



Barbican Residential Committee

Date: MONDAY, 17 JUNE 2013
Time: 11.30am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

Randall Anderson	Gareth Moore*
Alex Bain-Stewart*	Deputy Joyce Nash
Christopher Boden*	Barbara Newman
David Bradshaw	Graham Packham*
Deputy Billy Dove*	Henrika Priest*
Revd Dr Martin Dudley (Ex-Officio Member)	Chris Punter
Deputy Stanley Ginsburg*	Stephen Quilter
Michael Hudson*	Angela Starling
Vivienne Littlechild	Deputy John Tomlinson
Jeremy Mayhew *	Philip Woodhouse *

* *non-resident members*

Enquiries: Julie Mayer
tel.no.: 020 7332 1410
Julie.Mayer@cityoflondon.gov.uk

Lunch will be served in Guildhall Club at 1PM

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**
2. **DECLARATIONS OF INTEREST**
3. **ORDER OF THE COURT OF COMMON COUNCIL - 25 APRIL 2013**
For Information
(Pages 1 - 2)
4. **ELECTION OF CHAIRMAN**
For Decision
5. **ELECTION OF DEPUTY CHAIRMAN**
For Decision
6. **MINUTES OF THE PREVIOUS MEETING**
 - To approve the Public Minutes and Summary of the Barbican Residential Committee held on Monday, 11 February 2013
 - To note the Draft Minutes of the Barbican Residents' Consultation Committee (RCC) held on Monday, 3 June 2013 – *to follow***For Decision**
(Pages 3 - 8)
7. **UPDATE REPORT**
Report of the Director of Community and Children's Services
For Information
(Pages 9 - 32)
8. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**
Report of the Director of Community and Children's Services
For Information
(Pages 33 - 40)
9. **PROGRESS OF SALES AND LETTINGS**
Report of the Director of Community and Children's Services
For Information
(Pages 41 - 46)
10. **EXTENSION OF WINDOW CLEANING CONTRACT**
Report of the Director of Community and Children's Services
For Decision
(Pages 47 - 50)
11. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
12. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

13. **EXCLUSION OF THE PUBLIC**
MOTION – that, under section 100 (A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the ground that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12(A) of the Local Government Act.

For Decision
14. **MINUTES**
To approve the non-public minutes of the Barbican Residential Committee held on 11 February 2013

For Decision
(Pages 51 - 54)
15. **OUTLINE/DETAILED OPTIONS APPRAISAL/AUTHORITY TO START WORK -
BAGGAGE STORES/RELOCATION OF STAFF**
Report of the Director of Community and Children’s Services

For Decision
(Pages 55 - 66)
16. **RESIDENTIAL RENT REVIEW**
Report of the Director of Community and Children’s Services

For Decision
(Pages 67 - 82)
17. **VIRGIN ACTIVE**
Report of the Director of Community and Children’s Services

For Decision
(Pages 83 - 88)
18. **2 FANN STREET, EC2 - LONG LEASE DISPOSAL**
Report of the City Surveyor

For Decision
(Pages 89 - 106)
19. **ARREARS UPDATE**
Report of the Director of Community and Children’s Services

For Information
(Pages 107 - 110)
20. **DECISIONS TAKEN UNDER URGENCY /DELEGATED AUTHORITY**
Report of the Town Clerk

For Information
(Pages 111 - 112)
21. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
22. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

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Agenda Item 3

BARBICAN RESIDENTIAL COMMITTEE

1. **Constitution**

A Non-Ward Committee consisting of,

- 11 Members who are non-residents of the Barbican Estate elected by the Court of Common Council, at least one of whom shall have fewer than five years' service on the Court at the time of their appointment
- three Members nominated by each of the following Wards:-
 - Aldersgate
 - Cripplegate Within
 - Cripplegate Without
- the Chairman or Deputy Chairman of the Community & Children's Services Committee (ex-officio)

The Chairman and Deputy Chairman of the Committee shall be elected from the Members who are non-residents of the Barbican Estate.

2. **Quorum**

The quorum consists of any four Members who are non-residents of the Barbican Estate.

3. **Membership 2013/14**

Non-Residents:-

- 14 (4) Stanley Ginsburg J.P., Deputy
- 4 (4) Henrika Johanna Sofia Priest
- 3 (3) Jeremy Paul Mayhew, M.A., M.B.A., *for three years*
- 3 (3) William Harry Dove, M.B.E., J.P., Deputy
- 5 (3) Gareth Wynford Moore
- 5 (2) Michael Hudson
- 1 (1) Graham David Packham, *for three years*
- 1 (1) Philip John Woodhouse, *for three years*
- 1 (1) Alex Bain-Stewart M.Sc., J.P.
- 1 (1) Christopher Paul Boden

Residents:-

Nominations by the Wards of Aldersgate and Cripplegate (Within and Without), each for the appointment of three Members

Aldersgate

Joyce Carruthers Nash, O.B.E., Deputy
Barbara Patricia Newman, C.B.E.
Randall Keith Anderson

Cripplegate (Within)

David John Bradshaw
Vivienne Littlechild
Angela Starling

Cripplegate (Without)

John Tomlinson, B.A., M.Sc., Deputy
Stephen Douglas Quilter, B.Sc.(Hons.)
Chris Punter

together with the ex-officio Members referred to in paragraph 1 above and one Member to be appointed at a later date.

4. **Terms of Reference**

To be responsible for:-

- (a) the management of all completed residential premises and ancillary accommodation on the Barbican Estate, eg. the commercial premises, launderette, car parks, baggage stores, etc. (and, in fulfilling those purposes, to have regard to any representations made to it by the Barbican Estate Residents' Consultation Committee);
- (b) the disposal of interests in the Barbican Estate pursuant to such policies as are from time to time laid down by the Court of Common Council.

Barradell

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Agenda Item 6

BARBICAN RESIDENTIAL COMMITTEE Monday, 11 February 2013

Minutes of the meeting of the Barbican Residential Committee held Guildhall
on Monday, 11 February 2013 at 1.45 pm

Present

Members:

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

**indicates non-resident Member*

Officers:

Roger Adams	- City Surveyor's Department
Mark Jarvis	- Chamberlains
Alan Bennetts	- Comptroller and City Solicitor's
Deborah Cluett	- Comptroller and City Solicitor's
Jacquie Campbell	- Community and Children's Services
Helen Davinson	- Community and Children's Services
Mike Kettle	- Community and Children's Services
Anne Mason	- Community and Children's Services
Mike Saunders	- Community and Children's Services
Eddie Stevens	- Community and Children's Services
Karen Tarbox	- Community and Children's Services
Barry Ashton	- Community and Children's Services

1. APOLOGIES

Apologies were received from Deputy Stanley Ginsburg, Gareth Moore and Henrika Priest.

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

David Bradshaw declared an interest in respect of agenda item 7 by virtue of having a car parking space on the Barbican Estate. Mr Bradshaw abstained from the vote on this item.

In respect of Agenda Item 15 (2 Fann Street) the City Solicitor advised Members that they were being asked to make a judgement on behalf of the City, as Freeholder. Members who also served on the Planning Committee were assured that this would not suggest a pre-determination.

3. **MINUTES OF THE PREVIOUS MEETING**

The public minutes and summary of the Barbican Residential Committee (BRC) of 10 December 2012 were approved, subject to a correction on page 3 in that the area at the base Lauderdale (not Shakespeare Tower) was badly lit.

Matters arising

Sub letting - Members noted this had been resolved and was a matter for the Comptroller and City Solicitor.

Concrete testing - a letter had been sent to the Chairmen of the Barbican Association (BA) and Residents Consultation Committee (RCC) in response to their queries. The Chairman and Deputy Chairman of the BRC would meet with the Chairmen of the BA and RCC, before a report is presented to the June meeting of the BRC. Members asked if they could be sent a copy of this letter. Members noted that residents would also be receiving a letter this week about preparatory works to the rusting.

Asbestos – Members noted that there was asbestos in some of the cupboards but not all and there were no planned works. The next BRC meeting would receive a detailed update.

Tour of the Estate – This would be arranged after the April Court, to include the new composition of Members.

The Chairman advised that he would be changing the running order to take Item 15 first (Fann Street EC2 – Bid Analysis First Stage). After this, the meeting would return to open session to complete the business on the agenda.

4. **UPDATE REPORT**

This report updated Members on issues raised by the Residents' Consultation Committee and the Barbican Residential Committee at their meetings in November/December 2012. This report also provided updates on other issues on the estate.

St Giles' Terrace

Members noted that the RCC had expressed some general concerns about this area. Officers provided the following updates:

- At their next meeting in March, the Barbican Occupiers' User Group would raise the parking issue. The estate office would also investigate further with the Girls' School and the Church.
- The seating on the terrace was complete and the covers would be removed by the end of March 2013.
- On the walkway, the soft-landscaping had now been removed and a Member asked if hoardings would also be removed shortly? If not, could more attractive hoardings be considered?

A report on the **Baggage Stores** would be presented to the Projects Sub Committee on 12 February 2013.

Members were pleased to note that **invoice performance** had improved considerably.

Car parking bays – Breton House (Commercial Parking Contracts)

The officer explained that the contract with Deutsche Bank had been dependent on access to Staircase 64. Members were assured that it was used by the Bank's senior management only and that all other areas of the block and estate could not be accessed.

Beech Gardens – Drop in Sessions

Members commended Karen Tarbox for these helpful sessions but noted that attendance at the evening sessions had been disappointing. Officers would therefore try holding the sessions later in the evenings, which might be more convenient for workers. A Member suggested that it might be prudent to cease them, should attendance remained low.

The time frame for VFM response to the RCC working party suggested SLAs for the **TV Network** had been extended to 1 March.

RECEIVED

5. **SERVICE LEVEL AGREEMENTS QUARTERLY REVIEW**

This report updated Members on the Review of the estate-wide implementation of Service Level Agreements for the quarter October to December 2012. The report detailed comments from the House Officers and the Residential Working Party and an on-going action plan for each of the five Service Level Agreements.

RECEIVED

6. **PROGRESS OF SALES AND LETTINGS**

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

RECEIVED

7. **CAR PARK CHARGING**

This report sought to extend the current charging policy for car parking on the Estate for another year, from 24 June 2013, leading to an increase in fees of 2.6%.

In response to questions, the officer explained that whilst occupancy was high, 500 bays remained vacant, so the account was not yet showing a surplus. Members noted that there had been just three small price increases since 2002 and the rates were very competitive. Whilst the London Wall car park was cheaper, spaces were not guaranteed. Members asked for their view to be recorded in that the account should receive a capital receipt when bays are sold. A member requested an explanation as to the increase in capital charges on the car parks for 12/13.

RESOLVED, that:

1. **All car parking licence fees be subject to review from 24 June 2013 for the following year. (The increase to be calculated by reference to any changes in the RPI published by the Office for National Statistics in September of the preceding year, to allow appropriate notice to be given to Barbican residents of any increase in the fee. *The RPI published in September 2012 shows an increase of 2.6%*).**
2. **The effect of this from 24 June 2013 will be that:**
 - **annual residential car parking licences will increase from £1,126 to £1,155;**
 - **daily car parking charges will increase from £9.20 to £9.44; customers using the automated system will receive an increase from £8.20 to £8.44**
 - **annual commercial car parking licences will increase from £4,121 to £4,228 (excluding VAT);**
 - **annual residential motorcycle licences will increase from £210 to £216;**
 - **administration fees for new car bay licences will increase from £56 to £57;**
 - **annual fees for electrical mobility scooters will increase from £375 to £385;**
 - **annual fees for bicycle stores will increase from £79 to £81;**
 - **purchase price for a car bay on the estate will increase from £8,000 to £8,208;**

8. **AUTOMATED PAYMENT SYSTEM FOR TEMPORARY CAR PARKING**
Members noted that the Barbican Estate Office had been looking at efficiencies in delivering the temporary car parking service. This report proposed that an Automated Payment System (credit and debit card payment using text, touch-tone, internet and mobile web technology) be introduced in the car parks. The new service would provide a convenient way to pay for parking but was not yet intended to replace the current ticketing/invoicing system. A Member asked how this might be reflected in next year's budget and suggested it should be cost-neutral to the City.

RESOLVED, that:

1. **An automated payment system for temporary parking be introduced, to be reviewed after one year.**
2. **The service costs for implementing the new payment technology, payable to the service provider, be paid by the Barbican Estate Office, by way of a small service charge for each transaction.**
3. **The Barbican Estate Office reduce the current daily temporary car parking charge for those customers that use this service by £1 (from £9.20 to £8.20) as an incentive to use the service. (The charge to be reviewed in line with the Car Park Charging Policy – please see Car Park Charging report January/February 2013).**

9. **ROOF APPORTIONMENTS FOR BRYER, BUNYAN AND JOHN TRUNDLE COURTS**

This report sought approval to the final apportionment of costs between qualifying Leaseholders and the City of London Corporation (the City) in relation to the roof repairs at Bryer, Bunyan and John Trundle Courts. Members were very pleased at the outcome

RESOLVED, that:

1. **The final apportionment of costs for roofing repairs at John Trundle Court be approved; being 70.77% to the City and 29.23% to qualifying Long Leaseholders.**
2. **The final apportionment of costs for roofing repairs at Bryer Court be approved; being 74.44% to the City and 25.56% to qualifying Long Leaseholders.**
3. **The final apportionment of costs for roofing repairs at Bunyan Court be approved; being 71.29% to the City and 28.71% to qualifying Long Leaseholders.**

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were none
11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There were none
12. **EXCLUSION OF THE PUBLIC**

RESOLVED, that:

Under Section 100A of the Local Government Act 1972, the public be excluded from the following items on the grounds that they include the likely disclosure of exempt information, as defined in Part 1, Schedule 12A, Paragraphs 1, 2 & 3 of the Local Government Act .

13. **MINUTES**
The non-public minutes of the Barbican Residential Committee of 10 December 2012 were approved.
14. **ARREARS REPORT**
Members received a report of the Acting Director of Community and Children's Services.
15. **FANN STREET EC2 - BID ANALYSIS FIRST STAGE**
Members received a report of the Acting Director of Community and Children's Services.
16. **DEPARTMENT OF COMMUNITY AND CHILDREN'S SERVICES - TECHNICAL SERVICES ORGANISATIONAL RESTRUCTURE**
Members received a report of the Acting Director of Community and Children's Services.
17. **AFFORDABLE HOUSING**
Members received a report of the Acting Director of Community and Children's Services.
18. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
Members were advised that the annual rent review would be presented to the BRC in June 2013.
19. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There were no items.

The meeting ended at 2.55 pm

Chairman

Agenda Item 7

Committee:	Date(s):
Residents' Consultation Committee	03 June 2013
Barbican Residential Committee	17 June 2013
Subject: Update Report	
Report of: Director of Community and Children's Services	Public
<u>Executive Summary</u>	
Barbican Estate Office	
1. Key Performance Indicators, Statistics - see appendix 1	
2. Car Parks	
3. Automated Payment System for Temporary Car Parking	
4. Resident's Survey	
5. Open Spaces	
6. Current Working Parties – see appendix 4	
Built Environment	
7. Barbican Area Street Scene Enhancement Strategy/ Beech Street Tunnel	
Property Services – see appendix 2	
8. Redecorations	
9. Roof apportionments	
10. Beech Gardens Podium Works	
11. Asset Maintenance Plan	
12. Asbestos in Meter Cupboards	
13. Water Pressure to Tower Blocks	
14. Tower Concrete Works	

15.Public lift availability

16.Upgrade of the Barbican Television Network

17. Sustainability Working Group minutes – see **appendix 5**

City Surveyors Department – see appendix 3

18.St Alphage House

19.Public Lifts serving the Barbican Estate

20.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 January/February 2013. 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. Car Parks

The new bicycle ‘hoop’ stands in the Breton and Defoe car parks which have been funded by TFL have been completed and there is the possibility for further funding for 2013/14.

3. Automated Payment System for Temporary Car Parking

The new automated payment system for temporary car parking commenced in April and the ‘take up’ in the first month was 37%. Reminders are attached to the old ticketing system and invoices of the new automated system to encourage residents to use the new system.

4. Residents Survey

The Barbican Estate Office has received almost 500 replies to their 2013 online resident's survey – the results will be published in the summer edition of Barbicanews and presented to September committee.

5. Open Spaces

As in previous years, Fann Street Wildlife Garden will be participating in Open Garden Squares Weekend held on the 8 and 9 June 2013. All residents are welcome.

The Barbican Estate Office would like to thank all the volunteers who continue to work so hard within Fann Street Wildlife Garden. Notable projects completed last year include the traditional scything of the wild flower meadow.

6. Current Working Parties

The current list of Working Parties is contained in Appendix 4.

Built Environment

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

7. Barbican Area Street Scene Enhancement Strategy/Beech Street Tunnel

The scheme has now been implemented with new bespoke benches and planters on Ben Johnson Place and St Giles Terrace.

Concerns have subsequently been raised about the number of seats, the design of the furniture, the layout of the scheme on St Giles Terrace and the consultation process. The scheme has been implemented as approved by The Streets and Walkways Committee (June 2011) with the same number of seats as were there previously. It was widely consulted on in September 2010 but as a result of the comments received recently by residents, we have ensured that there is no new seating closer to Gilbert House than was present prior to the scheme being installed. The scheme was planted up at Easter.

Steve Presland has met with concerned residents to discuss the issues

outlined above and with all projects we carry out a review after completion. We have therefore agreed with the Barbican Association to circulate a questionnaire to all residents asking for their views and whether they would like to see the seating and planting retained or removed.

We are in the process of preparing this consultation questionnaire with input from both members and the Barbican Association before it is circulated. Once we have received consultation responses we will take an informed decision on how best to proceed.

Beech St Tunnel:

We are still at early stages and will be working with consultants and the Barbican's Director of Operations and Buildings to explore options and understand the technical issues related to future improvements to the tunnel.

Silk Street:

Following public consultation on the proposals we will be progressing with detailed design with a view to commencing works in late 2013.

Background Papers:

Minutes of the Barbican Residential Committee 28 January 2013.

Minutes of Residents' Consultation Committee 11 February 2013.

Contact Name	Michael Bennett, Barbican Estate Manager
Tel:	020 7029 3923
E:mail:	barbican.estate@cityoflondon.gov.uk

Appendix 1
Summary of Key Performance Indicators April 2012 to March 2013

PI No	Title of Indicator	Actual 2011/12	TARGET 2012/13	QTR 3 11/12	QTR 4 11/12	QTR 1	QTR 2	QTR 3	QTR 4	PROGRESS AGAINST TARGET	SUMMARY
H3	Answer all letters satisfactorily with a full reply within 10 working days	76%	100%	85%	70%	67%	77%	91%	98%	☹	1 letter missed target
H4	Answer all emails to public email addresses within 1 day and a full reply to requests for information within 10 days	92%	100%	96%	100%	95%	91%	97%	100%	☺	
H5	To resolve written complaints satisfactorily within 14 days	92%	100%	83%	100%	100%	75%	100%	100%	☺	0 complaints received
H9	% 'Urgent' repairs (complete within 24 hours)	95%	90%	93%	92%	96%	98%	97%	99%	☺	
H10	% 'Intermediate' repairs (complete within 3 working days)	98%	95%	94%	94%	99%	91%	95%	98%	☺	
H11	% 'Non-urgent' repairs (complete within 5 working days)	92%	90%	89%	93%	94%	96%	97%	97%	☺	
H12	% 'Low priority' repairs (complete within 20 working days)	90%	90%	88%	94%	94%	94%	95%	98%	☺	
H15	Resident Satisfaction with repairs service		90%			95%	96%	100%	90%	☺	
H21	% Overall Resident satisfaction of completed Major Works Projects (£50k+)	93%	90%	94%	91%	96%	NA	NA	NA	☺	
H29	% Resident satisfaction with estate cleaning standards	96%	90%	97%	86%	97%	97%	100%	82%	☹	7 of the 38 inspections came back with

											"satisfactory" gradings. Action plans put in place to return to "good" as a minimum
H32	No of reported incidents of antisocial behaviour	164	No Target	39	35	55	38	26	31		3 incidents dealt with by the police.
H46	% Payment of undisputed invoices within 30 days	92%	100%	88%	91%	94.5%	96%	99%	96%	☹	
H48B	To reduce commercial rent arrears to under 2% of annual debit	1.88%	<2%	0.8%	2.0%	1.9%	2.1%	1.95%	2.2%	☹	

Baggage Stores at May 2013. 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
1164 (1167)	70 (69)	3 (6)	16 (16)	2 (2)	9 (2)	2 (4)	1266 (1266)	28 (43)

The unlettable stores are due to flooding and leaking which is being reviewed. Void periods result from instances of prolonged handover,(such as key chases, lock changes, remedial repairs to stores, and delayed resident availability between the times of being offered a store and viewing it).

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
70 (60)	51 (45)	50 (39)	1 (1)	172 (145)

Bicycle Stores

Let Stores	Vacant Stores	Waiting List	Total Stores
100 (95)	0 (5)	42 (45)	100 (100)

BARBICAN ESTATE - CAR PARKING BAYS

AS AT MAY 2013

CAR PARK	ANDREWES	BRETON	BUNYAN	CROMWELL	DEFOE	SPEED	LAUDERDALE	THOMAS MORE	01 WILLOUGHBY	03 WILLOUGHBY	TOTALS	PREVIOUS TOTALS (Dec 2012)
SOLD	15	1	1	10	34	6	22	12	7	45	153	154
RESIDENTIAL	96	74	75	56	121	42	74	99	92	5	734	741
COMMERCIAL	2	39	5	0	0	0	0	0	4	3	53	84
VACANT	22	125	128	26	5	107	9	39	51	56	568	529
TOTALS	135	239	209	92	160	155	105	150	154	109	1508	1508

FORMER CAR BAYS	2	30	45	9	5	21	29	26	18	21	206
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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

LOW CEILING HEIGHTS/OPEN TO ELEMENTS/PILLARS

In addition to the original 50 transportable baggage stores located in Breton, Bunyan and Lauderdale car parks, utilising 19 car parking bays recorded above as former car bays, a further 50 new transportable baggage stores have been installed in Breton, Bunyan and 03 Willoughby car parks, utilising a further 22 former car bays

Visitors Bays

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

Heron Tower Development

Licence Agreement - 140 car bays from Speed, 01 & 03 Willoughby car parks to be purchased by Heron to be drawn down in tranches of 50 within 2 years after the practical completion of the Heron building - expected 2013.

40 Bays now Sold to Heron (30 Office & 10 EDF)

38 temporary commercial bays at Breton House car park is for 1 contract

Agenda Plan 2013

Report Title	Officer	RCC Meeting Date	BRC Meeting Date
Update Report	Michael Bennett	2 Sept	16 Sept
SLA Review	Michael Bennett		
Residents Survey	Helen Davinson		
Roof Apportionments for Shakespeare Tower, Breton House & Ben Jonson House	Mike Saunders		
Garchey 5 Year Review	Mike Saunders		
Background Underfloor Heating	TBC		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Annual Review of RTAs	Town Clerks		
Relationship of BRC Outturn Report to Service Charge Schedules – RCC Only	Anne Mason		
Revenue Outturn	Anne Mason		
Update Report	Michael Bennett	25 Nov	9 Dec
SLA Review	Michael Bennett		
Sales Report	Anne Mason		
Arrears Report (BRC Only)	Anne Mason		
Revenue & Capital Budgets	Anne Mason		
Car Park Charging	Barry Ashton		

Property Services Update
Appendix 2

8. Redecorations

2012/13 Programme

The redecoration works to Shakespeare Tower, Thomas More House, Seddon House and Lambert Jones Mews is now complete. Final account is to be agreed with the contractor.

2013/14 Programme

Following an evening consultation meeting with residents from John Trundle Court, Bunyan Court and Bryer Court in April 2013, there was general agreement that redecoration works would go ahead in 2013. Residents were advised that delaying the project until after the Beech Gardens project is complete would have an adverse effect on the condition of painted surfaces

Tenders have been received and subject to statutory consultation, works will commence on site in July 2013.

9. Roof Apportionments.

BLOCK	CURRENT STATUS	Estimated Final Account Verification	Estimated Final Apportionments
Breton House	Draft final apportionment being completed before passing to Working Party	N/A	September 2013
Ben Jonson House	Draft final apportionment being completed before passing to Working Party	N/A	September 2013
Shakespeare Tower	Final Apportionment to be carried out. Passed to Working Party Dec 2009	N/A	September 2013

10. Beech Gardens Podium Works (as at 23rd May 2013)

Procurement

The procurement process for a principle contractor commenced on 12th April 2013. Additional procurement advice resulted in the preferred procurement process being a two-stage process; Pre-Qualification Questionnaire and Invite to Tender. The deadline for submissions of the PQQ was 13th May 2013. We are currently evaluating 16 pre-qualification submissions and expect to shortlist these to a small number (4 to 6) of preferred suppliers, who will then be invited to submit full tenders for the main waterproofing, hard landscaping, soil replacement and tiling works. The expected deadline for tender submission will be early July. Subject to successful evaluation, approvals to award the contract will be sought from the relevant committees in July (or via urgency) to minimise further delay.

Soft Landscaping

We have engaged the services of Johanna Gibbons, Landscape Architect to commence work with the Landscaping Working Party and the City of London's Parks and Open Spaces team to identify the requirements for soil replacement, irrigation system and planting scheme. As previously advised the aim of this group is to develop two landscaping designs for consultation with residents.

Work in progress:

The replacement glazing work to the fire escape roofs in the John Trundle high walk's area is complete. The same work is now required to fire escape roofs in Beech Gardens and will commence on Tuesday 28 May and take approximately two months to complete. The noisy work times will be restricted to 9am to 5pm, Monday to Friday. As this work requires the use of short-term scaffolding, it was preferable to complete these works in advance of the commencement of the main contract of works. There will be no changes to the existing access to John Trundle, Bryer and Bunyan Courts and this work will not interfere with the proposed external redecoration of these blocks.

Some of the planters on the podium, at the junction of Beech Gardens and Ben Johnson high-walk, require repair and this work is also currently being

undertaken.

11. Asset Maintenance Plan

The data cleansing exercise within our repairs system Orchard continues. Once this exercise is complete, the information will be passed to Keystone to create the property database. This will be followed by loading current asset information that is held in various databases and software systems.

12. Asbestos in Meter Cupboards

Discussions are still taking place with EDF regarding the costs for the removal of asbestos when carrying out meter replacements. Should this go ahead, Property Services will liaise with EDF to see if there are any cost savings to be achieved by removing any asbestos from nearby areas.

13. Water Pressure to Tower Blocks

Booster pumps have now been fitted in all 3 tower blocks. Property Services will continue to monitor any reports of low pressure but we are confident that the work carried out to blocks across the estate has generally improved water pressure to higher level flats.

14. Concrete Works

Concrete Report

A meeting took place on 30th April 2013 between the chairman of the Barbican Association (BA), chairman and deputy chairman of the RCC and deputy chairman of the Barbican Residential Committee to consider the questions raised on the proposed report following the resolution from the Grand Court of Ward Mote (Court of Common Council 19th April 2012). Eddie Stevens, Housing Services Director and Karen Tarbox, Head of Property Services also attended the meeting. Dr Ron Casson, Concrete Consultant – Bickerdike Allen Partners and Dr John Broomfield, Concrete Corrosion Specialist were also present to provide their technical expertise.

A report will be provided to Barbican Residential Committee (June).

Planned concrete testing on low rise blocks

Following discussion at the above meeting and before proceeding with the planned testing on the low rise blocks, officers are seeking further clarification from the concrete consultants with regard to their recommendation to carry out concrete testing across the whole estate, by the same means used on the Towers, or whether visual inspections could be carried out as a suitable alternative. A further update will be provided in due course.

15. Public Lift Availability

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

Lift	From April 2011 to March 2012	From April 2012 to March 2013
Turret	99.98%	99.9%
Gilbert House	99.99%	100%

16. Upgrade of the Barbican Television Network

VFM have responded to the draft license with a number of comments. These have been reviewed by the City Solicitor, Officers and our specialist consultant Concero. The City Solicitor is currently re-drafting the license and this will be sent to the chair of the Television Working Party who will review with members of the Working Party before it is returned to VFM for final comment.

17. Sustainability Working Group

The Sustainability Working Group minutes are contained in Appendix 5.

City Surveyors Update

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

18. St Alphage House

Planning Permission was granted at the end of August 2011. Brookfield/Oxford Properties (Canadian property partners) are considering when they are likely to commence demolition of the development and are consulting with stakeholders in May.

19. Six Public Lifts serving the Barbican Estate

Public Lift report for the period 22/12/12 to 10/05/13

Location	Availability %	Reason for failure (under 95%)
Atlantic House	99%	
Little Britain	91%	<p><u>Reactive Repair</u> 1st floor car button was pushed through with the button studs broken on the car operating panel (COP). The studs are spot welded to the rear of the COP.</p> <p>The COP had to be disconnected from the lift control and removed from site. It was taken to a specialist engineering shop and new studs welded in place. This was not a normal repair. The COP was returned and reconnected to lift control.</p>
London Wall (E)	95%	
London Wall (W)	87%	<p><u>Reactive Repair</u> Fault on lift trapping phone line. Lift removed from service for not having the facility for trapped passengers to alert an outside emergency service.</p> <p>BT attended site to repair line.</p> <p>BT required access to the motor room. The motor room for this lift is inside a building</p>

Location	Availability %	Reason for failure (under 95%)
		<p>not owned by the City and the owners initially refused access. All contractors must be escorted by the building owner's security. This is not always achievable for reactive works and can cause delays which are not under the City's control.</p> <p><u>Reactive Repair</u> Lift over travelled the bottom floor the cause is unknown. This is not a serious safety issue. Repairs again delayed by access requirement</p> <p><u>Reactive Repair</u> Valve block not holding pressure. Valve block had to be stripped and the seals replaced. Repairs delayed by access requirements from Landlord.</p>
London Wall Escalator (DOWN)	100%	
London Wall Escalator (UP)	54%	<p><u>Reactive Repairs</u> Removed from service to allow works on main step drive chains.</p> <p>Removed from service new handrail required. Delivery of the repairs was delayed by technical problems relating to whether it was possible to cut and shorten the handrail to reinstate the service quickly. In the end it had to be replaced.</p>
Moor House	98%	
Speed House	99%	
Moorgate Escalator (UP)	97%	<p>Members were informed in the urgent report relative to the 2 escalators at Moorgate discussed and supported at the Planning and Transportation committee on 9/10/12, that a full replacement of the escalators by Crossrail would be undertaken in November 2014. With regard to the eventual replacement by Crossrail, the latest programme from them indicates that the new escalators will be completed and operational by August 2015. The delay is due mainly to unforeseen piling</p>

Location	Availability %	Reason for failure (under 95%)
		works.
Pilgrim Street	100%	
Wood Street	83%	<p><u>Reactive Repair</u> Intermittent door operator faults and landing door lock faults proved difficult to locate.</p> <p>This lift has very low passenger demand; faults of this type can take time to rectify where usage is low.</p>

20. **YMCA**

Review of the reported bids has been undertaken to achieve a best and final position, which is due to be reported for the City’s consideration next month in order to seek approval to proceed with the recommended party.

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

Name	Chairman	Attended by:
Residents Consultation Committee		
Gardens Advisory Group	Helen Davinson	BEO and Open Spaces Officers, resident representatives
SLA Review	Michael Bennett	RCC Reps. & BEO Officers
Asset Maintenance	Randall Anderson	BEO and Property Services Officers, resident representatives
Upgrading the Television System	Randall Anderson	BEO and Property Services Officers, resident representatives
Beech Gardens Project – future Landscaping	Randall Anderson	BEO and Property Services Officers, Open Spaces Officers, representative from Landscape Architects and resident representatives
Joint BRC / RCC Working Parties		
Sustainability	Gareth Moore	BRC rep, BEO and Property Services Officers, City of London officers and BA's Sustainability Group
Barbican Association		
General Council	Jane Smith	Elected BA members
Barbican Association Sub Committees		
Access, Public Lifts and Walkways	Robert Barker	BA members only
City Together	To be appointed	BA members only
Communications	Angela Starling	BA members only
Environment and Ecology	Steve Quilter	BA members only and BEO Officers
Licensing	David Graves	BA members only
Planning	Randall Anderson	BA members only
Security	David Bradshaw	BA members only, BEO Officers and Ward Police Officers

Sustainability	Sarah Hudson	BA members only
St Alphage	Tim Macer	BA members only

APPENDIX 5

SUSTAINABILITY WORKING GROUP (SWG)

MEETING	Lilac Room	DATE	24/04/2013 at 3.30pm
PRESENT	Chairman - Gareth Moore (GM) – Deputy Chairman, Barbican Residential Committee Sarah Hudson (SH) – Barbican Association Sustainability Group (BASG) Robert Doe (RD) - Barbican Association Sustainability Group Garth Leder (GL) – Barbican Association Sustainability Group Eddie Stevens, (ES) Housing Services Director Sheila Delaney (SD) – House Officer (BEO - minutes) Helen Davinson, (HD) Resident Services Manager Mick McGee (MM) – Senior Resident Engineer Paul Kennedy (PK) - Corporate Energy Manager (City Surveyors – City of London Corporation) Lochlan McDonald, Assistant Development Manager (LMcD)		
Apologies	Michael Bennett (MB) – Barbican Estate Manager (BEO)		
Item no.	SUBJECT/DISCUSSION	Action/Date	
1 - Follow up Actions from Sustainability Working Group meeting on 23 October 2013			
1.1	<p>The Green Deal</p> <ul style="list-style-type: none"> • 1 Million £ worth of money available from the government under the Green Deal. Energy companies will be taxed if this money is not distributed within 2 years, so this leaves Barbican Estate (BE) until April 2015 • For each of the housing estates, a core strategy has been developed for the EDP, identifying areas where energy savings can be made (e.g. cavity wall insulation, boiler replacements etc.). • SWG advised that DECC confirmed the COL City, could access GD funding for works. Usually GD is accessed by individual households and incurs a debt on the property that the resident pays back via their fuel bills. Accordingly, the COL would, if it accessed GD funding, have to pay this back and is likely that they would seek money back from all properties affected 	BEO	
1.2	<p>Energy company obligation (ECO).</p> <ul style="list-style-type: none"> • SH asked if there could be an officer made available to support PK, specifically linked to residential energy saving. ES confirmed that Lochlan MacDonald works for the Asset Management Team at the BE, and is currently seeking funding through ECO for various energy saving schemes linked to COL's HRA housing stock. LMcD proposes to approach H A Marks via ECO and he will provide further updates regarding possible ECO funding for energy saving works at the BE, e.g. double glazing, draft proofing, cavity wall insulation etc. There will be no obligation, nor risk to leaseholders at this stage. 	LMcD	

APPENDIX 5

	<ul style="list-style-type: none"> • ES advised that on BE, the lease is the obstruction to claiming funding, as leaseholders pay for services via their service charge and these schemes could involve charges to the leaseholder. For example, the UFH is still currently fit for purpose, so in theory money may not be available, and any changes may have to be charged to leaseholders. Consequently many of the energy saving issues will have to be driven by the leaseholders. • Due to BE not being social housing, and not part of the HRA, ECO funding may not apply. BE should have a sensible achievable objectives to access some of this funding 	
<p>1.3</p>	<p>HECA (Home Energy Conservation Association)</p> <ul style="list-style-type: none"> • HECA was revised July 2012. PK completed a report by March 2013. PK agreed to include energy use data and amend report. Although energy use data cannot verify which individual projects led to lead to energy reductions, it could allow COL to compare progress on an estate wide basis and provide indicators regarding energy saving. PK advised that energy saving targets are not based on government targets, but internal ones, which will support the commitment to reduce carbon emissions by 2015. PK advised this is a corporate target which looks at the commercial activities, as residential is treated separately. However, residential properties whilst reported on, are excluded from the corporate targets. PK will address comments on report. Next report is due in 2 years. 	<p>PK</p>
<p>1.4</p>	<p>Under floor heating</p> <ul style="list-style-type: none"> • Meetings held with EDF and UKPN during November 2012 and January 2013. UKPN committed to maintaining the existing controls until March 2015. EDF would not commit to this. PK is to chase up EDF to try and get an answer. Current tariff is 13 hours which is very good, but if the cyclo controls on the system are changed, BE residents will move to another tariff which is likely to be more expensive or see a reduction on the availability of heat. • If the move is to change the supplier, a tender process and consultation with residents will be required under Section 20 LVT in order to obtain an exemption for post tender consultation. • Various different tariffs would be reviewed, to replace existing, e.g. off peak, a 7 hour tariff (deemed as Economy 7) and these would not require a sophisticated control system • Currently the BEO do not hold detailed half-hourly profile data for the estate. PK said that the code profile for domestic and commercial meters are separate 	<p>MM/PK</p>

APPENDIX 5

1.5	<p>Half hourly electricity data for the under floor heating</p> <ul style="list-style-type: none"> MM said there is no half hourly data available to BEO for meter readings. MM said that if half hour meters were to be installed on the BE, there are cost implications and who pays? PK to contact EDF to request HH data for underfloor heating. There are half hour readings for the common parts. MM to verify if there are half hour readings for UFH. MM verified there is one sub-station for each block, and the suppliers should know the demand for electricity. 	MM
2 – Proposal by BASG to investigate two options to modify heating		
2.1	<p>Submitted proposal by BASG</p> <ul style="list-style-type: none"> No further updates 	
3 – LED Trial		
3.1	<ul style="list-style-type: none"> No further updates 	
4 – Actions required by SWG		
4.1	<p>Proposed Scoping Paper</p> <ul style="list-style-type: none"> ES suggested that the SWG advise BEO as to the contents they wish to include in a scoping paper, outlining the meaningful schemes that they believe may be viable. The paper would include items like: Problems identified (e.g. tariff due to expire and likelihood of the new tariff, aging estate, expected life of systems etc.), Review of these problems, (e.g. implications of problems and how to manage as an ongoing issue, e.g. asset maintenance) Possible solutions/outcomes regarding problems (What BEO can sensibly and viably do to manage them, e.g. acquire funding, resources etc.). ES advised that in 5 years time the UFH could become very expensive for residents. GM said it would be difficult for BE to come up with this brief unless it was compiled by residents, as this could provide the basis for meaningful consultation. ES said that based on the contents of the scoping paper a report could be presented to the BA/RCC which eventually 	SWG/BEO

APPENDIX 5

	could be presented to the BRC for review. This would provide some basis for BEO to ask for resources to drive the energy saving schemes through. GL said the if the scoping paper could be produced before the next SWG meeting this would be useful	
5 – Rainwater Harvesting		
5.1	Beech Gardens Project <ul style="list-style-type: none"> No further updates 	
6 – Resident Engineers		
6.1	Resident Engineers <ul style="list-style-type: none"> Due to the on-going Technical Restructure, The Resident Engineers are now Property Services Officers, and the new Property Service Officer started in February. The Technical Restructure became effective on 1 April 2013 	MM
7 – AOB		
7.1	No other business	
8 – Date of next meetings		
8.1	Sustainability Working Group: 24 July 2013, 23 October 2013, all at 4.00pm.	

Agenda Item 8

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 03 June 2013 17 June 2013	Item no.
Subject: Service Level Agreements Quarterly Review January – March 2013		
Report of: Director of Community and Children's Services	Public	
<p>Executive Summary</p> <p>This report, which is for noting, updates Members on the review of the estate wide implementation of Service Level Agreements for the quarter January to March 2013. 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 January to March of the eighth year of the estate-wide implementation of the Service Level Agreements (SLA) with comments from the House Officers and the resident Working Party as well as an ongoing action plan for each of the service areas.

Current Position

2. All of the agreed six weekly block inspections have been completed in the quarter January to March.
3. House Officers, Resident Services Manager and the Barbican Estate Manager attended the recent Service Level Agreement Working Party

review meeting in April and any new comments from the residents Working Party, House Officers, surveys, House Group meetings and complaints are incorporated into the January to March comments.

4. Actions identified following each quarterly review have been implemented where appropriate and comments are included in the action plans in Appendices 1, 2, 3, 4 and 5. The action plans monitor and show the progress made from each of the quarterly reviews together with all of the comments and responses/actions from the House Officers and resident working party. All of the unresolved issues from the previous quarterly reviews to December 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 December 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 April to June 2013 will take place in July 2013 and details of this review will be presented at the September 2013 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.

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barbican.estate@cityoflondon.gov.uk

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

	<u>QUARTER</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
159	Oct-Dec 2012	The Q&A format of communication eg Beech Gardens Project has worked well and should be used again for other updates.	Ongoing.	✓
160	Jan-Mar 2013	The Cleaning Team Staff Room is moving to the BEO. This will allow for better communication and supervision of the team.	For comment only.	✓
		Quarter - at the end of each quarter issues are raised by the House Officers and SLA Working Party which are then presented to service providers		
		Completed Actions - House Officers as residents' champions determine whether the issue has been dealt with and completed satisfactorily		
		SLA Service Level Agreement	CGM City Gardens Manager	
		CPA Car Park Attendant	GAG Gardens Advisory Group	
Page 35		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	SRM Sir Robert McAlpine	
		COG Core Operational Group - Barbican Estate Manager, Resident Services Manager & House Officers and Officers from Property Services (PS)	PS Property Services	
		BOG Barbican Operating Group - Barbican Estate Manager, Head of Property Services and Officers from PS		

(COMMITTEE)

APPENDIX 2

SERVICE LEVEL AGREEMENT REVIEW - ESTATE MANAGEMENT 2012

	<u>QUARTER</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
141	Oct - Dec 12	Skips on Lauderdale ramp to be there for a set time and not left to linger.	Officers made aware - BEO monitoring	
142	Jan - Mar 13	Problems with alleged City Of London market research companies across the estate (door knocking, ID)	BEO investigating.	
143	Jan - Mar 13	New Park & Text system implemented.	For comment only. 25% take up in first week.	✓

SERVICE LEVEL AGREEMENT REVIEW - PROPERTY MAINTENANCE 2012

	<u>QUARTER</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.	Reviewed and letters updated. Further monitoring following changes.	
154	April-June 2012	PS 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.	PS reviewing. Additional contractor now agreed.	✓
160	Jan - Mar 13	Quotations from Metwin - taking too long	Now resolved with contractor.	✓
162	Jan - Mar 13	Mini trial of ventilation cleaning being carried out in Shakespeare Tower.	for comment only.	✓
163	Jan - Mar 13	Asset Maintenance WP - more detail about the actual assets and current cyclical programmes to be forthcoming.		

SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2012

	<u>QUARTER</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
88	April-June 2011	Tower blocks - concrete spalling - PS are arranging for surveys to be carried out to the 3 tower blocks. Any necessary remedial works will be carried out following the surveys.	Remedial work still to be carried out subject to consent. Works Update letter to all Tower residents by 18/01/13. Meeting with planners to press to do work under LBC guidelines. Meeting to be held with Town Clerks/Legal and BA to discuss charging.	
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 Spring 2013. Works to MJH and Breton House deferred, Feb meetings to update residents. Q&A with PS following meetings on 18.2. Q&A sent out March 2013. Low rise concrete testing is progressing.	
99*	July - September 2012	Redecs 2012/13 have now commenced. Project Communications Plan now being implemented.	Ongoing.	
100*	Oct - Dec 12	Condition Surveys for redecs project 2013/14 to be completed.	Have been completed, 1st stage consultation w/e 18.1.13. Meeting held on 18.4.13 to discuss with residents of Bryer/John Trundle and Bunyan Court.	
102*	Oct - Dec 12	2013/14 redecs projects. Spec to be reviewed prior to going out to tender. BEO to be involved in this.	Lessons learned to be reviewed. New systems now in place will be explained in letter to all affected residents	✓
103	Jan-Mar 2013	Resident Surveys post project - now being sent out electronically.	for comment only.	✓
104	Jan - Mar 2013	Roof guarantee information - an article for barbicanews about next blocks to expire?	Summer newsletter - TBC	

(COMMITTEE)

**APPENDIX 4
SERVICE LEVEL AGREEMENT REVIEW - MAJOR WORKS 2012**

APPENDIX 5
SERVICE LEVEL AGREEMENT REVIEW - OPEN SPACES 2012

	<u>QUARTER</u>	<u>COMMENT/QUERY</u>	<u>RESPONSE/ACTION</u>	<u>COMPLETED</u>
126*	Apr - Jun 12	Irrigation under BJH has been cut off by cinema project.	OS to hand water when and if required.	
133*	Oct - Dec 12	Concrete Planters @ Cromwell Tower and Lauderdale Tower. To speak with House groups about BEO's option of moving the larger concrete planters to replace the worn out smaller wooden tubs.	Feedback from Lauderdale that they should remain where they are. Cromwell would like 2 either side of entrance.	
134	Jan - Mar 13	Lots of winter maintenance carried out plus planting up. Positive comments from residents received.	For comment only	✓
135	Jan - Mar 13	St Giles planters (streetscene) planted up in March	For comment only	✓

Agenda Item 9

Committee(s): Residents' Consultation Committee Barbican Residential Committee	Date(s): 3 June 2013 17 June 2013	Item no.
Subject: Progress of Sales & Lettings		
Report of: Director of Community and Children's Services	Public	
<u>Executive Summary</u>		
<p>This report, which is for information, is to advise members of the sales and lettings that have been approved by officers since your last meeting. Approval is under delegated authority and in accordance with Standing Orders. The report also provides information on surrenders of tenancies received and the number of flat sales to date.</p>		
<p>Recommendation: That the report be noted.</p>		

Main Report

BACKGROUND

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

SURRENDERS

2. There are no new surrenders.

RIGHT TO BUY

- 3.

	07 May 2013	08 January 2013
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.

	07 May 2013	08 January 2013
Sales Completed	830	826
Market Value	£128,917,262.87	£127,347,262.87

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.

CASE	Block	Floor	Type	Price	Remarks as at 7 May 2012
1	Thomas More House	7 th	23 (1 bed)	£567,000	Completed 12/04/13
2	Thomas More House	03	13 (bedsit)	£325,000	Completed 01/05/13
3	Thomas More House	4 th	20 (1 bed)	£775,000	Proceeding
4	Willoughby House	3 rd	93 (1 bed)	£542,000	Proceeding

APPROVED LETTINGS

9.

CASE	Block	Floor	Type	Rent £pa	Tenancy Commences/ Expires
1	Ben Jonson House	1/2 (1 bed)	M2B	£19,800	05/04/13 04/04/16
2	Cromwell Tower	18 (4 bed)	1C	£31,200	18/03/13 17/03/16

APPROVED EXCHANGE OF SOLD FLAT

10.

The exchange of a long lease has been approved. The Corporation's expenses will be met by the purchaser.

CASE	Block	Floor	Type	Price	Remarks as at 7 May 2012
1	Brandon Mews to Cromwell Tower	02/03 4th	121 (2 bed) 1A (4 bed)	Capital to be received by the Corporation £100,000	Proceeding

11. 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	105	6,806,712.50	94.59
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	160	12,442,455.00	96.39
WILLOUGHBY HOUSE	148	144	13,000,670.50	97.30
TERRACE BLOCK TOTAL	1645 (1645)	1573 (1569)	123,712,473.23 (122,142,473.23)	95.62 (95.38)
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 (317)	63,024,687.39 (63,024,687.39)	91.88 (91.88)
ESTATE TOTAL	1990 (1990)	1890 (1886)	186,737,160.62 (185,167,160.62)	94.97 (94.77)

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.

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Committee(s):	Date(s):	Item
Barbican Residents' Consultation Committee	03 June 2013	
Barbican Residential Committee	17 June 2013	
Subject: Extension of the Barbican Window Cleaning Services Contract		For Decision
Report of: Director of Community & Children's Services		Public
<p><u>Summary</u></p> <ol style="list-style-type: none"> 1. This report seeks your Committee's approval for an extension of the existing Window Cleaning Services Contract for a period of 12 months and then on a monthly basis to time with the end of the 3 year period of the COL cleaning contract and then tender the total works. 2. The Window Cleaning Service is currently carried out by Enterprise Cleaning and Support Services Limited who were appointed in 2008. The contract was for a period of 5 years from September 2008 with the option to extend a further 2 or 3 years. 3. Cleaning and window cleaning services across the City of London Corporation were included in the Strategic Review of Procurement and City of London Procurement Service (CLPS) in 2011 and this contract ends in August 2014. 4. However, as the Window Cleaning Service is within residential blocks, there would be a requirement under the Landlord and Tenant Act (1985) to carry out Statutory Consultation for the proposed corporate contract. 5. The contract value for the year to 31 March 2013 is £177,773. Informal discussions with Enterprise Cleaning and Support Services Limited would suggest that they would be in agreement to the extension of the existing contract and continue to provide the service on a monthly basis to time with the COL cleaning contract. <p>Recommendation</p> <ol style="list-style-type: none"> 6. That your committee agrees to the extension of the existing contract for 12 months at an estimated cost of £183,106 and thereafter on a monthly basis to time with the tendering of the COL cleaning contract. 		

Main Report

Background

7. In September 2008 Enterprise Cleaning and Support Services Limited were appointed to carry out the Window Cleaning Services to the Barbican Estate and Housing Estates. The contract was for an initial period of 5 years with the option to extend a further two or three years. Enterprise Cleaning has provided a good service during this 5 year period and the resident satisfaction surveys and House Officer inspections have illustrated the improvements over the years.
8. Your committee will be aware that CLPS is one of the Strategic Reviews that forms part of the City Corporation's Change Programme. It aims to introduce modern procurement techniques, procuring in a smarter way to get a better deal on the goods and services we buy and thereby make substantial cashable savings over the next 5 years and beyond.
9. Cleaning and Window Cleaning services across the City of London Corporation were included in the CLPS in 2011 and this contract ends in August 2014.

Current Position

10. Enterprise Cleaning are under contract to provide window cleaning services to September 2013. In order to maintain the current level of service to residents it is proposed that the Enterprise Cleaning contract be extended for 12 months and then on a monthly basis to time with the new corporate cleaning contract as part of CLPS.
11. Thereafter in order to proceed with the CLPS process there would be a requirement to carry out statutory consultation under the Landlord and Tenant Act (1985). This would require a 30 day notification of our intention to enter into an agreement to carry out window cleaning services. The tender process would not be able to start until the completion of this consultation period. Following the tender process there would be a further 30 day period of consultation notifying leaseholders of the tender results and the recommendation.

Financial Implications

12. The current value of the Barbican Window Cleaning contract is £177,773. Informal discussions with Enterprise Cleaning would suggest that they would be in agreement to the extension of the contract for 12 months at an estimated cost of £183,106 and continue to provide the service on a monthly basis thereafter to time with the Corporate Cleaning contract.

Consultees

13. The Comptroller & City Solicitor, Chamberlain and the City of London Procurement Service have been consulted in the preparation of this report and their comments incorporated.
14. The procurement of the new contract will be overseen by the Soft Facilities Management Category Board and the project plan will include the necessary consultation stages and committee approvals.

Conclusion

15. The current window cleaning contractors Enterprise Cleaning have confirmed that they would be in agreement to the extension of their contract to tie in with the proposed tendering of the corporate cleaning contract in 2014 and this would be the best way forward in order to continue the level of service to residents.

Background Papers

Window Cleaning Tender Service 14 April 2008

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