



## Barbican Residential Committee

**Date:** MONDAY, 16 SEPTEMBER 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	Paul Singh, Cripplegate - Resident
Dawn Frampton, Cripplegate - Resident	Ceri Wilkins, Cripplegate - Resident
Steve Goodman OBE, Aldersgate - Resident	

**Enquiries:** Rhys.Campbell@cityoflondon.gov.uk

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<https://www.youtube.com/@CityofLondonCorporation/streams>

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

Whilst we endeavour to livestream all of our public meetings, this is not always possible due to technical difficulties. In these instances, if possible, a recording will be uploaded following the end of the meeting.

**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 previous meeting held on 1 July 2024.

**For Decision**  
(Pages 7 - 14)

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

To receive the draft minutes of the meeting held on 2<sup>nd</sup> September 2024 (TO FOLLOW)

**For Information**

5. **ACTIONS TRACKER**

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

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

6. **FIRE DOORS**

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

**For Information**  
(Pages 19 - 22)

7. **SPRINKLERS**

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

**For Information**  
(Pages 23 - 26)

8. **BARBICAN APP**  
Report of the Executive Director, Community and Children's Services.  
**For Decision**  
(Pages 27 - 58)
9. **BARBICAN LIFT CONSULTANCY**  
Report of the Executive Director, Community and Children's Services.  
**For Decision**  
(Pages 59 - 78)
10. **BARBICAN ESTATE OFFICE – CASH PAYMENTS**  
Report of the Executive Director, Community and Children's Services.  
**For Decision**  
(Pages 79 - 82)
11. **TEMPORARY WORKERS**  
Report of the Executive Director, Community and Children's Services.  
**For Information**  
(Pages 83 - 90)
12. **ASBESTOS**  
Report of the Executive Director, Community and Children's Services.  
**For Information**  
(Pages 91 - 92)
13. **PROGRESS OF SALES AND LETTINGS**  
Report of the Director of Community and Children's Services  
**For Information**  
(Pages 93 - 98)
14. **BARBICAN ARREARS**  
Report of the Executive Director, Community and Children's Services.  
**For Information**  
(Pages 99 - 102)

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

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

17. **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**

18. **NON-PUBLIC MINUTES**

The approve the non-public minutes and summary of the previous meeting held on 1 July 2024.

**For Decision**  
(Pages 103 - 104)

19. **REPORT OF ACTION TAKEN BETWEEN MEETINGS**

Report of the Town Clerk.

**For Information**  
(Pages 105 - 108)

20. **BARBICAN RESIDENTIAL ARREARS APPENDIX**

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

**For Information**  
(Pages 109 - 112)

21. **HOUSING REPAIRS AND MAINTENANCE CONTRACTS – PROCUREMENT REPORT**

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

**For Information**  
(Pages 113 - 128)

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



23. **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

Monday, 1 July 2024

Minutes of the meeting of the Barbican Residential Committee held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Monday, 1 July 2024 at 1.45 pm

### Present

### Members:

Mark Wheatley (Chairman)  
Anne Corbett (Deputy Chairman)  
Helen Fentimen  
John Foley  
Steve Goodman OBE  
Timothy James McNally  
Alderwoman Susan Pearson

### In Attendance;

Jim Durcan – Deputy Chair of the RCC  
Mary Durcan – Chair of the Health and Wellbeing Board  
Alderman Christopher Makin – Alderman for Aldersgate Ward  
Jacqui Webster – Ward Member for Cripplegate

### Officers:

Judith Finlay	- Executive Director, Community and Children's Services
Dan Saunders	- Assistant Director, Barbican Residential Estate
Mark Jarvis	- Chamberlain's
Nichola Lloyd	- Community and Children's Services
Julie Mayer	- Town Clerk's Department
Rhys Campbell	- Town Clerk's Department
Emma Bushell	- City Surveyor's
David Blane	- Community and Children's Services
Michael Gwyther-Jones	- Community and Children's Services

*At the outset of the meeting the Chair provided his thanks and appreciation to the outgoing Clerk of the Barbican Residential Committee, Julie Mayer, who had announced her retirement prior to the meeting. The Chair appreciated her guidance and wisdom whilst in post and wished her the best for the future.*

### 1. APOLOGIES

Apologies were received from Dawn Frampton, Paul Singh and Ceri Wilkins. Dawn Frampton and Paul Singh attended the meeting remotely.

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

There were no declarations.

3. **MINUTES**

4. **MINUTES OF THE MEETING HELD ON 8TH APRIL 2024**

RESOLVED, that – the public minutes and non-public summary of the meeting held on 8 April 2024 be approved as an accurate record.

5. **MINUTES OF THE SPECIAL MEETING HELD ON 9TH MAY 2024**

RESOLVED, that – the public minutes and non-public summary of the meeting held on 9 May 2024 be approved as an accurate record.

6. **ACTIONS TRACKER (FOR INFORMATION ON PAGES 19-22)**

The Committee received the actions tracker and noted the following:

**Barbican Highwalks** – a question was raised regarding available funds for the Barbican High walk. Members were keen to know how the City Corporation were going to address this since at the time of the meeting there was no available funding, however they wanted to know if funding from off-street parking could be applicable for this purpose. The Assistant Director, Barbican Estates confirmed that he would investigate and return to the Committee with a final update.

**Five-year Asset Management Programme** – Members noted that an update was expected at the end of June 2024, however they were yet to receive it. The Assistant Director confirmed that an update report is expected to be brought to the next Committee meeting scheduled for September 2024. The Executive Director, Community and Children's Services also informed the Committee that a workshop had been held to review the asset management strategy with recommendations and engagement from staff sought, with a view that the final product shall be produced in due course.

A Member noted that internal works to Bunyon Court was not mentioned specifically within the report to which the Assistant Director, Barbican Estate confirmed that there was no specific reference to Bunyon Court but took it as a point to note.

**Brandon Mews and Blake Tower** – Members asked when an update report shall be provided to the Committee to which the Executive Director confirmed that this shall be done at the next Committee meeting since regular meetings were still ongoing between Redrow and residents. At the time of the meeting Savills (Real Estate Company) were expected to review the survey work carried

out by Redrow. So, an update would be provided once this had been completed. The City Corporation had issued an improvement notice and Redrow were proceeding to make the necessary improvements. In response, Members were keen to know of the City Corporation's legal position and the Chair reminded the Committee that the ongoing matter concerning Blake Tower and Redrow was not formally yet a BRC matter. However, having had a meeting with both the Executive Director, Community and Children's Services and the Policy Chairman he was satisfied with the work done so far. A Member shared similar thoughts and acknowledged that the length of time to resolve this issue was not due to the fault of the City Corporation.

## **7. BARBICAN RESIDENTS' CONSULTATION COMMITTEE MINUTES (FOR INFORMATION)**

The Deputy Chair of the Barbican Residents' Consultation Committee (RCC) attended this meeting and also echoed the Chair's thanks for the outgoing Clerk, Julie Mayer, and appreciated her work supporting both the BRC and RCC in her time at the Corporation. Another show of thanks was also given to the Barbican Gardener Luis who was departing the City Gardens Team after 20 years of service.

The Deputy Chair of the RCC spoke in reference to item 8.1 of the RCC minutes of the meeting held on 24 June 2024 which cited a resolution made by the Gardens Advisory Group who sought approval from the Committee, subject to the completion of consultation with selected house groups, to redevelop the gardens situated on the Barbican Estate. The Gardens Advisory Group brought forward a proposal, six months prior to this meeting, which recommended a two-year master plan for the improvement of the estate gardens. The overall cost was estimated to be approximately £42,000 with the costs spread out across the 2,000 flats situated on the estate.

The Deputy Chair also provided a further working party update, stating that the repairs and maintenance contract work on the tender is progressing and praised the good working relationship between residents and officers in managing this process. However, service charges for 2023-24 had still not been finalised. The Major Works Programme Board had agreed their Terms of Reference, subject to some revisions such as the need to distinguish between the liabilities which belong to the leaseholders and those which belong to the City of London Corporation being mentioned.

Whilst Members supported the proposal it was noted that it might be possible to source funding for this project from the Community Infrastructure Levy Neighbourhood Fund (CILNF). The Chair agreed and tasked the Town Clerk to investigate if this was indeed a possibility.

**RESOLVED**, that – The Barbican Residential Committee agreed in principle to the proposal, subject to further consultation with house groups and other interested parties, with the Town Clerk tasked to investigate whether funds for this project were available from the CILNF.

## **8. INTERNAL AUDIT RECOMMENDATIONS**

### **8.1 Metwin Contract**

The Committee considered a report of the Executive Director, Community and Children's Services informing the Committee of the current implementation of measures following the internal audit dated 13 December 2024.

Having noticed that there was some dissatisfaction with the works carried out at Speed House and other areas of the Barbican Estate, the Assistant Director Barbican Residential Estate identified the pinch points in the process which was causing delays and dissatisfaction. There were some notable concerns regarding the Barbican Estates Office's (BEO) management and oversight of the principal contractor (Metwin). Therefore, a standardised operating procedure was created and implemented which specifically referenced the repairs contract but would be applied to a range of items that the BEO dealt with. This standardised operating procedure was to be made available for leaseholders to view if they wished to do so.

Whilst Members were pleased with the reviewing of the standardised processes and procedures, as well as the City Corporation acknowledging mistakes made in the past they agreed that it would be helpful that in future a report be provided to the Committee demonstrating the improvements made had a tangible impact across the estate; allowing for the Committee to provide further oversight and scrutiny.

### **8.2 Redecorations Project**

The Committee considered a report of the Executive Director, Community and Children's Services informing the 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 Assistant Director, Barbican residential Estate identified that there was some dissatisfaction regarding the works that had been carried out, notably from residents situated at Speed House and Willoughby House, therefore the Assistant Director opted to pause works to evaluate the entire process. After consulting with stakeholders a more collaborative approach to the project had been undertaken and as a result improvements were made to the works carried out. The Assistant Director informed the Committee that going forward, subject to the continuation of better communication between stakeholders, the contract should reach its conclusion by March 2025.

RESOLVED, that – the contents of the reports be noted.

**9. VERBAL UPDATES**

Members noted the detailed updates provided in draft Barbican Residents Consultation Committee minutes, which had been circulated ahead of this meeting. The update covered the Major Works Programme and Members were also informed that a detailed report regarding the Transformation Update would be received at its next meeting in September 2024.

**10. PROGRESS OF SALES AND LETTINGS**

The Committee received a report from the Executive Director, Community and Children's Services to advise members of the sales and lettings that have been approved by officers since the last Committee meeting. Approval is under delegated authority and in accordance with Standing Orders.

RESOLVED, that – the contents of the reports be noted.

**11. ARREARS**

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

RESOLVED, that – the contents of the reports be noted.

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

A member asked for clarification regarding the forthcoming dates of Committee meetings and the Chair tasked the Town Clerk with confirming the forthcoming dates, then circulating these to Members shortly after the meeting.

The Deputy Chairman raised a question about the instillation of sprinkler systems on the Barbican Estate with a desire to seek a decision on this matter since it had been left unresolved since the last report received at the March 2024 meeting. The Assistant Director confirmed that whilst no risk had been identified which would need to be mitigated by sprinklers, specifically tower blocks on the Barbican Estate, that it would be best to bring a report back to the Committee at its next meeting for formality. The report shall also feature any arrangements in place for vulnerable people, for instance those with disabilities, unable to leave their residence in the event of an evacuation whilst also detailing a clear distinction between landlord and leaseholder responsibilities regarding an emerging medical issue.

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

The Chair proposed the notion of swapping the BRC and BERCC meetings where possible, opting that on some occasions BRC could meet in the evenings and vice versa. However, a Member raised a valid point that it might be difficult for some BERCC Members to meet during the day due to work commitments. The Chair acknowledged this and suggested exploring the idea of evening Committee meetings for BRC. The Town Clerk was asked to investigate if this would be feasible.

**14. 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

**15. NON-PUBLIC MINUTES**

RESOLVED, that – the non-public minutes of the Meeting held on 8th April 2024 be approved as an accurate record.

**16. NON-PUBLIC MINUTES OF THE SPECIAL MEETING HELD ON 9TH MAY 2024**

RESOLVED, that – the non-public minutes of the Special Meeting held on 9th May 2024 be approved as an accurate record.

**17. ARREARS**

The Committee received a report from the Executive Director, Community and Children’s Services to advise Members of the current arrears in respect of tenants and leaseholders on the Barbican Estate.

**18. EXTENSION TO LIFT CONTRACT**

The Committee received a report from the Executive Director, Community and Children’s Services in respect of the Lift Maintenance Contract with Guideline Lift Services Limited to provide Residential Lift Maintenance services to the Barbican and HRA Estate.

**19. RESIDENTIAL RENT REVIEW**

The Committee considered and approved a report from the Executive Director, Community and Children’s Services requesting the approval of eight residential rent reviews.

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

There were no non-public questions.



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

The Chair thanked Alderwoman Pearson for her service to this Committee and stated that it was privilege to serve alongside her.

**The meeting ended at 14:35pm**

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Chairman

**Contact Officer: Rhys Campbell**

**Rhys.Campbell@cityoflondon.gov.uk**

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RCC/ BRC Action Tracker

Number	Title	Date Added	Committee	Action Owner	Due Date	Update For committee	Committee Comments (2 <sup>nd</sup> Sep & 16 <sup>th</sup> Sep)
1	Barbican Highwall – Planned Maintenance of the Public Realm	Mar-20	BRC/RCC	Michael Gwyther-Jones & Daniel Sanders	Q4 2027	Detail design is complete, and we are due to go out to tender on the 12 <sup>th</sup> September 2024.  When the tenders have been received and evaluated a Gateway 5 Report will be presented to committee for approval.	
2	Energy Update	Sep-22	BRC/RCC	Emma Bushell & Daniel Sanders	Aug 24	There is a complete paper on the audit output within the agenda for 2 <sup>nd</sup> September (RCC) and 16 <sup>th</sup> September (BRC).	
3	Lambert Jones roof	Nov-22	BRC/RCC	Damon Ellis & Dan Sanders	Q3 2024	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.	
4	2022-23 Revenue Outturn for Dwellings Service Charge Account	Sep-23	BRC/RCC	Nichola Lloyd and Dan Sanders	Sep 2024	We are awaiting B&S full report. As soon as received we will share with the service charge working party and provide a formal update to the next RCC/BRC.	
5	Barbican Estate Window Repairs/ Replacement Report	Sep-23	BRC/RCC	Graham Sheret & Dan Sanders	TBD	Temporary repairs continue to be undertaken in the most urgent areas, these repairs are designed to last for roughly 18 months.  Progress continues to be made and please refer to the R&M paper in this agenda for procurement updates.  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.	

RCC/ BRC Action Tracker

Number	Title	Date Added	Committee	Action Owner	Due Date	Update For committee	Committee Comments (2 <sup>nd</sup> Sep & 16 <sup>th</sup> Sep)
6	Barbican Estate Redecoration Programme 2020 -25	Sep-23	BRC/RCC	Dan Castle and Dan Sanders	Mar 2025	<p>Following the report last committee current projects are being delivered well and with a good level of engagement.</p> <p>Assistant Director and Contracts Manager are working with House Chairs on blocks where there are issues with past rededs programmes and will see through to resolution.</p>	
7	Barbican Estate Major Works Five-Year Asset Management Programme	Sep-23	BRC/RCC	Daniel Sanders	Aug 24	<p>The Programme Board has been established and had 2 productive meetings so far.</p> <p>The next meeting will have an agenda and start to delve into the details of current and upcoming projects.</p> <p>The board has ambition to bring a report to the next committee cycle on progress.</p>	
8	Barbican Estate Office Review	Sep-23	BRC/RCC	Dan Sanders	Nov 24	<p>Verbal updates from Dan Sanders including proposal for wider reporting/communication from the transformation board to all leaseholders moving forward.</p>	
9	Repairs and Maintenance Procurement Update	Sep-23	BRC/RCC	Michael Gwyther-Jones & Dan Sanders	Apr 25	<p>There is a complete paper on procurement update within the agenda for 2<sup>nd</sup> September (RCC) and 16<sup>th</sup> September (BRC).</p>	
10	Window Cleaning Contracts	Sep-23	BRC/RCC	Damon Ellis	Nov 24	<p>Tenders due for return in September and we will aim to provide a paper in Nov/Dec committees.</p>	

RCC/ BRC Action Tracker

Number	Title	Date Added	Committee	Action Owner	Due Date	Update For committee	Committee Comments (2 <sup>nd</sup> Sep & 16 <sup>th</sup> Sep)
11	Antisocial Behaviour of the Barbican Estate	Sep-23	BRC/RCC	Dan Sanders	Aug 24	<p>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.</p> <p>We plan to issue comms in our newsletter and following the graffiti incident in August the Assistant Director is reviewing ASB and Estate security in detail with a view to bring a paper to committee in Q1 2025.</p>	
12	Brandon Mews Canopy	Sep-23	BRC/RCC	Dan Sanders	Sep 24	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 Nov/Dec committee.	
13	Blake Tower	Sep-23	BRC	Judith Finlay & Dan Sanders		Verbal Update	
14	Breach of Lease Protocol	Sep-23	BRC/RCC	Helen Davinson & Dan Sanders		Verbal update on progress. View to bring final paper in Nov/Dec committee.	
15	Notice of Intention	Sep-23	BRC/RCC	Dan Sanders	TBD	There is a complete paper on temporary workers within the agenda for 2 <sup>nd</sup> September (RCC) and 16 <sup>th</sup> September (BRC).	

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# Agenda Item 6

<b>Committee(s):</b> Barbican Estate Residents Consultation Committee Barbican Residential Committee	<b>Dated:</b> 2 September 2024 16 September 2024
<b>Subject:</b> Barbican Estate Office – Fire Doors	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	N/A
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>No</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N//A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> Judith Finlay, Executive Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> Daniel Sanders – Assistant Director – Barbican	

## Summary

Under the Fire Safety (England) Regulations 2022, apartment fire doors, must meet specific standards to ensure they provide adequate protection in the event of a fire.

Following a review of the fire doors across the Barbican Estate and considering the age profile of the building the City of London committed to replacing all apartment front doors at cost across the Barbican Estate.

## Recommendations

Members are asked to:

- Note the report.

## Main Report

## Programme Objectives

The key objectives of the programme are to ensure that the new fire doors have:

- The correct fire resistance rating

- Intumescent strips & smoke seals
- Self-closing mechanisms
- Appropriate certification and markings
- Material & construction paperwork

We are also aware through consultation with residents that the original aesthetic of the doors (and subsequent surrounds) are a huge part of the architectural appeal and listed status of the buildings.

With this in mind, we set out to obtain a compliant door set that meets the BCO and legislative requirements under fire safety whilst retaining as much of the original aesthetic as possible.

### **Programme**

We are currently going through the design testing phase with the tower door sets to ensure they work in practice:

- Design and manufacture of Service Room Door – 21/08/24
- Thermal Transmittance Test – 16/09/24
- Fire Test 3 – 17/09/24
- Acoustic Test 1 – 07/10/24
- Temporary Door Set Design and Manufacture – 16/10/24
- Smoke Test 2 – 15/11/24
- Design of Bespoke Letterbox – 19/11/24
- Service Door Fire Test 1 – 28/11/24
- Operation and Strength Test – 17/12/24
- Weathertightness Test – 18/12/24
- Service Door Smoke Test – 10/01/25
- Fire Test Letter Plate and Panel – 14/02/25
- Smoke Test Letter Plate and Panel – 03/03/25
- Manufacture of Complete Door Set – 11/06/25

I'd specifically draw attention to the Temporary Door Set Design and Manufacture currently scheduled for 16/10/24. This will be the installation of an entire door set in one of the City owned tower apartments.

Once installed, we will invite residents to review the door and we will also obtain a lot of information about bespoke design items, potential installation struggles that may not currently be known and realistic timescales for a door set replacement.

### **Summary**

We will continue to go through the design testing programme, we will invite residents to come and view the installation in October and we will keep residents informed of progress.



We will also work with the project team and programme board to ascertain when the most appropriate time for starting phase 2 (corridor blocks) will be appropriate.

Report of Daniel Sanders

*Daniel Sanders*

Assistant Director – Barbican Estate

[Dan.sanders@cityoflondon.gov.uk](mailto:Dan.sanders@cityoflondon.gov.uk)

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# Agenda Item 7

<b>Committee(s):</b> Barbican Estate Residents Consultation Committee – For information  Barbican Residential Committee – For information	<b>Dated:</b> 2 September 2024  16 September 2024
<b>Subject:</b> Barbican Estate Office – Sprinklers	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	N/A
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>No</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> Judith Finlay, Executive Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> Daniel Sanders – Assistant Director – Barbican	

## Summary

The Barbican Estate towers (Cromwell Tower, Lauderdale Tower, and Shakespeare Tower) are an iconic example of brutalist architecture due to their robust and predominantly concrete construction.

In recent years, there has been growing concern about fire safety in high-rise residential buildings, particularly following the tragic Grenfell Tower fire in 2017. This has led to calls for the retrofitting of sprinkler systems in older buildings. However, there are compelling reasons why the Barbican Estate towers may not need retrofit sprinkler systems, based on their unique architectural features, existing fire safety measures, and the practical challenges associated with retrofitting.

## Recommendations

Members are asked to:

- Note the report.

## Main Report

### 1. Robust Fire Safety Design

One of the primary reasons the Barbican Estate towers may not require retrofit sprinkler systems is the robust fire safety design inherent in their construction. The towers were built with reinforced concrete, which is highly resistant to fire. The compartmentalization of the building into separate flats and the use of fire-resistant materials in walls and floors will help to contain any potential fire, preventing it from spreading rapidly throughout the building.

The layout of the towers includes multiple fire escape routes, with stairwells designed to be fire-resistant and free from combustible materials. These features provide residents with safe evacuation paths in the event of a fire, reducing the reliance on sprinkler systems as the primary means of fire control.

## **2. Existing Fire Safety Measures**

The Barbican Estate already has several fire safety measures in place that contribute to the overall safety of the residents. These include regular fire risk assessments, smoke detection systems, and alarm systems that are designed to provide early warning in the event of a fire.

The estate management conducts regular maintenance and safety checks to ensure that all fire safety equipment is functioning correctly and that fire escape routes remain unobstructed.

Additionally, the estate's fire safety strategy includes strict controls on modifications within flats, ensuring that any changes comply with fire safety regulations. This reduces the likelihood of fire hazards being introduced through resident modifications.

## **3. Practical Challenges of Retrofitting**

Retrofitting sprinkler systems in the Barbican Estate towers would present significant practical challenges, both technical and logistical. The complex and historic nature of the building means that installing a modern sprinkler system would require substantial modifications to the existing structure.

This will involve invasive work that might compromise the building's architectural integrity, affect the aesthetics of the heritage site, and disrupt the daily lives of residents.

The Barbican Estate is Grade II listed site, meaning that any significant alterations to the buildings would require approval from heritage bodies. The retrofitting process would be lengthy, costly, and may not yield the intended benefits when considering the building's already robust fire safety features.

## **4. Cost-Benefit Consideration**

The cost of retrofitting sprinkler systems in the Barbican Estate towers would be considerable, and the benefits may not justify this expenditure given the existing fire safety measures. Investing in enhancing and maintaining current systems, such as

regular fire risk assessments, improved smoke detection, and resident fire safety education, may provide a more cost-effective way of ensuring safety without the need for a full retrofit.

There Estate has had relatively low fire-related incidents which suggests that the existing safety measures have been effective over the decades. Therefore, the financial resources required for retrofitting might be better allocated to other improvements such as the fire stopping programme in the vertical risers.

## **5. Conclusion**

While fire safety is of utmost importance, the unique characteristics of the Barbican Estate towers suggest that retrofitting sprinkler systems may not be necessary. The robust construction, existing fire safety measures, practical challenges of retrofitting, and cost considerations all point towards maintaining and enhancing current safety protocols as a more viable approach. Instead of retrofitting, a focus on rigorous fire safety management and continuous improvements in existing systems can effectively safeguard the residents while preserving the historical and architectural integrity of the Estate.

We will continue to review fire risk on an ongoing basis, and should we become aware of certain risks that require mitigation through sprinklers we will revisit the merit for sprinkler installation but at the moment, we do not plan to proceed with retrofit sprinkler installation.

Report of Daniel Sanders

*Daniel Sanders*

Assistant Director – Barbican Estate

[Dan.sanders@cityoflondon.gov.uk](mailto:Dan.sanders@cityoflondon.gov.uk)

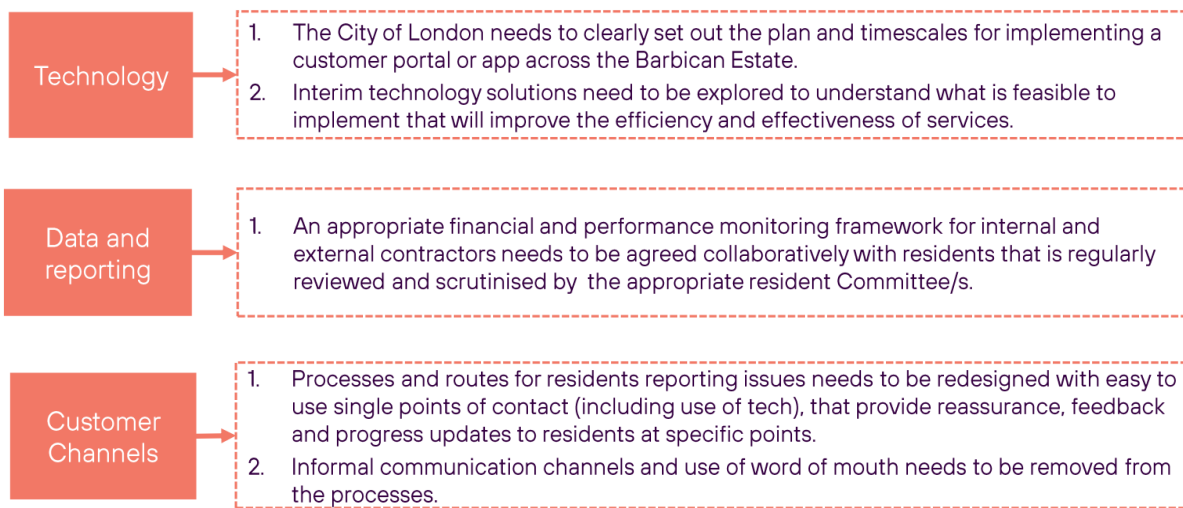
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# Agenda Item 8

<b>Committee(s):</b> Barbican Estate Residents Consultation Committee – For Information  Barbican Residential Committee – For Decision	<b>Dated:</b> 2 September 2024  16 September 2024
<b>Subject: Barbican App</b>	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	4
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>Yes</b>
<b>If so, how much?</b>	<b>£52,332</b>
<b>What is the source of Funding?</b>	<b>Service Charge</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>Yes</b>
<b>Report of:</b> Judith Finlay, Executive Director of Community and Children’s Services	<b>For Decision</b>
<b>Report author:</b> Daniel Sanders – Assistant Director – Barbican	

## Summary

The Barbican Estate does not currently have a resident app/portal to support its service delivery. This is noted in several parts of the Altair Report (see below):



Resident feedback about communication channels, maintenance reporting and community engagement supports the findings of the Altair report. The BEO have engaged with Spike Global on an initial proposal to develop a bespoke app for the Barbican.

## **Recommendations**

Members are asked to:

- Approve the proposal.

## **Main Report**



## App Benefits

There are several benefits to residents of the Barbican having a bespoke app designed to improve the service offering and daily living experience of the Barbican Estate.

- **Convenient Communication:** Streamlines communication between residents and management, allowing for real-time updates, notifications, and announcements.
- **Maintenance Requests:** Residents can easily submit and track maintenance requests, ensuring quicker response times and resolution.
- **Community Engagement:** Facilitates community interaction through event calendars, forums, or chat features, fostering a sense of community.
- **Payment Management:** Simplifies rent & service charge payments as well as other fee transactions, with options for online payment and tracking payment history.
- **Access Control:** Enhances security by providing digital access codes, visitor management, and notifications for package deliveries.
- **Document Storage:** Provides a secure place for storing important documents such as lease agreements, policies, and resident handbooks for easy access.
- **Feedback and Surveys:** Enables management to gather resident feedback through surveys or direct messaging, improving service quality and resident satisfaction.
- **Emergency Alerts:** Offers a quick way to send out emergency alerts or important information to all residents simultaneously.
- **Sustainability:** Reduces paper usage by digitizing notices, forms, and communication, contributing to a greener approach to Estate Management.
- **Compliance:** Meet key requirements of the Building Safety Act 2022 with Spike able to create and share your RES and fire and safety documentation, providing a clear audit trail as part of the golden thread.

**Service Requests**  
Send enquiries and submit forms such as defect reports, visitor requests, key waiver or anything else you might need.

**Amenities**  
View and book available amenities within your building and estate.

**Events**  
Browse and book events organised by you and community partners.

**Social**  
Connect with your neighbours through clubs and forums.

**My Deliveries**  
Receive notifications and manage deliveries.

**Promotions**  
Access exclusive promotions from you and community partners.

**News & Articles**  
View the latest community news and articles in your development.

**Announcements**  
View the latest important announcements.

**My Property**  
View manuals, instruction videos, floor-plans and even pay bills.

## Spike Global

Spike Global are the industry leading app provider in the residential property arena. They operate in several markets and have some of the biggest clients in the UK property market currently connecting over 200,000 residents, some key partners are below:



Spike also offer integrations to connect third-party services to the app, though this paper is not recommending integrations at this stage it is good to know that in the future Spike can link in with systems such as Civica (subject to their agreement) leaving room for further development and efficiencies, some key integrations are below:



To date, Spike have engaged with us in concept conversations, functionality requirements, bespoke design and provided an app timeline and roll out for us free of charge and we have been impressed with their positive approach and genuine ambition to want to operate on the Barbican Estate.

## Considerations

Introducing a resident app in a development with a high age demographic presents several risks, including resistance to technology, potential usability challenges, and a lack of digital literacy.

These risks could lead to frustration, reduced engagement, and the possibility that the app will not be used effectively. To overcome these challenges, we are working with Spike to prioritize a user-friendly design with simple navigation, large fonts, and clear instructions.

Additionally, providing hands-on training sessions, offering personalised support, and ensuring that some traditional methods of communication remain available such as notice boards in communal areas and the weekly bulletin which will be published through the app but we have agreed with Spike, for those people who are unable to utilise the app technology that we can create a bespoke group that will generate an email every time we issue a communication instead of an in-app notification. This is beneficial for 2 key reasons:

- It means the BEO will still only have to use one system for communication, the app will automatically generate and issue the email meaning there is no duplication of work.
- It allows us to keep connected with residents who may not be able to operate or have access to mobile technology.

## Financials

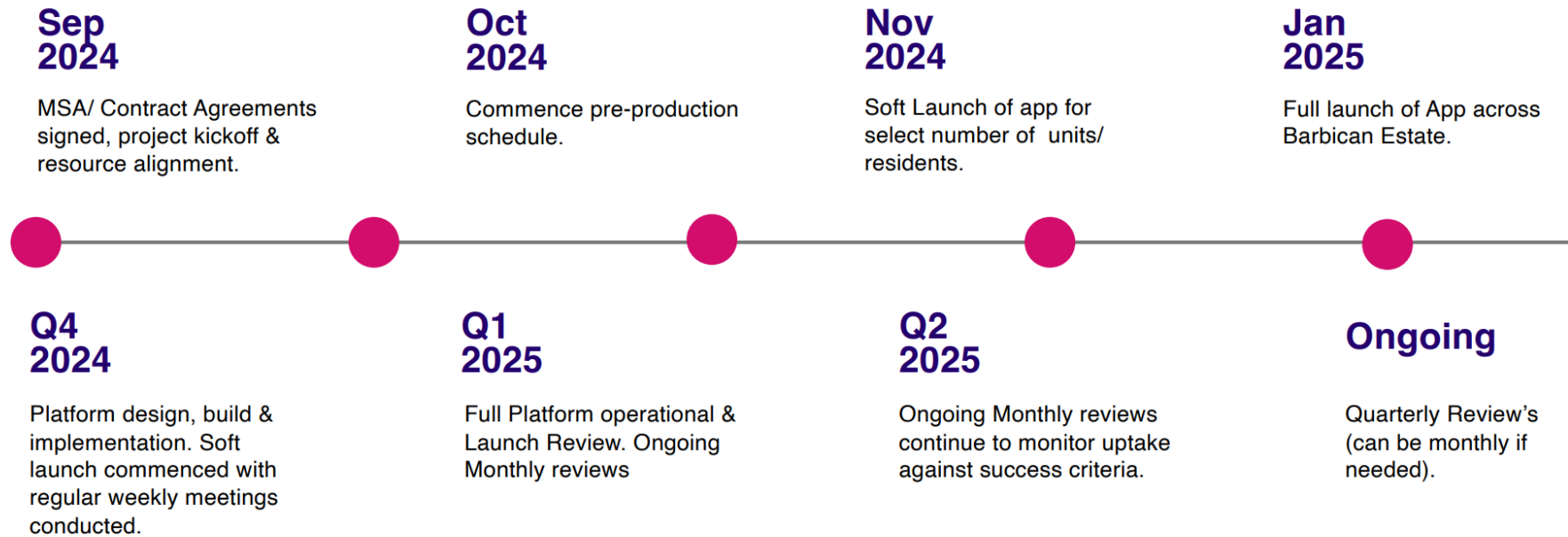
The app project is service charge recoverable. We have been working with Spike on securing the best value for leaseholders and the screenshots below demonstrate the Commercial negotiation we have undertaken on behalf of leaseholders to secure best value, including the scope to further negotiate should our colleagues in Housing decide to introduce a similar product with Spike:

Spike Pricing* (GBP)	Spike Pricing* (GBP)
<b>Monthly Subscription Fee:</b>  <b>£3,111 + VAT</b>  (based on 2,074 units @ £1.50 per unit)	<b>Monthly Subscription Fee:</b>  <b>Year 1</b> - 2,074 units @ £1.50 per unit - <b>£3,111 + VAT</b> <b>Year 2</b> - 2,074 units @ £1.40 per unit - <b>£2,904 + VAT</b> <b>Year 3</b> - 2,074 units @ £1.30 per unit - <b>£2,696 + VAT</b>  Spike are willing to discuss a reduction of the unit fee should the social housing division wish to discuss further.

## Timeline and Rollout

Subject to committee approval we have worked with Spike to design a project timeline below:

# Resident App Timeline & Rollout



## **Ambition**

We want to outline our ambition for the app in terms of the preferred communication and reporting mechanism for the Estate. As such, we have realistically defined what we believe success will look like in terms of resident uptake and usage:

- Year 1 – 70% of residents on the app
- Year 2 - 80% of residents on the app
- Year 3 – 90% of residents on the app
- Year 4 – 95% + residents on the app

## **Data Handling & GDPR**

Resident information is safe on the app, it is designed with robust security measures to protect sensitive data. This includes end-to-end encryption, which ensures that information like personal details, payment data, and maintenance requests are securely transmitted and stored.

Additionally, we will have multi-factor authentication, requiring users to verify their identity through multiple steps. Regular security updates and compliance with data protection regulations, such as GDPR or CCPA, will also routinely happen. We have also asked colleagues in corporate IT and COLP to review the data handling pack provided by Spike to ensure compliancy.

## **Conclusion**

It is the recommendation of the Assistant Director – Barbican that we proceed with this project which will be key in supporting the continued improvement of the BEO following the findings of the Altair report.

Appendix 1 – Spike Living Brochure

Appendix 2 – City of London App Presentation (Updated Commercials)

Report of Daniel Sanders

*Daniel Sanders*

Assistant Director – Barbican Estate

[Dan.sanders@cityoflondon.gov.uk](mailto:Dan.sanders@cityoflondon.gov.uk)



**spike**

# Reinventing The Modern Home & Workplace

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[spikeglobal.com](http://spikeglobal.com)

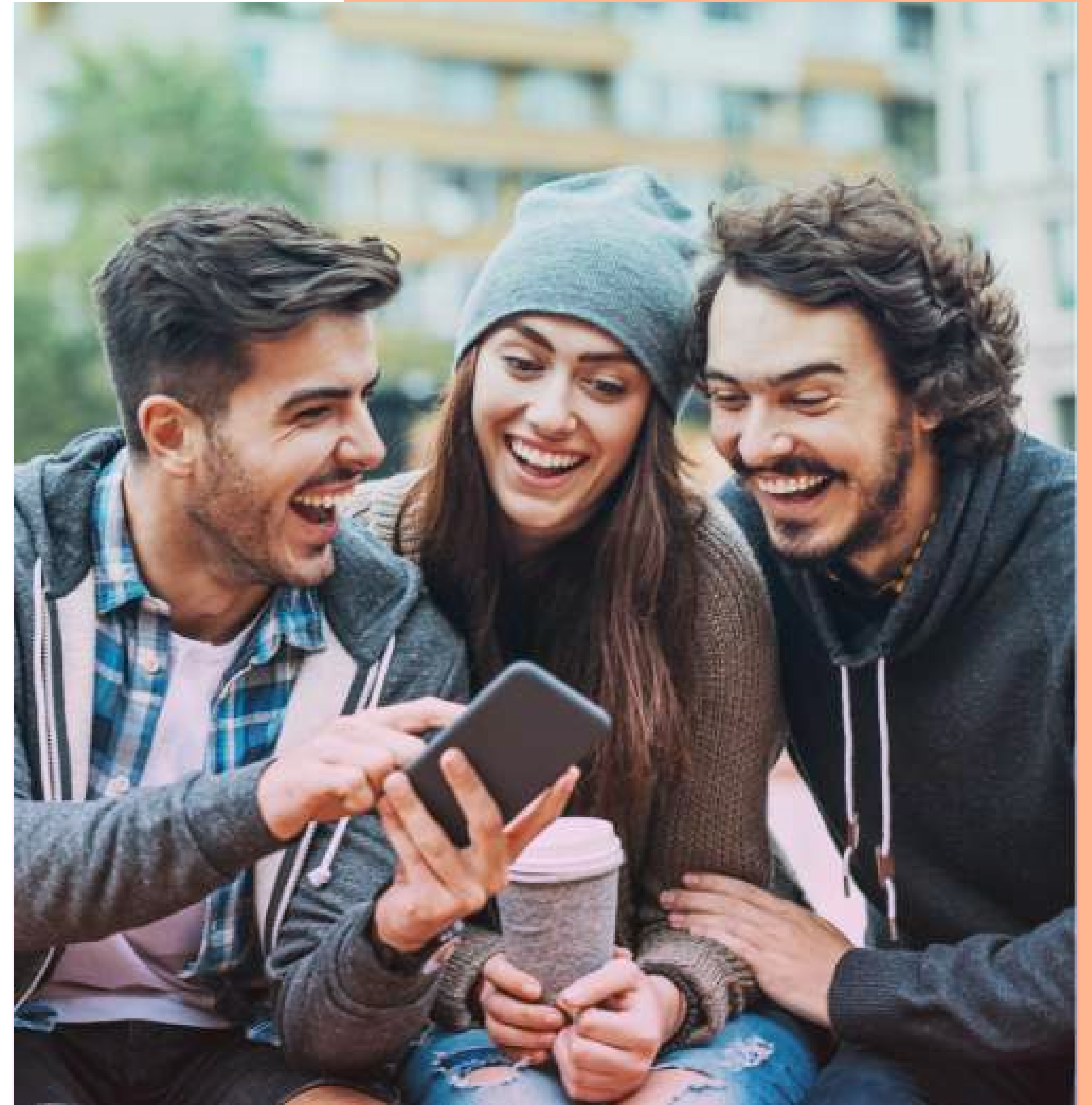




# Technology that creates connected communities

Spike delivers industry-leading software that connects people and properties to create attractive, efficient and engaging places for living, working and playing. Working across residential and commercial sectors, our unique market insights help us consistently achieve industry-leading results that maximise **occupancy, revenue & profit**.

We create solutions for everyone to benefit from the spaces they are invested in.





# Sectors we serve

## Residential

Build to Rent (BTR)

Private Residential Sector (PRS)

Built to Sell

Housing Associations

Senior Living

Student Housing (PBSA)

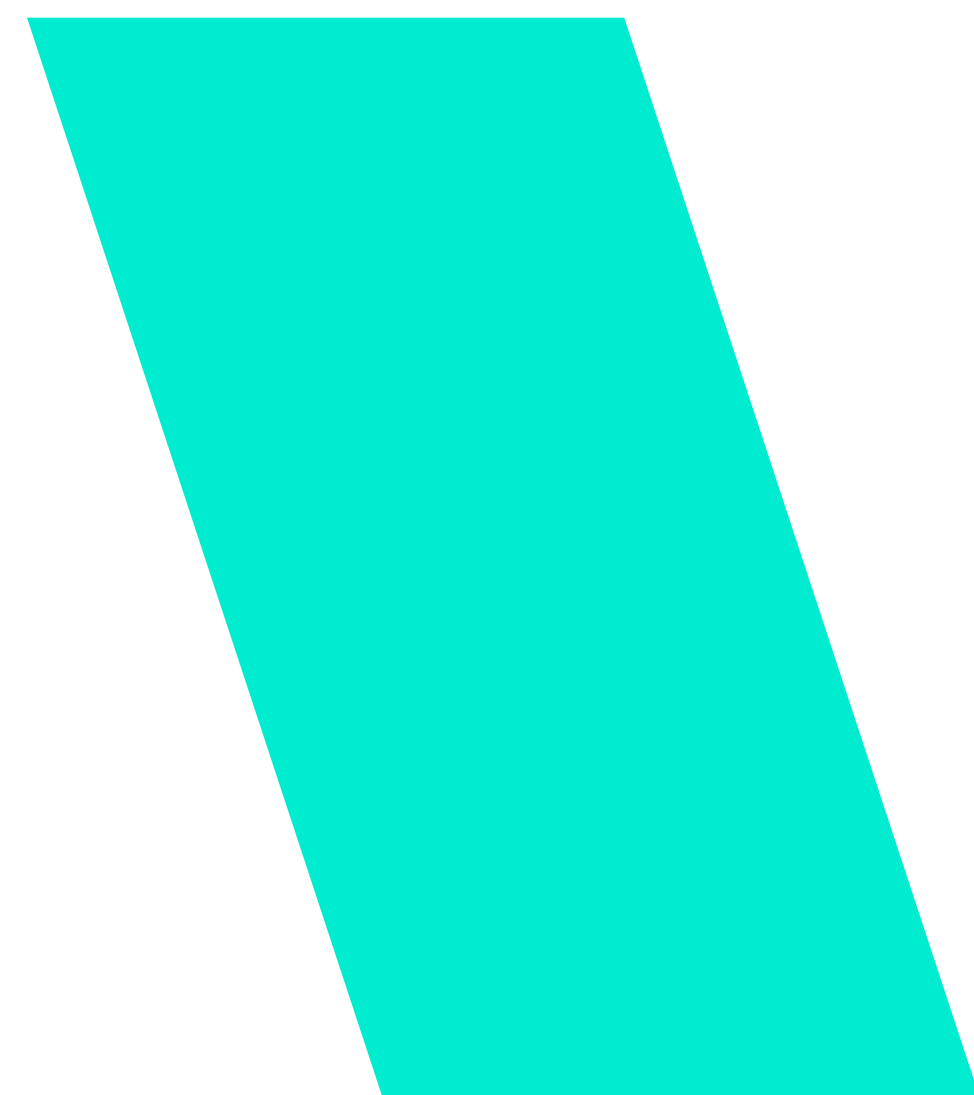
Co-Living

## Commercial

Multi occupancy

Single occupancy

Co-working





# Everything in one place with everyone connected

Spike Living helps you to build and manage thriving communities, where residents can form meaningful connections, stay engaged with up-to-date news and events, and even get involved with the wider local community by introducing them to local attractions and services.

Proven research shows that happy residents are more likely to stay longer and are less likely to leave 1-star reviews for issues that could have been solved easily.










spike

# Resident Portal


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spikeglobal.com



-  **General Enquiry**  
Is the gym open today from... 1
-  **Report A Defect**  
The hot water in the apartment...

 **Abbie Reeve** > [Book Club](#)  
6hrs ago  
Come and join us this week in talking about The Thursday Murder Club  
 24  8



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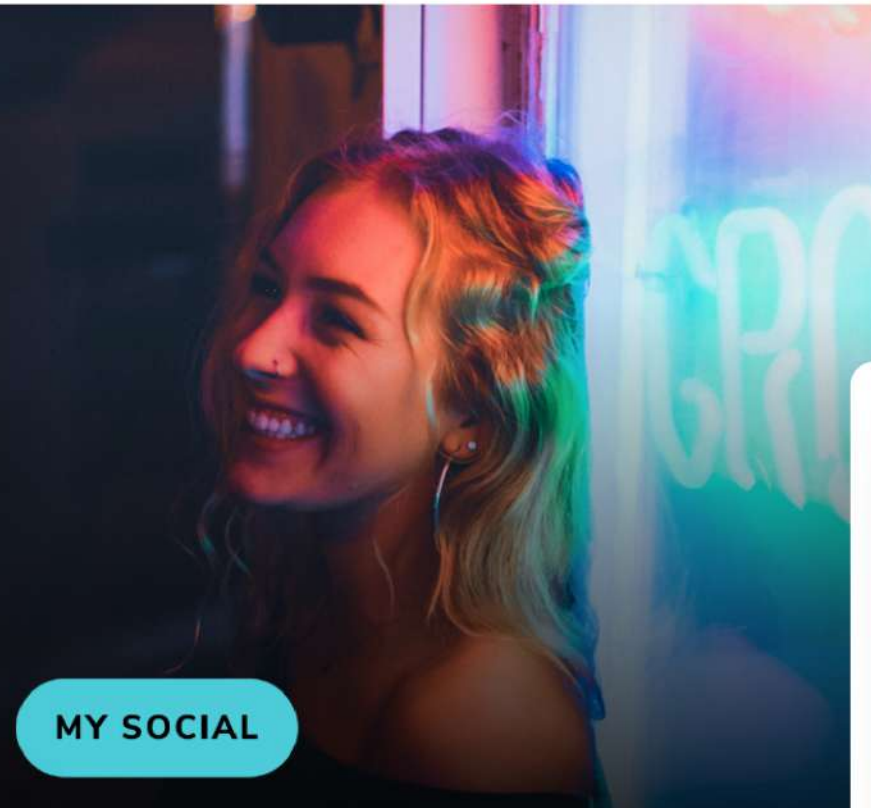
 **Olivia Mae-Stewart** > [Photography 101](#)  
2hrs ago  
I've just taken this picture!  
Any comments would be appreciated!



 46  28

9:41



 



**MY SOCIAL**

## Let's get connected


•••••

 **Deliveries**  **Bookings**


### Announcements

→

**First day of spring**  
📅 25 Feb 2023  
This is an announcement spanning multiple lines to test spacing, This is...  
•••







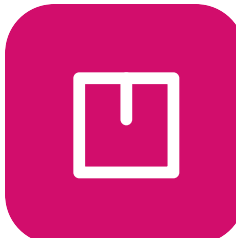









**Meeting Rooms**  
📅 Monday - Friday ⌚ 10:00 - 17:00



**Cinema Room**  
📅 Tuesday - Sunday ⌚ 14:00 - 22:00

# Connecting over 200,000 residents

**Spike Living** creates a thriving, welcoming community your residents will love, and has all the features and flexibility you need to delight your residents and empower your staff.

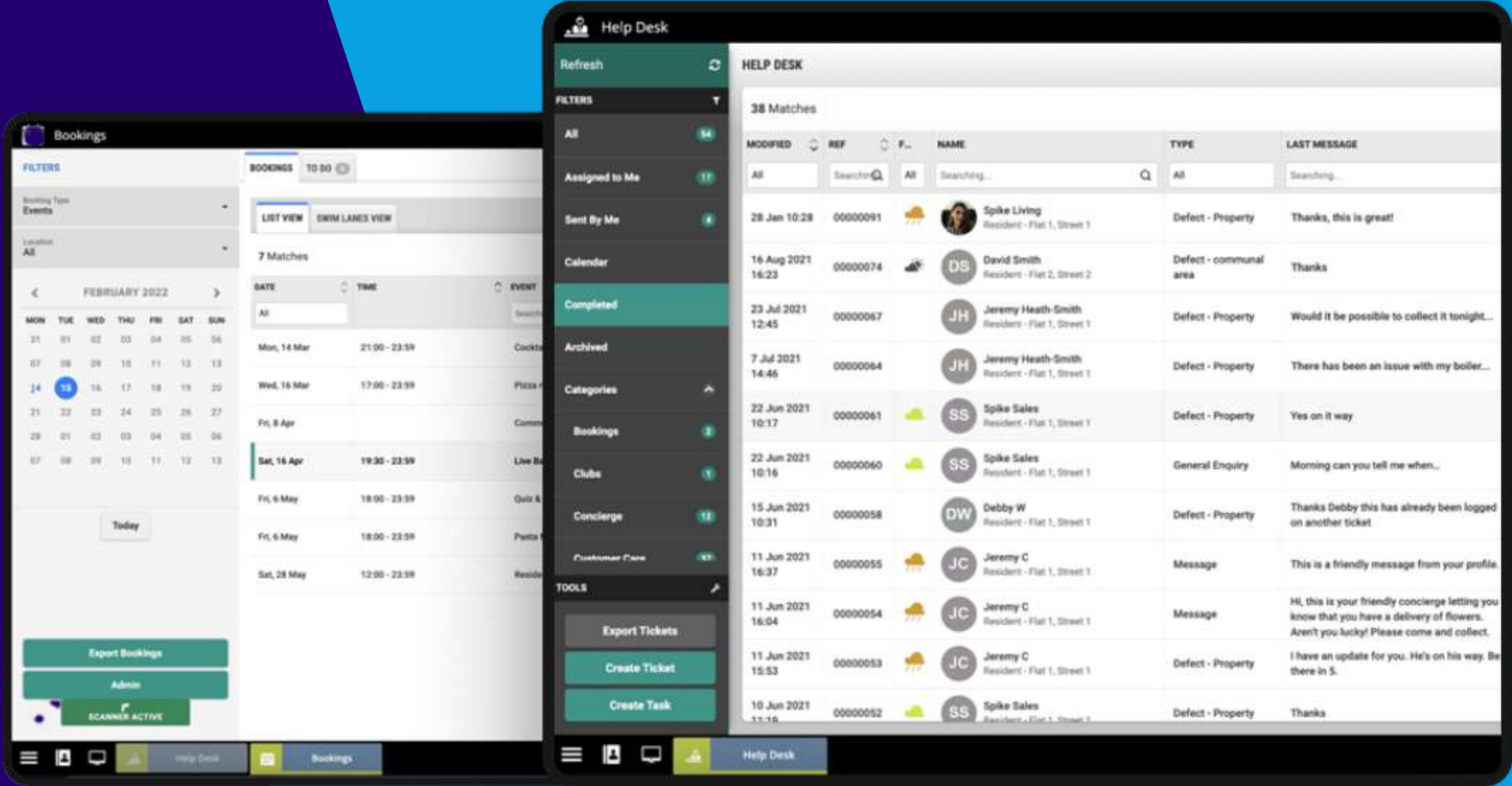
-  Social clubs & forums
-  Messaging & announcements
-  Local community
-  Defects & maintenance logging
-  Parcel notifications
-  Visitor notifications
-  Travel Information
-  Onsite events
-  Digital amenity booking
-  In-app service booking
-  Smart access control
-  Document management
-  Secure payments
-  Surveys



spike

# Management Dashboard

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spikeglobal.com

# A comprehensive tool for staff

**Spike's** user-friendly management dashboard provides a comprehensive tool for staff to dramatically improve operational efficiencies and streamline communication with residents.

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Help desk



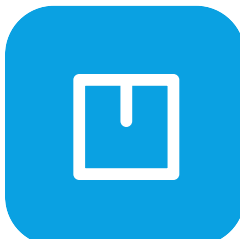
Manage users



Reporting



System admin



Parcel management



Visitor management



Manage amenities & events



Messaging & communication



Manage social



Content management

# Spike Living integrations

We understand the need to connect to third-party services and Spike already has a number seamless integrations with leading providers from **CRM systems, parcel lockers, maintenance management to payment gateways and finance & property management systems.**

Bespoke features and device integrations can be configured to suit your requirements. Please ask for more information.



# Example clients





# What our clients say



**David McGuinness**, Managing Director, Niche Living

**“The Spike Living portal plays a key role in our resident experience, providing a central place where residents can feel part of the community and manage their day-to-day life admin.”**



**Oscar Brooks**, Director, Moda Living

**“At Moda, community and wellbeing are our number one priorities. Our MyModa app keeps our residents connected with each other and the city.”**

# What our clients say

legacie

**Colin Croxton**, Managing Director, Legacie  
Management and Lettings

**“By partnering with Spike we can connect residents with one another and improve their connection with the local area, creating a ‘buzzing’ community feeling. We see Spike Living portal as an integral part of our developments going forward.”**

 **heaton group**

**John Heaton**, Managing Director, The Heaton Group

**“As well as allowing residents to communicate with our concierge and maintenance team, Spike is encouraging residents to meet up and socialise with each other.”**

# What our clients say

## LIVINGWAY

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**Samantha Hay**, CEO, Livingway

**“Having explored many of the other tenant apps and communication tools on the market, we felt that there was nothing that provided the functionality and ease that Spike Living could.”**



**Lorna Evans**, Head of Customer Experience, Pocket Living

**“We try to foster a spirit of togetherness among our residents. The Spike Living software gives us another way of helping people to settle in.”**

**spike**

**Thank you  
for reading!**



Powered by  
**spike**



# Executive Summary

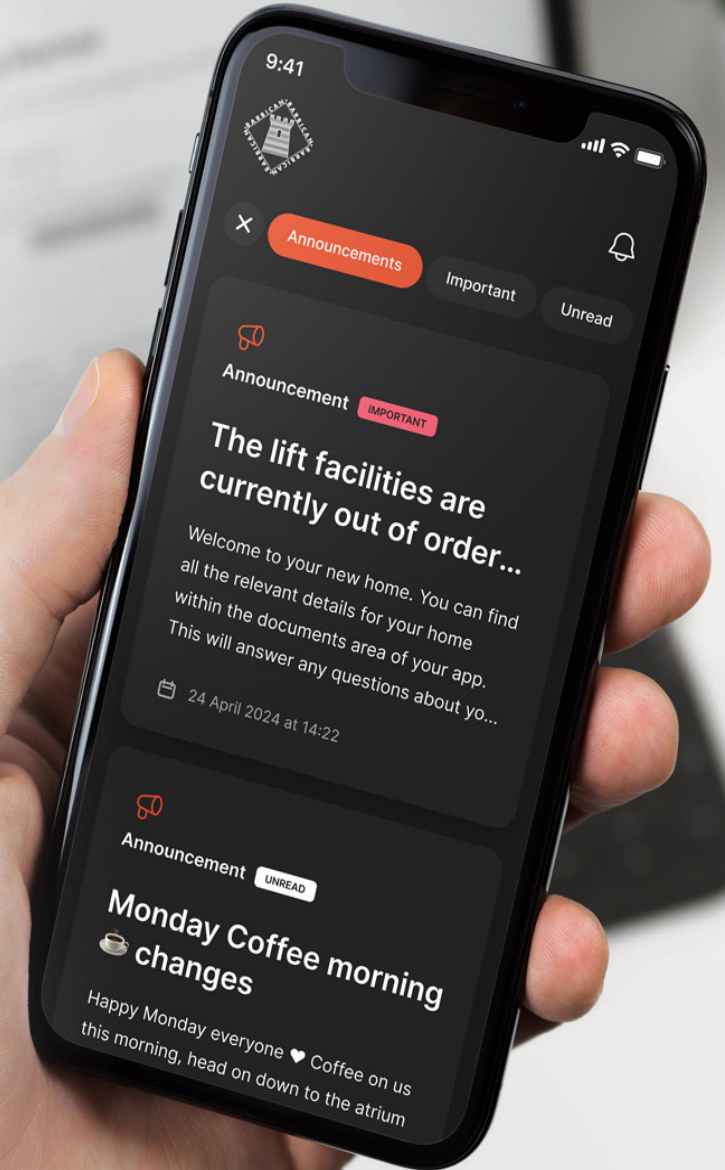
The City of London are looking to implement a resident portal at the Barbican Estate

By using Spike, the Barbican Estate portal will become the primary interface between your residents and your operational teams as well as integrating the wider community, making for a more connected living experience.

Our approach to delivery is unique, working closely with the Barbican Estate team in establishing a long-term partnership through collaboration and transparency.

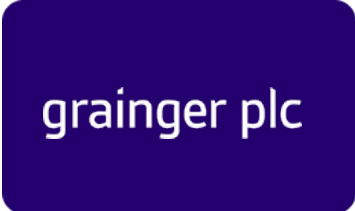
Looking to bridge the communication gap with the Barbican Estate residents through a white-labelled app, enabling:

- Outgoing Communication with Leaseholders
- Incoming Communications with chat functionality
- Parcel Management
- Social Engagement
- and much more...



# Selection of Clients

Over 13 years' experience working within the residential real estate industry across Property Management, Build-to-Rent, Built-to-Sell, PRS, Student, Co-Living, and Later Living sectors.



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# The Importance of Technology

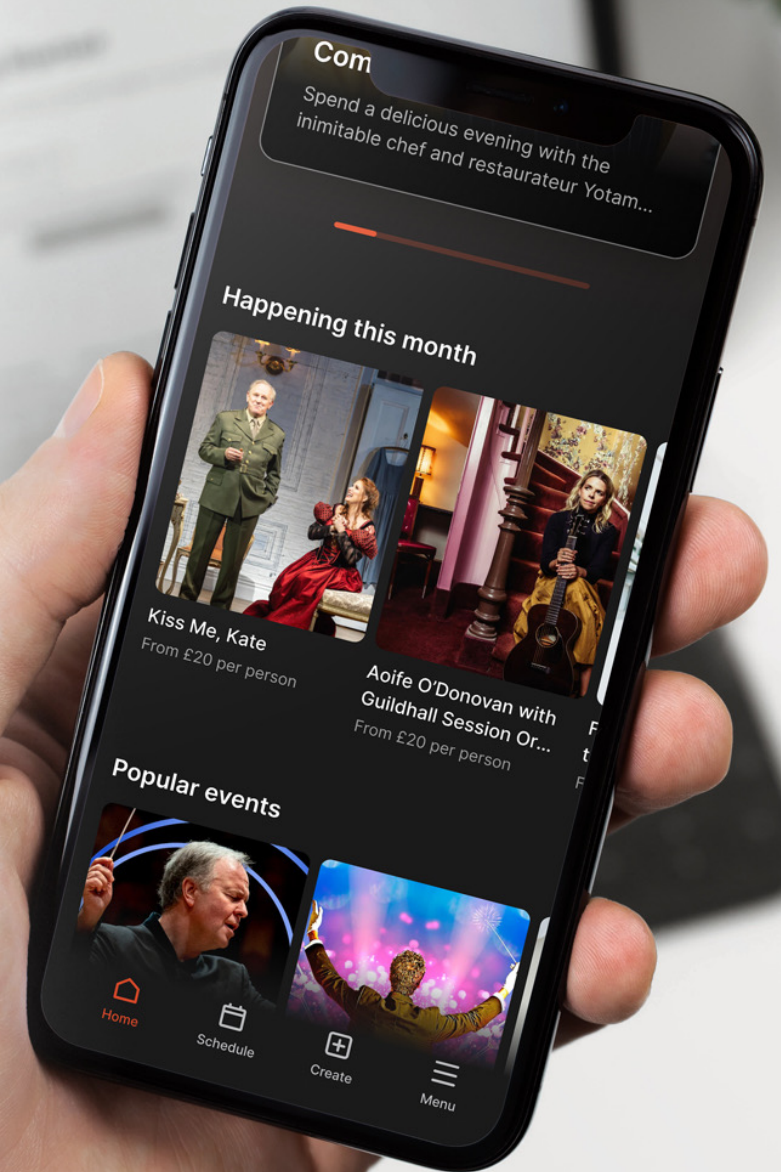
Trusted by over **250,000 residents** in **1,000 buildings** across **25 countries**, Spike's solutions are renowned for their significant impact.

By partnering with Spike, the Barbican Estate can expect to:

- Reduce time spent on building management tasks by up to 75%
- Reduce resident enquiries by up to 60%
- Increase event participation by up to 46%
- Reduce response times for maintenance requests by up to 30%.

Ultimately, increasing efficiencies, modernising services, growing ancillary revenue and enhancing community engagement across the Barbican Estate.

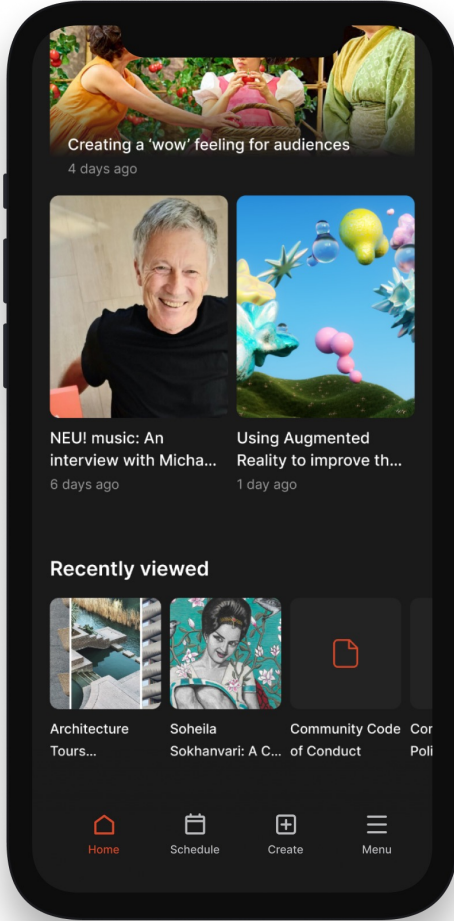
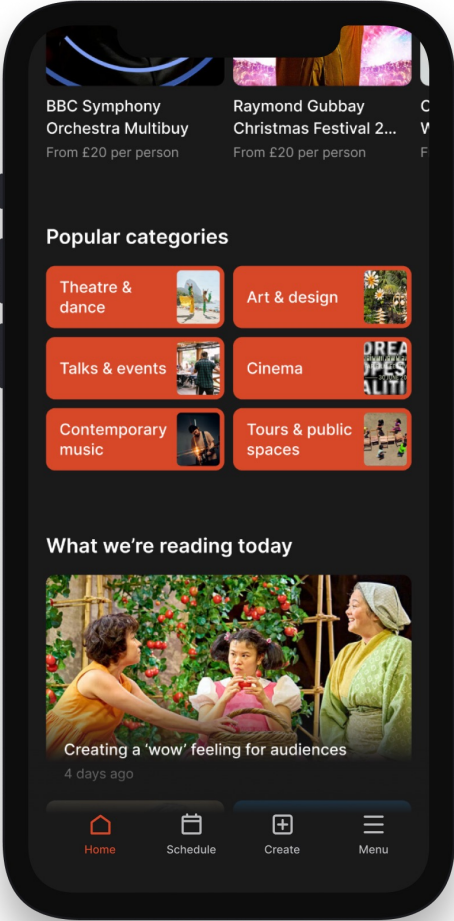
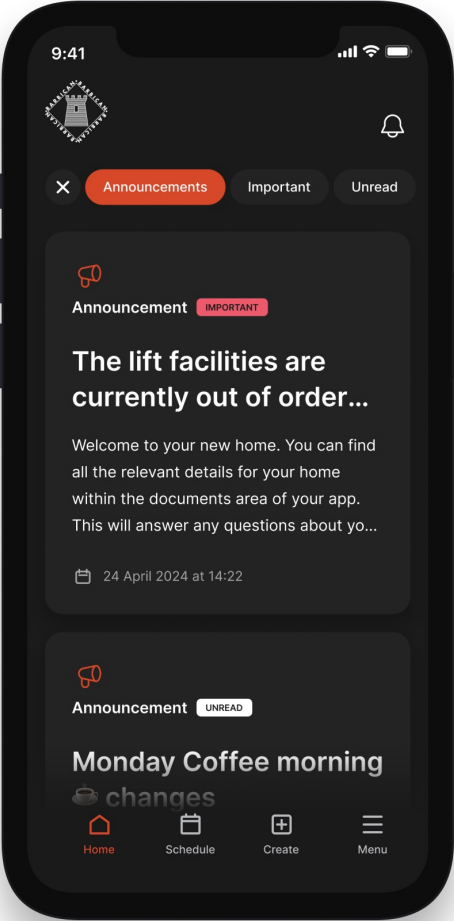
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# Example Barbican Screens

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# Spike Living

## Resident App Functionality

Your resident app is designed to become a community hub of information and social activity. Empower your residents to connect with neighbours, management staff, amenities and the wider local community, enhancing their attachment to the lifestyle that you offer.



### Service Requests

Send enquiries and submit forms such as defect reports, visitor requests, key waiver or anything else you might need.



### Amenities

View and book available amenities within your building and estate.



### Events

Browse and book events organised by you and community partners.



### Social

Connect with your neighbours through clubs and forums.



### My Deliveries

Receive notifications and manage deliveries.



### Promotions

Access exclusive promotions from you and community partners.



### News & Articles

View the latest community news and articles in your development.



### Announcements

View the latest important announcements.



### My Property

View manuals, instruction videos, floor-plans and even pay bills.

# Spike Living

## Management Dashboard Functionality

Your management dashboard connects your staff to residents and their day-to-day needs, enabling them to efficiently manage your thriving community. The dashboard has an array of functionality that allows your staff to provide excellent customer service and supports connectivity across multiple internal disciplines and third-party contractors.



### Service Requests

Manage enquiries, defects, requests and much more with form builder and workflow management.



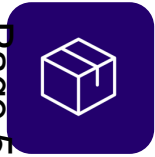
### Automation

Set up automated workflows to manage communications, tasks and information updates based on specific triggers.



### Manage Bookings

Create and manage bookings for all services, events and amenities.



### Manage Deliveries

Streamline and simplify your parcel management.



### Visitor Management

Register, track, and manage all visitors onto the estate.



### Manage Social

Build and manage a thriving community for your residents through clubs and forums



### Data Management

Create, store and access all property and contact information in one central place.



### Admin

Create and manage resident user profiles and staff dashboard profiles.



### Document Management

Manage manuals, instruction videos, floor plans and invoices.



### Transactions

Store and access all transactions and view payments in one central place.



### Task Management

Organise, prioritise and track tasks ensuring nothing gets missed.



### Reporting

Create custom reports to gain actionable insights for better decisions.

# Commercials

Spike Pricing* (GBP)	Description
<p><b>Monthly Subscription Fee:</b></p> <p><b>Year 1</b> - 2,074 units @ £1.50 per unit - <b>£3,111 + VAT</b>  <b>Year 2</b> - 2,074 units @ £1.40 per unit - <b>£2,904 + VAT</b>  <b>Year 3</b> - 2,074 units @ £1.30 per unit - <b>£2,696 + VAT</b></p> <p>Spike are willing to discuss a reduction of the unit fee should the social housing division wish to discuss further.</p>	<p>Includes subscription to Spike PMS including associated functionality including updates &amp; product enhancements, hosting and support.</p> <p>To include:</p> <ul style="list-style-type: none"> <li>- iOS &amp; Android App</li> <li>- Management Dashboard</li> </ul>
<p><b>Implementation, Configuration, Integration and Training Fee:</b></p> <p>One-time fee: <b>£15,000 + VAT</b></p> <p><b>This includes integration with Civica CX.</b></p>	<p>This one-off fee covers system developing a unique instance, branded in line with your portfolio as well as data import and system configuration.</p> <p>A dedicated Project Manager will be assigned to coordinate the set-up and implementation and will act as your point of contact.</p>
<p><b>Other Considerations:</b></p> <p>Spike Development/ Integration Day Rate: <b>£750 per day</b></p>	<p>Spike’s software delivers a feature rich resident portal off-the-shelf. However, we understand the need to connect to third-party solutions outside of our current integrations. We have an integration team who will work with to understand any required integrations for the project.</p> <p>Bespoke features will be scoped and discussed, and a price agreed before any work is started.</p>

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\*All pricing excludes VAT. Quote valid for 90 days.

# Resident App Timeline & Rollout

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**Sep  
2024**

MSA/ Contract Agreements signed, project kickoff & resource alignment.

**Oct  
2024**

Commence pre-production schedule.

**Nov  
2024**

Soft Launch of app for select number of units/ residents.

**Jan  
2025**

Full launch of App across Barbican Estate.

**Q4  
2024**

Platform design, build & implementation. Soft launch commenced with regular weekly meetings conducted.

**Q1  
2025**

Full Platform operational & Launch Review. Ongoing Monthly reviews

**Q2  
2025**

Ongoing Monthly reviews continue to monitor uptake against success criteria.

**Ongoing**

Quarterly Review's (can be monthly if needed).

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# Agenda Item 9

<b>Committee(s):</b> Barbican Estate Residents Consultation Committee – For Information  Barbican Residential Committee – For Decision	<b>Dated:</b> 2 September 2024  16 September 2024
<b>Subject:</b> Barbican Lift Consultancy	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	4
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>Yes</b>
<b>If so, how much?</b>	<b>£21,604</b>
<b>What is the source of Funding?</b>	<b>Service Charge</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>Yes</b>
<b>Report of:</b> Judith Finlay, Executive Director of Community and Children’s Services	<b>For Decision</b>
<b>Report author:</b> Daniel Sanders – Assistant Director – Barbican	

## Summary

The Barbican Estate currently has issues with reliability of lifts across the Estate. Largely this is due to the age of the lifts, difficulty in replacing components that at times can often be obsolete and a lack of capital planning.

The Barbican has had a longstanding lift consultant, Butler and Young. Following several discussions around the operational and Commercial relationship, we received their resignation from the Barbican Estate on the 5<sup>th</sup> July 2024 and this was formally accepted by the Assistant Director on 8<sup>th</sup> July 2024.

In the interim period, the BEO have established a positive and direct relationship with the incumbent lift contractor Guideline. This paper outlines our proposal to engage with ILECS, an industry leading lift consultant who we believe and provide improved value for money in both contract management and capital project management.

## Recommendations

Members are asked to:

- Approve the proposal.

## Main Report

## **Benefits of having a lift consultant**

Engaging ILECS as a lift consultant can provide numerous benefits:

### **1. Expertise**

ILECS bring specialist knowledge and experience in all aspects of lift systems, including design, installation, maintenance, and modernisation. Their expertise will support us in ensuring our lift systems are safe, reliable, and compliant.

### **2. Regulatory Compliance:**

ILECS will ensure all future lift installations and upgrades comply with current standards, and safety regulations.

### **3. Cost Savings:**

By providing accurate specifications and overseeing the tender process, ILECS can help secure competitive bids from contractors, ensuring cost-effective solutions without compromising on quality. They also identify opportunities for energy efficiency, reducing long-term operational costs and hold the incumbent contractor to account under contract ensuring automatically we are not billed for things under contract.

### **4. Project Management and Oversight:**

ILECS can manage entire lift projects, from initial planning through to completion. This includes overseeing installation, ensuring timelines are met, and that work is completed to the highest standards.

### **5. Maintenance and Modernisation:**

ILECS can develop tailored maintenance plans to extend the life of lift systems, ensuring they operate efficiently and safely. They can also advise on modernisation projects, helping to upgrade older lifts to meet current standards and improve performance. They will target specific requirements such as electrical components and map out timelines for other upgrades such as mechanical plant, ropes and carts ensuring we do not waste money.

### **6. Risk Mitigation:**

ILECS will identify potential risks and implement strategies to mitigate them, reducing the likelihood of accidents, breakdowns, or other operational issues. This proactive approach enhances the safety and reliability of the lift system.

### **7. Impartial Advice:**

ILECS provide unbiased advice that isn't influenced by manufacturers or contractors. This ensures that decisions are made in the best interest of leaseholders and Freeholder.



## 8. Futureproofing:

ILECS will consider the long-term needs of our buildings, recommending solutions that can adapt to future requirements, such as technological advancements, thereby protecting leaseholder investment in the long term.

In summary, a lift consultant adds significant value by ensuring that lift systems are designed, installed, and maintained to the highest standards, ultimately leading to safer, more efficient, and cost-effective vertical transportation within the Barbican Estate.

## Financials

ILECS can provide a more cost-effective contract management package for us than Butler and Young previously as per below:

<b>Consultant</b>	<b>Per Annum Cost</b>
Butler & Young	£35,441 + VAT
ILECS	£30,740 + VAT

ILECS contract management is slightly less expensive per annum, and we are confident we will receive enhanced service and increased value for money. For this we will receive:

1. Review and manage current Maintenance Contract/Service Agreements
2. Review any correspondence from the lift maintenance contractor, received from client or direct from the lift maintenance contractor
3. Process, manage and store all LOLER thorough examination 6 monthly reports received from client or direct from insurance company
4. Ensure all timed defects are managed correctly and effectively actioned by the lift maintenance contractor in accordance with the competent person requirements
5. Address all lifts not available for insurance inspection (INA) to make sure they are available for the inspection to take place
6. Ensure that all supplementary tests required by the competent person are undertaken and certificates correctly completed and sent to the client for their records and stored on OneVision
7. Assist and offer independent advice to the client on all lift correspondence or queries
8. Review lift maintenance contractor's invoices and quotations received direct from the client, for breakdowns and repairs
9. Address all issues direct with the lift maintenance contractor on behalf of the client, resolving issues as required
10. Secure storage online of all documentation with remote access on our OneVision database system

We are also recommending that we instruct an initial asset overview with ILECS which will cost a further £26,275 as a one-off but will provide us the following:

1. General lift details including lift type, manufacturer, ID, load, number of floors, speed, age etc.
2. Design data including information on door type, controller, drive, machine etc.
3. Review of lift installation condition with RAG (Red, Amber, Green) status for each element.
4. Identification of any areas of non-compliance with current lift standards.
5. Commentary on the quality of maintenance and housekeeping.
6. Identification of any immediate defects requiring urgent attention.
7. Recommendations for actions identified.
8. Budget costs for any recommendations.
9. Estimated life cycle expectancy remaining (years).
10. Budget costs for replacement/refurbishment for planning purposes.
11. Summary table of key information for all assets.

Finally, we further propose that we engage ILECS as our principal design and project management partner for the upcoming lift replacement programme that is going to be critical to the longer-term success of the Barbican Estate. The cost for this will be 10% of projects under £125,000 and 9% of projects over £125,000. For this we will get the following, these fees will be subject to approval per project, we are just seeking an endorsement of approach from committee at this time.

1. Carry out final site surveys
2. Produce technical specification for works
3. Prepare contractual documentation for tender purposes
4. Liaison and discussion with interested parties
5. Make any necessary alterations to the specification before finalising for tender purposes
6. Prepare pre-construction information for issue with the tender documentation
7. Recommend contractors for inclusion on the tender list
8. Tender to agreed selected contractors
9. Undertake full tender analysis, including price, technical and contractual assessment with recommendations
10. Hold a post tender meeting with recommended lift contractors (maximum of one meeting included)
11. Place order on contractor, on behalf of the client, after receiving instructions from you
12. Hold meetings with contractor at stages during ordering and manufacturing process (maximum of two meetings included)
13. Comment on drawings produced by contractor
14. Overview project until completion (maximum of one visit to site per fortnight of on site programme)
15. Witness test of the lifts including snagging (maximum of one visit included)
16. Comment on documents for inclusion in Maintenance Manual and Health & Safety File

## Summary

It is the recommendation of the Assistant Director that the Barbican Estate partners with ILECS to deliver lift consultancy services, contract & project management.

This partnership will be visible, enable us to provide regular and tangible reports to RCC/BRC on status of contract and project management and give comfort that we are supported by the industry leading consultants in this arena.

Appendix 1 – One Vision Flow Chart

Appendix 2 – One Vision Info Sheet for Residents

Appendix 3 – One Vision Cost Saving

Appendix 4 – Sample Asset Overview

Appendix 5 – Summary Asset Replacement Plan

Report of Daniel Sanders

*Daniel Sanders*

Assistant Director – Barbican Estate

[Dan.sanders@cityoflondon.gov.uk](mailto:Dan.sanders@cityoflondon.gov.uk)

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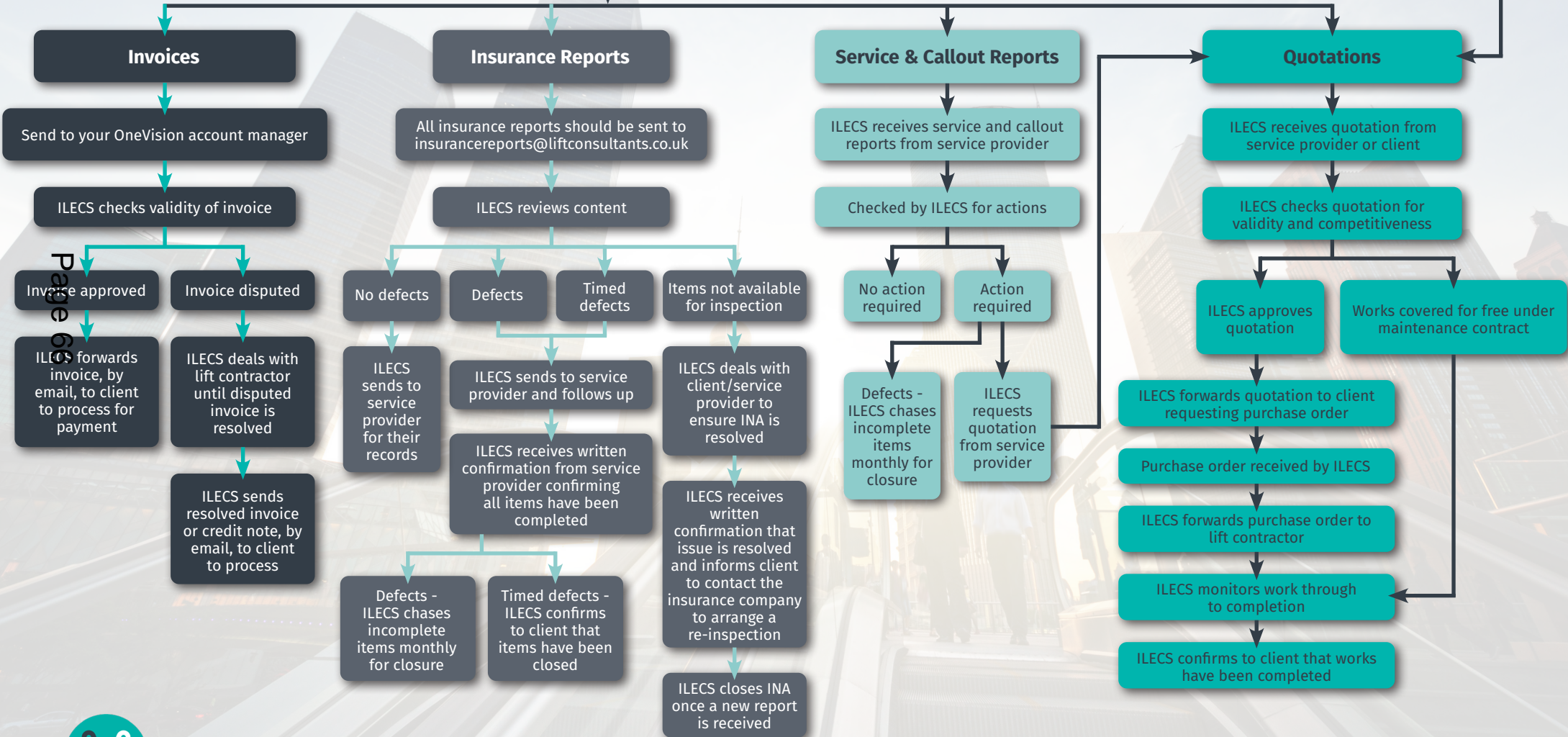
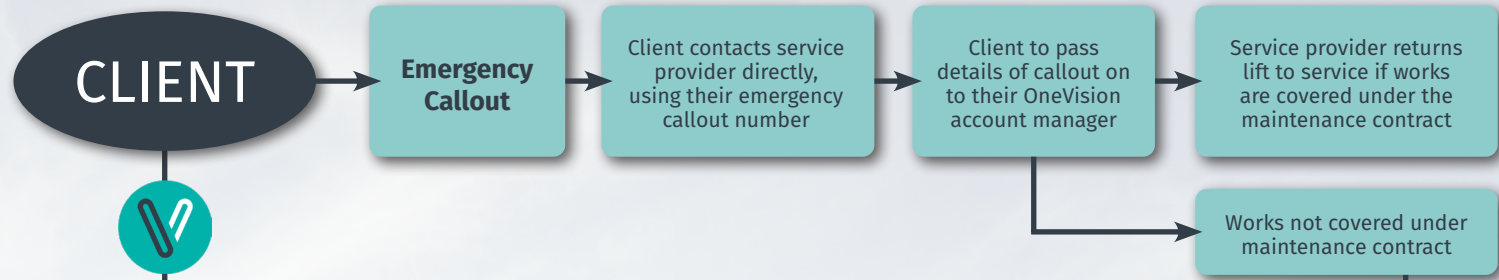
**onevision**

A comprehensive lift administration service  
designed to save you time and money.



As Lift & Escalator Consultants, it's our job to keep you moving...





- ✓ impartial
- ✓ independent
- ✓ nationwide
- ✓ expert
- ✓ professional

## ONEVISION COST SAVING SCENARIOS

### EXAMPLE 1:

---

A national contractor submitted a quotation for a controller upgrade at site and submitted a quotation for £35,033.00.

Due to the sum involved the OneVision account manager escalated this to director level where it was established that whilst the current controller was aged, what the service provider was recommending would not have brought the equipment up to current standards and was not compatible to the current equipment installed.

It was established that the quotation was not required and ILECS suggested that the money would be better spent elsewhere on the lift.

Original cost quoted for upgrade: £35,033.00  
No new quote required.

**Cost avoidance for the client: £35,033.00**

### EXAMPLE 2:

---

The incumbent lift contractor quoted for a new detector 2D Panachrome Safety Edge - Ultraslim including Trailer. A quotation in the sum of £44,861.00 was originally received for the works.

ILECS challenged the price as the rate charged for the safety edges did not agree with the contracted rate for this item therefore the quotation was disputed, and a revised quotation received.

Original quotation for works: £44,861.00  
New quote issued for: £31,366.00

**Cost avoidance for the works: £13,495.00**

### EXAMPLE 3:

---

A nationwide lift contractor quoted for deep clean downs on six escalators at one of our client's sites. The works were required to take place outside of normal office hours.

Standard clean downs were covered under the maintenance contract; however, the lift contractor could not provide documentation to confirm that these had taken place.

At the quarterly lift contractor meeting, ILECS discussed the quotations and lack of clean downs under the contract, which, had they been carried out satisfactorily this would have prevented a full deep clean being required.

The contractor agreed that they would only charge for the out of hours fee and not the works.

Original cost per escalator: £1,275.00 x 6 = £7,650.00  
New quote issued for out of hours only: £375.00 x 6 = £2,250.00

**Cost avoidance for each escalator: £900.00 x 6 = £5,400.00**

**EXAMPLE 4:**


---

The incumbent maintenance contractor submitted an original invoice for the monthly maintenance contract which had been approved by ILECS and forwarded to the client for payment. A second invoice was subsequently received for the same period which was disputed by the OneVision account manager.

A full credit was requested, and progress monitored until receipt.

Duplicate invoice received:	£2,400.00
Credit received:	£2,400.00
<b>Cost avoidance for the client:</b>	<b>£2,400.00</b>

**EXAMPLE 5:**


---

A monthly invoice for the regular maintenance contract was received in the sum of £2,250.00 which was incorrect and did not agree with the contracted rates. The invoice was therefore disputed with the contractor.

A credit was requested, and progress monitored until receipt.

Original invoice:	£2,250.00
Credit received:	£1,875.00
<b>Cost avoidance for the client:</b>	<b>£1,875.00</b>

**EXAMPLE 6:**


---

New control operating panels (COP's) were required for two lifts at the same site.

The incumbent lift contractor provided a quotation for £2,424.00 per lift.

ILECS challenged the price as being too high, but the lift contractor refused to reduce the cost to a price that ILECS felt to be fair for the works involved.

ILECS sought a quotation from an alternative contractor and received a quote in the sum of £1600.00 per lift. The incumbent contractor was then contacted with this information and then re-issued their quotation matching the reduced price.

Original cost per lift:	$£2,424.00 \times 2 = £4,848.00$
New quote issued for:	$£1,600.00 \times 2 = £3,200.00$

**Cost avoidance for each lift: £824.00 x 2 = £1,648.00**

**INTERNATIONAL LIFT & ESCALATOR CONSULTANTS**

ILECS Limited, The Old Mistley Clinic, New Road, Mistley, Manningtree, Essex CO11 1ER  
**Telephone:** 01206 399 555    **Email:** [info@liftconsultants.co.uk](mailto:info@liftconsultants.co.uk)    **Web:** [www.liftconsultants.co.uk](http://www.liftconsultants.co.uk)





## An Introduction to the ILECS Lift Portfolio Management Service

The lift industry can be a minefield of compliance and costs. Over the years it has become apparent that whilst property management companies are able to provide an excellent all-round service, they have been inundated with lift paperwork and issues.

ILECS Limited now work in collaboration with property management companies bringing sound, independent and professional advice regarding all lift equipment, when needed. We have a dedicated team of **OneVision** account managers and engineering consultants on hand to manage your lift providing ongoing technical support and advice.

We speak in 'plain English' and provide 'jargon free' updates and reports so that residents or tenants, as well as property managers, understand exactly what we are saying when providing information about lifts.

Whether identifying items covered under maintenance contracts, checking invoices and quotations, or negotiating new contracts, we are confident that we do save our clients' money.

### WHAT DOES THE ILECS ONEVISION TEAM DO?

#### LOLER Responsibilities

- We receive and review the content of all LOLER reports (sometimes referred to as insurance reports)
- Our compliance team will then monitor any contractual repairs or items identified, to conclusion
- We provide solutions and prices which we will source for Items not covered under the terms and conditions of the service contract
- Quotations supplied for any works will be scrutinised, and verified
- If the prices are too high, then we will source alternative quotations
- The **OneVision** central data management system will store all this information, produce warnings if there are delays in completing any works and automatically notifies the date of next LOLER inspection due direct to the property manager

#### Service Reports

- Service visit reports will be reviewed and verified to ensure that maintenance visits are taking place in accordance with the service contract

#### Recommended Works

- Our team will comprehensively review and comment upon any recommendations made by the lift contractors
- We will validate the necessity to carry out these works through identifying required improvements, safety or associated risk mitigation
- Any costs are assessed to ensure market value is applied

## Contractor Issues

- All technical and/or economic problems arising with the lift contractor will be reviewed by our **OneVision** team
- We will then resolve any problems on your behalf, keeping the property manager always informed

## Maintenance Contracts

- As part of the overall OneVision service, we will review the current maintenance contract and make recommendations

## Call Outs

- Once advised, we will manage and oversee any call outs to your site, ensuring that the contractor arrives within the specified time and that any problems are brought to a satisfactory conclusion with the minimum amount of inconvenience to the residents

## Health & Safety Issues

- Our **OneVision** technical team will provide advice, and take appropriate action, to resolve any high risk issues notified by the contractors or insurers

The **OneVision** service does not include visits to site or guarantee maintenance quality or fitness, however, both of these are separate services which the ILECS team are able to offer, if required.

Remember, that as experts in this very specialist field, the ILECS **OneVision** team of account managers and lift consultants, will deal with ALL communications associated with the lift equipment in your building, from both LOLER companies and lift contractors, advising the best course of action to be taken and to mitigate any costs or works that may be excessive, or not required.

We are here to ensure compliance wherever possible, provide technical advice and to keep your lift in operation with minimal downtime, 'it's our job to keep you moving'.



# LIFT ASSET OVERVIEW REPORT

**Site:**                    **Site Name**  
                               **Address 1**  
                               **Address 2**  
                               **Town/City**  
                               **Post Code**

**Client:**                **Client Name**  
                               **Address 1**  
                               **Address 2**  
                               **Town/City**  
                               **Post Code**

**Date of Survey:**    **January 2024**

**ILECS Ref:**            **CM123456**

**Prepared by:**        **ILECS Consultant**

Lift Details	
<b>Lift ID</b>	<i>Block B passenger lift</i>
<b>Lift Serial Number</b>	<i>42223150</i>
<b>Type of Lift</b>	<i>Passenger lift</i>
<b>Manufacturer / Installer</b>	<i>KONE / KONE</i>
<b>Rated Load</b>	<i>630kg / 8 person</i>
<b>Year of Installation</b>	<i>2015</i>
<b>Maintenance Provider</b>	<i>Maintenance Contractor</i>
<b>Grouping</b>	<i>Simplex</i>

## INTERNATIONAL LIFT & ESCALATOR CONSULTANTS

ILECS Limited, The Old Mistley Clinic, New Road, Mistley, Manningtree, Essex CO11 1ER  
**Telephone:** 01206 399 555    **Email:** [info@liftconsultants.co.uk](mailto:info@liftconsultants.co.uk)    **Web:** [www.liftconsultants.co.uk](http://www.liftconsultants.co.uk)

General Lift Information			
Rated Speed	1.0m/s	Car Entrance Type	Automatic 2 panel side opening
Drive Type	VVVF AC gearless	Landing Entrance Type	Automatic 2 panel side opening
Number of Stops / Openings	6/6	Number of Car Entrances	Single side opening
Call Control	Full collective	Entrance Dimensions	w:900mm x h:2000mm
Car Dimensions	w:1100mm x d:1400mm x h:2100mm	Fire / Evac Control	Not applicable

Lift Car	Comment	RAG Status
General Condition	New	
Car Pushes	All pushes functioning correctly	
Car Signalisation	Audible and visual signalisation - LCD indicators - functioning correctly	
Compliance	Satisfactory	
Alarm and Auto Dialler	Compliant auto dialler with landline fitted - fitted device fully compliant and functioning correctly	
Car and Emergency Lighting	LED type downlighters - satisfactory	
Door Finishes and Condition	New	
Other Features	Not applicable	

Landings	Comment	RAG Status
Landing Pushes	All pushes functioning correctly	
Landing Signalisation	Audible and visual signalisation - LCD indicators - functioning correctly	
Compliance	Satisfactory	
Landing Door Operation	Satisfactory	
Emergency Unlocking	Euro type lock releases on all floors - operating correctly	
Door Finishes and Condition	New	
Fire / Evac Control Station	Not applicable	

Lift Operations	Comment	RAG Status
Ride Quality	There is roll-back evident upon commencement of travel; this should be addressed	
Floor Levelling	Floor levels are satisfactory	
Door Operation	Satisfactory	
Door Protection	Full height edge protection - functioning correctly	
Firefighting / Evac Operation	Not applicable	

Machinery Spaces	Comment	RAG Status
Location	<i>Machine room less (MRL) with landing-sited maintenance control panel</i>	Green
Signage	<i>Warning signage fitted to controller</i>	Green
Access	<i>Via top floor</i>	Green
Lighting	<i>Led downlighter on landing / emergency lighting fitted but could not be tested</i>	Green
Cleanliness	<i>Satisfactory</i>	Green
General Safety & Security	<i>Satisfactory</i>	Green
Machine	<i>AC gearless machine - satisfactory</i>	Green
Gearbox Oil Levels	<i>Not applicable</i>	Green
Brake	<i>Drum brake - satisfactory</i>	Green
Sheaves	<i>Satisfactory</i>	Green
Guarding	<i>Satisfactory</i>	Green
Component Lubrication	<i>Satisfactory</i>	Green
Motor Generator / Static Inverter	<i>Not applicable</i>	White
Suspension Number/Size	<i>4 steel ropes - 10mm</i>	Green
Suspension Condition	<i>Satisfactory</i>	Green
Overspeed Governor	<i>Centrifugal type - satisfactory</i>	Green
Controller	<i>Microprocessor with VVVF drive - satisfactory</i>	Green
Ancillary Electrics	<i>Satisfactory</i>	Green
UPS and Batteries	<i>Satisfactory</i>	Green
Drawings and Diagrams	<i>Paper copies of the controller drawings are present on site</i>	Green
Release and Lowering Tools	<i>A full set of tools are available on site</i>	Green
Records and Certificates	<i>The number of log card entries suggests that maintenance visits are being missed</i>	Red
Additional Features/ Comments	-	White

Lift Well and Equipment	Comment	RAG Status
Well Lighting and Emergency Lighting	<i>Fluorescent type - satisfactory / emergency lighting fitted but could not be tested</i>	Green
General Condition	<i>Some light dust over equipment and components</i>	Yellow
Guides	<i>Satisfactory</i>	Green
Car Guide Shoes	<i>Fixed sliding shoes - satisfactory</i>	Green
Counterweight Condition	<i>Satisfactory</i>	Green
C/W Guide Shoes	<i>Fixed sliding shoes - satisfactory</i>	Green
Safety Gear	<i>Instantaneous type - Satisfactory</i>	Green

Car Engineer's Controls	<i>Satisfactory - fully compliant with current standards</i>	
Well / Car Electrification	<i>Satisfactory</i>	
Lubrication	<i>Oil pots require attention</i>	
Door Operator Condition	<i>Satisfactory</i>	
Door Locks	<i>Satisfactory</i>	
Door Hangers / Rollers	<i>Satisfactory</i>	
Door Closing Mechanism	<i>Gravity type - satisfactory</i>	
Door Shoes	<i>Satisfactory</i>	
Safety and Security	<i>Satisfactory</i>	
Covers and Guards	<i>Satisfactory</i>	
Pit Condition	<i>The dirt and debris within the pit should be cleaned</i>	
Drip Trays	<i>Satisfactory</i>	
Sheaves	<i>Satisfactory</i>	
Buffers	<i>KONE fixed stools with polyurethane under car - satisfactory</i>	
Pit Electrification	<i>Satisfactory</i>	
Additional Features/ Comments	-	

#### Additional Comments and Notes

*The log card indicates there were no callouts in the last 12 months. The last site visit was completed 03/11/2022, with no record found with regards to planned maintenance visits being completed within the last 12 months.*

*The general cleanliness of the car top, well and lift pit should be improved as part of the maintenance contract.*

*The lift was noisy during travel, especially between levels 2-4.*

#### Recommended Actions and Budgets (from RAG)

	Item	When	Budget Cost
1.	<i>Improve the overall cleanliness of the lift car top, well and pit</i>	<i>As soon as possible</i>	<i>Maintenance item</i>
2.	<i>Improve the frequency of planned maintenance visits</i>	<i>Urgently</i>	<i>Maintenance item</i>
3.	<i>Replenish the oil pots on the lift car top and counterweight and investigate the noise during travel</i>	<i>As soon as possible</i>	<i>Maintenance item</i>
4.	<i>Investigate and correct lift roll-back</i>	<i>As soon as possible</i>	<i>Maintenance item</i>

5.	<i>Paint the counterweight yellow</i>	<i>When funds permit</i>	<i>£800.00</i>
----	---------------------------------------	--------------------------	----------------

<b>Summary</b>	
Overall standard of maintenance	<i>Poor</i>
Overall general condition	<i>Excellent</i>
Overall compliance with current standards	<i>Fully complies with all current relevant standards</i>
Estimated remaining service life before replacement / modernisation should be considered	<i>15-20 years</i>
Budget costs for modernisation (at today's prices)	<i>£80,000.00</i>
Budget costs for full replacement (at today's prices)	<i>£95,000.00</i>

*All costs exclude VAT and associated fees*

SAMPLE

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# Summary of Projected Lift Lifecycle Costs

## Site Name/Client Name

Lift	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037
Lift 1					£30,000.00									
Lift 2						£120,000.00								
Lift 3	£130,000.00													
Lift 4						£120,000.00								
Lift 5	£130,000.00													
Lift 6	£120,000.00													
Lift 7														
Lift 8														
Lift 9														
Lift 10			£120,000.00											
Lift 11													£150,000.00	
Lift 12	£120,000.00													
Lift 13						£140,000.00								
Lift 14				£30,000.00										
Lift 15								£140,000.00						
Lift 16								£140,000.00						
Lift 17	£140,000.00													
Lift 18	£140,000.00													
Lift 19										£130,000.00				
Lift 20										£130,000.00				
Lift 21	£120,000.00													
Lift 22	£120,000.00													
Lift 23	£120,000.00													
Lift 24	£120,000.00													
Lift 25						£120,000.00								
Lift 26						£120,000.00								
Lift 27											£140,000.00			
<b>Total Cost</b>	<b>£1,260,000.00</b>	<b>£0.00</b>	<b>£120,000.00</b>	<b>£30,000.00</b>	<b>£30,000.00</b>	<b>£620,000.00</b>	<b>£0.00</b>	<b>£280,000.00</b>	<b>£0.00</b>	<b>£260,000.00</b>	<b>£140,000.00</b>	<b>£0.00</b>	<b>£150,000.00</b>	<b>£0.00</b>
<b>Budgets are based on the current market and exclude VAT and fees</b>														

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<b>Committee(s):</b> Barbican Estate Residents Consultation Committee – For Information	<b>Dated:</b> 2 September 2024
Barbican Residential Committee – For Decision	16 September 2024
<b>Subject:</b> Barbican Estate Office – Cash Payments	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	4
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>No</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> Judith Finlay, Executive Director of Community and Children’s Services	<b>For Decision</b>
<b>Report author:</b> Daniel Sanders – Assistant Director – Barbican	

## Summary

The Barbican Estate Office currently accepts cash payments and is receiving some service charge/rent payments for the Barbican Estate and other HRA developments. Handling such large amounts poses many risks and this paper identifies those risks and provides a recommendation on how to phase cash payments out.

## Recommendations

Members are asked to:

- Approve the proposal.

## Main Report

### Risks of accepting cash

Accepting cash payments at the BEO is potentially problematic for several reasons:

- **Security Risks:** Handling cash increases the risk of theft, both from external sources and internally, which could jeopardize the safety of employees and the office.

- **Lack of Transparency:** Cash transactions are harder to track and audit, leading to potential issues with accountability and financial record-keeping. This can make it difficult to detect errors or fraud.
- **Compliance Issues:** We are required to maintain accurate financial records for tax and regulatory purposes. Cash payments can complicate compliance with these requirements, potentially leading to fines or penalties.
- **Operational Inefficiencies:** Managing cash involves time-consuming tasks such as counting, reconciling, and depositing funds, which can divert resources away from more productive activities.
- **Customer Trust:** Relying on cash can appear outdated and less secure to residents, who may prefer electronic payment methods that offer more convenience and security.
- **Risk of Money Laundering:** Cash payments are more difficult to trace, making it easier for illicit activities like money laundering to occur, which can expose the office to legal risks.

For these reasons, many offices prefer electronic or traceable payment methods, which offer greater security, transparency, and efficiency.

## Scale

There are relatively low numbers of people using cash for these payments, but they are significant in amount, there have been instances where we have collected several thousands in a few days when service charge or rent payments are due.

## Considerations

We would propose to phase the cash accepting over a period of 3 months. We will write to all leaseholders/residents who have paid cash over the past year and let them know from 1<sup>st</sup> January 2025 we will not be accepting cash payments and if that is going to cause a significant problem to get in contact so we can offer transition support.

We would have signs in the office and regular updates in our bulletin comms to ensure anyone that has not paid cash in a while also understand the BEO will cease accepting cash on 1<sup>st</sup> January 2025.

## Conclusion

It is the recommendation of the Assistant Director that we implement a cashless BEO office as of 1<sup>st</sup> January 2025 ensuring we take all steps listed in considerations.

Report of Daniel Sanders

*Daniel Sanders*

Assistant Director – Barbican Estate

[Dan.sanders@cityoflondon.gov.uk](mailto:Dan.sanders@cityoflondon.gov.uk)

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<b>Committee(s):</b> Barbican Estate Residents Consultation Committee – For Information	<b>Dated:</b> 2 September 2024
Barbican Residential Committee – For Information	16 September 2024
<b>Subject:</b> Temporary Workers	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	N/A
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>No</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> Judith Finlay, Executive Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> Daniel Sanders – Assistant Director – Barbican	

## Summary

The City of London engaged in a temporary workers contract with Hays (“the Hays Agreement”) over a five-year period starting in 2017 without consulting affected long leaseholders under Section 20 of the Landlord and Tenant Act 1985

## Recommendations

Members are asked to:

- Note the report.

## Main Report

When the City became aware of the failure to consult affected long leaseholders it applied to the First-tier Tribunal Property Chamber (Residential Property) (“the Tribunal”) for retrospective dispensation in relation to the use of the Hays Agreement on the Barbican Estate. That application was withdrawn shortly after to combine the application with the HRA Estates who had the same consultation requirements for their leaseholders.

In the intervening period, a leaseholder on the Barbican Estate (referred to in this paper as “the Applicant”) made a separate Tribunal application challenging not only

the recoverability of the costs over the £100 per annum statutory cap the absence of consultation imposes, but also the reasonableness and legal recoverability of various charges incurred under the contract. The City therefore delayed making its combined dispensation application until the Tribunal heard the Applicant's case and made a determination.

## **Tribunal Decision**

Both parties entered their evidence and supporting statements to the Tribunal in advance, and the Tribunal held a one-day hearing on 15 July 2024 which was attended by the Applicant and officers from the City of London.

Various aspects of the Tribunal's decision are summarised below:

- Consultation

*"The [City] accepts that the Hayes contract is a QLTA [Qualifying Long Term Agreement] and that the requisite statutory consultation was not undertaken. Consequently the sum that can be recovered from ██████████ in respect of the Hayes (sic) contract for the years 2017-2018 to 2023-2024 is capped at £700."*

- Reasonableness and Recoverability

### 1. Lobby Porters

Recoverability under the lease – para 30 – *"...the cost of engaging temporary porters via the Hayes (sic) contract is recoverable..."*

Reasonableness – para 34 – *"...the cost of engaging agency staff to cover for 4 members of the porter staff who were permitted to stay at home from March 2020 to September 2020 was...reasonably incurred..."*

### 2. Cleaners

Recoverability under the lease – *"...the cost of daily rubbish collection is a chargeable cost under Paragraph 5 of Part VI of Schedule 5 to the applicant's lease..."*

Reasonableness – para 49 – *"There is in our view no evidence to show that the sums spent on cleaning overall, or the sums spent on temporary staff from 2017-2018 to 2022-2023 were unreasonable in amount."*

Reasonableness - para 50 – *"We do not consider that the sums spent on cleaning in 2020-2021 were unreasonable in amount."*

Reasonableness - para 51 – *"In our view based on the available evidence a reasonable amount [for an estimated sum spent of agency cleaners in 2023/2024] would be £300,000 [not £472,337]."*



### 3. Communications officer

Recoverability under the lease – para 44 – “...*cost of the same was recoverable...under the lease...*”

Reasonableness – para 44 – “...*the cost of the same...was reasonably incurred...*”

### 4. Summary

The City accepted at the Tribunal that it did not consult affected long leaseholders prior to entering into the Hays Agreement under S20 of the Landlord and Tenant Act 1985 and the Tribunal has declared that the amount of relevant service charge is capped at £100 per annum for the applicant.

The Tribunal has declared, based on the evidence presented, that the costs set out above which were incurred under the Hays Agreement were incurred reasonably and are recoverable from the Applicant under the terms of the lease agreement.

The Tribunal noted that estimated cleaning costs for 23/24 seemed high in comparison to prior years and declared that £300,000 is a reasonable amount for those 23/24 estimated cleaning costs against the City's unreconciled estimated expenditure of £472,337.

### **Retrospective Dispensation Application – the 2017 Hays Agreement**

Having now received the Tribunal decision in relation to the Applicant, it is the intention of the City to submit a retrospective dispensation application to permit recoverability of the amount over and above the statutory £100 cap. The primary reasons the City believes this is a justified course of action are:

- The leaseholders were the beneficiary of the service(s) provided under the Hays Agreement
- The City can demonstrate the usage of the Hays Agreement did not cause any significant financial prejudice its leaseholders
- The tribunal has already determined costs (with exception to the 23/24 cleaning costs) were incurred reasonably and in line with the lease agreements

### **Prospective Dispensation Application – the 2025 temporary worker contract**

The City also intends to apply for prospective dispensation for the next temporary workers agreement commencing in 2025. The reason for this is the fact the City will be using a Framework agreement and it is not possible in the circumstances to

reconcile the requirements of the service charge consultation regulations with the nature of the proposed Framework procurement.

To provide assurances to leaseholders that we are still committed to meaningful consultation, we issued a stage 1 S20 Notice of Intention for the 2025 agreement and invited written observations. We received a total of 3 observations from leaseholders and they have all been responded to (noting 1 has come back and is owed a further response). A detailed explanation of the City's reasons for not being able to properly consult leaseholders was set out in the Notice of Intention.

## **Local Management**

We are committed to ensuring we only draw down on the 2025 temporary labour contract as a last resort. The utilisation of temporary labour should not be a prominent feature of our staffing strategy.

As defined in my covering note accompanying the S20 notice the BEO gives the following commitments with relation to its usage of temporary workers under the 2025 agreement.

- Temporary labour will primarily be used as an exception for absence management and where possible and practical the BEO seeks to employ people on permanent/fixed term contract basis to ensure continuity of service and long-term security of the workforce.
- Have a series of local standard operating procedures defining the parameters of management for which the BEO will use temporary workforce under the new contract made available for review prior to the commencement of the 2025 contract.
- A quarterly report, defining the usage of agency and associated cost is presented at RCC and BRC meetings to clearly allow visibility of our operational and financial use of agency staff under the contract.
- Ensure that, through the entire period of the contract any nominations for new temporary workforce providers are properly and fairly considered, and if appropriate, added as a supplier under the global contract.

## **Conclusion**

The City will be making their retrospective and prospective dispensation applications for the 2017 and 2025 temporary workers contracts as soon as possible. We hope this report provides confidence that we are doing this in a considered and reasonable fashion.

Report of Daniel Sanders

*Daniel Sanders*

Assistant Director – Barbican Estate

[Dan.sanders@cityoflondon.gov.uk](mailto:Dan.sanders@cityoflondon.gov.uk)

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## **Barbican Estate**

Dan Sanders

Assistant Director - Barbican Residential

Dear Leaseholder

RE: 2025 Temp Worker Contract

### A cover note from the Assistant Director – Dan Sanders

As Assistant Director for the Barbican Estate I support the principal of the City of London entering into a framework agreement for this contract on the basis that it will drive the best competitive tender process and in turn, value for leaseholders of the Barbican.

The City of London will have a newly appointed post dedicated to the management of the temporary labour contract (globally). The BEO management team will work closely with this post to ensure the Barbican's needs/requirements are properly fulfilled. My commitment, is that through proper process and governance we will:

- Temporary labour will primarily be used as an exception for absence management and where possible and practical the BEO seeks to employ people on permanent/fixed term contract basis to ensure continuity of service and long-term security of the workforce.
- Have a series of local standard operating procedures defining the parameters of management for which the BEO will use temporary workforce under the new contract made available for review prior to the commencement of the 2025 contract.
- A quarterly report, defining the usage of agency and associated cost is presented at RCC and BRC meetings to clearly allow visibility of our operational and financial use of agency staff under the contract.
- Ensure that, through the entire period of the contract any nominations for new temporary workforce providers are properly and fairly considered, and if appropriate, added as a supplier under the global contract.

The enclosed formal notice provides a more detailed explanation of the framework model, statutory information and Call-Off agreement.

Kind Regards,

Daniel Sanders - MTPI

Assistant Director – Barbican Estate

*Daniel Sanders*

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# Agenda Item 12

<b>Committee(s):</b> Barbican Estate Residents Consultation Committee – For Information  Barbican Residential Committee – For Information	<b>Dated:</b> 2 September 2024  16 September 2024
<b>Subject:</b> Asbestos	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	4
<b>Does this proposal require extra revenue and/or capital spending?</b>	No
<b>If so, how much</b>	
<b>What is the source of Funding?</b>	<b>Service Charge</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>Yes</b>
<b>Report of:</b> Judith Finlay, Executive Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> Daniel Sanders – Assistant Director – Barbican	

## Summary

In late 2022 an Estate wide report was commissioned to identify material risks (identifying which type of asbestos if any is in situ) in all areas within the common parts of the Barbican. Subsequently recommendations on how to manage these types of asbestos by either removing, enclosing or encapsulating was provided to the BEO.

## Recommendations

Members are asked to:

- Note the report.

## Main Report

In April 2024 the incoming management team were tasked with reviewing and actioning the findings of the report. The management team sought to get 2 quotations for the required work which was completed by June 2024 and the companies that quoted were Eton and Phoenix Green.

The high risk restrict access and remove have been instructed and will be completed by the end of August 24. The higher risk removals are underway in blocks where

they are under the S20 limit for instruction and those blocks where it is over S.20 we have sent the first stage consultation letters.

Through various meetings with RCC, resident and member representatives the work around asbestos needs much better communication and the BEO proposes to have a full report for consideration at RCC and BRC in Nov/Dec committee cycle.

The report will look at and outline:

- Any high risk works left to complete
- Cost of high risk works completed to date per block
- Proposal and costs for consideration and action plan for remaining removals/restrict access/encapsulations
- A standard operating procedure for residents with reference to meter installations

Report of Daniel Sanders

*Daniel Sanders*

Assistant Director – Barbican Estate

[Dan.sanders@cityoflondon.gov.uk](mailto:Dan.sanders@cityoflondon.gov.uk)



<b>Committee(s):</b> Residents' Consultation Committee - For Information  Barbican Residential Committee – For Information	<b>Dated:</b> 2 September 2024  16 September 2024
<b>Subject:</b> Progress of Sales & Lettings	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	4
<b>Does this proposal require extra revenue and/or capital spending?</b>	N
<b>If so, how much?</b>	£
<b>What is the source of Funding?</b>	
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	
<b>Report of</b> Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> 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
None						

### RIGHT TO BUY SALES

3.

	<b>15 August 2024</b>	<b>10 May 2024</b>
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
<b>NET PRICE</b>	<b>£66,518,013.59</b>	<b>£66,518,013.59</b>

### OPEN MARKET SALES

4.

	<b>15 August 2024</b>	<b>10 May 2024</b>
Sales Completed	876	876
Market Value	£173,526,771.97	£173,526,771.97

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 15 August 2024
					None

COMPLETED SALES

9. Since the last report no sales have completed

.

SALES PER BLOCK

10.

**SALES PER BLOCK**

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
<b>TERRACE BLOCK TOTAL</b>	1729 (1729)	1695 (1695)	155,582,473.33 (156,492,473.33)	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
<b>TOWER BLOCK TOTAL</b>	345 (345)	330 (330)	85,260,766.23 (85,260,766.23)	95.65 (95.65)
<b>ESTATE TOTAL</b>	2074 (2074)	2025 (2025)	240,843,239.56 (240,843,239.56)	97.64 (97.64)

## **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**

Service Charge & Revenues Manager

T: 020 7029 3910

E: [Nichola.Lloyd@cityoflondon.gov.uk](mailto:Nichola.Lloyd@cityoflondon.gov.uk)

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<b>Committee:</b> Barbican Residential Committee – For Information  Barbican Estate Residents Consultation Committee – For Information	<b>Date:</b> 2 September 2024  16 September 2024
<b>Subject:</b> Barbican Arrears	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	4
<b>Does this proposal require extra revenue and/or capital spending?</b>	N
<b>Report of:</b> Judith Finlay Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> 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	£21,675,047		2024	
Target level of net arrears	1%			
Actual level of net arrears	2.05%			
<i>Age Analysis of Debt:</i>	June 24		Mar 24	
Value of debts				
3 - 6 months	£203,099.47	138	£342,590.06	221
6 – 12 months	£261,475.01	187	£206,840.62	67
12 - 24 months	£123,349.78	105	£ 85,845.19	35
Over 24 months	£76,254.51	15	£ 67,982.39	12
<b>Total arrears outstanding</b>	<b>£664,178.77</b>		<b>£ 703,258.26</b>	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 84,111.66	13	£ 58,624.88	7
Amounts referred to Comptroller for recovery action	£115,284.07	5	£ 118,658.93	7
Amounts in dispute	£ 20,797.46	4	£ 12,089.96	2
<b>Net debt outstanding</b>	<b>£443,985.58</b>		<b>£ 513,884.49</b>	

There is a total of 186 leaseholders in arrears.

Of the amounts owing for over 12 months (£199,604.29) £116,301.24 is included in the amounts referred to C&CS or subject to arrangements.

The net debt outstanding comprises 164 accounts.



#### 4. Tenants

		No of tenants		
Charges raised for period	£1,418,149.84	40		
Target level of net arrears				
1%				
Actual level of net arrears				
5.19%				
	June 24		Mar 24	
<i>Age Analysis of Debt:</i>				
Value of debts				
3 - 6 months	£ 48,826.76.	8	£ 37,744.85	5
6 - 12 months	£ 17,613.19	4	£10,615.07	3
12 - 24 months	£ 15,857.49	1	£ 0.00	0
debts over 24 months	£ 0.00	0	£ 0.00	0
<b>Total arrears outstanding</b>	<b>£ 82,297.44</b>		<b>£ 48,359.92</b>	
<i>Action taken:</i>				
Amounts subject to arrangement	£ 8,724.75	1	£ 2,372.37	1
Amounts referred to Comptroller for recovery action	£ 0.00	0	£ 0.00	0
<b>Net debt outstanding</b>	<b>£ 73,572.69</b>		<b>£ 48,359.92</b>	

There are 8 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				
	June 24		Mar 24	
<i>Age Analysis of Debt:</i>				
Value of debts 3 - 6 months	£ 00.00	0	£ 3,079.24	1
Value of debts 6 - 12 months	£10,530.33	1	£21,826.35	1
Value of debts 12 - 24 months	£ 00.00	0	£ 7,071.92	1

Debts over 24 months	£83,730.69	2	£77,185.69	2
<b>Total arrears outstanding</b>	<b>£94,261.02</b>		<b>£109,163.20</b>	
<i>Action taken:</i>				
Amounts subject to arrangement	£10,530.33		£ 0.00	
Amounts referred to Comptroller for recovery action/in dispute	£83,730.69		£109,163.2	
<b>Net debt outstanding</b>	<b>£ 0.00</b>		<b>£ 0.00</b>	

There are 3 cases in total.

## Appendices

- Appendix 1 – Arrears Update (Non-Public)

**Nichola Lloyd**  
Revenues Manager DCCS

T: 020 7029 3910

E: [nichola.lloyd@cityoflondon.gov.uk](mailto:nichola.lloyd@cityoflondon.gov.uk)

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