



## Barbican Estate Residents Consultation Committee

**Date:** MONDAY, 2 SEPTEMBER 2024  
**Time:** 6.30 pm  
**Venue:** COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

**Members:**

Sandra Jenner - Defoe House (Chairman)	Dave Taylor - Gilbert House
Jim Durcan - Andrewes House (Deputy Chairman)	Miranda Quinney – John Trundle House
Adam Hogg - Chairman of the Barbican Association	David Lawrence - Lauderdale Tower
Graham Wallace - Andrewes House	Jane Smith - Seddon House
Fiona Lean - Ben Jonson House	Sandy Wilson - Shakespeare Tower
Andrew Tong - Brandon Mews	Rodney Jagelman - Thomas More House
Andy Hope - Breton House	Mary Bonar - Wallside
John Taysum - Bryer Court	Petre Reid - Willoughby House
Gordon Griffiths - Bunyan Court	Sally Spensley - Frobisher Crescent
Helen Hudson - Defoe House	Frits van Kempen - Speed House
Dave Taylor - Gilbert House	Claire Hersey - Lambert Mews
Miranda Quinney - John Trundle House	Lucy Sisman - Cromwell Tower (Deputy Chairman)
	Monique Long - Mountjoy House

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

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**Ian Thomas CBE**  
**Town Clerk and Chief Executive**

# **AGENDA**

1. **APOLOGIES**

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

3. **MINUTES**

To agree the minutes of the Barbican Residents' Consultation Committee (RCC) held on 24 June 2024.

**For Decision**  
(Pages 5 - 12)

4. **WORKING PARTY UPDATES**

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

**For Information**

- a) Climate Change and Carbon Net Zero
- b) Repairs and Maintenance Contract Renewal
- c) Service Level Agreement (Pages 13 - 14)
- d) Asset Maintenance (Pages 15 - 22)
- e) Leaseholder Service Charge (Pages 23 - 24)

5. **FIRE DOORS**

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

**For Information**  
(Pages 25 - 28)

6. **SPRINKLERS**

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

**For Information**  
(Pages 29 - 32)

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

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

**For Information**  
(Pages 33 - 44)

8. **BARBICAN APP**

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

**For Information**  
(Pages 45 - 76)

9. **BARBICAN LIFT CONSULTANCY**

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

**For Information**  
(Pages 77 - 96)

10. **BARBICAN ESTATE OFFICE - CASH PAYMENTS**

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

**For Information**  
(Pages 97 - 100)

11. **TEMPORARY WORKERS**

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

**For Information**  
(Pages 101 - 108)

12. **ASBESTOS**

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

**For Information**  
(Pages 109 - 110)

13. **ASSISTANT DIRECTOR PROGRESS REPORT & ACTION TRACKER**

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

**For Information**  
(Pages 111 - 114)

14. **PROGRESS OF SALES AND LETTINGS**

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

**For Information**  
(Pages 115 - 120)

15. **BARBICAN ARREARS**

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

**For Information**  
(Pages 121 - 124)

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

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



## **BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE (RCC)**

**Monday, 24 June 2024**

Minutes of the meeting held at Guildhall at 6.30 pm

### **Present**

#### **Members:**

Sandra Jenner - (Chair)	Andy Hope - Breton House
Jim Durcan - (Deputy Chair)	Helen Hudson - Defoe House
Lucy Sisman - (Deputy Chair)	Dave Taylor - Gilbert House
Jane Smith - Seddon House	Rodney Jagelman - Thomas More House
Roy Sully - Shakespeare Tower	Monique Long - Mountjoy House
David Lawrence - Lauderdale Tower	Petre Reid – Willoughby House
Adam Hogg - Chair, Barbican Association	Claire Hersey – Lambert Mews
Fiona Lean - Ben Jonson House	Gordon Griffiths – Bunyan Court
Fritz van Kempen – Speed House	Graham Wallace – Andrewes House

#### **In Attendance:**

Tam Pollard – Chair, Asset Maintenance Working Party  
Ted Reilly – Chair, Climate and Zero Carbon Working Party  
Anne Corbett – Deputy Chair, Barbican Residential Committee  
Dawn Frampton – BRC and Cripplegate Ward Member  
Mary Durcan – Chair, Health and Wellbeing Board

#### **Officers:**

Judith Finlay	- Executive Director, Community and Children's Services (CCS)
Dan Sanders	- Assistant Director, Barbican Residential Estate
Jack Nuttall	- Community and Children's Services
Nichola Lloyd	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Julie Mayer	- Town Clerks

### **1. APOLOGIES**

Apologies were received from Alexander Wilson (Shakespeare Tower) - represented by Roy Sully, Mary Bonar (Wallside) and Andrew Tong (Brandon Mews).

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

There were no declarations.

### **3. WELCOME AND INTRODUCTIONS TO NEW STAFF**

The Committee welcomed new Revenues Manager, Nichola Lloyd and said thank you and farewell to long-term RCC and Barbican Residential Committee (BRC) Clerk Julie Mayer, who would be retiring at the end of July.

#### 4. MINUTES

RESOLVED, that – the following be approved as a correct record:

##### 4.1 Minutes of the Meeting held on 25th March 2024

###### Matters arising

The Assistant Director agreed to provide a breakdown by block on works outstanding, and the Langley Roof Report, to the Asset Maintenance Working Party.

##### 4.2 Minutes of the Special Meeting held on 29th April 2024

###### Matters arising

- Ted Reilly is a Member of the Repairs and Maintenance Working Party, not Chair.
- Redacted costs would be provided to the Repairs and Maintenance Working Party
- Weightings for cost and quality in the tender process had been agreed in a subsequent meeting attended by Working Party and RCC Members and Officers. The outcome was formally approved at the Special Meeting of the BRC on 9th May; i.e. – 40% quality, 45% cost and 15% for responsible procurement.

#### 5. ACTIONS TRACKER

The Committee received the actions tracker. The Chair advised that, where responsible officers had left the organisation, the action points would be updated to reflect new members of staff.

During the discussion, the Committee noted the following points:

##### **Highwalk**

The Chairs of the RCC and Barbican Association (BA) had agreed to remove the £50k contribution, as there had been some confusion in respect of allocations to the Podium works. The position would be clarified in the next version of the Action Tracker. The phased works would be tendered in September and the BRC/RCC would receive a report in November, with works commencing in Quarter 3, 2025. Members noted the working hours of 8.30 am to 5 pm, with noisy works permitted between 9 am and 4 pm.

##### **Energy Audit**

A meeting had taken place the previous week between PCMG, Residents and the Energy Team. Completion is expected by August and the September RCC/BRC Meetings would receive the report.

**Lambert Jones roof**

Planned maintenance was progressing following a pilot on one roof and the RCC and BRC would receive a report in September. The appropriate allocation of costs between the City and Leaseholders was still outstanding.

**Service Charges Review**

Beever & Struthers have the necessary information and attended a meeting the previous week. The target date of the end of June might slip but the Working Party had noted a lot of moving parts which, will need to be captured, in order to produce a high quality report on the issues identified in the project proposal to the RCC and BRC in September.

**Ben Jonson House**

The House Group recognised the good working relationships now in place but some past practices had been worse than expected. The House Group had asked for a second opinion and inspection of leaks before any non-emergency works commenced. Whilst the Assistant Director supported this due diligence he stressed the need for pragmatic sequencing and agreed to discuss this further at the next meeting with Ben Jonson House. The next meetings of the RCC/BRC would also receive an update on the audit of invoices for the balconies at Ben Johnson House.

**Windows repairs**

The urgent repairs across the Estate were 60% complete, noting that the Repairs and Maintenance (R&M) contract was progressing well on Lot 3.

**Estate Office Review**

The residual gaps in communications, dissemination and filtering would be considered by the Transformation Board.

**Repairs and Maintenance (R&M)**

The Assistant Director thanked officers (Jack Nuttal and Michal Gwyther-Jones) and residents (Ted Reilly, David Graves and Jane Northcote) for their work on this project, commending the spirit of collaborative and transparent working, which would be a benchmark for future tenders.

**Window Cleaning Contract**

The Pension and TUPE concerns had been addressed and the contract would be tendered on 1st July. The Assistant Director thanked residents for their valuable input.

**Anti-Social Behaviour**

A first draft of the leaflet had been shared with the Security Committee Chair for comments and would be distributed shortly.

**Brandon Mews Canopy**

This had been the subject of a detailed report to the last RCC/BRC meetings in respect of its extensive history. Since then, the Assistant Director had met with the Chair of Andrews House to agree an approach.

### **Breach of Lease Protocols**

This had been presented to the last meeting of the BRC and their comments would be included in the next iteration of the report.

### **Notice of Intention - 2025 Temporary Workers Framework Agreement**

Residents would be receiving this shortly, accompanied by a covering note from the Assistant Director in terms of how the BEO would manage the use of agency staff, with a commitment to report to RCC/BRC on a quarterly basis.

The Chair noted that the Altair Report had found the use of temporary workers particularly high, due to previous poor management of staff leave and sickness. The Assistant Director had given an assurance of improved processes going forward. The Assistant Director also advised of two resident vacancies for the Agency Workers Framework Agreement Board and the Chair welcomed nominations from RCC or House Group Members.

## **6. INTERNAL AUDIT RECOMMENDATIONS**

The Committee received two reports of the Executive Director, Community and Children's Services. Members were asked to note an error in 6.1 in that the report should have been titled: '*Major Works Programme*' not 'Internal Audit Recommendations'

### **6.1 ~~Redecorations Project~~ Major Works Programme**

Whilst Andrewes House residents were happy with the improved quality of the redecoration works, and operatives' relationships with residents, there had been some issues with communications in respect of access and the commencement of works. This had particularly affected working residents who were not aware of the need to open balcony doors etc. The Assistant Director agreed to raise this with the Contractor. The Assistant Director also agreed to provide project management costs to the Committee.

Formal complaints remained outstanding in respect of historic works and the Assistant Director asked to be advised of all residual issues. It was suggested that residents should aim to be as proactive as possible in terms of escalating complaints.

### **6.2 Internal Audit Recommendations: Metwin Contract**

The Chair noted that this audit had followed a forensic analysis undertaken by a resident of Ben Jonson House and welcomed the recommendations being taken forward. However, previous practices had led to excessive costs and repairs and residents would be looking for some financial redress from the City of London Corporation in this matter. It was confirmed that the audit had covered the wider estate not just Ben Jonson.

The Assistant Director confirmed that whilst there had been some previous procedural documentation; it was now uniform, complete, followed and well placed to identify accountability.

RESOLVED, that – the reports be noted.

**7. EXTENSION TO LIFT MAINTENANCE - RESIDENTIAL CONTRACT**

The Committee received a report of the Executive Director, Community and Children's Services in respect of the Extension to the Lift Contract.

During the discussion, the following points were noted:

- a) This would not be a procurement of a 5 year contract as reported in the paper but a rolling monthly contract.[Please check with Dan that this is the right description] and it was noted that the cost is service chargeable item, not City Fund as shown in the paper. Members asked for assurance on the correct allocation of costs between parties: HRA; ~City and Barbican leaseholders, going forward, including management.
- b) The Committee was dissatisfied that this was another example of the City not keeping track of contract expiring sufficient to undertake timely procurement of a new contract. Earlier sighting of the report would have been helpful, given that there are some parallels with the R&M Contract. The performance of the existing contractor might not have been as visible as the issues with the R&M contract.
- c) There had been 10 call-outs in respect of Breton House, with issues in respect of parts and a mis-alignment of the doors. Seddon House had similar experiences. The Assistant Director fully understood the urgency and would provide an update to the Asset Maintenance Working Party the following week. This would cover 'bridging' issues and structuring of the new contract, to bring down future maintenance costs.
- d) The Chair of Asset Maintenance Working Party (AMWP) asked for a register of contracts with expiry dates and an action plan for their re-tenders. The Assistant Director confirmed that a template was in place, for testing with the Car Park Working Group, and this would be a blueprint for the Estate.
- e) The specification for the replacement lifts in the towers was underway and there would not be a drawdown on funds until the next service charge period. A decision on priorities and costings would need to go through the City Corporation Committee process but the project was owned by the BEO.
- f) The Special meetings of the RCC and BRC, earlier this year, had asked for a root and branch review of the service charge budgets and the Programme Board would be progressing the Major Works element of this.

RESOLVED, that – the report be noted.

## 8. WORKING PARTY UPDATES

The Committee received the following updates from the Working Parties:

### 8.1 Gardens Advisory Group (GAG)

The Committee said farewell to Luis; the Estate's gardener for over twenty years, and wished him well on his forthcoming retirement.

The Chair reminded the Committee that, towards the end of 2023, they had recommended, and the BRC had approved, a proposal to ask officers to identify costings for an ecological survey of the private gardens and, on the basis of that survey, to develop a Master Plan to secure the future of the gardens; in keeping with the recommendation in the Barbican Listed Management Building Guidelines Volume 4 – Landscape; ie – ‘*the City is encouraged to establish an Estate-wide Landscape Master Plan in order to maintain consistency of design, specification and detailing*’.

At its meeting on June 5<sup>th</sup>, the Gardens Advisory Group discussed the following costings:

Baseline ecological survey	£4,000
Development of a master plan	£20,000
City Gardens Project Management Costs	£1,500
Consultation	£15,000
Preparation and Submission of Planning application	£1,500

*(it is unlikely that planning approval will be required but this item is included as a risk factor)*

TOTAL COST	£42,000
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The Group noted that the ecological survey would cover not only trees, shrubs and plants but also bio-diversity. The GAG is very conscious of the impact of rising service charges on leaseholders but felt that, at an average cost of approximately £21 per flat, the development of a master plan should be undertaken. Officers were thanked for their work in bringing together these costings and proposals. A Members of the RCC suggested that the cost could fall over 2 years, rather than one.

It was noted that, whilst this had initially been raised 6 months ago, RCC Members would still welcome a further opportunity to consult their respective House Groups now the costs were known. The Chair suggested, and Members agreed, that the BRC should therefore be asked for an agreement in principle, subject to positive feedback being received from the House Groups. There

was a further suggestion that other interested parties; ie – Heritage England, should have the opportunity to comment.

On this basis, it was RESOLVED, that – the above proposal be put to the BRC on 1.7.24, for an in principal agreement, subject to further consultation with house groups and other interested parties, noting the comments set out above.

## **8.2 Climate Change and Carbon Net Zero**

The shifting of loads during the day would improve the comfort of residents but concerns were raised that technical expertise was required. The Chair (of the RCC) suggested that BEO should be the 'client' of the technical expertise in this matter, noting that the Programme Board would be best placed to oversee it.

## **8.3 Repairs and Maintenance Contract Renewal**

This was the first report on the contract renewal, which noted significant improvements in processes.

## **8.4 Service Level Agreement**

In respect of the installation of smart meters, the Assistant Director advised of good progress with the asbestos survey. For the time being, resident requests for smart meters were being supported on a case by case basis. Any residents with concerns were asked to contact the Estate Office. The RCC /BRC would receive a report at their next meeting, with a standard operating procedure.

The Chair of the Working Party agreed to include targets in the next KPI report.

## **8.5 Asset Maintenance**

The Group understood that some of the outstanding information would emerge as action points from the Programme Board and welcomed the new working practices.

## **8.6 Service Charge**

The Assistant Director agreed to follow up on the process for finalising the 23/24 service charges, as there are still a few variables; ie the outstanding Energy Audit.

# **9. VERBAL UPDATES**

The Committee received the following verbal updates:

## **9.1 Major Works Update (Programme Board)**

The Terms of Reference had been attached to the agenda, noting that affordability issues for leaseholders would be included. The ToRs also included the distinction of liabilities between the City of London Corporation, Leaseholders and any Third Parties and a flow chart would be produced. An initial meeting had taken place between the AMWP Chair, RCC Chair, Deputy Chair of BRC and the Assistant Director in terms of administration and a formal meeting would be arranged shortly.

The Chair noted an outstanding vacancy for a Resident Member and the Committee was asked to advertise this to the House Groups, noting that the ideal candidate would have an interest and understanding of programme management and construction.

**9.2 Transformation Update**

The BRC/RCC would receive a detailed report at the September Meetings.

The following items were covered earlier on the agenda :

**9.3 Lease Enforcement**

**9.4 Water Penetration (Balconies and Roofs)**

**9.5 Windows**

**9.6 Window Cleaning**

**10. PROGRESS OF SALES AND LETTINGS**

The Committee received a report of the Executive Director, Community and Children's Services in respect of sales and lettings agreed since the last meeting of the Committee. Members noted that the 999 year lease was in respect of a one-off historical item.

RESOLVED, that - the report be noted.

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

There were no questions.

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

There were no items.

**The meeting ended at 8pm**

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Chairman

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



## **Report of the Service Level Agreement Working Party to the Residents Consultation Committee for its meeting on 8 August 2024**

This working party met on August 8th 2024. Those present included Tony Swanson, Juliet McNamara, Andrew Tong, Jim Durcan, Jane Smith and Helen Davinson. Apologies were received from Luke Barton.

### **1. KPIs** – the KPI report was discussed in detail

After two years of being handicapped by the lack of Civica data the Working Party was pleased to receive accurate information from Civica. Thanks to all those who brought this about,

In addition, the Working Party (WP) were pleased to note that the targets – agreed in 2021-22 – were included the latest KPI sheet.

The target for responding to complaints within 10 days for Stage 1 was only met in 50% of the cases. This represented an improvement on the previous quarter when only 29% of complaints met the target but remains worryingly below the target of 100% responses within 10 days. Subsequent information confirmed that 100% of cases were responded to within 20 days.

Data on the proportion of jobs that failed their initial inspection will be added before the RCC meeting but were not available to the WP.

The poor performance of towers lifts against target – 83.8% availability against a target of 99% - prompted a discussion. Officers stated that one Shakespeare lift was reported as out of service for the whole quarter. Dan Castle is investigating whether the report is accurate and, if it is, why this occurred.

There were two reported cases of short term holiday lets. Members mentioned that properties on AirBnB do not necessarily mention their location in the Barbican to avoid detection. It can be difficult to identify flats simply from the photographs posted on the website. The WP suggested that the Barbican Estate Bulletin be used to remind residents that AirBnB is a breach of the lease and to encourage residents to report to their House Officer any signs of suspected Airbnb use, to assist the BEO in its own monitoring of this problem

Cleaning standards, as measured by House Officer inspections at 80%, still need some improvement to meet the target of 90% being good or outstanding.

Members of the WP noted the very large rise in repair costs in Quarter 1. It was agreed that the Chair should write to the Chair of the Service Charge WP suggesting a full and clear account of these increases be provided to the next meeting of the RCC.

Installation of smart meters: one member reported that a smart meter had been installed in late July at their staircase flat without any difficulty being raised about asbestos. Another member reported the same for their corridor block (no asbestos in the cupboard and an installer familiar with the Barbican). Andrew Tong reported that he had reached

out to Octopus Energy and they were keen to have a meeting to discuss smart meter installations and how any problems might be avoided. Helen Davinson agreed to facilitate a meeting of appropriate parties.

The meeting finished in time to permit members from Seddon to attend the block's summer party.

**Minutes of the Asset Maintenance Working Party 13th May 2024**  
**Virtual on Google Meets**

Attendee	Initials	Organisation
Tam Pollard	TP	Chair - Resident
Henry Irwig	HI	Resident
Randall Anderson	RA	Resident, CC
Ted Reilly	TR	Resident
Jim Durcan	JD	Resident
Fiona Lean	FL	Resident
Damon Ellis	DE	BEO
Matthew Dendy	MD	Resident
Christopher Makin	CM	Resident, Alderman Aldersgate
<b>Apologies</b>		
Margarita Chiclana	MC	Resident
Jane Northcote	JN	Resident

Item	Key Discussion & action points	Action
1.	<p><b>Minutes of the meeting of 21<sup>st</sup> December 2023 and Matters Arising</b>  The minutes of the previous meeting were accepted.</p> <p>Outstanding action from Jason Hayes to provide owners for each area. DE to provide these.</p> <p>The committee welcomed Damon Ellis.</p>	DE
2.	<p><b>Windows</b>  Temporary window repairs are in progress. Permanent repairs are expected to commence in September of October once the new contract is in place.</p> <p>JD raised concerns regarding quality of repairs in Andrews House and communication. An item will be included in the next bulleting.</p> <p>DE provided clarification on the definition of a temporary repair. These are intended to prevent further water ingress and last for up to 18 months until a permanent repair can be made.</p>	
3.	<p><b>Forward Works Programme</b>  TP and Sandra Jenner are working with Dan Saunders on the establishment of the programme board. A session was held on 29/4 for a final review of the terms of reference, with the first meeting expected to be arranged shortly.</p>	TP / DS
4.	<p><b>Hot works</b>  DE updated that the embargo remains on hot works for balcony repairs. The BEO is looking at cold pour liquid membrane solution similar to the one used on Beech Gardens. A contractor has been agreed. This is a new provider and repairs will come with a 7 year warranty. This is also expected to lead to reduced cost compared to previous hot works. The contract includes variation limits (i.e. approval required if repairs exceed threshold).</p>	

	Related to this, it was reported that there have been several blocked drains in various blocks. The maintenance contractor was refusing to properly clear these drains. DE officers would discuss this with the contractor.	DE
5.	<p><b>Redecorations</b></p> <p>Eight blocks remain to be completed. DE acknowledged frustrations raised over both quality issues and the lack of communications.</p> <p>Dan Saunders and DE had instigated a 3 week stop following a review with contractors of the issues that have occurred. Changes have been agreed and works are now resuming. Scope of works will be circulated to remaining blocks to agree. There will also be a greater site presence from BEO to monitor when the works commence. BEO will also go round and review historic blocks. All members to share details with DE of any historic issues in their blocks.</p>	ALL
6.	<p><b>Fire Signage</b></p> <p>Updates and timelines to be provided for the next meeting. It is noted that owing to recent staff changes in the BEO there were some areas where a full update could not be provided. This will be provided at the next meeting.</p> <p>TP noted that preference is to receive project type reporting updates, including timelines and key risks / issues.</p>	DE
7.	<p><b>Fire Doors</b></p> <p>Updates and timelines to be provided for the next meeting.</p>	DE
8.	<p><b>Tower Block Lifts</b></p> <p>Updates to be provided for the next meeting. Timelines may be dependent on the work of the programme board.</p>	DE
9.	<p><b>Historical Roof Issue - from 2017</b></p> <p>Noted that Jason Hayes believed that works have been completed but did not provide confirmation before leaving. DE to pick this action up and provide confirmation the necessary actions were carried out.</p>	DE
10.	<p><b>Garchey</b></p> <p>TR has met with Jo Kinglsey. Open Spaces department will in the future need to renew their pumping van at significant cost (c.£350k) and this should be factored into any business case for removal, but that a clear cost benefit analysis is needed for removal. Noted that discussions with Thames Water have been unproductive so far. Update to be provided at next meeting.</p>	TR
11/12	<p><b>Repairs</b></p> <p>Consultant has made progress on Civica issues. There were previously over 60 issues, but this total is now reduced. Awaiting a further update from the consultant, but members noted that data is still not available.</p> <p>It was noted that the lack of proper data hinders strategic decision making and makes monitoring of contractor performance difficult. It was noted the tender for the new maintenance contract requires the contractor to interface with Civica. TP raised concerns as to whether ongoing issues will prevent this working as envisaged.</p>	DE

13.	<b>Any Other Business</b> Dates for future meetings and minute takers <ul style="list-style-type: none"> <li>a. 15<sup>th</sup> July – Christopher</li> <li>b. 9th September – Fiona</li> <li>c. 11th November – Henry</li> </ul>	
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**Minutes of the Asset Maintenance Working Party 25<sup>th</sup> July 2024.**  
**Virtual on Google Meets**

Attendee	Initials	Organisation
Tam Pollard	TP	Chair - Resident
Henry Irwig	HI	Resident
Randall Anderson	RA	Resident, CC
Ted Reilly	TR	Resident
Jim Durcan	JD	Resident, Deputy Chair RCC
Fiona Lean	FL	Resident, Minute Taker
Margarita Chiclana	MC	Resident
Helen Hudson	HH	Resident, Service Charge Working Party
Dan Sanders	DS	Assistant Director Barbican Estate
<b>Apologies</b>		
Matthew Dendy	MD	Resident
Christopher Makin	CM	Resident, Alderman Aldersgate
Jane Northcote	JN	Resident
Damon Ellis	DE	Head of Property Services

Item	Key Discussion & action points	Action
1.	<p><b>Minutes of the meeting of 13<sup>th</sup> May 2024 and Matters Arising</b></p> <p>The Minutes of the meeting were approved subject to one change: the meeting prior to 13<sup>th</sup> May 2024 took place on 11<sup>th</sup> March 2024, not 21<sup>st</sup> December 2023 as stated in the minutes.</p>	
2.	<p><b>Forward Works Programme</b></p> <p>The Major Works Programme Board is set up. The permanent members are:</p> <ul style="list-style-type: none"> <li>• Dan Sanders, Assistant Director Barbican Estate</li> <li>• Damon Ellis, Head of Property Services</li> <li>• Nicola Lloyd, Revenues Manager Barbican Estate</li> <li>• Sandra Jenner, Chair Residents Consultation Committee</li> <li>• Tam Pollard, Chair Asset Maintenance Working Party</li> <li>• Anne Corbett, Common Councillor for Cripplegate Ward</li> </ul> <p>Other specialists will attend on an ‘as needed basis’. E.g. planning.</p> <p>Sandra and TP are currently speaking to another potential resident member who is a Civil engineer and expect to confirm whether he wants to take on the role in the next few weeks.</p> <p>DS confirmed that although the MWPB is mobilised, a detailed plan for the upkeep and maintenance of the Residential Estate over the next 20-30 years is being put together. This will take account of previous work (Savills etc.) and cover three time frames/stages:</p> <ul style="list-style-type: none"> <li>• Stage 1/short term (years 1-5)</li> <li>• Stage 2/medium term (years 5-15)</li> <li>• Stage 3/long term (years 20/30).</li> </ul> <p>More detailed plans will be drawn up for Years 1-5, likely to include enabling works</p>	TP/SJ

	<p>estate wide, such as the electrical distribution. This work will be informed by what has been done before, but challenge will be applied to ensure the plan is fit for purpose. Care will be taken to minimise loading of costs on any one block / time frame. It was noted that sometimes it may be necessary to group works for greater efficiency. These principles are documented more fully in the Board's terms of reference.</p> <p>In reply to a query from HI on how the MWPB would interact with the AMWP, TP explained that time is needed to see how the MJWP works in practice and subsequently, how that will impact on the AMWP. Work from the MWPB may cascade down to task and finish groups but duplication of work should be avoided.</p>	
3.	<p><b>Windows – Repairs and Replacement.</b> Temporary repairs are being carried out on 180 windows, with a projected life cycle of 18 months. The tender exercise is still on track for October with an expected £42K budget from the CoL. HI queried the timeline and scope for the permanent repairs. DS assured the meeting that the contract for this is also on track and should be awarded in the 1<sup>st</sup> Quarter of 2025, with mobilisation in April 2025. He also advised that the scope can be robustly managed by the BEO. DS to provide further documentation defining the scope of this tender. TR pointed out that the contract procurement process has taken into account that implementation and management of the Barbican will be separate from other CoL projects, and will be managed exclusively by the BEO, on behalf of the residents.</p>	DS
4.	<p><b>Hot Works.</b> Only cold works to be used in future and bids for this close tomorrow. TR is on the Working Party and commented on how well the team is working together and the strong commitment of all working parties across the Estate to work collaboratively. RA voiced concerns about a resident whose living room had been flooded from the balcony above, and is confused by what is being done. There is general concern that the response to flooding is still reactive, drains have not yet been investigated with cameras, and planned Repair &amp; Maintenance is letting the BEO down. DS noted that planned maintenance will be considered as part of the strategy managed by the Major Works Programme Board.</p>	DE
5.	<p><b>Redecorations.</b> Relations with the contractor have been recalibrated and the BEO is still working to improve this further. JD expressed concern that repeat requests to the Contracts Manager (Dan Castle) for information on the costs had not been received. He had no complaints about the quality of the work but communication with the BEO was disappointing. DS noted this and added that communications with Lauderdale and Defoe had improved.</p>	DE
6.	<p><b>Fire Signage.</b> New guidance on Fire Safety has been issued and DS began working on it as soon as he took up his post. The BEO expects to be called in on it shortly by the Building Safety Regulator for a review of building safety cases and will have to respond within 30 days. Preparatory work is under way and there are no concerns.</p>	
7.	<p><b>Fire Doors.</b> A second burn test has been done on a tower block door. Smoke, sound and weather tests remain to be done. Once the all clear is received a door will be installed in a tower block and Residents will be invited to view. It is expected that only main locks to be installed with any other additions having to be under the guidance of the BEO. This message to go to residents via the BEO and BA. At this point HI commented on the bad history of Estate office personnel not being available for the AMWP, thus delaying actions being taken forward. He commented on the absence of DE on this occasion, and the absence of an alternative. DS reassured the meeting that history will not repeat itself and that DE had been called to an emergency in Defoe, and his (DS's) mission is to oversee all issues that come to the AMWP, and provide answers.</p>	DS DE
8.	<p><b>Tower Block Lifts.</b> Lift services are being reviewed and an assessment being made of what needs to be replaced operationally, functionally and aesthetically. Lift replacement</p>	DS



	<p>should take place only when absolutely necessary, and components used for their full life cycle. A timeline needs to be worked out for the towers on a risk basis, and scheduled accordingly. The services of Butler &amp; Young have been terminated as the costs outweighed the benefits. The BEO has engaged ILECS as lift consultants. DS noted the importance of considering the lift system in the round (electricals, cars, mechanical, etc.) and only replacing the elements which require it. In general, the mechanical side is in good condition and is expected to continue to be fit for service for some time. Electrical components appear to present a greater challenge, and sourcing of spares is difficult. ILECS are advising we ensure we retain components when we make replacements so parts can be reused for spares in other lifts on the estate. The BEO would like ILECS to support the tender for the towers. A paper on this will be going to the RCC/BRC in September.</p>	
9.	<p><b>Historic Roof Repairs Survey.</b> DE met Langley this morning and a response email awaited. The AMWP and MWPB will be updated on the content. Langley is keen to establish a good working relationship.</p>	DE
10.	<p><b>Garchey.</b> TR trying to recover communications between Mike Saunders and Thames Water. RA was concerned that the methodology for removing the Garchey was becoming more expensive and complex but TR assured the meeting that it should be feasible. There is a general misconception that the system deals with general water removal. DS to ask DE to contact TR to take this area forward.</p>	TR DS DE
11.	<p><b>Repairs Systems and Trends.</b> Civica is nearly back on track. BEO setting up an App for residents that will interact with the BEO and help build a trend analysis. The App will also allow the BEO to send notifications to all residents of what is going on, and for those who don't want to use the App, notifications will come up on email. It can also be used for key handling, parcel collection, trace and report on how the BEO can benefit residents, and how residents can support BEO issues. The App has gone through the CoL IT system and DS has had sessions with the staff. It will have its own Barbican Brand not CoL. A soft launch is planned for November and full launch in January 2025. It will cost c.£1.50 per month per flat, but is expected to provide efficiencies and material benefits. A paper is being prepared for September RCC.</p>	DS
14.	<p><b>Any Other Business</b>            Dates for future meetings and minute takers:</p> <ul style="list-style-type: none"> <li>• 9th September – Christopher</li> <li>• 11th November – Henry</li> <li>• Future minute takers: Jane, Jim, Margarita, Matt, Randall, Ted</li> </ul>	

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## **Service Charge Working Party Report to RCC, 2<sup>nd</sup> September 2024**

The next SCWP Meeting is scheduled for 4<sup>th</sup> September so there hasn't been a meeting since the last meeting of 17<sup>th</sup> May which was reported to the June RCC.

The Service Charge Review Report was expected before now but has still not been received by Dan Sanders. Beever & Struthers, the consultants undertaking the review, have received several reminders that their report is overdue.

### **4<sup>th</sup> September agenda includes:**

#### **1. Action points from last meeting**

#### **2. Service charge audit**

#### **3. 23/24 end year actuals** and any balancing payments identified.

#### **4. 24/25:**

- **Final estimates** including how energy estimates were calculated as Anne Mason was waiting for prices at last meeting; impact of the Energy Audit
- **Spend to date** against budget, variance explanations and forecast for end year

#### **5. Repairs:** 23/24 actual v budget and 24/25 spend to date v budget by house and estate-wide.

Additional data to aid understanding and discussion:

- Spend by contractor ie Polyteck and others
- Whether costs are attributable to roofs, balconies, windows etc
- City spend and that attributed to service charges.

#### **6. 25/26 budget preparation,** taking into account:

- SC Audit results, and
- The commitment made in January to a root and branch review of service charge budget, reporting etc.

#### **7. AOB**

Sandra Jenner  
Chair, SCWP  
21 August 2024

#### Members:

Bernie Burrows  
Adam Hogg  
Helen Hudson  
Sandra Jenner – Chair  
Frits van Kempen  
Fred Rodgers  
Sally Spensley

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# Agenda Item 5

<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

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<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

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# Agenda Item 7

<b>Committee(s):</b> Barbican Estate Residents Consultation Committee	<b>Dated:</b> 02/09/2024
<b>Subject: Housing Repairs and Maintenance Contracts – Procurement Report</b>	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	1, 2, 4, 12
<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>Barbican – City Fund HRA – HRA Fund</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> Michael Gwyther-Jones, Head of New Developments and Special Projects, DCCS	

3)	Information relating to the financial or business affairs of any particular person or body (including the authority holding that information).
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## Summary

The City Corporation has a duty to undertake repairs and maintenance to the housing estates and buildings for which it is the landlord. The purpose of this report is to provide a progress update for the procurement of the preferred suppliers for the City of London Corporation (COL) Repairs and Maintenance contracts which are due to expire on 31<sup>st</sup> March 2025.

There are two contracts/agreements currently in place for the provision of Housing Responsive Repairs, Maintenance and Voids Services, the term of these began 01 April 2019, and following a deed of variation, are due to expire 31<sup>st</sup> March 2025:

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

A procurement options report for the new contracts was approved by the Facilities Services and Environment Category Board in March 2024, who have approved the proposal to undertake a tender exercise using the FTS Restricted Procedure in accordance with the Public Contracts Regulations 2015 (PCR 2015).

The report was submitted to the Barbican Estate Residents Consultation Committee and Barbican Residential Committee for consideration in respect of Lot 2 and part of Lot 3, which affect the Repairs and Maintenance Services on the Barbican Estate.

The report was also submitted to the Housing Management & Almshouses Sub-Committee and the Community and Children Services Committee in respect of Lot 1 and part of Lot 3, which will similarly affect the Repairs and Maintenance Services for the Housing Revenue Account (HRA) provision.

Following confirmation by the bodies named above that the proposals meet the service provision requirements of their respective areas; the Projects & Procurement Sub-Committee and the Finance Committee approved the procurement strategy in line with the requirements of Standing Order 51 (Procurement and Contract Lettings) and Rule 16 of the COL's Procurement Code.

### **Recommendation(s)**

1. Members of the **Barbican Estate Resident Consultative Committee** are asked to note progress in respect of Lot 2 (*Repairs and Maintenance Services for Barbican Estate*) and the elements of Lot 3 (*Structural Waterproofing Repairs for Barbican Estate and Golden Lane Estate*)
2. Members of the **Barbican Residential Committee** are asked to note progress in respect of Lot 2 (*Repairs and Maintenance Services for Barbican Estate*) and the elements of Lot 3 (*Structural Waterproofing Repairs for Barbican Estate and Golden Lane Estate*) which refer to the Barbican Estate, as set out in the report.
3. Members of the **Housing Management & Almshouses Sub-Committee** are asked to note progress in respect of Lot 1 (*Repairs and Maintenance Services for HRA*) and the elements of Lot 3 (*Structural Waterproofing Repairs for Barbican Estate and Golden Lane Estate*) which refer to the HRA.
4. Members of the **Community and Children Services Committee** are asked to note progress in respect of Lot 1 (*Repairs and Maintenance Services for HRA*) and the elements of Lot 3 (*Structural Waterproofing Repairs for Barbican Estate and Golden Lane Estate*) which refer to the HRA, as set out in the report.

## **Main Report**

### **Background**

1. In December 2018, Court of Common Council approved the award of the contracts for the provision of housing responsive repairs, maintenance, and voids service for the City of London Corporation's Housing Estates.
2. The requirements were grouped into two lots for each Housing Estate: Lot 1, Housing Revenue Accounts (HRA) and Lot 2, Barbican Estate. This strategy was adopted to ensure that the differing bespoke nature of requirements across both estates are delivered, and ultimately the City's statutory responsibilities for the repairs and maintenance services and its obligations to leaseholders are met.
3. The contracts commenced 1 April 2019 for a period of 5 years at an approximate total combined cost of [NON-PUBLIC] (Barbican Estate and HRA).
4. A five-year contract was awarded for responsive repairs, maintenance, and voids service at HRA Estates (Lot 1) to Wates Living Space, commencing 1 April 2019, at an approximate cost of [NON-PUBLIC] per annum, equating to [NON-PUBLIC] over 5 years.
5. A five-year contract was awarded for responsive repairs, maintenance, and voids service for the Barbican Estate (Lot 2) to Metwin Ltd, commencing 1 April 2019, at a cost of [NON-PUBLIC] per annum, equating to [NON-PUBLIC] over 5 years.
6. Both existing contracts have subsequently been extended by deed of variation to 31<sup>st</sup> March 2025 with a new Total Contract Value of [NON-PUBLIC] for Wates and [NON-PUBLIC] for Metwin (from April 2019 to March 2025). It is recognised that the current contract performance has not been optimal, and robust contract management has been introduced to ensure that the repairs service improves whilst re-procurement is taken forward. The extension period of 12 months has provided an opportunity to develop new contracts with greater customer focus, as well as sanctions and penalties to challenge poor performance.

### **Current Position**

7. Tenders have been invited to enable the re-procurement of the repairs and maintenance contracts with a view to new contracts being in place by April 2025.
8. A Communications Strategy has been employed to support the re-procurement process. Consultation and engagement have been delivered through the Community & Children's Services Committee, Housing Management Almshouses Sub Committee, Barbican Residents Committee, and Barbican Residents Consultation Committee meetings. Other avenues for engagement have been implemented through webinars, working group meetings, and press releases supported by the Communications Team. There have been channels for two-way communication between residents and the Project Team and residents will continue to have the opportunity to provide input into the process, specific to service delivery expectations.

9. A working group with resident representation has been established for both HRA and Barbican, and they have been regularly engaged during all stages of the consultation, procurement process, and eventual evaluation and award of new contracts.
10. The project team has undertaken extensive resident and stakeholder engagement to understand the current issues / concerns with the existing contractors and to address these in the re-procurement.
11. Supplier engagement informed how the tender was packaged, and whether a single or two stage tender process would be the most appropriate. A soft market testing exercise asked suppliers a variety of questions including, what would be considered an appropriate contract model and term, should the requirements be lotted for each of the housing sites and the use of sub-contractors by the main provider / contractor. The responses received indicated that an open or restricted tender process would be relevant with a contract term of 5 years. Each of the responses also detailed that sub-contractors would only be used for specialist works i.e. roofing, asbestos, large, planned works such as kitchen instalments, groundworks and foundations.
12. The HRA Working Group, and the Barbican Working Group reviewed the questions prepared for potential contractors during the soft market testing exercise, considered the communications strategy, provided feedback on issues and problems being encountered, reviewed the questionnaires issued to residents prior to distribution, considered contract options and the approach taken to evaluate the tenders, and will participate in the evaluation of customer service.
13. The HRA repairs and maintenance working group requested that the tender evaluation ratio for Lot 1 be based on a 40% price and 45% quality. The Barbican repairs and maintenance working group originally requested that the evaluation ratio for Lot 2 and Lot 3 be based on 55% price and 30% quality. This was subsequently revised following discussion at committee to 45% price and 40% quality. The working groups comprised of residents, city officers and industry consultants Pennington Choices.
14. The price/quality weighting for Lot 1 reflects the prioritisation of quality for both residents and staff of the HRA. The biggest struggle for the HRA service has been the quality of repairs, with an average rate of first-time repair being [NON-PUBLIC] Additionally, emphasis has been placed on the quality of the service for vulnerable residents, for example with difficulties reporting repairs, and with adjustments being made to carrying out repairs in unique living arrangements and circumstances. These are areas that are being picked up during the second stage quality questions.
15. The price/quality weighting for Lots 2 and Lot 3 reflect the fact that nearly all Barbican residents are service charge paying leaseholders for whom the most significant issue with the repairs service has been the cost of repairs, with peak spend exceeding [NON-PUBLIC] in 12-months for ~2,000 properties. Additionally, with the changes in management structure, including a dedicated



Assistant Director, Head of Property Services, and Contracts Manager, all taking accountability, there is a desire to adopt an alternative strategy for managing repairs that increases the level of involvement of residents to sign-off in terms of quality, and with the contract manager scrutinising how the schedule of rates is applied. Clear quality standards have been laid out in both the first stage SQ and second stage ITT of tender process to ensure quality is not being compromised in the pursuit of better costs. NHF schedule of rates will be utilised against all orders raised, and during mobilisation a financial threshold will be implemented against substantial quoted works which will enable the Barbican Management team to source 3 independent quotations to seek value for money. This decision will be made by Barbican team and not the main contractor.

16. A new service model for Lot 1, Lot 2, & Lot 3 will be linked and monitored against a robust suite of KPIs to be inclusive of financial penalties for poor performance in areas such as missed appointments and recalls due to poor workmanship. Priority bands for repairs will be reviewed alongside industry best practice for example (Emergencies 24 Hours, Urgent repairs 7 working days and Routine repairs 20 working days). The Barbican Estate and Housing Services HRA will procure a contractor for Lot 1 (HRA), Lot 2 (Barbican) and Lot 3 (Barbican & GLE Waterproofing) for the day-to-day repairs service whilst utilising a full specialist supply chain list for quoted works to provide Value for Money.
17. For Lot 1, we are pursuing the option to implement a handyperson service via the contract/contractor to deliver a routine on-site presence to address minor repairs and estate-wide upkeep. This service would be implemented on our larger estates with the flexibility to cover our smaller estates on occasions when suitable jobs come up. It is expected that the service would be fulfilled by 1-2 full-time handypersons, who could also facilitate in-person reporting of repairs.
18. A primary concern for Barbican leaseholders for Lot 2, but is also applicable for Lots 1 and 3, has been the levels of transparency over costs available to leaseholders for repairs. It is therefore essential that our IT systems are compatible with contractors to deliver an efficient and effective means of sharing this information.
19. Lot 3 has been included because this is a specialist area of work where we have seen significant spend that attribute to [NON-PUBLIC] of cost for the past 24 months for the Barbican. There are similarities with Golden Lane Estate.
20. Current improvements have already been implemented with the appointment of a new contract manager. Immediate improvements to performance have been introduced by tightening up internal procedures, reviewing the contract management process, establishing strategic and operational meetings, month-by-month budget monitoring on expenditure, and introducing new approval limits.
21. The contract duration will be for a term of 5 years with annual break clauses after 3 years for all three lots. This will allow for a review on the feasibility of insourcing based on the recommendations from the Barbican resident's steering group.
22. Annual spend over the past 5 years (from 1 April each year) and the estimated spend for the period April 2025 to March 2030 is detailed in [NON-PUBLIC].

23. The Project Team has appointed a Quantity Surveyor to structure and complete the commercial assessment of all costs submitted for Lot 1, Lot 2, and Lot 3.
24. An audit was undertaken in October 2023 on the Barbican Estate repairs contract with Metwin. This audit made several recommendations to improve the service, all of which are being implemented, if not already:
- Contract Schedule of Rates will be applied, but where this is not possible, works will be specified and costed via quotation and the quotation attached to the works order.
  - The Contract Manager is ensuring that market testing (seeking alternate quotes) is undertaken in relation to non-SOR items, management has set a value for money threshold for this. Commercial processes have subsequently been adopted following the audit with internal staff, there's now a sequence of delegated authority (SODA) in place.
  - Management will monitor the volume and proportion of works orders varied after raising, a KPI/target will be set, reasons for variation will be examined and lessons learned to improve the quality of this process.
  - The pre-inspection process/responsibility will be brought within the City of London team as a "client" function.
  - Barbican property services team will introduce, as a minimum, spot-checking to validate the completion of works and, for some categories of repair, part-completion. Evidence will be retained to demonstrate this.
  - The Schedule of Rates will be reviewed in detail as part of the procurement process to re-let the contract, ensuring that those items included remain valid and expanding where relevant/useful to do so.
25. In response to the recommendations in the Pennington's Report for HRA, the current ways of working will be improved, and change is required to regain residents' confidence and trust. Housing Services is working to resolving the current problems with repairs and to improve the services delivered to residents. There will be further developments to promote the customer first culture and ensure there is capacity and capability to improve service delivery. Benchmarking repairs and maintenance performance will provide further insight into how the current contracts are performing.
26. HRA recommendations being implemented, but not limited to, include:
- Developing and delivering a planned maintenance programme.
  - Carrying out a stock condition survey
  - Prioritisation of IT system upgrades for repairs reporting and interfaces with the successful contractor.
  - Review and development and regular monitoring of KPIs for all services, including repairs
  - Introduction of compliance manager role
  - Introduction of a contract manager role
  - Introduction of an independent satisfaction testing regime

27. The scope of service included in Lot 1, Lot 2 and Lot 3 excludes the following services which are provided by other contracts:

- Major Works programmes, such as window replacements
- Electrical – DB Site Services (Barbican Only)
- Asbestos – Eton Environmental
- Fire & Security – Amalgamated
- Concrete & Expansions – Martech (Barbican only)
- Lift Maintenance – Guideline & Butler and Young
- TV Cabling – Metro Digital Television (HRA only)
- Plumbing & Heating – JT Edwards (Barbican only)
- Water Pumps – Pumps & Motors (HRA only)
- Security Systems – Antron (Barbican only)
- Car Park Sprinklers – J&H Fire Protection (Barbican only)
- Gas Servicing – TSG

### **Procurement Update**

28. The following information is provided for Lot 1, Lot 2, and Lot 3.  
Stage 1 SQ tenders were received on 26<sup>th</sup> July 2024 and evaluated/moderated during week commencing 12<sup>th</sup> August.

a) **Lot 1 – HRA Responsive Repairs, Maintenance and Voids Service**

13 contractors submitted tenders for the SQ first stage. The tenders have been evaluated/shortlisted to [NON-PUBLIC] contractors going forward for the 2<sup>nd</sup> ITT tender stage The shortlisted contractors are shown with ★

- [NON-PUBLIC]
- [NON-PUBLIC]
- [NON-PUBLIC]
- [NON-PUBLIC]
- [NON-PUBLIC]
- [NON-PUBLIC]
- [NON-PUBLIC]
- [NON-PUBLIC]
- [NON-PUBLIC]
- [NON-PUBLIC]
- [NON-PUBLIC]
- [NON-PUBLIC]
- [NON-PUBLIC]

- b) **Lot 2 – Barbican – Responsive Repairs, Maintenance and Voids**  
 10 contractors have submitted tenders for the SQ first stage. The list has been evaluated/shortlisted to [NON-PUBLIC] contractors for the 2<sup>nd</sup> ITT tender stage. The shortlisted contractors are shown with ★
- [NON-PUBLIC]
  - [NON-PUBLIC]
  - [NON-PUBLIC]
  - [NON-PUBLIC]
  - [NON-PUBLIC]
  - [NON-PUBLIC]
  - [NON-PUBLIC]
  - [NON-PUBLIC]
  - [NON-PUBLIC]
  - [NON-PUBLIC]
- c) **Lot 3 – Barbican & Golden Lane Estate – Structural Waterproofing**  
 3 contractors have submitted tenders for the SQ first stage, and [NON-PUBLIC] contractors will go through to the 2<sup>nd</sup> ITT tender stage. The contractors going through are shown with ★
- [NON-PUBLIC]
  - [NON-PUBLIC]
  - [NON-PUBLIC]

29. The procurement timetable is detailed in Appendix 2 to ensure that a new contract is in place in advance of the expiry date, 31 March 2025. The current repairs & maintenance contracts with Metwin (Barbican) & Wates (HRA) will expire on 31<sup>st</sup> March 2025.

### **Delegated Authority**

30. Delegated authority has been authorised for the tender award stage to minimise the time required to present the report recommending contractors to the Court of Common Council and subsequently execute the contracts by the end of December 2024. This is required to reduce the risk of delay and maintain a mobilisation period of 3 months at the beginning of 2025 before the current contracts expire at the end of March 2025.
33. **Corporate & Strategic Implications** - This proposal aligns with key objectives in the Corporate Plan for 2024-29 where there is a commitment to ensure people receive good services, live in good quality homes, and can live independent and healthy lives. This proposal will also support the delivery of involving communities and our residents in co-creating fair and innovative outcomes.
34. **Financial implications** - The financial implications were set out in the body of the previous report.
35. **Resource implications**- Housing Services manage the current two main repairs and maintenance contracts, and the suite of contracts listed in paragraph 23, and

Housing Services and Barbican will continue to do so for their respective new contracts. There is an undertaking to recruit a dedicated contract manager for the HRA lot 1.

36. **Legal implications** - The Comptroller and City Solicitor has been consulted on the use of the National Housing Federation (NHF) form of contract and is involved in developing those terms to suit the City's requirements. Section 20 consultation will be required for all three contracts. The Comptroller and City Solicitor will approve the relevant section 20 consultation notices for each contract and has been consulted on the timing of the relevant consultation notices within the procurement timetable.
37. **Risk implications** - The absence or delay in service provision of a Repairs and Maintenance contracts exposes the City to risk in respect of reputation by not having buildings repairs and maintained. There is further risk by not being compliant with statutory Health and Safety regulations. Other risks which will be considered is the risk of receiving abnormally low prices which are unsustainable and the risk of exceeding the predicted spend over the 5-year contract period.
38. **Equalities implications** - Specification wording will be included to ensure contractors take a positive approach to equality matters for the workforce who will be engaged on the contract and the communities they serve. This includes their approach to modern slavery. The risk and identification of modern slavery has been discussed in terms of the service delivery and operatives working in and around the homes of our residents. There will be requirements for contractors to ensure people working on this contract have the right to work, plus all operatives working on the contract will have modern slavery training and know how to report any concerns of modern slavery while carrying out their work.
39. **Climate implications** - The Contractor is expected to consider the lowest possible whole life carbon option and deliver year-on-year improvements relating to sustainability when providing goods, works and services on this contract. Improvements could be through obtaining data, minimising energy use, adopting circular economy principles, utilising sustainable procurement practices, trialling innovation or any other relevant means as discussed with the City Corporation.
40. **Security implications** – There will be DBS checks, Construction Skills Certification Scheme (CSCS) Card, and Modern Slavery Awareness Training for all operatives. Contractors will receive briefing in the process of using keys and estate security generally.

## **Appendices**

Appendix 1 – Summary of Costs [NON-PUBLIC]

Appendix 2 - Procurement Programme

## **Michael Gwyther-Jones**

Head of New Developments and Special Projects, DCCS

E: [michael.gwyther-jones@cityoflondon.gov.uk](mailto:michael.gwyther-jones@cityoflondon.gov.uk)

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## Appendix 1 Procurement Programme

<b>20<sup>th</sup> May 2024</b>	Section 20 Notice of Intention
29 <sup>th</sup> April 2024	Barbican Estate Residents Consultative Committee
1 <sup>st</sup> May 2024	Community and Children Services Committee
9 <sup>th</sup> May 2024	Barbican Residential Committee
4 <sup>th</sup> June 2024	Finance Committee
10 <sup>th</sup> June 2024	Projects and Procurement Sub Committee
<b>24<sup>th</sup> June 2024</b>	Launch of SQ Stage
26 <sup>th</sup> July 2024	SQ Deadline and SQ Evaluation Commences
19 <sup>th</sup> August 2024	Launch of Tender Stage
25 <sup>th</sup> September 2024	Tender Deadline and Evaluation Commences
11 <sup>th</sup> October 2024	Tender Moderation Meetings
Mid-October 2024	PT8 Award Report Drafting for Category Board Approval
Late October 2024	Section 20 Notice of Proposal
Late October 2024	Stage 2 Committee Award Report Drafting
Mid November	FC and PPSC approval via Urgency
5 <sup>th</sup> December 2024	Court of Common Council Approval
6 <sup>th</sup> December 2024	Contract Award Notification and start of 10-day standstill period
January 2025 to March 2025	Mobilisation Period

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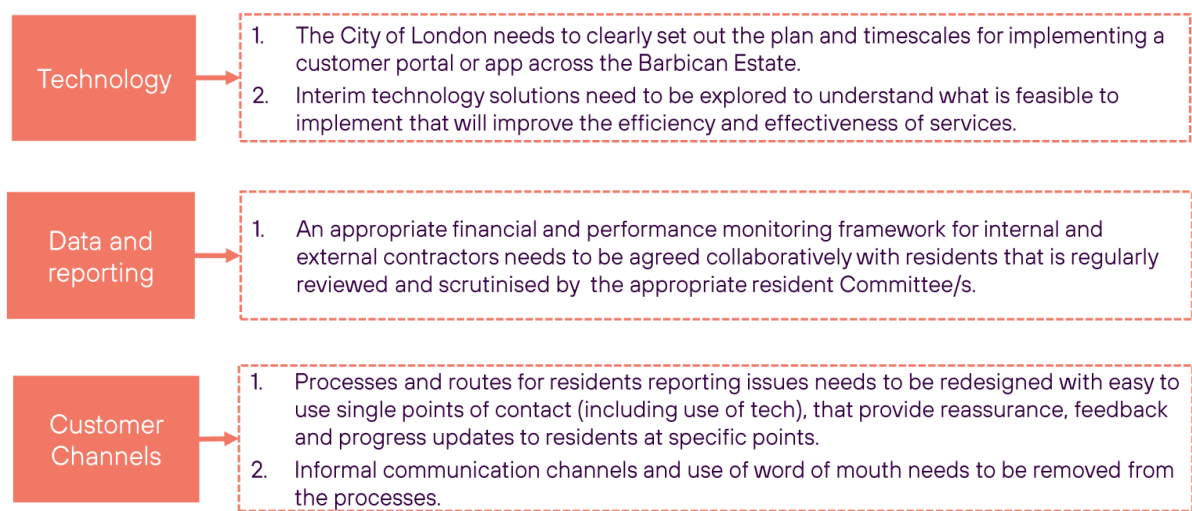


# Agenda Item 8

<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:

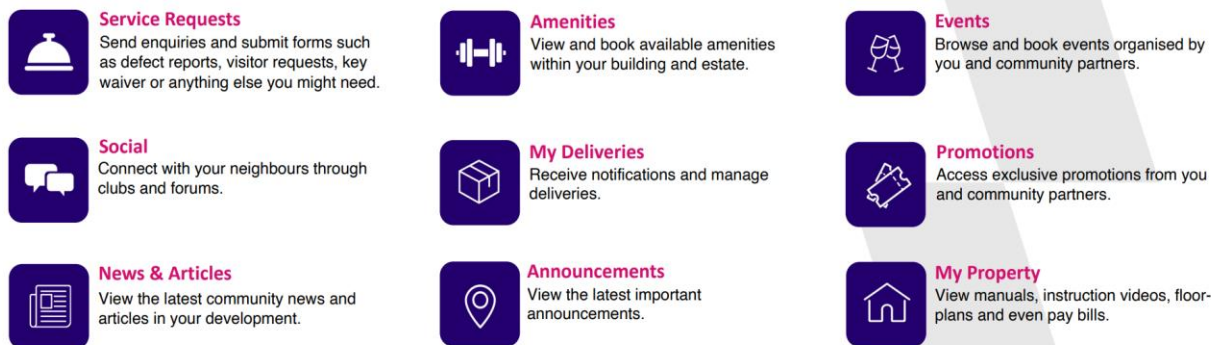
- Approve the proposal.

## **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.



## 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

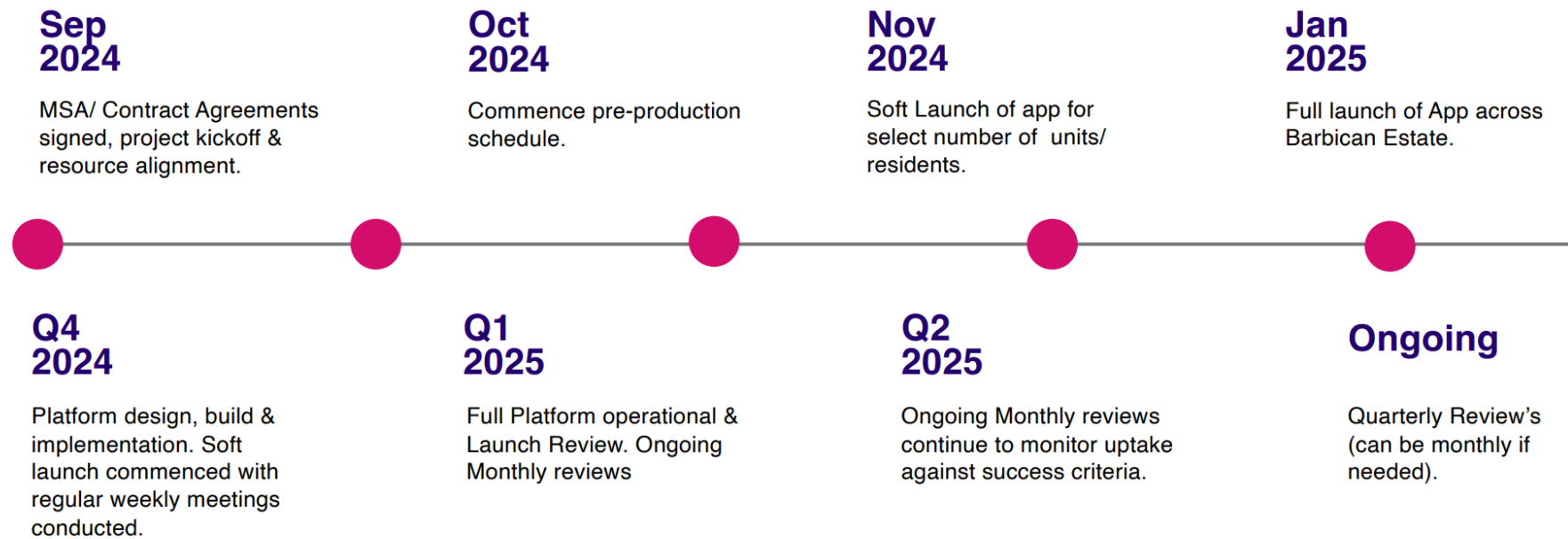
The app project is service charge recoverable. We have been working with Spike on securing the best value for leaseholders and the screenshots below demonstrate the Commercial negotiation we have undertaken on behalf of leaseholders to secure best value, including the scope to further negotiate should 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)





Powered by  
**spike**

# Executive Summary

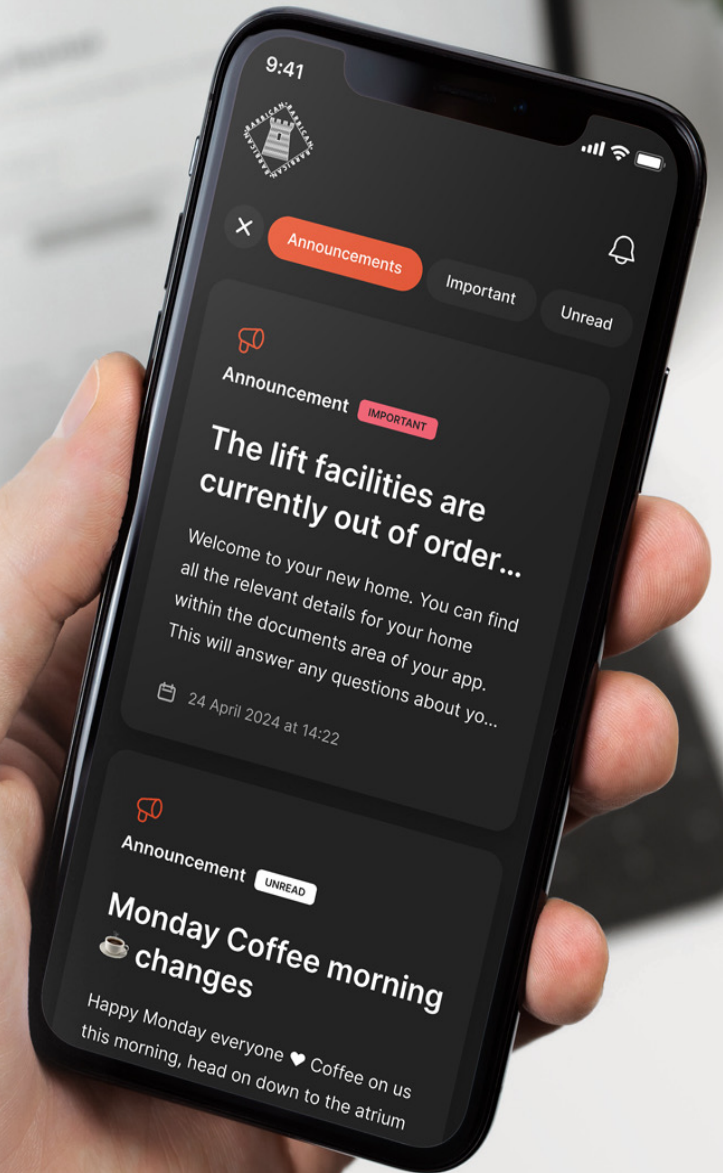
The City of London are looking to implement a resident portal at the Barbican Estate

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.

Page 55

  
ECOWORLD  
INTERNATIONAL  
CREATING TOMORROW & BEYOND

  
PATRIZIA

  
GREYSTAR™

  
CANARY WHARF  
GROUP PLC

  
THE CROWN  
ESTATE

  
a2dominion

  
ballymore.

  
CBRE

  
JLL

  
Knight  
Frank

  
urbanbubble

  
savills

  
MODA

  
grainger plc

  
CHELSEA BARRACKS

  
BATTERSEA  
POWER STATION

  
Galliard  
Homes

  
VERTUS

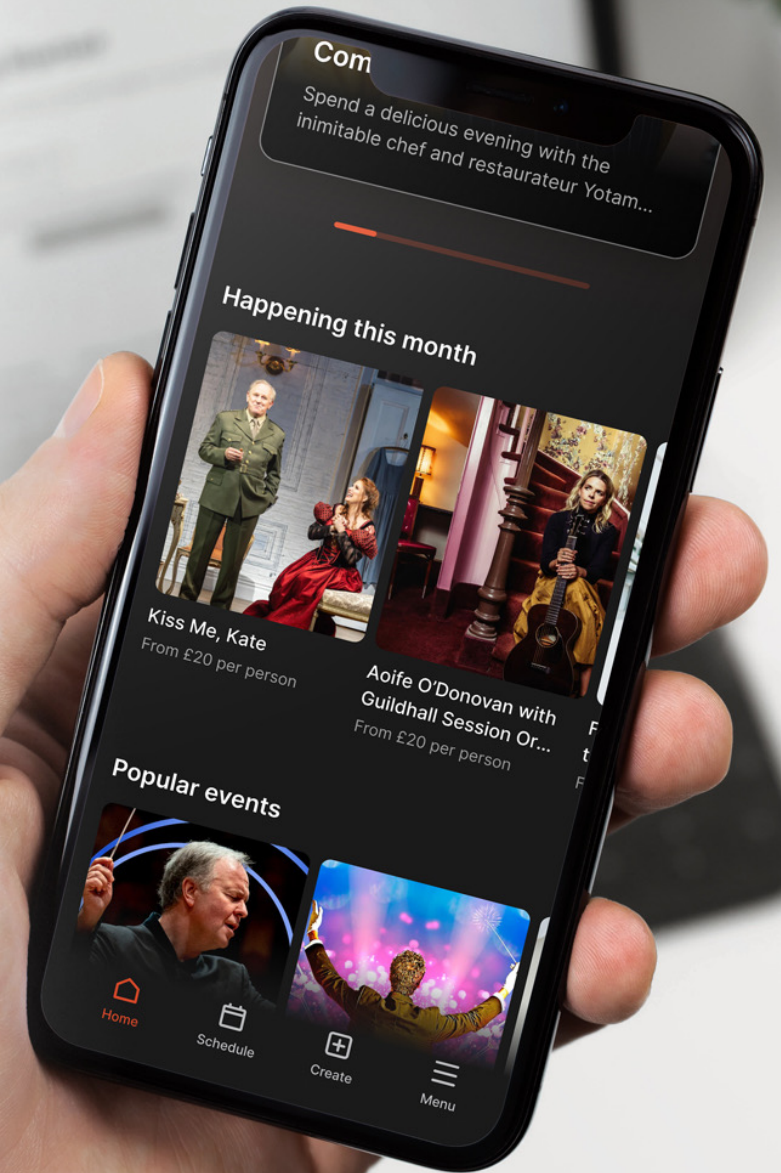
# The Importance of Technology

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%.

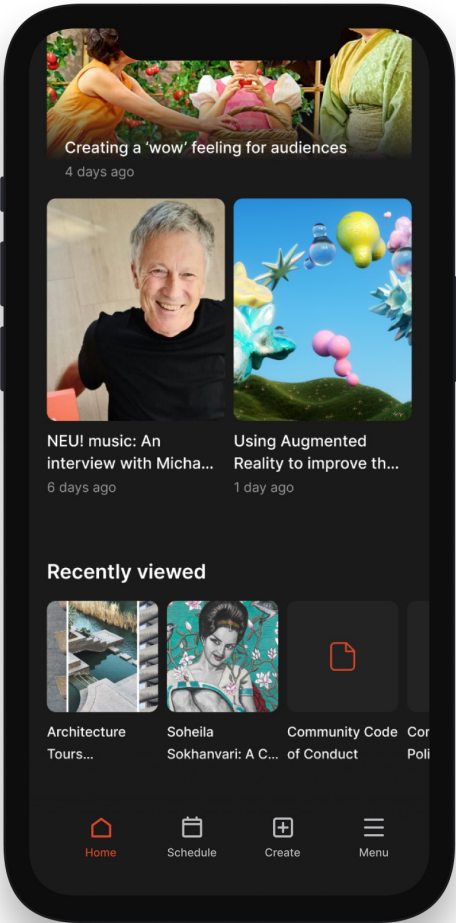
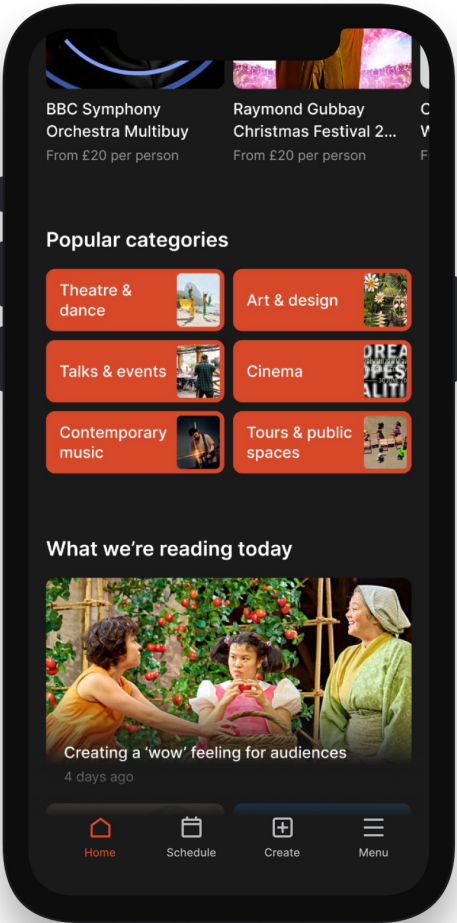
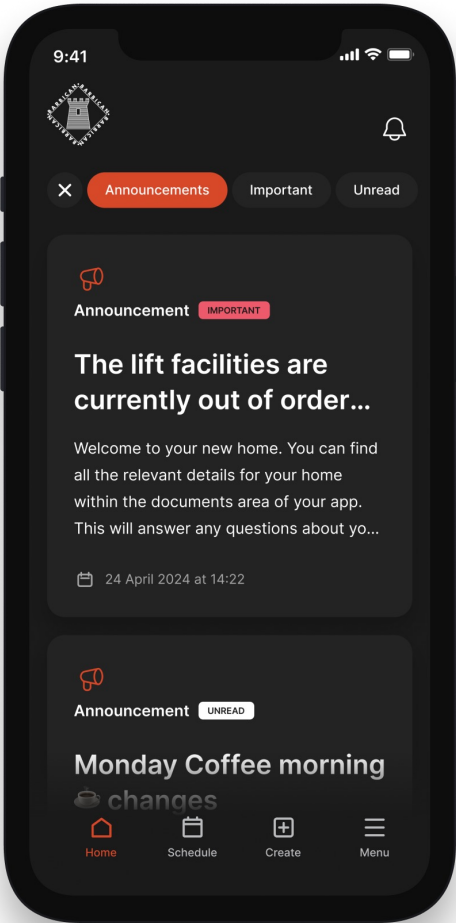
Ultimately, increasing efficiencies, modernising services, growing ancillary revenue and enhancing community engagement across the Barbican Estate.





# 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.



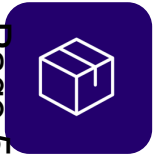
### Automation

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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**spike**

# Reinventing The Modern Home & Workplace

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

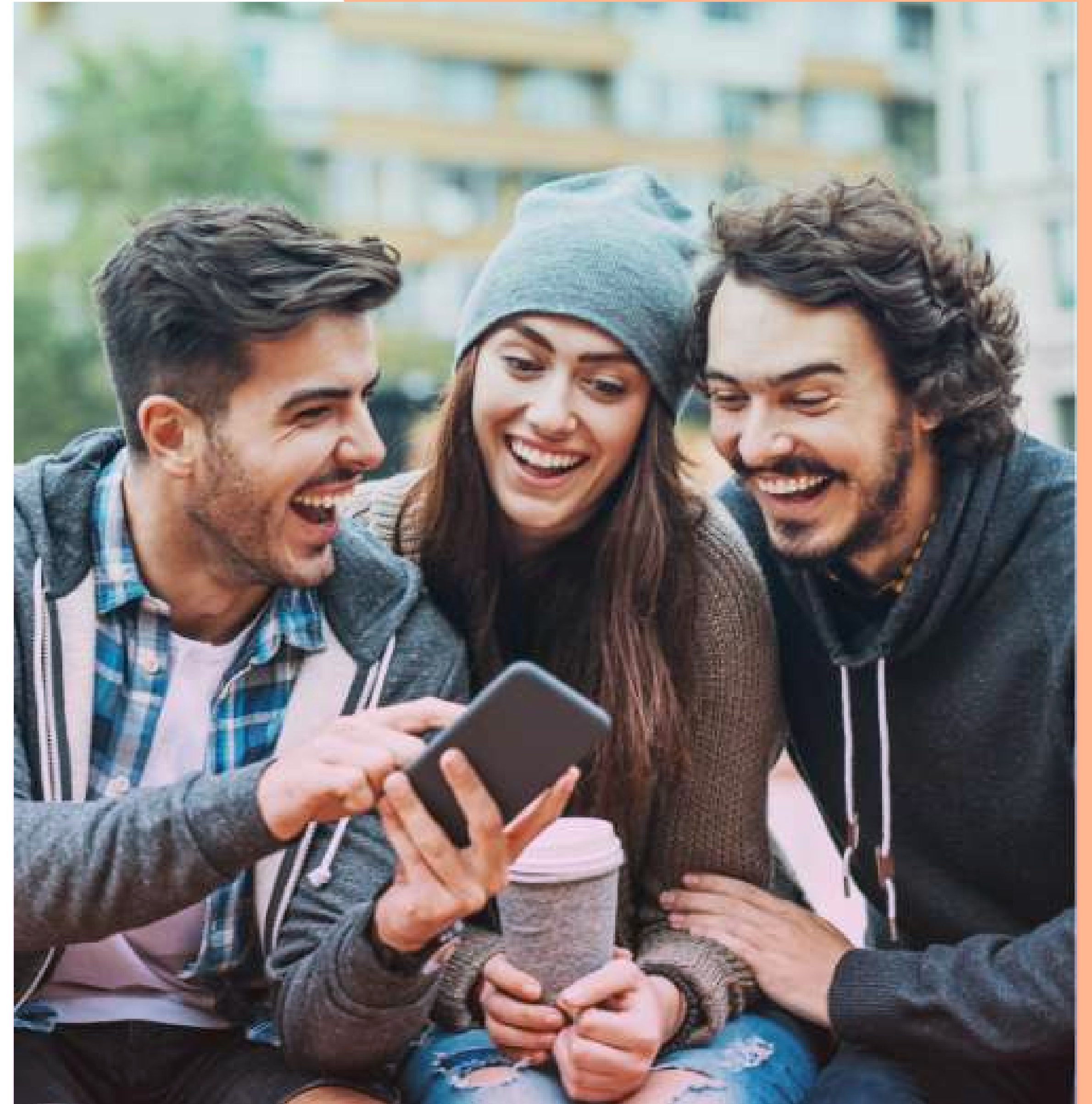




# Technology that creates connected communities

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

6hrs ago

Book Club

Come and join us this week in talking about The Thursday Murder Club

24

8

Olivia Mae-Stewart

2hrs ago

Photography 101

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


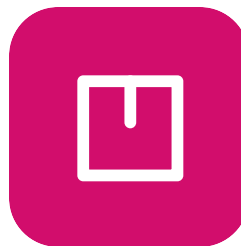












Monday - Friday 10:00 - 17:00

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.

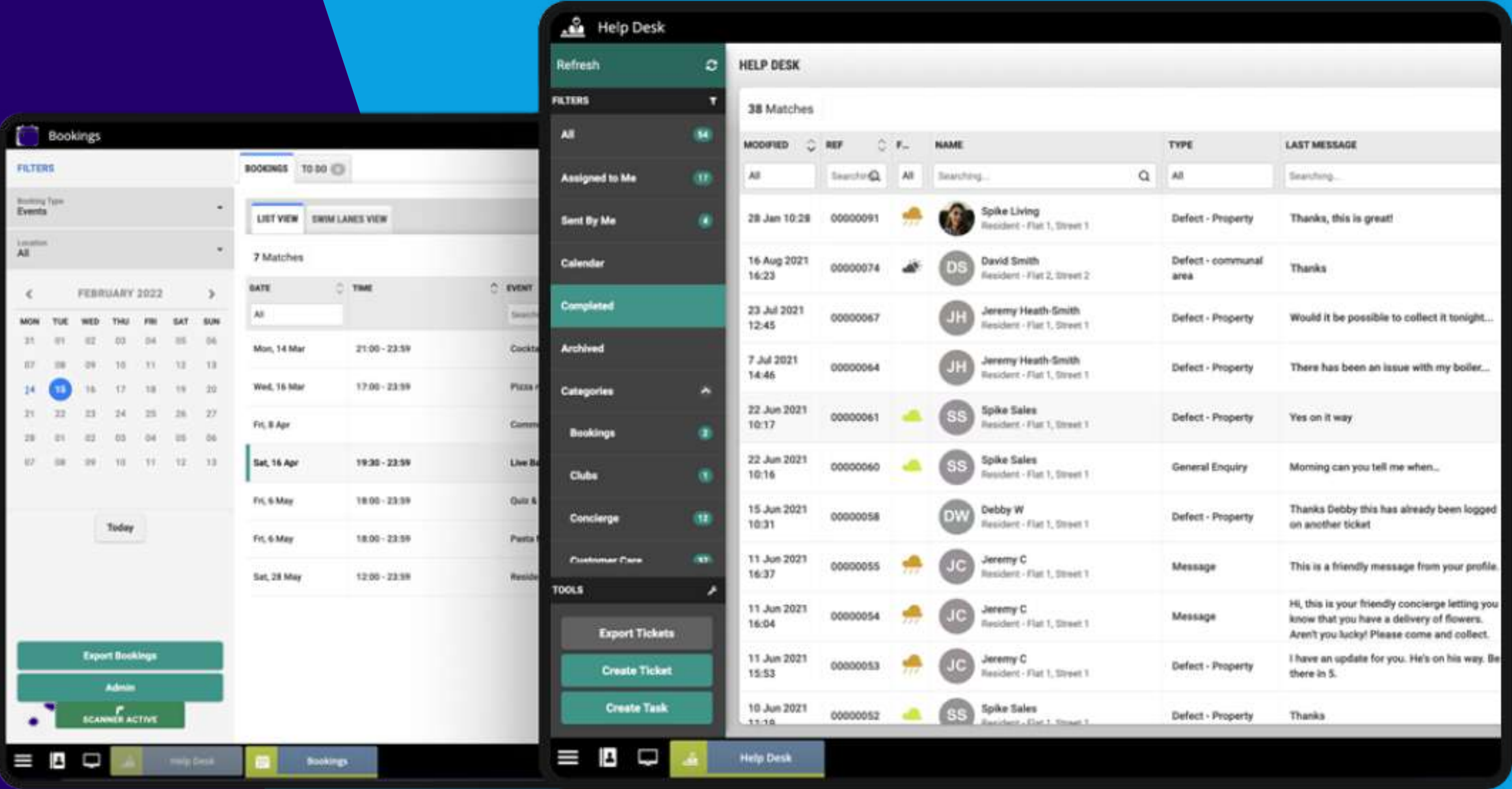
- |   |                               |  |                       |   |                         |   |                 |
|---|-------------------------------|--|-----------------------|---|-------------------------|---|-----------------|
|    | Social clubs & forums         |    | Parcel notifications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



spike

# Management Dashboard

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# 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



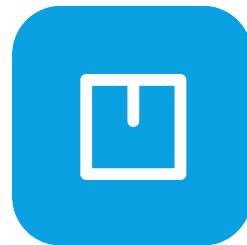
Manage users



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



**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.”**



**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



**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!



# 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

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**onevision**

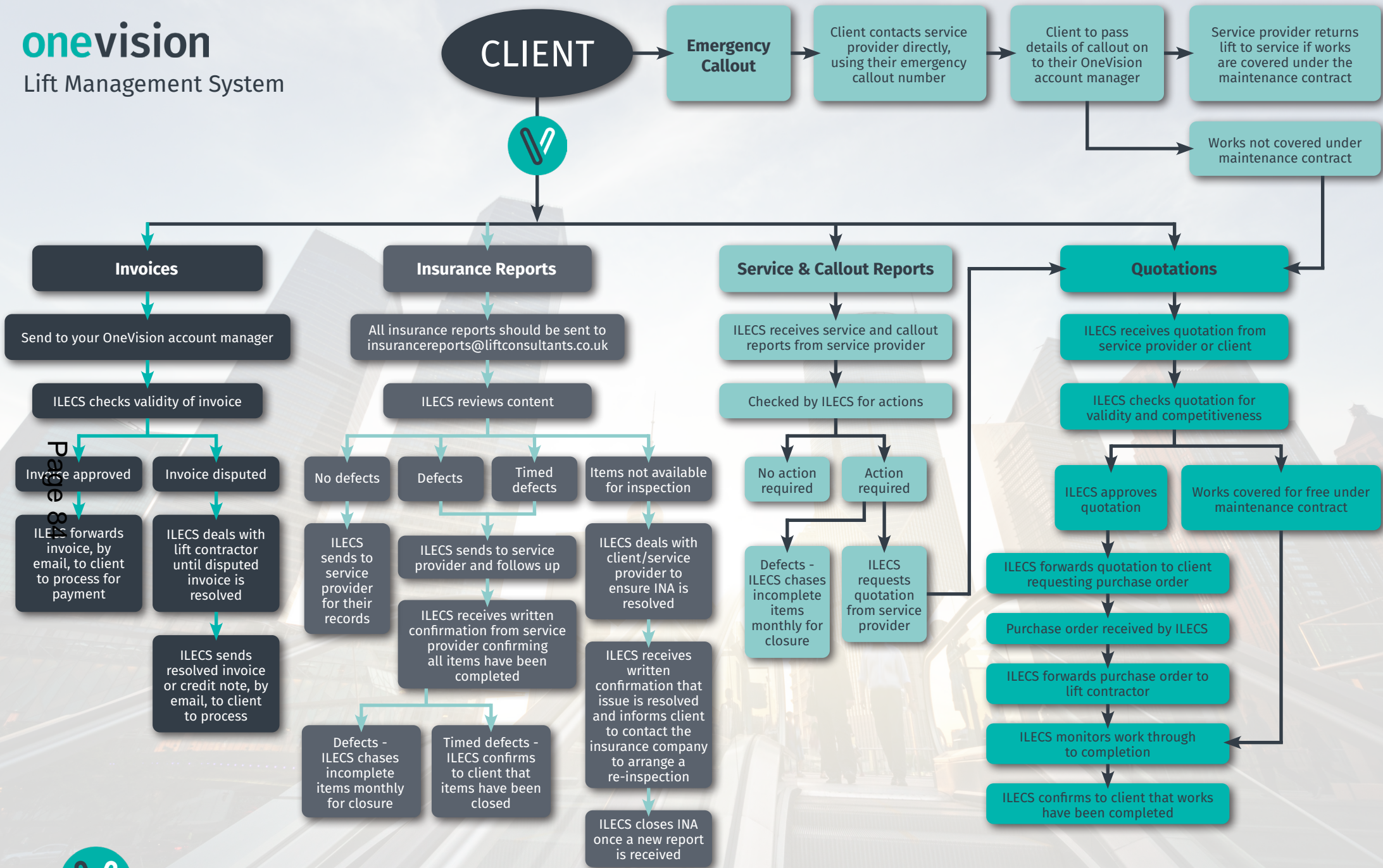
A comprehensive lift administration service  
designed to save you time and money.



**ilecs**  
LIFT CONSULTANTS

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









## 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'.



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)

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## ONEVISION COST SAVING SCENARIOS

### EXAMPLE 1:

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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:

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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:

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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:  $£824.00 \times 2 = £1,648.00$**

#### 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)

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

## 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)

Registered in England and Wales. Registered Address: ILECS Limited, The Old Mistley Clinic, New Road, Mistley, Manningtree, Essex CO11 1ER  
Company Number: 04137088

Document Ref: ILECS/SAMPLE Asset Overview Report/050224

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

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

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>
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Summary	
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*

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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			
Total Cost	£1,260,000.00	£0.00	£120,000.00	£30,000.00	£30,000.00	£620,000.00	£0.00	£280,000.00	£0.00	£260,000.00	£140,000.00	£0.00	£150,000.00	£0.00
Budgets are based on the current market and exclude VAT and fees														

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<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 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

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<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> 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 [REDACTED] 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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<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>	<b>No</b>
<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

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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 redecs 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	Verbal updates from Dan Sanders including proposal for wider reporting/communication from the transformation board to all leaseholders moving forward.	
9	Repairs and Maintenance Procurement Update	Sep-23	BRC/RCC	Michael Gwyther-Jones & Dan Sanders	Apr 25	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).	
10	Window Cleaning Contracts	Sep-23	BRC/RCC	Damon Ellis	Nov 24	Tenders due for return in September and we will aim to provide a paper in Nov/Dec committees.	

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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<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>	<b>N</b>
<b>If so, how much?</b>	<b>£</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>Report author:</b> Nichola Lloyd Community and Children's Services	<b>For Information</b>

## 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
NET PRICE	£66,518,013.59	£66,518,013.59

### 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

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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>	<b>4</b>
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<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

Charges raised for period	£1,418,149.84	No of tenants 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

Charges raised for period to	N/A	No of former tenants	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	<u>£83,730.69</u>	2	<u>£77,185.69</u>	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>	<u>£ 0.00</u>		<u>£ 0.00</u>	

There are 3 cases in total.

## Appendices

- Appendix 1 – Arrears Update (Non-Public)

**Nichola Lloyd**  
Revenues Manager DCCS

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