



Barbican Residential Committee

Date: MONDAY, 24 SEPTEMBER 2012

Time: 11.30am

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

Members:

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

Enquiries: Julie Mayer
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Lunch will be served in Guildhall Club on the rising of the Committee

John Barradell
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**
 1. To agree the Public Minutes and Summary of the Barbican Residential Committee held on 11 June 2012.
 2. To note the Minutes of the Special Barbican Residents Consultation Committee held on 11 July 2012.
 3. To note the Draft Minutes of the Barbican Residents' Consultation Committee held on 10 September 2012 - TO FOLLOW

(Pages 1 - 14)
4. **LISTED BUILDING MANAGEMENT GUIDELINES - 5 YEAR REVIEW**
Report of the City Planning Officer

For Decision
(Pages 15 - 34)
5. **UPDATE REPORT**
Report of the Director of Community and Children's Services

For Information
(Pages 35 - 60)
6. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**
Report of the Director of Community and Children's Services

For Information
(Pages 61 - 68)
7. **PROGRESS OF SALES AND LETTINGS**
Report of the Director of Community and Children's Services

For Information
(Pages 69 - 74)
8. **ANNUAL REVIEW OF RECOGNISED TENANTS' ASSOCIATIONS (RTAS)**
Report of the Town Clerk

For Decision
(Pages 75 - 80)

9. **BARBICAN SUB-LETTING (A VERBAL UPDATE)**
10. **CONCRETE INVESTIGATION AND REPAIRS**
Report of the Director of Community and Children's Services
For Decision
(Pages 81 - 104)
11. **RESPONSIVE REPAIRS MAINTENANCE CONTRACT**
Report of the Director of Community and Children's Services
For Decision
(Pages 105 - 108)
12. **REVENUE OUTTURN**
Report of the Chamberlain and the Director of Community and Children's Services
For Information
(Pages 109 - 128)
13. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
15. **EXCLUSION OF THE PUBLIC**
16. **ARREARS REPORT**
Report of the Director of Community and Children's Services
For Information
(Pages 129 - 132)
17. **WILLOUGHBY NORTH PODIUM - COMMERCIAL LEASE RENEWAL**
Director of Community and Children's Services
For Decision
(Pages 133 - 136)
18. **DECISION TAKEN UNDER DELEGATED AUTHORITY - BEECH GARDENS (BARBICAN PODIUM WATERPROOFING)**
To note two decisions taken under Delegated Authority in respect of the works to Beech Gardens Podium
For Information
(Pages 137 - 166)
19. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

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BARBICAN RESIDENTIAL COMMITTEE

Monday, 11 June 2012

Minutes of the meeting of the Barbican Residential Committee held at the Guildhall EC2 at 11.30am

Present

Members:

Deputy John Barker (in the Chair)	Gareth Moore*
David Bradshaw	Deputy Joyce Nash
Nicolas Cressey*	Barbara Newman
Deputy Billy Dove*	Henrika Priest*
Kevin Everett*	Chris Punter
Deputy Stanley Ginsburg*	Stephen Quilter
Michael Hudson	John Spanner
Peter Leck	Angela Starling
Jeremy Mayhew*	John Tomlinson

**indicates non-resident Member*

Officers:

Ignacio Falcon	– Town Clerks
Julie Mayer	– Town Clerks
Peter Bennett	– City Surveyor
Roger Adams	– City Surveyor's
Allan Bennetts	– Comptroller and City Solicitors'
Michael Bennett	– Community and Children's Services
Helen Davinson	– Community and Children's Services
Karen Tarbox	– Community and Children's Services
Jacqui Campbell	– Community and Children's Services
Anne Mason	– Community and Children's Services

1. APOLOGIES

Deputy John Barker took the Chair for items 1 and 2.

No apologies were received.

2. DECLARATIONS OF INTEREST

All resident Members have a standing general interest as residents of the Barbican Estate.

3. ELECTION OF CHAIRMAN

Mr John Spanner, being the only Member willing to serve as Chairman, was elected in accordance with Standing Order 29 and took the Chair.

The Order of the Court of Common Council of 19 April 2012, setting out the Committee's Membership and Terms of Reference, should have been duplicated and provided with this agenda. The Town Clerk apologised and assured Members that they would receive this before the end of the day.

4. **ELECTION OF DEPUTY CHAIRMAN**

Mr Gareth Moore, being the only Member willing to serve as Deputy Chairman, was elected in accordance with Standing Order 30.

5. **MINUTES OF THE PREVIOUS MEETING**

- The Public Minutes and Summary of the Barbican Residential Committee of 26 March were approved.
- The Draft Minutes of the Barbican Residents' Consultation Committee of 28 May were approved, subject to an amendment recording Deputy Barker as being in attendance and a drafting error showing Mr Moore as Chairman and not Deputy Chairman.

6. **UPDATE REPORT**

This report updated Members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in March 2012. The report also provided updates on other issues on the Estate.

Performance Indicators (PI)

Members were concerned that PI H61 (outstanding invoices) might affect small, local businesses and asked for this to be investigated.

Bicycle stores

Due to the increase in the waiting list for Bicycle Stores it was agreed that Officers look to purchase further stores.

Car Park Charging

Members noted that they would receive a report on Car Park Charging in November, which will include income generation.

Concrete Testing

In respect of the concrete testing charges, which had been the subject of a ward mote and Resolution of Common Council, Members would receive a report in September. Members noted that letters had been sent out in respect of service charges (relating to the concrete works) but any disputes would be held in abeyance until September and no overdue accounts would be pursued until then.

Sculpture Court

In respect of a query about the Sculpture Court planters, Members were advised that they would be in place later this month. The City Surveyor clarified that this had been funded by a developer but it had not been Section 106 funding.

Working Parties

A Member challenged the large number of working parties and committees dealing with Barbican Estate issues and suggested that some of them might be duplicating business and/or could be combined. The Chairman of the Barbican RCC was in attendance and the Chairman invited him to respond. The Chairman (of the RCC) felt that there was very little or no overlapping areas and the list represented defined areas of operation. Officers advised that it was not within the remit of the BRC to challenge the number and operation of these groups as they were paid for by the residents, via their service charges.

RECEIVED

7. YMCA - 2 FANN STREET, EC2 - FUTURE USE

Members noted that The City would receive vacant possession of the Barbican YMCA premises at 2 Fann Street, EC2 when the notice to quit expired on the 30th September 2012. Arrangements would therefore need to be progressed to address the future use of the building. A Member suggested that temporary academic use might be a good prospect.

In response to a question about receipts to the Housing Revenue Fund, Members noted that this would be confirmed by the Chamberlain. Members were also advised that marketing would be undertaken with conditions, in order to avoid limiting possible acquisitions. The Chairman of the RCC commented that they had enjoyed a good working relationship with the YMCA Management and asked if similar conditions could be negotiated. The Chairman and Members of the BRC endorsed this.

RESOLVED, that:

- (a) the building at 2 Fann Street, EC2 be marketed for disposal, inviting best offers for the grant of a long lease for a premium payment and delegating authority to the City Surveyor, to determine reasonable and proper marketing conditions and criteria in consultation with the Director of Community & Children's Services, the Comptroller & City Solicitor and the City Planning Officer.**
- (b) Consultant BNP Paribas be appointed to advise upon marketing at a fee cost of up to £80,000 (based on pre-tendered rates agreed under the Office of Government Commerce Framework Agreement, subject to the capped sum) plus £38,100 for marketing expenses and both, plus VAT, to be met from Community & Children's**

Services Department local risk, until reimbursed from any disposal proceeds.

- (c) Expenditure up to the amount of £135,700 plus VAT be approved, funded from the 2011/12 Community & Children's Services department local risk underspend, to address holding costs for the building, for the period from 1st October 2012 to 31st March 2013 and essential decommissioning and security works.**
- (d) Authority be delegated to the City Surveyor, in consultation with the Chairmen and Deputy Chairmen of the Barbican Residential Committee, the Children and Community Services Committee and the Policy and Resources Committee, to approve any suitable temporary use as can be recommended upon appropriate terms and conditions and to instruct the Comptroller & City Solicitor to deal with any necessary documentation.**

8. BARBICAN SUB-LETTING

This report informed members of the procedure relating to the registration, with the City, as Landlord of sub-tenancies granted by long lessees on the Estate.

Members felt strongly that the current charge of £80.00 was too high, particularly as the neighbouring boroughs of Islington and Westminster only charge £25.00. There was some debate about the level of staff undertaking this task, which Members considered to be a basic administrative function. A member suggested that a retrospective late fee be imposed, as with retrospective planning permission, but with the initial fee reduced. The consensus was that a reduced fee would result in greater compliance with registration, which was currently very low.

The City Solicitor confirmed that these duties were undertaken by admin staff and defended the £80.00 charge as reasonable. Furthermore, should the charges decrease; it would impact on all City estates and the commercial portfolio. The implications of this may need to be reported to the Finance Committee. In addition, imposing a late charge would require further resources.

RESOLVED, that:

The Committee receive a report at their next meeting, setting out the process and justifying the charges, including the argument for retrospective charging and enforcement procedures.

9. 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 also 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.

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10. PROGRESS OF SALES AND LETTINGS

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

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

There were no questions

12. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

The Chairman had agreed to accept 2 items of urgent business as follows:

1. Beech Gardens Waterproofing Project

Members noted that a report was being prepared for both the Project Sub Committee and the Barbican Residential Committee detailing the reasons for the increased costs and giving revised estimated costs. As the information had only recently become available, the report would be going to the Project Sub Committee first, on 20 June. The Barbican Residential Committee was therefore recommended to approve delegated authority to the Chairman and Deputy Chairman to approve the report, once it had been to the Projects Sub Committee. If the report were to be delayed to the September Committee, the tender process and works would also be delayed.

RESOLVED

That authority be delegated to Town Clerk in consultation with the Chairman and Deputy Chairman of the BRC to approve the Beech Gardens Waterproofing Project.

2. Governance Review

Members noted that a Working Party was currently reviewing the changes instigated last year, as part of the review of The City Corporation's governance arrangements. Members had been emailed a report of the Town Clerk seeking their views before September.

Members noted they would also be consulted on an individual basis. No specific views were expressed.

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13. EXCLUSION OF THE PUBLIC

RESOLVED, that:

Under Section 100A of the Local Government Act (1972), the public be excluded from the meeting for the following items, on the ground that they involved disclosure of exempt information, as defined in Part 1 of Schedule 12A of the Local Government Act.

14. NON-PUBLIC MINUTES

The non-public minutes of the Barbican Residential Committee of 26 March 2012 were approved.

15. ARREARS REPORT

This report advised members of the current arrears in respect of tenants and leaseholders on the Barbican Estate and the action being taken with these arrears. Members said it would be helpful if future reports showed a comparison with the same quarter in the previous year, to highlight any trends caused by the economic downturn.

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

There were no questions

17. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

The meeting ended at 12.45 pm

Chairman

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
tel.no.: 020 7332 1501
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

Contact:

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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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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 1 2. Stores 3. Temporary Car Parking 4. 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. Redecorations 8. Roof apportionments 9. Beech Gardens Podium Works 10. Asset Maintenance Plan 11. Concrete Testing 12. Asbestos in Meter Cupboards 13. 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
Tel: 020 7029 3923
E:mail: barbican.estate@cityoflondon.gov.uk

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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

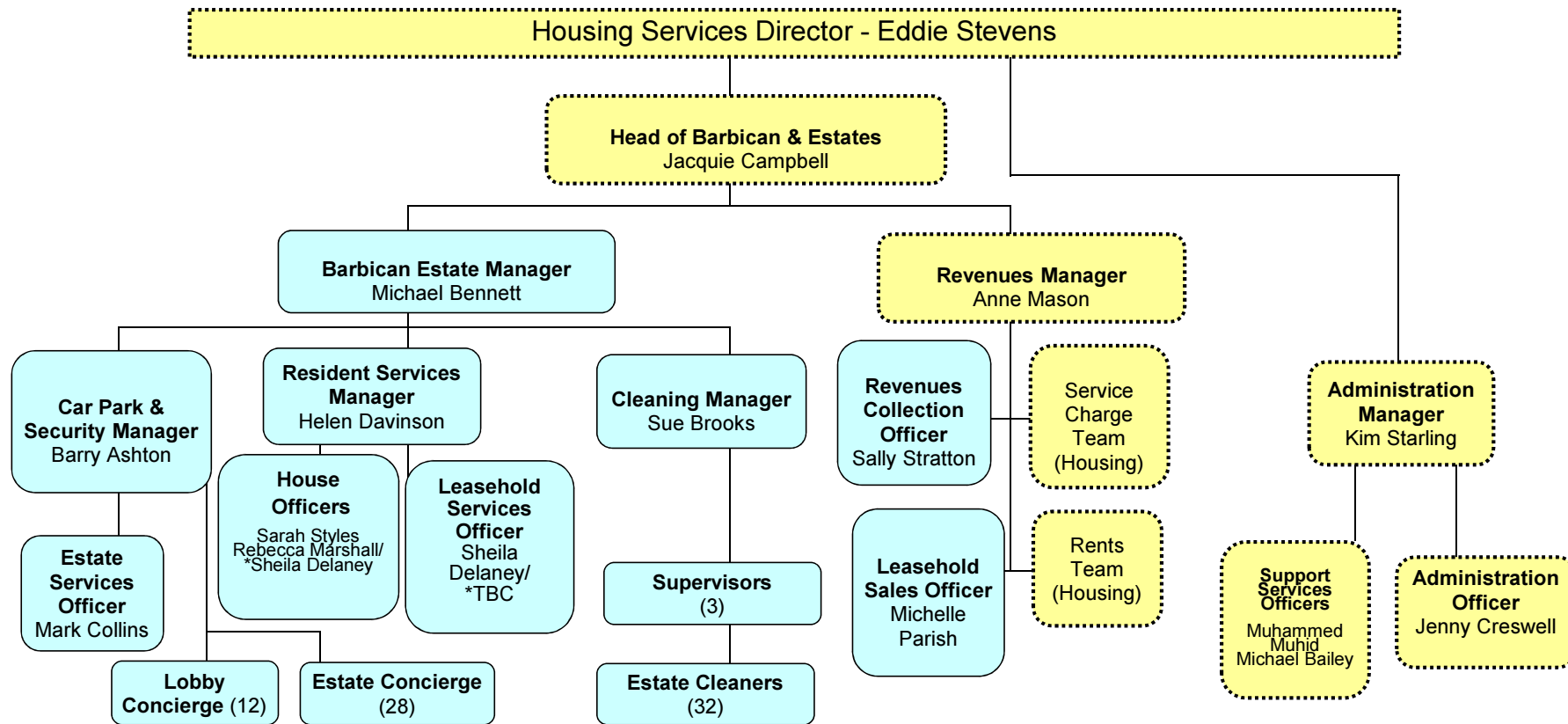
Crossrail have now agreed to paint the hoardings white, to provide CCTV cameras, to install an additional mirror and to increase security patrols to this poorly lit, vulnerable area.

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 6

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 7

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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Agenda Item 8

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 no.
Barbican Residential Committee	24 September 2012	
Subject: Barbican Estate – Concrete Investigation and Repairs		Public
Report of: Director of Community and Children’s Services		For Decision
<u>Summary</u>		
<p>1. This report follows the resolution of the Court of Common Council on 19 April 2012 requesting your Committee to consider the question raised by the Ward of Cripplegate, Within and Without that the City, as landlord, should not charge the cost of the work of the concrete investigations and repairs to the three Barbican towers to long leaseholders. This report provides a background as to why the work was necessary and evaluates whether the work can be considered to be the making good of a structural defect in the original construction.</p>		
Recommendations		
<p>2. That the Barbican Residential Committee is asked to consider this report and agree the conclusion that the works are not the rectification of a structural defect, but rather general repairs and maintenance, and that the lease stipulates that such work is recoverable through the service charge.</p>		

Main Report

Background

3. The majority of the concrete on Barbican is now approaching 50 years old. Previous inspections were carried out in 1986 and 1991 and the results were that the concrete was in good condition and free of major defects. Your Committee received a report in March 2012 regarding the results of the concrete investigation and repair works which had been necessary to be undertaken last year to the three Barbican Towers. The

general conclusion was that the concrete had been assessed to be in remarkably good condition for its age and that further works of this nature should not be necessary for 20 to 30 years. The new Asset Maintenance Plan which has been approved by Committee, will assist in this regard through the development of, for example, long term maintenance strategies.

4. On 19 April 2012, the following resolution was made from the Ward of Cripplegate, Within & Without to the Court of Common Council :
 - i. “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?”

It was resolved by the Court that the resolution be referred to the Barbican Residential Committee for consideration.

Summary of the work carried out

5. Following the removal of a loose section of concrete to Shakespeare Tower in June 2011, consultants Bickerdike Allen Partners were called in to provide specialist advice. Following receipt of their recommendations, arrangements were put in place to inspect all three Towers for loose concrete fragments due to the potential health and safety risk, and to carry out tests to determine the condition of the concrete generally.
6. As the estimated cost of the work results in the statutory limit for leaseholders’ contributions being exceeded, statutory consultation notice was issued to leaseholders concerning the investigative works. A further notice was despatched when the extent and cost of the repairs became known as a result of the examination and report by the Engineers.

The issue of a “structural defect” in relation to the concrete repairs

7. The term “structural defect” in this context relates to the original Housing right to buy legislation which stipulated that a local authority landlord

could not recover the cost of correcting such defects from leaseholders. However, these costs could be recovered if the purchaser of the flat had been informed of the defect before the purchase or, if the defect did not become apparent to the landlord until at least 10 years after the sale.

8. For comparison purposes, in the case of the renewal of the Barbican roofs, carried out in the 1990's, the City Corporation agreed that it would pay for the cost of correcting structural defects as it was clear that a number of problems were caused by inadequate design or workmanship and these had been evident from the building's original completion. The cost of renewing building components associated with the defects that had failed through normal wear and tear were however recovered through the service charge provisions contained in the lease.

The nature of the concrete repairs identified

9. The results of the technical investigation carried out by the engineers have been analysed by consultants Bickerdike Allen Partners and their report is attached as Appendix A. In general terms, the repairs were entirely expected and usual for buildings of this age and, following laboratory analysis, the concrete was found to be of very high quality. The isolated problems discovered were typical of a building which is over 40 years old and were very minor in relation to the overall amount of exposed concrete. In contrast, an example of a problem discovered with older concrete buildings was the use of high alumina cement during construction which eventually results in a weakening of the concrete; fortunately this material was not used in Barbican concrete.
10. The repairs required were of a cosmetic nature rather than structural – i.e. they did not adversely affect the load bearing capacity – although they had to be classified as essential due to the health and safety risk. It is accepted that all elements of a building will deteriorate over time, and it is reasonable to expect that periodic inspection and maintenance work of this nature will be required to keep the property in good condition for the future.
11. Replacement of the Barbican roofs, which were known not to be fit for purpose, as they were leaking from the outset due to incorrect design, can be distinguished from the works to the concrete, which do not amount to works to make good a structural defect, but are works necessary to effect repairs and maintenance.

Corporate & Strategic Implications

12. The works contribute to the following aims of the City Together strategy: “supports our communities” and “protects, promotes and enhances our environment”.

Legal Implications

13. The Comptroller and City Solicitor has been consulted in the preparation of this report and his comments are incorporated.

Conclusion

14. Taking into consideration the nature of the repairs required, officers are of the view that the concrete investigation and resultant repairs should be regarded as periodic repair and maintenance of a building over the course of its life rather than making good a structural defect. In relation to the clause in the lease requiring the City to recharge for the cost, Clause 4 (3) of the standard lease provides that the tenant covenants to:-

- i. “Pay to the City in the manner and at the times hereinafter described a reasonable part of the costs of carrying out specified repairs and of insuring against risks involving specified repairs”.
- ii. "the costs" means the costs of carrying out specified repairs and of insuring against risks involving specified repairs and "specified repairs" means repairs carried out in order:
 - (i) to keep in repair the structure and exterior of the premises and of the Building in which they are situated (including drains gutters and external pipes) not amounting to the making good of structural defects;
 - (ii) to make good any structural defect of whose existence the City has notified the tenant before the date hereof (such defects being listed in the Fourth Schedule hereto) or of which the City does not become aware earlier than five years after the grant hereof; and
 - (iii) to keep in repair any other property over or in respect of which the tenant has any deemed rights”

15. Therefore, even if the repairs amount to the making good of a structural defect, which they do not, long leaseholders still have a contractual obligation to contribute towards the costs incurred.

Background Papers:

Report to the Residents' Consultative and Barbican Residential
Committees: 12 March and 26 March 2012

Appendices

Appendix A – Bickerdike Allen report dated 16 March 2012

Contact:

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**Review report on Concrete Testing
Shakespeare, Cromwell & Lauderdale Towers
The Barbican, London**

**Dr R Casson
BSc, PhD, FCIOB, ACI Arb**

16 March 2012

Prepared for: City of London Corporation

0 Summary

- 0.1 Following the identification of small pieces of concrete that were spalled (ie split from the face of the concrete) but still retained on the external surface of the concrete of Shakespeare Tower, a 100% visual and hammer tap survey by abseilers was commissioned to identify other similar potential safety hazards on all 3 tower blocks.
- 0.2 Every panel was also spot checked for the thickness of the concrete cover to the reinforcement, and a selection of 90 panels per block were tested on their outer external surfaces to assess them for actual and potential deterioration.
- 0.3 The results obtained showed the reinforced concrete to be in very good condition for its age with only minor occurrences of normal types of defects. These have no structural implications but will require some intervention to prevent local deterioration in the future and the risk of detachment of further pieces of concrete.

1 Introduction

- 1.1 The City of London Corporation (the Corporation) has instructed Bickerdike Allen Partners (BAP) to review and comment on the testing and results obtained from some of the concrete in the three tower blocks that form part of the Barbican Estate. Any survey work carried out by BAP in connection with this commission is limited to the scope of that instruction
- 1.2 Following the identification of the spalling / detachment of a number of a number of small but not insignificant pieces of concrete from Shakespeare Tower, a survey of the safety of the external concrete surfaces that were likely to be at risk of generating further such occurrences was commissioned by the Corporation.
- 1.3 The safety survey and testing were carried out by specialist testers using abseil access following a tender process that was awarded on the basis of competence as well as price. A key element of the tender was the inclusion in the report of an interpretation of the test results obtained in terms of their significance to the durability and longevity of the tower structures, and the need for and detailed nature of any repairs required. BAP were also instructed to advise on the selection and evaluation of the bids for the work.
- 1.4 This report reviews the testing carried out by the contractor Structural Renovations Ltd and the interpretation of the results as offered by their specialist testing subcontractor Martech Technical Services Ltd. The full reports of the testing are available via the Corporation.

2 The need for the survey

2.1 In reinforced concrete structures, corrosion of embedded reinforcement is initially inhibited by the alkalinity of the concrete. This alkalinity is reduced gradually over time by the effects of exposure to carbon dioxide in the atmosphere, a process known as carbonation.

In good quality concrete, carbonation is likely to begin to put the steel reinforcement at risk after a period of 40-60 years, or less if there is low cover of concrete (ie the thickness of concrete) over the steel. In poor quality concrete (which can occur for several reasons) or if it contains calcium chloride (which in the 1960's and 70's may have been used to accelerate the setting of concrete) the risk of corrosion can be much higher.

2.2 The tower blocks in the Barbican were built at different times between the mid 1960's to the mid-1970's. The designs appear very similar and the structural design and concrete design were probably also essentially the same.

2.3 Parts of the concrete construction are made from precast concrete units but the majority of the concrete was cast in situ.

2.4 The concrete in the Barbican is now typically 40 – 50 years old and is approaching the age at which even good quality concrete may start to show some problems.

2.5 The detachment of the concrete pieces is an indication of possible potential problems, so there was a need to establish as quickly as possible the risk of further detachments, and the need for any intervention to prevent any more from developing in the future.

2.6 No information is available on the concrete mix as originally specified, and the cover to the steel although specified to be unusually high for the time may vary significantly from the specified thickness. The purpose of the survey was therefore:-

- i) To carry out an overall visual and hammer tapping inspection to identify areas of change or deterioration.
- ii) To carry out sample checks on cover to the reinforcement
- iii) To carry out tests on concrete samples to confirm whether it posed any additional risks.

3 The survey

3.1 The survey was undertaken in two distinct parts –

- i) The safety survey where all the external concrete surfaces over public areas were visually examined by an appropriately experienced abseiler, the cover to the reinforcement was assessed and the surfaces were tapped with a hammer to detect any loose concrete. Loose pieces were removed and safely brought down.
- ii) A distributed survey of typical structural elements on every elevation of each tower involving some standard concrete tests to establish if there may be aspects of the concrete condition that require further investigation.

3.2 The distributed testing was carried out to act as an indicator of possible issues with the concrete, as a full survey would have taken an extremely long time to carry out and hence prohibitively expensive. Distributed testing of a sample of structural members is not truly random sampling but is sufficiently representative to give an indication if there are patterns of defects that occur in similar structural members.

3.3 The testing was not designed or intended to identify isolated one-off defects; from experience the visual survey will reveal one-off defects that need immediate attention.

3.4 The testing consisted of a number of standard concrete tests namely cover to reinforcement, depth of carbonation and cement content. Initially some tests to assess the corrosion of the reinforcement were carried out but the results did not suggest that there was any worthwhile data to be obtained so this was discontinued.

4 Results

4.1 The observations and measurements from the safety survey are shown in the elevation drawings which are attached in **Appendix A** to the paper copy of this report at size A1, however in the electronic copy these are not easily read at A3 size.

4.2 The detailed results are given in the contractors reports for each tower block and in the marked-up elevation drawings. The test results from the 90 test areas (30 per elevation) are summarised in Table 1 below.

4.3 The results for the distributed test areas are reported as follows:-

Table 1 Reported concrete test results

The Elements tests are illustrated in Figure 1.

Shakespeare Tower									
Element	Depth of Cover			Depth of Carbonation			Chloride Content		
	(mm)			(mm)			(%)*		
	Min	Max	Mean	Min	Max	Mean	Min	Max	Mean
Landing Beam	3	67	43	<5	15	7	0.08	0.29	0.18
Wall	0	>80	53	<5	>50#	13	0.17	0.33	0.23
Spandrel Panel	29	>100	60	<5	20	8	0.10	0.73	0.20
Balcony	7	>100	42	<5	15	7	0.13	0.26	0.17
Column	0	>100	55	<5	>70#	10	0.08	0.33	0.20
Round Column	45	>80	61	<5	10	4	0.14	0.26	0.19
Cromwell Tower									
Element	Depth of Cover			Depth of Carbonation			Chloride Content		
	(mm)			(mm)			(%)*		
	Min	Max	Mean	Min	Max	Mean	Min	Max	Mean
Landing Beam	8	80	47	<5	40	11	0.08	0.93	0.39
Wall	13	89	54	<5	25	13	0.09	0.36	0.19
Spandrel Panel	22	99	53	<5	10	5	0.08	0.59	0.26
Balcony	0	88	41	<5	20	8	0.10	0.25	0.15
Column	28	95	62	<5	70	11	0.09	0.30	0.18
Round Column	3	81	67	5	10	8	0.22	0.29	0.25
Lauderdale Tower									
Element	Depth of Cover			Depth of Carbonation			Chloride Content		
	(mm)			(mm)			(%)*		
	Min	Max	Mean	Min	Max	Mean	Min	Max	Mean
Landing Beam	6	83	38	<5	40	9	0.16	0.42	0.26
Wall	6	>100	56	<5	15	6	0.13	0.30	0.22
Spandrel Panel	15	80	54	<5	10	5	0.15	0.41	0.25
Balcony	10	82	43	<5	25	7	0.10	0.45	0.18
Column	17	84	60	<5	35	5	0.14	0.34	0.23
Round Column	78	90	84	<5	10	6	0.23	0.35	0.30

Notes # deep results recorded only at poorly compacted / honeycombed areas

*Chlorides expressed as % ions by mass of cement using a calculated mean cement content of

Shakespeare = 20.7%, (17.2% to 22.7%)

Cromwell = 19.4%, (18.8% to 22.3%)

Lauderdale = 20.2%, (13.7% to 26.7%)

Depth of cover

- 4.4 The minimum spot cover for each area is shown in Appendix A and few show values less than 20mm. The minimum values in Table 1 are very localised; where they are 0 they are exposed bar ends or where the steel is visible in honeycombed concrete. Unless associated with spalling of the concrete cover the low cover would usually relate to locally misplaced reinforcement where the next bar would be deeper into the concrete.

Depth of Carbonation

- 4.5 The test results show the depth of carbonation is typically less than 5mm in dense concrete. This is an extremely low value and suggests that the typical concrete was dense and very high quality.
- 4.6 The relationship between depth of carbonation and time is such that if it has taken 40 years to carbonate 5mm the next 5mm will take a further 120 years. Consequently other than at locations of extremely low cover there appears to be little risk of carbonation induced corrosion on the outer faces of the concrete. The accessible and non safety-critical inner faces have not been assessed and it would be prudent to carry out testing of these faces at some time.

Chloride content

- 4.7 The chloride contents are generally below the 0.4% by mass of cement which for 40 year old damp alkaline concrete is the level at which a low risk of corrosion becomes moderate.
- 4.8 There are some isolated results which were higher than this threshold level but none were indicating a high risk of corrosion or appeared to have defects that might be associated with this. In the absence of evidence of deterioration at these locations should be investigated further as soon as practicable to confirm the results, and to identify the source of the chloride contamination. Initially these could be from the balcony for ease of access.
- 4.9 The significance of the chloride content results depends to some extent on the cement content results. The cement content results for Lauderdale appear very variable but they are within a normal range for precast and in-situ concretes, both of which were sampled in this survey. Taking the mean of this range as representing all the concrete is not unreasonable for a first assessment and the indications from the chloride contents is that there is nothing that gives cause for immediate concern, especially when considered with the low depth of carbonation.

Half cell potential and Resistivity

- 4.10 Half Cell Testing and Resistivity tests were carried out at 9 or 10 locations on each block. In general all the results indicated a low probability of corrosion but at a few locations in each building results indicating a higher probability were obtained. These were all associated with small concrete spalls which confirms that some corrosion was occurring at these locations but also indicates that where conditions were right for corrosion it was already manifested by spalling so it may be inferred that it is not occurring elsewhere.

5 Remedial works

- 5.1 The results indicate that a relatively small number of repairs are needed and only a small proportion of those require a volume of repair materials, the majority are small holes, cracks or shallow spalls.
- 5.2 Where there are indications of corrosion of the steel reinforcement some corrosion inhibition treatment would be justified and the least intrusive of these are the migrating corrosion inhibitors (mci) or vapour phase corrosion inhibitors (vpi). Both are introduced close to the steel via a drilled hole.
- 5.3 The typically low depth of carbonation means there is no need for a general anti-carbonation coating.
- 5.4 The remedial works contractor should propose materials and methods of executing these works, which can then be independently reviewed.

6 Review of the test reports

- 6.1 Bickerdike Allen Partners have reviewed the test reports and prepared the above summaries based on them. In our opinion the analysis, interpretation and recommendations presented by the test contractor are reasonable from the data obtained.
- 6.2 In our opinion it is reasonable to base strategies for any remedial works and maintenance on the reports.


7 Further investigations

The following suggestions for further investigations are offered by Bickerdike Allen Partners as a starting point for the development of a full repair and maintenance programme. They are not intended to be a full or complete analysis of whatever might be necessary to ensure the long term integrity of the structures.

- 7.1 The concrete structures of the Barbican Estate are of an age where deterioration might be expected to start and susceptible locations should be identified early to optimise any intervention for repairs.
- 7.2 The top surfaces of the balcony panels have numerous minor defects including holes drilled for glass balustrade supports and steel exposed by surface spalls. These can be accessed from the balconies and a systematic record should be made of all such items so that a programme of repairs can be carried out.
- 7.3 Similarly the balcony-facing concrete in the outdoor concrete on the inside of the outer envelope, the apartment walls and the ceilings over the balconies should be systematically checked by methods similar to those use to inspect and test the external faces of the envelope.
- 7.4 Even if these tests indicate there is little of current concern the results obtained will provide a baseline for further test results from future surveys that must be implemented to ensure the long term integrity of the structures.
- 7.5 Consideration should be given to carrying out a programme of safety checks on the external surfaces of the medium rise structures as these will be affected by the same physical and chemical deterioration processes as the high rise blocks and concrete falling from the 4th floor can be as injurious as that from the 34th floor.



**Dr R Casson
Senior Associate
Bickerdike Allen Partners**



**R Jowett
Partner
Bickerdike Allen Partners**

Figure 1
Elements of the buildings







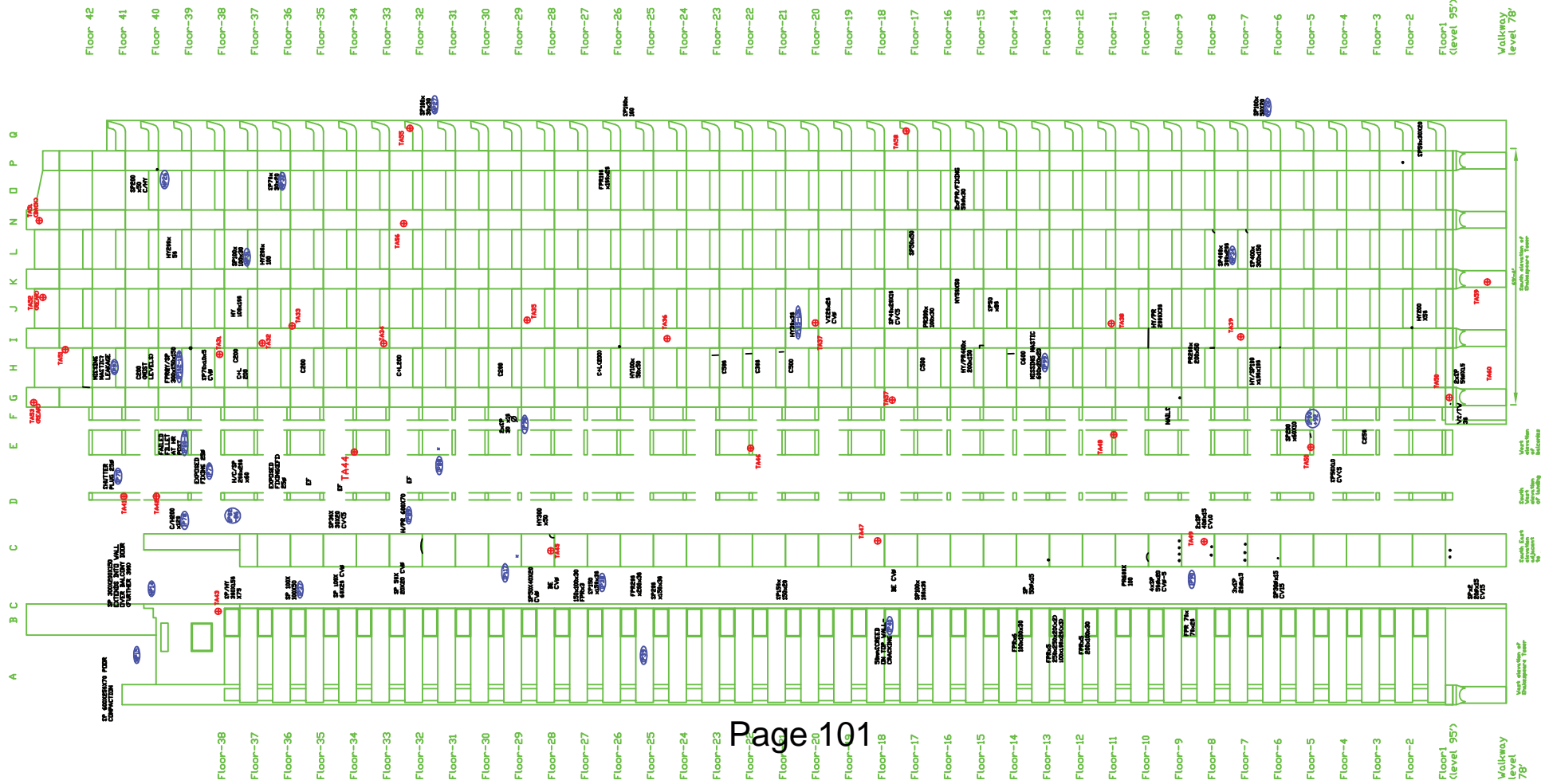
Round Columns

APPENDIX A

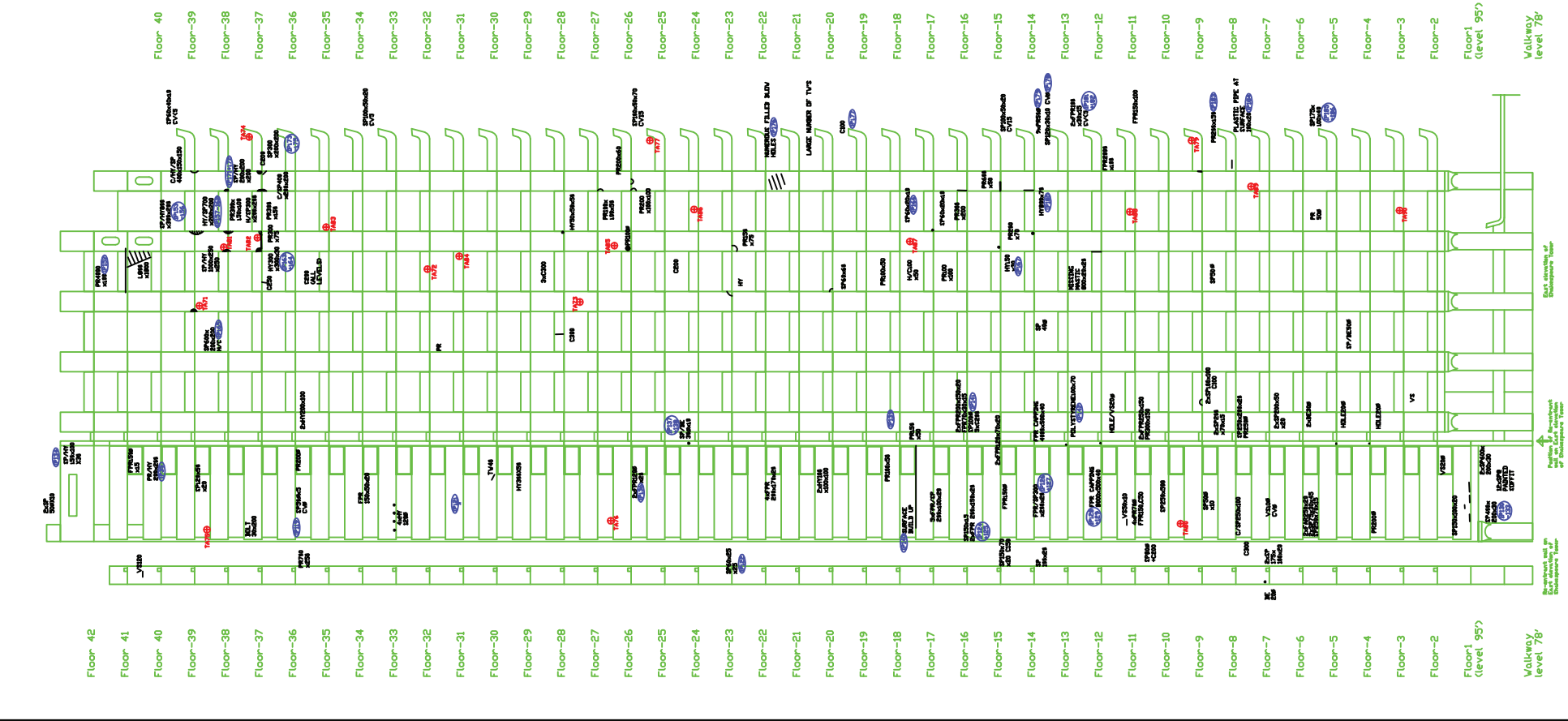
**SURVEY RESULTS FOR SHAKESPEARE, CROMWELL
& LAUDERDALE TOWERS**

LEGEND

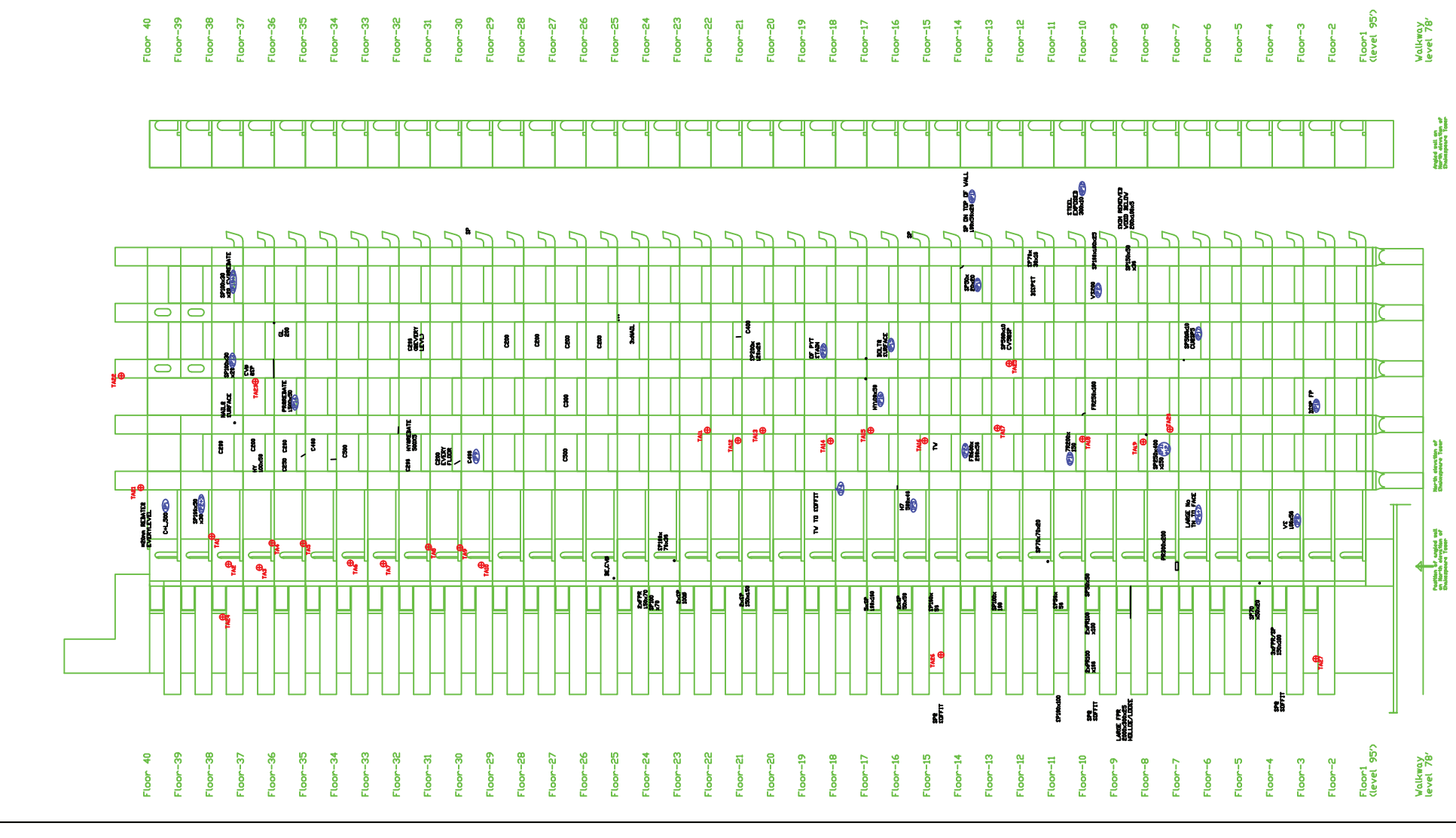
TA	Test Area Location and Reference
⊕ S	Sample Location and Reference
CV	Depth of Cover (mm)
BWK	Brickwork
CB	Depth of Carbonation (mm)
C+P	Clean and Passive Steel
SP	Spall
PR	Previous Repair
RS	Rust Spot/Stain
PY	Pyrite
BE	Bar End
B/O	Breakout to Expose Reinforcement
{ c	Crack
VS	Visible Steel
45	Rebar Location and Depth of Cover (mm)
HY	Honeycombing / poor compaction
SSC	Slight Surface Corrosion
SC	Surface Corrosion
H	Hollow



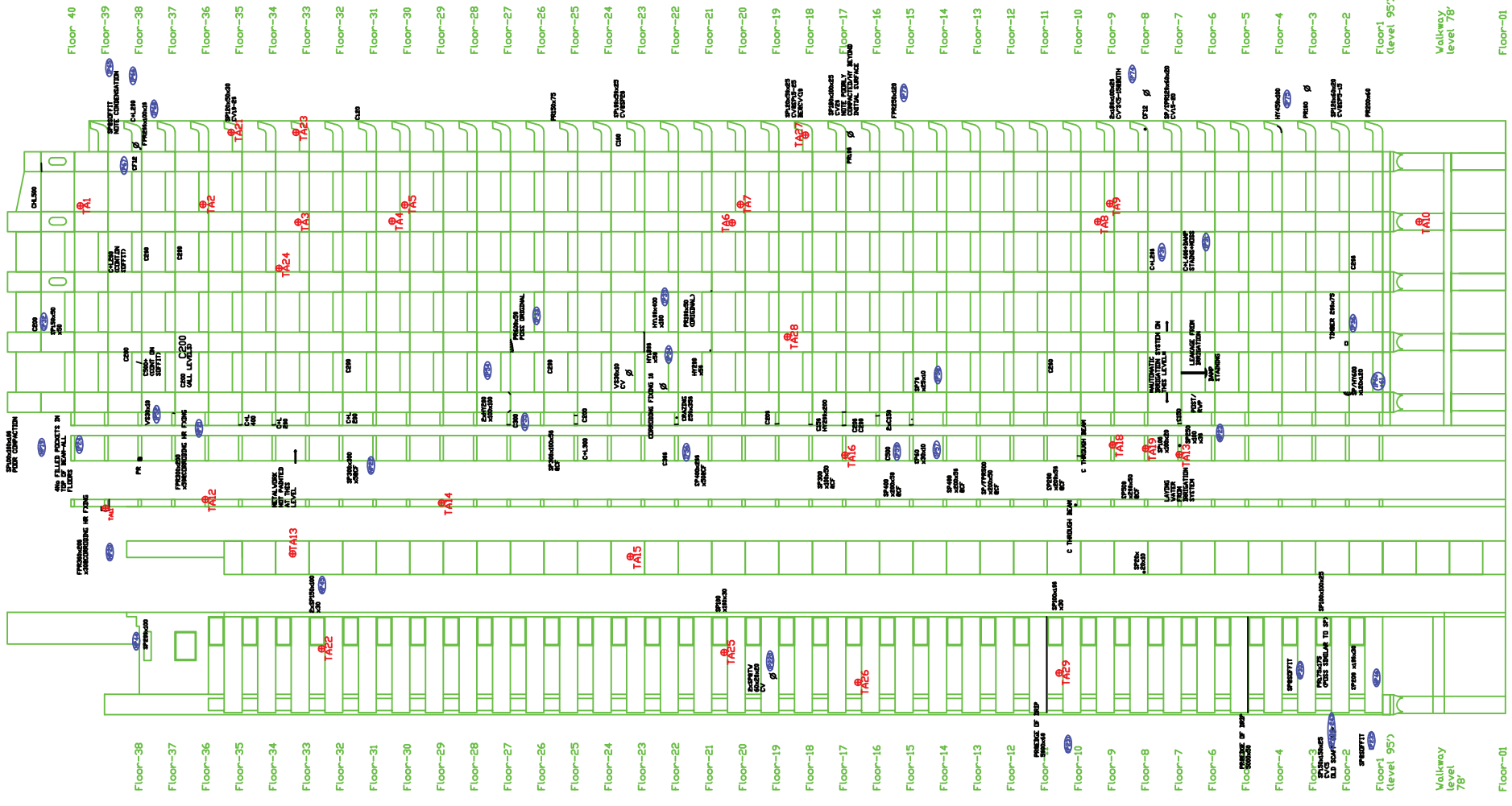
SHAKESPEARE ELEVATION A - SOUTH



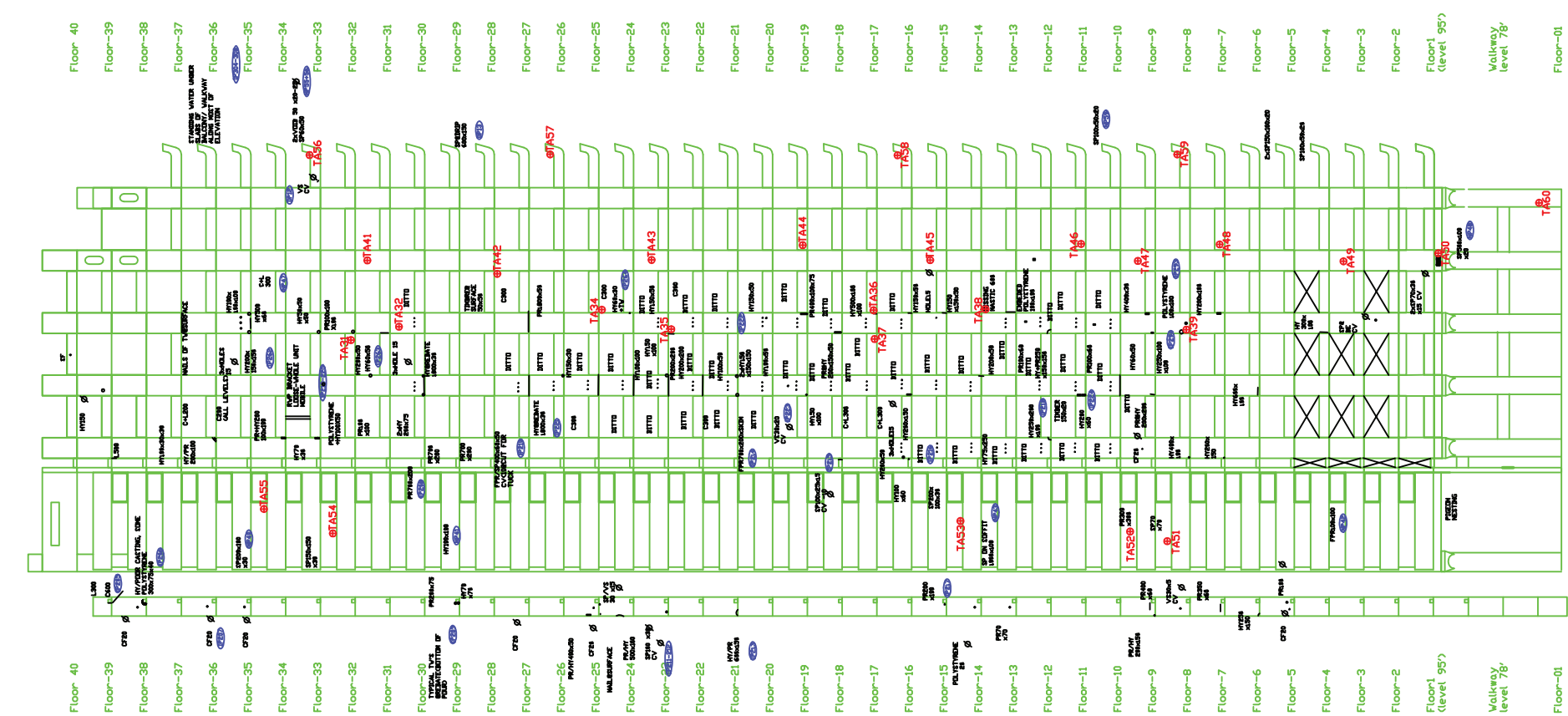
SHAKESPEARE ELEVATION B - EAST



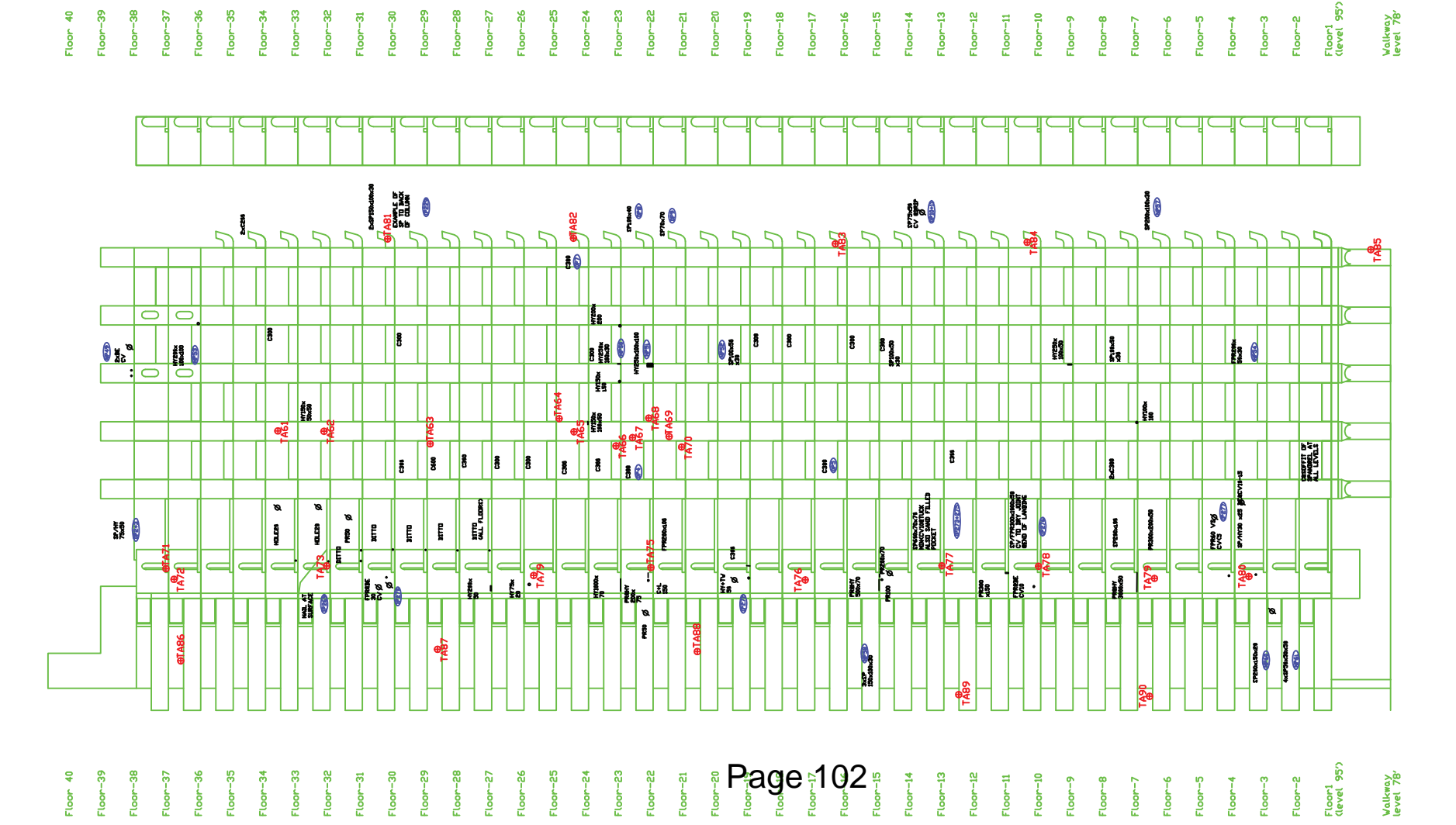
SHAKESPEARE ELEVATION C - NORTHWEST



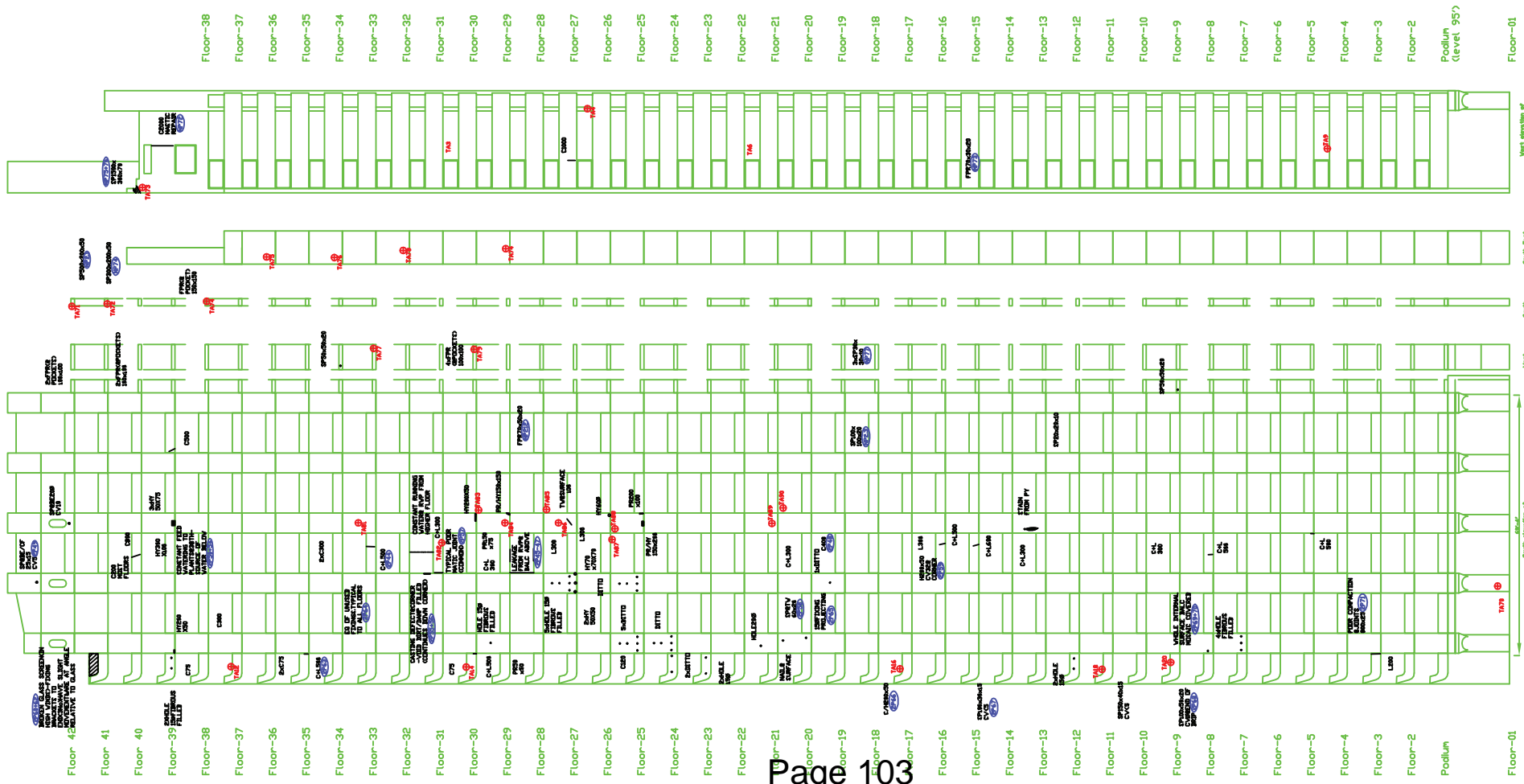
CROMWELL ELEVATION C - SOUTHWEST



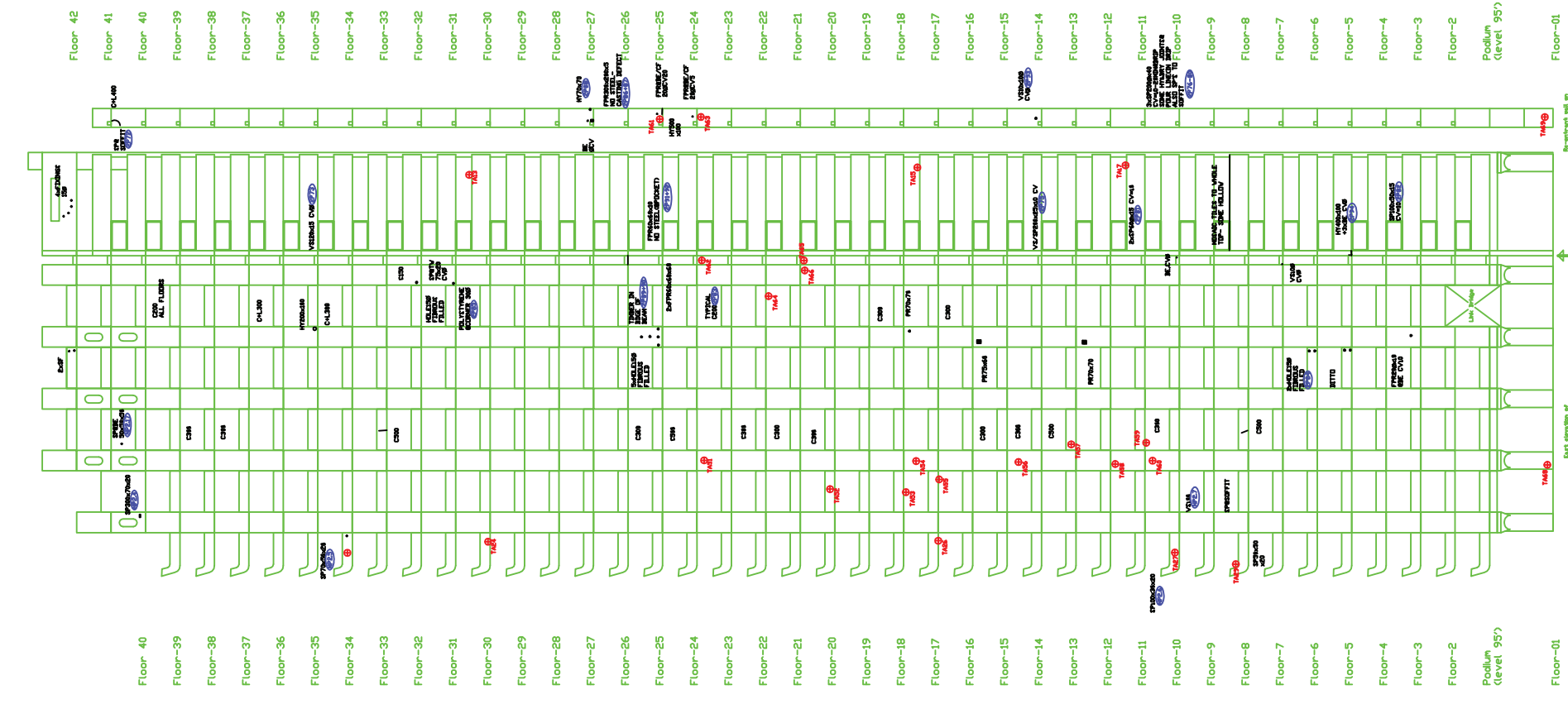
CROMWELL ELEVATION B - NORTH



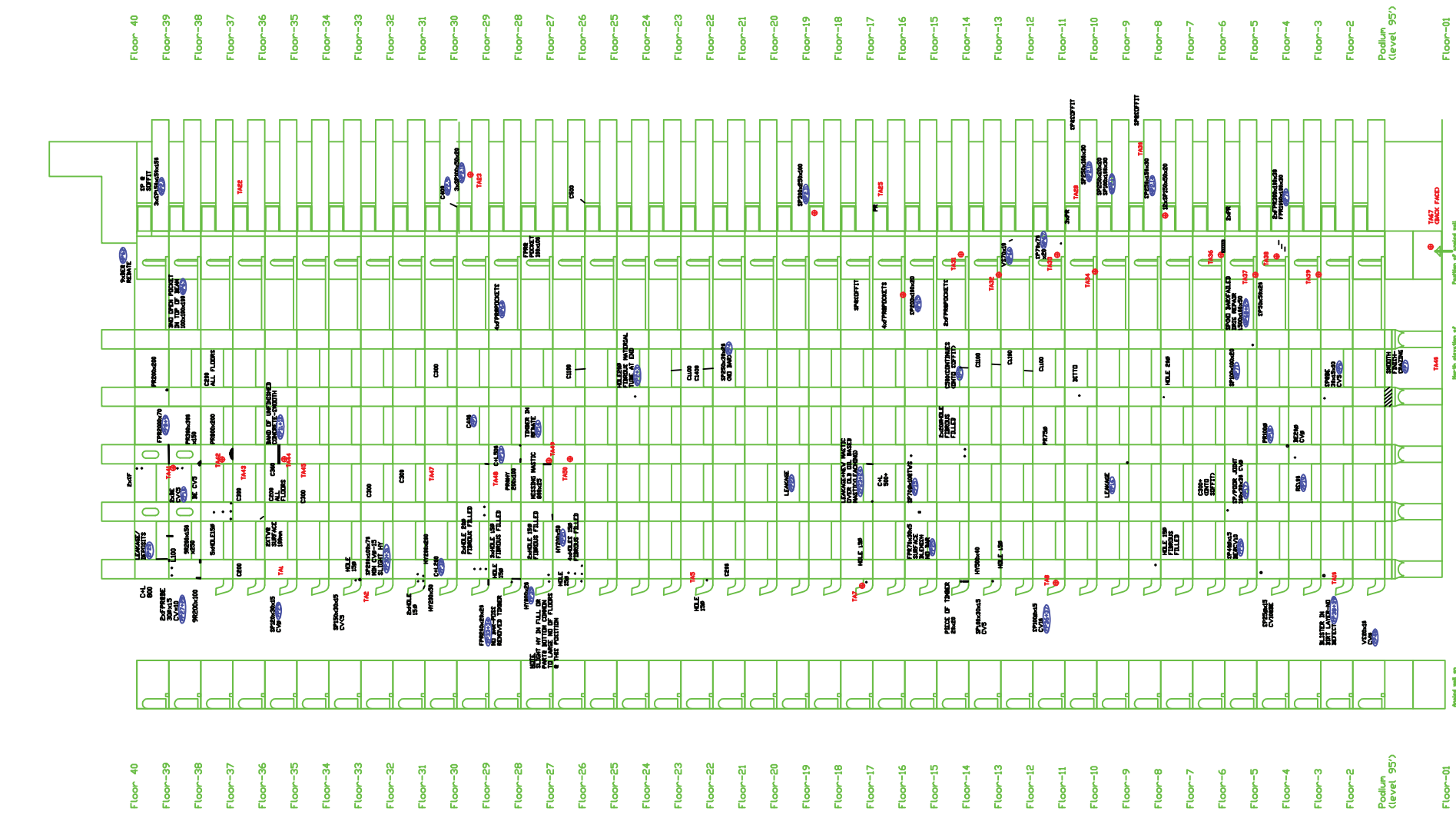
CROMWELL ELEVATION A - EAST



LAUDERDALE ELEVATION - WEST



LAUDERDALE ELEVATION - NORTH



LAUDERDALE ELEVATION - SOUTH-EAST

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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
<u>Summary</u>		
<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
Director of Community and Children's Services

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Agenda Item 12

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	(11,303)	(10,611)	692
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

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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

	Final Agreed Budget £000	Revenue Outturn £000	Variation Increase/ (Decrease) £000	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

2. 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)	
9	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
	(1,274)	(1,198)	76	6	(1,269)	71	6
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 16

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

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Agenda Item 17

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

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Agenda Item 18

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
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