



Barbican Estate Residents Consultation Committee

Date: MONDAY, 24 FEBRUARY 2025

Time: 6.30 pm

Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

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

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

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's Annual General Meeting held on 26 February 2024.

For Decision
(Pages 5 - 8)

4. **MATTERS ARISING FROM THE MINUTES**

For Discussion

5. **TO ELECT A CHAIR**

Town Clerk to be heard.

For Decision

6. **TO ELECT TWO DEPUTY CHAIRS**

Town Clerk to be heard.

For Decision

7. **ANNUAL REPORT BY THE OUTGOING CHAIR**

For Information
(Verbal Report)

8. ANNUAL REVIEW OF THE RCC'S TERMS OF REFERENCE

Members are asked to consider the Residents' Consultation Committee (RCC) Terms of Reference and are invited to review and suggest amendments ahead of their approval for 2025/26.

For Decision
(Pages 9 - 16)

9. ANNUAL REVIEW OF THE RCC'S WORKING PARTIES

For Discussion

- a) Service Charge Working Party (Pages 17 - 18)
- b) Climate and Zero Carbon Working Party (Pages 19 - 20)
- c) Asset Management Working Party (Pages 21 - 22)
- d) Service Level Agreement Working Party (Pages 23 - 24)
- e) Garden Advisory Group (Pages 25 - 28)

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

11. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

ANNUAL GENERAL MEETING

Monday, 26th February 2024

Meeting held at the Guildhall at 6.30 pm

Present

Sandra Jenner (Chair)	Helen Hudson - Defoe House (on-line)
Jim Durcan (Deputy Chair)	Sally Spensley – Frobisher Crescent
Christopher Makin (Deputy Chair) (on-line)	Fiona Savory - Gilbert House
Adam Hogg - Chair of the Barbican Association	Claire Hersey – Lambert Jones Mews
Graham Wallace - Andrewes House	David Lawrence - Lauderdale Tower
Fiona Lean - Ben Jonson House	Jane Smith - Seddon House
Andrew Tong - Brandon Mews (on-line)	Sandy Wilson – Shakespeare Tower
Andy Hope - Breton House	Frits van Kempen – Speed House
Gordon Griffiths - Bunyan Court (on-line)	Rodney Jagelman – Thomas More House
Lucy Sisman – Cromwell Tower	Petre Reid, Willoughby House

In attendance

Tam Pollard – Chair, Asset Maintenance Working Party
Ted Reilly – Chair, Climate and Zero Carbon Working Party

For item 5 only:

Julie Mayer – Town Clerks

- APOLOGIES**
Apologies were received from Dave Taylor (Gilbert House) who was represented by Fiona Savory and from Miranda Quinney, John Trundle Court
- MEMBERS DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
There were no declarations
- MINUTES**
The minutes of the AGM held on 20 February 2023 were approved
- MATTERS ARISING**
There were no matters arising from the minutes
- TO APPOINT A CHAIR**

The Town Clerk reported that there had been one expression of interest and statement circulated for Sandra Jenner. Being the only member willing to serve, Sandra Jenner was elected to serve as Chair for the ensuing year.

6. TO APPOINT TWO DEPUTY CHAIRS

The Town Clerk reported that there had been two expressions of interest and statements circulated for Jim Durcan and Lucy Sisman. Being the only members willing to serve, Jim Durcan and Lucy Sisman were elected to serve as Deputy Chairs for the ensuing year.

The Chair thanked Alderman Christopher Makin for his service as Chair and, subsequently, Deputy Chair of the RCC and for his work on behalf of leaseholders and residents. His support and wise counsel had been very much appreciated.

7. REPORT OF THE CHAIR – ORAL UPDATE

The Chair highlighted the challenges facing the estate including rising service charges and ageing buildings that needed repairs.

The Stage 1 and Stage 2 reports of the BEO Review had been widely circulated and are available on the Barbican Association website. A Project Transformation Board has been set up that includes leaseholder representatives and elected members. The departure of some staff had created space for the introduction of a new management team. Fabric Management would now report to the new Assistant Director for the Barbican Residential Estate (ADBRE).

The recruitment of a new Head of Property, reporting to the ADBRE, is in progress. Audits of Service Charges and of Energy Costs are being undertaken.

Following the failure to commence the tendering process for the general repairs across the Barbican Residential Estate (BRE) in sufficient time, the existing contract with Metwins has been extended for a further year. Concern was expressed at the cost of repairs and their failure to meet the requirements of the BRE's listed status. Contractors had not been managed.

Roles in the BEO are being filled on an interim basis pending finalisation of a new structure. The new management team of the BRE will require time to settle in. The Chair requested that leaseholders and residents are patient during that settling in period. The detailed repairs survey undertaken by the Ben Jonson House group had revealed that warranties had not been applied against costs. It seems likely that this issue occurred in other houses too.

The timing of the production and the presentation of budgets for 2024-25 in January 2024 had caused considerable frustration and unease as scrutiny was severely limited. There was widespread recognition of the need to change the format and commentary on the budgets next year to permit effective scrutiny by leaseholders and elected members.

Agreement has been reached to set up a Programme Board, with leaseholder representation, to oversee major works on the BRE but the detailed arrangements are still awaiting approval.

Spreadsheets tracking service charges by quarter for 2023-24 and forecasts of service charges in 2024-25 by House have been circulated to House Chairs.

Chairs of the various Working Parties have been meeting regularly to share information and to co-ordinate responses on overlapping issues.

The Chair of the RCC is now regularly invited to address the BRC on RCC concerns and priorities.

Communications with the Barbican remain a matter of concern but the very well-attended town hall meeting in St Giles in January this year was well received and will be followed by further town hall meetings on a regular basis.

Priorities for the upcoming year include establishing good working relations with the new BEO team and ensuring that the transformation is undertaken and delivered. Persistence is required in dealing with the City of London Corporation.

Following the Chair's address there were a number of comments and questions including: where repairs did not meet listing requirements would leaseholders be charged for the additional work?

Bringing Property Services into the BEO will result in some additional costs. Is modelling being undertaken to compare the out turns of the old and new organisational structures? The costs of redone repairs needs to be tracked.

8. ANNUAL REVIEW OF THE RCC'S TERMS OF REFERENCE

The maps of the Barbican which are attached to the Terms of Reference need to be updated to reflect the residents floors in Frobisher Crescent.

A query was raised concerning the seventh of the Terms of Reference which states that 'To discuss routine and major works and to consult on how these will affect tenants.' The RCC officers agreed to look at this phrasing and consider what amendments might be proposed at the next AGM.

In relation item 3 of the Membership / Constitution of the Terms of Reference it was agreed that RCC officers should consider bringing forward an amendment to require at least one day's notice of candidacies. The ensuing discussion included members' concerns to have sufficient notice to consult their House Groups and the need to ensure that nominations could be taken at the meeting if no volunteers had come forward in advance.

9. ANNUAL REVIEW OF WORKING PARTIES

Oral reports were provided by Sandra Jenner (Service Charges), Ted Reilly (Climate and Zero Carbon), Jim Durcan (Gardens and Service Levels) and Tam Pollard (Asset Maintenance).

10. ANY OTHER BUSINESS

There being no other business the Chair closed the meeting at approximately 19.50.

Barbican Residents Consultation Committee (RCC)

TERMS OF REFERENCE

Membership/Constitution

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

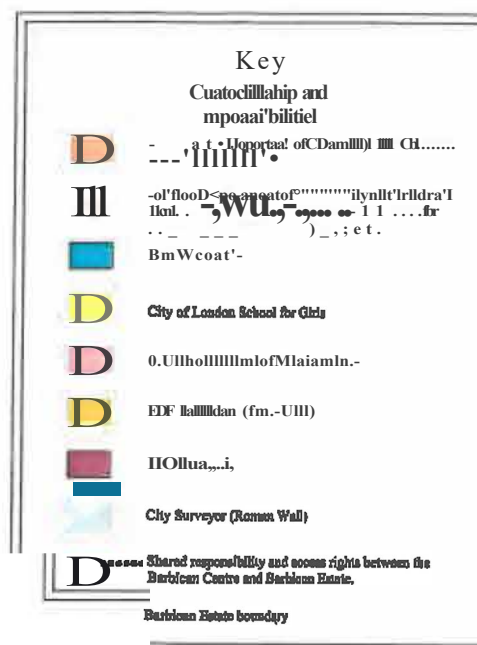
Terms of Reference

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

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

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

APPENDIX 2



Lower Ground

Given the complexity of the drawing, the drafter levels within the estate, the set of drawings record the various levels of each individual property unit using its relationship to any adjacent public highway, which for the purpose of the drawings, ground floor level is recorded as level 01.

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 (Lower Ground level)

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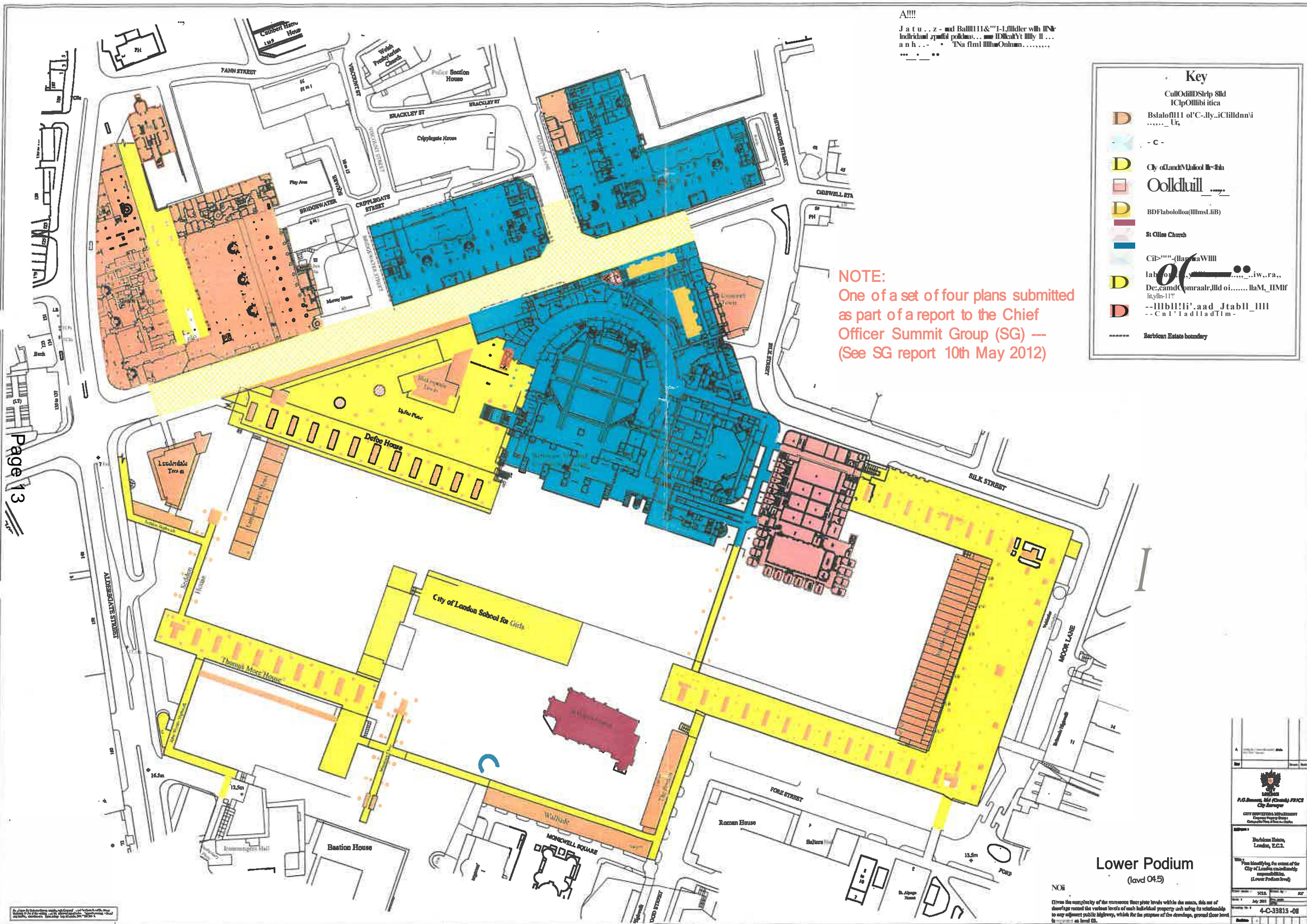
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- Barbican Estate boundary

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

Ground
 (ln103)

Note
 Given the complexity of the numerous floor plans within the estate, this set of
 drawings shows the various levels of each individual property unit using the relationship
 to any adjacent public highway, which for the purposes of the drawings, ground floor level
 is regarded as level 0.

A	
<p>Plan identifying the extent of the City of London estate/floor responsibility (Ground level)</p>	
Scale	1:1000
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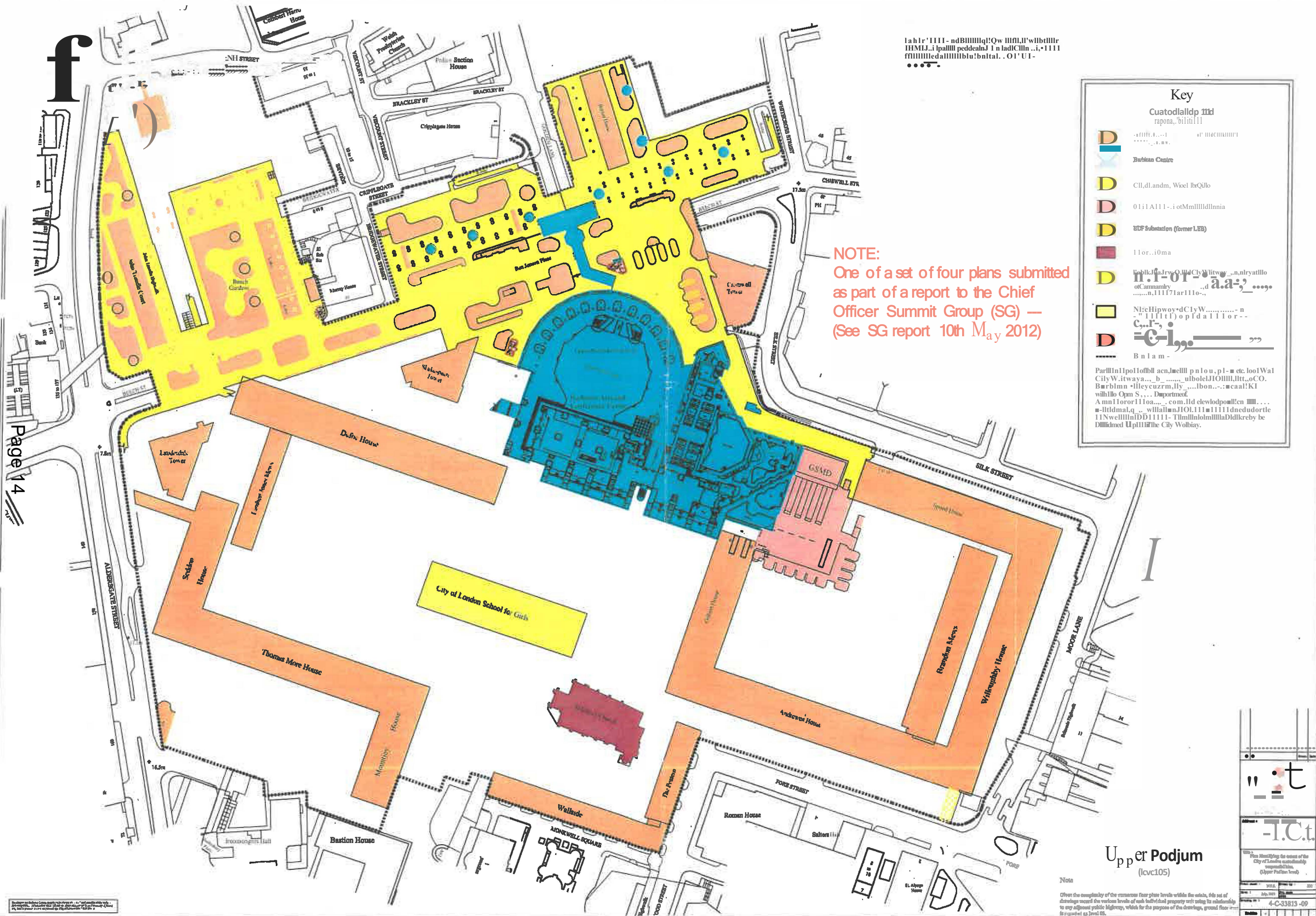


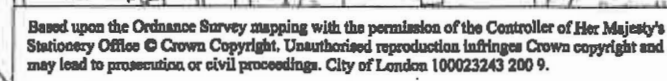
NOTE:
One of a set of four plans submitted as part of a report to the Chief Officer Summit Group (SG) --- (See SG report 10th May 2012)

Lower Podium
(lavd 04.5)

From the complexity of the numerous floor plate levels within the mass, this set of drawings record the various levels of each individual property unit along its relationship to any adjacent public highway, which for the purpose of the drawings, ground floor is its own level 03.

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Residents Consultation Committee (RCC) and Barbican Residential Committee (BRC) Working Parties Terms of Reference - January 2021

Service Charge Working Party

Objectives

- To examine Service Charges (SC) and basis of their calculation, and ensure that information about charges is transparent and is communicated effectively to the RCC and Working Party.
- To understand and where possible improve, processes and policies within the BEO that ensure charges made under the SC provide good value in delivering services as defined in the Service Level Agreement and engage with officers to achieve this.

The objectives will be fulfilled through:

- Meetings to review financial reports to be presented to the Residents Consultation Committee (RCC) relating to the SC account.
- Review and examine historical SC expenditure and comparing this with current or planned levels of expenditure.
- Reviewing draft budgets for the SC and discussing with officers the basis on which these estimates have been made.
- Engaging in discussion with officers to understand the processes and policies around achieving value for money within the SC.
- Consider whether more forecasting is required and to consider what is and isn't currently forecasted.
- Forwarding any relevant comments that may impact on service delivery to the Working Parties of the RCC including the Asset Maintenance Working Party and Service Level Agreement Working Party for comment.
- Report annually to the RCC.

MEMBERSHIP

Sandra Jenner, Chair

Bernie Burrows

Adam Hogg

Helen Hudson

Fred Rodgers

Sally Spensley

Frits Van Kempen

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Climate and Zero Carbon Working Party

Terms of Reference and Membership

Objectives

The RCC will set the working party a series of tasks, which it will investigate, implement a solution, or dismiss and move on. The initial tasks include.

- Investigate the potential for strategic shifting of the heating load profile over the day.
- Investigate the potential for using weather forecasts to modify the load profile on a day-to-day basis.
- Investigate and design commercial and technical solutions for individual controls.
- Investigate the potential for block-wide improvements to the thermal structure of buildings.
- Investigate and provide designs for thermal improvements to flats, which will be implemented by residents at their expense.
- Investigate non-heating related energy savings around the Barbican Estate

Additional tasks will be assigned to the working party from time to time by the RCC.

Resourcing

This working party has been getting increased and valuable technical support from the City's Energy team, but it needs help from the BEO and Housing Major Projects teams to implement solutions to the projects outlined above.

Coordination with other working parties

The working party will work closely with other RCC working parties particularly the Asset Maintenance Working party, with whom it should, ideally, share a resident member.

Resident Membership

Anita Strymowicz
Christopher Makin
Corbett, Anne
Dom Flewitt
Julian Burgess
Richard Stone
Ted Reilly Chair

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Asset Maintenance Working Party

Aim: To have oversight of and provide comment on the Asset Maintenance of the Barbican Estate.

The objective of this is to:

- Maintain the Estate in very good condition, noting its listed status and therefore extend its life.
- Avoid unplanned costly major repairs and to plan future financial commitments
- both for the landlord and residents with a view to saving money in the long term and avoiding lumpy expenditure.

These objectives will be fulfilled by:

- Surveying and monitoring the condition of the structure and exterior, plant and equipment, supply services, windows and doors and making an assessment of their life expectancy so that replacement works can be programmed.
- Evaluating historical expenditure and practice and analysing information from current day to day repairs and maintenance systems in conjunction with the asset software systems.
- Analysing the validity of the Asset Maintenance plan to ensure that it is comprehensive.
- Assessing the assets in terms of their sustainability and energy efficiency.
- Monitoring current technology and developments and identifying any opportunities for savings that can be made – for example, whole life cycle costing.

Membership

Christopher Makin

Henry Irwig

Fiona Lean

Margarita Chiclana

Ted Reilly

Matt Dendy

Randall Anderson

James Durcan

Tam Pollard

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Service Level Agreement (SLA) Working Party

Terms of Reference

Objectives

- To review the quality and performance of the SLAs (Customer Care, Estate Management, Property Maintenance, Major Works and Open Spaces) that are charged for in accordance with the terms set out in the lease against targets and Key Performance Indicators (KPI) in the appropriate SLA or contract specification

This objective will be fulfilled through:

- SLA action plans and KPIs presented quarterly to the SLA Working Party, Residents Consultation Committee (RCC) and Barbican Residential Committee
- Reviewing service delivery monitoring reports/action plans and KPIs and other comments/complaints raised via House Officers, SLA Working Party, RCC (including pre committee questions), surveys, House Groups, residents general comments
- Engaging in discussion with officers to understand the processes and policies around achieving the targets and KPIs in the appropriate SLA or contract specification Page 23 4
- Reviewing a House Officer's decision as 'residents champion' that issues have been resolved
- Updating and reviewing the SLAs to be presented to the RCC for approval
- Reviewing the House Officer's decision as 'residents champion' that issues have been resolved
- Updating and reviewing the SLAs to be presented to the RCC for approval

Membership

Jim Durcan (Chair)
Averil Baldwin
Juliet McNamara
Jane Smith
Tony Swanson
Andrew Tong

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Residents Consultation Committee (RCC) and Barbican Residential Committee (BRC) Working Parties – Terms of Reference January 2019 Gardens Advisory Group (GAG)

The Barbican gardens, which include the private areas at Speed House, Thomas More as well as the planted podium raised beds and planters, are managed on behalf of residents by the Barbican Estate Office (BEO) in accordance with a Service Level Agreement with the actual work being carried out by the City Gardens team of the City of London's Open Spaces Department. Whilst the Fann Street Wildlife Garden is part of the Barbican gardens, it is developed and looked after by a collaboration between volunteers in the Barbican Wildlife Group and the Open Spaces Team. Please note, the GAG has no budget and therefore there will be no funding decisions without full consultation with the RCC.

The Residents' Consultation Committee (RCC) purpose in establishing the Gardens Advisory Group (GAG) was to have a partnership approach (of BEO officers and residents actively and co-operatively seeking improvements) to influence the presentation and future developments of the hard and soft landscaping on the Barbican Estate.

The Terms of Reference for GAG will be as follows:

(a) **Strategic** – that GAG should be involved if the City of London decides, at any time, to implement the recommended overarching Estate Landscape Management Strategy (ELMS) which among other aims should set out the Future Vision of the Barbican Estate landscape and a prioritised ten year action plan for the planning, enhancement, renovation and management of the Estate landscape. Also the ELMS and in particular the ten year action plan, should be linked to an overall Estate Landscape Masterplan.

However, until such time as ELMS is adopted, then an annual action plan covering the same areas as the ELMS should be agreed including:

- details of any longer term future plans for the landscape in the Estate,
- details of what the budgets might be for any projects, including the source of the funding.
- details, both the work and the financial costs, of the on-going management of the Estate.
- details of the overall income and expenditure figures for the Garden Maintenance,
- the percentage paid by the residents whilst
- giving GAG the authority to consider the amount paid by residents and make recommendations for changes to RCC.

(b) **Quality** – related to the standards to be applied to projects and on-going management and maintenance of all areas, contribute to establishing standards for design of the landscape, to see this translated into appropriate budgets split between the public and residents areas, to contribute to balancing cost efficiency with providing a high quality visual amenity setting for residents and the public.

(c) **Operational** – to see that the agreed quality outcomes are delivered day-to-day and to manage/oversee the active contribution from residents and other volunteers.

(d) **Encouragement** – to encourage residents to ‘green’ their personal space on balconies and patios by use of troughs and pots as well as involving them in the communal areas by, for example, resident planting days.

(e) **Links** – provide a means for links with and among organisations with common interest in managing, developing and promoting the Barbican landscape. This will include working with the Guildhall School of Music and Drama (GSMD) to co-ordinate its roof garden into the overall landscape strategy for planting as it is visible from the residential blocks and the Highwalks.

(f) **Communications** – ensure that information about the development of the Barbican landscape is fully and accurately communicated to all residents, also ensure that details of how residents can contact GAG are published in the appropriate places. Quarterly reports to RCC.

To achieve the aims set out in the Terms of Reference, the necessary and appropriate communications between GAG, the BEO and any other bodies should be set up.

GAG Operational Notes and Inspection Areas

The following are the operational guidelines agreed with the RCC for GAG.

1. GAG is set up by RCC as a Working Party, where the RCC selects the residents who will serve.
2. There will be 10 residents on GAG, of which 1 resident will be identified in the Minutes as a representative of the RCC, Barbican Wildlife Group, Barbican Allotment Group and Barbican Horticultural Society. Residents will serve for a period of 5 years with a maximum of 3 members standing down in any one year. However residents standing down can be re-selected by the RCC if it so wishes.
3. Resident members will advise details of their other involvement with Barbican organisations and give details of their relevant skills so that it can be seen that all aspects of the hard and soft landscaping are covered. If there is a skill gap, then GAG will have the power to consult with other residents to cover this.
4. In addition to the residents, there should be a representative of the Barbican Estate Office (BEO) who will produce the Agenda. In addition, the City Gardens Manager and a working gardener of City Gardens should attend.
5. The Chairman’s role and that of producing the Minutes will be undertaken by the residents on a rotating basis. The individuals to undertake these roles will be agreed at the previous meeting.
6. Meetings should be scheduled for the following calendar year.

7. There should be 4 meetings a year, evenly spread throughout the calendar year.
8. The Agenda for the meeting should be issued at least 7 working days before the meeting. If any one has an item for the Agenda, this should be notified to the BEO at least 14 working days before the meeting.
9. Draft Minutes should be issued within 10 working days of the meeting, any comments and changes should be given within the subsequent 7 working days.
10. GAG should produce an Annual Report on its activities to present to RCC for its June meeting.
11. A list showing all the areas that GAG is concerned with is attached and will be kept up to date. In addition, GAG will maintain a relationship with the GSMD regarding its roof garden.
12. GAG will set up inspections by small groups of resident members to ensure that all the areas on the attached list are regularly considered and any remedial actions are taken. Other residents recruited via the House Groups can be involved in the inspections.
13. Lines of communication will be established to ensure that GAG has all the information to comply with its Terms of Reference.
14. GAG will ensure that residents are aware of its existence and official communications will be issued.
15. GAG will help to arrange residents planting days and other events aimed at engaging residents with their landscape.

Membership

Jim Durcan (Chair)
Marta Battaglia
Tessa Bryde-Williams
David Graves
Rosamund Hetherington
Peter Inskip
Jakki Moxham
Jo Rogers
Chris Vause

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