



Barbican Residential Committee

Date: MONDAY, 11 JUNE 2012
Time: 11.30 am
Venue: COMMITTEE ROOM 3 - CTTEERM3

Members:

Deputy John Barker	Deputy Joyce Nash
David Bradshaw	Barbara Newman
Nicolas Cressey	Henrika Priest
Deputy Billy Dove	Chris Punter
Kevin Everett	Stephen Quilter
Deputy Stanley Ginsburg	John Spanner
Michael Hudson	Angela Starling
Peter Leck	John Tomlinson
Jeremy Mayhew	Revd Dr Martin Dudley (Ex-Officio Member)
Gareth Moore	

Enquiries:

Lunch will be served in Guildhall Club at 1pm

Chris Duffield
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

2. **DECLARATIONS OF INTEREST**

3. **MINUTES OF THE PREVIOUS MEETING**

- a) To agree the Minutes of the Barbican Residential Committee Meeting held on 26 March 2012
- b) To note the draft Minutes of the Barbican Residents Consultation Committee held on 28 March 2012 – TO FOLLOW

(Pages 1 - 8)

4. **ELECTION OF CHAIRMAN**

5. **ELECTION OF DEPUTY CHAIRMAN**

6. **UPDATE REPORT**

Report of the Director of Community and Children's Services (copy attached)

For information

(Pages 9 - 46)

a) YMCA - 2 Fann Street, EC2 - Future Use

b) Barbican sub-letting

7. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

Report of the Director of Community and Children's Services (copy attached)

For information

(Pages 47 - 60)

8. **PROGRESS OF SALES AND LETTINGS**

Report of the Director of Community and Children's Services (copy attached)

For Information

(Pages 61 - 64)

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

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

11. **EXCLUSION OF THE PUBLIC**

MOTION – that, under Section 100A of the Local Government Act 1972, the public be excluded from the meeting for the following items, on the grounds that they involve the likely disclosure of exempt information, as defined in Part 1 of Schedule 12A of the Local Government Act.

12. **NON-PUBLIC MINUTES**

To approve the non-public Minutes of the Barbican Residential Committee held on 26 March 2012

(Pages 65 - 68)

13. **ARREARS REPORT**

Report of the Director of Community and Children's Services

For Information

(Pages 69 - 74)

14. **YMCA UPDATE - TO FOLLOW**

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

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

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BARBICAN RESIDENTIAL COMMITTEE

26 March 2012

MINUTES OF A MEETING OF THE BARBICAN RESIDENTIAL COMMITTEE HELD AT GUILDHALL, EC2 ON MONDAY, 26 March 2012 AT 11.30 AM.

Present

Members:

Non-Resident

John Spanner (Chairman)
Gareth Moore (Deputy Chairman)
Deputy Stanley Ginsburg
Michael Hudson
Jeremy Mayhew
Deputy Billy Dove
Kevin Everett

Resident

Deputy John Barker
Peter Leck
Deputy Joyce Nash
Barbara Newman
Chris Punter
Angela Starling
John Tomlinson
David Bradshaw

2 vacancies

Officers:

Julie Mayer	- Town Clerk's Department
Petra Sprowson	- Built Environment
Alan Bennetts	- Comptroller & City Solicitor's Department
Howard Hillier-Daines	- City Surveyors Department
Joy Hollister	- Community & Children's Services Department
Eddie Stevens	- Community & Children's Services Department
Anne Mason	- Community & Children's Services Department
Mike Kettle	- Community & Children's Services Department
Michael Bennett	- Community & Children's Services Department
Helen Davinson	- Community & Children's Services Department
Karen Tarbox	- Community & Children's Services Department

In attendance

Mr R Anderson – Chairman of the Residents'
Consultation Committee (RCC)

1. APOLOGIES

Apologies for absence were received from Henrika Priest and Nicholas Cressey.

Before commencing the business on the agenda, the Chairman welcomed new Member, Mr Kevin Everett to his first meeting.

2. DECLARATIONS BY MEMBERS OF PERSONAL OR PREJUDICIAL INTERESTS IN RESPECT OF ITEMS TO BE CONSIDERED AT THIS MEETING

All Resident Members declared their general interest as residents of the Barbican Estate (this was a standing item).

Mr Tomlinson and Mr Bradshaw declared personal interests in respect of Agenda item 8 (External Concrete Investigation Works) as they are residents of one of the blocks. The City Solicitor confirmed that this interest was *personal and not prejudicial* as neither Member would benefit any more or less (than any other resident of the tower blocks) from the outcome of the report.

Deputy Nash declared a personal and prejudicial interest in respect of Agenda Item 14 (Barbican Rent Review) and would leave the room when this item was discussed.

3. MINUTES

RESOLVED – That:

- i) the public minutes of the Barbican Residential Committee held on 12 December 2011 be approved.
- ii) the minutes of the Residents' Consultation Committee AGM held on 30 January 2012 be received.
- iii) the minutes of the Residents' Consultation Committee held on 12 March be received.

Matters arising

The Barbican Estate Manager confirmed that all the action points raised in the RCC's AGM on 30 January 2012 had been incorporated into either the Update Report or SLA Report (items 4 and 7 on this agenda).

The Chairman of the Barbican Association's Security Committee advised that some Andrewes House residents feel that the Highwalks by St Alphage House and Moorfields are not sufficiently lit and that this could compromise their safety. Their views would be referred to the Barbican Association, with a recommendation to Crossrail. The Estate Manager offered to take up the lighting issue with the Department of the Built Environment.

Members noted that the Security Committee would place CCTV and litter bins on the agenda for their next meeting in June and a report would be presented to Committee later in the year.

4. BARBICAN ESTATE LISTED BUILDING MANAGEMENT GUIDELINES DRAFT SPD, VOLUMES I AND II

Members received a report of the City Planning Officer. In response to questions, the Officer confirmed that the consultation exercise would be contained within existing budgets and printing costs minimalised by publishing the document to the web site.

RESOLVED

That the draft text of the Barbican Listed Building Management Guidelines Draft SPD, Volumes I and II, appended as Annexe A to this report, be agreed and the document be published for formal public consultation in May 2012.

5. UPDATE REPORT

This report updated Members on issues raised by the RCC and the BRC at their meetings in November and December 2011. The report also provided updates on other issues on the estate.

In response to a question, officers advised that the draft Filming Protocol had been reviewed by the Barbican Estate Office and the City of London Film Office and was currently being reviewed by resident representatives. There was a further query about the provision of back-up car parking staff and the Estate Manager offered to refer this to the Car Park Manager.

The Chairman asked for a full, up to date list of all Working Parties at the next meeting.

In respect of the KPIs, a Member suggested that, given the fairly high number of downward arrows, was a 100% target a realistic aspiration? The Estate Manager advised that KPIs were reviewed annually, with the next due in May. The Chairman asked for the arrows be replaced with 'smiley' logos, as used by other Committees.

Members suggested that the mystery shopping exercise (for access to services) might benefit from a more objective management input and actions on the outcome of the questionnaires.

RECEIVED

6. PROGRESS OF SALES AND LETTINGS

The Committee received an information report, advising of the sales and lettings which had been approved by officers since the last meeting. Approval had been given, under delegated authority, in accordance with Standing Orders. The report also provided information on surrenders of tenancies received and the number of flat sales to date.

RECEIVED

7. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW (OCTOBER – DECEMBER 2011)

The Committee received an information report, providing an update on the review of the estate-wide implementation of Service Level Agreements for the quarter, October to December 2011. The report detailed comments from the House Officers and the Resident Working Party and an on-going action plan for each of the 5 Service Level Agreements.

RECEIVED

8. EXTERNAL CONCRETE INVESTIGATION WORKS

This report provided a background to the concrete investigations and remedial works being undertaken to the three tower blocks. The general conclusion was that the concrete is in remarkably good condition for its age and that further works of this nature should not be necessary for 20 to 30 years. Members noted that the scaffolding was being dismantled and it is expected that this would be complete by early April.

The full report from Bickerdike Allen Partners had been circulated to all house groups. As the print on the agenda had been quite small, large, detailed survey drawings were available for Members' inspection.

There was considerable debate and discussion as to whether the defects were structural or cosmetic and the Housing Services Director acknowledged that the health and safety concerns would have the same impact in either case.

Members noted the following proposed motion for submission to the Grand Court of Wardmote, from the Ward of Cripplegate held on 8 March 2012, which had been agreed unanimously:

'Since the recent testing and remedial works to the concrete in the three Barbican Tower Blocks relate to structural matters, Barbican residents take the view that the costs for these works should be borne by the Landlord; i.e. the City of London Corporation and not Long Lessees of the Barbican Estate.

Does the Corporation not agree that this is a reasonable and correct assumption of Barbican residents? On what basis does the Corporation arrive at a different conclusion to residents and furthermore, what provision of the lease would justify charging Long Lessees for these works?':

The Director advised that the City was in discussion with English Heritage about the remedial works and this might take several months. As the scaffolding was being removed, the work would need to be done by abseillers. In response to questions, the Director confirmed that, had the works been carried out whilst the scaffolding was in place, they would have cost less.

The Director acknowledged the concerns and debate and would respond fully in the next report to the Committee.

RECEIVED

9. UPGRADE OF THE TELEVISION SYSTEM

This report sought approval for the installation of a fibre-optic system to replace the existing five wire integrated reception system (IRS) that currently provides digital television and radio services estate wide on the Barbican. Members noted that the RCC's working party had supported the proposal unanimously.

In response to a question about the 'very occasional surface mounting of cables', the Housing Services Director advised that this was likely to apply to only a few properties, based on the last installation.

Members also noted that new outlets could also be used for CCTV and it might be a good opportunity to exploit this. Members agreed that this be referred to the Security Committee and be followed up in their next report to the Barbican Residential Committee.

RESOLVED

1. That the Comptroller and City Solicitor be instructed to commence negotiations with Vision Holdings and draft a set of Contract Terms and Conditions.
2. That the Terms and Conditions be approved by the Residents' Consultation Committee.
3. That, subject to (2) above, the final details of the Contract be delegated to the Chairman and Deputy Chairman, in consultation with the Town Clerk, Comptroller and City Solicitor and the Director of Community and Children's Services.

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

Mr Dove asked a question about the proceeds from sales of properties on the estate and whether the ring-fencing of capital receipts had been relaxed.

The Director advised that the Barbican is outside of the Housing Revenue account and capital receipts therefore go directly to the City of London.

11. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items

12. EXCLUSION OF THE PUBLIC

RESOLVED - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act.

Item Nos.
12-19

Exempt Paragraphs
3

Part 2 – Non-Public Agenda

13. NON-PUBLIC MINUTES

RESOLVED – That,

- i) the non-public minutes and summary of the meeting held on 12 December 2011 be approved as a correct record.

14. RESIDENTIAL RENT REVIEW

RESOLVED

15. PROPOSALS FOR LETTING OF UP TO 50 CAR BAYS ON A LONG TERM AGREEMENT TO BERKELEY HOMES

RESOLVED

16. BARBICAN ART CLUB

RESOLVED

17. FORMER BARBICAN TENANT – ARREARS WRITE OFF

RECEIVED

18. APPROVED 999 YEAR LEASE EXTENSION

RECEIVED

19. BARBICAN MUSIC SHOP

RESOLVED

20. AGENDA PLAN

RECEIVED

AT 1.25PM, MEMBERS AGREED TO WAIVE STANDING ORDERS IN ORDER TO COMPLETE THE BUSINESS ON THE AGENDA.

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

There were no questions

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

There were no urgent items.

The meeting closed at 1.40 pm

CHAIRMAN

**Contact Officer: Julie mayer
tel. no. 020 7332 1410
e-mail: Julie.mayer@cityoflondon.gov.uk**

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Committee:	Date(s):	Item no.
Residents' Consultation Committee	28 May 2012	4
Barbican Residential Committee	11 June 2012	
Subject: Update Report		
Report of: Director of Community and Children's Services		Public
<p><u>Executive Summary</u></p> <p>Barbican Estate Office</p> <ol style="list-style-type: none"> 1. Business Plan Objectives, Statistics - see appendix 1 2. Filming 3. Working Parties – see appendix 4 <p>Built Environment</p> <ol style="list-style-type: none"> 4. Barbican Area Street Scene Enhancement Strategy <p>Open Spaces Department</p> <ol style="list-style-type: none"> 5. Open Spaces Update <p>Technical Services Division – see appendix 2</p> <ol style="list-style-type: none"> 6. Redecorations 7. Roof apportionments 8. Trade Centre Podium Works 9. Asbestos 10. Technical Services Recharges 11. Sustainability Working Group – see appendix 5 12. Public lift availability 13. Upgrade of the Barbican Television Network 		

14. Concrete Testing

City Surveyors Department – see appendix 3

15. Barbican Occupiers Users Group

16. Crossrail

17. Barbican Arts Centre Cinema Relocation

Fringe developments

18. Frobisher Crescent

19. Milton Court Redevelopment

20. Moorgate Telephone Exchange

21. St Alphage House

22. Roman House

23. Public Lifts serving the Barbican Estate

24. YMCA

Recommendations that the contents of this report are noted.

Background

This report updates members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in March 2012. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

1. Business Plan Priorities

A copy of the Barbican Estate Improvement Plan for 2011/2012 is attached at appendix 1.

This appendix also includes a list of pending committee reports, Key Performance Indicators and statistics on Car Parking and Baggage Stores.

2. Filming

A draft protocol for filming on the Barbican Estate has been reviewed by the Barbican Estate Office and the City of London Film Office and is currently being reviewed by resident representatives.

3. Working Parties

A list of all current working parties with chairman and members is attached as appendix 4.

Commercial Issues

Where possible redacted versions of commercial sensitive reports will be presented to the RCC before being reported to the Barbican Residential Committee on non public papers.

A number of projects have been moved to the City Surveyor's update as the Corporate Property Group are now taking a lead on these items. The Housing Services Commercial Manager will continue to work in liaison with the City Surveyors Corporate Property Group on these projects.

Built Environment

Officers from the Built Environment Department have provided the following updates:

4. Barbican Area Street Scene Enhancement Strategy

The Barbican Area Streets & Walkways Enhancement Strategy was approved by the Court of Common Council in October 2008. Various priority projects were identified following feedback from Barbican residents during the extensive public consultation on the Strategy, including Moor Lane, Ben Jonson Highwalk/St. Giles Terrace and Silk Street.

The evaluation of the Moor Lane project was approved by Finance Committee in July 2011 and the proposal continues to be progressed through the detailed design phase. Works are expected to begin onsite in Autumn 2012, with residents and occupiers given advance notification of said works.

The Ben Jonson Highwalk and St Giles Terrace project was approved by the Streets & Walkways Committee in June 2011 and the proposal includes new

furniture and planting as well as the restoration of brickwork and lighting. The installation of the replacement seating is expected in Summer 2012 whilst the restoration of brickwork and planting proposals for Ben Jonson Highwalk will be progressed at a later date after the Barbican Estate Office carries out investigative drainage works on the Highwalks.

The Silk Street project is under detailed evaluation and consultation on the scheme will be carried out with residents and occupiers over Summer 2012.

The Highway Works Detailed Design report was considered at the Streets and Walkways Committee in April 2012. Members approved the recommended option of traffic slowing granite feature junctions, with the addition of zebra crossing points at the junction of Moor Lane and Silk Street and on Silk Street, west of the junction with Milton Street. This report is due to go up to the Projects Sub-Committee on May 23rd 2012. Subject to Member approval, works are expected to begin on site in September 2012. For further information on these works, please contact Bronwyn Allen on 020 7332 1208 or bronwyn.claridge@cityoflondon.gov.uk

5. Open Spaces

The Open Spaces Department began the programme of bio-remediation treatment ("bio-bombs") for the blanket weed in the lakes in April. At the same time, a treatment of Aqua Blue dye was added to the lakes (a vegetable dye that is harmless to wildlife), which helps filter certain wavelengths of sunlight in order to further inhibit algal and blanket weed growth..

The Barbican Estate Office is implementing its on-going wildlife action plan and has started the Spring programme to control the presence of seagulls on the estate.

As in previous years, Fann Street Wildlife Garden will be participating in Open Garden Squares Weekend held on the 9 and 10 June 2012. All residents are welcome.

Background Papers:

Minutes of the Barbican Residential Committee 12 March 2012.
Minutes of Residents' Consultation Committee 26 March 2012.

Joy Hollister**Director of Community and Children's Services**

Contact Name	Michael Bennett, Barbican Estate Manager
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BUSINESS PLAN OBJECTIVES 2011/12

Appendix 1

Objective:	1. Car Parking – Achievement of £100K savings identified in the “City Corporation’s Change programme” by end of March 2012 and by end of March 2013.				
Supporting TCT Strategy themes:	Supports our communities	Priority and rationale	The aim of this objective is to achieve savings identified in the Corporate Change Programme. £100K savings to be achieved by the end of March 2012 and if appropriate, a range of options will be developed to achieve additional savings of £100K by end of March 2013.		
Aligns to Corporate Plan:	To provide modern, efficient and high quality local services for residents whilst delivering sustainable outcomes.				
Departmental Strategic Aims:	To improve the departments value for money, efficiency and performance				
Actions/Milestones		Target Date	Measure of Success	Responsibility	Resources
Stage 1 – A working party chaired by Joy Hollister, Director of Community and Children’s Services made up of officers, members and resident representatives has been set up to review the finances of the car park account with the objective of achieving a shared understanding of how the account operates and the development of a set of clear financial arrangements underpinning the car park account including the allocation of additional income generated through commercial or other activities.		June 2011	A shared understanding has been achieved by the working party on the way the car park account operates.	Michael Bennett – Barbican Estate Manager Anne Mason, Revenues Manager Barry Ashton – Car Parking & Security Manager	Will work with the Chamberlains department to review car park account finances.
Stage 2 – The working party will develop if appropriate, a range of options and agree a consultation and communication plan		September 2011	Options, if appropriate, have been developed by the working party and a communications plan agreed.		
Stage 3 – Consult, if appropriate on the range of options identified by the working party to achieve savings of £100K by end of March 2012		December 2011	Achievement of £100K savings in the car parking account by March 2012.		
Stage 4 - Following consultation, the working party to agree options, if appropriate to implement measures during 2012/13 to		December 2011	Achievement of additional £100K savings by March		

achieve additional savings of £100K by end of March 2013		2013		
Customers/ Consultation and Engagement/ User Focus				
Proposals developed by the working party to achieve the savings will be consulted on with staff, unions, residents and members.				
Financial Consideration	Human Resources		Other Assets	
The working party will achieve a shared understanding of how the Car Park Account operates.	Following consultation equality impact assessments will be prepared to assess the effect of any proposals to be implemented on specific groups.		The use of the car parking asset must be optimised and other commercial uses will be considered.(See objective 5)	
Risk Management				
The city of London is working towards a balanced budget and the achievement of these savings will assist in this aim Officers will be working with the Commercial Manager to develop alternative uses for underutilised car park areas to increase income. Full consultation should mitigate resistance by service users to any proposals drawn up by the working party.				
QUARTER 1 - (1st April – 30th June)	Working Party meetings in April and June. Savings targets achieved for 2011/12 and 2012/13.			
QUARTER 2 (1st July – 30th Sept)	Briefing note to members and resident representatives in July.			
QUARTER 3 (1st Oct – 31st Dec)				
QUARTER 4 (1st Jan – 31st March)				

Objective:	2. Implementation of a temporary car parking pre payment system				
Supporting TCT Strategy themes:	Supports our communities	Priority and rationale	This objective will streamline the process for residents and will reduce bureaucracy for both the City of London and residents. The pre-payment system will also eradicate bad debt and it is anticipated that income levels from this service will increase.		
Aligns to Corporate Plan:	To provide modern, efficient and high quality local services for residents whilst delivering sustainable outcomes.				
Departmental Strategic Aims:	To improve the departments value for money, efficiency and performance				
Actions/Milestones		Target Date	Measure of Success	Responsibility	Resources
Identify system that will provide a pre-paid solution to temporary car parking and following the completion of an equalities impact assessment implement a three month trial for residents.		September 2011	System identified meets the aims set out in the project initiation document (PID) and a trial system has commenced.	Michael Bennett – Barbican Estate Manager	This project is being developed in partnership with the Corporate IS division and implementation is dependant on the trials of this system across other departments.
Consult with staff, residents representatives and members. It is anticipated that on-line feedback from users during the trial will be available.		December 2011	Consultation completed	Barry Ashton, Car Park & Security Manager	
Issues raised and feedback from the trial addressed in the report to committee. Train staff, publicise new arrangements, Implement new system across the entire estate by April 2012		March 2011 April 2012	New system implemented and used effectively by all residents requiring temporary car parking. No further accrual of temporary car parking arrears.		

Customers/ Consultation and Engagement/ User Focus		
Changes to the current arrangements will be consulted on with resident representatives and the residents' consultation committee (RCC)		
Financial Consideration	Human Resources	Natural Resources
Although some minimal investment in new software may be necessary the new system will should lead to efficiency savings by streamlining the process.	Training will be provided to staff on new systems to be installed and a simple on-line guide will be prepared for users. An equality impact assessment will be prepared to assess the effect of the new process on specific groups	The new process will be more sustainable as it is anticipated that it will reduce the use of resources such as paper.
Risk Management		
Consultation on the new process should mitigate resistance amongst proposed users including staff. The system will be trialled to ensure that all possible scenarios are addressed and it is anticipated that on-line feedback from users will be available to assess the new system.		
QUARTER 1 - (1st April – 30th June)	A new online booking system is being trialled with other departments by the COL IT department.	
QUARTER 2 (1ST July – 30th Sept)	BEO is currently working with the COL IT department on an online pre booking and prepaid temporary car parking system.	
QUARTER 3 (1st Oct – 31st Dec)	Specification drafted for new system.	
QUARTER 4 (1st Jan – 31st March)	Issues with trials for other departments. IS to support developing system tailor made for the BEO and specification being agreed but due to other projects will not be able to commence until October 2012.	

Objective:	3. Frobisher Crescent Management Protocol between the Barbican Estate Office, the Barbican Centre and residents.				
Supporting TCT Strategy themes:	Supports our communities	Priority and rationale	To develop, implement and review a management protocol between the Barbican Estate Office, the Barbican Centre and residents setting out responsibilities and quality standards covering services, works and health and safety issues in this shared commercial / residential building. To ensure that there is clarity for residents on whom to contact if there is an issue.		
Aligns to Corporate Plan:	To provide modern, efficient and high quality local services for residents whilst delivering sustainable outcomes.				
Departmental Strategic Aims:	To improve the departments value for money, efficiency and performance				
Actions/Milestones		Target Date	Measure of Success	Responsibility	Resources
Discuss draft management protocol with the Barbican Centre and consult residents to ensure that the management protocol covers all relevant issues		The management protocol will be finalised 3 months following practical completion – date has yet to be agreed The protocol will be reviewed with the Frobisher House Group	Management protocol consulted on and agreed with all parties	Michael Bennett, Barbican Estate Manager Rebecca Marshall, House Officer, BEO	This can be completed within existing staff resources
Finalise management protocol to ensure that the protocol sets out responsibilities and quality standards and that lines of communication are clear.			Management protocol is widely circulated. Its effectiveness will be assessed as part of the resident satisfaction survey to be undertaken in February 2012		
Communicate management protocol to both residents and staff by posting the management protocol onto the Barbican Estate section of the City of London website, include in the welcome pack for new Frobisher Crescent residents and incorporate into the Frobisher section of the residents information pack. The protocol will eradicate confusion over who is responsible for shared areas.					
Customers/ Consultation and Engagement/ User Focus					

Consultation will take place with the Frobisher Crescent resident representatives and the Barbican Centre to ensure that all issues have been included prior to publication

Risk Management

The management protocol will ensure that co-operative working arrangements continue and that the working relationship between residents and the Barbican Centre continue to develop positively in this shared business / residential property.

	<u>UPDATE:</u>	<u>DEADLINE</u>
QUARTER 1 - (1st April – 30th June)	Draft protocol presented to Frobisher Crescent House Group by the BEO in May asking for their comments.	
QUARTER 2 (1ST July – 30th Sept)	Updated draft protocol presented to Frobisher Crescent House Group by the BEO in August - BEO liaising with House Group regarding comments.	
QUARTER 3 (1st Oct – 31st Dec)	Comments received from House Group and protocol now to be agreed between BEO and House Group.	
QUARTER 4 (1st Jan – 31st March)	Awaiting confirmation from House Group.	

Objective:	4. Develop an Asset Maintenance Plan (AMP) for the Barbican Estate				
Supporting TCT Strategy themes:	To protect, promote and enhance our environment.	Priority and rationale	Stakeholders on the Barbican Estate have been keen for the division to develop a medium and long term plan to ensure that the Barbican Estate remains in a good general state of repair. As part of the estate are now over 40 years old a plan to ensure the long term “health” of the components and structures will assist with financial planning processes if additional major or cyclical works are identified.		
Aligns to Corporate Plan:	To provide modern, efficient and high quality local services for residents whilst delivering sustainable outcomes.				
Departmental Strategic Aims:					
Actions/Milestones		Target Date	Measure of Success	Responsibility	Resources
Quarterly meetings of the working party will take place during the development phase of the AMP. Notes of the meetings will be prepared by officers who will update the Residents Consultation Committee (RCC)		June/August/ October 2011 January 2012	Meetings take place Update provided to RCC	Michael Bennett – Barbican Estate Manager	Can be delivered within existing resources
Move Barbican Estate repairs to the Orchard system to enable work on repairs trends and profiles to be identified to assist in the development of the AMP		May 2011	Orchard system used for Barbican Estate repairs	Mike Saunders – Technical Services	
Identify Software for recording data and purchase. System to be used for all properties managed by Housing Services. Develop a schedule of issues with the AMP working party for uploading into the new software.		August 2011	Software identified which meets specification and list of issues completed for upload		
Customers/ Consultation and Engagement/ User Focus					
A working party of residents and officers has been set up to develop the AMP					
Financial Consideration		Natural Resources		Other Assets	
The AMP will assist in longer term financial planning and will ensure that expenditure is		It is anticipated that the AMP will also address sustainability issues when		The AMP will ensure that the asset value of the Barbican Estate is	

directed efficiently and effectively to provide value of money.	developing plans for replacement plant and common services	maintained
Risk Management		
An AMP needs to be developed to ensure that the right maintenance and repairs programmes are in place to protect the structure of the estate and to protect the residents' and the City of London's asset value.		
	<u>UPDATE:</u>	<u>DEADLINE</u>
QUARTER 1 - (1st April – 30th June)	Repairs moved to the new Orchard system in May.	
QUARTER 2 (1ST July – 30th Sept)	Presentations to resident representative of the AMP Working Party and BEO for software systems in July.	
QUARTER 3 (1st Oct – 31st Dec)	Tender prices received and being reviewed and recommendation to be presented to COL IS Project Board March.	
QUARTER 4 (1st Jan – 31st March)	New software system approved by COL IS Project. Presentation by contractor of new system to AMP Working Party – date TBC.	

Objective:	5 Identifying and developing commercial opportunities				
Supporting TCT Strategy themes:	To protect, promote and enhance our environment.	Priority and rationale (statutory etc):	Working with the commercial manager on opportunities which may increase income into the local risk budget.		
Aligns to Corporate Plan:	To provide modern, efficient and high quality local services for residents whilst delivering sustainable outcomes.				
Departmental Strategic Aims:					
Actions/Milestones		Target Date	Measure of Success	Responsibility	Resources
As a consequence of the implementation of the car parking strategy areas of the car parks may become available for commercial opportunities The BEO will work with the City Surveyor and the commercial manager to identify and implement suitable commercial uses to increase income.		March 2012	Increased income	Michael Kettle Commercial Manager	Can be delivered within existing resources
Other options include the possible development of underutilised areas within the estate, conversion of former offices to flats, unused car park space (see objective 1) e.g. commercial storage.				Michael Bennett Barbican Estate Manager	
				City Surveyors	
Customers/ Consultation and Engagement/ User Focus					
Commercial opportunities will be consulted on with residents to review service delivery					
Financial Consideration			Other Assets		
Ideally opportunities will raise additional rental income for the local risk budget			This objectives ensures that the best use is made of available resources		
Risk Management					
			UPDATE:		DEADLINE
QUARTER 1 - (1st April – 30th June)			Review of all current commercial opportunities drafted. A number of options utilising car park spaces are being reviewed		

	including fringe residential developments, storage companies, fringe hotel developments, increased usage from current commercial users, works associated with the new Barbican Centre cinema relocation. There is a car park agreement for 180 car bays associated with the new Heron development which is due to commence in April 2013.	
QUARTER 2 (1ST July – 30th Sept)	Review presented to Officers in August.	
QUARTER 3 (1st Oct – 31st Dec)	March 2012 report regarding Roman House car parking. Barbican Centre/Cinema development car parking contracts signed. New one year commercial contract commenced February 2012 for car parking. City Surveyors reviewing other commercial opportunities.	
QUARTER 4 (1st Jan – 31st March)	Current commercial car parking contract in Speed House being reviewed by client. City Surveyors working with City Agents to market test car parks for any suitable commercial opportunities.	

Objective:	6. Review of Garchey Waste Disposal System.				
Supporting TCT Strategy themes:	Supports our communities	Priority and rationale	A review of the Garchey Waste Disposal System is overdue and this objective will reconsider the work of the Garchey Working Party in 2006 in the light of the continual decreased use of the system and the introduction of the food waste recycling service for residents.		
Aligns to Corporate Plan:	To provide modern, efficient and high quality local services for residents whilst delivering sustainable outcomes.				
Departmental Strategic Aims:	To improve the departments value for money, efficiency and performance				
Actions/Milestones		Target Date	Measure of Success	Responsibility	Resources
Report to RCC and BRC on review of Garchey Waste Disposal System recommending the setting up of a Working Party.		September 2011	Committee recommendation.	Michael Bennett – Barbican Estate Manager	Can be delivered within existing resources though additional resources may be required to fund a consultant to update the condition survey
If recommended set up Working Party.		December 2011	Working Party set up		
Working Party to reconsider and review the work of the last Working Party in 2006. Condition survey to be carried out. Update costs for removal of the system. Update usage of the system.		June 2012	All works by previous Working Party reviewed, costs, condition survey and usage carried out.	Mike Saunders - Technical Services	
Full resident consultation.		September 2012	Consultation carried out and results analysed for presentation to committee.		
Report to Committee with recommendation.		November 2012	Committee report.		
Customers/ Consultation and Engagement/ User Focus					
Working Party of members, residents and officers and full resident consultation.					
Financial Consideration		Human Resources		Other Assets	
Costs associated with the continued use and removal of the system will be		Following consultation equality impact assessments will be prepared to assess the effect of any proposals to be implemented			

considered by the working party.	on specific groups. Depending on the recommendation the Garchey team may need to be reviewed	
Risk Management		
Full consultation should mitigate resistance by service users to any proposals drawn up by the working party.		
QUARTER 1 - (1st April – 30th June)	RCC Chair asked for volunteers to serve on the Working Party at June Committee. The first meeting of the Working Party will be to determine the remit of the group and to agree the Terms of Reference.	
QUARTER 2 (1ST July – 30th Sept)	Working Party first meeting October. Terms of reference and proposed areas of review agreed.	
QUARTER 3 (1st Oct – 31st Dec)	Working Party meetings December and January – current costs of running the Garchey were presented. Various costs for removing the Garchey presented and Counsel’s opinion sought to advise on the risks associated with the removal.	
QUARTER 4 (1st Jan – 31st March)	Working Party meetings February and April – draft report presented. Full report to be presented to September committees.	

Summary of Key Performance Indicators April 2011 to March 2012

National Standard	PI No	Title of Indicator	Actual 2010/11	Good to be	TARGET 2011/11	QTR 1	QTR 2	QTR 3	QTR 4	PROGRESS AGAINST TARGET	SUMMARY
Tenant Involvement & Customer Service	H4	Answer all letters satisfactorily with a full reply within 10 working days	81%	↑	100%	n/a	72%	85%	70%	☹	The KPI result is still low compared to target. The response time to letters will be monitored on a weekly basis until things improve.
	H5	Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	New Indicator for 2011/12	↑	100%	n/a	84%	96%	100%	☺	
	H6	To resolve written complaints satisfactorily within 14 days	86%	↑	100%	100%	100%	83%	100%	☺	
	H7	Reception/Estate Concierge/Lobby Porter to pass mystery shops	87%	↑	100%	80%	100%	88%	80%	☹	There was only 1 survey question that failed, as the Estate Concierge was not wearing uniform.
	H8	Estate inspections to be carried out with residents as per agreed frequencies	100%	↑	100%	100%	100%	100%	100%	☺	
	H9	Ensure all public information is in an accessible format (font size/colour/background etc)	New Indicator for 2011/12	↑	100%	100%	100%	100%	100%	☺	

Home	H13	% 'Emergency' repairs (complete within 24 hours)	New Indicator for 2011/12	↑	93%	98%	98%	93%	92%	☹	
	H14	% 'Urgent' repairs (complete within 3 working days)	New Indicator for 2011/12	↑	93%	95%	96%	94%	94%	☺	
	H15	% 'Routine' repairs (complete within 7 days)	New Indicator for 2011/12	↑	93%	92%	94%	89%	93%	☺	
	H16	% 'Routine' repairs (complete within 28 days)	New Indicator for 2011/12	↑	95%	97%	97%	88%	94%	☹	Technical Services will be working with the contractors to improve performance.
	H24	% Overall Resident satisfaction of completed Major Works Projects (£50k+)	New Indicator for 2011/12	↑	TBC	0	0	94%	91%		Surveys are from Thomas More external redec project and Mountjoy external redec project
Neighbourhood and Community Standard	H43	% Resident satisfaction with estate cleaning standards	New Indicator for 2011/12	↑	100%	100%	100%	97%	86%	☹	There have been some issues in Mountjoy and Lauderdale
	H45	No of reported incidents of antisocial behaviour	New Indicator for 2011/12	↓	TBA	33	57	39	35		
Value For Money	H61	% Payment of undisputed invoices within 30 days	99%	↑	100%	98%	90%	88%	91%	☹	
	H62	To reduce commercial rent arrears to under 2% of annual debit	0.93%	↓	<2%	0.9%	0.8%	0.8%	2%	☺	

Other Information requested by the Residents Consultation Committee –

Baggage Stores at May 2012. Figures in brackets reflect the information presented to your last meeting

Let	Sold	Allocated (In process)	Unlettable	Allocated to BEO	In Query	Vacant	Total	Average Void time in days
1178 (1184)	70 (69)	4 (2)	4 (7)	2 (2)	3 (1)	2 (1)	1266 (1266)	*67/ 19 (42)

*NB: The figure of 67/19 days as the current void time denotes two averages. The figure of 67 takes into account 3 previously unlettable stores which have been void for prolonged periods of time before being put back into circulation and rectified. The figure of 19 denotes the average void time in days without taking these into account.

Waiting List

Do not have a Store	To Swap a store (to another location)	Additional Store – (where resident already has access to a single store)	Additional Store (where resident already has access to more than 2 stores)	Total
53 (48)	37 (33)	32 (33)	3 (3)	125 117

The BEO have reviewed the demand and locations and are now progressing the possibility of purchasing 50 new transportable baggage stores in Breton, Bunyan, Cromwell and Thomas More car parks.

Bicycle Stores

Let Stores	Vacant Stores	Waiting List	Total Stores
100 (99)	0 (1)	21 (16)	100

BARBICAN ESTATE - CAR PARKING BAYS

AS AT MAY 2012

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (Feb 2012)
SOLD	16	3	1	10	35	8	21	13	5	43	155	155
RESIDENTIAL	90	76	82	60	115	56	74	90	92	5	740	748
COMMERCIAL	2	21	5	0	0	54	0	0	3	3	88	88
VACANT	27	139	121	22	10	37	10	47	54	58	525	517
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

FORMER CAR BAYS	1	30	45	9	5	21	29	26	18	21	205
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Former Car Bays - Reasons why no longer used as car bays:

BAGGAGE STORES / TRANSPORTABLE BAGGAGE STORES
 BAYS TOO SMALL / AWKWARD TO PARK
 BICYCLE LOCKERS / RACKS / CAGES / MOBILITY SCOOTERS
 CAR PARKING OFFICES
 ENTRANCES / EXITS TO BLOCKS
 FIRE EXITS/FIRE HOSE REEL STORAGE
 RECYCLING STORAGE
 LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS
 In addition to the original 50 transportable baggage stores located in Breton, Bunyan and Lauderdale car parks, utilising 19 car parking bays recorded above as former car bays, a further 50 new transportable baggage stores have been installed in Breton, Bunyan and 03 Willoughby car parks, utilising a further 22 former car bays

Visitors Bays

With the exception of Thomas More Car Park which has twelve designated visitors bays (not included in figures) all the other car parks utilise the vacant bays.

Heron Tower Development

180 car bays from Speed, 01 & 03 Willoughby car parks to be purchased by Heron
 40 Bays now Sold to Heron (30 Office & 10 EDF)

Current commercial contract in Speed House being reviewed by client.

Block Name	No of Flats	Registered Lettings							
		Jun-11		Sept-11		Jan-12		Mar-12	
Andrewes House	192	5	3%	8	4%	5	3%	6	3%
Ben Jonson House	204	10	5%	8	3%	5	2%	6	3%
Brandon Mews	26	0	0%	0	0%	0	0%	0	0%
Breton House	111	7	6%	9	8%	4	4%	4	4%
Bryer Court	56	1	2%	1	1%	2	4%	2	4%
Bunyan Court	69	6	9%	4	5%	6	9%	6	9%
Cromwell Tower	112	1	1%	1	1%	3	3%	2	2%
Defoe House	178	5	3%	8	4%	7	4%	5	3%
Frobisher Crescent	69	6	9%	3	4%	4	6%	1	1%
Gilbert House	88	4	5%	4	4%	3	3%	2	2%
John Trundle Court	133	10	8%	9	6%	6	5%	8	6%
Lambert Jones Mews	8	0	0%	0	0%	0	0%	0	0%
Lauderdale Tower	117	0	0%	1	1%	1	1%	1	1%
Mountjoy House	64	4	6%	5	7%	6	9%	5	8%
Seddon House	76	2	3%	0	0%	0	0%	1	1%
Shakespeare Tower	116	2	5%	1	1%	0	0%	0	0%
Speed House	114	3	3%	3	2%	2	2%	3	3%
Thomas More House	166	5	3%	4	2%	4	2%	4	2%
The Postern/Wallside*	12	0	0%	0	0%	0	0%	0	0%

Willoughby House	148	6	4%	4	2%	2	1%	1	1%
Totals	2059	77	4%	73	4%	60	3%	57	3%

The freeholds of 14 Flats in Wallside have been sold and these properties are excluded from the properties listed above

The issue of low compliance was raised by members of the RCC in March and it was asked if their recommendations of the fees being too high and the process too onerous could be put to the BRC. This will be raised as matter arising at the June BRC. A letter regarding sub lettings is being sent to all leaseholders in May/June 2012.

Agenda Plan 2012

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report	Michael Bennett	10 Sept	24 Sept
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Listed Building Management Guidelines (Adoption of Guidelines) – 5 Year Review	Petra Sprowson		
Annual Review of RTAs	Town Clerks		
Garchey 5 Year Review	Technical		
Remedial Tower Concrete Works Resolution (BRC Only)	Technical		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Revenue Outturn	Anne Mason	26 Nov	10 Dec
Update Report	Michael Bennett		
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Revenue & Capital Budgets	Anne Mason		
Podium CCTV	Barbican Association/Barry Ashton		
Car Park Charging Policy	Barry Ashton		

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6. Redecorations

At the time of this report, various blocks under the 2011/12 programme were being ‘snagged’ prior to final handover.

2012/13 Programme

Tenders are currently being reviewed for the following blocks due to be completed in 2012/13

- Shakespeare Tower – Internal Redecorations
- Thomas More House – Internal Redecorations
- Seddon House – External Redecorations
- Lambert Jones Mews – External Redecorations

7. Roof Apportionments.

BLOCK	CURRENT STATUS	Estimated Final Account Verification	Estimated Final Apportionments
Bryer Court	Final Apportionment to be carried out. Passed to Working Party Aug 2010	N/A	Sept 2012
Breton House	Final account checks to be carried out followed by provisional final apportionment.	June 2012	Sept 2012
Ben Jonson House	Final account checks to be carried out followed by provisional final apportionment.	June 2012	Sept 2012

John Trundle/ Bunyan Court	Final Apportionment to be carried out. Passed to Working Party Aug 2010	N/A	Sept 2012
Shakespeare Tower	Final Apportionment to be carried out. Passed to Working Party Dec 2009	N/A	Sept 2012

With the exception of Ben Jonson and Breton House, draft final apportionments are with the Barbican Association roof sub-committee. We await a response in order to answer any queries.

8. Beech Gardens Podium Works

Due to the number of differing titles adopted for the Podium waterproofing works, it was requested at your last committee that a single title be used in all future correspondence and reports. The project will now be known as Beech Gardens Podium Works.

Removal of the soft landscaping commenced in April with soil removal taking place from June. The specification for the main waterproofing works is being finalised and tenders will be sought during June/July with an anticipated start date in September.

9. Asbestos

All surveys have been carried out and information is contained within a database. Re-inspections will commence towards the end of the calendar year.

10. Technical Services Recharges

An analysis of the Technical Services recharge for 2010/11 has been carried out. Whilst the analysis did not identify any specific trends that led to an overspend on the budget, there were a number of areas that had costs allocated that were not foreseen at the time the budgets were set. It should also be noted that the service charge element of the recharge is not limited to day to day work on the Barbican but also includes project work such as

redecorations, asbestos work, water treatment works etc.

11. Sustainability Working Group

A copy of the minutes for the first meeting of the Sustainability Working Group is attached at appendix 5.

12. Public Lift Availability

Availability of the public lifts under the control of Technical Services are detailed below:

Lift	From April 2010 to March 2011	From April 2011 to March 2012
Wood Street	82.55%	97.77%
Little Britain	99.62%	93.83%
West Pavilion	99.99%	99.12%
East Pavilion	99.94%	99.48%
Turret	99.64%	99.98%
Moor Lane	99.96%	98.70%
Gilbert House	99.87%	99.99%

A question was raised at your last committee regarding the emergency telephone number displayed at various public lifts. It has been confirmed that the number displayed is that of the City Surveyor where breakdowns are reported to. The Barbican Estate Office monitor the availability of the lifts and attend to lift trappings. The auto-dialler (activated when the alarm button is pressed) goes through to Cromwell Tower Lobby in the first instance.

13. Upgrade of the Barbican Television Network

At the Barbican Residential Committee on 26th March 2012, it was resolved that:

- I. That the Comptroller and City Solicitor be instructed to commence negotiations with Vision Holdings and draft a set of Contract

Terms and Conditions.

- II. That the Terms and Conditions be approved by the Residents' Consultation Committee.
- III. That, subject to II. above, the final details of the Contract be delegated to the Chairman and Deputy Chairman, in consultation with the Town Clerk, Comptroller and City Solicitor and the Director of Community and Children's Services.

A meeting has taken place with the City Solicitor, Officers, Chairman of the RCC and Chairman of the BRC to review a draft Head of Terms. This has been amended following the meeting and has been sent to Vision Holdings for their comment.

At the time of this report we were awaiting feedback from Vision Holdings before proceeding with a meeting of the Television Working Party to agree the final Head of Terms and for the Chairman of the RCC to approve them in line with II. above.

14. Concrete Testing

A resolution from the Grand Court of Ward Mote (Court of Common Council 19th April 2012) stated the following:

From the Ward of Cripplegate, Within & Without

Since the recent testing and remedial works to the concrete in the three Barbican Tower Blocks relate to structural matters, Barbican residents take the view that the costs for these works should be borne by the Landlord i.e. the City of London Corporation and not Long Lessees of the Barbican Estate. Does the Corporation not agree that this is a reasonable and correct assumption of Barbican residents? On what basis does the Corporation arrive at a different conclusion to residents and furthermore, what provision of the lease would justify charging Long Lessees for these works?

Resolved – That the resolution be referred to the Barbican Residential Committee for consideration.

Officers have met to discuss the resolution and in order to provide a full detailed response, a report will be presented to your September Committee.

City Surveyors Department Issues

Officers from the City Surveyors Department have provided the following updates:

15. Barbican Occupiers Users Group

The Barbican Occupiers Group met on 30 April where they were reminded that public consultation of the Barbican Listed Building Management Guidelines starts in May 2012. They had received an early presentation on the proposed changes from the City Planning Officer in January.

The occupiers users group is next to meet on 16th July.

16. Crossrail

The Crossrail works package continues with the construction of the operational shaft and ground stability works ahead of the tunnelling together with works for the construction of the new station. This work will continue and there will be similar disruptions in the area for the next few years until the station opens in 2018.

There have been some management issues concerning the escalators and the roof protecting this Highwalk area, these have now mainly been addressed. Crossrail have constructed an alternative access to their offices from the construction site to assist this.

17. Barbican Arts Centre Cinema Relocation

The contract for the Barbican Cinema Scheme has been let to ISG plc. Works commenced January 2012 and are programmed to be complete by July 2012. The works are currently five weeks in delay and a claim for extension of time and loss and expense received from ISG is being reviewed.

Fringe Redevelopments

18. Frobisher Crescent

Out of the 69 units built 66 have been sold and the 3 units retained by the City are currently being sound proofed prior and marketing which will be handled by Hamilton Brooks in association with Barretts Solicitors.

The low maintenance “hanging” gardens to Sculpture Court are in place and moveable planters are to be installed once all necessary permissions have been obtained by the developer.

The functionality of the centralised boiler heating system installed remains of concern and although the developer has reviewed the system and believes it to be functioning properly now he has still to offer the development as complete

An independent firm of consulting engineers have been appointed to give the City an independent view of the installed system.

19. Milton Court Redevelopment

Topping out ceremony for the residential building took place on 26 April 2012. Work progress remains on schedule – a 137 week construction period with practical completion due first quarter 2013.

20. Moorgate Telephone Exchange

This site has been sold to a vehicle owned by MGPA and CarVal managed funds. MGPA and Quadrant are the development manager and development consultant respectively. MGPA are leading the consultation with the Barbican in consultation with DP9, the retained planning consultants. The demolition is down to 1st floor level and it is understood that the developers intend to implement the planning consented office scheme later this year.

21. St Alphage House

Planning Permission granted at the end of August 2011. No timetable set for development, but could be in 2012. (No further update 14.05.12)

22. Roman House

Planning permission for 90 residential dwelling was granted 23 December 2011. The change of use from offices includes external alterations including new windows and roof extension. (No further update 14.05.12)

23. Public Lifts Serving the Barbican Estate

The escalators at Moorgate were returned to service before Christmas. Subsequently there has been disruption to service caused by indiscriminate operation of the emergency stop buttons. There has also been some damage from debris getting into the workings from builders who were improperly using the escalators.

24. YMCA

Advice on Future Uses being is considered, with an update report presently planned to the Barbican Residents Committee in June.

Please find detailed below a list of working parties/sub committees dealing with Barbican Estate issues.

Name	Chairman	Attended by:
Residents Consultation Committee		
Gardens Advisory Group	Helen Davinson	BEO and Open Spaces Officers, resident representatives
SLA Review	Michael Bennett	RCC Reps. & BEO Officers
Garchey	Randall Anderson	BEO and Technical Services Officers, resident representatives
Asset Maintenance	Randall Anderson	BEO and Technical Services Officers, resident representatives
Upgrading the Television System	Randall Anderson	BEO and Technical Services Officers, resident representatives
Streetscene	Streetscene Officer	Streetscene Officers (Dept. of the Built Environment), BEO Officers and resident representatives
Beech Gardens Project – future Landscaping	Randall Anderson	BEO and Technical Officers, Open Spaces Officers, representative from Landscape Architects and resident representatives
Joint BRC / RCC Working Parties		
Listed Building Management Guidelines	Randall Anderson	BRC rep, RCC rep, City of London Officers, resident representatives, 20 th Century Society.
Sustainability	Gareth Moore	BRC rep, BEO and Technical Services Officers, City of London officers and BA's Sustainability Group
Car Park Strategy	Joy Hollister	BEO, Chamberlains, DCCS officers, members, RCC Chair
Barbican Association		
General Council	Jane Smith	Elected BA members

Barbican Association Sub Committees		
Roofs, Access, Public Lifts and Walkways	Robert Barker	BA members only
City Together	To be appointed	BA members only
Communications	Angela Starling	BA members only
Environment and Ecology	Steve Quilter	BA members only
Licensing	David Graves	BA members only
Planning	Randall Anderson	BA members only
Security	David Bradshaw	BA members only, BEO Officers and Ward Police Officers
Sustainability	Sarah Hudson	BA members only
St Alphage	Tim Macer	BA members only

APPENDIX 5

SUSTAINABILITY WORKING GROUP (SWG)

MEETING	Residents Meeting Room	DATE	19/04/2012 at 4.00pm
PRESENT	Chairman - Gareth Moore (GM) – Deputy Chairman, Barbican Residential Committee Sarah Hudson (SH) – Barbican Association Sustainability Group (BASG) Garth Leder (GL) – Barbican Association Sustainability Group Robert Doe (RD) - Barbican Association Sustainability Group Michael Bennett (MB) – Barbican Estate Manager (BEO) Rebecca Marshall (RM) – House Officer (BEO) Paul Kennedy (PK) - Corporate Energy Manager (City Surveyors – City of London Corporation) Anne Mason (AM) – Service Charge & Revenues Manager (BEO) Jenny Cresswell – Administration Support (BEO - Minutes)		
Apologies	Mick McGee (MM) – Senior Resident Engineer Lochlan MacDonald (LM) – Assistant Development Manager		
Item no.	SUBJECT/DISCUSSION	Action/Date	
1 - Follow up Actions from Technical Officer Sustainability Working Group meeting on 28 February 2012			
1.1	<p>Annual kWh per block for common-parts electricity, to complete the Barbican-tailored carbon-footprint calculator.</p> <ul style="list-style-type: none"> • Energy data for common parts includes light and power (e.g. lifts). Aim to build a carbon footprint calculator, using which residents can see how much energy they consume and so save money and CO₂. • PK provided annual consumption (for November 2010 to October 2011) and all-inclusive price per kW per block. • Query why Gilbert, Ben Jonson, Bryer, Bunyan and Mountjoy's prices were c. 40% higher: 9.47p/kWh, rather than 6.79p/kWh for the other blocks. PK stated the higher prices are for blocks with monthly rather than half-hourly meters, as peak demand was too low when the other blocks were moved to half-hourly in the mid 1990's. • PK to investigate if these blocks could now be switched to half-hourly meters. • The figures provided for Thomas More do include Seddon as well. The figures for Ben Jonson were revised. • Summary of the Cornwall Report and PK's lecture report to be forwarded to SWG. 	PK	
1.2	<p>Half hourly electricity data for the under floor heating for each block for the last 5 years</p> <ul style="list-style-type: none"> • PK confirmed that there is no historic half-hourly data for the 	PK	

	<p>Barbican U/F heating as it is not traded on the half-hourly market and therefore only had traditional meters to measure supply. A number of these older meters have now been replaced with half-hourly meters which hold 90 days of data. However, the supplies are still not traded half-hourly and so no historic data is stored, just a rolling 90 days.</p> <ul style="list-style-type: none"> • How many half hourly meters are there? How easy is to extract the half hourly data from these? • Can the resident engineers collect the half hourly data from these meters? SWG noted this process needs to start very soon, before data for the winter heating period is overwritten. • PK confirmed the 4 year electricity supply framework ends in October 2012 – prices supplied are up to this date. AM stated that residents paid 7.17p/kWh for heating in 2011-2012. • SWG asked where the cost of Garchey electricity was included in residents’ bills – BEO confirmed under “Garchey Maintenance – Estate”. • PK stated that consultants Cornwall Energy forecast wholesale electricity prices from 2010–2015 to increase by 10-70% for structural reasons, including higher transmission charges, wind and solar subsidies, carbon capture and nuclear reinvestment. On top of this, wholesale electricity prices, driven by gas prices, are likely to rise by 50-70%. • The BASG estimates Barbican residents can expect the price for their heating and common-parts electricity to increase from circa 7p/kWh in 2010 to between 10p/kWh and 15p/kWh in 2015. 	<p>PK BEO</p>
2 – Proposal by BASG to investigate two options to modify heating		
<p>2.1</p>	<p>Submitted proposal by BASG</p> <ul style="list-style-type: none"> • PK confirmed that the current 13 hour tariff was only valid with the current control regime and that a consultant would be required to advise on any changes to a 24 hour tariff, as suggested by UCL. • BASG advised they needed the last 90 days half-hourly data, as well as the Resident Engineers’ input to start investigating the potential savings from any change. • PK to speak to EDF and explore options regarding tariffs. 	<p>BEO PK</p>
<p>2.2</p>	<p>Update on Gilbert House trimmer trial</p> <ul style="list-style-type: none"> • RM to check with MM regarding orders for heating fuse changes in Gilbert House 	<p>RM</p>
3 – LED Trial		
<p>3.1</p>	<ul style="list-style-type: none"> • Discussion over Resident Engineers’ capacity for next 3 months with the REs’ time mainly focused on recruiting and training new REs – Future roll out and energy savings will 	

	<p>need to wait for this.</p> <ul style="list-style-type: none"> • RD presented a survey of the Ben Jonson LED lighting trial : allowing for an expected 15% deterioration with age, the new LED lights use only 34% of the energy per lux, being 1.7x brighter for 43% fewer kWh. • As there are no preferred suppliers for LEDs, it is difficult to obtain competitive costs, but new suppliers could be looked at for this newer technology. • BASG request that the light diffusers in Ben Jonson be cleaned whenever new LED lighting is installed to help demonstrate the lighting trial. • Can LEDs be installed in the north side of the 2nd floor trial corridor in Ben Jonson, as per the south side, to show residents the finished look? 	<p>BEO</p> <p>MM</p>
4 – Green Deal Consultation		
4.1	<ul style="list-style-type: none"> • Details on finance, and what the Green Deal will cover, still to be developed by the Government and Green Deal providers. • Barbican Association to contact EDF to arrange a discussion of how the Green Deal/ECO might work in the Barbican. 	SWG
5 – Rainwater Harvesting		
5.1	<p>Beech Gardens Project</p> <ul style="list-style-type: none"> • It was agreed that the feasibility of rainwater harvesting for irrigation purposes from this area of the podium would be discussed at the next Beech Street Gardens Working Party meeting • This project is important as it is likely to be a model for the refurbishment/waterproofing of other podium areas and as the water company may not be able to sustain water supply for garden hosepipe use. 	
6 – AOB		
6.1	No other business	
7 – Date of next meetings – Technical and plenary		
7.1	<p>Sustainability Working Group: 29 August, 17 October 2012</p> <p>Sustainability Technical Working Group: 25 July, 26 September 2012</p>	

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Agenda Item 7

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 28 May 2012 11 June 2012	Item no. 5
Subject: Service Level Agreements Quarterly Review January - March 2012		
Report of: Director of Community and Children's Services	Public	
<p>Executive Summary</p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements for the quarter January to March 2012. This report details comments from the House Officers and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.</p> <p>Recommendation</p> <p>That the Committee notes the work undertaken by the Barbican Estate Office and the Resident Working Party to monitor and review the implementation of Service level Agreements estate-wide and to identify and implement actions where appropriate, to improve services.</p>		

Main Report

Background

1. This report covers the review of the quarter for January to March of the seventh year of the estate-wide implementation of the Service Level Agreements (SLA) with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter January to March.

3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent Service Level Agreement Working Party review meeting in May and any new comments from the residents Working Party, House Officers, surveys, House Group meetings and complaints are incorporated into the January to March comments.
4. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1, 2, 3, 4 and 5. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party. All of the unresolved issues from the previous quarterly reviews to September 2011 have been carried forward to this current quarterly review. This review continues to focus in on exception reporting, issues that are related to the SLA's and non duplication of comments. However it was agreed at the SLA Working Party review meeting that more detail would be given in the SLA action plans and the internal documents are now the basis for these meetings. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
5. All of the resolved issues to September 2011 have been filed as completed by the House Officers in conjunction with the resident working party. Once comments are completed, they will be removed and filed.

Proposals

6. The Barbican Estate Office will continue to action and review the comments from the House Officers and Resident Working Parties related to the Customer Care, Supervision and Management, Estate Management, Property Maintenance, Major Works and Open Spaces Service Level Agreements.
7. The review of the Service Level Agreements for the quarter April to June 2012 will take place in August 2012 and details of this review will be presented at the September 2012 committees.

Conclusion

8. The reviews will continue on a quarterly basis with the Resident Service Level Agreement working party and actions will be identified and implemented where appropriate, to improve services.

Background Papers:

Service Level Agreement reports 5 September 2005, 3 April 2006, 31 July 2006, 11 September 2006, 27 November 2006, 16 January 2007, 2 April 2007, 3 September 2007, 26 November 2007, 28 January 2008, 31 March 2008, 3 June 2008, 1 September 2008, 24 November 2008, 16 March 2009, 8 June 2009, 7 September 2009, 30 November 2009, 15 March 2010, 8 June 2010, 13 September 2010, 29 November 2010, 14 March 2011, 6 June 2011, 12 September 2011, 12 December 2011 and 26 March 2012.

Joy Hollister**Director of Community and Children's Services****Contact:***Michael Bennett, Barbican Estate Manager**020 7029 3923**barbican.estate@cityoflondon.gov.uk*

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APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
141	April-June 2011	Following the restructure, should the SLA booklet be reviewed?	Changes to working targets for repairs and maintenance and the addition of Frobisher may make this necessary. Possible insert?	
146*	Jul-Sept 2011	Mail deadline KPIs are very low for Quarter 2, and a new procedure is to be started to improve the response times.	Quarter 2 result was 72%, and has risen to 85% in Quarter 3. Quarter 4 fell to 70%. Estate Services department reviewing extra checks to improve this KPI.	
149*	Jan-Mar 2012	From RCC Annual Review - When the City's website is updated this year, could there be a clearer link to the BEO and various representatives.	Yes, there is a section on 'Resident Representation & Consultation'.	✓
150*	Jan-Mar 2012	From RCC Annual Review - Could the link to RCC/BRC public papers be clearer? Particularly the most recent set of minutes from the RCC, which appear on the BRC agenda. Could residents also receive these via email, once approved by the Chairman?	In the section on 'Resident Representation & Consultation', all public papers will be available. The BEO could email the link on a regular basis.	✓
151*	Jan- Mar 2012	From RCC Annual Review - The BEO newsletters are not always noticed, could they be more prominent? It can be difficult to find information in respect of emergency services. Could they be kept together, either at the beginning or end of the newsletter? Could the emergency numbers be easily accessible on the web page?	The July edition will have a coloured cover, and an article which helps clarify what the Residents Engineer out-of-hours service is for.	✓
152*	Jan-Mar 2012	From RCC Annual Review - Could there be an annual 'BEO meets the residents' meeting?	For 2012, this will be the Jubilee Party on 8 June.	✓
153*	Jan- Mar 2012	Annual review of Working Party KPIs targets and format to be agreed by the Working Party.		✓
		BEO Barbican Estate Office		
		TS Technical Services		

APPENDIX 1

SERVICE LEVEL AGREEMENT REVIEW- CUSTOMER CARE, SUPERVISION AND MANAGEMENT 2012

		KPI Key Performance Indicators	COG Core Operational Group - Barbican Estate Manager, Resident Services Manager & House Officers and Officers from Technical Services	
		SLA Service Level Agreement	BOG Barbican Operating Group - Barbican Estate Manager, Head of Property Services and Officers from TS	
		CPA Car Park Attendant	GAG Gardens Advisory Group	
		LP Lobby Porter	OS Open Spaces	
		ES Estate Services	RCC Residents Consultation Committee	
		RO Repairs Officer	ESM Estate Service Management	
		HO House Officer	DCCS Department of Children and Community Services	
		LHS Leasehold Services	DMT Departmental Management Team	
		BAC Barbican Arts Centre	CGM City Gardens Manager	
		RE Resident Engineers		

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
103*	Apr - Jun 10	Any plans to cut posts to be feedback to SLA WP.	Cleaning supervisor post that becomes vacant May 2011 has not been replaced. Recruitment for retiring Supervisor in Jan 2012 completed. No agency cleaning staff. 4 new posts recruited.	✓
112*	Jan - Mar 11	BA AGM comment - podium cleaning in particular, the side wall and under lighting, is in need of cleaning.	Cleaning Manager informed. Podium cleaning at around 80% the last 2 quarters.	✓
115*	Apr - Jun 11	Resident Survey - common theme - Car Parks look neglected and are not cleaned to desired standard or frequency	KPI dipped Jan - Mar 12 quarter. Partially due to works projects in Bunyan c/p. Cleaning manager devising action plan for improvement.	
121*	Oct to Dec 11	Are baggage store areas being checked and cleaned to the required frequencies?	Some problems still being noted in some areas. Cleaning Manager to check monthly.	
122*	Oct to Dec 11	Supervisor to follow up on Joint Inspections more thoroughly.	This is now much improved by one of the supervisors. Further work required from the other.	
123*	Oct to Dec 11	New online diary being trialled in all lobbies and boxes. Staff to feedback to CP Mgr any issues or improvements.	Working well. Allows better monitoring.	✓
124*	Jan - Mar 11	Appropriate action being taken for cleaners not meeting the standards.	For comment only	✓

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APPENDIX 3

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
145	Oct-Dec 2011	Water penetration procedure - the letters to update residents on the cause of a leak seem to be being sent out sporadically. Letters not being sent out could lead to complaints and problems caused by residents making late insurance claims.		
148*	Oct-Dec 2011	Repairs and Maintenance contract - new contract due to commence May 2012 for 1 year with option to extend for 6 month period (depending on contractor).	Expected starting date July 2012.	
149*	Jan-March 2012	Head of Property Services is currently reviewing the insurance claims procedure.	For comment only	✓
150*	Jan-March 2012	Repairs Coordinators soon to be a permanent posts.	For comment only	✓
151*	Jan-March 2012	New RE's are being recruited. Will be quite challenging over the coming months as 50% of the team will be new.	For comment only	✓

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APPENDIX 4

SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>	
88*	April-June 2011	Tower blocks - concrete spalling - TS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys.	Repair works commenced on Shakespeare and Lauderdale in Feb and on Cromwell in March. Scaffolding removed April 2012. Remedial work still to be carried out.		
91*	Oct-Dec 2011	Project Vision. This is a project monitoring system for projects over £50,000 which gives access to officers across departments to review information on projects including: dates, expenditure, timescales and financial information.	For comment only.	✓	
92*	Oct-Dec 2011	Resident surveys following major works - such as redecoration projects to be emailed to residents to improve resident response rates and feedback.	BEO to liaise with TS to arrange.		
94*	Jan-March 2012	Concrete survey - are other blocks to be tested?			
95*	Jan-March 2012	Redecoration projects - which officer from technical services will be in charge of these projects and will there be a Clerk of Works?			
96*	Jan-March 2012	What is being done to ensure that issues which came up in past redecoration projects do not re-occur?			

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APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
109*	Jul - Sep 10	Some new planting (in Thomas More lawn) has died off due to a lack of watering in the summer. When will these plants be replaced (at no cost to the Barbican)?	Plants to be replaced Spring 2012. Now complete.	✓
120*	Jul - Sep 11	Resident comment - fountain/waterfall is very weedy at the moment	OS officers currently attending. Now complete.	✓
121*	Jan - Mar 12	Thomas More Lawn - defoe bed. Lots of work has gone into this recently and positive feedback from residents received.	for comment only.	✓
122*	Jan - Mar 12	Hosepipe ban. For the first year, Open Spaces affected. OS monitoring situation. We may call for volunteers if newly planted areas begin to suffer.		

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Agenda Item 8

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 28 May 2012 11 June 2012	Item no. 6
Subject: Progress of Sales & Lettings		
Report of: Director of Community and Children's Services	Public	
<u>Executive Summary</u>		
<p>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.</p>		
<p>Recommendation: That the report be noted.</p>		

Main Report

BACKGROUND

1. The acceptance of surrenders of tenancies and the sale and letting of flats are dealt with under delegated authority and in accordance with Standing Orders 77a and 77b.

SURRENDERS

2. No surrenders have been received since your last committee.

RIGHT TO BUY

- 3.

	4 May 2012	31 October 2011
Sales Completed	1074	1074
Total Market Value	£89,611,908.01	£89,611,908.01
Total Discount	£29,030,964.26	£29,030,964.26
NET PRICE	£60,580,943.75	£60,580,943.75

OPEN MARKET SALES

4.

	4 May 2012	31 October 2011
Sales Completed	822	819
Market Value	£124,854,262.50	£123,086,619.50

5. Fourteen exchanges of sold flats have taken place with the sum of £620,254 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.

APPROVED SALES

8. No sales have been approved since your last committee.

APPROVED LETTINGS

9. No lettings have been approved since your last committee.

SALES PER BLOCK

10.

SALES PER BLOCK

BLOCK	TOTAL NO. OF FLATS IN EACH BLOCK	TOTAL NO. SOLD IN EACH BLOCK	NET PRICE £	% NO. OF FLATS SOLD IN EACH BLOCK
ANDREWES HOUSE	192	180	13,894,260.00	93.75
BEN JONSON HOUSE	204	194	13,422,454.73	95.10
BRANDON MEWS	26	25	1,872,460.00	96.15
BRETON HOUSE	111	102	5,847,712.50	91.89
BRYER COURT	56	55	2,307,338.50	98.21
BUNYAN COURT	69	66	4,693,780.00	95.65
DEFOE HOUSE	178	170	14,644,782.50	95.51
GILBERT HOUSE	88	84	8,706,852.50	95.45
JOHN TRUNDLE COURT	133	131	4,467,527.50	98.50
LAMBERT JONES MEWS	8	8	1,400,000.00	100.00
MOUNTJOY HOUSE	64	63	5,925,723.50	98.44
THE POSTERN/WALLSIDE	12	8	2,456,430.00	66.67
SEDDON HOUSE	76	74	7,675,677.50	97.37
SPEED HOUSE	114	104	8,933,148.50	91.23
THOMAS MORE HOUSE	166	158	11,550,455.00	95.18
WILLOUGHBY HOUSE	148	144	13,000,670.50	93.91
TERRACE BLOCK TOTAL	1645 (1645)	1566 (1564)	120,799,273.23 (119,993,757.23)	95.20 (95.08)
CROMWELL TOWER	112	98	19,748,501.00	87.50
LAUDERDALE TOWER	117	112	21,510,779.26	95.73
SHAKESPEARE TOWER	116	106	20,572,406.76	91.38
TOWER BLOCK TOTAL	345	316 (315)	61,831,687.02 (60,869,560.02)	91.59 (91.30)
ESTATE TOTAL	1990 (1990)	1882 (1879)	182,630,960.25 (180,863,317.25)	94.57 (94.42)

The freeholds of 14 Flats in Wallside have been sold. The net price achieved for the purchase of the original leasehold interest and the subsequent freehold interest is £3,459,500. The figures in brackets are as stated at your last meeting.

Joy Hollister
Director of Community and Children's Services

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Agenda Item 12

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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Agenda Item 13

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