



Barbican Estate Residents Consultation Committee

Date: MONDAY, 10 SEPTEMBER 2012

Time: 6.30 pm

Venue: COMMITTEE ROOM - 2ND FLOOR WEST WING, GUILDHALL

Members:

Randall Anderson - Shakespeare Tower House Group (Chairman)	Tim Macer - Willoughby House (Deputy Chairman)
Robert Barker - Lauderdale House Group	Patric Morley - Mountjoy House Group
Mark Bostock - Frobisher Crescent	Professor Chris Mounsey - Breton House
Robin Gough - Defoe House Group	Francis Pugh - Gilbert House Group
David Graves - Seddon House Group	Philip Sharples - Thomas More House Group
Gordon Griffiths - Bunyan Court House Group	Jane Smith - Barbican Association
Helen Wilkinson - Speed House Group	John Taysum - Bryer Court House
John Tomlinson - Cromwell Tower House Group	Chris Watkins - Defoe House
Mary Hickman - Andrewes House Group	Janet Wells - John Trundle House Group
Fiona Lean - Ben Jonson House Group	

Enquiries: Julie Mayer
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Chris Duffield
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**
2. **DECLARATIONS BY MEMBERS OF ANY PERSONAL AND PREJUDICIAL INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA**
3. **MINUTES OF THE PREVIOUS MEETING**
 - To agree the Minutes of the Barbican Residents Consultation Committee held on 28 May 2012.
 - To agree the Minutes of the Special Barbican Residents Consultation Committee held on 11 July 2012.

(Pages 1 - 12)
4. **LISTED BUILDING MANAGEMENT GUIDELINES (ADOPTION)**

Report of the Director of Community and Children's Services

(Pages 13 - 32)
5. **REVENUE OUTTURN 2011/12**

Report of the Chamberlain and Director of Community & Children's Services

(Pages 33 - 52)
6. **RELATIONSHIP OF BRC OUTTURN REPORT TO SERVICE CHARGE SCHEDULES**

Report of the Director of Community & Children's Services

(Pages 53 - 74)
7. **UPDATE REPORT**

Report of the Director of Community and Children's Services

(Pages 75 - 100)
8. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

Report of the Director of Community and Children's Services

(Pages 101 - 108)
9. **PROGRESS OF SALES AND LETTINGS**

Report of the Director of Community and Children's Services

(Pages 109 - 114)

10. **ANNUAL REVIEW OF RECOGNISED TENANTS' ASSOCIATIONS (RTAS)**

Report of the Town Clerk

(Pages 115 - 120)

11. **GARCHEY 5-YEAR REVIEW**

Report of the Director of Community & Children's Services

(Pages 121 - 136)

12. **RESPONSIVE REPAIRS AND MAINTENANCE CONTRACT**

Report of the Director of Community and Children's Services

(Pages 137 - 140)

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

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

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BARBICAN RESIDENTS CONSULTATION COMMITTEE

Minutes of the meeting of the Barbican Residents Consultation Committee held at
Committee Room - 2nd Floor West Wing, Guildhall
on Monday, 28 May 2012 at 6.30 pm

Present

Members:

Randall Anderson (Chairman) - Shakespeare Tower House Group
Robert Barker - Lauderdale tower House Group
Mark Bostock - Frobisher Crescent
David Graves - Seddon House Group
Gordon Griffiths - Bunyan Court
John Tomlinson - Cromwell Tower House Group
Mary Hickman - Andrewes House Group
Fiona Lean - Ben Jonson House
Patric Morley - Mountjoy House Group
Jane Smith - Barbican Association
John Taysum - Bryer Court House Group
Janet Wells – John Trundle House Group
Christopher Mounsey – Breton House Group

Officers (Community and Children's Services):

Michael Bennett
Helen Davinson
Anne Mason
Mike Saunders
Karen Tarbox
Jacquie Campbell

In attendance:

Gareth Moore (Deputy Chairman of the Barbican Residential Committee)
Deputy John Barker (Member of the Barbican Residential Committee)

1. APOLOGIES

Apologies were received from Frances Pugh (represented by Gianetta Corley); Helen Wilkinson (represented by Brian Parkes); Tim Macer (represented by Caroline Swash) and Chris Watkins (represented by Garth Leder).

2. DECLARATIONS BY MEMBERS OF ANY PERSONAL AND PREJUDICIAL INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA

There were no declarations.

3. MINUTES OF THE PREVIOUS MEETING

The Minutes of the Barbican Residents' Consultation Committee held on 12 March were approved as a correct record.

Matters arising

Residents noted that Consultation on the Listed Buildings Guidelines closed today.

4. UPDATE REPORT

- 4.1 This report updated residents on issues raised by the Residents' Consultation Committee (RCC) and the Barbican Residential Committee (BRC) at their meetings in March 2012. The report also provided updates on other issues on the estate. The following items were raised during the discussion of this report:
- 4.2 **St Giles Terrace** - residents noted that the two Streetscene officers from the Department Built Environment, who had been responsible for this project, had left the City of London Corporation but would be replaced shortly. A full update would be presented to the September meeting.
- 4.3 The officers advised that they would liaise with Streetscene Officers regarding new furniture for **the Beech Gardens Podium** project.
- 4.4 In respect of the **50 new transportable baggage stores**, residents suggested that this, and similar information, might be better placed within the body of the Update Report, rather than the Statistics, where it might be overlooked.
- 4.5 Following a resolution from the Court of Common Council about **concrete testing charges**, residents noted that the BRC would receive a full report in September, including the timescale for the terraces. In respect of Beech Gardens and the Bryer Court Pond, a resident suggested that, if concrete testing was to be carried out on the terrace blocks, it could be started here while the worksite safety conditions were in place. There was a further suggestion that separating the scaffolding works from the concrete testing would reduce the financial burden on long leaseholders.
- 4.6 Officers agreed to check what further **scaffolding** might be required and ensure a joined up, best value approach. Residents were reminded that Technical Services were reviewing a communications plan for all projects (outside the formal Section 20 notifications).
- 4.7 There was some further discussion about patterns emerging from the recent testing; i.e. whether the higher levels were affected more. Similar patterns might also emerge for the terrace blocks, which had been built at various times and by various contractors. A resident suggested that these findings could inform the necessary level of testing and further ease the financial burden.
- 4.8 In respect of **on line booking for temporary car parks**, residents without computer access would be able to book a place with the attendants and lobby porters. Officers advised that the on-line system would be far more cost-effective, given the cost of raising invoices. A meeting had been arranged for

later this week, with IT, to discuss the specification and explore a partnership model and financial incentives, given the economical benefits to the City.

- 4.9 A partially sighted resident was concerned about **holes left from the drainage works**. Officers advised that works to board over the drains would be completed in September but interim work would commence next week in order to make the area safe. Residents noted that there would be some drainage testing shortly and access would be required. The Estate Office would be writing to residents by the beginning of June with an update on the Beech Gardens project.
- 4.10 In respect of a query about the **Technical Services recharge** being above budget, officers agreed to provide more information about unforeseen elements and variants.
- 4.11 The Chairman advised that the **RCC TV Network Working Party** had met last Friday and there were some outstanding issues with the Term Sheet. The Chairman would mark this up and circulate it to the Working Party. A meeting would be arranged with the City Solicitors, before working through the issues with VFM. Residents noted that they might need to hold a special meeting of the RCC to vote on this, under their delegated authority granted by the BRC at their last meeting.
- 4.12 A resident who uses a wheelchair was concerned that tarmac had been removed from a **ramp at the eastern end of Ben Johnson**, creating a drop which could be very dangerous. Officers agreed to investigate this the following morning.
- 4.13 Frobisher residents were concerned about the **hot water failure** during the last cold spell. They had written to the Town Clerk, as they felt it had not been fit for purpose. Frobisher residents also sought the support of the RCC in this matter. The Barbican Estate Office were very concerned that this matter should be resolved as soon as possible. They had recommended, to the City Surveyor, that the City take it over after next winter, to ensure the matter had been resolved.
- 4.14 Residents noted that the BRC would receive a report on the **YMCA** at their next meeting, which would be marked 'to follow'. The Town Clerk agreed to forward a redacted copy to RCC members as soon as it became available.
- 4.15 Some residents remained concerned about security, particularly surrounding the **Moorgate Escalator**. Whilst this fell under the remit of Crossrail and not the Barbican Estate Office, the Barbican Association had challenged them before and would be happy to do so again. The Barbican Estate Manager would liaise with City Surveyors and the Built Environment in respect of lighting and escalators.
- 4.16 In respect of the **Sustainability Working Party**, residents noted that Resident Engineers posts were being recruited and job descriptions would be revised to reflect the appropriate skills.

5. SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW

This report updated members on the review of the estate wide implementation of Service Level Agreements, for the quarter January to March 2012. The report detailed comments from the House Officers and the Resident Working Party and an on-going action plan for each of the five Service Level Agreements.

6. PROGRESS OF SALES AND LETTINGS

This report advised residents of the sales and lettings that had been approved by officers since the last meeting. Approval is under delegated authority and in accordance with Standing Orders.

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

7.1 A resident reported an incident whereby a female resident had arrived home late at Ben Jonson House, without her key, and there had been no attendant available. The Estate Manager had taken this up immediately and the Car Parking Manager was checking procedures. Another resident reported a similar incident.

7.2 The Town Clerk agreed to investigate the software available for a partially sighted resident in using reports and agendas during meetings.

8. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items

The meeting ended at 7.40 pm

Chairman

Contact Officer:

Julie Mayer
Town Clerks

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BARBICAN ESTATE RESIDENTS CONSULTATION COMMITTEE

Wednesday, 11 July 2012

Minutes of the meeting of the Barbican Estate Residents Consultation Committee held at Guildhall EC2 at 6.30pm

Present

Members:

Randall Anderson - (Chairman)
Shakespeare Tower
Robert Barker - Lauderdale Tower
Mark Bostock - Frobisher Crescent
Helen Wilkinson - Speed House
Derek Penney – Bunyan Court
Malcolm Crisp – Thomas More House

Tim Macer - (Deputy Chairman)
Willoughby House
Prof. Chris Mounsey - Breton House
Jane Smith - Barbican Association
John Taysum – Bryer Court
Matt Collins – Defoe House

Officers:

Michael Bennett – BEO
Mike Saunders – BEO
Eddie Stevens - BEO

In attendance:

Alberto Garciga – Lauderdale Tower
Ian Posner – Gilbert House
Gareth Moore – Barbican Residential Committee (Deputy Chairman)
David Hannan – Concero

1. APOLOGIES

Apologies were received from David Graves; Gordon Griffiths (represented by Derek Penney); John Tomlinson; Mary Hickman; Fiona Lean; Patric Morley; Frances Pugh; Phillip Sharples (represented by Malcolm Crisp); Robin Gough (represented by Matt Collins) and Janet Wells .

2. DECLARATIONS BY MEMBERS OF ANY PERSONAL AND PREJUDICIAL INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA

There was a standing declaration as all members are residents of the Barbican Estate.

3. REPLACEMENT OF THE TELEVISION NETWORK SYSTEM - BARBICAN ESTATE

The Chairman presented this report and set out the position to date. The Barbican Residents Consultation Committee of 12 March had received a report recommending the installation of a fibre-optic system to replace the existing five wire integrated reception system (IRS).

The Barbican Residential Committee of 26 March 2012 resolved, that:

- 1. 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 contracts be delegated to the Chairman and Deputy Chairman of the Barbican Residential Committee, in consultation with the Town Clerk, Comptroller and City Solicitor and the Director of Community and Children's Services.*

The Chairman advised that the issues raised at the last meeting in respect of the Term Sheet, had been largely resolved. Since that meeting, the Working Party had been looking at the Core Service KPI's. As several members of the Group have a very high level of technical expertise, the Chairman suggested and Members agreed, that it should continue in order to oversee the KPI's. (Names of the Working Group Members can be seen at **Appendix 1** to these Minutes)

A resident from Defoe House Group tabled a set of proposed approval conditions, appended at **Appendix 2** to these Minutes. Residents were asked to note specifically the requirement for 'an agreement of 66% of the Working Group that the KPIs are reasonable and protect the interests of the resident adequately; RCC decision required if a Working Group consensus cannot be achieved.'

The Chairman agreed that this reflected an acceptable commercial consensus and, from recent conversations, was confident that the conditions would be acceptable. The residents agreed that they addressed their previous concerns.

The following points were raised during questions:

- Most email addresses can be retained and used with the new service; however, if a resident uses an email address provided by their ISP (eg zen, btinternet) then they should be able to retain their address for a nominal on-going charge (typically around £4 per month per mailbox).
- Consultation will be via the Working Group, House Groups and the Residents' Consultation Committee; there will not be a 'ballot' as such.
- There will be no liability to residents in the event of a failure. The old IRS system will not be removed until the new system is installed.
- BT owns the copper cable over which phone and dsl services are provided

- fibre core ring of the current tv system will remain in place, the most labour intensive (and time consuming) part of installing the new system is replacement of the risers.
- All satellite dishes will be retained as a back-up.
- Concero will be in regular contact with the City of London to ensure thorough testing and that all conditions are met. Following agreement to the term sheet, a letter of intent would be issued to VFM to begin the design of the system. Commencement is expected in January 2013 but this may lapse a little.

It was Proposed by Jane Smith; Seconded by Chris Mounsey and agreed unanimously, that:

The Head Terms Sheet at Appendix 1 to the Report be approved, subject to the final contract being conditional on the additional terms set out in Appendix 2 to these Minutes.

4. **A VERBAL UPDATE ON BEECH GARDENS PODIUM WORKS**

The Housing Service Director provided residents with a verbal update on the Beech Gardens Podium Works.

Residents noted that, during the course of a thorough investigation of the podium, the original estimate had increased by £1m. The project had therefore been referred back to the Projects Board and a site visit had taken place on 5 July 2012. Members had been through the specification and were very supportive of the proposals.

On referring the contract back to the lowest tenderer for the soil and vegetation removal, it transpired that the licensing fee for soil removal had increased by £30,000. The project had therefore gone back to full tender, with an anticipated commencement date of September 2012 and completion in November 2012 and completion of the main works by January 2014. The Chairman commented on the lack of communication in recent months and the Director apologised for the delay and inconvenience.

Residents noted that much of the podium was subject to leaks. The immediate problem was being addressed as it had seriously affected a commercial resident.

In response to questions, the Director advised that, once the full specification was available and details had emerged in respect of planting, tiling etc. they would be communicated to residents via proposed 'drop-in' sessions. A more accurate assessment would be possible once the soil had been removed. Residents asked for a newsletter, with an update, by the end of July.

During questions, the following matters were raised:

- The cost will be borne by the Landlord, not residents.
- During the course of the works, the exit from Lauderdale should be considerate to wheelchair users.
- The works proposed include a resin based double lined waterproofing – guaranteed for 25 years.
- A resident suggested the Kew Garden Advisory Service on re-planting and the use of drip feed irrigation. The Director thanked residents and would welcome any further suggestions.
- The Director agreed that communication to residents would need to improve.

The meeting closed at 7.35pm

Chairman

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

MEMBERS OF THE TELEVISION NETWORK WORKING PARTY

John Tomlinson

Matt Collins

Matt Williams

Ian Posner

James Burge

Bruce Badger

Jane Smith

Tim Macer

Randall Anderson

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Approval granted conditional on final contract including:

Terms for access to the fibre network being available to third party suppliers on Fair, Reasonable and Non Discriminatory terms comparable to the BT wholesale terms & price at the time, for services which the Licensor identifies as having significant demand from residents, and which the Licensee declines to provide, or is unable to provide in accordance with mutually agreed KPIs

Interim measures within the 5 year KPI evaluation periods to ensure serious breach of the KPIs is penalised (i.e. a pro-rata refund mechanism), and on-going or repeated breaches are remedied within 12 months

1. KPIs to include:

- Availability, Cost comparable to 'best in class' fibre providers, Speed comparable to 'best in class' fibre providers, Customer satisfaction
- A mechanism for polling residents, through the RCC?), prior to each 5 year period to assess adequacy of existing service & KPIs, adequacy of service offerings, and suggestions for required new KPIs
- A specific dispute resolution procedure, formally responding to resident interests, where new KPIs or existing KPI compliance cannot be agreed
-

2. Specific broadband service protections to include:

- Non-interference with internet traffic paid for as part of a broadband service (i.e. advert injection; traffic profiling for demographic sale; preferential treatment of certain services; etc.): 'Licensee, or appointed broadband vendor, will not limit, exclude, modify, interrupt, levy additional charges, or otherwise interfere with internet services provided via the public internet, that are not directly provided by licensee, except as otherwise required by law
- Unfiltered public internet access, on an uncapped basis, with costs, and fair uses policies comparable to 'best in class' fibre providers at the time (Determined by Licensor) must be offered, except as otherwise required by law
- Transit contention (i.e. when leaving VFM network to major peer points), Latency, Local contention

Agreement of 66% of the working group that the KPIs are reasonable and protect the interests of the resident adequately; RCC decision if working group consensus cannot be achieved .

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Agenda Item 4

Committee(s):	Date(s):	Item no.
Barbican Residents Consultation Committee	10th September 2012	
Barbican Residential Committee	24th September 2012	
Planning and Transportation Committee	9th October 2012	
Subject: Barbican Listed Building Management Guidelines SPD: Adoption		Public
Report of: Chief Planning Officer		For Decision
<u>Summary</u>		
<p>A draft Supplementary Planning Document (SPD) for the Barbican Listed Building Management Guidelines was issued for public consultation between May and July 2012. In response to comments received, a number of amendments are proposed, as set out in Appendix 2 to this report. The comments have no policy implications. The draft SPD is now before you for adoption.</p>		
Recommendations		
<ul style="list-style-type: none">• That the amendments to the Barbican Listed Building Management Guidelines Supplementary Planning Document listed in Appendix 2 be agreed.• That Members resolve to adopt the amended Barbican Listed Building Management Guidelines SPD.		

Main Report

Background

1. Supplementary Planning Documents (SPDs) form part of the Local Development Framework (LDF) and provide further explanation of the policies in the Core Strategy. Legislation requires that the public should be consulted in their preparation, including the publication of a draft SPD for comment.
2. In May 2005, the Barbican Estate Listed Building Management Guidelines Supplementary Planning Guidance was adopted by the Planning and Transportation Committee. This is a material consideration in the assessment of applications for planning and listed building consent on the residential part of the Barbican Estate.
3. The five year review of the document began in 2010 with the reconvention of the original Working Party. Avanti Architects, the consultants for the

Barbican Listed Building Management Guidelines, were re-appointed to assist in the exercise.

4. On 24th April 2012 Planning and Transportation Committee agreed the text of the draft Barbican Listed Building Management Guidelines SPD for consultation. This agreement was supported by the Barbican Residents Consultation Committee and the Barbican Residential Committee.
5. The draft SPD was made available for public consultation for a six week period from 28th May to the 9th July 2012.

Current Position

6. Comments were received from English Heritage, 20th Century Society, the Barbican Association, Natural England, and from individuals. Some respondents made suggestions for amendments, but all were broadly supportive of the draft SPD.
7. A consultation statement summarising the main issues raised and explaining how account was taken of these in finalising the SPD for adoption has been prepared and the Statement is attached as Appendix 1.

Proposals

8. It is recommended that a number of amendments to the SPD is made in response to the comments, and these are set out in Appendix 2 to this report.
9. 2 versions of the document are available in the Members' Reading Room. The first shows all the amendments to the original 2005 adopted document in 'track changes' format. The second is a 'clean' version with updated formatting and proposed images for the final adopted document.

Corporate & Strategic Implications

10. In preparing the draft SPD, regard has been had to the NPPF, government guidance, the London Plan, the Core Strategy and to the Community Strategy. The City's Together Strategy contains 5 key themes, the most relevant to the Barbican is the third theme, to 'protect, promote and enhance our environment' including the built environment of the City and its public realm.
11. The Barbican Listed Building Management Guidelines have proved a useful tool and their adoption and amendment to form an SPD supports the Strategic aims of the Department Business Plan, relating to the sustainable design of the streets and spaces and the protection and enhancement of the

City's built environment. These aims are met by promoting the protection and enhancement of the Barbican Estate.

12. An Equality Impact Assessment has been carried out for the draft SPD and no equality issues were identified.
13. A Sustainability Appraisal Screening Report has been carried out for the draft SPD which concluded that a full Sustainability Appraisal/Strategic Environmental Assessment is not required.

Implications

14. The document has been reviewed as required by the Review procedure in Volume 1. The reviewed text reflects recent changes in National, Regional and local policy. No new implications will arise from adoption of the SPD.

Conclusion

15. Subject to these amendments it is recommended that the SPD be adopted by resolution. Under its terms of reference your Committee is authorised to adopt SPDs without reference to Common Council. As soon as reasonably practicable after adoption an adoption statement and the SPD must be published on the City's web site and made available for inspection. The consultation statement will be published and made available. A copy of the adoption statement must be sent to anyone who asked to be notified of adoption of the SPD. Which will be done.
16. Background Papers:

Barbican Estate Listed Building Management Guidelines Draft SPD, Volumes I and II - Report to Planning & Transportation Committee – 24th April 2012.

Appendices

Appendix 1: Statement of Consultation

Appendix 2: Schedule of Proposed Changes

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City of London
Local Development Framework

Supplementary Planning Document
Barbican Listed Building Management Guidelines

Appendix 1 - Statement of Consultation

September/October 2012



The Barbican Listed Building Management Guidelines Supplementary Planning Documents (SPD) form part of the City of London Local Development Framework (LDF). They were published for public consultation during a six-week period from 26th May to 9th July 2012.

The City Corporation has prepared a statement setting out a summary of the main issues raised in the representations made by the public in response to the consultation and how these have been addressed in the adopted SPD.

Consultation on the Barbican Listed Building Management Guidelines SPD was carried out concurrently with three Conservation Area SPDs. The following measures were taken to consult the public on the SPDs during the consultation period:

Website. The SPDs, the SPD documents and a statement of the SPD matters were made available on the City Corporation's web site. Information and a link were provided on the home page of the City's website and on the landing page of the Planning section of the website to ensure maximum exposure. The Corporate Twitter account was used to 'tweet' the details of the consultation at the start of the consultation period. Information was provided in the City of London eshot.

Inspection copies. A copy of the SPDs, the SPD documents and a statement of the SPD matters was made available at the Planning Information desk at the Guildhall and the Guildhall, Barbican and Shoe Lane public libraries.

Notifications. Letters and emails containing information about the SPDs and inviting comments were sent to relevant specific and general consultation bodies. The City Corporation maintains a database of all those who have expressed an interest in the LDF, and letters or emails were also sent to all those on the list. In addition, an email was sent to the Chair of each House Group on the Barbican Estate, and an email was sent to a list of 800 Barbican Residents.

Local advertisement. Posters and leaflets advertising the Barbican Listed Building Management Guidelines SPD consultation and inviting comments were placed in the Guildhall, Barbican and Shoe Lane public libraries. 150 posters were placed on Noticeboards around the Barbican Estate.

Meetings. In preparation of the draft, prior to the public consultation, 9 meetings were held with the Barbican Listed Building Management Guidelines Working Party, and 1 meeting with non-residential stakeholders. A presentation was also given to the Barbican Occupiers Users Group.

Pre- Public Consultation Input. During pre-consultation meetings, the Barbican Listed Building Management Guidelines Working Party raised a concern regarding the text in Volume I which did not sufficiently emphasise the entirety of the estate being listed. Many of the subsequent changes to Volume I addressed this issue, providing greater clarity regarding the extent of Statutory listing and ramifications of this for all stakeholders and users of the estate. Volume II applies to the residential part of the estate, but the information in Volume I applies to the entire Barbican Estate. In addition to this there were numerous textual changes suggested by the Working Party, which were incorporated into the document and presented for the public consultation.

Comments. Comments on the Barbican Listed Building Management Guidelines were received from English Heritage, the Barbican Association, The Theatres Trust, and members of the public. The tables that follow summarise the comments and explain how they were addressed in finalising the SPD.

Summary of comments and responses

From	Comment	Response
<p>English Heritage</p>	<p>Thank you for the opportunity to provide comments on the Barbican Listed Building Management Guidelines draft Supplementary Planning Document (SPD). As the Government’s adviser on the historic environment, English Heritage is keen to ensure that the protection of the historic environment is fully taken into account at all levels of local planning.</p> <p>Having reviewed the document we are pleased to see that the draft SPD provides a robust framework in which to manage the listed buildings at the Barbican. With this in mind we generally support the revisions proposed. However we would suggest that the latest legislation and policy context is referenced. For example paragraph 6.14 still refers to PPS5, when this should be replaced with the National Planning policy Framework (March 2012).</p> <p>In terms of the Screening Statement, English Heritage agrees with the City of London conclusions that sustainability appraisal of the draft SPD is not required.</p> <p>Finally, it must be noted that this advice is based on the information provided by you and for the avoidance of doubt does not affect our obligation to advise you on, and potentially object to any specific development proposal which may subsequently arise in relation to this or later versions of these SPD, and which may have adverse effects on the historic environment.</p>	<p>Comment Accepted. The suggested changes have been made to Volume I, paragraphs 6.1 and 6.14</p>

From	Comment	Response
<p>Robert Barker</p>	<p>May I point out what appears to be a typographic error in the Draft Barbican Listed Building Management Guidelines? In vol I, paragraph 4.21, line 11, delete word "sionon", insert "in".</p>	<p>Comment accepted Suggested change made</p>
<p>Margaret Woodruff</p>	<p>(1.) I'd like to comment that there is a continuing and significant problem for both residents and the general public caused by the use of public Podium areas by skateboarders, in-line skaters, stunt cyclists and the sport known as 'free running' or 'Parkour'.</p> <p>(2.) All of these activities are in their own ways damaging to the vulnerable fabric of the Podium, most particularly to the tiled surfaces on walkways, benches and other features. Wooden benches have also been severely damaged.</p> <p>The effect of such damage, combined with an apparently slow repair response to affected areas has been a marked increase in anti-social behaviour both from the groups of youths who indulge in such activity and from other groups who gather on the Podium increasingly during the night and cause disturbance to residents as well as littering and other damage.</p> <p>(3.)In the past certain measures have been adopted to make skateboarding and skating more difficult such as the placing of chicanes and I would like to suggest that some parameters be stated in the document showing what range of measures would be considered acceptable within Listed Building guidelines to ensure that areas designed for the enjoyment and relaxation of the general public are not in future increasingly surrendered to large anti-social gangs of youths. This might also include more informative signage at Estate entry points.</p> <p>(4.) A small point, I'd also like to see Ben Jonson House spelled correctly in official documents.</p>	<p>(1.) Comment noted. - Anti-skateboard measures have been installed across the estate on surfaces, walkways and benches. This can be dealt with as part of the landscaping volume.</p> <p>(2.) Should there be a need for additional measures to be installed, the Barbican Estate will manage the process. The speed at which repairs are undertaken and the management of anti-social behaviour is not within the remit of the Management Guidelines, however, this comment has been forwarded to the Barbican Estate Office.</p> <p>(3.) Comment noted – This is an issue of management of the estate.</p> <p>(4.) Comment Accepted - We are unable to alter the misspelling of Ben Jonson house within the statutory list description, however elsewhere in the document the correction has been made.</p>

From	Comment	Response
<p>Barbican Association</p>	<p>I write as Chair of the Barbican Association in response to the public consultation on the Draft revised Barbican Listed Building Management Guidelines.</p> <p>The Barbican Association welcomes the review process that has led to this draft, with a working party which included two members of the Barbican Association's General Council (one of whom is also the Chair of the Barbican Residents' Consultation committee). We are grateful for the guidance and assistance given by the officers in the Department of the Built Environment during the process and we believe that this procedure forms a model that could be utilised by others in the future.</p> <p>We welcome this Draft revised Barbican Listed Building Management Guidelines and are not suggesting any amendments.</p> <p>In particular, we are pleased with the hard work that has been put into "Volume I – Introduction", which covers the whole of the Barbican listed curtilage, especially the inclusion of the description of the Grade II* Registered Park and Garden, and fully support the additional detail in sections 4, 5 and 6 of this volume.</p> <p>However, we do have a couple of points to make about the implementation of the Listed Building Management Guidelines.</p> <p>(1.)The great majority of the publicly visible additions and alterations that have taken place under the Barbican Listed Building Management Guidelines have been undertaken by departments for which the City of London has responsibility including the Barbican Estate Office, Barbican Centre, Guildhall School of Music and Drama, City of London School for Girls and the Department of the Built Environment.</p> <p>(2.) We were greatly disappointed to learn during the review process to learn that no detailed records were kept by the Department of the Built Environment of advice given to other City departments when it was decided that additions and / or alterations could be made but that Listed Building Consent would not be necessary. We strongly recommend that, in such instances, the advice is given in writing and that the detailed advice is recorded in such a way that it is available to both the Department of the Built Environment and the department carrying out the work and other City</p>	<p>Comment Noted</p> <p>(1.) It should be noted that Volume II which provides Management Guidelines, relates only to the residential part of the estate. The remaining areas of the Barbican fall under Volume I which identify the special interest, but carry no detailed management guidance. As such, each application for work has been dealt with on a case by case basis. Works undertaken by the Barbican Estate on the residential part of the estate have been carried out with reference to the guidelines, and by assessing the effect that the proposed works will have on the architectural Significance of the building.</p> <p>(2.) This issue was raised during the review process, by members of the Working Party. A response was provided at the time. See below</p> <p>We can provide approximate statistics for green category work, but we do not record every enquiry and case that comes in for the following reasons</p> <ul style="list-style-type: none"> -Some are dealt with by the Call centre. At the time of the Guidelines being adopted, the CoL Call Centre was being set up. We did not know how this would develop, and it now takes a higher number of calls/enquiries that previously would have been referred to this Department. This is a CoL-wide service that has grown over the past 4 years. -Resources are limited. The agreed review procedure was based on procedures and staffing levels at the time. -The Department receives a number of enquiries where advice may be quite general in nature. The enquirer is invited to consult the guidelines and seek further advice if necessary.

From	Comment	Response
	<p>departments that may need to carry out similar work in future.</p> <p>(3.) Secondly, we are dismayed that officers seem to have ignored the guidelines in some cases in giving guidance or permission that is at odds with what is stated in the guidelines. This particularly affects finishes. We urge officers in the Department of the Built Environment with responsibility for giving advice on the Barbican Listed Buildings to carefully note Chamberlin Powell & Bon's choice of materials and finishes, as well as the currently approved paint colour palette. We believe that officers should carefully explain to all potential applicants for Listed Building Consent, especially other City departments, the importance of these materials and finishes and reject the introduction of alien ones including, for example, (unpainted) stainless steel [for bicycle racks], unpainted aluminium and unpainted galvanised iron [for stanchions for safety wires]. The piecemeal and not carefully thought through introduction of new materials will undermine the overall aims of the guidelines.</p> <p>(4.) We look forward to the adoption of these revised Barbican Listed Building Management Guidelines as a Supplementary Planning Document and seek reassurances that the department responsible for policing the guidelines will itself observe them.</p>	<p>-Some enquiries are at a pre-application stage and are therefore confidential.</p> <p>In addition, many green category works may be undertaken without our knowledge as no consent is required. As these enquiries can be received by a number of different staff members, in different locations, it has not been possible or warranted to develop a mechanism for capturing the data.</p> <p>Whilst the Management Guidelines were approved by committee, the management of the service and the allocation of resources lies within the remit of Senior Officers, and would not be referred to Committee for approval."</p> <p>(3.) Comment Noted - A significant amount of work is being done to improve liaison between different departments of the City of London, and to ensure that all the necessary staff receive adequate training on the Listing of the Estate, the Management Guidelines, and how projects should be managed to ensure the correct consultation and procedures are followed. Some of the cited examples of incorrect materials are under on-going discussions with the relevant parties.</p> <p>(4.) The Department of the Built Environment will continue to provide advice and guidance on the management guidelines to all residents, developers and CoL departments. Officers will continue to use the document to guide the decision making process, whilst balancing their use within Listed Building policy at a National and Local level.</p>

From	Comment	Response
Natural England	<p>Case name: Sustainability appraisal screening for the following Supplementary Planning Documents:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Barbican Listed Building Management Guidelines SPD <input type="checkbox"/> Bow Lane Conservation Area Character Summary and Management Plan SPD <input type="checkbox"/> Queen Street Conservation Area Character Summary and Management Strategy SPD <input type="checkbox"/> Smithfield Conservation Area Character Summary and Management Strategy SPD <p>Thank your consultation dated 28 May 2012. Natural England is a non-departmental public body. Our statutory purpose is to ensure that the natural environment is conserved, enhanced, and managed for the benefit of present and future generations, thereby contributing to sustainable development</p> <p>Sustainability Appraisal Screening</p> <p>For all of the above Supplementary Planning Documents (SPD), Natural England does not consider the SPD's potential impacts to be significant to the natural environment. The Corporation should however seek their own legal guidance on the application of the SEA Directive and take into account the responses of other statutory consultees at the screening stage, before making a decision on the requirement to prepare an SEA.</p> <p>SPD content</p> <p>Natural England have no comments to make regarding the Barbican Listed Building Management Guidelines SPD,</p>	No Response Required
20th Century Society	<p>Sorry for the delay in reviewing the Guidelines, and thank you for consulting us. We've now been through the documentation and have no additional comments to make</p>	No Response Required
The	<p>Thank you for your email of 28 May consulting The Theatres Trust on the</p>	No Response Required

From	Comment	Response
Theatres Trust	<p>Barbican Supplementary Planning Document for Management Guidelines regarding alterations and physical management of the residential elements of the Barbican Estate.</p> <p>As this consultation is not within our remit we have no comment to make, but look forward to being consulted on management guidelines for The Barbican Centre, which should exist to complement the residential element.</p>	
Ms Gemma Jamieson	<p>a listed grade 2 building. Care should be taken with any new building being built in the surrounding area/vicinity not to block the views, and light to able to get to the Barbican. St Alphage House, what is happening to the building? If it is coming down, and another building being built in its place. The building to replace St Alphage House, should not be as tall as it is at the moment. What is happening to the shops and Bank which have been closed round that area? Are they going to be made into a garden area, to brighten up that part of the Barbican eg. Large tubs of flowers. Or are they being left unused.</p>	<p>Comment Noted – This does not lie within the remit of the SPD. Any new development proposal that may affect the Barbican Estate will be considered according to City of London policies set out in the Local Plan</p>
TfL	<p>Thank you for the opportunity to comment on the above draft SPD's. Overall TfL has no objections to the document's content. Nevertheless TfL will need to be consulted for any applications/works proposed on or close to the Strategic Road Network and Transport for London Road Network, or any of its transport infrastructures.</p> <p>Regarding the Barbican Listed Building Management Guidelines SPD, TfL notes that the document intends to ensure a consistent graphic identity in the Barbican Estate's signage including the way finding system. TfL would like to see Legible London signs used in the City more widely, as well as around the Barbican specifically. TfL is aware that the City of London currently has its own signing system, nevertheless TfL request Legible London signs are considered as part of the wider way finding network in London.</p> <p>For your information, as part of the Legible London pilot programme back in</p>	<p>Comment Noted</p>

From	Comment	Response
	<p>2008-10, TfL specifically trialled Legible London in areas considered to be more difficult, such as conservation or historic locations. Locations in central London such as Grosvenor Square saw signs introduced into designated conservation zones. In such places, TfL made additional efforts to run the plans past the relevant local authority officers, as well as groups such as English Heritage. In some cases, a higher quality of reinstatement was required, but no signs were turned down for installation.</p> <p>If you have any questions please get in touch.</p>	
<p>Paul Drury Associates</p>	<p>Many thanks for notifying us of this consultation. None of these documents affect the interests of our clients, Historic Royal Palaces, so we will not be submitting comments.</p>	<p>No Response Required</p>
<p>City of London Archaeological Trust</p>	<p>The City of London Archaeological Trust (CoLAT) is grateful to the Corporation of the City of London for being consulted on the Supplementary Planning Documents in the form of three draft Conservation Area Character Summary and Management Strategies. We have no comment on the Barbican Listed Building Management Guidelines which were put out for consultation at the same time. The documents cover three Conservation Areas: Bow Lane, Queen Street and Smithfield. Our comments are in two sections: general, which apply to all three; and particular, which offer some criticisms of detail, mostly historical.</p>	<p>No Response Required</p>
<p>Environment Agency</p>	<p>We have no comments to make on the following SPD's</p> <ul style="list-style-type: none"> • <input type="checkbox"/> Barbican Listed Building Management Guidelines SPD • <input type="checkbox"/> Bow Lane Conservation Area Character Summary and Management Strategy SPD • <input type="checkbox"/> Queen Street Conservation Area Character Summary and Management 	<p>No Response Required</p>

From	Comment	Response
	<p>Strategy SPD</p> <ul style="list-style-type: none"> • □ Smithfield Conservation Area Character Summary and Management Strategy SPD <p>Kind Regards</p> <p>Matthew Arthur Planning Officer - North London</p>	
Highways Agency	<p>Thank you for your letter dated 28 May 2012 inviting the Highways Agency (HA) to comment on the City of London Supplementary Planning Documents Consultation.</p> <p>The HA is an executive agency of the Department for Transport (DfT). We are responsible for operating, maintaining and improving England's strategic road network (SRN) on behalf of the Secretary of State for Transport.</p> <p>The HA will be concerned with proposals that have the potential to impact the safe and efficient operation of the SRN.</p> <p>We have reviewed the consultation and do not have any comment at this time.</p>	No Response Required
Showmen's Guild	<p>Thank you for your letter dated 28th May 2012, received via email attachment.</p> <p>Whilst we appreciate being included in these consultations, we feel that the areas referred to in your letter, would not be considered as being appropriate to the needs of the Showmen's Guild.</p> <p>We thank you once again for the opportunity to take part.</p>	No Response Required

From	Comment	Response
Great Portland Estates	Thank you for your email. At this time, Neil does not have any views on the document.	No Response Required
Greater London Authority	<p>I refer to your letter of 28 May 2012 consulting the Mayor of London on the above draft documents. The Mayor has afforded me delegated authority to make comments on his behalf on draft supplementary planning documents.</p> <p>As you are aware all local development documents including supplementary planning documents have to be in general conformity with the London Plan under Section 24(1)(b) of the Planning and Compulsory Purchase Act 2004.</p> <p>I have assessed the details of the draft documents and have concluded that they address local matters which are properly dealt with by the local planning authority. As such they do not raise any strategic planning issues and we have no formal comments to make</p>	No Response Required
PMSA	<p>Thank you for providing the PMSA with the opportunity to contribute to the debate.</p> <p>The PMSA aims to heighten public appreciation of Britain's public sculpture, and to contribute to its preservation, protection and promotion. It seeks to achieve this through several projects that include: the National Recording Project, the Sculpture Journal, Save our Sculpture and the Marsh Award for Public Sculpture.</p> <p>Some 70% of the nation's sculpture available to the public has been catalogued as part of the National Recording Project. As the most easily accessible open air gallery Britain's public sculpture has developed its own unique heritage. There are several strands of interest that the PMSA would like to see within Council policies and these relate to the life cycle of any item. A set of policies were developed last year by the Trustees and we</p>	No Response Required

From	Comment	Response
	<p>would recommend them to you for consideration within your current work. “In considering development proposals via a planning application existing public monuments and sculptures should be preserved on their original or an adjacent site. Older monuments should be retained and used as a focus for the area’s historical heritage. If the monument or sculpture needs to be moved it should be subject to specific conditions regarding its location, movement , reinstallation, and with due consideration to its artistic impact so that it becomes an important fixture in new community development, whether commercial or residential. Costs of movement should fall to the developer. Conditions should also be imposed regarding any movement to ensure there is no damage to the structure.</p> <p>Exceptions could be made in certain circumstances where after independent consultation with specialists the monument is found to be unsafe, non-repairable, could not sustain a move or would be incongruous with the proposed development. In such circumstances reference should be made to the PMSA for advice on its future.</p> <p>New public sculpture, monuments, fountains, statues may be suggested either by a developer, the community, or the local council, in these instances the planning authority shall ensure that the proposed site is recorded and full details submitted to the UK national database managed by the PMSA. The council shall have a requirement to inform the PMSA of all movements to monuments and to ensure their condition is maintained. The council shall also have a requirement to put in place an anti-theft regime</p> <p>based on advice provided by the organisation Alliance to Reduce Crime Against Heritage ARCH The council shall also stimulate the promotion of new public sculpture in major new developments and ensure that there is a plan for its protection and conservation. “</p> <p>We trust that this response may be of assistance to you in developing future</p>	

From	Comment	Response
	proposals but please contact us should you need more information or clarification.	

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APPENDIX 2

Schedule of Proposed Changes

Barbican Listed Building Management Guidelines SPD

September/October 2012

Paragraph No	Proposed Change	Reason for change
Volume I, 4.12	Delete "sionon", insert "in"	Typographical Error
Volume I, 6.1	Reference to PPS5 changed to the NPPF	Change in National Guidance
Volume I, 6.14	Reference to PPS5 changed to NPPF	Change in National Guidance
Throughout Volume II	Delete "Ben Johnson House" where it occurs. Insert "Ben Jonson House".	Spelling Error

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Agenda Item 5

Committee(s):	Date(s):	Item no.
Residents' Consultation Committee	10 September 2012	
Barbican Residential Committee	24 September 2012	
Subject:	Public	
2011/12 Revenue Outturn		
Report of:	For Information	
The Chamberlain and the Director of Community and Children's Services		

Summary

1. This report compares the revenue outturn for the services overseen by your Committee in 2011/12 with the final agreed budget for the year. Total net income during the year was £97,000, whereas the total agreed budget was net expenditure of £27,000, representing an underspend of £124,000. This is summarised in the table below:

Summary Comparison of 2011/12 Revenue Outturn with Final Agreed Budget – Barbican Residential Committee			
	Final Agreed Budget £000	Revenue Outturn £000	Variations Increase/ (Reduction) £000
Local Risk	(2,223)	(2,401)	(178)
Central Risk	(1,105)	(1,153)	(48)
Recharges	3,355	3,457	102
Overall Totals	27	(97)	(124)

2. The Director of Community & Children's Services overall local risk outturn, including the services overseen by the Community and Children's Services Committee, was net expenditure of £7.465m, against a total local risk budget of £8.159m, amounting to a total net underspend of £0.694m.
3. The Director of Community and Children's Services has carried forward £500,000 of her underspend, the maximum sum permitted. Of this sum, £60,000 has been added to the Director's 2012/13 local risk budget relating to the Barbican Residential Committee. The balance of £440,000 has been added to the Director's budget in Community and Children's Service Committee.

Recommendations

4. It is recommended that this revenue outturn report for 2011/12 and the budgets carried forward to 2012/13 are noted.

Main Report

Revenue Outturn for 2011/12

5. Actual net revenue income for your Committee's services during 2011/12 totalled £97,000. A summary comparison of this expenditure with the final agreed budget for the year of £27,000 is tabulated below. In the various tables, figures in brackets indicate income or in hand balances, increases in income or decreases in expenditure.

Summary Comparison of 2011/12 Revenue Outturn with Final Agreed Budget			
	Final Agreed Budget £000	Revenue Outturn £000	Variations Increase/ (Decrease) £000
The Director of Community and Children's Services			
Local Risk			
Expenditure	9,080	8,210	(870)
Income	<u>(11,303)</u>	<u>(10,611)</u>	<u>692</u>
Total	(2,223)	(2,401)	(178)
Central Risk	(1,105)	(1,153)	(48)
Recharges	3,355	3,457	102
Total	27	(97)	(124)

6. Annex A provides more detail and explanations of variations for local risk, central risk and recharges.
7. Annex B analyses, in greater detail, the variations on repairs, maintenance and improvements.
8. Annex C presents the outturn information in the format requested by the Residents' Consultation Committee and compares the outturn for 2011/12 with the outturn for the previous year and to the final agreed budget for 2011/12.

Local Risk Carry Forward 2011/12

9. Chief Officers can request underspends of up to 10% or £500,000 (whichever is the lesser) of the final agreed local risk budget to be carried forward, provided the underspending is not fortuitous and the resources are required for a planned purpose. Such requests are subject to the approval of the Chamberlain in consultation with the Chairman and Deputy Chairman of the Resource Allocation Sub Committee.
10. Overspendings are normally carried forward in full and are to be met from agreed 2011/12 budgets.
11. Including the Community and Children's Services Committee, the Director of Community and Children's Services' overall local risk underspend was £0.674m of which £500,000 (the maximum permitted) has been approved for carry forward to 2012/13.
12. The Director has allocated £60,000 of her carry forward to Barbican Residential landlord's expenditure on the following activities:
 - £10,000 Replace estate signage.
 - £50,000 Replace corroded drainage pipes in north Barbican podium area.
13. The balance of £440,000 has been added to the Director's 2012/13 local risk budget overseen by the Community and Children's Services Committee.

Chris Bilsland

Chamberlain

Joy Hollister

Director of Community &
Children's Services

Contact:

Chamberlain's Department – David Bacon, Senior Accountant, Financial Services

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Barbican Estate Office – Anne Mason, Budget and Service Charge Manager

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**Barbican Residential Committee – Comparison of 2011/12 Revenue
Outturn with Final Agreed Budget**

	Final Agreed Budget £000	Revenue Outturn £000	Variation Increase/ (Decrease) £000
SUMMARY			
Local Risk	(2,223)	(2,401)	(178)
Central Risk	(1,105)	(1,153)	(48)
Recharges	3,355	3,457	102
COMMITTEE TOTAL	27	(97)	(124)

LOCAL RISK

Reasons

City Fund

Supervision and Management – General	620	473	(147)	1
Service Charge Account	109	86	(23)	
Landlords Services	(1,564)	(1,610)	(46)	
Car Parking	(179)	(138)	41	
Stores	(340)	(332)	8	
Trade Centre	(951)	(955)	(4)	
Other Non-Housing	82	75	(7)	
TOTAL LOCAL RISK	(2,223)	(2,401)	(178)	

Reasons for Significant Variations

- The main decrease in the local risk comprises the net effect of the following:-
 - Reduction of £60,000 in employee expenses is a result of the transfer of a finance post from the Community and Children's Services to the Chamberlain's department this is reflected in the increase in support services see reason 2 below.
 - Reduction of £49,000 in computing due to this charge now routed through Community and Children's Services and then recharged to Barbican through the recharges section of the account.

	Final Agreed Budget £000	Revenue Outturn £000	Variation Increase/(Decrease) £000	Reasons
CENTRAL RISK				
City Fund				
Service Charge Account	(850)	(864)	(14)	
Landlords Services	(201)	(228)	(27)	
Trade Centre	(35)	(17)	18	
Other Non-Housing	(19)	(44)	(25)	
TOTAL CENTRAL RISK	(1,105)	(1,153)	(48)	

**Barbican Residential Committee – Comparison of 2011/12 Revenue
Outturn with Final Agreed Budget**

	Final Agreed Budget £000	Revenue Outturn £000	Variation Increase/(Decrease) £000	Reasons
RECHARGES				
City Fund				
Insurance	357	354	(3)	
IS Recharges	88	107	19	
Support Services	436	522	86	2
Capital Charges	1,991	2,022	31	
Recharges from / (to) other Committees within Fund	483	452	(31)	
TOTAL RECHARGES	3,355	3,457	102	

Reasons for Significant Variations

- This increase is due to the transfer of certain finance staff from the Community and Children's Services Department to the Chamberlain's Department as a result of the Strategic Finance review, this has been partly offset by a reduction in Supervision and Management employees' costs see reason 1 above.

BARBICAN RESIDENTIAL COMMITTEE - PROGRAMME OF REPAIRS, MAINTENANCE AND IMPROVEMENTS

ITEM	PROJECT	2011/12 Final Agreed Budget	2011/12 Revenue Outturn	Increase/ (Decrease)	<u>COMMENTS ON VARIATIONS IN EXCESS OF £20,000</u>
		£000	£000	£000	
	<u>SUPERVISION AND MANAGEMENT HOLDING ACCOUNT</u>				
1	Breakdown & emergency/contract servicing	9	5	(4)	
	TOTAL SUPERVISION AND MANAGEMENT	9	5	(4)	
	<u>SERVICE CHARGE ACCOUNT</u>				
2	Breakdown & emergency/contract servicing	1,322	1,157	(165)	Repairs demand led
3	Redecorations programme - works	528	181	(347)	Budget based on blocks due for redecoration. Following condition surveys, some blocks were deferred
4	Emergency Lighting to stairs, corridors and plant rooms	35	47	12	
5	Upgrade safety/security installations	30	53	23	Contingency budget not fully required.
	Water supply works	61	14	(47)	Contingency budget not fully required.
	Concrete repairs	220	226	6	
	Electrical testing	10	7	(3)	
	Asbestos encapsulation	40	40	0	
	Residual current device socket outlet	11	8	(3)	
	Heating Condition Survey	9	0	(9)	
12	Consultants	33	8	(25)	Contingency budget not fully required.
13	Lobby Refurbishment	0	(8)	(8)	
14	Electrical fire pump panel	20	17	(3)	
15	Fan and duct work cleaning	90	19	(71)	Blocks deferred whilst methodology for cleaning is reviewed.
	TOTAL SERVICE CHARGE ACCOUNT	2,409	1,769	(640)	

BARBICAN RESIDENTIAL COMMITTEE - PROGRAMME OF REPAIRS, MAINTENANCE AND IMPROVEMENTS

ITEM	PROJECT	2011/12 Final Agreed Budget	2011/12 Revenue Outturn	Increase/ (Decrease)	<u>COMMENTS ON VARIATIONS IN EXCESS OF £20,000</u>
		£000	£000	£000	
	<u>SERVICES AND REPAIRS - LANDLORD</u>				
16	Breakdown & emergency/contract servicing	281	279	(2)	
17	External redecorations - Soffits (70%)	21	3	(18)	
18	Asbestos works	0	15	15	
19	Upgrade safety/security installations	0	3	3	
	TOTAL SERVICES AND REPAIRS - LANDLORD	302	300	(2)	
	<u>CAR PARKING</u>				
20	Breakdown & emergency/contract servicing	114	107	(7)	
	TOTAL CAR PARKING	114	107	(7)	

BARBICAN RESIDENTIAL COMMITTEE - PROGRAMME OF REPAIRS, MAINTENANCE AND IMPROVEMENTS

ITEM	PROJECT	2011/12 Final Agreed Budget	2011/12 Revenue Outturn	Increase/ (Decrease)	<u>COMMENTS ON VARIATIONS IN EXCESS OF £20,000</u>
		£000	£000	£000	
	STORES				
21	Breakdown & emergency/contract servicing	6	4	(2)	
	TOTAL STORES	6	4	(2)	
	TRADE CENTRE				
22	Breakdown & emergency/contract servicing	75	76	1	
	TOTAL TRADE CENTRE	75	76	1	
	OTHER NON-HOUSING				
23	Breakdown & emergency/contract servicing	2	0	(2)	
	TOTAL OTHER NON HOUSING	2	0	(2)	
	GRAND TOTAL BARBICAN RESIDENTIAL	2,917	2,261	(656)	

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Total Barbican Residential Revenue Accounts

	Actual 2010/11 £'000	Actual 2011/12 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2011/12 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Income							
Customer receipts	11,564	11,628	64	1	12,668	(1,040)	(8)
Recharges	50	50	0	0	50	0	0
	11,614	11,678	64	1	12,718	(1,040)	(8)
Direct Costs							
Employees	(3,384)	(3,211)	173	5	(3,380)	169	5
Premises	(4,858)	(4,709)	149	3	(5,705)	996	17
Transport	0	0	0	0	(1)	1	100
Supplies and services	(241)	(139)	102	42	(254)	115	45
	(8,483)	(8,059)	424	5	(9,340)	1,281	14
Recharges							
Insurance	(349)	(355)	(6)	(2)	(357)	2	1
IS Recharges	(114)	(107)	7	6	(88)	(19)	(22)
Capital Charges	(1,961)	(2,023)	(62)	(3)	(1,991)	(32)	(2)
Support Services	(412)	(522)	(110)	(27)	(436)	(86)	(20)
Recharges from/(to) other Committees	(489)	(515)	(26)	(5)	(533)	18	3
	(3,325)	(3,522)	(197)	(6)	(3,405)	(117)	(3)
Total Costs	(11,808)	(11,581)	227	2	(12,745)	1,164	9
Surplus / (Deficit)	(194)	97	291	150	(27)	124	459

Supervision & Management Holding Account

	Actual 2010/11 £'000	Actual 2011/12 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2011/12 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Transfer of Recharges to other Accounts							
Service Charge	539	499	(40)	(7)	541	(42)	(8)
Landlords Services	524	478	(46)	(9)	539	(61)	(11)
Car Parking	176	164	(12)	(7)	169	(5)	(3)
Stores	27	27	0	0	18	9	50
Trade Centre	7	14	7	100	1	13	1,300
Other Non Housing	1	16	15	1,500	1	15	1,500
	1,274	1,198	(76)	(6)	1,269	(71)	(6)
Direct Costs							
Employees	(528)	(381)	147	28	(441)	60	14
Premises	(62)	(57)	5	8	(73)	16	22
Transport	0	0	0	0	(1)	1	100
Supplies and services	(76)	(35)	41	54	(105)	70	67
	(666)	(473)	193	29	(620)	147	24
Recharges							
Insurance	(31)	(25)	6	19	(27)	2	7
IS Recharges	(114)	(107)	7	6	(88)	(19)	(22)
Support Services	(412)	(522)	(110)	(27)	(436)	(86)	(20)
	(557)	(654)	(97)	(17)	(551)	(103)	(19)
Technical Services	0	0	0	0	(1)	1	100
Service Charge - Cleaning	0	0	0	0	(2)	2	100
Community & Childrens' Services	(51)	(71)	(20)	(39)	(95)	24	25
Total Costs	(1,274)	(1,198)	76	6	(1,269)	71	6
Surplus / (Deficit)	0	0	0	0	0	0	0

Service Charge Account

	Actual 2010/11 £'000	Actual 2011/12 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2011/12 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %	Actual 2010/11 % of Total	Actual 2011/12 % of Total
Customer receipts									
Fees & Charges	10	13	3	30	16	(3)	(19)		
Long lessees	6,381	6,223	(158)	(2)	7,294	(1,071)	(15)		
Short term tenancies	410	346	(64)	(16)	384	(38)	(10)		
Recharges									
Cleaning & Lighting	163	138	(25)	(15)	168	(30)	(18)		
	6,964	6,720	(244)	(4)	7,862	(1,142)	(15)		
Direct Costs									
Employees	(2,029)	(1,998)	31	2	(2,139)	141	7	29	30
Premises	(3,926)	(3,772)	154	4	(4,751)	979	21	56	56
Transport	0	0	0	0	0	0	0	0	0
Supplies and services	(61)	(34)	27	44	(63)	29	46	1	1
	(6,016)	(5,804)	212	4	(6,953)	1,149	17	86	86
Recharges									
Insurance	(24)	(24)	0	0	(24)	0	0	0	0
Supervision & Management	(539)	(499)	40	7	(501)	2	0	8	7
Technical Services	(397)	(413)	(16)	(4)	(398)	(15)	(4)	6	6
	(960)	(936)	24	3	(923)	(13)	(1)	14	14
Total Costs	(6,976)	(6,740)	236	3	(7,876)	1,136	14	100	100
Surplus / (Deficit)	(12)	(20)	(8)	(67)	(14)	(6)	(43)		

Landlords Services

	Actual 2010/11 £'000	Actual 2011/12 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2011/12 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %	Actual 2010/11 % of Total	Actual 2011/12 % of Total
Customer receipts									
Sales	4	4	0	0	7	(3)	(43)		
Rent	1,902	2,084	182	10	2,011	73	4		
Fees & Charges	292	309	17	6	280	29	10		
Recharges									
Corporate & Democratic core	50	50	0	0	50	0	0		
	2,248	2,447	199	9	2,348	99	4		
Direct Costs									
Premises	(493)	(488)	5	1	(473)	(15)	(3)	19	19
Supplies and services	(81)	(58)	23	28	(60)	2	3	3	2
	(574)	(546)	28	5	(533)	(13)	(2)	22	22
Recharges									
Capital Charges	(1,197)	(1,212)	(15)	(1)	(1,185)	(27)	(2)	46	48
Insurance	(197)	(205)	(8)	(4)	(205)	0	0	8	8
Supervision & Management	(524)	(478)	46	9	(539)	61	11	20	19
Service Charge Account	(82)	(79)	3	4	(85)	6	7	3	3
Technical Services	(32)	(14)	18	56	(4)	(10)	(250)	1	1
	(2,032)	(1,988)	44	2	(2,018)	30	1	78	78
Total Costs	(2,606)	(2,534)	72	3	(2,551)	17	1	100	100
Surplus / (Deficit)	(358)	(87)	271	76	(203)	116	57		

Car Parking

	Actual 2010/11 £'000	Actual 2011/12 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2011/12 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Customer receipts							
Fees & Charges	78	76	(2)	(3)	84	(8)	(10)
Rental Income	1,097	1,132	35	3	1,150	(18)	(2)
	1,175	1,208	33	3	1,234	(26)	(2)
Direct Costs							
Employees	(827)	(832)	(5)	(1)	(800)	(32)	(4)
Premises	(205)	(230)	(25)	(12)	(236)	6	3
Supplies and services	(23)	(8)	15	65	(19)	11	58
	(1,055)	(1,070)	(15)	(1)	(1,055)	(15)	(1)
Recharges							
Capital Charges	(129)	(138)	(9)	(7)	(133)	(5)	(4)
Insurance	(8)	(8)	0	0	(8)	0	0
Supervision & Management	(176)	(164)	12	7	(169)	5	3
Service Charge Account	(73)	(51)	22	30	(72)	21	29
Technical Services	(6)	(8)	(2)	(33)	(20)	12	60
	(392)	(369)	23	6	(402)	33	8
Total Costs	(1,447)	(1,439)	8	1	(1,457)	18	1
Surplus / (Deficit)	(272)	(231)	41	15	(223)	(8)	(4)
Net Expenditure before Capital charges	(143)	(93)			(90)		
as a %age of Income	(12)	(8)			(7)		

Stores

	Actual 2010/11 £'000	Actual 2011/12 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2011/12 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Customer receipts							
Fees & Charges	0	0	0	0	2	(2)	(100)
Rental Income	319	336	17	5	344	(8)	(2)
	319	336	17	5	346	(10)	(3)
Direct Costs							
Premises	(17)	(4)	13	76	(6)	2	33
	(17)	(4)	13	76	(6)	2	33
Recharges							
Capital Charges	(162)	(151)	11	7	(151)	0	0
Supervision & Management	(27)	(27)	0	0	(28)	1	4
Service Charge Account	(8)	(8)	0	0	(6)	(2)	(33)
Technical Services	(3)	(2)	1	33	(1)	(1)	(100)
	(200)	(188)	12	6	(186)	(2)	(1)
Total Costs	(217)	(192)	25	12	(192)	0	0
Surplus / (Deficit)	102	144	42	41	154	(10)	(6)
Net Income before Capital charges	264	295			305		
as a %age of Income	83	88			88		

Trade Centre

	Actual 2010/11 £'000	Actual 2011/12 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2011/12 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Customer receipts							
Fees & Charges	17	17	0	0	35	(18)	(51)
Rental Income	1,022	1,039	17	2	1,037	2	0
	1,039	1,056	17	2	1,072	(16)	(1)
Direct Costs							
Premises	(60)	(79)	(19)	(32)	(79)	0	0
Supplies and services	0	(4)	(4)	0	(7)	3	43
	(60)	(83)	(23)	(38)	(86)	3	3
Recharges							
Capital Charges	(461)	(461)	0	0	(461)	0	0
Insurance	(70)	(73)	(3)	(4)	(73)	0	0
Supervision & Management	(7)	(14)	(7)	(100)	(14)	0	0
Technical Services	0	(7)	(7)	0	(14)	7	50
	(538)	(555)	(17)	(3)	(562)	7	1
Total Costs	(598)	(638)	(40)	(7)	(648)	10	2
Surplus / (Deficit)	441	418	(23)	(5)	424	(6)	(1)

Other Non Housing

	Actual 2010/11 £'000	Actual 2011/12 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2011/12 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %
Customer receipts							
Fees & Charges	28	20	(8)	(29)	19	1	5
Rental Income	4	29	25	625	5	24	480
	32	49	17	53	24	25	104
Direct Costs							
Premises	(95)	(79)	16	17	(87)	8	9
	(95)	(79)	16	17	(87)	8	9
Recharges							
Capital Charges	(12)	(61)	(49)	(408)	(61)	0	0
Insurance	(19)	(20)	(1)	(5)	(20)	0	0
Supervision & Management	(1)	(16)	(15)	(1,500)	(21)	5	24
	(32)	(97)	(65)	(203)	(102)	5	5
Total Costs	(127)	(176)	(49)	(39)	(189)	13	7
Surplus / (Deficit)	(95)	(127)	(32)	(34)	(165)	38	23

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Agenda Item 6

Committee(s): Residents' Consultation Committee	Date(s): 10 September 2012	Item no.
Subject: Relationship of the Barbican Residential Committee Outturn Report to Service Charge Schedules		
Report of: Director of Community and Children's Services	Public	
Ward (if appropriate):		
<u>Executive Summary</u>		
<p>This report seeks to clarify how the Service Charge division of service in the 2011/12 Revenue Outturn Report relates to the service charge schedules provided to long lessees.</p>		
<p><u>Recommendation</u> That the report be noted.</p>		

Main Report

BACKGROUND

1. This report is presented annually to this Committee to demonstrate the relationship of the Corporate outturn report on the revenue expenditure and income for the Barbican Estate with the service charge made to residents.

THE OUTTURN REPORT

2. The report comprises revenue expenditure and income that has been properly identified and coded to the Barbican Estate on the City of London's general ledger system (known as CBIS). The general ledger also records capital expenditure but this is generally not included in outturn reports to City of London Committees as such expenditure is the subject of separate control arrangements. The revenue and capital expenditure on the general ledger forms the basis for the calculation of individual long lessee service charges along with the inclusion of any subsequent adjustments as explained later in this report. However, no capital expenditure was incurred this year.

3. The annexes on the Barbican Residential Committee revenue outturn report now reflect the format requested by this Committee.

RECONCILIATION ANNEXES

4. A number of annexes have been produced to demonstrate the linkages between the 2011/12 revenue outturn report and the service charge schedules. The important features of each annex are outlined below.

ANNEX 1 – Extract from the Barbican Residential Committee Revenue Outturn Report

5. Annex 1 sets out the service charge page (Annex C3) from the outturn report to the Barbican Residential Committee.
6. The general ledger records each expenditure and income transaction e.g. monthly salaries, bills paid, service charge invoices raised. Each transaction is coded in various ways including by activity (e.g. cleaners, hall porters, car park attendants), by type of expenditure (e.g. employees, repairs and maintenance, supplies and services), and by block or estate wide. These codings are summarised to produce the revenue outturn report to the Barbican Residential Committee and the initial service charge schedule.
7. Expenditure incurred in the financial year to 31 March relates to;
 - i) services and works for which an invoice/charge has been paid; and
 - ii) accruals for services and works provided but for which an invoice had not been paid before the year-end. Accruals are proper accounting practice and are made at the year end so that the accounts correctly reflect the expenditure and income for the year rather than just the payments and receipts.

ANNEXES 2 and 3 – General Ledger Service Charge Revenue Account in More Detail

8. Annex 2 expands each of the headings in Annex 1 (the staff groups under employees, the types of repairs and maintenance etc.) whilst Annex 3 converts the same information, through use of the cross reference key, to the headings used in the service charge schedules provided to long lessees (electricity, lift maintenance, resident engineers etc).

ANNEX 4 – Comparison of the General Ledger and Final Service Charge Schedule.

9. Annex 4 indicates the adjustments made by the Estate Office to the general ledger costs in order to produce the final service charge schedule. These adjustments are typically due to the fact that more accurate information relating to expenditure items is available at the time individual service charges are being prepared after the financial year end.
10. A total of £6,638,133.10 revenue expenditure was included on service charge schedules which, due to adjustments made by the BEO is £49,033.07 higher than the expenditure on the general ledger. The main reasons for this increase are explained in paragraph 12.

ANNEX 5 – Adjustments to General Ledger Expenditure by Barbican Estate Office.

11. The reasons for each of the adjustments are explained in this annex. As indicated above, the adjustments mainly result from a further examination of entries after the closure of the general ledger. The City Fund accounts must be approved by the City of London in accordance with statutory deadlines and, therefore, the general ledger is closed several weeks before the final service charge invoices are prepared for the September quarter day. Without such timing constraints it would be possible to alter the general ledger to exactly reflect the final service charges.
12. The various adjustments are mainly due to miscoding and adjustments to accruals. These include the reversal of adjustments made in 2010/11 of £16,780 for the resident engineer accommodation costs, £16,950 for electrical repairs and £11,800 for exterior general repairs.
13. An adjustment of £114,102.08 has been made for the concrete works to the towers for works carried out in 2011/12. Other adjustments include a credit of £23,150.46 was made to the lobby porter charge in respect of long term sick pay and £40,214.45 was reallocated from supervision and management to the car park account in respect of salary and overhead costs.

ANNEX 6 – Attribution of the 2011/12 Service Costs Across Blocks

14. This annex shows for each expenditure heading on the service charge schedule, the amount attributed to each block together with the main basis

of attribution. The accompanying commentary provides more detail on the basis of attribution and the annex also includes a list of the estate wide and terrace block percentages and a comparison between the actual service charges for 2010/11 with the 2011/12 actual charges and the estimates for 2011/12.

15. The comparison with the 2010/11 actuals shows a marked variation for several service heads.
16. The increase in lift maintenance costs was mainly due to the replacement of the elevator monitoring units (EMUs) in the tower blocks.
17. The increase in resident engineers' costs was due to more time being spent on general estate matters.
18. The increase in window cleaning costs is due mainly to the inclusion of Frobisher Crescent and the cleaning of difficult to access windows in the towers.
19. The decrease in expenditure on furniture and fittings was due to a reduction in the number of carpet renewals. The renewal of carpets is carried out in consultation with the housegroups and the amount spent can vary considerably from year to year.
20. Expenditure on cleaning materials and equipment has decreased in comparison to 2010/11. This due to use of new suppliers and lower stock holdings.
21. Expenditure on cleaning staff is due to lower staffing levels. Expenditure on additional refuse cleaning is optional service and is demand led by housegroups.
22. Most of the general maintenance expenditure is demand led and varies from year to year. The cost of exterior repairs has increased in several blocks, in Cromwell Tower and Lauderdale Tower this was mainly due to works to remedy water ingress to penthouses, in Bunyan Court, Seddon House and Gilbert House it was due to renewal of balcony felts and window frame renewals and repairs. Estate wide and common parts repairs are lower than last year. However, in 2010/11 expenditure had been higher than previous years.

23. The Technical Supervision and Management recharge is lower than in 2010/11. The charge is based on timesheet information and reflects less time overall being spent on general repairs and maintenance issues on the Barbican and fewer orders issued.
24. Expenditure on the redecoration projects reflects the cost of the works, staff time spent on the project and consultant's fees. The programme of works can vary considerably from year to year.
25. Charges were raised for fan and duct cleaning and for water tank replacements. The low level of charges in comparison to the estimate reflects a delay in the works programme. Refunds were made in June to seven of the affected blocks.
26. The decrease in heating costs reflects lower consumption due to the mild winter. The unit cost for off-peak electricity rose from 7.17p to 7.47p per unit in February 2012. The previous increase in the unit rate was in January 2010 when it rose from 6.67p to 7.17p per unit. The rates are still competitive.

ANNEX 7 Attribution to a Typical Flat

27. The information in Annex 6 for Andrewes House is analysed further to give the costs for a typical flat.

Conclusion

28. The Actual Service Charge schedules and an explanatory letter of the various items included on the schedule will be sent to residents by early September. The schedules will also be published on the City of London's internet site.

JOY HOLLISTER
Director of Community and Children's Services

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Service Charge Account

	Actual 2010/11 £'000	Actual 2011/12 £'000	Variance last year B/(W) £'000	Variance last year B/(W) %	Latest Budget 2011/12 £'000	Variance from Budget B/(W) £'000	Variance from Budget B/(W) %	Actual 2010/11 % of Total	Actual 2011/12 % of Total
Customer receipts									
Fees & Charges	10	13	3	30	16	(3)	(19)		
Long lessees	6,381	6,223	(158)	(2)	7,294	(1,071)	(15)		
Short term tenancies	410	346	(64)	(16)	384	(38)	(10)		
Recharges									
Cleaning & Lighting	163	138	(25)	(15)	168	(30)	(18)		
	6,964	6,720	(244)	(4)	7,862	(1,142)	(15)		
Direct Costs									
Employees	(2,029)	(1,998)	31	2	(2,139)	141	7	29	30
Premises	(3,926)	(3,772)	154	4	(4,751)	979	21	56	56
Transport	0	0	0	0	0	0	0	0	0
Supplies and services	(61)	(34)	27	44	(63)	29	46	1	1
	(6,016)	(5,804)	212	4	(6,953)	1,149	17	86	86
Recharges									
Insurance	(24)	(24)	0	0	(24)	0	0	0	0
Supervision & Management	(539)	(499)	40	7	(501)	2	0	8	7
Technical Services	(397)	(413)	(16)	(4)	(398)	(15)	(4)	6	6
	(960)	(936)	24	3	(923)	(13)	(1)	14	14
Total Costs	(6,976)	(6,740)	236	3	(7,876)	1,136	14	100	100
Surplus / (Deficit)	(12)	(20)	(8)	(67)	(14)	(6)	(43)		

GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - OUTTURN REPORT ORDER

Local Risk		CBIS Actual ANNEX 3 £	CBIS Actual ANNEX 1 £
Employees			
	22 House Officer	138,558.48	
	3 Additional Pension (Resident Housekeeper)	237.76	
	9 Estate Cleaners	791,967.91	
	12 Car Park Attendants (one third)	415,895.77	
	13 Hall Porters	540,407.55	
9 13	Training Expenses	1,398.50	
9 12 13	Medical/Counselling expenses	213.99	
	9 Retirement provision	1,037.00	
	14 Garchey Operatives	<u>108,002.32</u>	
		1,997,719.28	1,997,719.28
Premises Related Expenditure			
Repairs and Maintenance			
	2 Lifts General Maintenance	64,887.72	
	2 Lifts Contract Servicing	204,248.09	
	14 Garchey Repairs	54,342.91	
	16 General Maintenance Estate Wide	47,603.82	
	17 Electrical Repairs Common Parts	47,935.76	
	18 Electrical Repairs Exterior	4,665.33	
	19 General Repairs Common Parts	90,350.30	
	20 General Repairs Exterior	643,326.53	
	25 Redecoration Programme (fees)	30,016.10	
	25 Redecoration Programmes	151,208.20	
	26 Special Works - Safety/Security	93,600.61	
	27 Water Supply Works	14,067.00	
	28 Cromwell/Shakespeare Tower lobby refurbishment	-9,385.60	
	29 Concrete works	226,107.45	
	30 Fire pumps	17,496.00	
	31 RCD Socket outlets	7,609.00	
	32 Emergency Lighting	46,761.00	
	33 Fan and duct work cleaning	19,459.00	
	34 Digital TV consultation	7,849.50	
	35 Electrical testing	<u>6,486.00</u>	
	Total		1,768,634.72
Energy Costs			
	1 Electricity (Common Parts and Lifts)	359,748.21	
	4 Electricity Resident Engineers	1,110.54	
	14 Electricity Garchey	5,778.08	
	36 Electricity heating	1,221,608.10	
	37 Gas Heating Frobisher	<u>14,652.98</u>	
	Total		1,602,897.91
Rents			
	4 Resident Engineers	<u>82,597.58</u>	
	Total		82,597.58
Rates			
	9 Cleaners	3,716.68	
	Other	-1,142.28	
N/C, 2	4 Resident Engineers	<u>7,846.77</u>	
	Total		10,421.17
Water			
	4 Resident Engineers	<u>1,598.44</u>	
	Total		1,598.44
Cleaning and Domestic Supplies			
	6 Window Cleaning	164,910.04	
	Hygiene services	2,719.16	
	19 Refuse collection	25.00	
	7 Cleaning Materials	18,163.13	
7 12 13	15 Pest Control	<u>11,018.72</u>	
	Total		196,836.05
Garden Maintenance			
	11 Grounds maintenance costs	<u>109,097.12</u>	
			109,097.12

	Total Premises Related Expenses		3,772,082.99
	Travel expenses		
N/C	Petrol and oil	100.18	
9 12 13	Staff travelling expenses	<u>384.05</u>	484.23
			484.23
	Supplies and Services		
	Equipment Furniture and Materials		
8 13 14 19	19 Furniture and Fittings	1,615.00	
	Cleaning Equipment	<u>9,562.67</u>	11,177.67
	Total		
	Clothing Uniforms and Laundry		
9 12 13	Estate Cleaners/Hall Porters/Car Park Attendants/	<u>3,649.95</u>	3,649.95
	Total		
5 8 14	Provisions	<u>1,002.17</u>	
2 9 13 14 17	Communications & Computing	<u>12,604.66</u>	
5 16 20 23	Printing and stationery	<u>3,466.64</u>	
	23 Consultants fees	<u>2,000.00</u>	
	Total Supplies and Services		33,901.09
	Total Expenditure		5,804,187.59
	Income		
	Fees and Charges		
N/C	23 Charges for Services (solicitor's enquiries)	(12,077.87)	
	Other charges	(1,229.24)	
	Total		(13,307.11)
	Service Charges Long Lessees		(6,223,214.38)
	Service Charges Short Term Tenants		(346,108.05)
	Total Income		(6,582,629.54)
	TOTAL LOCAL RISK		(778,441.95)
	RECHARGES		
	Central Recharges		
2	Lift Insurance	21,093.75	
14	Premises insurance	<u>2,702.34</u>	23,796.09
	Total Central Recharges		
	Recharges from /to other divisions		
9 12 13 22 23	Supervision and Management - Estate Wide	454,533.50	
24	Supervision and Management - Block	44,743.05	
			<u>499,276.55</u>
	Recharges from/(to) other Committees		
2, 4, 21,25, 26, 27, 28, 29, 34	Community Services Technical Division	413,136.27	
	Total Recharges from/(to) other Committees		413,136.27
	TOTAL RECHARGES		798,219.55
	TOTAL NET REVENUE EXPENDITURE		19,777.60

GENERAL LEDGER SERVICE CHARGE REVENUE ACCOUNT - SCHEDULE ORDER

Cross Reference
Key to
ANNEXES 2 & 4

2011/12

Final CBIS
Actual
ANNEX 4
£

	£	£
Electricity		
1	Energy Costs - Electricity Common Parts and Lifts	359,748.21
1	Recharges to/from other divisions - Electricity Recharge to Car Parks	<u>(20,793.58)</u>
		338,954.63
Lift Maintenance		
2	Technical Division - Resident Engineers	12,069.06
2	Repairs & Maintenance - Lifts General Maintenance	64,887.72
2	Repairs & Maintenance - Lifts Contract Servicing	204,248.09
2	Communications and Computing	10,448.38
2	Central Recharges - Lift Insurance	21,093.75
2	Rates for lift consultants office	303.94
		313,050.94
3	Employees - Resident Housekeeper - Additional Pension	
		237.76
Resident Engineers		
4	Technical Division - Resident Engineers	232,768.54
4	Electricity	1,110.54
4	Rents - Resident Engineers	82,597.58
4	Rates - Resident Engineers Council Tax	7,846.77
4	Water - Residents Engineers Water Rates	<u>1,598.44</u>
		325,921.87
Equipment Furniture and Materials - Furniture and Fittings		
5	Provisions of sales and stock	914.90
5	Equipment purchase	4,774.53
5	Printing and stationery	<u>89.28</u>
		5,778.71
6	Cleaning and Domestic Supplies - Window Cleaning	
		164,910.04
7	Cleaning and Domestic Supplies - Cleaning Materials	18,163.13
7	Hygiene services	<u>310.20</u>
		18,473.33
Equipment Furniture and Materials - Cleaning Equipment		
8	Equipment Furniture and Materials - Cleaning Equipment	4,396.68
8	Provisions	<u>82.28</u>
		4,478.96
Cleaners		
9	Employees - Estate Cleaners	791,967.91
9	Supervision & Management on costs	18,104.67
9	Clothing Uniforms and Laundry - Estate Cleaners	1,677.01
9	Travelling expenses - Estate Cleaners	219.05
9	Rates for mess room	3,716.68
9	Medical/counselling	7.99
9	Training	648.50
9	Retirement provision	1,037.00
9	Communications and computing	1,066.70
9	Recharges from/to Other Divisions - Cleaners Recharge to Car Parks etc	<u>(117,195.78)</u>
		701,249.73
10	Additional Refuse Collection	
		0.00
Garden Maintenance		
11	Repairs & Maintenance - Garden Maintenance	109,097.12
		109,097.12
Car Park Attendants		
12	Employees - Car Park Attendants (one third)	415,895.77
12	Travelling expenses - CPA	25.00
12	Hygiene services	986.28
12	Medical	21.00
12	Supervision & Management on costs	20,107.23

12	Uniforms	1,381.06	438,416.34
	Hall Porters		
13	Employees - Hall Porters	540,407.55	
13	Uniforms	591.88	
13	Traveling expenses - Hall Porters	140.00	
13	Training	750.00	
13	Medical	185.00	
13	Supervision & Management on costs	8,356.19	
13	Communications and Computing	137.45	
13	Hygiene services	1,422.68	
			551,990.75
	Garchey Maintenance		
14	Employees - Garchey Operatives	108,002.32	
14	Repairs & Maintenance - Garchey Repairs	54,342.91	
14	Energy Costs	5,778.08	
14	Communications and computing	52.13	
14	Equipment	51.46	
14	Provisions	4.99	
14	Central Recharges - Premises Insurance	2,702.34	
			170,934.23
	Pest Control		
15	Cleaning and Domestic Supplies - Pest Control		11,018.72
	General Maintenance (Estate wide)		
16	Repairs & Maintenance - General Maintenance	47,603.82	
16	Printing and stationery	434.48	
			48,038.30
	Electrical Repairs Common Parts		
17	Repairs & Maintenance - Electrical Repairs Common Parts	47,935.76	
17	Computers and communication	900.00	
			48,835.76
	Electrical Repairs Exterior		
18	Repairs & Maintenance - Electrical Repairs Exterior		4,665.33
	General Repairs Common Parts		
19	Repairs & Maintenance - General Repairs Common Parts	90,350.30	
19	Equipment	340.00	
19	Refuse collection	25.00	
19	Furniture and fittings	1,615.00	
			92,330.30
	General Repairs Exterior		
20	Repairs & Maintenance - General Repairs Exterior	643,326.53	
20	Printing and stationery	54.00	
			643,380.53
21	Technical Services Division		125,328.44
	House Officer		
22	Employees	138,558.48	
22	Supervision & Management on costs	75,644.66	
			214,203.14
23	Supervision and Management Estate Wide	454,533.50	
23	Less costs charged direct	(122,212.75)	
23	Fees and Charges - Charges for Services (solicitor's enquiries and filming)	(12,077.87)	
23	Printing and stationery	2,888.88	
23	Consultants' fees	2,000.00	
			325,131.76
24	Supervision and Management Blocks		44,743.05
	Redecorations Programmes		
25	Repairs & Maintenance - Redecoration Contracts	181,224.30	

25	Reallocation of Technical Division Projects Costs	18,271.45	199,495.75
	Safety/Security - Repairs and Maintenance		
26	Repairs and Maintenance - Safety/Security	93,600.61	
26	Reallocation of Technical Division Projects Costs	8,004.74	101,605.35
	Water Supply		
27	Repairs and Maintenance - Special Works - Water testing and treatment of communal	14,067.00	
27	Reallocation of Technical Division Projects Costs	3,267.21	17,334.21
	Shakespeare /Cromwell Lobby		
28	Cromwell Tower lobby refurbishment	-9,385.60	
28	Reallocation of Technical Division Projects Costs	1,098.31	(8,287.29)
	Concrete Works		
29	Concrete works	226,107.45	
29	Reallocation of Technical Division Projects Costs	9,877.06	235,984.51
	Fire Pumps		
30	Fire Pumps		17,496.00
	RCD socket outlets		
31	RCD socket outlets		7,609.00
	Emergency lighting		
32	Emergency lighting		46,761.00
	Fan and ductwork cleaning		
33	Fan and ductwork cleaning		19,459.00
	Digital TV consultation		
34	Digital TV consultation	7,849.50	
34	Reallocation of Technical Division Projects Costs	2,451.46	10,300.96
	Electrical testing		
35	Electrical testing		6,486.00
	Water tank replacements		
36	Water tank replacements		0.00
N/C	Other charges		
	Other Charges	(1,229.24)	
	Petrol and oil	100.18	
	Rates	(1,446.22)	(2,575.28)
	Heating		
37	Energy Costs - Electricity	1,221,608.10	
38	Energy costs - gas	14,652.98	1,236,261.08
	TOTAL CHARGEABLE EXPENDITURE - GENERAL LEDGER		<u>6,589,100.03</u>
	Service Charges Long Lessees		(6,223,214.38)
	Service Charges Short Term Tenants		(346,108.05)
	TOTAL NET REVENUE EXPENDITURE		<u><u>19,777.60</u></u>

<u>Narration</u>	<u>Cross-Reference key</u>	<u>CBIS Actual</u>	<u>BEO Adjustment</u>	<u>Service Charge Schedule</u>
		£	£	£
Electricity (Common Parts and Lifts)	1	338,954.63	(2,825.16)	336,129.47
Lift Maintenance	2	313,050.94	3,269.61	316,320.55
Resident Housekeepers (Additional Pension)	3	237.76	0.00	237.76
Resident Engineers	4	325,921.87	17,473.42	343,395.29
Furniture & Fittings	5	5,778.71	0.00	5,778.71
Window Cleaning	6	164,910.04	(0.10)	164,909.94
Cleaning Materials including refuse sacks	7	18,473.33	0.00	18,473.33
Cleaning Equipment	8	4,478.96	0.00	4,478.96
Estate Cleaners	9	701,249.73	(22,410.57)	678,839.16
Additional Refuse Collection	10	0.00	12,786.17	12,786.17
Garden Maintenance	11	109,097.12	0.00	109,097.12
Car Park Attendants	12	438,416.34	(2,328.72)	436,087.62
Hall Porters	13	551,990.75	(16,164.29)	535,826.46
Garchey Maintenance	14	170,934.23	(1,522.82)	169,411.41
Pest Control	15	11,018.72	0.00	11,018.72
General Maintenance (Estate)	16	48,038.30	0.00	48,038.30
Electrical Repairs (Common Parts)	17	48,835.76	16,840.64	65,676.40
Electrical Repairs (Exterior)	18	4,665.33	(99.00)	4,566.33
General Repairs (Common Parts)	19	92,330.30	(10,600.00)	81,730.30
General Repairs (Exterior)	20	643,380.53	(91,845.69)	551,534.84
Technical Services	21	125,328.44	(15,161.87)	110,166.57
House Officer	22	214,203.14	0.00	214,203.14
Estate-Wide proportion of Supervision & Management costs	23	325,131.76	(40,667.76)	284,464.00
Directly attributed Supervision & Management costs	24	44,743.05	(0.00)	44,743.05
Redecorations	25	199,495.75	(1,203.15)	198,292.60
Safety/Security	26	101,605.35	(5,272.70)	96,332.65
Water Supply Works	27	17,334.21	(825.00)	16,509.21
Shakespeare / Cromwell Lobbies	28	(8,287.29)	4,138.00	(4,149.29)
Concrete Works	29	235,984.51	184,225.79	420,210.30
Fire Pumps	30	17,496.00	0.00	17,496.00
RCD socket outlets	31	7,609.00	0.00	7,609.00
Emergency lighting	32	46,761.00	0.00	46,761.00
Fan and ductwork cleaning	33	19,459.00	0.00	19,459.00
Digital TV consultation	34	10,300.96	(12.13)	10,288.83
Electrical testing	35	6,486.00	0.00	6,486.00
Water tank replacements	36	0.00	21,175.86	21,175.86
Heating - Electricity	37	1,221,608.10	(1,809.95)	1,219,798.15
Heating - Gas	38	14,652.98	(702.79)	13,950.19
Other charges	N/C	(2,575.28)	2,575.28	0.00
TOTAL		6,589,100.03	49,033.07	6,638,133.10

ADJUSTMENTS TO GENERAL LEDGER EXPENDITURE BY BARBICAN ESTATE OFFICE

Cross Reference Key	Item	£	Reasons for Adjustments
1	Electricity	(2,825.16)	Reallocation in respect of electricity consumption in basement office at BEO
2	Lift Maintenance	(630.37)	Reallocation to Landlords for non service charge account lifts
		3,899.98	reallocation in respect of Frobisher Crescent lift contracts
		3,269.61	
4	Resident Engineers	16,780.00	Reversal of adjustment for rent paid in advance
		441.42	Reversal adjustment for water rates paid in advance
		252.00	Adjustment in respect water rates
		17,473.42	
6	Window Cleaning	(0.10)	Rounding
		(0.10)	
9	Cleaners	(12,786.18)	Reallocated to additional refuse collection
		(8,410.00)	Adjustment in respect of overtime chargeable elsewhere
		(1,214.40)	Reallocated to Barbican Centre for cleaning of parts of Frobisher Crescent
		0.01	Rounding
		(22,410.57)	
10	Additional refuse collection	12,786.17	reallocation from cleaning costs for additional cleaning and refuse collection of individual blocks
		12,786.17	
12	Car Park Attendants	(2,328.72)	Reallocation to Hall Porters for security managers salary
		(2,328.72)	
13	Hall Porters	2,328.72	Reallocated from Car park Attendants for Security Manager's salary
		4,657.44	Reallocated from Car parking account for Security manager's salary
		0.01	Rounding
		(23,150.46)	Adjustment in respect of long term sick pay
		(16,164.29)	
14	Garchey Maintenance	(1,522.82)	Reallocated to non residential users
		(1,522.82)	
17	Electrical Repairs Common parts	16,950.00	Adjustment for year end creditor raised in error in 2010/11
		(109.36)	Not chargeable
		16,840.64	
		(99.00)	Miscoded order
18	Electrical repairs exterior	(99.00)	
		(99.00)	
		(10,600.00)	Reallocated to water tank replacements
19	General repairs Interior	(10,600.00)	

20	General Repairs Exterior	(171.13) (11,800.00) (5,750.00) (70,123.70) (4,000.86) <u>(91,845.69)</u>	Reduction respect of repairs chargeable to the Rectory Work carried out and charged in 2010/11 and not accrued for. Reallocated to Water tank replacements Reallocated to Concrete works project Reallocated to Water tank replacements
21	Technical Services	<u>(15,161.87)</u> (15,161.87)	Attributable to recalculaion of element chargeable to service charge
23	Supervision and Management	(40,214.45) (2.04) (451.27) <u>(40,667.76)</u>	Reallocated to Car park account. Rounding Adjustment to salaries following closure of accounts.
25	Redecorations	(0.02) (1,203.13) <u>(1,203.15)</u>	Rounding Reduction respect of cost chargeable to the Rectory
26	Safety and security	<u>(5,272.70)</u> (5,272.70)	Over s20 limit - not chargeable
27	Water supply works	<u>(825.00)</u> (825.00)	Reallocated to water tank replacements
28	Lobby Refurbishments	4,138.00 <u>4,138.00</u>	net effect of final charges
29	Concrete works	70,123.70 114,102.08 0.01 <u>184,225.79</u>	Reallocated from general repairs Year end creditor not raised Rounding
34	Digital Tv consultation	<u>(12.13)</u> (12.13)	Reduction respect of cost chargeable to the Rectory
36	Water tank replacements	825.00 10,600.00 9,750.86 <u>21,175.86</u>	Reallocated from water supply works Reallocated from general repairs interior Reallocated from general repairs exterior
37	Heating	<u>(1,809.95)</u> (1,809.95)	Reallocated for non service charge account properties
38	Heating (gas)	127.62 (830.41) <u>(702.79)</u>	Adjustment for year end creditor Deduction for Business Levy incorrectly charged
N/C	Other charges	2,575.28	Miscoded to SCA
	Total BEO Adjustment	<u><u>49,033.07</u></u>	

ACTUAL COST OF SERVICES 1.4.11- 31.3.12 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	ANDREWES HOUSE	BEN JONSON HOUSE	BRANDON MEWS	BRETON HOUSE	BRYER COURT	
1	Electricity (Common Parts and Lifts)	Actual	336,129	26,433	31,383	44	15,759	11,879
2	Lift Maintenance	Actual	316,321	37,731	13,263	0	10,049	6,475
3	Resident Housekeepers (Additional Pension)	E. wide lease %	238	17	21	3	7	3
4	Resident Engineers	E. wide lease %	343,395	24,582	30,209	3,818	10,416	4,421
5	Furniture & Fittings	Actual	5,779	0	0	0	0	0
6	Window Cleaning	Contract base	164,910	13,627	16,858	2,809	6,040	5,443
7	Cleaning Materials including refuse sacks	No of cleaners	18,473	2,111	1,775	144	888	432
8	Cleaning Equipment	No of cleaners	4,479	512	430	35	215	105
9	Estate Cleaners	No. cleaners	678,839	77,588	65,244	5,290	32,622	15,870
10	Additional Refuse Collection	No. cleaners	12,786	0	0	0	0	0
11	Garden Maintenance	E. wide lease %	109,097	7,810	9,597	1,213	3,309	1,404
12	Car Park Attendants	Terrace lease %	436,088	45,137	55,504	7,037	19,157	8,109
13	Hall Porters	Towers one third each plus individual costs	535,826	0	0	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	169,411	12,433	15,381	1,943	5,301	2,250
15	Pest Control	E. wide lease % plus individual block costs	11,019	789	969	123	334	142
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48,038	3,439	4,226	534	1,457	618
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65,676	7,307	2,393	464	3,185	4,505
18	Electrical Repairs (Exterior) (N1061111)	Actual	4,566	2,228	0	804	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	81,730	3,783	4,278	533	3,054	1,984
20	General Repairs (Exterior) (N1061113)	Actual	551,535	26,215	91,035	1,530	12,586	6,069
22	House Officer	E. wide lease %	214,203	15,334	18,843	2,382	6,497	2,758
	Sub-total of apportioned services		4,108,540	307,075	361,409	28,705	130,878	72,468
21	S & M Technical	Actual Time and No of repairs orders	110,167	7,985	13,631	1,115	3,709	2,186
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284,464	21,281	25,047	1,989	9,070	5,022
24	Directly attributed Supervision & Management costs	Actual Time	44,743	2,862	3,214	379	2,119	2,175
25	Redecorations	Actual	198,293	38,162	4,683	93	2,361	3,836
26	Safety/Security (aggregated with Water Supply Works as Health	Actual/E. wide lease%	96,333	4,020	13,709	6,204	7,895	2,441
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/E. wide lease %	16,509	1,410	2,130	697	935	185
28	Shakespeare/Cromwell Lobby	Actual	-4,149	0	0	0	0	0
29	Concrete works	Actual	420,210	0	0	0	0	0
30	Fire pumps	Actual	17,496	0	0	0	0	0
31	RCD sockets	Actual	7,609	0	3,844	0	1,697	0
32	Emergency Lighting	Actual	46,761	0	26,203	0	4,265	0
33	Fan and ductwork cleaning	Actual	19,459	0	0	0	0	0
34	Digital TV consultation	E. wide lease %	10,289	737	906	115	312	133
35	Electrical testing	Actual	6,486	0	3,522	0	0	0
36	Water tank replacements	Actual	21,176	0	0	4,826	2,200	0
37	Heating - Electricity	Actual	1,219,798	105,725	104,877	18,828	33,293	21,611
38	Heating - Gas	Actual	13,950	0	0	0	0	0
	Total Services & Heating		6,638,133	489,257	563,176	62,949	198,735	110,056

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.11- 31.3.12 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	BUNYAN COURT	CROMWELL TOWER	DEFOE HOUSE	FROBISHER CRESCENT	GILBERT HOUSE	
1	Electricity (Common Parts and Lifts)	Actual	336,129	10,739	34,233	29,421	0	11,753
2	Lift Maintenance	Actual	316,321	3,918	26,051	36,802	3,900	9,739
3	Resident Housekeepers (Additional Pension)	E. wide lease %	238	7	23	17	7	10
4	Resident Engineers	E. wide lease %	343,395	10,349	33,692	24,013	10,264	14,300
5	Furniture & Fittings	Actual	5,779	0	2,129	0	0	0
6	Window Cleaning	Contract base	164,910	7,094	12,475	11,309	9,007	4,495
7	Cleaning Materials including refuse sacks	No of cleaners	18,473	456	888	1,775	71	792
8	Cleaning Equipment	No of cleaners	4,479	111	215	430	17	192
9	Estate Cleaners	No. cleaners	678,839	16,752	32,622	65,244	2,592	29,095
10	Additional Refuse Collection	No. cleaners	12,786	317	4,300	0	1,214	0
11	Garden Maintenance	E. wide lease %	109,097	3,288	10,704	7,629	3,261	4,543
12	Car Park Attendants	Terrace lease %	436,088	19,006	0	44,078	18,932	26,295
13	Hall Porters	Towers one third each plus individual costs	535,826	0	178,609	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	169,411	5,267	17,149	12,223	0	7,280
15	Pest Control	E. wide lease % plus individual block costs	11,019	332	1,081	771	329	459
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48,038	1,448	4,713	3,359	1,436	2,001
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65,676	1,185	5,001	2,771	5,618	1,373
18	Electrical Repairs (Exterior) (N1061111)	Actual	4,566	0	128	0	0	50
19	General Repairs (Common Parts) (N1041113)	Actual	81,730	1,914	13,813	5,826	143	3,835
20	General Repairs (Exterior) (N1061113)	Actual	551,535	29,725	107,860	58,094	3,301	22,404
22	House Officer	E. wide lease %	214,203	6,455	21,016	14,979	6,403	8,920
	Sub-total of apportioned services		4,108,540	118,362	506,702	318,742	66,495	147,536
21	S & M Technical	Actual Time and No of repairs orders	110,167	4,616	7,911	8,643	1,475	5,145
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284,464	8,203	35,116	22,090	4,338	10,225
24	Directly attributed Supervision & Management costs	Actual Time	44,743	2,374	2,306	2,761	4,305	2,125
25	Redecorations	Actual	198,293	0	0	-166	0	-5,968
26	Safety/Security (aggregated with Water Supply Works as Health	Actual/E. wide lease%	96,333	2,433	9,428	5,789	2,359	940
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/E. wide lease %	16,509	727	1,307	1,611	128	685
28	Shakespeare/Cromwell Lobby	Actual	-4,149	0	-4,149	0	0	0
29	Concrete works	Actual	420,210	0	152,781	0	0	0
30	Fire pumps	Actual	17,496	0	0	0	0	0
31	RCD sockets	Actual	7,609	938	0	0	0	0
32	Emergency Lighting	Actual	46,761	6,068	0	0	0	0
33	Fan and ductwork cleaning	Actual	19,459	0	0	0	0	0
34	Digital TV consultation	E. wide lease %	10,289	310	1,011	720	308	429
35	Electrical testing	Actual	6,486	1,174	0	0	0	0
36	Water tank replacements	Actual	21,176	0	0	0	0	0
37	Heating - Electricity	Actual	1,219,798	39,371	100,891	110,864	0	57,306
38	Heating - Gas	Actual	13,950	0	0	0	13,950	0
	Total Services & Heating		6,638,133	184,577	813,303	471,054	93,358	218,422

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.11- 31.3.12 (LONG LESSEES)									
	ITEM	AMOUNT TO APPORTION	J.TRUNDLE COURT	L.JONES MEWS	LAUDERDALE TOWER	MILTON COURT	MOUNTJOY HOUSE	SEDDON HOUSE	
1	Electricity (Common Parts and Lifts)	Actual	336,129	20,126	211	27,568	0	8,964	12,158
2	Lift Maintenance	Actual	316,321	13,198	0	29,997	0	6,318	9,713
3	Resident Housekeepers (Additional Pension)	E. wide lease %	238	9	1	25	0	7	9
4	Resident Engineers	E. wide lease %	343,395	12,659	1,976	36,237	0	10,750	12,659
5	Furniture & Fittings	Actual	5,779	0	0	2,649	0	0	0
6	Window Cleaning	Contract base	164,910	6,110	983	12,014	0	4,495	4,495
7	Cleaning Materials including refuse sacks	No of cleaners	18,473	888	72	888	0	648	816
8	Cleaning Equipment	No of cleaners	4,479	215	17	215	0	157	198
9	Estate Cleaners	No. cleaners	678,839	32,622	2,645	32,622	0	23,805	29,977
10	Additional Refuse Collection	No. cleaners	12,786	0	0	5,733	0	0	0
11	Garden Maintenance	E. wide lease %	109,097	4,022	628	11,512	0	3,415	4,022
12	Car Park Attendants	Terrace lease %	436,088	23,231	3,607	0	0	19,762	23,231
13	Hall Porters	Towers one third each plus individual costs	535,826	0	0	178,609	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	169,411	6,444	1,006	18,445	0	5,472	6,444
15	Pest Control	E. wide lease % plus individual block costs	11,019	406	63	1,163	0	345	406
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48,038	1,771	276	5,069	0	1,504	1,771
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65,676	1,420	68	5,100	0	226	529
18	Electrical Repairs (Exterior) (N1061111)	Actual	4,566	149	0	0	0	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	81,730	4,141	3	12,135	0	3,427	2,223
20	General Repairs (Exterior) (N1061113)	Actual	551,535	11,514	358	61,016	0	10,475	22,688
22	House Officer	E. wide lease %	214,203	7,897	1,233	22,604	0	6,706	7,897
	Sub-total of apportioned services		4,108,540	146,821	13,148	463,602	0	106,478	139,235
21	S & M Technical	Actual Time and No of repairs orders	110,167	5,076	355	10,064	0	4,496	5,804
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284,464	10,175	911	32,129	0	7,379	9,649
24	Directly attributed Supervision & Management costs	Actual Time	44,743	2,278	205	2,647	0	2,240	2,427
25	Redecorations	Actual	198,293	0	63	28,713	0	28,211	23,722
26	Safety/Security (aggregated with Water Supply Works as Health	Actual/E.wide lease%	96,333	842	361	2,630	0	718	1,850
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/Ewide lease %	16,509	1,262	272	-669	0	537	508
28	Shakespeare/Cromwell Lobby	Actual	-4,149	0	0	0	0	0	0
29	Concrete works	Actual	420,210	0	0	116,941	0	0	0
30	Fire pumps	Actual	17,496	0	0	8,748	0	0	0
31	RCD sockets	Actual	7,609	1,130	0	0	0	0	0
32	Emergency Lighting	Actual	46,761	0	0	0	0	0	10,225
33	Fan and ductwork cleaning	Actual	19,459	0	0	0	0	0	0
34	Digital TV consultation	E. wide lease %	10,289	380	59	1,087	0	322	380
35	Electrical testing	Actual	6,486	1,790	0	0	0	0	0
36	Water tank replacements	Actual	21,176	0	0	8,400	0	0	0
37	Heating - Electricity	Actual	1,219,798	44,002	10,770	106,729	0	42,608	50,771
38	Heating - Gas	Actual	13,950	0	0	0	0	0	0
	Total Services & Heating		6,638,133	213,757	26,145	781,019	0	192,990	244,572

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.11- 31.3.12 (LONG LESSEES)								
ITEM		AMOUNT TO APPORTION	SHAKESPEARE TOWER	SPEED HOUSE	THOMAS MORE HOUSE	3-16 WALLSIDE	1-2 WALLSIDE & THE POSTERN	
1	Electricity (Common Parts and Lifts)	Actual	336,129	26,727	20,722	21,754	378	302
2	Lift Maintenance	Actual	316,321	31,495	26,709	35,157	0	0
3	Resident Housekeepers (Additional Pension)	E. wide lease %	238	25	10	14	3	3
4	Resident Engineers	E. wide lease %	343,395	36,069	15,138	20,228	4,696	3,744
5	Furniture & Fittings	Actual	5,779	1,001	0	0	0	0
6	Window Cleaning	Contract base	164,910	12,014	9,131	11,589	0	2,005
7	Cleaning Materials including refuse sacks	No of cleaners	18,473	888	1,440	1,775	0	96
8	Cleaning Equipment	No of cleaners	4,479	215	349	430	0	23
9	Estate Cleaners	No. cleaners	678,839	32,622	52,901	65,244	0	3,527
10	Additional Refuse Collection	No. cleaners	12,786	1,222	0	0	0	0
11	Garden Maintenance	E. wide lease %	109,097	11,459	4,809	6,427	1,492	1,189
12	Car Park Attendants	Terrace lease %	436,088	0	27,783	37,129	8,624	6,876
13	Hall Porters	Towers one third each plus individual costs	535,826	178,609	0	0	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	169,411	18,360	7,706	10,297	2,344	1,868
15	Pest Control	E. wide lease % plus individual block costs	11,019	1,157	486	649	151	120
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48,038	5,046	2,118	2,830	657	524
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65,676	4,633	7,911	3,856	1,938	324
18	Electrical Repairs (Exterior) (N1061111)	Actual	4,566	1,150	50	10	0	0
19	General Repairs (Common Parts) (N1041113)	Actual	81,730	7,395	2,528	3,014	0	676
20	General Repairs (Exterior) (N1061113)	Actual	551,535	23,573	17,174	22,174	0	1,418
22	House Officer	E. wide lease %	214,203	22,499	9,443	12,618	2,929	2,335
	Sub-total of apportioned services		4,108,540	416,160	206,405	255,195	23,211	25,030
21	S & M Technical	Actual Time and No of repairs orders	110,167	7,011	4,725	7,530	196	884
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284,464	28,841	14,305	17,686	1,609	1,735
24	Directly attributed Supervision & Management costs	Actual Time	44,743	2,597	2,151	2,626	0	210
25	Redecorations	Actual	198,293	439	-3,968	67,535	0	9,933
26	Safety/Security (aggregated with Water Supply Works as Health	Actual/E. wide lease%	96,333	8,894	17,254	4,399	189	1,274
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/E. wide lease %	16,509	1,481	994	1,161	58	606
28	Shakespeare/Cromwell Lobby	Actual	-4,149	0	0	0	0	0
29	Concrete works	Actual	420,210	150,489	0	0	0	0
30	Fire pumps	Actual	17,496	8,748	0	0	0	0
31	RCD sockets	Actual	7,609	0	0	0	0	0
32	Emergency Lighting	Actual	46,761	0	0	0	0	0
33	Fan and ductwork cleaning	Actual	19,459	0	0	0	0	0
34	Digital TV consultation	E. wide lease %	10,289	1,082	454	607	134	107
35	Electrical testing	Actual	6,486	0	0	0	0	0
36	Water tank replacements	Actual	21,176	0	5,750	0	0	0
37	Heating - Electricity	Actual	1,219,798	106,260	62,534	81,407	23,331	16,538
38	Heating - Gas	Actual	13,950	0	0	0	0	0
	Total Services & Heating		6,638,133	732,001	310,606	438,145	48,730	56,316

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

ACTUAL COST OF SERVICES 1.4.11- 31.3.12 (LONG LESSEES)					
	ITEM		AMOUNT TO APPORTION	WILLOUGHBY HOUSE	TOTALS CHARGED
1	Electricity (Common Parts and Lifts)	Actual	336,129	25,575	336,129
2	Lift Maintenance	Actual	316,321	15,804	316,321
3	Resident Housekeepers (Additional Pension)	E. wide lease %	238	16	238
4	Resident Engineers	E. wide lease %	343,395	23,176	343,395
5	Furniture & Fittings	Actual	5,779	0	5,779
6	Window Cleaning	Contract base	164,910	12,916	164,910
7	Cleaning Materials including refuse sacks	No. of cleaners	18,473	1,632	18,473
8	Cleaning Equipment	No. of cleaners	4,479	396	4,479
9	Estate Cleaners	No. cleaners	678,839	59,954	678,839
10	Additional Refuse Collection	No. cleaners	12,786	0	12,786
11	Garden Maintenance	E. wide lease %	109,097	7,363	109,097
12	Car Park Attendants	Terrace lease %	436,088	42,590	436,088
13	Hall Porters	Towers one third each plus individual costs	535,826	0	535,826
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for	E. wide lease %	169,411	11,798	169,411
15	Pest Control	E. wide lease % plus individual block costs	11,019	744	11,019
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48,038	3,242	48,038
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65,676	5,871	65,676
18	Electrical Repairs (Exterior) (N1061111)	Actual	4,566	0	4,566
19	General Repairs (Common Parts) (N1041113)	Actual	81,730	7,027	81,730
20	General Repairs (Exterior) (N1061113)	Actual	551,535	22,325	551,535
22	House Officer	E. wide lease %	214,203	14,456	214,203
	Sub-total of apportioned services		4,108,540	254,883	4,108,540
21	S & M Technical	Actual Time and No of repairs orders	110,167	7,608	110,167
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284,464	17,664	284,464
24	Directly attributed Supervision & Management costs	Actual Time	44,743	2,745	44,743
25	Redecorations	Actual	198,293	645	198,293
26	Safety/Security (aggregated with Water Supply Works as Health	Actual/E. wide lease%	96,333	2,704	96,333
27	Water Supply Works (aggregated with Safety/Security as Health	Actual/E. wide lease %	16,509	483	16,509
28	Shakespeare/Cromwell Lobby	Actual	-4,149	0	-4,149
29	Concrete works	Actual	420,210	0	420,210
30	Fire pumps	Actual	17,496	0	17,496
31	RCD sockets	Actual	7,609	0	7,609
32	Emergency Lighting	Actual	46,761	0	46,761
33	Fan and ductwork cleaning	Actual	19,459	19,459	19,459
34	Digital TV consultation	E. wide lease %	10,289	695	10,289
35	Electrical testing	Actual	6,486	0	6,486
36	Water tank replacements	Actual	21,176	0	21,176
37	Heating - Electricity	Actual	1,219,798	82,082	1,219,798
38	Heating - Gas	Actual	13,950	0	13,950
	Total Services & Heating		6,638,133	388,967	6,638,133

A - More detail can be found in the accompanying commentary which also includes a list of estatewide and terrace block percentages.

B - The cost of recurrent items (excluding heating and Technical Services) to each block relative to the estate as a whole.

CROSS REF. KEY	ITEM	MAIN BASIS OF ATTRIBUTION (A)	ACTUAL 2010/11	ACTUAL 2011/12	Variance Last Year %	ESTIMATE 2011/12	ESTIMATE 2012/13
1	Electricity (Common Parts and Lifts)	Actual	321,998	336,129	4.39%	316,624	376,715
2	Lift Maintenance	Actual	295,808	316,321	6.93%	314,294	312,084
3	Resident Housekeepers (Additional Pen	E. wide lease %	233	238	2.04%	310	0
4	Resident Engineers	E. wide lease %	315,809	343,395	8.74%	245,421	250,918
5	Furniture & Fittings	Actual	25,947	5,779	(77.73%)	22,400	22,000
6	Window Cleaning	Contract base	146,810	164,910	12.33%	152,989	170,922
7	Cleaning Materials including refuse sack	No. cleaners	23,481	18,473	(21.33%)	33,029	28,603
8	Cleaning Equipment	No. cleaners	7,253	4,479	(38.25%)	21,099	21,700
9	Estate Cleaners	No. cleaners	719,747	678,839	(5.68%)	721,379	715,838
10	Additional Refuse Collection	No. cleaners	10,808	12,786	18.30%	10,808	11,572
11	Garden Maintenance	E. wide lease %	111,715	109,097	(2.34%)	115,004	120,000
12	Car Park Attendants	Terrace lease %	418,778	436,088	4.13%	410,296	430,796
13	Hall Porters	Towers one third each plus individual costs	527,322	535,826	1.61%	504,036	549,114
14	Garchey Maintenance	E. wide lease %	176,932	169,411	(4.25%)	221,500	220,089
15	Pest Control	E. wide lease % + individual block costs	10,854	11,019	1.52%	10,201	10,000
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	99,412	48,038	(51.68%)	139,052	120,029
17	Electrical Repairs (Common Parts)	Actual	114,924	65,676	(42.85%)	61,201	89,515
18	Electrical Repairs (Exterior)	Actual	2,151	4,566	112.29%	3,139	2,227
19	General Repairs (Common Parts)	Actual	113,344	81,730	(27.89%)	188,366	160,769
20	General Repairs (Exterior)	Actual	460,707	551,535	19.71%	479,452	570,615
22	House Officer	E. wide lease %	219,209	214,203	(2.28%)	215,397	215,339
	Sub Total - Basis for apportionment of estate wide Supervision and Management Costs		4,123,242	4,108,540	(0.36%)	4,185,997	4,398,845
21	S&M technical	No of repairs orders	129,704	110,167	(15.06%)	74,752	79,753
23	Estate-Wide Supervision & Managemen	Ratio	332,588	284,464	(14.47%)	494,159	417,227
24	Directly attributed Supervision & Manag	Actual time	76,712	44,743	(41.67%)	inc above	inc above
25	Redecorations	Actual	207,702	198,293	(4.53%)	297,001	206,782
26	Safety/Security (included in general rep	Actual/E. wide lease %	84,360	96,333	14.19%	inc in repairs	inc in repairs
27	Water Supply Works(included in genera	Actual/E. wide lease %	19,652	16,509	(15.99%)	inc in repairs	inc in repairs
28	Shakespeare /Cromwell Lobby	Actual	207,620	-4,149		0	0
29	Concrete works	Actual	0	420,210		0	329,040
30	Fire pumps	Actual	0	17,496		20,000	0
31	RCD sockets	Actual	0	7,609		0	20,900
32	Emergency Lighting	Actual	0	46,761		35,000	38,500
33	Fan and ductwork cleaning	Actual	0	19,459		90,000	102,300
34	Digital TV consultation	Actual	0	10,289		0	0
35	Electrical testing	Actual	0	6,486		0	0
36	Water tank replacements	Actual	35,975	21,176		449,700	0
	Filming payments	Actual	-1,100			0	0
	Total Services		5,216,455	5,404,385		5,646,609	5,593,347
37	Heating - Electricity	Actual	1,497,479	1,219,798		1,539,561	1,588,874
38	Heating - Gas	Actual		13,950			
	Total Services & Heating		6,713,934	6,638,133		7,186,170	7,182,221

Cross ref key	ITEM	MAIN BASIS OF ATTRIBUTION (A)	AMOUNT TO APPORTION	ANDREWES HOUSE £	Type 21 £
1	Electricity (Common Parts and Lifts)	Actual	336129.47	26433	143
2	Lift Maintenance	Actual	316320.55	37731	204
3	Resident Housekeepers (Additional Pension)	E. wide lease %	237.76	17	0
4	Resident Engineers	E. wide lease %	343395.29	24582	133
5	Furniture & Fittings	Actual	5778.71	0	0
6	Window Cleaning	Contract base	164909.94	13627	74
7	Cleaning Materials including refuse sacks	No of cleaners	18473.33	2111	11
8	Cleaning Equipment	No of cleaners	4478.96	512	3
9	Estate Cleaners	No. cleaners	678839.16	77588	419
10	Additional Refuse Collection	No. cleaners	12786.17	0	0
11	Garden Maintenance	E. wide lease %	109097.12	7810	42
12	Car Park Attendants	Terrace lease %	436087.62	45137	244
13	Hall Porters	Towers one third each plus individual costs	535826.46	0	0
14	Garchey Maintenance (Andrewes & Wallside/Postern reduced for charges elsewhere)	E. wide lease %	169411.41	12433	67
15	Pest Control	E. wide lease % plus individual block costs	11018.72	789	4
16	General Maintenance (Estate)	E. wide lease % and no of repairs orders	48038.30	3439	19
17	Electrical Repairs (Common Parts) (N1041111)	Actual	65676.40	7307	39
18	Electrical Repairs (Exterior) (N1061111)	Actual	4566.33	2228	12
19	General Repairs (Common Parts) (N1041113)	Actual	81730.30	3783	20
20	General Repairs (Exterior) (N1061113)	Actual	551534.84	26215	142
22	House Officer	E. wide lease %	214203.14	15334	83
	Sub-total of apportioned services		4108539.97	307075	1658
21	S & M Technical	Actual Time and No of repairs orders	110166.57	7985	43
23	Estate-Wide proportion of Supervision & Management costs	Ratio see B below	284464.00	21281	115
24	Directly attributed Supervision & Management costs	Actual Time	44743.05	2862	15
25	Redecorations	Actual	198292.60	38162	206
26	Safety/Security (aggregated with Water Supply Works as Health/Safety/Security)	Actual/E.wide lease%	96332.65	4020	22
27	Water Supply Works (aggregated with Safety/Security as Health/Safety/Security)	Actual/Ewide lease %	16509.21	1410	8
28	Shakespeare/Cromwell Lobby	Actual	-4149.29	0	0
29	Concrete works	Actual	420210.30	0	0
30	Fire pumps	Actual	17496.00	0	0
31	RCD sockets	Actual	7609.00	0	0
32	Emergency Lighting	Actual	46761.00	0	0
33	Fan and ductwork cleaning	Actual	19459.00	0	0
34	Digital TV consultation	E. wide lease %	10288.83	737	4
35	Electrical testing	Actual	6486.00	0	0
36	Water tank replacements	Actual	21175.86	0	0
37	Heating - Electricity	Actual	1219798.15	105725	571
38	Heating - Gas	Actual	13950.19	0	0
	Total Services & Heating		6638133.09	489257	2642

Agenda Item 7

Committee:	Date(s):	Item no.
Residents' Consultation Committee	10 September 2012	
Barbican Residential Committee	24 September 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. Key Performance Indicators, Statistics - see appendix 12. Stores3. Temporary Car Parking4. BEO Organisational Structure – see appendix 4 <p>Built Environment</p> <ol style="list-style-type: none">5. Barbican Area Street Scene Enhancement Strategy <p>Open Spaces Department</p> <ol style="list-style-type: none">6. Open Spaces Update <p>Technical Services Division – see appendix 2</p> <ol style="list-style-type: none">7. Redecorations8. Roof apportionments9. Beech Gardens Podium Works10. Asset Maintenance Plan11. Concrete Testing12. Asbestos in Meter Cupboards13. Remedial Works to Cold Water Storage Tanks		

14. Water Pressure to Tower Blocks
 15. Public lift availability
 16. Upgrade of the Barbican Television Network
- City Surveyors Department – see appendix 3**
17. Barbican Occupiers Users Group
 18. Crossrail
 19. Barbican Arts Centre Cinema Relocation

Fringe developments

20. Frobisher Crescent
21. Milton Court Redevelopment
22. Moorgate Telephone Exchange
23. St Alphage House
24. Roman House
25. Public Lifts serving the Barbican Estate
26. 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 May/June 2012. This report also provides updates on other issues on the estate.

Barbican Estate Office Issues

1. Key Performance Indicators, Statistics

Appendix 1 includes a list of pending committee reports, Key Performance Indicators and statistics on Car Parking, Baggage Stores and Bicycle Stores.

2. Stores

The BEO is progressing the procurement of 50 new transportable baggage stores and 50 new bicycle lockers. The BEO is also liaising with Officers in the Department of Built Environment and TFL regarding the possibility of funding for Barbican residential bicycle storage schemes in the car parks.

3. Temporary Car Parking

Following discussions with Officers in the IS Department the possibility of a mobile telephone payment system for temporary car parking is being progressed.

4. BEO Organisational Structure - see appendix4.

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:

5. 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 at the

beginning of 2013, 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 for Ben Jonson Highwalk is programmed for October 2012, subject to confirmation of manufacture programme, whilst the restoration of brickwork and planting proposals for this area will be progressed at a later date after the Barbican Estate Office carries out investigative drainage works on the Highwalks. Lighting improvements to the Ben Jonson Highwalk are expected in Autumn 2012.

The installation of the replacement seating for St Giles Terrace is also expected in October 2012, subject to confirmation of manufacture programme, with lighting improvements to this area expected in Autumn 2012.

The detailed options appraisal for the Silk Street project is due to be put before Committee in Autumn 2012. Consultation with relevant stakeholders has commenced and will continue as the project progresses to the detailed design stage.

The Highway Works Detailed Design report was approved at the Streets and Walkways Committee in April 2012. The works are in the direct vicinity of the site on Milton Street, Silk Street and Moor Lane. Footways will be repaved, granite feature junctions will be installed and the highway resurfaced. Works will be done in phases beginning on site in October 2012 and are programmed to finish in March 2013. Residents will be informed of the works programme and road closures prior to minimise disruption. For further information on these works, please contact Bronwyn Claridge on 020 7332 1208 or bronwyn.claridge@cityoflondon.gov.uk

6. Open Spaces

From the end of September, the programme of seasonal pruning works will commence throughout the gardens. The planting areas in the lakes will be cut back (in accordance with standard management practice) during November as the summer foliage dies back. This will help reduce the nutrients from this year's growth leaching back into the water as the plants

naturally decay.

The Barbican Estate Office instructed Open Spaces to tidy up the Beech Gardens area. This area had been taken out of their contract in anticipation of work starting. With the delays to the project, the area had begun to look overgrown with weeds. This has all now been cleared of weeds and generally tidied up.

Background Papers:

Minutes of the Barbican Residential Committee 28 May 2012.

Minutes of Residents' Consultation Committee 11 June 2012.

Joy Hollister

Director of Community and Children's Services

Contact Name	Michael Bennett, Barbican Estate Manager
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Appendix 1
Summary of Key Performance Indicators April to June 2012

National Standard	PI No	Title of Indicator	Actual 2011/12	Good to be	TARGET 2012/13	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	76%	↑	100%	67%				☹	Of the 21 that missed target. 2 refer to Leasehold Extensions and 15 refer to Landlords Approval for alterations which state there is a 4 to 6 week turnaround. Cover letter review by BEO
	H5	Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	92%	↑	100%	95%				☹	
	H6	To resolve written complaints satisfactorily within 14 days	92%	↑	100%	100%				☺	
	H8	Estate inspections to be carried out with residents as per agreed frequencies	95%	↑	100%	100%				☺	
	H9	Ensure all public information is in an accessible format (font size/colour/background etc)	100%	↑	100%	100%				☺	
Home	H13	% 'Urgent' repairs (complete within 24 hours)	95%	↑	90%	96%				☺	
	H14	% 'Intermediate' repairs (complete within 3 working days)	98%	↑	95%	99%				☺	
	H15	% 'Non-urgent' repairs (complete within 5 working days)	92%	↑	90%	94%				☺	
	H16	% 'Low priority' repairs (complete within 20 working days)	90%	↑	90%	94%				☺	

Neighbourhood and Community Standard	H24	% Overall Resident satisfaction of completed Major Works Projects (£50k+)	93%	↑	90%	96%				😊
	H43	% Resident satisfaction with estate cleaning standards	96%	↑	90%	97%				😊
	H45	No of reported incidents of antisocial behaviour	77	↓	No Target	55				😊
Value For Money	H61	% Payment of undisputed invoices within 30 days	92%	↑	100%	94.5%				☹️
	H62	To reduce commercial rent arrears to under 2% of annual debit	1.88%	↓	<2%	1.9%				😊

Other Information requested by the Residents Consultation Committee –

Baggage Stores at August 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
1172 (1178)	70 (70)	10 (4)	5 (4)	2 2	2 (3)	5 2	1266 (1266)	32 (*67/ 19)

The unlettable stores are due to flooding and leaking of stores which are being reviewed.

*NB: The figure of 67/19 days as the previous void time denotes two averages. The figure of 67 takes into account 3 previously unlettable stores which had been void for prolonged periods of time before being put back into circulation and rectified. The figure of 19 denotes the previous 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
67 (53)	39 (37)	39 (32)	3 (3)	148 (125)

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

Bicycle Stores

Let Stores	Vacant Stores	Waiting List	Total Stores
99 (100)	1 (0)	31 (21)	100

BARBICAN ESTATE - CAR PARKING BAYS AS AT AUGUST 2012

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (May 2012)
SOLD	16	3	1	10	34	8	22	11	5	45	155	155
RESIDENTIAL	91	80	81	56	118	54	73	94	85	5	737	740
COMMERCIAL	2	21	5	0	0	54	0	0	3	3	88	88
VACANT	26	135	122	26	8	39	10	45	61	56	528	525
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

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.

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

Agenda Plan 2012

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report	Michael Bennett	26 Nov	10 Dec
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		

7. Redecorations

2012/13 Programme

Post tender consultation has been completed and a programme of work is being agreed for the following blocks.

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

Following an internal review of our quality control system which has been used in other redecoration projects, we are changing our quality management approach to ensure that the quality of decoration and workmanship is of a high standard and fully meets the specification of agreed works. Amongst other measures we will be implementing an initial phase of works and to agree with residents a sample area of redecoration so that there is an agreed quality standard which will become the benchmark before the remainder of the main works commence. There will be review points during the works and a formal process for residents to raise issues or concerns during works, so that these can be addressed quickly and with minimum disruption.

8. 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	Nov 2012
Breton House	Final account checks to be carried out followed by provisional final apportionment.	Oct 2012	Nov 2012
Ben Jonson House	Final account checks to be carried out followed by provisional final apportionment.	Oct 2012	Nov 2012
John Trundle/ Bunyan Court	Final Apportionment to be carried out. Passed to Working Party Aug 2010	N/A	Nov 2012
Shakespeare Tower	Final Apportionment to be carried out. Passed to Working Party Dec 2009	N/A	Nov 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.

9. Beech Gardens Podium Works

Unfortunately due to circumstances beyond our control it was necessary for us to re-tender the work for the removal of the soft landscaping. Tenders were returned on 22 August 2012 and at the time of this report, tenders were

being evaluated. We therefore anticipate that this work will now commence towards the latter part of September, with a 12 week schedule of works.

However, now that the commencement date for the removal of the soft landscaping has been further delayed, arrangements have been made to tidy the garden areas to improve the site and make as much of the area available for everyone's continued enjoyment.

Open Drain sites

We are pleased to confirm that this work is complete for the drain sites on the walkways and this has made a significant improvement to the area from both an aesthetic and health and safety perspective.

Main Contract for Waterproofing works

The City's project sub-committee have requested that some additional work be completed to the draft works specification to ensure that the best solution is obtained and this work is currently progressing.

Drop in Sessions

The following four 'drop in' sessions were organised for residents to attend where officers leading the project were available to provide further detailed information. These took place on 21st August and 4th September at the Barbican Estate Office.

10. Asset Maintenance Plan

A meeting took place on 24th August with the software supplier. This was an initial scoping meeting to discuss the resources and information required to implement and populate the software. Once timescales have been agreed and implementation has started the Asset Management Working Party will attend a demonstration of the live system.

11. Concrete Testing

A report is to be presented to the Barbican Residential Committee on the resolution from the Grand Court of Ward Mote (Court of Common Council 19th April 2012) which 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.

Although the report is being presented in the first instance to the main BRC, members of the RCC will be sent a copy of the final report at the same time as it is sent to BRC members. This will give RCC members the opportunity to provide comments on the report which will be tabled prior to it being received by the Grand Committee. RCC members are welcome to attend the BRC or to have a spokesperson attend to convey comments and questions on the report.

12. Asbestos in Meter Cupboards

The government has set a target that by 2019 all homes will have a smart meter for their electricity supply. A number of residents have had contact from EDF regarding changing their meter. In certain blocks, where the meter is contained in the cupboard next to the entrance door of the flat, the board on which the meter is secured may contain asbestos.

Whilst these areas form part of the demise of the flat and are therefore the responsibility of the leaseholder, we are liaising with EDF to work out a programme of replacement and removal of the asbestos at EDF's own expense.

13. Remedial Works to Cold Water Storage Tanks

Remedial works to cold water storage tanks was programmed to take place in 2011/12 and statutory consultation letters were sent to the affected blocks. However, due to resources and other priorities, this work has been delayed. Letters have been sent to the blocks who received the statutory consultation letter updating them on the current position.

14. Water Pressure to Tower Blocks

Following complaints of low water pressure on the lower floors of the tower blocks, discussions took place with Thames Water to determine if the pressure was being reduced. Monitoring by Thames Water was carried out and it showed that they were not only providing pressure over and above their statutory obligation but it also showed that the pressure was sufficient to provide mains water above the 5th floor of each block.

Although there have been no recent reports from residents that the pressure has dropped, we will continue to monitor the situation.

15. Public Lift Availability

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

Lift	From April 2011 to March 2012	From April 2012 to June 2012
Wood Street	97.77%	99.6%
Little Britain	93.83%	90.6%
West Pavilion	99.12%	100%
East Pavilion	99.48%	100%
Turret	99.98%	100%
Moor Lane	98.70%	99.83%
Gilbert House	99.99%	100%

Little Britain lift was put out of service following exceptionally heavy rains which flooded the lift pit. This in turn resulted in a series of failures over the following weeks as water affected equipment continued to fail.

As part of the Corporate Procure and Procure to Pay project (PP2P) the monitoring of the public lifts outside of the Barbican Estate will revert to the City Surveyor. An update on the position is provided in the City Surveyors section in Appendix 3. The maintenance of these lifts is with Apex Lifts and the following enhancements will be in place:

- City Surveyor's Service Desk will monitor these lifts constantly from 0800hrs to 1800hrs.
- The monitoring software (CMS) will be provided to Apex Lifts so that they can be monitored 365 days per year.
- Lift trapping alarms will go direct to Charter Security who are familiar with dealing with lift trappings on a daily basis

Future performance of these lifts will now be contained in the update report from City Surveyors.

16. Upgrade of the Barbican Television Network

A special meeting of the RCC took place on 11th July 2012. The Head of Terms was approved and this has been issued to VFM.

Further meetings with VFM will take place to agree the main terms of the license and to agree the design of the system. The following residents agreed to be members of the Television Working Party and will be involved in agreeing the main terms of the license and its review during the license period.

- Randall Anderson (Chairman) – Shakespeare Tower
- John Tomlinson – Cromwell Tower
- Matt Collins – Defoe House
- Matt Williams – Frobisher Crescent
- Ian Posner – Gilbert House
- James Burge – Frobisher Crescent
- Bruce Badger – Ben Jonson House
- Jane Smith - Seddon House
- Tim Macer – Willoughby House

City Surveyors Department Issues

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

17. Barbican Occupiers Users Group

The Barbican Occupiers Group met on 16 July and the Assistant Director of the Built Environment gave a PowerPoint presentation on the Barbican Area Street Scene Enhancement Strategy for Silk Street/Beech Street. The proposed scheme is in its final process before going to Members in the Autumn and involves public and statutory consultation.

A section of the irrigation pipework feeding the podium planters was affixed to the soffit of Exhibition Hall 1 directly above the new cinema auditorium (which is constructed of plasterboard). It was recognised that the risk of any water services/leaks in this vicinity could be potentially disastrous to the new facility so the pipework has been removed.

Options for re-instatement are being considered.

18. Crossrail

Progress of work on the site has continued with the removal of piles from the demolished building (this has proved more difficult than envisaged), rerouting of a large diameter sewer and preparation of temporary works (pile guide walls and excavation) for the future oversite development (OSD) piles. Drilling of TaMs (subsidence protection) is also taking place in the Moor House basement area in preparation for compensation grouting in advance of the construction of the Liverpool Street platform tunnels.

This work will continue and there will be similar disruptions in the area for the next few years until the station opens in 2018.

Crossrail have recently been directly discussing with Residents and City officers the Moorgate access to the Highwalk. There have been expressions of concern over security and safety, especially in the evening. Crossrail have upgraded the lighting, added mirrors and have refaced the blue hoardings with 'ivy' print with white panels above this. The Barbican Association were not satisfied with this and Crossrail have further agreed to add a further mirror, replace the ivy print with white panels, add CCTV. In addition the area will be include their site out of hours security patrol. The contractor is also looking at

straightening out a couple of sections of the hoardings to eliminate 'dark corners'.

There are still some management issues concerning the escalators and ponding of the Highwalk which are being addressed.

The next Crossrail detailed presentation to the Barbican Residents' Forum is scheduled for October.

19. Barbican Arts Centre Cinema Relocation

The contract for the Barbican Cinema Scheme has been let to ISG plc. Works commenced January 2012 and is due to be complete in September.

Fringe Redevelopments

20. Frobisher Crescent

The 3 units retained by the City are currently being sound proofed and the marketing of the flats 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 has been fully reviewed by the developer and he has responded to the Frobisher Crescent house representative confirming that the system is now fully functional following the teething problems experienced.

An independent firm of consulting engineers have been appointed to give the City their view of the installed heating system – they have raised some questions with the developer and the developer's responses are currently being considered.

21. Milton Court Redevelopment

Work progress remains on schedule – a 137 week construction period with practical completion due first quarter 2013. Fitting out works for the school have commenced.

22. Moorgate Telephone Exchange

This site was sold to a vehicle owned by MGPA and CarVal managed funds. MGPA and Quadrant are the development manager. Demolition is almost complete. Construction of a new building is likely to start at the end of September. Skanska are to be the contractor.

23. St Alphage House

Planning Permission granted at the end of August 2011. Hammerson assigned their Option Agreement to Brookfield (Canadian Developers) who simultaneously exercised the option and purchased the site in early July. Brookfield are currently considering when they are likely to commence the development. Decisions on this are likely to be made in the Autumn.

24. 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. It is understood that Berkeley Homes is likely to start the conversion works in September.

25. Public Lifts Serving the Barbican Estate

Lift Alarms and Monitoring

Under the Procurement and Procure to Pay (PP2P) initiative the City has amalgamated its lift maintenance into one contract with a single supplier, Apex. The contract covers 367 lifts and cradles and includes the six public lifts on and around the Barbican Estate. The Contract does not include any service chargeable Estate lifts.

In order to take advantage of this centralisation the following changes are proposed for the six public lifts:-

Lift Alarms

Existing arrangement

The lift alarm calls go to the Barbican Tower Lobby Porters. They call the Duty Manager who then calls out Apex to affect the release.

Proposed arrangement

The calls will go to a dedicated 24/7/365 call centre. This call centre will then call out Apex and alert the Barbican Tower Lobby Porters.

The proposed arrangement only has two steps instead of three, gives better resilience and reduces the risk of errors.

EMU's (Elevator Measuring Units)

Existing arrangement

When a public lift stops working its EMU sends a signal to Housing Services who then call out the lift maintenance contractor.

Proposed arrangement

These signals will go direct to Apex (24/7/365) copied to the City Surveyor's Property Service Desk (08:00 to 18:00 Mon – Fri) as well as to the Barbican Estate. It is considered that the service will be improved especially out of hours because of the directness of the arrangement.

The inclusion of the City Surveyor's Property Service Desk provides more resilience.

These changes will introduce standardisation across the City's portfolio of lifts.

Moorgate escalator performance

On the 17th May 2012 electrical wiring and equipment was stripped out from an adjacent empty building which provided the power supply for the escalators. Due to the difficulty of reinstatement a new alternative supply was taken from an adjacent empty shop unit. Following negotiations and agreement with the shop owner, cabling alterations and new metering the escalators were reinstated to service on the 13th June.

Moorgate escalator hoardings erected by Crossrail

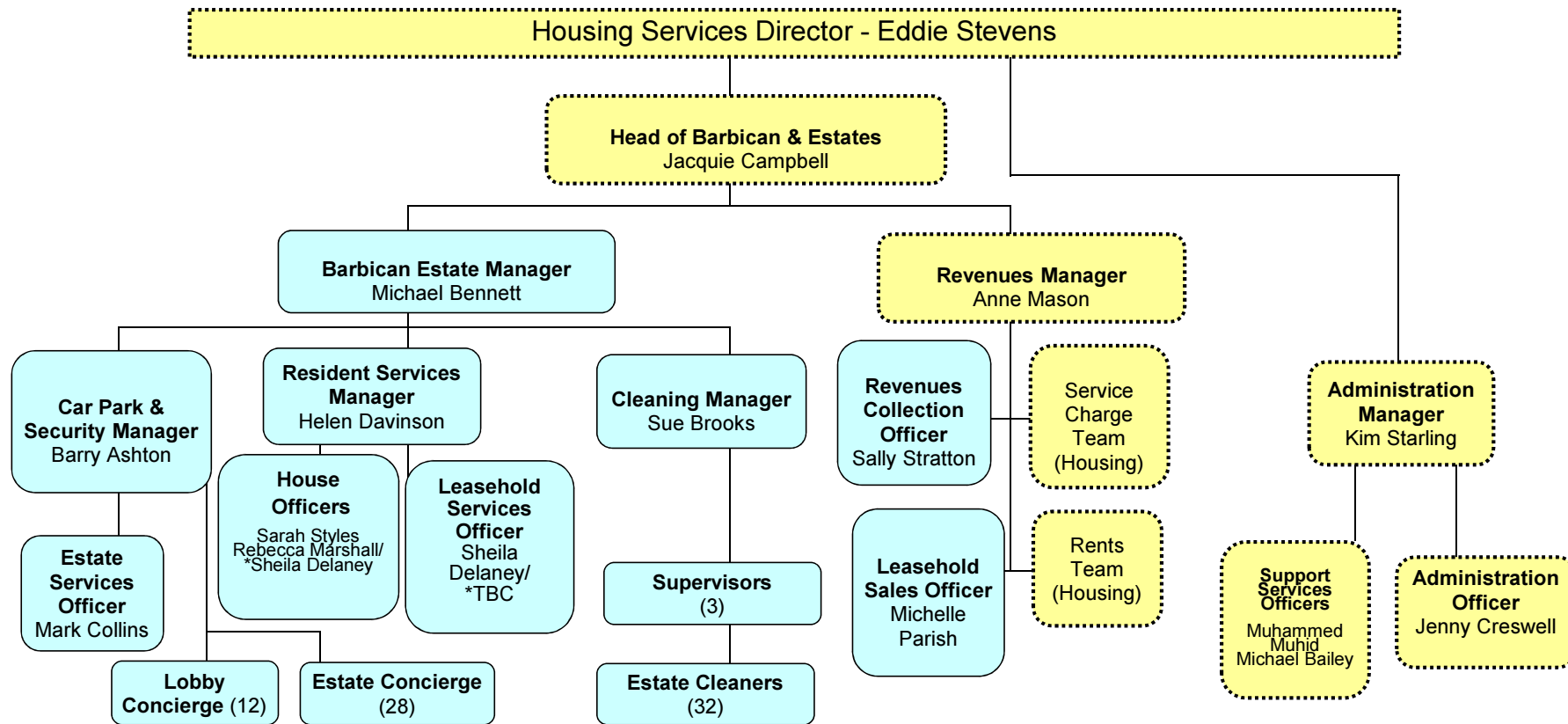
Crossrail have now agreed to paint the hoardings white, to provide CCTV cameras, to install an additional mirror and to increase security patrols to this poorly lit, vulnerable area.

26. YMCA

Pre-marketing investigations are underway and marketing terms presently being considered for imminent marketing exercise.

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Appendix 4
Barbican Estate Office Organisational Structure October 2012



The posts outlined in dots work either directly for Housing or across Housing Services and are costed or part costed to the Housing Department with end of year transfers to/or from Barbican Estate budgets

* For secondment period

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Agenda Item 8

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 10 September 2012 24 September 2012	Item no.
Subject: Service Level Agreements Quarterly Review April - June 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 April to June 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>		

Background

1. This report covers the review of the quarter for April to June 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 April to June.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent Service Level Agreement Working Party

review meeting in July and any new comments from the residents Working Party, House Officers, surveys, House Group meetings and complaints are incorporated into the April to June 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 March 2012 have been carried forward to this current quarterly review. The House Officers as residents' champions determine whether the issue has been dealt with and completed.
5. All of the resolved issues to March 2012 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 July to September 2012 will take place in October 2012 and details of this review will be presented at the November/December 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: Quarterly reports to committee from 2005.

Joy Hollister

Director of Community and Children's Services

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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>	
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.	BEO reviewed and now implemented new procedures from July 2012 - see KPI comment - to improve this KPI.		
148	Oct-Dec 2011	Method to be established to improve communication of any public areas/ podium works to residents.	Methods are currently being reviewed by BEO with TS.		
154*	April - June 2012	Can the BEO provide notices estatewide on service issues such as the escalator outage?			
155*	April - June 2012	To possibly trial a Drop-In Session at the BEO in the evening, hosted by the House Officers?			
		SLA Service Level Agreement	CGM City Gardens Manager		
		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			
		COG Core Operational Group - Barbican Estate Manager, Resident Services Manager & House Officers and Officers from Technical Services			
		BOG Barbican Operating Group - Barbican Estate Manager, Head of Property Services and Officers from TS			
		New comments & and any changes highlighted by * in the numbered column			
		Blank sections are the most recent quarterly comments, and they will be responded to for next SLA action plan			

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
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 car park. Cleaning manager devising action plan for improvement. Much improved April to June.	✓
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.	
127*	April - June	Concierge - issues with staff not being at their box for long periods.		
128*	April - June	Tower lobbies - fire inspection now completed with follow up inspections. Items now removed.	For comment only.	✓
129*	April - June	Podium - slippy in some areas with severe wet weather.		
130*	April - June	Bin areas need more focus.		
131*	April - June	New Cleaning Supervisor has now started.	For comment only.	✓

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.	Still remains an issue June 2012.	
148*	Oct-Dec 2011	Repairs and Maintenance contract - new contract due to commence April 2012 for 1 year with option to extend for 6 month period (depending on contractor).	Expected starting date August 2012.	✓
152*	April-June 2012	Two new Repairs Coordinators (Housing and BEO) start work in July.	For comment only.	✓
153*	April-June 2012	On receipt of leak investigation reports the follow up remedial works orders are sometimes missed and updates for the Orchard repairs system not always added.		
154*	April-June 2012	TS need to prioritise work for contractors such as balcony linings where there is only a single contractor who can carry out a particular trade and the work is weather dependent.		
155*	July-Sept 2012	Communication plan required in the event of lift breakdowns so that the BEO are made aware and can keep residents updated on progress with repairs.		

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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 subject to consent.	
92*	Oct-Dec 2011	Resident surveys following major works - such as redecoration projects to be emailed to residents to improve response rates and feedback.	BEO to liaise with TS to arrange once the 2011/12 projects are complete. Now complete.	✓
94*	Jan-March 2012	Concrete survey - are other blocks to be tested?	The programme of concrete testing will be expanded to the terrace blocks later in 2012.	
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?	To be confirmed	
96*	Jan-March 2012	What is being done to ensure that issues which came up in past redecoration projects do not re-occur?	Meeting held between TS and HO's to review the redecoration process. Feedback to be passed to the Head of TS to consider.	✓
98*	April-June 2012	Asbestos records for the common parts and the COL flats needs to be properly catalogued.	Now complete.	✓

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

	<u>REVIEW PERIOD</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
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.	Now over.	✓
123*	Apr - Jun 12	How often does supervisor inspect?	Supervisor should spend 1.75 hours per week on Barbican Issues. Should inspect weekly. To inspect with HOs in the future?	
124*	Apr - Jun 12	Watering of new bed in TML not happening.	Now completed.	✓
125*	Apr - Jun 12	Weeding of lake now required.	Now completed.	✓
126*	Apr - Jun 12	Irrigation under BJH has been cut off by cinema project.		

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Agenda Item 9

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 10 September 2012 24 September 2012	Item no.
Subject: Progress of Sales & Lettings		
Report of: Director of Community and Children's Services	Public	
<p style="text-align: center;"><u>Executive Summary</u></p> <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.

Case No	Type	Floor	Rent Per Annum	Tenancy commenced/ expired	Reason for Surrender	Date of Surrender
1	23 (1 bed)	7th	£16,650	25/03/11 24/03/14	Deceased	31/05/12

2	1B (4 bed)	32nd	£29,400	18/12/09 17/12/12	None given	06/06/12
3	F2A (bedsit)	4th	£11,660	27/10/10 26/10/13	None given	28/09/12
4	F1A (bedsit)	6th	£9,900	30/11/10 29/11/13	None given	18/10/12

RIGHT TO BUY

3.

	29 August 2012	4 May 2012
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.

	29 August 2012	4 May 2012
Sales Completed	826	822
Market Value	£127,347,262.87	£124,854,262.50

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.
7. A 999 year lease has been completed with the sum of £43,200 being paid to the City of London.

APPROVED SALES

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

APPROVED LETTINGS

9. Since your last meeting, the letting detailed below has been approved.

CASE	Block	Floor	Type	Rent £pa	Tenancy Commences/ Expires
1	Lauderdale Tower	27 th (4 bed)	1B	£34,600	26/07/12 25/07/15

10. SALES PER BLOCK

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	182	14,913,260.00	94.79
BEN JONSON HOUSE	204	194	13,422,454.73	95.10
BRANDON MEWS	26	25	1,872,460.00	96.15
BRETON HOUSE	111	103	6,128,712.50	92.79
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	2,499,630.00	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)	1569 (1566)	122,142,473.23 (120,799,273.23)	95.38 (95.20)
CROMWELL TOWER	112	98	19,748,501.00	87.50
LAUDERDALE TOWER	117	113	22,703,779.63	96.58
SHAKESPEARE TOWER	116	106	20,572,406.76	91.38
TOWER BLOCK TOTAL	345	317 (316)	63,024,687.39 (61,831,687.02)	91.88 (91.59)
ESTATE TOTAL	1990 (1990)	1886 (1882)	185,167,160.62 (182,630,960.25)	94.77 (94.57)

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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Committee(s):	Date(s):	Item no.
Residents' Consultation Committee	10 September 2012	
Barbican Residential Committee	26 September 2012	
Subject: Recognised Tenants' Association – Annual Review		Public
Report of: Town Clerk		For Decision
<u>Summary</u>		
<p>Having undertaken a thorough review of the levels of membership and constitutional make-up of the various Barbican Residents' Associations, this report outlines those which have met the required qualification for Recognised Tenants' Association (RTA) status.</p> <p>A summary of the results of this audit are as follows:-</p>		
House Groups		
Achieved RTA recognition	Not achieved RTA recognition	
Andrewes House* Ben Jonson House* Bunyan Court* Cromwell Tower* Defoe House* Frobisher Crescent* Gilbert House* Lauderdale Tower* Mountjoy House* Seddon House* Shakespeare* Speed House* Thomas More House* Willoughby House* Barbican Association*	Brandon Mews (<i>did not apply</i>) Breton House (<i>did not apply</i>) Bryer Court (<i>did not apply</i>) John Trundle Court (<i>did not apply</i>) Lambert Jones Mews (<i>did not apply</i>) The Postern (<i>did not apply</i>)	
* = Existing RTAs (achieved in 2011)		
Recommendations		
<p>The Barbican Residential Committee is requested to agree the formal recognition of those House Groups and the Barbican Association, as identified in paragraph 9 of the report, as Recognised Tenants' Associations, until the outcome of the next annual review.</p>		

Main Report

Background

1. Following the Annual Audit of House Group's Membership lists, Constitutions and AGM Minutes, we are pleased to report that all House Groups, which applied for Recognised Tenants' Association (RTA) status, have been successful in meeting the requirements for recognition, as set out below.
2. The Landlord and Tenant Act 1985 (as amended), governs the process by which the City, as landlord, may grant Recognised Tenants' Associations status. Recognition demonstrates that an RTA has a degree of representation and that it operates in a fair and democratic manner. Such recognition also confers legal rights involving tenants in informal and formal consultation practices. It is, therefore, incredibly important that a landlord regularly reviews this information as we engage with RTAs on many levels.
3. Furthermore, an RTA can, on behalf of its members :
 - Ask for a summary of costs incurred by their landlord in connection with matters for which they are being required to pay a service charge;
 - Inspect the relevant accounts and receipts;
 - Be sent a copy of estimates obtained by the landlord for intended work to their properties;
 - Propose names of contractors for inclusion in any tender list when the landlord wishes to carry out major works;
 - Ask for a written summary of the insurance cover and inspect the policy;
 - Be consulted about the appointment and re-appointment of the agent managing the services.
4. Prior to this year's Audit, the review period began at the end of March. House Groups were written to, requesting the submission of various documents by early May. As a number of House Groups had not held their AGMs by this time, it was decided that, from 2012 onwards, the review period would begin in May, with responses sought by the end of June 2012. The results are therefore being submitted to the September cycle of Committees.
5. The criteria which, at a minimum, a Residents' Association must meet in order to qualify for RTA status is as follows:-
 - The Tenants' Association must represent a minimum of **50%** of the long leaseholders in a block/tower who pay a variable service charge to the Landlord (*a list of members of the Association, as of 31st May 2012, was requested, to be signed and dated by the Chairman of the House Group/Association.*)
 - An annual general meeting must have taken place (*a copy of the minutes of the last AGM were requested*)

- Names and addresses of residents elected to the following posts must also be provided – Chair / Hon. Secretary / Hon. Treasurer
 - To conform with the provisions of SS18-30 of the Landlord and Tenant Act 1985 (as amended) there should be only one vote per dwelling.
 - A copy of the constitution of the Association should be provided, the rules for which should be fair and democratic and must also, at a minimum, cover the following:
 - Openness of Membership
 - Payment and amount of subscription
 - Election of Officers
 - Voting arrangements and quorum
 - Notice of meetings
 - Independence from the Corporation
6. It has been acknowledged that the submission of the constitution is unnecessary if a House Group has, in previous years, made this available to the Town Clerk as part of the annual audit. Therefore, from 2013, a copy of the constitution will be requested every five years. However, as part of the annual audit, we will ask for any details of changes in the intervening, so that our records are kept up to date.
7. Failure to meet the criteria of an RTA does not affect the status of representation on the Residents' Consultation Committee. It does, however, mean that as landlord, the City may withdraw RTA recognition from an existing RTA if the minimum requirements have not been met. This year, this will not be necessary and, in any event, would require the City to give at least six months' notice of its intention. This would hopefully provide a House Group with enough time to resubmit a successful application.

Current Position

8. Having now received the required information, for which the co-operation of all the House Group Chairmen and Secretaries is very much appreciated, this report now sets out which Groups have qualified for 2012 RTA status.

RTA Qualifying Membership

BOLD = Successful House Groups	<i>Total no. of Long Leaseholders</i>	<i>Number of Flats registered</i>	<i>Expressed as a percentage</i>
Andrewes House*	180	180	100%
Ben Jonson House*	194	104	53.6%
Brandon Mews	25	Not recognised under 1985 Landlord Act	
Breton House	101	Not recognised under 1985	

		Landlord Act	
Bryer Court	55	Not recognised under 1985 Landlord Act	
Bunyan Court*	66	42	63.6%
Cromwell Tower*	98	90	91.8%
Defoe House*	170	114	67%
Gilbert House*	84	59	69%
Frobisher Crescent*	69	49	71%
John Trundle Court	131	Not recognised under 1985 Landlord Act	
Lambert Jones Mews	8	Not recognised under 1985 Landlord Act	
Lauderdale Tower*	112	78	69.4%
Mountjoy House*	63	62	98.4%
Seddon House*	74	50	67.5%
Shakespeare Tower*	105	105	100%
Speed House*	104	104	100%
Thomas More*	158	157	99.3%
The Postern	8	Not recognised under 1985 Landlord Act	
Willoughby House*	143	142	99.3%
Barbican Association* (Estate-wide)	1879	1213	64.5%

* = existing RTA (i.e. achieved RTA status in 2011).

9. The above shows that the following Tenants' Associations have qualified as RTAs for 2012 viz:-

Andrewes House	Speed House
Ben Jonson House	Thomas More House Group
Bunyan Court	Willoughby House
Cromwell Tower	Barbican Association
Defoe House	
Frobisher Crescent	
Gilbert House	
Lauderdale Tower	
Mountjoy House	
Seddon House	
Shakespeare	

10. Six House Groups are operating an ‘opt-out’ membership, whereby all residents will be members unless they choose not to be. Of these six house groups, the number of opt-outs is very small. To simplify the administrative process, House Group Chairmen are recommended to consider adopting this type of membership. This would need to be formally agreed at the House Group’s next AGM.

The House Groups currently operating an ‘opt-out’ membership scheme are:

- Andrewes House
- Mountjoy House
- Shakespeare Tower
- Speed House
- Thomas More House
- Willoughby House

Financial and Risk Implications

11. There are no financial and risk implications.

Legal Implications

12. It is important that the City regularly reviews levels of membership of RTAs to ensure that RTAs with which it consults, and to which it supplies important and confidential information, properly represent long leaseholders in a block and that these procedures do not become flawed.

Strategic Implications

13. Through on-going engagement with the Recognised Tenants’ Associations, the City of London Corporation may continue to promote the theme of ‘The City Together: the Heart of a World Class City which supports our communities’.

Consultees

14. The Comptroller and City Solicitor and the Director of Community and Children’s Services have both been consulted in the preparation of this report and their comments are included.

Conclusion

15. In light of the returns submitted by the various Residents’ Associations, the Barbican Residential Committee’s authority is sought to formally recognise those House Groups which have qualified as RTAs, as identified in paragraphs 8 and 9 of this report.

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Committee(s):	Date(s):	Item
Barbican Residents' Consultation Committee	10 th September 2012	
Barbican Residential Committee	24 th September 2012	
Subject: Review of the Garchey Waste Disposal System		For Decision
Report of: Director of Community & Children's Services		Public
<u>Summary</u>		
<ol style="list-style-type: none"> 1. A Working Party consisting of Officers and Residents was set up in October 2011 to carry out a review of the Garchey System. 2. The working party could not find sound financial arguments in favour of removal of the Garchey System. 3. A significant number of Garchey Units have already been removed and the usage of remaining units has declined in recent years (and continues to do so). 4. In the past, suggestions for removal of the Garchey System have provoked strong reactions amongst of residents. 5. Access would be required to all properties without exception before the Garchey could be fully decommissioned. Legal advice is that whilst the lease may allow the City access to flats for the purpose of removing the Garchey sink units it is by no means a certainty if the matter were to go to court. 		
Recommendation		
<ol style="list-style-type: none"> 6. It is recommended that the removal of the Garchey System is deferred and that a further review is carried out in 5 years. This is subject to any change on the legal position with regard to access into properties or a change in the financial position or in parts availability. Consideration should also be given by the Barbican Estate Office to develop a methodology to record Garcheys that have been removed but are not on records held by the Estate Office. 		

Main Report

Background

7. In December 2006 the Barbican Residential Committee approved a report from the Garchey Working Party recommending that the Garchey continued to operate and that a further review would take place in 3 years.
8. In October 2011 a Working Party of officers and resident representatives was set up to carry out a further review of the Garchey System, its condition, usage and relevance to the modern day Barbican, and to evaluate the costs of maintaining or removing the system.
9. The Garchey system was built as an integral part of the Barbican Estate. Its pipe work removes rain water; waste water from washing machines/dish washers (grey water); as well as other kitchen wet waste material. For over 40 years this system has worked well due to high standards of maintenance carried out by the Barbican Estate Garchey team.
10. The Barbican Estate comprises 2073 flats which includes 69 properties in Frobisher Crescent that do not have a Garchey System and two converted properties in Thomas More House that are not connected to the Garchey System. There are also 2 Garcheys contained within the YMCA. These are fully maintained by the YMCA. Of the remaining 2002, approximately 932 of which have had their Garchey removed, replacing them with a sink or macerating Waste Disposal Unit. It is perceived that these changes have caused siphoning of the Garchey's U-trap from time to time in Tower Block flats, resulting in backflow, noise and smells which have led to numerous complaints from residents.
11. Wear and tear of the pipe work is negligible and the overall condition of the system is sound. Currently spare parts are manufactured at acceptable cost, although it is not possible to say how much longer this will remain the case. Appendix A details the current condition of the Garchey.
12. Because it is an original feature and an efficient means of the disposal of wet waste in particular, some residents are in favour of keeping it to preserve a unique feature of the Estate.
13. In the survey carried out in 2006, 841 residents responded. The votes were close, with 440 (52.32%) voting to keep the Garchey and 390 (46.37%) to remove it. 11 (1.31%) voters didn't know. It was recommended to the

Barbican Residential Committee the Garchey was retained and a further review carried out in 3 years.

14.A food waste collection trial commenced in 2008 and was rolled out across the Barbican Estate in 2009.

15.A working party was formed in October 2011 whose remit was to review the Garchey System and update the various elements of the 2006 review.

Non-Financial Considerations

Keeping The Garchey sink unit – Option A

16.If the Garchey system is retained the current annual maintenance and salary costs will continue and will be subject to a rise with inflation.

17.The Working Party noted that there are however considerations beyond financial ones. The impact of recycling on the Estate reduces the wear and tear on the Garchey, which will prolong its life. Since the last review, collections from the Garchey have reduced by almost 50% by weight. This is in part due to the amount of waste that is now recycled across the estate. The table below details the volume of waste collected from the Garchey. It also takes into account the number of known Garcheys that have been removed during the period.

Table 1

Year	Total Weight Collection (Tonnes)	No. Garcheys Remaining *	Average (Kg/ Flat/ Annum)
2006	30.7	1256	24
2007	27.89	1212	23
2008	25.37	1171	22
2009	19.17	1152	17
2010	15.71	1124	14
2011	11.94	1084	11

*The number of Garcheys remaining is calculated as the total number of Garcheys less the total number that the Barbican Estate Office knows have been removed. It is commonly known that there is an unknown number that have been removed without Landlord’s consent.

It should also be noted that whilst the calculations are based on the number of Garcheys in operation, they do not take account of the fact that there is an unknown number of Garcheys that operate but are not used for the disposal of waste.

18. Considerations were noted which are very difficult to quantify in comparative terms. Firstly, the fact that the Garchey is a “sealed” system means there are virtually no problems with rats and other rodents. No other collection system is equally pest free. Secondly the Garchey is an original design feature of the Barbican Estate and some would feel integral to its character. However, English Heritage have confirmed the Garchey system is not “listed” so could be removed subject to certain items being retained within a set number of flats for historic purposes. Thirdly, the significant benefits of a waste disposal system which disposes of putrescibles direct from the kitchen, without the environmental unsightliness of caddies/ bins in evidence in lobbies and round the estate, contributing to a "wheelie-bin" culture. Furthermore, the latter may lead to smells, and possibly, an increase of vermin.

Remove the Garchey System – Option B

19. If the Garchey were to be removed, it would mean removing the bowl from under the sink. It is possible that the existing sinks can be adapted so that the sink unit can remain. It is estimated that removal across the whole Estate would take three years and in that time the Garchey system would have to be kept running until the last unit was removed.
20. In addition to the removal of the Garchey bowls, the Garchey pits that hold the waste until it is removed by a specially adapted tanker, will have to be filled and converted into a conventional sewer.
21. It will not be possible to ‘switch off’ the Garchey until all Garchey bowls have been removed. This presents a potential problem should access be denied into just one property. Legal advice and Counsel’s opinion has been sought and have concluded:-
- that it is permissible to decommission the Garchey *so long as another method of rubbish collection is provided*. Counsel takes the view that this is envisaged by the terms of the standard lease;
 - that whilst clause 4(7) of the lease *may* be wide enough to allow the City access to flats to remove the Garchey sink units it is by no means a certainty if the matter were to go to Court;

- that if the Garchey were decommissioned, access to some flats for the purpose of removing the Garchey sinks could not be obtained (see 2. above) and certain residents then continued to use the Garchey sinks which they refused to have removed, the City would likely have powers under the Environmental Protection Act 1990 to order removal.

Financial Implications

Keeping The Garchey sink unit – Option A

22. The current estimated cost to the service charge account for operating the Garchey System is £179,659 per annum. Using the average increase of operating the Garchey over the past 5 years, this cost is expected increase by 1.30% per annum. Therefore the cost of operating the Garchey will rise to £229,630 per annum by 2032. These costs are recharged estate-wide based on the percentages within individual leases.

Table 2

Year	Annual Cost of Operating the Garchey System
2013	£179,659
2014	£181,995
2015	£184,360
2016	£186,757
2017	£189,185
2018	£191,644
2019	£194,136
2020	£196,660
2021	£199,216
2022	£201,806
2023	£204,429
2024	£207,087
2025	£209,779
2026	£212,506
2027	£215,269
2028	£218,067
2029	£220,902
2030	£223,774
2031	£226,683
2032	£229,630

Remove the Garchey System – Option B

23. The estimated cost for removing the Garchey system is based on an estimate that was produced in 1995 following a 2 week detailed survey. The 2006 committee report inflated these figures by 2.5% per annum to bring them to 2006 prices. For the purposes of this report, the same methodology has been adopted in that 2006 prices have been inflated by 2.5% per annum to bring them to 2013 prices.

24. Table 3 details the costs of removing the Garchey along with the additional costs for continued maintenance during removal and redundancy costs.

Table 3

Year	Capital Cost	Running Costs During Removal	Running Costs After Removal	Redundancy Costs	Total
2013	£1,511,728	£179,659			£1,691,387
2014		£181,995			£181,995
2015		£184,360		£176,826	£361,186
2016			£10,875		£10,875
2017			£11,146		£11,146
2018			£11,425		£11,425
2019			£11,711		£11,711
2020			£12,003		£12,003
2021			£12,304		£12,304
2022			£12,611		£12,611
2023			£12,926		£12,926
2024			£13,250		£13,250
2025			£13,581		£13,581
2026			£13,920		£13,920
2027			£14,268		£14,268
2028			£14,625		£14,625
2029			£14,991		£14,991
2030			£15,365		£15,365
2031			£15,750		£15,750
2032			£16,143		£16,143

25. Table 4 shows the cost of removing the Garchey system alongside the cost of maintaining it. None of the costs incurred by the City of London arising from disposal of the Garchey generated waste have been included. The table shows the difference between the two cost streams and this difference was used to derive the Internal Rate of Return (IRR), which to 2032, showed a return of 8.1%. The working party concluded that this return was unlikely to be attractive to residents. A reduction of the capital costs by approximately £500,000 would change the IRR to 12.5%, which the working party felt might be attractive to residents.

Table 4

Year	Retain Garchey	Remove Garchey	Difference
2013	£179,659	£1,691,387	-£1,511,728
2014	£181,995	£181,995	£0
2015	£184,360	£361,186	-£176,826
2016	£186,757	£10,875	£175,882
2017	£189,185	£11,146	£178,039
2018	£191,644	£11,425	£180,219
2019	£194,136	£11,711	£182,425
2020	£196,660	£12,003	£184,657
2021	£199,216	£12,304	£186,912
2022	£201,806	£12,611	£189,195
2023	£204,429	£12,926	£191,503
2024	£207,087	£13,250	£193,837
2025	£209,779	£13,581	£196,198
2026	£212,506	£13,920	£198,586
2027	£215,269	£14,268	£201,001
2028	£218,067	£14,625	£203,442
2029	£220,902	£14,991	£205,911
2030	£223,774	£15,365	£208,409
2031	£226,683	£15,750	£210,933
2032	£229,630	£16,143	£213,487

26. The final table below gives an indicative point at which the cost of maintaining the Garchey is equal to or greater than the cost of removing the Garchey. The table shows that during 2025 the cumulative cost of continuing to maintain the Garchey exceeds the cumulative cost of removing the Garchey.

Table 5

Year	Retain Garchey	Remove Garchey	Cumulative Difference
2013	£179,659	£1,691,387	-£1,511,728
2014	£181,995	£181,995	-£1,511,728
2015	£184,360	£361,186	-£1,688,554
2016	£186,757	£10,875	-£1,512,672
2017	£189,185	£11,146	-£1,334,633
2018	£191,644	£11,425	-£1,154,413
2019	£194,136	£11,711	-£971,989
2020	£196,660	£12,003	-£787,332
2021	£199,216	£12,304	-£600,420
2022	£201,806	£12,611	-£411,225
2023	£204,429	£12,926	-£219,721
2024	£207,087	£13,250	-£25,884
2025	£209,779	£13,581	£170,314
2026	£212,506	£13,920	£368,900
2027	£215,269	£14,268	£569,901
2028	£218,067	£14,625	£773,343
2029	£220,902	£14,991	£979,254
2030	£223,774	£15,365	£1,187,663
2031	£226,683	£15,750	£1,398,596
2032	£229,630	£16,143	£1,612,083

27. The working party concluded that the financial attractiveness of removing the Garchey system was marginal. The IRR, almost identical to the AER standard of the base project was 8.1%. The working party felt that this would not be attractive to residents. Comparisons were made to domestic solar panel installations, where IRRs of over 11% were necessary before householders would make an investment. The Garchey removal is a much

less attractive project. The capital costs of removing the system are uncertain, whereas in solar panel installations they are guaranteed; further, solar panel installations have an intangible allure, which the Garchey removal does not.

28. A major uncertainty in the capital costs of removing the Garchey system is the number of remaining Garcheys. Some members of the working party felt that there were more units that had been removed than the official records showed. It was agreed that the Barbican Estate Office should give consideration to adopting a methodology to establish a more accurate number of Garcheys in operation. This could then be logged as a central record to establish a sound sample over 5 years.
29. Should the Garchey System be removed it will be necessary to enter every flat that has a Garchey bowl. If every unit is not removed the modified system would not cope with extracting waste from a unit still in use. It has not been possible to enter all flats on previous projects for example the installation of the television IRS in 2005.
30. Tower Block residents currently suffer from backflow, noise and smells in the flats. Although there is not a ban on removing units in tower blocks, any requests for their removal are looked at on an individual basis before permission is granted. It should be noted that the removal of the Garchey System will not resolve all smells such as those that manifest from cooking etc.
31. The waste that previously went down the Garchey will have to be collected at the flat front door. The Corporation already operates a recycling scheme which many residents utilise. It is not anticipated there will be a significant overall increase in volume of rubbish collected if the Garchey is removed. However, current users of the Garchey will be forced to use the existing door to door collection service for waste removal which if not collected on a regular basis could lead to environmental issues.

Consultees

32. The Comptroller & City Solicitor and The Chamberlain have been consulted in the preparation of this report and their comments have been included.

JOY HOLLISTER
Director of Community and Children's Services

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Garchey Condition Report

Pumping Stations

Andrewes House Pumping Station.

The control panel in the Andrewes House Station, and all associated wiring and isolators, stop buttons, etc, to all equipment within the station was completely replaced in February 2004.

The 2 x Hick Hargreaves liquid ring vacuum pump and motor sets, were replaced in June 2008 with 2 x Edwards SHR 2500 series liquid ring pump and motor sets.

This was due to failing performance and leakage, also the replacement was part of the recommendation from the previous Garchey survey. Both pumps run at the same time when on duty, there is no standby, however if there were to be a fault with one of the pumps, we could operate on one only but this would greatly increase the amount of time needed to complete the work.

There are no compressors in the Andrewes House pumping station.

Beech Street Pumping Station

The controls for the Vacuum pumps, Compressors and other minor pumps in the panel in the Beech street station was completely refurbished in 1990; this involved replacing all the internal components, contactors, relays, fuses for MCBs, timers, etc. At the time the best equipment available on the market was used.

The original outer casing of the panel, and the controls for the supply and extract fans and heaters were not. A sum of £25,000 was put in the budget for the coming year to completely replace the whole panel and all associated wiring; however this has been put on hold due to the forthcoming Garchey survey.

At the time of the last survey it was decided that if the Garchey were to be kept for another 5 years, it would be necessary to replace the 2 x existing pump and motor sets, as they were showing signs of wear and poor performance.

In August 2009 both pump and motor sets were replaced with, Edwards SHR 2750 series liquid ring vacuum pump and motor sets. The pumps in Beech street

station are on a duty and standby situation, this is possible because they are much bigger pumps and one will give sufficient vacuum to carry out the work. Full sets of wiring diagrams are available for both control panels.

Compressors

In the Beech street station there were two Broome and Wade 2BWL compressors, one duty, and one standby. These were both original and were around 38 years old, though still functioning enough to come up to required pressure they were beginning to struggle.

It was decided along with the pump replacement program at the last survey, that if the Garchey was going to be kept for another 5 years they would need to be replaced.

So in October 2009 they were replaced with 2 x New Ingersoll Rand Model UP5-22-7 Rotary Screw Air Cooled Compressors.

Since 2008 all the compressed air pneumatic actuators within the Beech street station have been replaced on a rolling program.

Air Receivers and Retention vessels

In the Beech street station are 2 air receivers for holding the compressed air made by the compressors, these and the pressure release valves are inspected internally one year and externally the next year by the C.O.L. insurers. The insurers have reported that the equipment is showing absolutely no sign of wear.

Also covered by the insurance inspections are the 2 retention vessels, into which the contents of the Garchey pits are drawn. These also are showing little sign of wear apart from minor surface blister rust on the inside, which is to be expected.

Air Scrubber units

In each pumping station there are two Air Scrubber units, these are used to wash and clean the fowl air that is drawn in when emptying the Garchey pits. They are injected with chemicals from the chemical dosing plant, one with Sodium Hypochlorite the other with Sodium Hydroxide.

Two of the units are original; the other two coming approximately twenty five years ago, after the chlorine gas that was originally used in conjunction with the original air scrubber was banned. All the units are made of fibre glass and P.V.C plastic and therefore easily maintained.

A plastics firm that specialises in Scrubber units, are called in to complete a major service every three years. This entails stripping the units down, replacing filters, broken or blocked jets, de-scaling of the internals, O rings and washers.

The only problems we experience with the units are leaking joints and pump seals.

Chemical Dosing Plants

There are two small chemical dosing plants, one for each station, that inject the chemicals in to the scrubber units. Each plant comprises of, two dosing pumps and 2 x 200 litre polyurethane holding tanks, the plants are serviced every six months by the Garchey staff.

This comprises of de-scaling the tanks and all associated pipe work, the plants have operated almost trouble free since their introduction 20 years ago, the only problem being one of the pumps needing to be replaced.

Wey Valves

There are 150 quick release Wey valves attached to the Garchey pits, these are taken out once a year by the Garchey staff and stripped down for maintenance and cleaning, including the internal slides in the vacuum pipe which are de-scaled and greased, glands re-packed and shafts greased.

We have had to replace only four valve blades in over thirty five years due to wear, this is owing to the fact that the valves are of a very simple and robust nature. We also hold 10 replacement valves in stock.

Garchey Pits

There are 150 Garchey pits on the estate, these were constructed from reinforced concrete and have an indefinite lifespan, the pits and internal overflow and external overflow pipe work are cleaned by high pressure jets every three months by outside contract staff.

As of today we have only had to replace two bends to a pit overflow due to wear.

Garchey Stack Pipes

There are 400, 150mm BS437 drain weight cast iron vertical Garchey stacks and 200, 54mm BS437 drain weight overflow stacks on the estate. Since the commissioning of the Garchey system we have replaced a total of 18, 150mm duckfoot bends due to impact damage, and 4, 54mm straight sections of pipe due to cracks.

Approximately sixty per cent of stack pipes are vertical from roof level to entry in to the Garchey pit. The remaining forty per cent contain one or more reinforced duckfoot bends, these will be showing more sign of wear than the vertical ones.

All visible stack pipes are checked on a regular basis for sign of leakage by the Garchey staff.

At the last survey a thickness and wear testing program using ultra sound equipment, was undertaken by an outside contractor. The results showed an average of between 10 – 15% wear on most of the stack pipes.

Garchey Traps

There are a known 1070 flats that still contain a Garchey unit, part of this unit is a 150mm spun cast iron P trap that connects to a branch on to the main down stack. Some of these are showing signs of wear and we know of one or two that have pinhole leaks, we have up to now been successful in repairing these, unfortunately this casting is now obsolete.

In the event that we were unable to make a repair that was waterproof, the Garchey system in the flat would have to be removed by the C.O.L.

Vacuum Line

The 200 mm spun cast iron vacuum line is divided into five separate areas, and totals approximately one and a half miles in length. There are minor leaks from time to time due to a small amount of movement the pipeline suffers when in use, these are easily remedied by the Garchey staff on routine maintenance.

The section of line that serves, Speed House, Gilbert House, Willoughby House and Cromwell Tower, was the very first line to be commissioned and contains more bends than any other.

We have on this line, over the last 7 years experienced, a series of leaks due to internal wear; this has occurred on six of the 45 degree bends on this section of pipeline. Each leak has turned out to be of a pin hole type and not major wear.

Three of the bends have been replaced, the other three have been repaired by contract staff using a new repair system that carries a ten year guarantee which is significantly cheaper and quicker than replacing the bend.

We have not experienced this problem on any of the other vacuum lines, again at the time of the last survey, a wear and thickness testing program was carried out by the same external contractor who reported an average of 10 -18% wear on most of the vacuum lines.

Spare Parts

The Original installers of the Garchey System on the Estate were Matthew Hall. They continued to supply spare parts for the units within the flats until 12 years ago, at this time another supplier Linbrook and Son, come into the market and offered spare parts to us at a twenty per cent reduction on Matthew Halls prices.

We have been purchasing from Linbrooks since this time, and apart from giving an excellent service 2004 was the first price rise they have introduced. Their current price listing is now only 10% above the price Matthew Hall were charging us in 1996, They currently hold a stock of 500 of every Garchey item.

Linbrooks have recently been taken over by a large national building maintenance company called, Wates, we have had an assurance from the new company that they will continue to make and supply Garchey parts to us.

Matthew Hall have now been taken over by AMEC and the Garchey division is no longer in existence.

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Committee(s):	Date(s):	Item
Barbican Residents' Consultation Committee	10 September 2012	
Barbican Residential Committee	24 September 2012	
Subject: Barbican Responsive Repairs and Maintenance Contract		For Decision
Report of: Director of Community & Children's Services		Public
<p style="text-align: center;"><u>Summary</u></p> <ol style="list-style-type: none"> 1. This report, which is for decision, advises members of the outcome of the tender process for responsive building repairs and maintenance schedule of rates contract on the Barbican Estate. 2. The contract is for a 12 month period with an option to extend a further 6 months 3. The tender was based on a price quality matrix with a weighting of 40% for price and 60% quality. The tenders submitted were based on a revised and updated Barbican schedule of rates and a frequency model was used to determine the annual cost for the contract. The annual value of the contract was then scored with the lowest tender receiving 40%. This was followed by a process of scoring each tender on 16 different method statements. The highest scoring tender based on quality received 60%. The scores for price and quality were added to give an overall score for each tender. The recommended tender is from Metwin Limited in the sum of £314,515.70 per annum. <p>Recommendation</p> <ol style="list-style-type: none"> 4. It is recommended that: <ol style="list-style-type: none"> (1) Metwin Limited be appointed as the repairs and maintenance schedule of rates provider for the Barbican Estate for a period of 12 months. (2) That the Comptroller and City Solicitor draw up the contract. 		

Main Report

Background

5. Repairs and Maintenance Services across the City of London Corporation were to be included in the Strategic Review of Procurement and Procurement to Pay Project (PP2P). However, it became evident that there was a requirement under the Landlord and Tenant Act (1985) to carry out Statutory Consultation.
6. To avoid a delay in the overall project and potential savings, the Repairs and Maintenance Services for Barbican were temporarily excluded from the PP2P Project. This would allow the project to proceed without delay and for the contract to be in place before the Barbican is considered for inclusion at a later date. It is proposed that a single contract encompassing the services currently provided by FWA and Capital Building Services will be let for the Barbican Estate for a period of one year.
7. Fairhurst Ward Abbott (FWA) and Capital Building Services have provided a building and electrical related repairs service on the Barbican for a number of years. This is supplemented by other trades such as metalwork, drain works and roof works being provided by smaller specialist contractors.
8. The services provided by FWA and Capital Building Services are charged on a 'daywork' basis. This means that the work carried out is charged on the basis of time taken plus the cost of materials.

Current Position

9. Five companies were invited to submit tenders based on a price quality matrix with a weighting of 40% for price and 60% quality. The tenders submitted were based on a revised and updated Barbican schedule of rates and a frequency model was used to determine the annual cost for the contract.
10. An Officer Panel made up of 3 Technical Officers and 1 House Officer was set up to review the quality submissions from each company.
11. Of the 5 companies invited to tender, one company declined to submit a return due to heavy commitments and workload elsewhere. The table below summarises the estimated annual value submitted by the remaining 4 companies.

Fairhurst Ward Abbot Limited	Linbrook Limited	H A Marks Limited	Metwin Limited
£346,085.80	£415,909.10	£307,889.15	£314,515.70

12. The officer panel considered the quality submissions from each company. The quality submission consisted of 16 method statements and each method statement was weighted depending on the importance. Officers scored each submission independently and on completion their scores were combined to give an overall total score for each company in respect of their quality submission. The table below summarises these scores.

Fairhurst Ward Abbot Limited	Linbrook Limited	H A Marks Limited	Metwin Limited
37.7	53.12	47.22	53.36

13. The price/quality matrix of 40% price and 60% quality was then applied to both the financial returns and method statement scores. In the case of the financial returns, the lowest price tender received 40%. The remaining returns received a percentage proportionate to the lowest tender. The method statement scores followed a similar format in that the highest scoring contractor received 60% and the remaining scores received a percentage proportionate to the highest score. The overall scoring is detailed below.

	Fairhurst Ward Abbot Limited	Linbrook Limited	H A Marks Limited	Metwin Limited
Price	35.59%	29.61%	40.00%	39.16%
Quality	42.39%	59.73%	53.10%	60.00%
Total	77.98%	89.34%	93.10%	99.16%

14. Based on the above, the tender submission receiving the highest combined score was from Metwin Limited.
15. Statutory consultation has been carried out and recommended that Metwin Limited be awarded the contract. No observations were received
16. The current contractor, Fairhurst Ward Abbott, started to remove men from site when they became aware that the contract was likely to be awarded to Metwin Limited. Metwin have taken over this work on a daywork basis.

This will make the transition to schedule of rates more seamless as they will be familiar with the type of work to be carried out.

Financial Implications

17. The estimated annual value of the works based on the schedule of rates frequencies within the tender is £314,515.70. The actual cost will vary depending on the actual volume and mix of work undertaken in the year. By way of comparison the amount spent during the financial year 2011/12 on works that would typically fall under schedule of rates was £316,768.

Consultees

18. The Comptroller & City Solicitor and Chamberlain have been consulted in the preparation of this report and their comments incorporated.

JOY HOLLISTER
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