra Jenner.

For Information
(Pages 11 - 18)

5. **ANNUAL REVIEW OF THE RCC'S TERMS OF REFERENCE**

For Decision
(Pages 19 - 28)

6. **RCC CULTURE AND PROCEDURE**

Report of RCC Member – Graham Wallace.

For Discussion
(Pages 29 - 30)

7. **ANNUAL REVIEW OF WORKING PARTIES**

Report Author: Sandra Jenner – RCC Chair.

For Decision
(Pages 31 - 32)

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

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

BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Thursday 17 February 2022

Minutes of the Virtual 'Teams' Meeting held at 6.30 PM

Members:

Christopher Makin
Gordon Griffiths - Bunyan Court
Jane Smith - Seddon House
John Tomlinson - Cromwell
Mary Bonar - Wallside
Sandy Wilson - Shakespeare
Prof. Michael Swash - Willoughby
David Lawrence - Lauderdale
Adam Hogg - Chair, Barbican Association
Fiona Lean - Ben Jonson House
Rodney Jagelman - Thomas More - represented by Graham Bulpitt
James Ball - Brandon Mews
Guy Nisbett - Speed House
Andy Hope - Breton House
Jim Durcan - Andrewes House
Dave Taylor - Gilbert House
Sandra Jenner - Defoe House
Helen Hudson - John Trundle Court

In attendance:

Mary Durcan - Ward Member for Cripplegate

Officers:

Julie Mayer – Town Clerks (for items 3 and 4)

1. **APOLOGIES**

Apologies were received from Mark Bostock, Ted Reilly and Rodney Jagelman

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

There were no declarations.

3. **TO ELECT A CHAIRMAN**

Being the only Member willing to serve, Christopher Makin was elected as Chairman for the ensuing year.

4. **TO ELECT TWO DEPUTY CHAIRMEN**

Being the only Members willing to serve, Jim Durcan and Sandra Jenner were elected as Deputy Chairmen for the ensuing year.

5. **MINUTES**

The minutes of the Annual General meeting on 25th January 2021 were approved.

6. **MATTERS ARISING FROM THE MINUTES**

There were no matters arising from the minutes.

7. **ANNUAL REVIEW OF THE RCC'S TERMS OF REFERENCE**

The Terms of Reference were approved.

8. **ANNUAL REVIEW OF THE RCC'S WORKING PARTIES**

- The chair's paper showed that the membership of four working parties had been 'refreshed' during 2021.
- The membership of the service charges working party had not been refreshed because it was in the middle of a busy workload.
- There is a new working party for electric vehicle charging
- A question was asked as to why working party memberships had not been decided by the full RCC per the AGM minutes
- The Chair reminded members that a subsequent working meeting of the RCC had agreed that review by the full RCC was inappropriate and the decision would be made by chair, deputies and the chairs of the working parties.
- It was suggested that house group chairs might be consulted about volunteers from their houses in future to stop decision making being concentrated.
- The chair was congratulated on managing the refresh process - at least 50% of each working party now consists of new members.

Review of the working parties

- The chair noted comments during Barbican Association Governance discussions that the RCC does not create its own agenda, and highlighted that the RCC can create its own agenda.
- The chair also noted comments that the RCC agenda was too high-level and does not address the detail residents care about. The chair observed that the RCC is already working with officers on a range of detailed items through its working parties and each produces a report for the RCC. However, these reports are always at the bottom of the agenda.
- The chair suggested that working party reports should be higher up the agenda. At least one per meeting. This was supported.
- It was suggested that the working party reports should feature in the Estate Office's weekly email bulletin.
- Recommended the the RCC should review the working party reports prior to the full RCC to maximise effectiveness.

Asset Management Working Party (AMWP)

The Chair provided an update of the work of the AMWP which reviews the Estate's communal physical assets - roofs, windows, lifts etc.

- Savills Stock Condition Survey: this report, that will outline a multi decade maintenance plan for the Estate, is awaited.
- A separate survey looking at window frame condition - focussing on windows not sheltered by fire escapes/balconies will be starting soon.
- Garchey: the five-year review is underway. The use of the Garchey for waste is declining. However, rainwater from the roofs and other 'grey water' also goes through the same system, so that needs to be dealt with if garchey is decommissioned. The consultants' initial solution was not cost effective.
- Other AMWP issues include replacement fire signage, fire door replacement, redecorations, lift refurbishment in the towers. Roofs are part of the Savills survey

Members observed that progress is slow. The Chair agreed and advised that the AMWP had increased its meeting frequency to alternate months to try and get traction.

Gardens Advisory Committee (GAG)

- The GAG inspects all the Barbican's gardens once a quarter and provides a report to the Estate Office and Open Spaces.
- The gardens provide relaxation for residents – but strategically they need to respond to climate changes and biodiversity. Made real progress.
- The proposal to renew the podium envisages an expansion of the garden area. They will require extra maintenance or intelligent planting to minimise maintenance.

Leaseholder Service Charges Working Party (LSCWP)

- The work of the LSCWP has been diverted to focus on concierge / car park attendant funding.
- We have reiterated core principles; The City should have consulted earlier; We should have fixed budgets; There should be a fixed level of services and a debate each year about additional services; We don't think that the BEO is run efficiently and have a meeting fixed with Andrew Carter; We have questions about whether some charges are valid.
- A small group is efficient to work on costs and would like to take on two new members.
- Naïve to think this is will be quick – it needs resilience and hard work.
- A question was asked about the extra money blocks are being asked to pay to cover the car park deficit and the options for future years.
 - The LSCWP has not been involved in the additional charges to cover CPAs. Focus has been on quick opportunities to offset those increased charges.
 - City officers are looking at different ways of servicing the car parks as directed by the Barbican Residential Committee. The RCC and Barbican Association will to be given first sight of these options before a consultation with residents.
- A question was asked about the attempt to keep costs capped. That remains a work in progress

- A discussion was held about the timesheets used to justify costs and the need to examine these in detail.

Service Level Agreement Working Party (SLA)

- The SLA is working with the Estate Office to refresh the SLAs and the way they are to be monitored, with the aim of delving down further into services and performance levels.
- It was noted that the Key Performance Indicator report for Jan-March 2021 was missing. The chair surmised that it was probably due to covid.

Electric Vehicle Charging Working Party

- In the absence of the chair of the working party, the chair RCC provided a high level outline of the work of the group to date, including trying to determine demand, preferences and technical constraints.

Background Underfloor Heating Working Party (UFHWP)

- Concern was raised that the UFHWP has moved beyond its original remit from its original objective and potential duplication with the AMWP that will be discussed at the next AMWP meeting.
- Need to take account of / prioritise climate change and the increase in the cost of energy. What we can do to reduce any waste?
- The UFHWP would like a couple more members.
- A question was asked about individual heating controls. These are under consideration by the UFHWP and would allow a minimum and maximum temperature.

9. IMPROVING THE EFFECTIVENESS OF THE RCC

The chair facilitated an open discussion on this matter. Contributions included:

- We didn't have enough people engaged. Need to get a professional in.
- RCC has an official role and officers are required to listen. We should be sterner. Just changing the name isn't enough.
- Impossible to audit the BEO's activities on major works.
 - Want the RCC to be about that process of procuring and tendering, but that is not what is happening.
 - Found that water tanks have to be redone – even though he had pointed out missing elements at the outset, and that work had never been done.
 - The RCC should get the answers to these questions in detail and he doesn't feel that is what is happening.
- The chair invited anyone who wanted to work on improving the effectiveness of the RCC in a working party to contact him.

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

There were no questions.

11. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

- Michael Bennett is due to retire very soon. The Chair had talked to Officers about engagement in the replacement of his role. Officers had suggested a small group of residents.
- A Member referred to government guidance on fire signage said that said blocks of flats with single staircase did not need fire signage. That needs following up. Chair asked for the report to raised at the AMWP.

The meeting ended at 8.30pm

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Barbican Residents Consultation Committee AGM, 2023

Subject: Chair's Report

Author: Sandra Jenner, Chair RCC

RESIDENT ISSUES

There are many matters that are concerning residents and their representatives just now which can be summarised as:

- Ever increasing service charges and lack of accountability by those who actually spend our money - in many respects not even plausible explanations or justifications for how our money is spent;
- An estate which is fifty years old where plans need to be made with value for money at the forefront of minds to maintain it as a place to live comfortably and as the foremost example of Brutalist architecture that it is.

The key issues on which the RCC and its Working Parties are focussing are highlighted below. House Groups continue to work hard on issues that affect their buildings.

Service Charges

We all had quite a shock last September when we received the service charge final account for 21/22 together with sizeable surcharge bills. Subsequently, House Groups, the Service Charge Working Party and the RCC have been working hard to get to the bottom of the issues. The main contributors to the considerable overspend against estimates were Energy and Repairs.

We have been pressing for information on the expected outturn for the current year, 22/23, and level of surcharges to be expected. It is clear that there will be a significant overspend,

particularly for those blocks where a number of top floor, exposed windows have been replaced. Increases in energy costs will also contribute to the overspend.

There will be another meeting in mid-March where we will be reviewing the outturn for all expenditure, for this year, the consequent impact on surcharges and the budget for next year, 23/24.

Energy

Usage

We had all expected significant increases in the charge for electricity for all the reasons which had been rehearsed in the media, mainly arising out of difficulties to do with supply because of the invasion of Ukraine by Russia. However, the charges we received were not in line with expectations (an increase of the order of 30%) but way over that in some cases and, perversely, significantly under in others!

Investigations revealed that the City Energy and Sustainability Group which procures our electricity and recharges us for usage had, because of deficiencies of its 3rd party suppliers, lost control of our usage and thus charges. This had been going on since April 2021 ie the whole of the last service charge year and still continues.

I am sorry to say that despite assurances from Graeme Low, who leads the City Energy Group, that considerable effort has been and continues to be made to reconcile usage the situation has yet to be resolved.

We have been told that there are still problems with the reconciliation of 21/22 usage but that 22/23, ie this year's, usage has been identified for all except 5 meters. We have been assured that any overpayments will be reimbursed.

Cost

What we have been assured is a positive move to reducing our electricity costs has been somewhat overshadowed by the above but supply from a solar farm came on stream on 1st January and we are told that this will reduce the unit cost we would have been paying. However, given market conditions our bills will still be significantly higher than previous years. We are awaiting the reworked figures on unit costs.

Repairs

Repair costs are escalating year after year and we are not satisfied that we get value for money. The prime example is window replacement.

We were told in June last year that as several of the exposed windows on the roofs of the terrace blocks were letting in water and required replacement a programme approach needed to be taken to gain economies of scale. This programme has still not been established, some eight months after the need was recognised, and meanwhile windows have been replaced on a piecemeal basis with unit costs of variously c£20k, £50k and c£70k.

The Service Charge Working Party is actively working on these and other matters and is pressing for information and action. They will also continue to be agenda items of the RCC until we have satisfactory resolution.

Contract for 3rd Party Services for Repairs

The current contract with Metwin expires in 2024 and the procurement for the new contract will be undertaken this year. We have asked for a report on this at the next RCC and have indicated that we expect to be involved in the procurement process from draft of Heads of Terms to selection of the

preferred bidder. (This approach was adopted successfully in the procurement of Altair as consultants to the BEO Review)

Service Levels

Set against the ever-increasing service charges there is also substantial unease from residents about the quality of work including: cleaning, quality of decorations and repairs.

Stock Condition Survey

This was undertaken by Savills and commissioned by the City. The report was produced in November 2021. A presentation of the findings was made by Savills to the RCC and members of the Asset Maintenance Working Party in November 2022. A recording of this has subsequently been made available online for residents.

This high level survey identified work required on the fabric and mechanical and engineering infrastructure of the estate over a 30 year period.

We understand that officers are preparing proposals and we have asked for a report at the next RCC.

Arup Fire Safety Reports

These reports have proposed a number of measures to the City to improve fire safety the main ones being:

- 1) Replacement of all entrance doors across the estate. This has been accepted as a Landlord cost. While we understand that a survey has been undertaken and established that there are many different doors across the estate we have no information on the timetable for other phases of the work, removal of asbestos from the cupboards adjacent to the entrance doors and any

safeguarding of residents' properties while it is undertaken.

- 2) Sprinklers in towers and corridor terrace blocks. Residents remain to be convinced that these are necessary. Moreover, they are not satisfied that the examples of the sprinklers they have been shown and the fitting thereof would be suitable or acceptable for Barbican flats.
- 3) Shut down the communal air extraction system for all buildings across the estate in favour of the installation of recirculating fans in each property. We have no further information on this proposal at present.

BEO Review Project

As a result of our concern over increasing service charges and our view that improvements in efficiency and effectiveness of the BEO were possible and highly desirable our suggestion of a review by external consultants was accepted.

We were involved in the drafting of the Heads of Terms and the procurement of Altair, the consultants, and I have a place on the Project Board with Paul Murtagh, Rosalind Ugwu and the lead consultant, Julie Leo.

The Heads of Terms, which were circulated to RCC members, are wide-ranging and include the consideration of whether we get value for money for our service charges and whether there is proper accountability for spending as well as looking at the efficiency and effectiveness of the set-up of the BEO itself.

The factfinding phase was completed before Christmas and at the time of writing the Summary Interim Report is due to be circulated to RCC members by 15th February.

Work continues on the proposals for improvements which should be complete at the end of the month and the final report will be produced shortly thereafter.

IMPROVEMENTS IN RCC EFFECTIVENESS – work in progress

I contacted RCC members in November with suggestions that Jim and I had, to improve:

- How the Chair and Deputy Chairs work together - we agreed to work as a team, present ideas as one, share the work and that one of us will be on each Working Party.
- Effectiveness and communication:
 - Chairs (or an agreed nominee) of Working Parties should meet to share information on issues, approaches, forthcoming work_etc and should generally be aware and raise an alert with each other, as necessary, where their work may have a knock-on effect on another Working Party.

The first meeting was held just before Christmas where we agreed how we should operate. (Action points were circulated) Meetings will be held midway between RCC meetings so the next will be around mid April.

- House Groups share information/meet/take up issues where they have the same/similar types of property which will exhibit the same issues and should require similar levels of service and incur similar costs. This would avoid duplication of effort and ensure that relevant information is shared.

It would be useful to have feedback on where this approach has been taken up and its success or otherwise.

- We have a common, accessible record of the membership of our House Groups and Working Parties.

We have managed to get the Who's Who on the RCC page on the BA website up to date with names and contact details of RCC members.

We now also have an up-to-date list of Working Parties and their membership. **Can Chairs of Working Parties please provide their group contact details or members' email addresses, providing they are happy to share them, to Helen Hudson so that they can be published with the other Who's Who information?**

BRC Briefing

We have also introduced a regular meeting of myself and the Deputy Chairs after the RCC and before the BRC to brief the resident elected members on discussions and advise on how we would hope they might represent the key issues at the BRC. The first such meeting was held in December and we all thought it useful. The next is in March.

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Barbican Residents Consultation Committee (RCC) -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 includes also any resident who no longer retains the Corporation as a landlord but still pays a service charge to the Corporation.

Appendices

- 1. Proposed amendments**
- 2. Map of the Estate boundaries**

Proposed additions to the RCC's existing TOR

Membership of the Residents' Consultation Committee (RCC)

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.
2. In addition to the house representatives the RCC will include three officers – 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.

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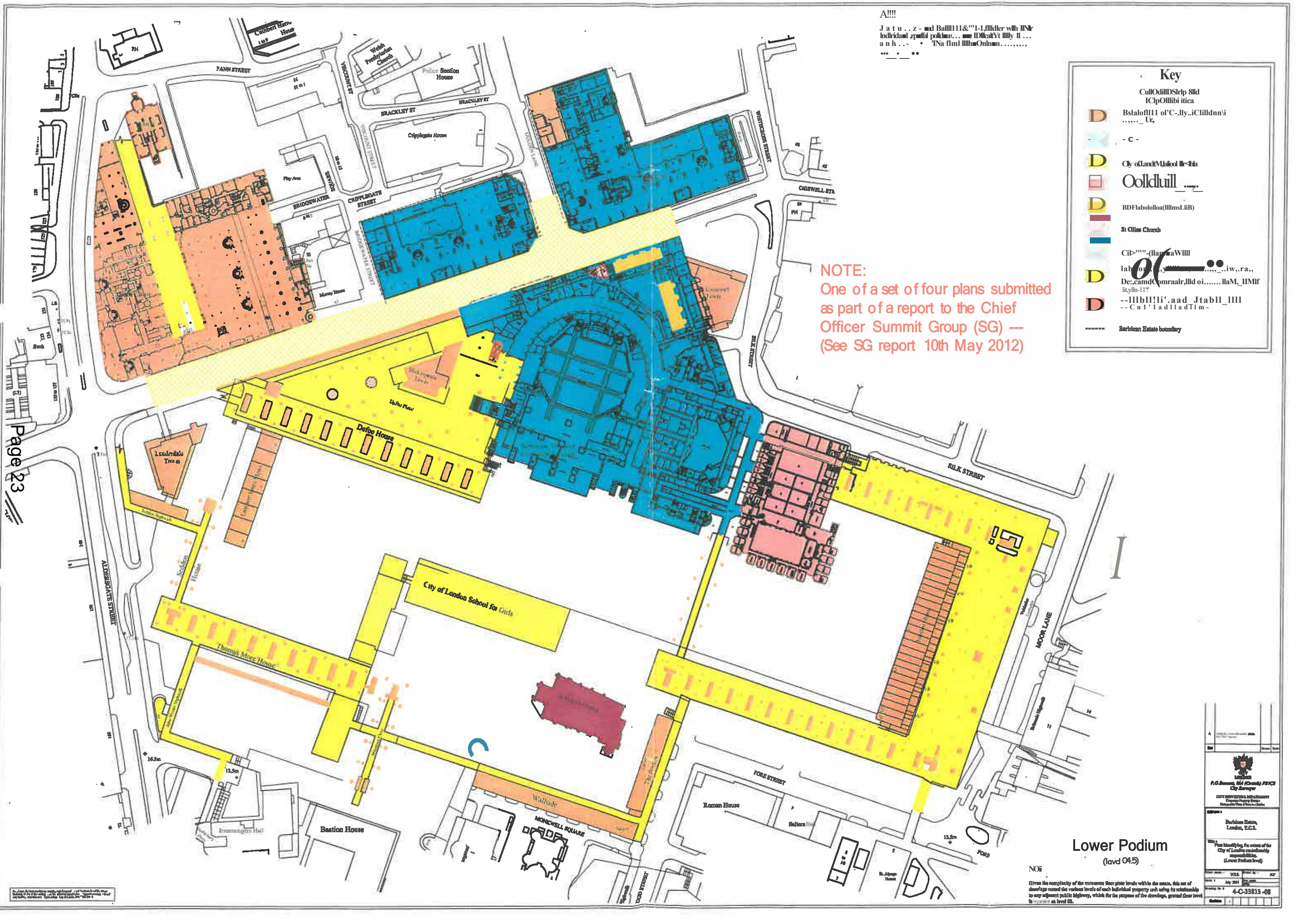
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- Barbican Estate boundary

NOTE:
 One of a set of four plans submitted
 as part of a report to the Chief
 Officer Summit Group (SG) --
 (See SG report 10th May 2012)

Page 23

By permission of the City of London Corporation, this plan is published for information only. It is not to be used for any other purpose without the express written consent of the City of London Corporation.



Lower Podium
 (lavd 04.5)

NOI
 Given the complexity of the numerous floor plate levels within the estate, this set of drawings records the various levels of each individual property unit, together with its relationship to any adjacent public highway, which for the purpose of the drawings, ground floor level is assumed to be level 00.

City of London
 City Engineer
 City of London Corporation
 City Engineer's Department
 City Engineer's Office
 Barbican Estate
 London, E.C.2.

Plan identifying the extent of the City of London Council's responsibility for the Lower Podium Level.

Scale: 1:500
 Date: July 2011
 Ref: 4-C-33813-08

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Paper for the RCC AGM 2023

Subject: RCC Culture and Procedure

Author: Graham Wallace

In my opinion part of the problem with recent RCC culture and operational procedure is that it is overly bureaucratic and excludes and deters the engagement of residents who wish to comment through a consultation process on activities affecting their living environment but do not wish to be part of a management process which they already pay for through services charges.

I was there and part of the process of setting up the RCC and the intention was never as an oversight committee but as an instrument of civil and community engagement.

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Subject: Paper for the RCC AGM 2023

Resident Participation in the RCC's Working Parties

Author: Sandra Jenner, Chair RCC

- Membership of the current working parties is shown below.
- Membership of the working groups are due to be refreshed in 2024
- Notwithstanding the above we may need to review the Working Parties and/or their remits in the light of changes arising out of the BEO Review.
- The establishment of a regular meeting of the Chairs of the Working Parties should improve communications and effectiveness.
- Electric Vehicle Charging completed its work on establishing charging points in car parks
- Working Parties and their membership will appear in Who's Who in RCC section of BA website, along with contact details (if they are happy to provide them).
- We have been asked to drop "Leaseholder" from Leaseholder Service Charge Working Party title as Wallside residents are represented who are freeholders not leaseholders.

Asset Management

Tam Pollard (Chair)
Christopher Makin Speed House
Henry Irwig Bryer Court
Fiona Lean Ben Johnson
Margarita Chiclana
Ted Reilly Shakespeare Tower
Tim Cox Cromwell Tower
Matt Dendy Frobisher Crescent
Randall Anderson Bryer Court
James Durcan Andrewes House

Underfloor Heating

Ted Reilly (Chair) Shakespeare House
Bosco Chiclana
Christopher Makin Speed House
David Graves Seddon House
Eric Guibert
Mary Hickman

Service Charge Working Party

Sandra Jenner (Chair) Defoe House
Adam Hogg Andrewes House
Fred Rodgers Breton House
Andy Hope Breton House
Sally Spensley Frobisher Crescent
Bernie Burrows Cromwell Tower
Frits van Kempen Speed House
Helen Hudson Defoe House

Gardens Advisory Group

Jim Durcan (Chair) Andrewes House
Liz Simpson, Seddon House
Jo Rodgers, Breton House
Rosamund Herington, Seddon House
David Graves Seddon House
Peter Inskip Shakespeare House
Marta Battaglia Lauderdale House
Tessa Bryde Williams Bryer Court
Chris Vause Cromwell House
Jakki Moxham Gilbert House

SLA Working Party

Averil Baldwin Thomas More House
Tony Swanson Lauderdale Tower
Andrew Tong Brandon Mews
Jane Smith Seddon House
Juliet McNamara Seddon House
Jim Durcan Andrewes House
(Currently Chaired by Helen Davinson, BEO)