



Barbican Residential Committee

Date: MONDAY, 1 JULY 2024
Time: 1.45 pm
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

Mark Wheatley, Non-resident	Frances Leach, Cripplegate - Resident
Anne Corbett, Non-resident	Andrew McMurtrie, Non-resident
Helen Fentimen OBE JP, Aldersgate - Resident	Timothy James McNally, Non-resident
John Foley, Non-resident	Alderwoman Susan Pearson, Non-resident
Dawn Frampton, Cripplegate - Resident	Paul Singh, Cripplegate - Resident
Steve Goodman OBE, Aldersgate - 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 following:

For Decision

a) **Minutes of the Meeting held on 8th April 2024** (Pages 5 - 14)

b) **Minutes of the Special Meeting held on 9th May 2024** (Pages 15 - 18)

4. **ACTIONS TRACKER**

To note the actions tracker for the Barbican Residents Consultation Committee (BRCC) and the Barbican Residential Committee (BRC).

For Information
(Pages 19 - 22)

5. **BARBICAN RESIDENTS' CONSULTATION COMMITTEE MINUTES**

To receive the draft minutes of the Meeting held on 24th June 2024 (TO FOLLOW)

For Information

6. **INTERNAL AUDIT RECOMMENDATIONS**

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

For Information

a) **Metwin Contract** (Pages 23 - 26)

b) **Redecorations Project** (Pages 27 - 30)

7. **VERBAL UPDATES**

As set out in the draft Barbican Residents' Consultation Committee Minutes of 24th June 2024. Any further updates since this meeting will be provided.

For Information

8. **PROGRESS OF SALES AND LETTINGS**

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

For Information
(Pages 31 - 36)

9. **ARREARS**

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

For Information
(Pages 37 - 40)

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

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

12. **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.

Item	Paragraph
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For Decision

13. **NON-PUBLIC MINUTES**

To approve the following:

For Decision

- a) **Non-public Minutes of the Meeting held on 8th April 2024** (Pages 41 - 42)
- b) **Non-Public Minutes of the Special Meeting held on 9th May 2024** (Pages 43 - 44)

14. **ARREARS**

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

For Information
(Pages 45 - 48)

15. **EXTENSION TO LIFT CONTRACT**

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

For Information
(Pages 49 - 54)

16. **RESIDENTIAL RENT REVIEW**

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

For Decision
(Pages 55 - 60)

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

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

BARBICAN RESIDENTIAL COMMITTEE

Monday, 8th April 2024

Minutes of the meeting held at Guildhall at 1.45 pm

Present

Members:

Mark Wheatley, Non-resident (Chair)
Anne Corbett, Non-resident (Deputy Chair)
Helen Fentimen, Aldersgate - Resident
John Foley, Non-resident
Dawn Frampton, Cripplegate - Resident
Steve Goodman OBE, Aldersgate - Resident
Timothy James McNally, Non-resident

In attendance:

Sandra Jenner – Chair of the Barbican Residents Consultation Committee (BRCC)
Jim Durcan – Deputy Chair of the BRCC

Officers:

Judith Finlay	- Executive Director, Community and Children's Service
Mark Jarvis	- Chamberlains
Polly Dunn	- Assistant Town Clerk
Pam Wharfe	- Interim Assistant Director, Housing
Dan Sanders	- Assistant Director, Barbican Residential Estate
Damon Ellis	- Interim Contract Manager
Jason Hayes	- Community and Children's Services
Anne Mason	- Community and Children's Services
Michael Gwyther-Jones	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Julie Mayer	- Town Clerk's Department
Emma Bushell	- City Surveyors

Opening comments from the Chair

The Chair said thank you and farewell to Rosalind Ugwu, Interim Head of the Barbican Estate Office and Jason Hayes, for his work on major projects. Two colleagues were retiring after 25 years of service; Anne Mason (Revenues Manager), who had steered the Committee through some very challenging times and Alan Bennetts, who had provided invaluable counsel in his role as the Estate's City Solicitor.

Dan Sanders, the new Head of the Barbican Estate was welcomed to his first meeting of the Barbican Residential Committee. Dan had also attended the Barbican Residents Consultation Committee (BRCC) on 25th March and shared his aspirations for making the Estate a thriving place to live, work and enjoy.

1. **APOLOGIES**

Apologies were received from Anne Corbett*, Deputy Madush Gupta, Frances Leach, Andrew McMurtrie*, Alderwoman Susan Pearson, Ruby Sayed, Paul Singh and Ceri Wilkins.

**Members joining remotely*

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

There were no declarations.

The Assistant Town Clerk reminded Barbican residents that, provided their Declarable Pecuniary Interests (DPIs) and Dispensations were up to date, then they need not make separate declarations at this point.

3. **MINUTES**

RESOLVED, that – the public minutes and non-public summary of the meeting held on 22nd January 2024 be approved.

4. **BARBICAN RESIDENTS CONSULTATION COMMITTEE (BRCC) MINUTES**

Members received the draft minutes of the BRCC held on 25th March 2024. The Chair of the BRCC, Sandra Jenner, was invited to set out the key points, as follows:

- a) The closing months of 2023 had seen a high degree of resident dissatisfaction but the new cohort of energetic, focussed officers was promoting confidence, as evidenced by the spirit of joint working at the last meeting of the BRCC.
- b) The BRCC are anticipating a productive discussion on deferred leaseholder payments.
- c) Whilst residents understand that asbestos is fine if undisturbed, energy companies are actively promoting smart meters. The new Assistant Director agreed that this needs a planned approach and robust communications, noting that some meter cupboards will need replacing as part of the new door sets.
- d) The 'Report of Action Taken' in respect of the budgets, which appeared later on the agenda, was noted and the 'root and branch' review of service charge budgets welcomed.
- e) The Service Level Agreement Working Party had reported difficulties following the Civica System upgrade, which were being resolved.
- f) There had been considerable major works activity, particularly in respect of water penetration. The BRCC had been encouraged to note that a diagnosis was being sought; beyond just treating the symptoms. The

importance of good communications was stressed, particularly for those residents suffering water ingress to their flats.

- g) Redecorations continue to be problematic and the BRCC had noted an outstanding formal complaint. The Committee suggested a lessons learnt exercise.
- h) An outstanding issue with Brandon Mews Canopy, which appears later on the agenda, in respect of financial liability.

5. **RESOLUTION FROM THE BRCC HELD ON 25TH MARCH 2024**

At its last meeting on 25th March 2025, the Barbican Residents Consultation Committee (BRCC) received a report of the Executive Director, Community and Children's Services which provided an update on the operation, achievements and challenges for the Barbican Transformation Board.

In concluding the discussion it was proposed by Sandra Jenner (Chair of the BRCC), Seconded by Graham Wallace (Andrewes House Representative and past BRCC Chair) and RESOLVED, unanimously, that:

'The Barbican Residents' Consultation Committee propose that the term of office of the Chair of the Barbican Residential Committee (BRC) be extended by a year because the Barbican Residential Committee is at a critical stage in overseeing the Barbican Estate Office Transformation Programme and related projects, and that continuity of leadership on the Committee is crucial for the successful delivery of the recommendation by Independent Consultants, Altair.'

The above Motion was put to BRC Members for their consideration.

- a) The incumbent Chair, Mark Wheatley, was asked to leave the room so as to not fetter discussion but this made the meeting temporarily inquorate. Whilst the meeting was still quorate, the Town Clerk suggested that this part of the agenda should continue as an *'informal session'* with the live stream continuing. This would allow Members joining on-line to contribute to the discussion and the decision would be signed off under the urgency procedure. The Committee agreed with this approach and the Chair confirmed that he was happy for the discussion to be held in public.
- b) The Chair of the BRCC was then invited to speak on the Resolution and stressed residents' concerns in that the appointment of a new Chair, at such a crucial stage, could be detrimental to the work of the Transformation Board. The Town Clerk noted that the vast majority of BRC Members had joined the Committee within last 2 years and this too might have compromised succession planning.
- c) The Town Clerk then explained the governance process; i.e. - Standing Order 29(2) (Appointment of Committee Chairs) dictates that the Chairs of

Grand Committees (of which the BRC is one) may only serve in the role for a maximum of three years. There are a few exceptions (Policy, Police, Finance, Barbican Centre and City Bridge Foundation Chairmen) agreed by the Court of Common Council, based on service need and industry practice. The Deputy Town Clerk further explained that similar waivers (to Standing Order 29(2)) had been agreed for other Committees in similar circumstances, so there was precedence for such a request. Members noted that any decision taken on the Resolution would be subject to confirmation by the Policy and Resources Committee and the Court of Common Council. Members also noted that, should this be approved by the Court, they would be permitting the current Chair to stand for another year but the decision would not prevent another Member from standing in the usual manner.

d) The Members present and those joining on-line agreed with the Resolution and commended Mark Wheatley's Chairmanship over a very difficult period for the Committee and Barbican Estate Office. Those present in the room and online that supported the motion included:

- Deputy Anne Corbett (Deputy Chair of the BRC)
- Helen Fentimen
- Timothy McNally
- Steve Goodman
- Dawn Frampton
- John Foley
- Andrew McMurtrie

In concluding the discussion, Members noted that the Town Clerk, in consultation with Deputy Chair of the Barbican Residential Committee, and the Most Senior Member of the Committee, would be asked to agree the above Resolution (Under Urgency) and propose, to the Policy & Resources Committee and Court of Common Council, that Standing Order 29(2) be waived for the Barbican Residential Committee for the 2024/25 civic year, on the basis that the Barbican Residential Committee is at a critical stage in overseeing the Barbican Estate Office Transformation Programme and related projects, and that continuity of leadership on the Committee is crucial for the successful delivery of the recommendation by Independent Consultants, Altair.

6. **ACTIONS TRACKER**

The Committee received the actions tracker and noted the following updates since publication of the agenda:

- a) A challenge from the BRCC in respect of purchasing plans from Arup for the Barbican Highwalk, which officers had agreed to review.
- b) The City would be appointing PCMG to undertake the Energy Audit. The supplier had agreed to an initial meeting with the residents on Friday 12th April.

- c) A leaflet on Anti-Social Behaviour had been produced, specific to the Estate, in consultation with the Barbican Security Committee. The Security Committee were thanked for their contribution and hard work in these matters.
- d) Tenders for agency staff contracts would not be subject to a BRC decision but the Estate Office would ensure appropriate communications, whilst noting the sensitivities.
- e) The last meeting of the Climate Action Team had suggested a briefing for Members across all Committees charged with housing matters. The Chair noted the residual recommendation from the Lisvane Governance Review in terms of the City of London Corporation having a separate Housing Committee.

7. TRANSFORMATION BOARD

The Committee received a report of the Executive Director, Community and Children’s Services, which provided information about the operation, achievements and challenges for the Barbican Transformation Board.

The Executive Director accepted that some timescales had slipped but a number of workstreams and their actions were dependant on a successful recruitment campaign. Members noted that a new Assistant Director for Housing would be starting at the end of May 2023 and interviews were underway for a new Revenues Manager and a Head of Property Services

RESOLVED, that – the report be noted.

8. REPORT OF ACTION TAKEN (BUDGET REPORTS)

The Committee received a report of the Town Clerk, in respect of the following reports, which had been agreed under delegated authority by the Town Clerk, in consultation with the Chair and Deputy Chair of the BRC, since the last meeting of the Committee. Members noted that, as part of the consultation on the reports, they had been the subject of Special Meetings of both the BRCC and the BRC in January 2024.

(1) REVENUE AND CAPITAL BUDGETS - latest approved budget 2023/24 and original 2024/25 - excluding dwellings service charge income and expenditure

(2) SERVICE CHARGE EXPENDITURE AND INCOME ACCOUNT – latest approved budget 2023/24 and original budget 2024/25

The Assistant Director recognised the need for improvements to communications and language concerning the budget and gave assurance of the work underway in achieving this. Members noted the impact from some aspects of the Transformation Board’s work and asked for these to be factored into the budget setting process as early as possible and for more clarity on ‘best estimates’. The Executive Director also gave assurance of a more

rigorous budget going forward, learning from the various audits and driving best value for money.

The Executive Director agreed to report back after the meeting about any potential leeway with TFL in respect of the railway line, given the issues below Brandon Mews.

RESOLVED, that – the report be noted.

9. **MAJOR WORKS**

The Committee received a report of the Executive Director, Community and Children's Services which updated the Committee on progress with Major Works on the Barbican Estate and issues affecting progress on individual schemes.

During the discussion, the following points were noted:

- a) FENSA accreditation is desirable but not necessary and does not affect warranties.
- b) Prolonged scaffolding will be avoided and used for consecutive jobs when timescales permit.
- c) Officers were following up on internal and external redecoration works, following comments at the last BRCC meeting.
- d) The longer-term aspirations for window repairs, with a schedule of rates and maintenance programme / inspection regime. The frequency of meetings would be reviewed as necessary.
- e) The Assistant Director agreed to follow up a query about lift faults, particularly at Shakespeare Tower, and report back to the Committee.
- f) There might be some 2000 cases of water penetration issues but some are repetitions. Officers need to assess the data and ensure that works resolve the issues in the long-term.
- g) The scale of issues across the City Corporation's housing stock is considerable; hence the need for more robust communications about timescales, impact and costs.

RESOLVED, that – the report be noted.

8. **WINDOW CLEANING CONTRACT (RE-TENDER)**

The Committee received a report of the Executive Director, Community and Children's Services which advised Members of the outcome of the process to select a new service provider for window cleaning across the Barbican Residential Estate. Members noted the intention to start the contract, subject to

this Committee's approval, and a 35-day consultation period prior to issue of contract.

RESOLVED, that:

- 1) The window cleaning contract at the Barbican Estate be re-tendered.
- 2) Initial involvement with residents in selecting a new provider be facilitated by a Mobilisation Panel.

11. LEASE ENFORCEMENT

The Committee agreed to defer this report to the next meeting, pending further legal advice about the definition of 'vexatious' and 'nuisance' complaints.

DEFERRED.

12. BRANDON MEWS CANOPY

The Committee received a report of the Executive Director, Community and Children's Services which provided an update on officer investigations into the future financial responsibility for the replacement and maintenance of the canopy installed at Brandon Mews in 1987. Members noted that the canopy was installed due to structural defects causing significant leaks into leaseholder homes. The Assistant Director advised that the next iteration of the report would seek a decision on the points of debate raised by the House Group.

RESOLVED, that – the report be noted.

13. BARBICAN POSTERN ROOF RENEWAL

The Committee considered a Gateway 2 Project Report of the Executive Director, Community and Children's Services in respect of the Roof Renewal to The Postern and a garden balcony for No.2 Wallside, due to continual water leaks.

RESOLVED, that –

- 1) That budget of £24,000 be approved for reaching the next Gateway 3-4
- 2) The total estimated cost of the project at £230,000 (excluding risk) be noted.
- 3) The Costed Risk Provision of £105,000 be approved (to be drawn down via delegation to Chief Officer).

14. ACCESS TO INFORMATION FOR BARBICAN WORKS

The Committee considered a report of the Executive Director, Community and Children's Services which explained how the Barbican Estate Office (BEO) could share information with House Groups about repairs data. Whilst a decision on this matter falls within the Officer Scheme of Delegation, the BEO had produced a public Committee Report to enable all parties to be aware of the discussions and options available.

RESOLVED, that – Option 1 be favoured but Members asked for more information in respect of the resource implications for Option 2.

15. **VERBAL UPDATES**

The Committee received the following updates:

a) Barbican Salvage

Members noted that this is a resident volunteer group which curates original fixtures and fittings following refurbishments. They are running low on stock and officers have been assisting the group in sourcing new artefacts.

b) Blake Tower

Members noted the improvement notice issued (to Redrow) by the City of London Corporation in December 2023. The Chair of the Policy and Resources (CPR) had written to the Minister and received a positive response.

c) Car Parking/Police Storage

The Police's requirements would be scoped and reported to residents.

d) Playgrounds

A playground had been closed during a recent survey but since re-opened. All playgrounds had been inspected and some low-level repairs undertaken.

16. **CITY OF LONDON ANTI-SOCIAL BEHAVIOUR POLICY**

The Committee received a report of the Executive Director, Community and Children's Services which presented the City of London Corporation's Anti-Social Behaviour Policy. Members noted that the report had been approved by the Community and Children's Services Committee and was being presented to the BRC for information. The Executive Director agreed to emphasise the needs of those who are vulnerable and/or victims, when the report is presented to the Policy and Resources Committee.

RESOLVED, that – the report be noted.

17. **SALES AND LETTINGS**

The Committee received a report of the Executive Director, Community and Children's Services, which advised Members of sales and lettings been approved by officers since the last meeting. The report also provided information on surrenders of tenancies received and the number of flat sales to date

RESOLVED, that – the report be noted.

18. **ARREARS**

The Committee received a report of the Executive Director, Community and Children's Services, which advised Members of tenant and leaseholder arrears on the Barbican Estate.

RESOLVED, that – the report be noted.

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

A Member asked about poor communications concerning the installation of a generator in Silk Street and its impact on residents. Whilst it would no longer run during the night, and operate with a vegetable based fuel, concern was expressed at this having been permitted in the first instance. The Assistant Director advised that there had been an update in the Residents' Bulletin last week. An investigation was underway in respect of the original approval and future use and the Assistant Director agreed to report back after the meeting.

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

The Committee noted the following:

- a) A report to the next meeting of the Policy and Resources Committee (P&R) about a Resolution passed last year by the Barbican Residential Committee in respect of a more joined up approach for the Barbican Estate. The Executive Director advised that P&R on 11th April 2024 would be asked to consider an enhancement to the Barbican Area Advisory Committee, which would seek to improve resident engagement and avoid duplications with other workstreams.
- b) The Chair asked about the memorials columbarium in St Giles Church, which is in need of refurbishment. The City Solicitor advised that the Lease granted by the City of London Corporation states that the Church is responsible for repair and maintenance. The Church had approached the City Corporation for a grant in the past for waterproofing and the Chair suggested that they be invited to approach the City again for assistance in this matter.

21. **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 no (s)	Para no (s)
22 - 24	1, 2 & 3

22. **NON-PUBLIC MINUTES**

RESOLVED, that – the non-public minutes of the meeting held on 22nd January 2024 be approved.

23. **ARREARS**

The Committee received a non-public appendix in respect of agenda item 18. The Revenues Manager agreed to share the bad debt provision with Members after the meeting.

24. **RESIDENTIAL RENT REVIEW**

The Committee considered and approved a report of the Executive Director, Community and Children's Services

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

There was one question whilst the public were excluded.

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

There were no items whilst the public were excluded.

The meeting ended at 3.30 pm

Chairman

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

BARBICAN RESIDENTIAL COMMITTEE Thursday, 9 May 2024

Minutes of the meeting held at Guildhall at 9.15 am

Present

Members:

Mark Wheatley
Deputy Anne Corbett
Helen Fentimen OBE JP
John Foley
Steve Goodman OBE
Andrew McMurtrie - *In the Chair*
Ceri Wilkins

In attendance:

Sandra Jenner – Chair of the Barbican Estate Residents' Consultation Committee (BRCC)
Jim Durcan – Deputy Chair of the BRCC
Adam Hogg – Chair of the Barbican Association

Officers:

Judith Finlay	-Executive Director, Community and Children's Services
Pam Wharfe	-Interim Assistant Director, Housing and Barbican
Dan Sanders	-Assistant Director, Barbican
Michael Gwyther-Jones	-Community and Children's Services
Damon Ellis	-Community and Children's Services
Stephen Johnson	-Community and Children's Services
Michael Gwyther-Jones	-Community and Children's Services
Julie Mayer	-Town Clerk's Department

Andrew McMurtrie was moved into the Chair until the appointment of the Chair at agenda item 5, which was uncontested.

1. APOLOGIES

Apologies were received from Alderwoman Susan Pearson, Dawn Frampton and Timothy McNally.

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

There were no declarations.

3. ORDER OF THE COURT

The Committee received the Order of the Court dated 25th April 2025, appointing the Committee and approving its Terms of Reference.

4. **REPORT OF ACTION TAKEN: TERM OF THE CHAIR OF THE BARBICAN RESIDENTIAL COMMITTEE**

The Committee received a report of the Town Clerk, which reported the outcome of a decision, taken under delegated authority, in respect of extending the term of the current Chair by one year. The Town Clerk advised that the decision set out below had also been ratified by the Policy and Resources Committee and the Court of Common Council.

Action taken:

The Town Clerk, in consultation with the serving Alderwoman and Deputy Chair of the Barbican Residential Committee (BRC) agreed to propose, to the Policy & Resources Committee and Court of Common Council, that Standing Order 29(2) be waived for the Barbican Residential Committee for the 2024/25 Civic Year, on the basis that the Barbican Residential Committee is at a critical stage in overseeing the Barbican Estate Office Transformation Programme and related projects, and that continuity of leadership on the Committee is crucial for the successful delivery of the recommendation by Independent Consultants, Altair.

5. **ELECTION OF CHAIR (Uncontested)**

Being the only Member expressing a willingness to serve, it was RESOLVED, that – Mark Wheatley be appointed as Chair of the Barbican Residential Committee for 2024-25.

6. **ELECTION OF DEPUTY CHAIR (Uncontested)**

Being the only Member expressing a willingness to serve, it was RESOLVED, that – Anne Corbett be appointed as Deputy Chair of the Barbican Residential Committee for 2024-25.

7. **DRAFT MINUTES OF THE SPECIAL MEETING OF THE BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE HELD ON 29TH APRIL 2024 - TO FOLLOW**

The Chair of the Barbican Residents Consultation Committee (BRCC) introduced the minutes from the Special Meeting, which had considered a public version of Agenda Item 9 (Repairs and Maintenance Contract – Procurement Stage 1 Report) and highlighted the following points:

- a) The extension of Mark Wheatley’s Chairmanship by one year had been welcomed by the Committee.
- b) The Committee would have preferred for the Barbican Estate to have a separate report to that of the Housing Revenue Account (HRA) Estates.
- c) The Barbican and Golden Lane water penetration contracts would be treated differently, in order to avoid competing resources, but they would be subject to the same procurement exercise, in order to achieve economies of scale.

- d) Members felt the heavy redaction on costs was inappropriate, given that residents pay the service charges. During the meeting, it was agreed that Working Group Members would be provided with the financial information, which would eventually be shared with the BRCC. The officer explained that the redaction had been necessary to protect the integrity of the tender process.
- e) The BRCC would have liked to see references to the Altair Review in the report. The Executive Director explained that the Transformation Board was the result of an Altair recommendation. The report was seeking to look forward rather than reflect but Members were assured that lessons had been learned. One of the actions from the Transformation Board had been to split the Housing Director into HRA and Barbican operations.
- f) The report could have been more candid in terms of the circumstances leading to the difficult legacy passed on to the Estate's new management. The Executive Director advised that more background information had been provided in earlier iterations of the report.
- g) The timeline appears robust and tested and risk would be incorporated later.
- h) The biggest challenge had been to the percentages but they had been reviewed in a meeting arranged the following day, which some BRCC Members had been invited to. Members noted that this would be covered during the presentation of the report at item 9 on the agenda.
- i) The Chair was very pleased to report that the spirit of recent BRCC Meetings had been far more interactive and purposeful.

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	Paragraph
9	3

9. HOUSING REPAIRS AND MAINTENANCE CONTRACTS - PROCUREMENT STAGE 1 REPORT

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

The meeting ended at 10.20 pm

Chairman

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

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BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

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.	Michael Gwyther-Jones	SOS Q3 2025 Completion Q4 2027	Detailed design is on programme for completion by June 2024 following which tenders will be invited for the waterproofing and landscaping works for Barbican Podium Phase 2. When the tenders have been received and evaluated a Gateway 5 Report will be presented to committee for approval.
Energy Update	Sep-22	RCC and BRC	A progress report was requested regarding the energy audit		Emma Bushell	Aug 24	PCMG were instructed April 2024 to undertake an energy audit for the Barbican Estate. Emma Bushell and PCMG met with resident representatives shortly after had a productive kick off meeting ensuring all parties understood what the objective of the review and desired output from stakeholders was. The next scheduled meeting with PCMG is Monday 17 th June and we anticipate their full audit will be complete by August 2024.
Lambert Jones roof	Nov-22	BRC	Residents do not feel they should bear any additional costs in terms of delays.		Dan Sanders & Damon Ellis	TBD	Resident Representatives have now met with Daniel Sanders and Damon Ellis to discuss the current situation and ongoing maintenance of the roof, downpipes, and drainage systems. These meetings were useful, and the BEO is committed to ensuring we are properly maintaining these systems on a periodic basis. BEO has agreed to review 1 roof as a sample to see since the last works how the drainage systems etc are holding up and design + launch an appropriate planned preventative maintenance regime. The PPM regime will attribute a reasonable service chargeable cost. leaseholders are reluctant to pay any additional charges relating to works borne out of poor or non-existent prior maintenance to date contributing towards additional works.
Minutes from previous meeting (May-23)	Sep-23	RCC (item 3)		A summary of role and responsibilities of resident engineers to be shared with the committee	Transformation Board	TBD	The Transformation Board is leading on this.
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	1. Service Charge Report Format. 2. Regular meetings with Ben Jonson House Representatives. Balcony Repairs – Value for Money.	Anne Mason Pam Wharfe Eoin Doyle		RCC Answers : 1. Beaver and Struthers are in the later stages of their audit and have been to the BEO office 3 times. They have been provided access to City systems and Sharepoint as well as spot checking payslips an staff documents.

BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
			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.				<p>2. Monthly meetings taking place with Ben Jonson House representatives. Damon Ellis continues to work closely with BJH and they are making progress.</p> <p>Works to water penetration and balconies are ongoing and good progress is being made in terms of the progression of lot 3 "water penetration" in line with our procurement timeline.</p>
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.	3.	Graham Sheret	TBD	<p>3. Temporary repairs being undertaken to prevent water ingress and further deterioration in the next 18 – 24 months whilst permanent repairs specified and undertaken. Consultant tender to be issued by 01.03.24</p> <p>Progress continues to be made and we are confident we are still on track with our procurement timelines in relation to securing a permanent repairs contact.</p> <p>Dan Sanders and Damon Ellis continue to lead on matters of PPM to ensure proper management of the assets moving forward and will do so with the support of the programme board.</p>
Barbican Estate Redecoration Programme 2020 -25	Sep-23	BRC		<p>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.</p> <p>2 . In response to a question about Bunyan Court's internal works, the Assistant Director agreed to investigate and feed back to Members</p>	Jason Hayes	June 24	Full report from AD within June RCC and July BRC documents.
Barbican Estate Major Works Five-Year Asset Management Programme		resolution RCC, 4th Sept, agreed by BRC, 11 September	Programme Board to be set up for governance of this project.	<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> <p>1. Outstanding comments and questions detailed in minutes of 4th Sept need to be answered before work begins.</p> <p>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.</p>	Jason Hayes	June 24	<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 agreed and the first meeting scheduled for late June</p>

BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

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.		Dan Sanders	November	Verbal updates from Dan Sanders including proposal for wider reporting/communication from the transformation board to all leaseholders moving forward.
Repairs and Maintenance Procurement Update	Sep-23	BRC/ RCC	<ol style="list-style-type: none"> 1. Reports that will be taken the governance process to be presented for information to RCC/BRC. 2. The AD of Housing will engage with all to understand the issues and ensure the new specifications suit the BEO. A dedicated Senior Quantity surveyor to overseeing the process. Timeline & milestones and residents views be circulated to wider committees by 11th Oct. 	<ol style="list-style-type: none"> 1. The RCC has requested a written report of the verbal update that was given at the meeting. 2. It was agreed a time-line of the procurement would be provided to the next meeting. 	Michael Gwyther-Jones	June 2024	<p>Special meeting held in May on this topic.</p> <p>All on track in terms of procurement timeline.</p>
Window Cleaning Contracts	Sep-23	BRC	<ol style="list-style-type: none"> 3. A joint panel was requested for the mobilisation of contract. 		Damon Ellis	Nov 24	There were some issues around whether Parkers employees had LGPS (London Government Pension Schemes)prior to TUPE as this needed to be clarified before we finalised the PT3 stages and move to the SQ Stages. Procurement are now satisfied as none of the Parkers employees will be carrying over any LGPS so they are set to go to tender 1 st July.
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		Dan Sanders	Aug 24	First draft of the leaflet was shared with the subcommittee chair Barbican Estate security committee and we have received comments back we are working through.

BERCC/ BRC Action Tracker- Work In Progress November 2023 (those items shaded green to be removed from future trackers)

Title	Date Added	Committee	Pending Actions BRC	Pending Actions RCC	Action Owner	Due Date	Update For committee
Brandon Mews Canopy	Sep-23	BRC	The committee would receive a full report at the next meeting BRC.		Dan Sanders	Sep -2024	Discovery report was presented by Rosalind in March and Dan Sanders has informally met chair of Brandon Mews since and held a positive informal conversation. A more formal meeting to discuss the matter will be arranged for initial discussions to take place with a view to make progress in time for a September committee report.
Blake Tower	Sep-23	BRC	The committee would receive a full report at the next meeting BRC/ RCC		JF		JF to provide a verbal update for Blake tower.
Breach of Lease Protocol	Sep-23	BRC	Members noted a full report for the upcoming committees in November / December		Helen Davinson		Verbal update on progress.
AOB/ Notice of Intention		BRC	Leaseholders will have the opportunity to inspect tender documents for agency staff contract. The Governance process is via Finance Committee but reports would also be presented to BRC/RCC for information. Whilst accepting this is not a BRC Decision, the Chair asked for the Committee to be better informed on such matters in the future. The Chair also encouraged full engagement from residents.		Dan Sanders	TBD	Will update verbally on progress.

Committee(s): Barbican Estate Residents Consultation Committee Barbican Residential Committee	Dated: 24/06/2024 01/07/2024
Subject: Barbican – Internal Audit Recommendations	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?	No
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: Daniel Sanders – Assistant Director – Barbican Damon Ellis – Head of Property Service – Barbican	

Summary

The City of London Corporation has a duty to undertake repairs and maintenance to the Barbican Estate for which it is the landlord. The purpose of this report is to inform committee of the current implementation of measures following the internal audit dated 13/12/2024.

The current contract/agreement in place for the provision of repairs and maintenance for the Barbican Estate began on 01 April 2019, and following a deed of variation, is due to expire 31st March 2025, the agreement referred to as:

1. Barbican Estate with Metwin Ltd.

The internal audit report recommendations are summarised below:

Recommendation(s)

- Management needs to apply greater care and diligence in the operation of this and future contracts, possible motivations for failing to apply the SOR are convenience and lack of understanding as to how such contracts operate. There is a risk of fraud, although this is very difficult to substantiate due to the lack of transparency in the works orders.
- The contract Schedule of Rates must be applied, where this is not possible, works must be specified and costed via quotation and the quotation attached to the works order.

- The Housing Repairs Team should ensure that market testing (seeking alternate quotes) is undertaken in relation to non-SOR items, management may wish to set a financial threshold for this. Evidence should be retained.
- The pre-inspection process/responsibility should be brought within the City of London team as a “client” function.
- The Housing Repairs Team should introduce, as a minimum, spot-checking to validate the completion of works and, for some categories of repair, part-completion. Evidence should be retained to demonstrate this.
- The Schedule of Rates should be reviewed in detail as part of the procurement process to re-let the contract, ensuring that those items included remain valid and expanding where relevant/useful to do so.

Upon my appointment at the City of London Corporation (8th March 2024) it was evident that some steps had been taken to try and mitigate concerns raised in the internal audit, but these were not strategically implemented and there was still an absence of written process to support any potential work carried out to date.

We now have a strategic plan to tackle the shortfalls within current process:

1. A series of standardised operating procedures (SOP's) for all employees of the Barbican Estate Office to follow ensuring there is a structured and written process for all aspects of financial and operational management relating to repairs & maintenance.
2. The responsible procurement of the 2025 repairs & maintenance contract that is designed and managed in line with good practice, the recommendations of the internal audit and governance of L&T Act (1985) and the RICS code of practice.

We have already devised our first draft standard operating procedure with reference to BEO management (see below) we envisage a total of 8 SOPs with specific reference to repairs & maintenance including but not limited to:

- Raising an order (limits)
- Market Testing
- Applying SOR Items
- Qualifying Works (S20)
- Pre-Inspection
- Post-Inspection
- Emergency Works
- RAM's (management of contractors)

The procurement of the 2025 repairs & Maintenance contract is well underway, and we have had very positive engagement from the resident working party as well as colleagues in procurement and finance. We are confident the contract is being structured in a way we can pro-actively manage it moving forward and with input at this stage the contract will work in line with our SOP's ensuring effective operational and financial management.

We are currently reviewing the limits in the attached SOP (example) and integration with systems to ensure we can apply them automatically, so our processes do not have a single point of failure. The remainder of SOPs for R&M and other BEO related tasks will be created and logged centrally. We will report back to RCC and BRC each committee with a log of our SOP's and they will be available for inspection if/when required, this is in line with our commitment to be an open and transparent office working with and on behalf of residents.

For the avoidance of doubt, the implementation of points 1 & 2 will address all concerns raised within the internal audit. The implementation of Standard Operating Procedures will be done no later than 31st July 2024 and will apply to the management of the current contractor and contract management when finalised.

The procurement of the new R&M contract is a continual piece of work which we will continue to feed into with the audit in mind, the new contract will commence 1st April 2025.



Standard Operation Procedure for Authorising Orders and Variations

Introduction

- i. The purpose of this Standard Operating Procedure (SOP) is to put into operation a strategic approvals process managing responsibility and accountability for authorising works orders variations, and their associated cost.
- ii. We are governed by the Landlord & Tenant Act (1985) and the RICS code of practice for which it is important our authorisation limits and process competencies and accountabilities are clear and transparent. This process will ensure we are meeting our fiduciary responsibilities under the legislation.

Limits

	Authorised Limit
Repairs Desk	£0-£250
Property Service Officer(s)	£251-£500
Contracts Manager(s)	£501-£10,000
Head of Property Services	£10,001- £30,000
Assistant Director	£30,001- £50,000

Control Measures:

- i. Post inspections will be conducted to ensure works have been completed to satisfaction before invoices can be authorised. Photos will need to be taken during physical inspections, and during works, so further desk top quality control can take place.
- ii. Proof of delivery for materials must be provided before variations can be authorised where the material spend is more than £250 (before contractual uplift of 15%).
- iii. In relation to cost control and the above mentioned authorisation limits the process will remain that any team member can initially raise an order on CivicaX but where the value falls outside of their agreed authorisation limit approval will need to be obtained prior to allocating.

Created By: Daniel Sanders

Effective From: Implementation date TBD

Committee(s): Barbican Estate Residents Consultation Committee Barbican Residential Committee	Dated: 24/06/2024 01/07/2024
Subject: Barbican – Internal Audit Recommendations	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?	No
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: Daniel Sanders – Assistant Director – Barbican Damon Ellis – Head of Property Service – Barbican	

Summary

The City of London Corporation has a duty to undertake internal and external maintenance to the blocks within the Barbican Estate for which it is the landlord. The purpose of this report is to inform committee of the current implementation of measures following several complaints from House Groups expressing concern around quality of work and lack of BEO engagement.

The current contract/agreement in place for the provision of internal/external repairs for the Barbican Estate began is due to expire 31st March 2025, the agreement referred to as:

1. Barbican Estate – Redecorations Project

The first thing to do was identify the key stakeholders within the process, they are:

- Principal contractor
- Clerk of works
- Project manager
- BEO
- Leaseholders

Having reviewed the end-end process on 2 blocks (Speed House and Willoughby House) in a great level of detail it was clear to me that there were failings on all parts of this contractual arrangement including:

- A lack of project ownership or accountability
- Confusion around the specification/scope of works
- Poor/sloppy finishes (in parts)

Post review, the remaining blocks will have the following measures in place to ensure good practice and results:

- Specification of works shared with House Groups for comment prior to work commencing.
- Pre-condition surveys with BEO sign off.
- “BEO Action Plan” for monitoring work and delivery.

When we come to procure the internal/external re-decoration programme for the future (April 2025 onwards) we will ensure we draw down on lessons learned through this process and have a more collaborative resident focused approach whilst being mindful of the obligations to maintain the building fabric under the lease.

We will continue to work with House Groups who are snagging/unsatisfied with works carried out to date which we are positively engaged with the principal contractors on most occasions.

Barbican Redecoration Project Action Plan

DAILY SITE VISIT

1. Frequency
 - a. Daily
2. Who should attend?
 - a. Barbican
 - i. Contracts Manager (Daniel Castle)
 - ii. Resident Engineer (as needed)
 - b. Mcloughlin Group Holdings
 - i. Site Manager (Tony Parker)
3. Site Visit Methodology
 - a. Physical on-site observations, document review, informal discussions.
4. Agenda
 - a. Review project goals, aims, and expectations.
 - b. Completed Tasks- Walk through of previously completed works.
 - i. Quality control
 - ii. Identify concerns and unforeseen works.
 - c. On going and outstanding tasks- Monitor progress against Scope of Works.
 - i. Checklist to systematically review.
 - d. Problems, challenges, blockers & reached milestones.
 - e. Check PPE, equipment safety and H&S policies are being followed.
 - f. Daily walk through of the area to assess any issues or potential for additional works.
 - g. Ensure equipment/materials are on site to complete works.
5. Post Visit Agenda/Review
 - a. Document any follow ups and who is responsible for these.
 - b. Summarise and share findings.

MONTHLY CATCH UP

1. Frequency
 - a. Monthly
2. Who should attend?
 - a. Barbican
 - i. Contracts Manager (Daniel Castle)
 - b. Mcloughlin Group Holdings
 - i. Site Manager (Shaun Wakefield)
 - ii. Contracts Manager (Tony Parker)
 - c. Residents Panel
 - i. POC for the residents panel (as needed)
3. Site Visit Methodology
 - a. Roundtable discussions, document review, data review, formal discussions.
4. Agenda
 - a. Review of previous months progress
 - i. Summary of last month's progress and highlight any milestones or challenges.
 - b. Status of the project.
 - i. Monthly deadline review, changes in priorities.
 - ii. Risks or Threats
 - c. Budget and expenditure review.
 - i. Any variance or risks of going over budget.
 - d. Timeline update
 - i. Delays, unforeseen works, optimisations.
 - e. Quality Control and assurance
 - f. Any health and safety issues
 - g. Resident communication
 - i. Address any feedback or concerns raised by the resident.

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Committee(s): Residents' Consultation Committee - For Information	Dated: 24062024
Barbican Residential Committee – For Information	10072024
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: Nichola Lloyd 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	8A	25	£43,400	25/05/21 24/05/24	Tenant deceased	24/05/24
2	20	2	£26,780	27/07/22 26/07/25	Moving into a home	30/04/24
3	3A	21	£40,500	07/09/22 06/09/25	Moving away	13/08/24

RIGHT TO BUY SALES

3.

	10 May 2024	23 February 2024
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.

	10 May 2024	23 February 2024
Sales Completed	876	874
Market Value	£173,526,271.97	£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 10/05/2024
1					
2					

COMPLETED SALES

9. Since the last report the sales of 191 Shakespeare Tower and 252 Shakespeare Tower have completed.

SALES PER BLOCK

10.

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	113	33,701,185.60	97.41
TOWER BLOCK TOTAL	345 (345)	330 (328)	85,260,766.23 (81,560,766.23)	95.65 (95.07)
ESTATE TOTAL	2074 (2074)	2025 (2023)	240,843,239.56 (237,143,239.56)	97.64 (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

Nichola Lloyd

Revenues Manager

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Barbican Residential Committee	Date: 10072024
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: Nichola Lloyd	

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	£19,366,150	2024		
Target level of net arrears	1%			
Actual level of net arrears	2.65%			
<i>Age Analysis of Debt:</i>	Mar 24	Dec 23		
Value of debts				
3 - 6 months	£342,590.06	221	£203,656.69	161
6 – 12 months	£206,840.62	67	£107,723.74	59
12 - 24 months	£ 85,845.19	35	£ 67,905.24	32
Over 24 months	£ 67,982.39	12	£ 62,557.92	6
Total arrears outstanding	£703,258.26		£ 441,843.58	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 58,624.88	7	£ 49,312.90	6
Amounts referred to Comptroller for recovery action	£118,658.93	7	£ 107,569.06	7
Amounts in dispute	£ 12,089.96	2	£ 11,436.35	3
Net debt outstanding	£513,884.49		£ 273,525.27	

There is a total of 246 leaseholders in arrears.

Of the amounts owing for over 12 months (£153,827.58) £106,010.86 is included in the amounts referred to C&CS or subject to arrangements.

The net debt outstanding comprises 232 accounts.

4. Tenants

		No of tenants		
Charges raised for period	£1,431,225	49		
Target level of net arrears	1%			
Actual level of net arrears	3.21%			
	Mar 24		Dec 23	
<i>Age Analysis of Debt:</i>				
Value of debts				
3 - 6 months	£ 37,744.85.	5	£ 6,419.95	3
6 - 12 months	£ 10,615.07	3	£ 837.11	2
12 - 24 months	£ 0.00	0	£ 0.00	0
debts over 24 months	£ 0.00	0	£ 0.00	0
Total arrears outstanding	£ 48,359.92		£ 7,257.06	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 2,372.37	1	£ 3,412.82	1
Amounts referred to Comptroller for recovery action	£ 0.00	0	£ 0.00	0
Net debt outstanding	£ 45,987.55		£ 3,973.58	

There are 5 tenants in arrears.

5. Former tenants' arrears

		No of former tenants		
Charges raised for period to	N/A	3		
Target: as flats are surrendered infrequently the target is that action on arrears must be dealt with within 3 months				
	Mar 24		Dec 23	
<i>Age Analysis of Debt:</i>				
Value of debts 3 - 6 months	£ 3,079.24	1	£15,642.24	1
Value of debts 6 - 12 months	£ 21,826.35	1	£ 970.27	1
Value of debts 12 - 24 months	£ 7,071.92	1	£ 7,265.00	1
Debts over 24 months	£ 77,185.69	2	£76,465.69	2
Total arrears outstanding	£109,163.20		£109,163.2	

<i>Action taken:</i>			
Amounts subject to arrangement	£	0.00	£ 0.00
Amounts referred to Comptroller for recovery action/in dispute		£109,163.20	£109,163.2
Net debt outstanding	£	0.00	£ 0.00

There are 3 cases in total.

Appendices

- Appendix 1 – Arrears Update (Non-Public)

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